

# Chair's report

I reported last year that CDI found itself in difficult times because of the effects of the Covid pandemic and the local political difficulties that beset the council with financial problems. Although we seem to be out of the physical difficulties and dangers to health, the constraints have become greater. The funding squeeze has been exacerbated by the cost-of-living crisis which in turn has significantly impacted both our own workforce and all our clients.

National commentators have described the effects of the turnover in ministerial staff and advisers, local councillors, officers and staff teams. There is a cost to all this change. A lack of effective leadership and direction. Corporate knowledge is lost and charities like ours find themselves with an increasing workload of repeatedly publicising and marketing the vital work that we do to the new key individuals. Gone are the days when the local authority and its leaders understood the importance of working face-to-face with children, young people and families and chose to support the infrastructure of the voluntary sector.

We are a small charity, but we now have a turnover of over £1 million and a workforce of over 60. There is more that we need to do, and we have to spend valuable management time chasing the funds to enable it all to happen. Without the funds we will not be able to continue to deliver our key priorities. But we must be careful to remain true to our aims and objectives as a charity for children, young people and families and not be drawn into chasing the next available pot of money regardless of the implications.

The support of our funders is vital; without all of them the work of CDI will falter and die. We don't have the resources of the big national charities; those that can pay to advertise on TV or in the press. The competition is growing. There are lots of organisations chasing the few funders that still have their books open to bidders.

CDI's leadership and workforce delivers positive outcomes for the children, young people and families which is evidenced in this report, which I commend to you.



**Roger King**  
Chair of Trustees

t: 020 8680 0404  
e: enquiries@croydondropin.org.uk

[www.croydondropin.org.uk](http://www.croydondropin.org.uk)

Company limited by guarantee no: 3092355 | Registered charity no: 1049307  
Registered Office: 132 Church Street, Croydon, CR0 1RF

Illustrations by Andrea Joseph: @ahevysoul | Graphic design: nickyc31@gmail.com

## Over the past 12 months the charity's activities were funded by grants and awards from:

- NHS South West London Integrated Care Board (Children & Young People Mental Health)
- NHS South West London ICB (Adult Mental Health)
- South West London ICB Croydon Place & Croydon Council (Children, Young People, Education and Health)
- London Borough of Croydon Asylum Seekers Support Fund
- Church Tenements Trust
- National Lottery Community Fund
- Children In Need
- Garfield Weston Foundation
- Selsdon Baptist Church
- St. Marks Church, Woodcote
- Individual private donors



# Director's report

I write this at a time when acts of violence are all around us, both in Croydon and the wider world. We have been here before and there is a foreboding sense we will continue to repeat the same mistakes.

Every charity proudly proclaims its vision and ours is no different in that it expresses an optimistic, utopic idea of how society could better organise itself.

'One day there will be no requirement for our services; there will be no adverse childhood experiences, we will have neutralised climate change and everyone in the community will have the means to survive, has shelter, food, education, employment and many healthy relationships.'

At times like this, these statements may appear futile. What will change? When? And how do we contend with this hyper-individualistic society we appear to have perpetuated that lurches, sleep-deprived, from crisis to crisis whilst breeding division and isolation?

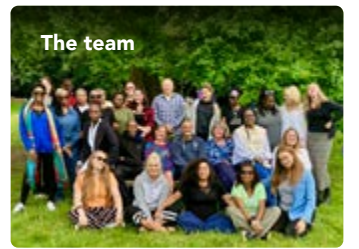
Every six months we carry out a staff survey at CDI and the one thing we continue to agree on is the reason we get out of bed in the morning. We are each committed to trying to make a difference in the community we serve. A list of words that colleagues used to describe ourselves this year can be seen to the right. We translate these into our mission statement by agreeing to 'support and empower you to understand yourself better so you feel more confident to make good decisions and healthier choices that will help you throughout your life.'

Can I express my sincerest thanks to all the children, young people and families who continue to place their trust in us, to all our colleagues, past and present, for bringing energy and commitment to the charity, to our voluntary and statutory sector allies, donors, funders and commissioners, clinical supervisors, SME IT, Roland, Derek, Robin, Claudia, Lou M, Dr. Brendan, Magic Cauldron Catering, the mechanics who keep the Talkbus on the road, Marius our painter, Andrea our artist-in-residence, Nick our designer, Peter in maintenance, Coffee Time Café in Church Street and to all those who have reached out to us this year for playing your own parts in helping to motivate and sustain us. Thank you!

If it's true that calm seas don't make good sailors then the rough seas that we navigate week in week out can only serve to reinforce our shared resolve.

Courage is contagious so fail we may but sail we must. Together.

**Gordon Knott,**  
Director



**COLLABORATIVE /// CARING  
MOTIVATED /// ADAPTABLE  
COMMUNITY /// CREATIVE  
EMPATHIC /// COMMITTED  
MULTI-FACETED /// DIVERSE  
VERSATILE /// SUPPORTIVE  
COURAGEOUS /// TRUSTED  
INCLUSIVE /// PASSIONATE  
VULNERABLE /// GENUINE  
DEDICATED /// ADVOCATES**

Share the love!

- CroydonDropIn
- @Croydon\_Drop\_In
- croydondropin
- cdi\_talkbus



# Financial report

## Income and expenditure for the year ended 31 March 2023

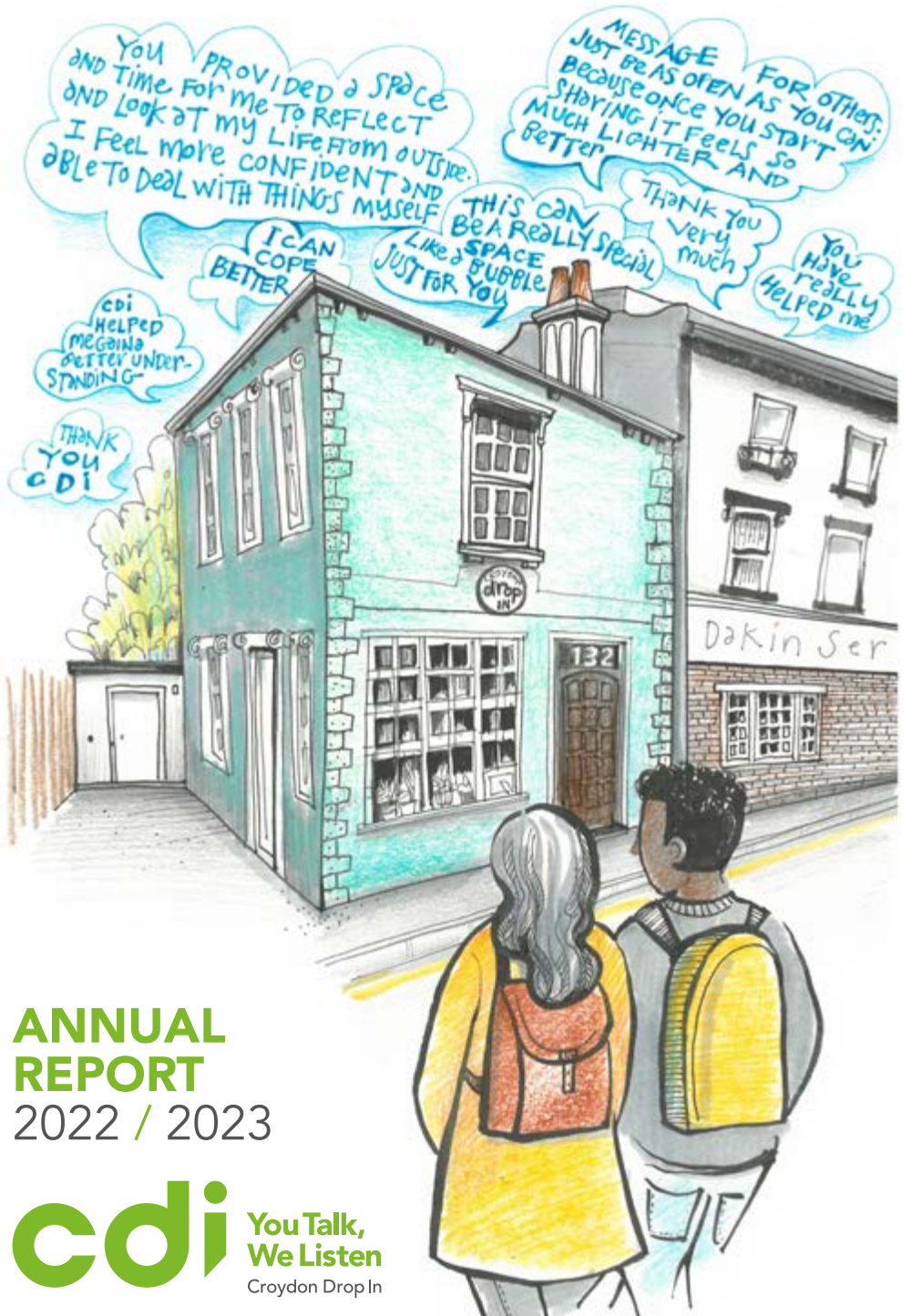
	Restricted funds (£)	Unrestricted funds (£)	Total funds 2023 (£)	Total funds 2022 (£)
<b>Incoming resources</b>				
From generated funds:				
Voluntary income:	71,381	39,676	111,057	115,207
Investment income:	-	84	84	335
HMRC furlough grants:	-	-	-	7,197
From charitable activities:	-	1,461,014	1,461,014	1,235,288
<b>Total incoming resources:</b>	<b>71,381</b>	<b>1,500,774</b>	<b>1,572,155</b>	<b>1,358,027</b>
<b>Resources expended</b>				
Charitable activities:	71,381	1,462,832	1,534,213	1,209,205
Fundraising activities:	-	7,630	7,630	7,035
<b>Total resources expended:</b>	<b>71,381</b>	<b>1,470,462</b>	<b>1,541,843</b>	<b>1,216,240</b>
Net incoming/outgoing resources before transfers:	-	30,312	30,312	141,787
<b>Transfers between funds</b>				
Net movement in funds:	-	30,312	30,312	141,787
<b>Reconciliation of funds</b>				
Total funds brought forward:	1,379	595,706	597,085	455,298
Total funds carried forward:	1,379	626,018	627,397	597,085

## Year end position (as at 31 March 2023)

	2023 (£)	2022 (£)
<b>Fixed assets</b>		
Tangible assets:	91,334	47,659
<b>Total fixed assets:</b>	<b>91,334</b>	<b>47,659</b>
<b>Current assets</b>		
Debtors:	218,084	247,143
Cash at bank and in hand:	512,259	455,188
<b>Total current assets:</b>	<b>730,343</b>	<b>702,331</b>
<b>Creditors</b>		
Amounts falling due within one year:	(194,280)	(152,905)
<b>Net current assets:</b>	<b>536,063</b>	<b>549,426</b>
<b>Total assets less current liabilities:</b>	<b>627,397</b>	<b>597,085</b>
<b>Net assets:</b>	<b>627,397</b>	<b>597,085</b>
<b>The funds of the charity</b>		
Restricted funds:	1,379	1,379
Unrestricted funds:		
Designated:	296,103	365,909
General fund:	329,915	229,797
<b>Total unrestricted funds:</b>	<b>626,018</b>	<b>595,706</b>
<b>Total charity funds:</b>	<b>627,397</b>	<b>597,085</b>

The designated funds: £62,325 allocated to the Talkbus maintenance and replacement asset fund, £150,000 to the agency contingency fund to cover potential absence costs, £1,670 to training services development, £1,529 to the inclusion and diversity action fund, £36,442 to website and database upgrade and £20,000 to the building and repairs fund.

The purpose of these pages is to provide a summary of the charity's income and expenditure for the year ended 31 March 2023. The summary is derived from the audited annual accounts and is not a full representation. This report may be sufficient to give a full understanding of the charity's finances. A full copy of the annual accounts and auditor's report can be viewed on our website [croydondropin.org.uk](http://croydondropin.org.uk)



**ANNUAL REPORT**  
2022 / 2023

**cdi** You Talk, We Listen  
Croydon Drop In



# Total reach

Total individuals accessing CDI services

## 5,998

Ethnicity  
Total BAME:

## 66%

Age:

Under 13  18%

13-15  29%

16-19  14%

20-25  5%

Over 25  3%

Parent/Carer  5%

Professional  14%

Unknown  12%

Main presenting concerns:

- 1 Anxiety
- 2 Depression/low mood
- 3 Self-esteem
- 4 Anger
- 5 Family
- 6 Panic
- 7 Sleeping difficulty
- 8 School / college
- 9 Isolation
- 10 Friendships
- 11 Identity
- 12 Suicidal ideation

**cdi** Croydon Drop In (Church Street)

**Outreach HQ** (Ramsey Court)

**PIP House** (All Saints Primary School)

**Talkbus**  
Total sites: 41  
(plus remote delivery via Talkbus helpline)

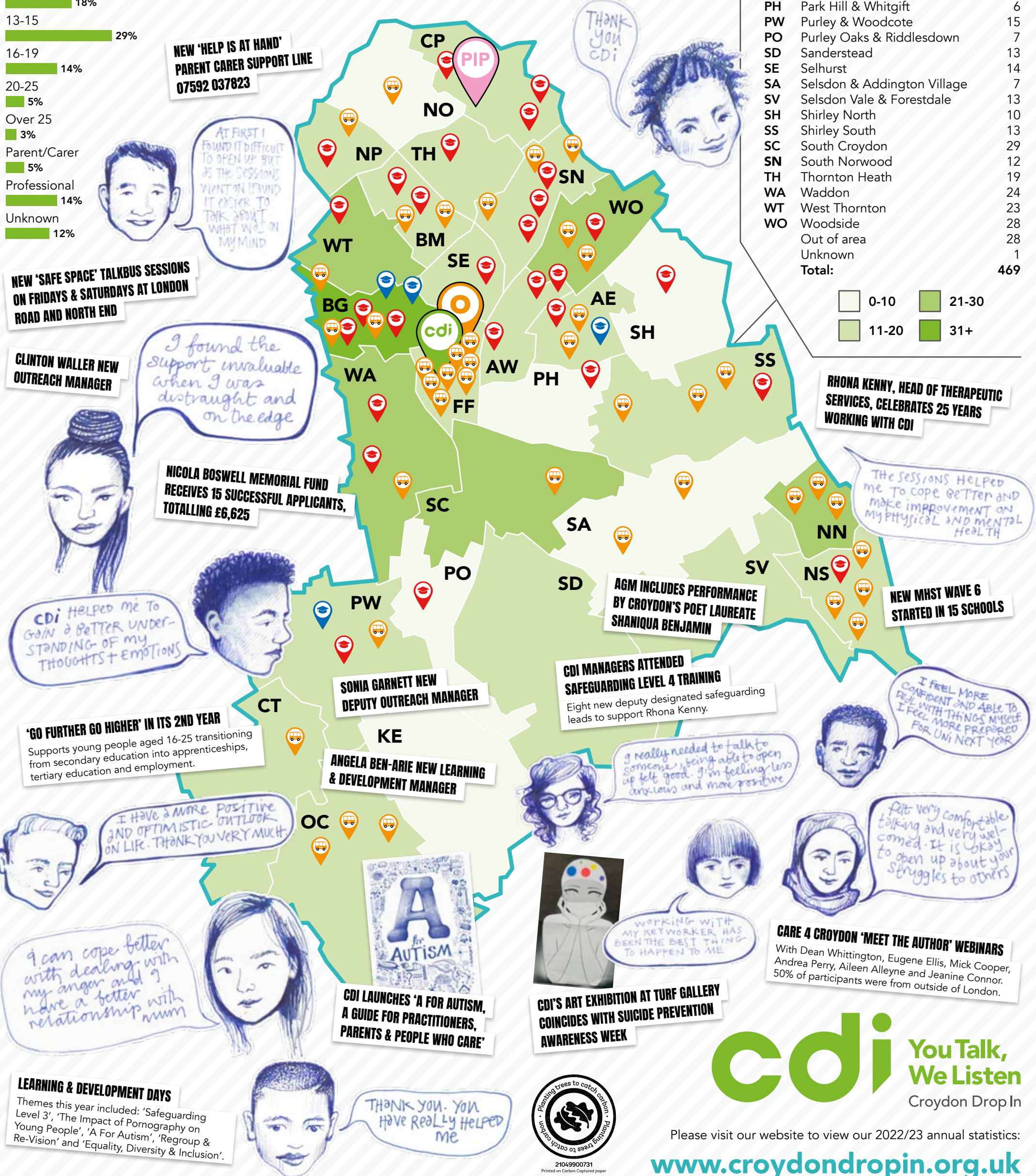
**Mental Health Support Team (MHST) schools**  
Total sites: 28

**Counselling schools and academies**  
Total sites: 5  
(1 outside of Croydon borough)

Children, young people and families accessing support from Community Counselling, Advice & Rights Advocacy, Go Further Go Higher and Parent Infant Partnership:

AE	Addiscombe East	13
AW	Addiscombe West	16
BM	Bensham Manor	14
BG	Broad Green	34
CT	Coulsdon Town	15
CP	Crystal Palace & Upper Norwood	18
FF	Fairfield	13
KE	Kenley	6
NN	New Addington North	23
NS	New Addington South	20
NP	Norbury & Pollards Hill	12
NO	Norbury Park	10
OC	Old Coulsdon	13
PH	Park Hill & Whitgift	6
PW	Purley & Woodcote	15
PO	Purley Oaks & Riddlesdown	7
SD	Sanderstead	13
SE	Selhurst	14
SA	Selsdon & Addington Village	7
SV	Selsdon Vale & Forestdale	13
SH	Shirley North	10
SS	Shirley South	13
SC	South Croydon	29
SN	South Norwood	12
TH	Thornton Heath	19
WA	Waddon	24
WT	West Thornton	23
WO	Woodside	28
	Out of area	28
	Unknown	1
<b>Total:</b>		<b>469</b>

0-10 21-30  
11-20 31+



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Croydon Drop In

Please visit our website to view our 2022/23 annual statistics:

[www.croydondropin.org.uk](http://www.croydondropin.org.uk)



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