

cdi You Talk,
We Listen
Croydon Drop In



croydon drop in

ANNUAL REPORT
2023 / 2024

Chair's report

Change is the order of the day!

I am happy to report this year that the charity continues to grow despite the continuingly difficult financial climate. Difficult for young people, children and families because of the cost-of-living squeeze, difficult for the government that has changed this year and difficult for CDI that needs to continue to attract funding for the numerous projects that support children, young people and families.

But the biggest change this year has been the change of our CEO. We were sad to see such a loyal leader leave, but Gordon Knott decided this was time for him to move on to new challenges. September saw the arrival of Shaun Polley to take up the reins. We are in good hands.

Change can be unsettling for some, exciting for others with new opportunities, new ways of working, new challenges.

CDI embraces the change. We have grown. The staff team is larger, the turnover is bigger and the need in the community is

greater. Our challenge now is to grow our infrastructure to better manage the delivery of our services, to report better on our successes and develop better responses to the needs of children, young people and families of Croydon.

Crucial to our mission is the support that we receive from our funders, commissioners and staff team without whom we could not deliver our services. We owe you all a big thank you.

I commend this report to you.

Roger King
Chair of Trustees



"I sincerely thank you all because I have truly learnt something from every single person. You helped me understand the underneath and find the courage to keep going. To aspire to have the soft front, the strong back and the wild heart..."

— Gordon Knott



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CroydonDropIn



[croydondropin / cdi_talkbus](https://www.instagram.com/croydondropin/)

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Thank you to our funders throughout the year:

London Borough of Croydon (LA) • LA & SWLICB Joint Commission of Counselling & IAG (Open Access) • NHS South West London ICB (Children's & Adult Services) • NHS Mental Health Investment Standard • NHS England/CYP Workforce • Children in Need • Church Tenements Trust • Garfield Weston • National Lottery Community Fund

CEO's report

This has been a significant year for Croydon Drop In, where the charity has continued to grow and help more children, young people and their families. This has been against a backdrop of change, a growing demand for our services and increasing complexity and risk. My predecessor, Gordon Knott, was instrumental in forging a path to the growth of the charity, both financially and in the number of people that we support and make a difference to every day.

Croydon Drop In has grown substantially since the pandemic, and we are a trusted partner and provider within the mental health system. Our work supports the health transformation agenda and we have built a strong partnership with the South West London Integrated Care System.

Children, young people and families continue to face challenges in their lives which impact on their emotional health and wellbeing, exacerbated by an ongoing cost-of-living crisis, and a shortfall in funding and resources across systems to meet their needs.

This year saw a change in government; we are still in its infancy and await to hear more details about their decisions and plans moving forward, though it has clearly laid out that the NHS, and mental health support, will be a specific focus area.

During 24/25, my focus will be on strengthening Croydon Drop In to meet future challenges, including upgrades to our digital systems and infrastructure, ensuring robust governance and efficient processes are in place, and creating the capacity and conditions to support our continued growth.

Shaun Polley,
Chief Executive Officer



"I would just like to thank CDI for making me a better person and showing me that it's OK to talk."

— Young person

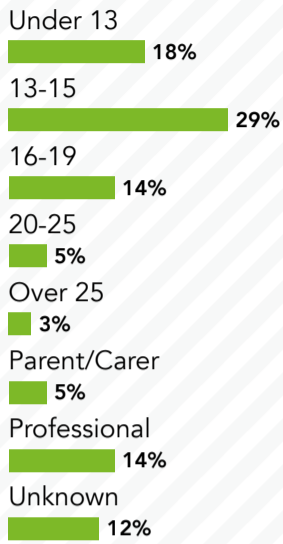


Total reach

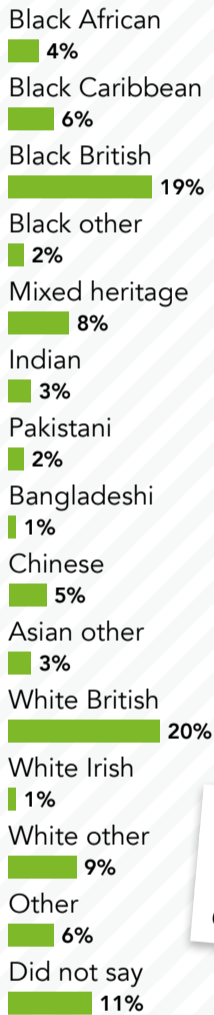
Total individuals accessing CDI services

5,432

Age:



Ethnicity:



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)

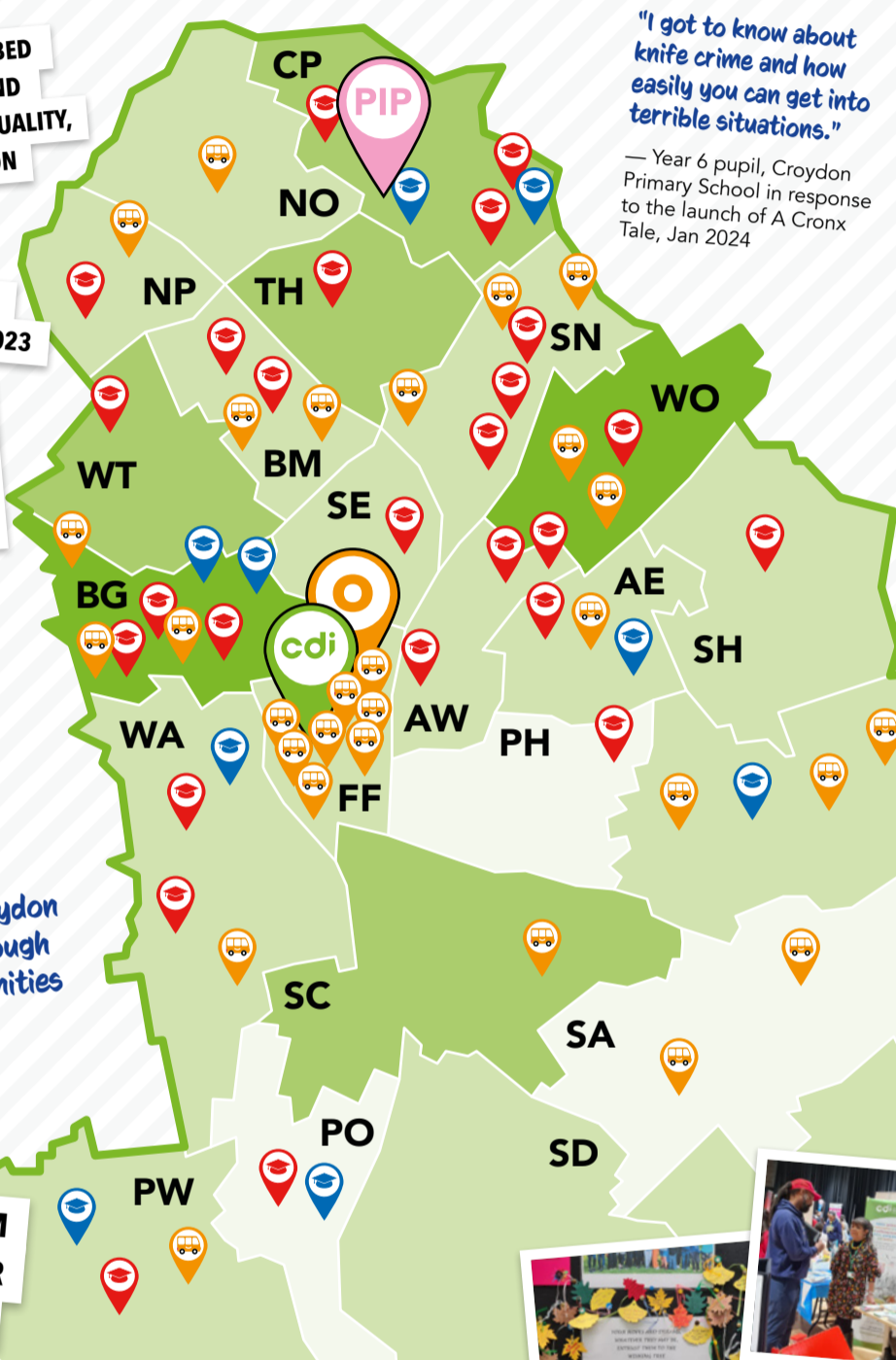
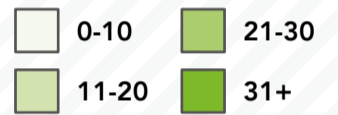
Talkbus
Total sites: 41 (plus remote delivery via Talkbus helpline)

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

Counselling schools and academies
Total sites: 9

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

AE	Addiscombe East	17
AW	Addiscombe West	19
BM	Bensham Manor	16
BG	Broad Green	36
CT	Couldson Town	18
CP	Crystal Palace & Upper Norwood	21
FF	Fairfield	17
KE	Kenley	7
NN	New Addington North	26
NS	New Addington South	22
NP	Norbury & Pollards Hill	16
NO	Norbury Park	15
OC	Old Coulsdon	19
PH	Park Hill & Whitgift	8
PW	Purley & Woodcote	17
PO	Purley Oaks & Riddlesdown	9
SD	Sanderstead	19
SE	Selhurst	16
SA	Selsdon & Addington Village	9
SV	Selsdon Vale & Forestdale	14
SH	Shirley North	16
SS	Shirley South	15
SC	South Croydon	22
SN	South Norwood	15
TH	Thornton Heath	21
WA	Waddon	17
WT	West Thornton	25
WO	Woodside	31
	Out of area	31
	Unknown	3
Total:		547



CDI CONTINUES TO EMBED BETTER AWARENESS AND PRACTICE AROUND EQUALITY, DIVERSITY & INCLUSION

NEW TALKBUS LAUNCHED AT NORTH END IN SEPTEMBER 2023



"I got to know about knife crime and how easily you can get into terrible situations."
— Year 6 pupil, Croydon Primary School in response to the launch of A Cronx Tale, Jan 2024

"I truly believe that Croydon is a great, resilient borough with wonderful communities ...and my visit to CDI confirmed just that!"
— Mayor Jason Perry

CHILDREN REFERRED FROM CAMHS STILL ACCOUNT FOR 60% OF TOTAL REFERRALS

CARE FOR CROYDON COLLECTIVE ONLINE FORUM CONTINUES

CDI COMMISSIONED TO DELIVER COUNSELLING SERVICES BY FOUR NEW SCHOOLS

CDI'S ADVICE, RIGHTS & ADVOCACY SERVICE RE-ACCREDITED FOR THE ADVICE QUALITY STANDARDS (AQS)
Only four other services in Croydon are accredited, so congratulations Jacquie!

NEW BABIES WELCOMED!
Congratulations Josie, Nicola and Rochelle!

WONDERFUL NEW ADDITIONS TO THE TEAM
A warm welcome to Melinda Park, John Hylton, Lois Carew-Doyley, Jo Baker, Shereen Findlater, Miguel Wiggan, Abi Johnson, Jasmine Krieg, Agata Krawniak, Anita Batt, Audrey Adeyemi, Bev Boyd, Carol Linton, Margo Jackson, Katarzyna Crawford, Louisa Edwards and Yvonne Rommell. We're excited to have you onboard, and we're looking forward to working with you!

A FOND FAREWELL
We recently said farewell to Anna Austin, Amanda Patterson, Hulda Lewis, Desmond Fuller, Elizabeth Finn, Julie Lewis, Samuel Rogers, Gill Weaver, Samuel Sheriff, Kobe Akanmu, Michael Arhin-Aquaah, Wendy Blenman, Peace Onyema, Robert Pezet, Carolyn Osbourne, Samuel Richards, Jannelle Dawson, Saneah Siddiqui, Queenie Chizea, Shannen Doherty and Alkan Shenyuz. Thank you for your hard work and dedication.

CDI'S YOUNG PEOPLE'S TEAM LEAD BOROUGH-WIDE PROJECT
to bring together all the Croydon Young People's Participation Groups into a Mental Health Alliance.

FIVE LEARNING & DEVELOPMENT DAYS DELIVERED TO THE TEAM
Level 3 Safeguarding, Queer Mental Health for Young People, Disability Awareness, Conflict Resolution & Learning, and Learning Styles.

LIFE CITY CHURCH IN PURLEY DONATED £470 VOUCHER TO BE SHARED BETWEEN AR&A AND PAIRS FAMILIES. THANK YOU!

35 INDIVIDUALS ASSISTED TO PURSUE THEIR CAREER AND ENTREPRENEURIAL AMBITIONS SINCE LAUNCH OF NICOLA BOSWELL MEMORIAL FUND IN MAY 2021

"This fund promotes equality because it is giving me the chance to access something that would have been out of my reach."
— NBMF Recipient



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Please visit our website to view our 2023/24 annual statistics:
www.croydondropin.org.uk

Financial report

Income and expenditure for the year ended 31 March 2024

	Restricted funds (£)	Unrestricted funds (£)	Total funds 2024 (£)	Total funds 2023 (£) (as restated)
Incoming resources				
From generated funds:				
Voluntary income:	32,520	27,207	59,727	71,057
Investment income:	-	314	314	84
From charitable activities:	-	1,862,753	1,862,753	1,461,014
Total incoming resources:	32,520	1,890,724	1,922,794	1,532,155
Resources expended				
Charitable activities:	72,520	1,496,155	1,568,635	1,534,213
Fundraising activities:	-	7,551	7,551	7,630
Total resources expended:	72,520	1,503,666	1,576,186	1,541,843
Net incoming/outgoing resources before transfers:	(40,000)	386,608	346,608	(9,688)
Transfers between funds				
Net movement in funds:	(40,000)	386,608	346,608	(9,688)
Reconciliation of funds				
Total funds brought forward:	151,393	626,018	777,411	787,099
Total funds carried forward:	111,393	1,012,626	1,124,019	777,411

Year end position (as at 31 March 2024)

	2024 (£)	2023 (£) (as restated)
Fixed assets		
Tangible assets:	135,630	91,334
Total fixed assets:	135,630	91,334
Current assets		
Debtors:	741,845	368,098
Cash at bank and in hand:	322,441	512,259
Total current assets:	1,064,286	880,357
Creditors		
Amounts falling due within one year:	(75,897)	(194,280)
Net current assets:	988,389	686,077
Total assets less current liabilities:	1,124,019	777,411
Net assets:	1,124,019	777,411
The funds of the charity		
Restricted funds:	111,393	151,393
Unrestricted funds:		
Designated:	509,064	296,103
General fund:	503,562	329,915
Total unrestricted funds:	1,012,626	626,018
Total charity funds:	1,124,019	777,411

The purpose of these pages is to provide a summary of the charity's income, expenditure and year end position. This summary is derived from the audited annual accounts, and is not a full representation. This report may not 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