

Registered Company No: SC313463

Registered Charity No: SC026233

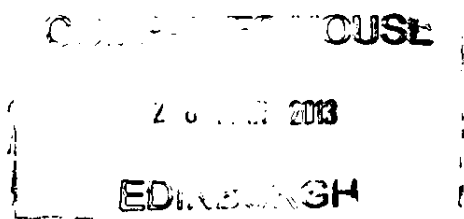
THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

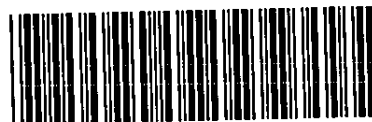
REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31 MARCH 2012



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THE YOUTH COMMUNITY SUPPORT AGENCY
(A company limited by guarantee)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2012

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THE YOUTH COMMUNITY SUPPORT AGENCY

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LEGAL AND ADMINISTRATIVE INFORMATION

Charity Name:	The Youth Community Support Agency
Registered Office and Operational Address:	48 Darnley Street Glasgow Lanarkshire G41 2SE
Charity Registration Number:	SC026233
Company Registration Number:	SC313463
Trustees:	Kashif Khan John King Joyce McVarrie Khaled Rahman Fariha Thomas Umar Ishaq Asim Khan
Secretary:	Khaled Rahman
Senior Management Team:	Ms Anwari Din - Chief Executive (Resigned 10 th January 2012) George Okoli- Drug and Alcohol Addiction Outreach Manager (Interim CEO from 15 th January 2012 to 19 th October 2012) Umar Ansari – Chief Executive (From January 2013)
Auditors:	Wylie & Bisset LLP 168 Bath Street Glasgow G2 4TP
Bankers:	Bank of Scotland Bridgewater Shopping Centre ERSKINE PA8 7AA

THE YOUTH COMMUNITY SUPPORT AGENCY

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REPORT OF THE TRUSTEES FOR THE YEAR ENDED

31 MARCH 2012

The Trustees are pleased to present their report together with the financial statements of the charity for the year ended 2012. The legal and administrative information on page one forms part of this report.

Directors and Trustees

The directors of the charitable company (the charity) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees.

The Trustees who served during the year and since the year end (unless otherwise stated) were as follows:

Saqib Rehman (Resigned 12th March 2013)
Kashif Khan
Haram Afzal (Resigned 30th November 2011)
John King
Joyce McVarrie
Khaled Rahman
Norman Tahir (Resigned 30th November 2011)
Yahiya Shaikh (Resigned 7th January 2013)
Fariha Thomas (Appointed 14th February 2012)
Umar Ishaq (Appointed 14th February 2012)
Asim Khan (Appointed 7th December 2012)

OBJECTIVES AND ACTIVITIES

BACKGROUND

The YCSA was founded in 1995 and has been working with young people aged 10 – 25 years since then.

PURPOSE AND AIMS

The vision of the organisation, ever since it was established, has been to deliver services that empower young people to embrace their true potential to enable them to become active and valued members of a diverse community. The organisation aims to support young people in developing the confidence, skills and leadership ability to be successful in life.

THE FOCUS OF OUR WORK

With 17 years experience, the organisation has grown in expertise, working with young people especially those from Black Minority Ethnic (BME) communities in Glasgow. The organisation provides different services to young people, and in particular supports difficult-to-reach young people, especially those who have difficult family circumstances, and those who are involved in, or are on the fringes of behaving anti-socially, offending or indulging in drugs and alcohol use/misuse.

ENSURING OUR WORK DELIVERS OUR AIMS

YCSA services are provided through structured programmes and individual support plans that are designed taking young people's experiences and feedback into account. The services are tailored to individual needs and are sensitive to differences in young people's culture and religion. Through the provision of numerous services, the organisation has gained a good understanding of structures, norms, and levels of cohesion among families. With this knowledge, we are able to make the appropriate needs analyses for the young people and also able to assess the knowledge, attitude, and practices within families so as to provide the required level of support.

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HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Services delivered include: Counselling, Drugs/Alcohol Outreach and Addiction Service, Literacy/Numeracy, Transition Mentoring, Through Care Work and Young Person Support.

NUMBER OF STAFF 2011/12

At the end of the year 2011/12, the organisation had eleven full time staff, ten part-time staff, and two volunteers.

PROJECTS REPORT SUMMARY

Despite the challenges faced by the organisation as a result of the current financial climate, in 2011/12 the YCSA provided services to 2,389 young people through its Counselling, Drugs/Alcohol Outreach and Addiction Service, Literacy/Numeracy, Transition Mentoring, Through Care Work and Young Person Support services. This number is made up of 65% males (1,558) and 33% females (794) while 2% (37) have missing data on gender. When compared with the previous year's statistics, this number represents a marked increase in our engagement with young people generally and females in particular.

In terms of ethnicity, 37% of the service beneficiaries were White British, a slight increase in this group. Most of our BME service beneficiaries were Pakistani (69%) as has been the case for many years. However there is no data available regarding the ethnicity of approximately 19% of our service beneficiaries, therefore the ethnicity statistics need to be interpreted with caution.

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COUNSELLING SERVICE

The counselling service is funded by Glasgow City Council under the Family and Children funding stream. The service provides counselling to young people aged 10 – 25 years old. Referrals are made from primary and secondary schools, from the communities as self-referrals, or by parents/guardians. Two full-time counsellors provided counselling to a total of 170 (55% Female and 45% Male) pupils in eight secondary and four primary schools within Glasgow. Each counsellor covered four secondary and two primary schools each. The secondary schools include Bellahouston Academy, Shawlands Academy, Kings Park Secondary, Hillpark Secondary, Holyrood Secondary, Cleveden Secondary, Hillhead High School and Notre Dame Secondary. The primary schools are: Shawlands Primary, Pollokshields Primary, Battlefield Primary and Hillhead Primary.

While Shawlands Academy and Holyrood Secondary benefitted from full time school day counselling five days a week, as the result of a high number of referrals from these schools, other schools benefitted from five half school day's counselling each week. More counselling time could be dedicated to other schools if there was an increase in their referrals, if resources were available. Counselling was also provided to pupils on a drop-in basis in the YCSA office. As seen in the graph below, 71% of the counselling beneficiaries were white British, 27% BME and 2% are from other white backgrounds.

Two counselling techniques were adopted: Person Centred Therapy (PCT) and Cognitive Behavioural Therapy (CBT). PCT is offered mainly in school settings as this is the form of psychotherapy approved by the education department. CBT is offered to parents and young people as an alternative to PCT, as we have found that people respond to different forms of psychotherapy depending on their individual circumstances and personalities. Specifically, one-to-one person centred counselling sessions were provided to young people. In some cases, the parents/guardians of the some young people were also offered therapy sessions to support and improve the outcome of the counselling that was offered. While group counselling sessions could be used where deemed appropriate and accepted by a school, these were not held in 2011/12. Below are the counselling issues that the service dealt with over the year.

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COUNSELLING SERVICE (CONTINUED)

DRUG/ALCOHOL OUTREACH AND ADDICTION SERVICE

From 2009, the Drug/Alcohol Outreach and Addiction Service was funded for three years through contributions from the Lloyds TSB Foundation for Scotland (50%) and the Greater Glasgow and Clyde NHS (50%). The aim of the service is to achieve positive change in the mental health and social wellbeing of young people in Glasgow by encouraging them not to use drugs, and to stop or reduce alcohol use/misuse. The service, run by two full-time and five sessional staff, involves the provision of structured drug/alcohol awareness to all 10 – 24 year olds, and the provision of culturally and religiously sensitive drug/alcohol addiction support to young BME people aged 10 – 24 years.

The objective of the service is to disseminate knowledge and to identify, through street work, school work and focus group work, young BME people who may be experimenting, using or addicted to drugs and/or alcohol. Following identification, these young people are offered one-to-one drug/alcohol awareness and addiction support, and are also sign-posted to tertiary services where specialised care for addiction can be obtained. Specifically, the service provides a link between the Community Addiction Teams and young BME people who need tertiary addiction support due to the observed increase in drug/alcohol addiction within the BME communities of Glasgow, and low levels of intervention and utilisation of addiction services by the BME people.

In summary, the Drug/Alcohol Outreach and Addiction Service is intended to:

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DRUG/ALCOHOL OUTREACH AND ADDICTION SERVICE (CONTINUED)

(a) Promote early intervention for all young people (irrespective of ethnicity) through information and education on drugs and alcohol.

(b) Support young BME people who use drugs and/or use/misuse alcohol, and who may be addicted to any of these substances, to seek help through planned individual interventions, agreed support plans and utilisation of Community Addiction Services.

(c) Support and assist in the personal development of young BME people to enable them to reach their potential and become active and valued members of society.

In 2011/12, the service carried out 41 (20 Drugs and 21 Alcohol) drug/alcohol school sessions over 2017 minutes in 6 Secondary Schools: Holyrood Secondary, Shawlands Academy, Hillhead High, Cleveden Secondary, Notre Dame Secondary and Lourdes Secondary. 1038 hours of street work was carried out in the Pollokshields, Govanhill, Ibrox and Woodland areas of Glasgow. A total of ten focus group workshops were conducted with the British Red Cross, Glasgow Life, Govanhill Youth Project, Al-Meezan and Fred Paton Centres. There were also one-to-one awareness and harm reduction sessions. Through these means, we engaged with a total of 1890 young people, 68% male and 32% female, of which 28 were directly provided with person centred addiction support in addition to other registered service users (a total of 69 young people).

Below is the breakdown of ethnicity of the young people who were supported in their addiction.

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DRUG/ALCOHOL OUTREACH AND ADDICTION SERVICE (CONTINUED)

As shown in the graph above, most of the addiction service beneficiaries are BME (93%). All addiction service beneficiaries reported cannabis use while (99%) reported alcohol use/misuse. 75% reported using ecstasy and benzodiazepines while 11% reported using/or have used cocaine, crack cocaine or heroin. Eight young people were referred to the Community Addiction Teams (CAT) and were managed in cooperation with CAT. Fifteen young people were referred to other YCSA services and external partners for literacy/numeracy, employability, youth justice, further education and apprenticeship support.

The breakdown of ethnicity for all the young people (1,890) who benefitted from the Drug/Alcohol Outreach and Addiction Service is as shown below.

From the graph above, 43% are BME, 36% are White British, 5% Mixed and 16% declined to provide information on their ethnicity. The high percentage of BME beneficiaries is the result of focus groups and street work which concentrated on areas with high BME and asylum seeker populations. Four workshops on drugs/alcohol were organised for parents. Through these workshops, parents were educated about the effects of drugs/alcohol and signs suggestive of use, and were informed of the services available for young people.

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LITERACY/NUMERACY SERVICE

The Literacy and Numeracy service was established in 2002 and is funded by Glasgow City Council. The service is run by one full-time and one sessional staff member. The aim of the service is to support and guide young BME people 16-25 year old, as well as asylum seekers and refugees, to build their confidence, self-esteem and skills in reading, writing, spelling and numeracy, thus enhancing their potential to achieve positive outcomes in their personal, work, family and social life. Emphasis is often on the hard to reach young people who are not in education, employment or training. To keep these young people interested in the service delivered, exciting, innovative and creative methods of literacy/numeracy engagement, using a friendly and informal approach, are utilised. Engagement techniques include the use of computers, media, comics and music, as well as art, sport and gymnasiums.

Staff source and carefully select, modify or create materials that are used in their engagement with young people. This is to ensure that the material is suitable in terms of relevance, difficulty level and level of interest. Literacy, numeracy, information technology, life skills and job search support are provided to service users, closely following the curriculum for excellence and the social practice model of learning to encourage learners to think about areas where they are in need of literacy and numeracy support. Learning plans are tailored to the needs, interests and goals of individuals, making sure that the goals set are achievable and realistic. The learning progress is evaluated and feedback given regularly. Learners review their own learning plans and are encouraged to provide opinions and feedback.

Referrals are often made from other YCSA services, by young people themselves, parents/guardians, secondary schools and organisations such as the British Red Cross, Somalian Community Regeneration Organisation, Ypeople, Govanhill Baths Trust, Rathbone, and the West of Scotland Racial Equality Council. Secondary schools involved during this report year include Holyrood Secondary, Govan High and Notre Dame Secondary. Although young people can drop-in at any time for support, initial registration into the service is based on an appointment during which an individualized Learning Plan is established and agreed. The service is city-wide and arranged in either the YCSA office or in other locations as agreed by the staff and service user, provided that such location is appropriate, safe and convenient. Examples of our work include:

- Supporting young people through school and college
- Helping young people to improve their spelling
- Helping to improve communication skills and confidence
- Supporting young people to find employment
- Helping to fill out forms
- Giving young people the knowledge and literacy skills to pass the driving theory test

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LITERACY/NUMERACY SERVICE (CONTINUED)

In 2011/12, 68 young BME people benefitted from the Literacy and Numeracy Service. Due to missing data on gender, data for only 31 young people is shown below. There was also missing data on ethnicity so the ethnicity of only 33 of these young people is shown below.

As shown, 52% are male and 48% female. 43% are Pakistani, 18% African, 12% Afgan and 27% represent other BME ethnicity.

MOVING FORWARD THROUGH CARE SERVICE

The YCSA Moving Forward Through Care Service was initiated in 2008 and funded by the Lankelly Chase and the Tudor Trust. It aims to support young BME people living in Glasgow. Following a successful pilot, funding was secured in 2010 from the Big Lottery for the Moving Forward Through-Care Service to support young BME people living in areas of Scotland other than Glasgow. The service is run by two full-time staff and aims to support young offenders from BME backgrounds (16 – 21 years old) who are serving custodial sentences in HMYOI Polmont, and to help them successfully re-engage with their community on release.

The service adopts four intervention strategies in engaging with service users. These are group work, person-centred work, family support work and post liberation work. The first two strategies are used with young people while they are serving their term, and the third is adopted to provide their families with the support they need. The fourth is adopted once they have been released, in order to enable them to settle back into their community and engage in meaningful activities to better their life. This allows the workers to engage with the young person in HMYOI Polmont and at the same time support their family so as to be able to provide everyone with the necessary support at liberation.

Once a client is identified, as well as the person-centred work and group-based work that are offered, the Through Care staff makes contact with the family to determine whether any home support is required. This initial contact allows the development worker to explain the situation to the family and aids in tackling the stigma that is attached to having a child or sibling in prison. The Through Care worker works with family members to access appropriate services, and supports the family to prepare for the return of the young person. The period immediately after liberation is a crucial time in relation to re-integration and support. Support within HMYOI Polmont provides a foundation for the re-integration work. As liberation approaches, the Through Care staff increase the frequency and level of support

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MOVING FORWARD THROUGH CARE SERVICE (CONTINUED)

offered to a young person. The involvement of identified partner agencies based on the assessed needs of a young person becomes necessary.

The objectives of the service are as follows:

- Young BME people supported to avoid the breakdown in family cohesion that could lead to homelessness when liberated from custody, or supported to establish sustainable independent tenancies within their chosen communities.
- Young BME people enabled to acquire skills and build confidence and knowledge to be able to make and sustain positive changes in their lives, and avoid re-offending.
- Young BME people helped to gain skills and knowledge from full time education, apprenticeship or employment on liberation from custody.
- The service provided support to 79 young BME people (all male) and their families. As shown below, 42% Pakistani, 17% Black/African, 14% Mixed, 13% White British, 4% Indian and 11% Other Asian Ethnic Groups. 1% declined to provide information on ethnicity.

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MOVING FORWARD THROUGH CARE SERVICE (CONTINUED)

The graphs below are a breakdown of the different situations and backgrounds of service users.

'Transferred' refers to clients who, due to their age, have been moved to either an adult prison or a prison in England.

Service Evaluation

The service was evaluated independently by Opt4Change Ltd. The aim of the evaluation was to identify its strengths, weaknesses, challenges, areas for improvement and opportunities for future work. The Through-Care staff supported the evaluation process by facilitating the following interview arrangements:

- 2 x interviews with YCSA development workers;
- 5 x interviews with young people incarcerated at HMYOI Polmont;
- 4 x interviews with young people liberated from Polmont;
- 11 x interviews with key stakeholders

The outcome of the evaluation was satisfactory and useful. Recommendations are gradually being implemented to enhance service provision.

PARTICIP8 PROJECT

Particip8 is a satellite Youth Work project that was set up by the YCSA in 2008 to support young people 11 – 16 years old who live within the G43 postcode area of Pollokshaws, Glasgow, and who are either involved in or are likely to be involved in anti-social behaviours as a result of their behavioural issues. This project was established as a result of a mapping exercise and needs analysis conducted by the YCSA in 2007/8. Since its establishment, this project has been partly funded by the Scottish Government (50%) and the Glasgow Housing Association (50%) through the Wider Role and Wider Action Funds respectively. Funding will come to an end in March, 2012. Participants in the project are identified and referred by schools, the police and local community groups.

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PARTICIP8 PROJECT (CONTINUED)

The project is an early intervention package aimed at reducing and preventing offending and anti-social behaviours within the Pollokshaws community. Participants are organised in groups and group sessions are run in the evening from Monday to Thursday. Through the project, young people are offered alternatives to anti-social activities. These activities are embedded in a structured 8 - 12 week programme, and include workshops on key issues such as Territorialism, Anger Management, Conflict Resolution and Relationships. Other issues include Drug/Alcohol Awareness, Sectarianism, Leadership and Role Models. Particip8 relies on the assistance of other YCSA services to deliver some workshops to ensure that they are appropriate and tailored to the needs of young people. The Strathclyde Police, Strathclyde Fire Brigade, Active Outdoor Pursuits, YCSA services, Scottish Football Association and Columba 1400 are partners in the project.

In 2011/12, the project worked with 32 young people over four 8 – 12 week long programmes. Statistics on the gender and ethnicity of participants are shown below.

One of the graduates of the programme signed up as a volunteer and participated in delivering the programme to other young people. Two of the participants attended and graduated from a leadership programme at the Columba 1400 Leadership Academy. One of the participants was nominated to join the YCSA Youth Management Committee. 75% of participants reported a marked reduction in anti-social behaviours and offending following the programmes.

TRANSITION MENTOR PROJECT

The Transition Mentor-project started in early 2011 and was funded for one year by the Voluntary Action Fund. The project is run by two full-time workers and one part-time worker. The aim of the project is to assist and signpost difficult to reach young people (14 – 16 years old) leaving school and enable them to continue in further education, enrol in apprenticeships or to gain employment. The project is designed to deliver structured group programmes and person-centred work for the personal and social development of the young people. Programmes delivered are focused on self-awareness, identity, relationships and conflict resolution to enable young people to become confident, responsible and productive individuals.

Project activities were school-based and the participants were referred by school teachers based on their individual circumstances. There were both group and one-to-one sessions. A maximum of six young people were involved per group session and there were two group sessions per week in each school. The one-to-one sessions were provided as deemed necessary by the project workers and the young people. Programmes ran for 12 weeks after which evaluations were conducted. Eight secondary schools benefitted from the project: Hillhead High School, Kingspark Secondary, Hillpark Secondary

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TRANSITION MENTOR PROJECT (CONTINUED)

and Bellahouston Academy, Shawlands Academy, Clevedon Secondary, Holyrood RC Secondary and Notre Dame RC Secondary Schools. Bellahouston Academy, Shawlands, Academy and Kingspark Secondary received further support for some of their third year pupils who the teachers felt would benefit from the programmes.

The Transition Mentor service delivered 233 group and 301 individual sessions. A total of 113 young people were supported by the project. This comprised 58% males and 42% females. The ethnicity of the participants is displayed below. Based on the schools attended, the distribution of project participants is also shown below.

As can be seen, half the participants were White British, 33% were Pakistani, and 9% were mixed, with other ethnicities making up the final 8%. Participants who were assessed as needing the help of other services were referred and supported in their use of the services. Referrals were made to YCSA services such as Drug/Alcohol, Literacy/Numeracy, Young Person's Support, and Counselling. Referrals were also made to partner agencies such as Fairbridge, Venture Scotland and the Prince's Trust, and to employability agencies. Participants were also taken on a residential programme known as the Operation Youth Advantage (OYA) which was organised by the British Army. This was a taster session which lasted for three days and is expected to lead on to another residential programme in April 2012. The residential programme afforded participants the opportunity to:

- Build upon their skills and attributes such as motivation, confidence, self-esteem, and team work
- Increase the aspirations of young people to achieve and contribute to society
- Increase listening skills, communication skills, creative thinking, leadership and citizenship skills
- Reduce anti-social behaviours and offending
- Support the young people to maximize their potential
- Rise above challenges and structure their lives

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YOUNG PERSON'S SUPPORT SERVICE

The Young Person's Support service ("BE THE BEST YOU CAN BE") was started in 2008 with five year funding from the Big Lottery for one Young Person's Support worker from the Big Lottery. In 2010, three years funding was secured from the BBC's Children in Need programme for another Young Person's Support worker post. Currently, the Young Person's Support Service is run by two support workers. The service aims to assist young people (16 – 24 years old for the Big Lottery, and 10 – 18 years old for the BBC's Children in Need) to resolve worrying issues and to support them to find solutions to make the positive changes that they wish to make. The service supports young people in making informed choices, and helps them to gain insight into the consequences of the decisions they make, on themselves, their family and community.

Working closely with other services within the YCSA, and with partner organisations, the support workers ensure that young people receive the appropriate support needed to resolve issues which impact negatively on their lives. Partner organisations include the Social Work Department, Job centre Plus, the Disability Employment Advisory Service, and Glasgow Works, Local Regeneration Agencies, Princes Trust, Glasgow Youth Homelessness Project, Venture Trust, Schools and Educational Psychologist Services. In recognition of the benefits the Young Persons Support Service provides, many of these partners have made referrals for additional support that is not within their remit.

The Young Person's Support Workers support young people in addressing their issues by:

- Establishing a rapport and positive relationship that is built on trust
- Helping them to build their confidence and self esteem
- Supporting them in making wise choices and in taking responsibility for the choices that they make
- Guiding them through a process which enables them to identify the issues of worry, and sustainable solutions
- Liaising with internal and external partners to provide easy access to required support services thus maximising the opportunity for efficient joint working
- Assisting them to identify suitable training, education or employment options and referring to appropriate organisations to provide the needed assistance
- Supporting family cohesion and an understanding of the issues of a young person, and encouraging the provision of a family oriented support plan
- In addition to continuing to support existing clients, in 2011/12 the two Young Person's Support workers worked with a total of 69 young people (59% male and 41% female) and their families. Below is the information on ethnicity and gender for these young people.

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YOUNG PERSON'S SUPPORT SERVICE (CONTINUED)

As can be seen, 48% are Pakistani, 26% are White British, 6% are mixed, 9% are from other Asian backgrounds and 11% from East Europe. These young people presented with a variety of issues as shown in the graph below.

There has been an increase in the number of older young people as they struggle to find suitable employment and places in colleges and universities

STRUCTURE, GOVERNANCE AND MANAGEMENT

The organisation is a charitable company limited by guarantee, incorporated on the 14th December 2006 and registered as a charity in July 1995. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

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RECRUITMENT AND APPOINTMENT OF BOARD MEMBERS

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as board of directors. Under the requirements of the Memorandum and Articles of Association the members of the Board are elected to serve for a period of three years after which they must be re-elected at the next Annual General Meeting.

All Board members give their time voluntarily and received no benefits from the charity. The Board of directors seeks to ensure that board members have skills which are relevant to the services provided to the young people and their families. To enhance the potential pool of board members, the charity has, through selective advertising and networking identified members to join the Board.

RISK MANAGEMENT

Through the reports provided by the CEO, risks are identified which will affect the work of the charity with regards to funding. The reports also highlight timescales for funding streams ends and posts and services which will be affected. The Board of Directors are also presented with Management Accounts every quarter which highlight the financial position of the organisation, these accounts also highlight areas of under or overspend. Providing this information allows the Board of Directors to make informed decision regarding any changes to the speed of the organisation. Internal control risks are minimized by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

ORGANISATIONAL STRUCTURE

Youth Community Support Agency has a Board of Directors of up to 10 members who meet every 8 weeks and are responsible for the strategic direction and policy of the charity. At present there are 8 Directors from a variety of professional backgrounds relevant to the work of the charity. A scheme of delegation is in place and day to day responsibility for the provision of the services rest with the Chief Executive along with the two managers. The CEO is responsible for ensuring that the charity delivers the services specified and that the key performance indicators are met; also responsible for supervising the managers and a small number of staff. The two service managers have responsibility for their own teams, individual supervision of the staff and also ensuring that the teams continue to develop their skills and working practices in line with good practice. To ensure good practice staff are given supervision by an external consultant to assist with personal development and accountability for case work management, this takes place one a month in addition to internal supervision.

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FINANCIAL REVIEW

• Principal Funding Sources

The Charity received grant funding from a range of sources, with the majority of grants being received primarily for salaries. The core running costs of the Charity exceeded the income generated in the year and as a result the Unrestricted reserves have been significantly reduced. Because of this, it is the ongoing aim of the Charity to reduce overhead costs as much as possible while maintaining the quality of the diverse range of services it offers.

• Reserves Policy

The Agency can and will only incur authorised expenditure when it has funds to do so. The intention of the Board is to build up reserves at least equal to four months' salary costs, which is the voluntary sector standard.

Trustees' Responsibilities

The trustees (who are also directors of Youth Community Support Agency for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended) and the provisions of the charity's constitution. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

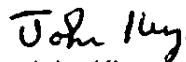
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Approved by the Trustees and signed on their behalf by:



Name: Kashif Khan



Name: John King

Date: 19th March 2013

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF YOUTH COMMUNITY SUPPORT AGENCY

We have audited the financial statements of Youth Community Support Agency for the year ended 31st March 2012 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of trustees and auditor

As explained more fully in the Trustees' Responsibilities Statement set out on page 17, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustees Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with regulations made under those Acts.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Trustees Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31st March 2012 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the Companies Act 2006, the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

Opinion on other matter prescribed by the Companies Act 2006

In our opinion the information given in the Trustees' Annual Report for the financial year for which the financial statements are prepared is consistent with the financial statements.

INDEPENDENT AUDITOR'S REPORT TO THE TRUSTEES AND MEMBERS OF YOUTH COMMUNITY SUPPORT AGENCY

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- the charitable company has not kept proper and adequate accounting records or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies exemption in preparing the directors report.

Wylie & Bisset LLP
Jenny Simpson (Senior statutory auditor)

168 Bath Street
Glasgow
G2 4TP

For and on behalf of Wylie & Bisset LLP, Statutory Auditor
Wylie & Bisset LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006

Date: 25th March 2013

THE YOUTH COMMUNITY SUPPORT AGENCY
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(including Income and Expenditure Account)

FOR THE YEAR ENDING 31 MARCH 2012

	Notes	Unrestricted £	Restricted £	2012 Total £	2011 Total £
Incoming Resources					
Voluntary income	3	1,020	-	1,020	-
Activities for generating funds	4	7,149	-	7,149	8,183
Incoming resources from charitable activities	5	-	495,178	495,178	601,415
Total Incoming Resources		<u>8,169</u>	<u>495,178</u>	<u>503,347</u>	<u>609,598</u>
Resources expended					
Charitable activities	6	31,511	510,763	542,274	675,047
Governance costs	7	5,950	-	5,950	6,223
Total Resources Expended		<u>37,461</u>	<u>510,763</u>	<u>548,224</u>	<u>681,270</u>
Net (outgoing) resources before transfers		(29,292)	(15,585)	(44,877)	(71,672)
Transfers		(187)	187	-	-
Net (outgoing) resources		<u>(29,479)</u>	<u>(15,398)</u>	<u>(44,877)</u>	<u>(71,672)</u>
Reconciliation of Funds					
Balance at 1 April 2010 – as previously stated		-	-	-	138,821
Prior year adjustment		-	-	-	26,980
Balance at 1 April 2010 – as restated	15,16	74,572	19,557	94,129	165,801
Total funds carried forward	15,16	<u>45,093</u>	<u>4,159</u>	<u>49,252</u>	<u>94,129</u>

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

THE YOUTH COMMUNITY SUPPORT AGENCY
(A company limited by guarantee)

BALANCE SHEET AT 31 MARCH 2012

	Notes	£	2012 £	2011 £
FIXED ASSETS				
Fixed assets	11		20,754	23,867
CURRENT ASSETS				
Debtors	12	25,309		45,758
Cash at bank and in hand		<u>48,335</u>		<u>40,633</u>
		73,644		86,391
Creditors: amounts falling due within one year	13	<u>45,146</u>		<u>16,129</u>
NET CURRENT ASSETS			28,498	70,262
NET ASSETS			<u>49,252</u>	<u>94,129</u>
Unrestricted Funds				
Designated Funds	16	20,754		32,487
General Funds	16	<u>24,339</u>		<u>42,085</u>
			45,093	74,572
Restricted Funds	15		4,159	19,557
TOTAL FUNDS			<u>49,252</u>	<u>94,129</u>

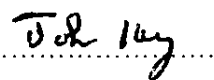
These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf.

Name: Kashif Khan



Name: John King



Date: 19th March 2013

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

1. Accounting Policies

a) Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are set out below.

b) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity.
- Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

c) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, donations and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activities are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

1. Accounting Policies (continued)

d) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates:

- Costs of generating funds comprise the costs associated with attracting voluntary income.
- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the audit fees and costs linked to the strategic management of the charity.
- All costs are allocated between the expenditure categories of the SoFA on a basis designed to reflect the use of the resource.

e) Tangible fixed assets and depreciation

Tangible fixed assets costing more than £5,000 are capitalised, including any incidental expenses of acquisition. They are depreciated over their estimated useful lives as follows:

Motor vehicles – 10% on cost

f) Operating leases

Rentals paid under operating leases are charged to the statement of financial activities. The obligation to pay future rentals on operating leases is shown by way of a note to the Accounts.

g) Pension scheme

The pension costs charged against profits represent the amount of employer's contributions payable to the scheme in respect of the accounting period. The charity is also an admitted body to the Strathclyde Pension Fund which operates a defined benefit pension scheme. The contributions payable by the charity, as employer, and of the relevant staff, are prescribed by the managers of the fund under the statutory provisions under which the scheme operates. The company has no discretion to vary the rates of its contributions and therefore the pension scheme is treated as a defined benefit scheme as permitted by FRS 17. The pension costs charged in the financial statements in respect of this scheme represent the contributions payable by the company during the year.

h) Taxation

The company is a charitable company within the meaning of Section 467 of the Corporation Tax Act 2010. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 of Part 11 of the Corporation Tax Act 2010 and section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied for charitable purposes only.

2. Legal Status

The charity is a company limited by guarantee and has no share capital. The liability of each member in the event of winding up is limited to £1.

THE YOUTH COMMUNITY SUPPORT AGENCY
(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

3. Incoming Resources from Voluntary Income

	Unrestricted £	Restricted £	2012 Total £	2011 Total £
Donations	1,020	-	1,020	-
	<u>1,020</u>	<u>-</u>	<u>1,020</u>	<u>-</u>

4. Activities for Generating Funds

	Unrestricted £	Restricted £	2012 Total £	2011 Total £
Other incoming resources	7,149	-	7,149	8,183
	<u>7,149</u>	<u>-</u>	<u>7,149</u>	<u>8,183</u>

5. Incoming Resources from Charitable Activities

	Unrestricted £	Restricted £	2012 Total £	2011 Total £
Promotion of Community Spirit	-	495,178	495,178	601,415
	<u>-</u>	<u>495,178</u>	<u>495,178</u>	<u>601,415</u>

6. Resources Expended- Charitable Activities

	Direct Costs £	Support Costs £	2012 Total £	2011 Total £
Promotion of Community Spirit	542,274	-	542,274	675,047
	<u>542,274</u>	<u>-</u>	<u>542,274</u>	<u>675,047</u>

7. Resources Expended – Governance Costs

	Direct Costs £	Support Costs £	2012 Total £	2011 Total £
Auditors' Remuneration	3,000	-	3,000	4,121
Legal Fees	2,853	-	2,853	1,783
Cost of Meetings	97	-	97	319
	<u>5,950</u>	<u>-</u>	<u>5,950</u>	<u>6,223</u>

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

8. Net Incoming Resources for the Year

This is stated after charging:

	2012	2011
	£	£
Auditors' Remuneration – Current auditors fees	3,000	2,495
- Previous auditors fees – under accrual	-	1,626
Operating lease rentals – Other	18,000	18,000
Depreciation	3,113	3,113

9. Staff Costs and Numbers

Staff costs were as follows:

	2012	2011
	£	£
Salaries and wages	409,866	433,638
Social security costs	32,316	31,996
Other pension costs	25,807	25,752
Total	<u>467,989</u>	<u>491,386</u>

No employee received emoluments of more than £60,000.

The average number of employees during the year, calculated on the basis of headcounts, was as follows:

	2012	2011
	Number	Number
Total	<u>28</u>	<u>29</u>

10. Trustees' Remuneration and Related Party Transactions

No trustees received any remuneration during the year (2011 - Nil). Expenses of £97 (2011: Nil) were reimbursed to 1 Trustee (2011 – Nil).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2011 – Nil).

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

11. Tangible Fixed Assets

	Motor Vehicles	Total £
Cost or valuation		
At 1 April 2011	31,130	31,130
Additions	-	-
At 31 March 2012	<u>31,130</u>	<u>31,130</u>
Depreciation		
At 1 April 2011	7,263	7,263
Charge for the year	3,113	3,113
At 31 March 2012	<u>10,376</u>	<u>10,376</u>
Net book values		
At 31 March 2012	<u>20,754</u>	<u>20,754</u>
At 31 March 2011	<u>23,867</u>	<u>23,867</u>

The net book value at 31 March 2012 represents fixed assets used for:

	£
Direct charitable purposes	<u>20,754</u>

12. Debtors

	2012 £	2011 £
Accrued income	23,095	44,812
Prepayments	1,770	-
Other debtors	444	946
	<u>25,309</u>	<u>45,758</u>

13. Creditors: Amounts falling due within one year

	2012 £	2011 £
Trade creditors	7,133	3,651
Accruals and other creditors	18,013	7,478
Deferred income (Note 14)	20,000	5,000
	<u>45,146</u>	<u>16,129</u>

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

14. Deferred Income

	2012 £	2011 £
Balance at 1 April 2011	5,000	-
Amount released to incoming resources	(5,000)	-
Amount deferred in the year	20,000	5,000
Balance at 31 March 2012	<u>20,000</u>	<u>5,000</u>

Deferred income comprises grant income received in advance.

15. Restricted Funds

	Balance at 31 March 2011 £	Movement in funds			Balance at 31 March 2012 £
		Incoming resources £	Expenditure (gains)/losses £	Transfers £	
Race, Religion & Integration	281	69,719	70,000	-	-
BBC Children in Need	8,841	23,889	31,370	-	1,360
Big Lottery – Polmont	-	54,547	53,547	-	1,000
Big Lottery – Young People Support Worker	616	40,083	40,013	-	686
GCC – Family & Counselling	-	111,475	111,475	-	-
GCC – Literacy & Numeracy	-	35,500	35,500	-	-
2014 Communities	473	-	547	74	-
Drug & Addiction	2,363	122,465	124,941	113	-
Polmont Throughcare	6,983	37,500	43,370	-	1,113
	<u>19,557</u>	<u>495,178</u>	<u>510,763</u>	<u>187</u>	<u>4,159</u>

RACE, RELIGION, REFUGEE INTEGRATION (RRRI) SERVICE

YCSA- RRRI Service delivers programmes for young people aged between 10 - 18 who are either involved in anti-social behaviour or are on the fringes of antisocial behaviour. In particular, the service targets young people with conflict issues (racism, sectarianism, bullying and violence) or those who are low in self esteem or self confidence.

There are two main objectives to the service:

- to encourage young people to become confident of their identity and respect the faith and belief of others.
- to address and prevent issues that may lead to offending / reoffending by offering support to young people who are involved in anti social behaviour, particularly by increasing cultural and religious understanding.

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2012

15.Restricted Funds (Continued)

BBC Children in Need & Big Lottery (1 post each)

The Young Person's Support Worker assists the young person to address issues by:

Establishing a relationship built on trust and openness.

Empowering young people to take responsibility for their own choices and build confidence to seek positive outcomes from those choices.

Guide the young person through a process which enables them to identify the issues and then the sustainable solutions to resolve them.

Liaising with external and internal partners to support young people through the process, thus minimising duplication of services and maximising the effectiveness through 'joined up' working.

Supporting the family through the issues and facilitate better communication and understanding within the family to improve relationships.

Family and young people – Counseling Services- Glasgow City Council

Counselling Services have been a vital element of the support provided by YCSA as an organisation, the benefit and impact of this service has proved vital to young people, children and families. This service has been provided since 1995, to young people and their families. The importance of the service has been acknowledged equally by various stakeholders including parents, schools, partners and most importantly the young people themselves. We believe that the work that we do has a visible impact not just on individuals but also their families and the communities that they live in.

YCSA/LITERACY & NUMERACY Services – Glasgow City Council

The YCSA Literacy and Numeracy Project have been running since 2002. The project offers support to young people 16 – 25 years old to enable them to build on their confidence and skills in reading, writing, spelling, number work within their personal, work, family and social life, using a friendly, contemporary approach to learning. We use the social practice model with all learners.

We aim to support the hard to reach young people. Young people who are not in education, employment and training from the Black and Minority Ethnic (BME) Community also known as the More Chances, More Choices group.

2014 Commonwealth

The organisation will offer Boxercise to young people both male and females aged between 10 and 25. These sessions will be run within the organisations premises initially and depending on the demand may be moved to one of the local schools. The young people attending will mainly be from ethnic minority communities, especially young girls who normally would not have access to the above.

DRUG/ALCOHOL OUTREACH AND ADDICTION SERVICE

The Drug and Alcohol Outreach and Addiction Service started 5 years ago as an education/awareness service through which young people were informed about the effects of drug and alcohol use. Information gathered and lessons learnt over the first few years suggested the need to support young people who use drugs and/or misuse alcohol especially those from BME communities to access tertiary services. Following this, the service was restructured to provide not just education and awareness but also to offer person centered and religion/culturally sensitive addiction support. The objectives of the service are: -

- To encourage and support young BME people who use drugs and/or misuse alcohol, enabling them to seek help through planned individual interventions and utilization of Community Addiction Services.
- To promote early intervention for these young people through the provision of easily accessible information and education on the destructive effects of drugs and alcohol.

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2012

15. Restricted Funds (Continued)

Polmont Through Care – Lloyd's TSB, Robertson Trust, Lankelly Chase Foundation, Big Lottery

The Moving Forward Through Care Service was launched in April 2010 as an expansion of the currently delivery of the Glasgow Through Care Service which has been in place since June 2008. The aim of the overall service is to support young offenders from BME backgrounds from Glasgow and other major cities within Scotland, who are serving custodial sentences in HMYOI Polmont and help them to successfully re-engage with the community and families on release. Young offenders from BME background in HMYOI Polmont face a number of challenges including cultural and religious isolation, racism and anti Islamic sentiment.

The service has been devised with 4 interventions: group work, one to ones, family support and post liberation support. This allows the workers to engage with the young person in HMYOI Polmont and at the same time support the family of the young person culminating in supporting them once they are released.

16. Unrestricted Funds

	Balance at 31 March 2011	Movement in funds			Balance at 31 March 2012
	£	Incoming resources £	Expenditure (gains)/losses £	Transfers £	£
General Funds	42,085	8,169	26,974	1,059	24,339
Designated funds					
Fixed assets	23,867	-	3,113	-	20,754
New Shaws	8,620	-	7,374	(1,246)	-
	<u>74,572</u>	<u>8,169</u>	<u>37,461</u>	<u>(187)</u>	<u>45,093</u>

Fixed assets – The fixed asset fund represents the net book value of tangible fixed assets at the balance sheet date.

New Shaws – Funding received to provide youth services mainly in the evening for young people in the Shawbridge Area.

17. Transfers between Funds

The transfers above represent contributions to core costs in respect of these projects.

18. Analysis of Net Assets between Funds

	Tangible Fixed Assets £	Net Current assets £	Total £
Restricted funds	-	4,159	4,159
Unrestricted funds	20,754	24,339	45,093
	<u>20,754</u>	<u>28,498</u>	<u>49,252</u>
Total funds	<u>20,754</u>	<u>28,498</u>	<u>49,252</u>

THE YOUTH COMMUNITY SUPPORT AGENCY

(A company limited by guarantee)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2012

19. Lease Commitments – operating leases

At 31 March 2012 the charity had annual commitments of £18,000 (2011: £18,000) under non-cancellable operating leases in respect of property which expire within 5 years.