



**YORK WOMEN'S COUNSELLING**

Run by Women for Women

# **Receipts and Payments Accounts**

## **For the Year Ended 31<sup>st</sup> March 2020**

York Women's Counselling Services      Registered Charity Number 1086078

15 Priory Street York YO1 6ET

[yorkwomens@outlook.com](mailto:yorkwomens@outlook.com)    [www.yorkwomenscounsellingservice.org.uk](http://www.yorkwomenscounsellingservice.org.uk)

# **YORK WOMENS COUNSELLING SERVICE**

## **Receipts & Payments Accounts**

**Year ended 31<sup>st</sup> March 2020**

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Trustees' Annual Report for the period						
	Period start date				Period end date	
	DAY 1	Month 4	Year 2019		Day 31	Month 3
<b>From</b>				<b>To</b>		

## Section A Reference and administration details

<b>Charity name</b>	YORK WOMENS COUNSELLING SERVICE
<b>Other names charity is known by</b>	YWCS
<b>Registered charity number (if any)</b>	1086078
<b>Charity's principal address</b>	15 Priory Street
	York
<b>Postcode</b>	YO1 6ET

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Josephine Baker			
2	Polly Griffith			
3	Susie Braithwaite		Appointed 10 April 2019	
4	Chloe Haines		Appointed 6 Nov2019	
5	Hazel Williams		Resigned Oct 2019	
6	Suzy Rowntree		Resigned Oct 2019	

### Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

### Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
<b>Treasurer</b>	Michelle Thirsk FCCA FMAAT ATT	CGA,3-4 Park Court, Riccall Road, Escrick, York YO19 6ED

### Name of chief executive or names of senior staff members (Optional information)

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## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Declaration of Trust Made 6 June 2000
How the charity is constituted (eg. trust, association, company)	Trust
Trustee selection methods (eg. appointed by, elected by)	Appointed by existing Trustees

### Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

#### Policies and procedures

We have a Policy and Procedures document formulated by Trustees which is periodically updated with relevant codes of practice including: Organisational principles, client management, personnel management, compliance management and administration procedures.

We have agreed reporting structures and protocols for governance, including trustee meetings to review organisational progress five times annually.

Equal Opportunities: YWCS is a women-only service. We are committed to enabling equality of opportunity in all our practice and we seek to ensure that no woman, whether a member of the public, a trainee or a volunteer, receives less favourable treatment on the grounds of status, disability, age, race, colour, ethnic or national origin, or religious belief. People who come to YWCS may expect to have their differences welcomed, respected and understood.

#### Staff and volunteers

All trustees give their time voluntarily and receive no remuneration or other benefits.

YWCS has one p/t Operations Manager and one p/t Counselling Manager

All trustees and volunteers undergo a formal recruitment and induction process prior to joining the organisation.

#### Relationships

YWCS is a member of York CVS, which is available for advice and support.

We have continued to build a relationship with Angela Portz, a business consultant to charities, who is giving pro-bono advice on our fundraising.

We have reached out to York Cares who broker local employee volunteering to seek support for the development of a new CRM to underpin the organisation's work. This will enable us to better monitor and assess our impact, build a community of supporters and enable remote working which has become necessary following the Covid pandemic. This work will continue through 20/21.

#### Risk identification and mitigation:

During the year we have updated our policies, in particular: Guidance on

<p>suicidal clients, GDPR and Privacy Policy, Safeguarding policy, Health and Safety policy and Complaints Policy.</p> <p>The Trustees have sought to reduce the risk which derives from the narrow funding base on which it has been dependent in previous years. In 2019 it has agreed a new fundraising strategy and implemented changes in fundraising focus.</p> <p>Following an internal risk assessment at the end of March and government advice issued at the onset of the COVID19 pandemic, the Trustees took the decision to cease face to face counselling. Clients were given the option to continue their counselling online and 35% of them did this.</p>
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## Section C Objectives and activities

<p><b>Summary of the objects of the charity set out in its governing document</b></p>	<p>To relieve women who are in a condition of need due to relationship difficulties, domestic abuse and family problems, by the provision of a counselling and support service.</p>
<p><b>Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)</b></p>	<ol style="list-style-type: none"> <li>1. Run by women for women: Our programmes are designed simply to provide the best and affordable counselling in a confidential and safe setting for women who are experiencing difficulties as a result of current or past emotional stress and trauma.</li> <li>2. To increase our reach in the community this year, as well as continuing to network with other organisations, we have relaunched our website, facilitating email contacts from prospective clients, as well as creating and increasing our presence on local social media.</li> <li>3. The size of our waiting list is a constant reminder of the need to expand the service that to meet increasing demand. To that end in 2019/20 the Trustees have focussed on broadening our sources of funding, through the development of a new case for support and fundraising strategy, for 2020 our 20<sup>th</sup> anniversary year.</li> <li>4. We have responded to requests for counselling by contacting those women who have made an enquiry to the service and offering them an initial assessment interview. This discussion covers what we are able to provide and if counselling is deemed suitable, they are placed on our waiting list. Our phone assessments continued, reducing client waiting time and enabled them to access our face to face counselling service quicker.</li> <li>5. Women on our waiting list are contacted when a counsellor is available to see them and are provided with short, medium or longer term counselling according to need and in collaboration</li> </ol>

with their counsellor. Should the waiting time extend we check back with those on the waiting list to reassure them and understand their continuing need.

6. We offer core counselling across different models of therapy. Our counsellors and psychotherapists, come from a range of backgrounds, the majority are volunteers and all of whom are members of BACP (British Association for Counselling & Psychotherapy). Our offer is enhanced by specialisms: Many of our counsellors have particular experience in areas like eating disorder support, domestic abuse, child sexual abuse, peri and post-natal depression. This expands choice for women in York and where possible clients are paired with the counsellor most appropriate to their needs.
7. YWCS asks clients to commit to some payment for their counselling within agreed limits ranging from £10-£30, which is much less than the cost of private support. We aim not to turn women away and this year 29% of our clients were given access to completely free counselling through our Vulnerable Women's Fund. This has been made available to women who do not have the financial means to make any financial contribution towards their counselling.
8. A unique mix of short and longer term support: We are the only organisation in York where the usual maximum of 6 sessions per person does not apply. Averaging 15-20 weeks for each client, reviewed every 6 sessions, crucially sessions are based on the amount of time each individual needs to help them address their problems fully rather than their ability to pay for them.
9. We continue to recruit, train and retain high quality volunteer counsellors to the organisation in order to ensure that we can support as many women as possible with an affordable counselling service. This year we have improved the support and development our team receive by appointing a part-time Counselling Manager. Support includes regular team meetings, new Zoom catch ups, CPD sessions and mentoring for the small number of trainee counsellors who volunteer with us.
10. The Trustees consider that they have complied with their duties to have due regard to the public benefit guidance published by the Charity Commission.

#### **Additional details of objectives and activities (Optional information)**

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

A great contribution is made by member volunteers. We are grateful for the many hours that volunteers have spent supporting our organisation. Without this valuable contribution of time, energy and expertise we would not have been able to achieve so much.

We rely on funding from donations and small bid applications.

The cost of a counselling session for the organisation (taking into account our running costs) is £43 and the average amount paid by a woman receiving counselling is just £11.68, compared to an average of £45 per session for counselling within the private sector.

**Summary of the main achievements of the charity during the year**

1. We have dealt with 108 enquiries from women seeking counselling. This is lower than last year as, due to unprecedented demand we had to close our waiting list from April to August 2019.
2. During the year we have supported 31 women through face to face counselling. This has been a mixture of both short and long-term, providing a total of 546 counselling sessions throughout the year – an increase of 60% on last year
3. All our counsellors received monthly 1-1 supervision with an external supervisor according to professional guidelines and peer supervision groups were also held. The charity continues to support volunteers with a contribution towards supervision costs and in 2019 we have implemented a new Supervision Contributions policy to strengthen this element of our work.
4. This year Trustees have worked to broaden our heretofore narrow funding base which has made us vulnerable. This started with the development of a new case for support and fundraising strategy that enables us to raise our profile, tell our story effectively and reach out to our existing networks. Plans for maximising the opportunities afforded by our 20<sup>th</sup> anniversary year, 2020 were put in place.
5. Our website was re-launched with a user-centred focus and giving clear options for involvement, either as a client or a supporter. This included updating donation mechanisms to better enable giving through CAFonline and JustGiving.
6. Our calendar of events began with a 20<sup>th</sup> Anniversary Celebration Quiz Night held during International Womens' Week at City Screen in York which raised £700. This, together with individual gifts, events and community partnerships with Tesco Bags for Life brought our fundraising to £5,658 in 2019/20
7. In addition fundraising through bid writing has been a key focus; we have applied for 14 grants, and 7 applications have been successful totalling £15,206
8. We have appointed a part-time Coach & Mentor counsellor to support and develop our volunteer trainee counsellors. This has proved invaluable in providing regular support one to one support to our counsellors, and has also enabled the organisation to attract and appoint additional volunteer counsellors – which in turn enable YWCS to reach and support more women in need.
9. We have recruited, inducted and offered continuing professional development to 7 counsellors. We are currently supporting four trainee counsellors towards qualification.
10. We have established a high quality CPD offer for our volunteer counsellors. This includes bi-monthly guest talks from professionals discussing an array of issues that may affect our clients, including: sex work, child sexual abuse and dealing with grief.



## Section D

## Achievements and performance

11. One of our Counsellors has been supported to undertake Autism awareness training – which she will feed back to other counsellors
12. We have attracted support of IT professionals from Anaplan and CapGemini to assist in the development of our digital systems, data management and analytical tools, thanks to the help of employee volunteering agency, York Cares.
13. Two of our trustees stepped down during the year due to personal reasons. But we have recruited a further two invaluable trustees, one of whom who is also a practicing counsellor, and the other has extensive fundraising, and charity operational experience.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

We hold cash balances of £11,864 of which 4464 restricted funds. We aim to hold a minimum balance of £5,000 to cover unforeseen expenditure and to ensure we can meet future liabilities for at least six months. As with last year, funding applications have been particularly competitive. With our new fundraising strategy, charity strategic plan and anniversary year, we are optimistic for 2020/21.

### Details of any funds materially in deficit

Not Applicable

### Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Our main sources of funding this year have been grant funding, donations from clients and general fundraising led by our volunteers.

Our thanks must also go to the following bodies, whose support has been so invaluable during the year

- The Albert Hunt Trust
- Tampon Tax Community Fund
- YAPP Charitable Trust (including their Emergency Funding Bid)
- York Women and Girls Fund
- Brelms Trust
- The Joseph Rowntree Foundation
- Feoffee's of St. Michael's
- Tesco Bags for Life
- Woodward Trust

We would also like to thank the individuals that gifted money to us during the year and who organised fundraising events on our behalf.

The majority of the income has been/will be applied to the core running costs of the organisation. The main costs incurred being rent, salary and

supervision costs.

In response to financial pressures we have reviewed our core costs, and have streamlined the funding of supervision in order to reduce costs.

## Section F Other optional information

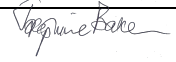

### Future Plans

- 1) Develop a three year business strategy that ensures the continuation and development of YWCS to meet increasing demand, providing a safety net for vulnerable women in York into the next decade.
- 2) Organising this work across three 3 strategic objectives:
  - a. The provision of an excellent counselling service for women in the York community
  - b. Improve the financial stability of the charity
  - c. To increase the operational efficiency of the charity in order to provide more services to women in need
- 3) Through more diverse fundraising, increase our income to enable the expansion of support hours for both our Counselling Manager and Operations Manager
- 4) Increase our Counsellor numbers to use our counselling rooms to their maximum capacity and to offer online counselling as part of our regular offer.
- 5) To streamline our administration by the implementation of a new CRM database. This will both enable us to work remotely in the case of another lockdown, and provide better understanding of our clients and enquirers.
- 6) To enhance partnerships within the local community to ensure that all women who need our help know how to access it
- 7) To continue to strengthen our partnership with local mental health service providers, enabling continued learning and professional development within the local health community.
- 8) To build our network of service-user engagement, placing our service users at the heart of the ongoing improvement and development of our work. This will include enhancing our evaluation capability, ensuring that we can continually assess how we are helping to improve the lives of the women we support through our services.

## Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		 <small>Polly Griffith (Dec 18, 2020 17:10 GMT)</small>
Full name(s)	Josephine Baker	Polly Griffiths
Position (eg Secretary, Chair, etc)	Chair on rotational basis	
Date	Dec 18, 2020	

# Independent examiner's report on the accounts

## Section A

## Independent Examiner's Report

**Report to the trustees/  
members of**

Charity Name

York Women's Counselling Service

**On accounts for the year  
ended**

31<sup>st</sup> March 2020

**Charity no  
(if any)**

1086078

**Set out on pages**

11 & 12

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31<sup>st</sup> March 2020.

**Responsibilities and  
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent  
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Signed:**

*Claire Barnard*

Claire Barnard (Dec 19, 2020 10:01 GMT)

**Date:**

Dec 19, 2020

**Name:**

Claire Barnard

**Relevant professional  
qualification(s) or body  
(if any):**

FCCA CTA ATT(Fellow) FMAAT

**Address:**

3 & 4 Park Court, Riccall Rd, Escrick, York, YO19 6ED



York Women's Counselling Service

1086078

## Receipts and payments accounts

CC16a

For the period  
from

1st April 2019

To

31st March 2020

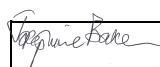

### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations	8,358	-	-	8,358	5,850
Registration & Course Fees	-	-	-	-	-
Grants	9,849	5,357	-	15,206	9,642
Fund Raising	1,468	-	-	1,468	3,136
Rental and Other Income	240	-	-	240	-
Gift Aid Refunded	959	-	-	959	1,506
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>20,874</b>	<b>5,357</b>	<b>-</b>	<b>26,231</b>	<b>20,134</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>20,874</b>	<b>5,357</b>	<b>-</b>	<b>26,231</b>	<b>20,134</b>
<b>A3 Payments</b>					
Supervision and Wages	10,453	893	-	11,346	5,804
Training	535	-	-	535	255
Rent	8,993	-	-	8,993	8,862
Insurance	372	-	-	372	372
Telephone	1,265	-	-	1,265	814
Printing, Postage, Stationery, Computer Supplies and General Expenses	186	-	-	186	446
Membership Fees	35	-	-	35	83
Website Development	895	-	-	895	-
	-	-	-	-	-
<b>Sub total</b>	<b>22,734</b>	<b>893</b>	<b>-</b>	<b>23,627</b>	<b>16,637</b>
<b>A4 Asset and investment purchases, (see table)</b>					
Office Furniture	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>22,734</b>	<b>893</b>	<b>-</b>	<b>23,627</b>	<b>16,637</b>
<b>Net of receipts/(payments)</b>	<b>- 1,860</b>	<b>4,464</b>	<b>-</b>	<b>2,604</b>	<b>3,497</b>
<b>A5 Transfers between funds</b>					
	9,260	-	-	9,260	5,763
<b>A6 Cash funds last year end</b>	<b>7,400</b>	<b>4,464</b>	<b>-</b>	<b>11,864</b>	<b>9,260</b>
<b>Cash funds this year end</b>					

## Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Cash Account	494	-	-
	Bank Account	11,370	-	-
	PAYE	-		
	<b>Total cash funds</b>	<b>11,864</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	Agreement Error	Agreement Error	OK
<b>B2 Other monetary assets</b>	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
	Tax Reclaim	1,374	-	-
<b>B3 Investment assets</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
<b>B4 Assets retained for the charity's own use</b>	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
				-
<b>B5 Liabilities</b>	Details	Fund to which liability relates	Amount due (optional)	When due (optional)

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Josephine Baker	Dec 18, 2020
	Polly Griffiths	Dec 18, 2020

Polly Griffiths (Dec 18, 2020 17:10 GMT)