



HOPE COUNSELLING SERVICE

READING, BERKSHIRE, U.K.

**TRUSTEES ANNUAL REPORT for the period 18th September 2019 to
31st December 2020**

Charity name: Hope Counselling Service (HCS)

Registered Charity number: 1185376

Constituted as: a Charitable Incorporated Organisation

Charity's postal address: 233 Kings Road, Reading RG1 4LS

Office and Counselling rooms at: 229 Kings Road, Reading RG1 4LS

Names of Trustees: Elaine Holmes (Chair), Barry Young (Treasurer), Neil Hooley, Debbie Hunt, Alison Stewart.

Bank: NatWest, 131 Crockhamwell Road, Woodley, Reading, RG5 3XZ

GOVERNANCE AND MANAGEMENT

PERSONNEL

The Manager is Deborah Marsden-Kwan. The in-house Group Supervisor is Jane Clark. These two are part-time paid positions.

As at 31st December 2020 there were nine volunteer counsellors. Four of the Counsellors were qualified to Diploma level or above. Others were continuing their training and have a placement with HCS. A volunteer assists the Manager with some administrative tasks.

All personnel (including Trustees) , paid and voluntary, are required to have current D.B.S. certificates.

TRUSTEES' WORK

Elaine Holmes's one year term of office ended in March 2020. She offered to serve a further term until March 2023. This was agreed.

Hope Counselling Service received Registered charitable status from the Charities Commission in September 2019 and opened the premises for counselling in October 2019. By the end of 2019, many of the main policies and guidelines needed for governance had been agreed. These were: 'Safe Lone Working', 'Children and Vulnerable Adults Protection and Safeguarding', 'Health and Safety', 'Equality' and 'Environmental Policy'. During 2020, the Trustees also agreed the following policies and procedures: 'Grievance, Disciplinary, Harassment of staff, Whistleblowing, Complaints and RIDDOR. All the policies and procedures are available in printed form in the office for reference as well as saved as Word documents. The counsellors are made aware of the policies as part of their induction to the Service.

Those policies which came up for an annual review were reviewed by the Trustees and any agreed changes to the wording was made and the print copy updated.

The Trustees' work also included applying for grants and donations, overseeing the finances, and arranging for improvements to the premises. The Trustees also reviewed the wording of the website and the client application form and made changes to these.

Trustee, Neil Hooley, took on the role of Designated Safeguarding Officer and this information was communicated by email to all the counsellors and was also displayed on a notice on the office noticeboard.

RESPONSE TO THE CORONAVIRUS PANDEMIC

Trustees were involved in the decision to close the premises to clients in March 2020, following the increasing Coronavirus infection rate. Trustees' work included the writing and preparation of the Risk Assessment document. A grant from Reading Borough Council was received to cover most of the expenses of continuing to work in the context of the pandemic. All of the counsellors moved over to seeing clients by zoom during the lockdowns. Group supervision was held via zoom. The Service remained working throughout the pandemic and available to the public. Some clients were seen in person when the lockdowns eased. Some clients did not want zoom counselling so were put on a waiting list for when we reopened the premises.

While the premises were not in use during the first lockdown, the furnishings and layout of the counselling rooms and the office were adjusted to allow for a return of counselling on the premises when that was allowed. A cleaning check list document was produced in preparation for a return to the premises. With the premises not in use, the carpet in the office was replaced with a new one.

The Reading Borough Council grant, referred to above, also covered paying for our counsellors to attend a zoom training course run by Cruse Bereavement. The course was on Grief and Bereavement: the training to prepare our counsellors, manager and clinical supervisor to be more prepared for the possible effects of the pandemic.

OBJECT AND ACTIVITIES

HCS OBJECT

Our 'Object' in our Constitution (as amended 12 September 2019) is worded as:

The object of the CIO is to promote and protect the mental health of people residing in Reading and the surrounding areas through the provision of a counselling service in accordance with the values of the Christian faith.

ACTIVITIES

Hope Counselling Service opened its doors to clients in October 2019. From the beginning, we have had people wishing to make use of our Service and at the time of writing we have a waiting list of people wishing to be seen. Applications for counselling have come via people self-referring, recommendations from others and people having been signposted to us from the NHS Talking Therapies and other Services.

From January to March 2020, we were invited to offer counselling to guests who were attending *Bed for the Night* which is a service provided by a branch of FAITH charity and Reading Borough Council for people who are homeless. Two HCS Counsellors volunteered to serve in this way.

We interviewed and accepted three additional Counsellors before the lockdown began. All three of these started working during the lockdown. In late September 2020 we interviewed and accepted a further two trainee Counsellors who had applied for a placement with us. We are bearing in mind trying to keep a balance in our numbers of qualified Counsellors and trainee Counsellors.

A second supervision group was started during 2020, with Jane Clark as the Supervisor.

FINANCIAL REVIEW

We received donations from clients, individual supporters and Trust donors as well as the grant from Reading Borough Council. Reading Borough Council's grant was specifically for use to help with our work during the Coronavirus lockdown, preparing for opening again and for Counsellor training. We applied for a couple of other grants and were not successful.

Reading Borough Council paid HCS for their counselling service in the *Bed for the Night* provision.

We invite clients to donate towards their Counselling sessions. There is no fixed sum suggested – it is according to their ability and willingness to give. We inform clients that the cost of providing a session is estimated at £35 per session. During lockdown we moved to enabling clients to donate via bank transfer. We purchased a debit/credit card reader for use on the premises.

We received a donation of £720 for the start of a 'Training Fund' – money to be used to pay for or subsidise future training for the Counsellors working with us.

A local Counselling Service closed its work and donated £3000 to HCS following its closure in 2020.

We are grateful to our landlord for giving us a three-month rent holiday over the summer of 2020 in light of the closure of our premises due to the Coronavirus.



CHARITY COMMISSION
FOR ENGLAND AND WALES

HOPE COUNSELLING SERVICE

1185376

Receipts and payments accounts

CC16a

For the period
from

Period start date
19/09/2019

To

Period end date
31/12/2020

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 £
A1 Receipts					
Gifts/ Grants	10,340	-	-	10,340	-
Counselling Donations	9,399	-	-	9,399	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	19,739	-	-	19,739	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	19,739	-	-	19,739	-
A3 Payments					
Rent	2,280	-	-	2,280	-
Manager	6,720	-	-	6,720	-
Decorating	422	-	-	422	-
Equipment	1,366	-	-	1,366	-
Counselling Supervision	1,110	-	-	1,110	-
Insurance	214	-	-	214	-
Telephone/Postage	558	-	-	558	-
General Expenses	1,360	-	-	1,360	-
Training	600	-	-	600	-
Sub total	14,630	-	-	14,630	-
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	14,630	-	-	14,630	-
Net of receipts/(payments)	5,109	-	-	5,109	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	5,117	-	-	5,117	-
Cash funds this year end	10,226	-	-	10,226	-

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 £
B1 Cash funds	Bank Balance	11,587	-	-
	Cheques still to clear	- 1,361	-	-
		-	-	-
	Total cash funds	10,226	-	-
	(agree balances with receipts and payments account(s))			

	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

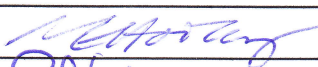
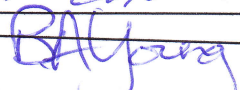
	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

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

Signature

Print Name

Date of approval


 2

NEIL HOOTLEY
BARRY YOUNG

14/10/21
14/10/21



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name

HOPE COUNSELLING SERVICE

On accounts for the year
ended

31 DECEMBER 2020

Charity no
(if any)

1185376

Set out on pages

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended DD/MM/YYYY.

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 (other than that disclosed below *) 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

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.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

8/10/2021

Name:

DAVID MARET

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

ICAEW

Address:

5 JENNETS CLOSE,

TUTTS CLUMP;

READING, RG7 6JZ