

REGISTERED CHARITY NUMBER: 1183359

**Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Pembrokeshire Counselling Service**

Ashmole & Co
Manchester House
Grosvenor Hill
Cardigan
Ceredigion
SA43 1HY

Pembrokeshire Counselling Service

Contents of the Financial Statements for the Year Ended 31 March 2021

The annual report and report with the financial statements of the charity for the year ended 31 March 2021. The annual report and report are prepared by the Trustees of Pembrokeshire Counselling Service (PSCS) and approved by the Trustees on 15 March 2021.

MEMBERS AND ADMINISTRATIVE DETAILS

Registered charity number:
1143289

Registered office:

Address:

County: Pembrokeshire

Postcode: SA7 1AA

Telephone: 01323 811111

Website: www.pscs.org.uk

Trustees:

Mr D J Davies

Mr M J Williams

Ms J E Jones

Mr S A Jones

Ms J C Jones

Mr C A Jones

Mr A J Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

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Company Secretary:

Mr J A Jones

Independent members:

Mr J A Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

Mr J A Jones

STRUCTURE, GOVERNANCE AND MANAGEMENT

Charitable Incorporated Organisation

The charity is controlled by its governing document, and constitutes a Charitable Incorporated Organisation (CIO) and was registered with the CIO on 19 April 2013. The name of Pembrokeshire Counselling Service (PSCS) was registered on 19 April 2013.

Bank statements

The charity has a bank account, and retains the right to withdraw the funds in support of its charitable purposes and to ensure that the funds are used for the purposes of the charity.

Pembrokeshire Counselling Service

Report of the Trustees for the Year Ended 31 March 2021

The trustees, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) 'Accounting and Reporting by Charities' issued in March 2005.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1183359

Registered office

Briarlea
Long Mains
Monkton
Pembrokeshire
SA70 4JB

Trustees

Mrs D Davies	
D M Williams	
Ms J Riggs	
Dr R Jones	
Mrs E C Cartwright	
E C Lesnianski	- appointed 23.11.20
Dr A L Nelson	
T Tudor	- appointed 23.11.20
A Jerman	- appointed 23.11.20
I J Phillips	- appointed 23.11.20
T W Thomas	- resigned 30.5.20
S O Hill	- resigned 30.6.20
Ms J Sayers	- resigned 6.9.20
Ms K Bellmaine	- resigned 25.8.20

Company Secretary

E C Lesnianski

Independent examiner

Ashmole & Co
Manchester House
Grosvenor Hill
Cardigan
Ceredigion
SA43 1HY

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, and constitutes a Charitable Incorporated Organisation (CIO) and was registered on 10th May 2019. From 6th April 2020 the assets of Pembrokeshire Counselling Services (charity number: 1055745) were transferred to the CIO.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Pembrokeshire Counselling Service

Report of the Trustees for the Year Ended 31 March 2021

INTRODUCTION

The aim of Pembrokeshire Counselling Service (PCS) is to relieve persons living in the county of Pembrokeshire who are suffering from mental and emotional distress by the provision of a confidential counselling service. PCS offers adults, 18+ years, from Pembrokeshire, a free, person centred, counselling service for up to six sessions per client. Person centred therapy is a humanistic approach that deals with the ways in which individuals perceive themselves consciously rather than how a counsellor can interpret their unconscious thoughts or ideas. The counsellor, in this approach, works to understand an individual's experience from their point of view. The counsellor must positively value the client as a person in all aspects of their humanity, while aiming to be open and genuine. The number of counselling sessions may, occasionally, be extended up to a maximum of 12 at the counsellor and supervisor's discretion, dependent upon client need. In the main, our clients are self-referred through the suggestion of local General Practitioners, Mental Health organisations and local housing authorities; these organisations signpost our clients to us. PCS has volunteer phone line operators, who are qualified counsellors and work on a rota system to answer all client enquiries within 2-3 working days of clients leaving either a telephone or email message. They carry out initial telephone assessments and, if it is not felt that PCS is a suitable service for a client they are signposted to other, more appropriate organisations. The PCS telephone line is not a crisis service. PCS relies on volunteer counselling students and qualified counsellors to deliver counselling to our clients. All volunteer counsellors are supervised by experienced and qualified supervisors. PCS supports student counsellors during their education by providing them with placements within the organisation. As noted, students are supervised by PCS supervisors who are all experienced, qualified supervisors, and are also qualified counsellors. These long-term placements provide students with an opportunity to expand their knowledge and understanding while giving them experience of counselling those with mental health issues and contributing to their qualifications.

REVIEW OF ACTIVITIES AND ACHIEVEMENTS

The start of 2020/21 was a year like no other. The Covid-19 pandemic had taken hold around the world and impacted so many lives. PCS had to rise to the challenge of working differently to continue to deliver its vital service to the Pembrokeshire Community. PCS counsellors, telephone assessors and supervisors worked hard and adapted fantastically well in order to support PCS clients. The 2020/21 year started with PCS pausing face to face sessions and counselling clients remotely via virtual platforms. All PCS counsellors were provided with training in order to deliver counselling sessions online and supervisors delivered supervision to their groups via online platforms. Trustees also moved to an online platform.

In June 2020, PCS received confirmation of funding for 2020/21 - £11,000 from North GP cluster and £11,000 from the South Cluster. PCS also received a £500 grant from the Port of Milford Haven to support PPE supplies when PCS goes back to face-to-face counselling.

During Summer 2020, Trustees consulted with Counsellors, supervisors and Telephone Assessors via a SWOT analysis. This was a very valuable exercise and Trustees were presented with great ideas and understanding of challenges. The Chair developed a recovery plan for PCS which was presented to Trustees in draft, however following challenges of resignations and vacancies, other immediate priorities needed to be actioned before finalising the draft and implementing.

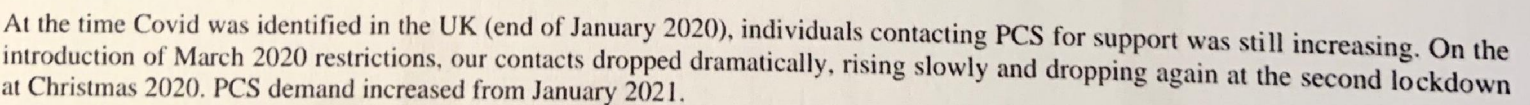
Kay Anstee, Service Lead, emailed her resignation letter to Trustees on 5th June 2020 with her last day on 31st July as Administrator and 25th September 2020 as Service Lead. Kay provided valuable and dedicated service to PCS and PCS is incredibly grateful for her volunteering and paid work for PCS.

Zoe Mitchell was appointed PCS Administrator on 1st August 2020, and she continued to support PCS as a Supervisor. Trustees worked hard to fill the Service Lead vacancy from July 2020 in readiness for Kay's departure. A variety of adverts were placed and shared widely.

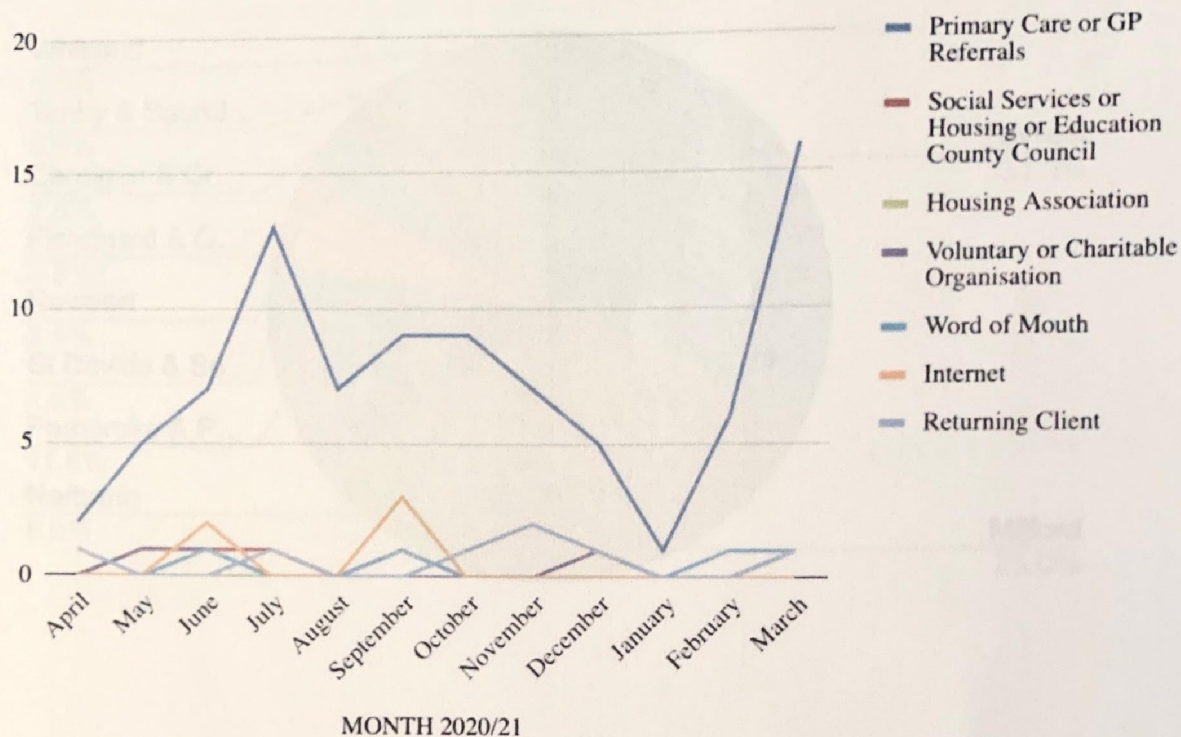
Following the advertising of Charity Manager and Clinical Lead, both were appointed in November 2020. Rita Kluwe, a PCS counsellor who resigned as counsellor and then took up the post as Clinical Lead, and Bethan Jones as Charity Manager. The PCS Trustee board grew this year and we welcomed Dr Amy Nelson from 12th March 2020 and Ian Phillips, Lizzie Lesnianski, Ann Marie Jerman and Thomas Tudor all from 23rd November 2020. Ian Phillips was also appointed Treasurer and Lizzie Lesnianski as Secretary.

Due to personal reasons, Bethan Jones resigned as Charity Manager with her last day with PCS on 26th March 2021.

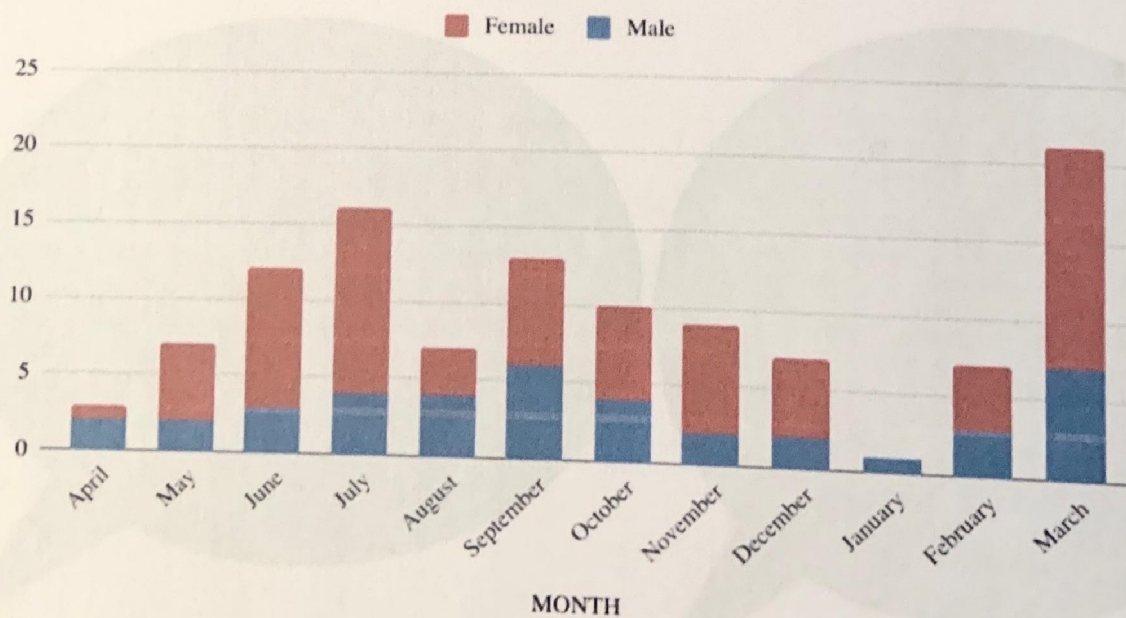
Total number of people who self-referred to PCS (single episode)



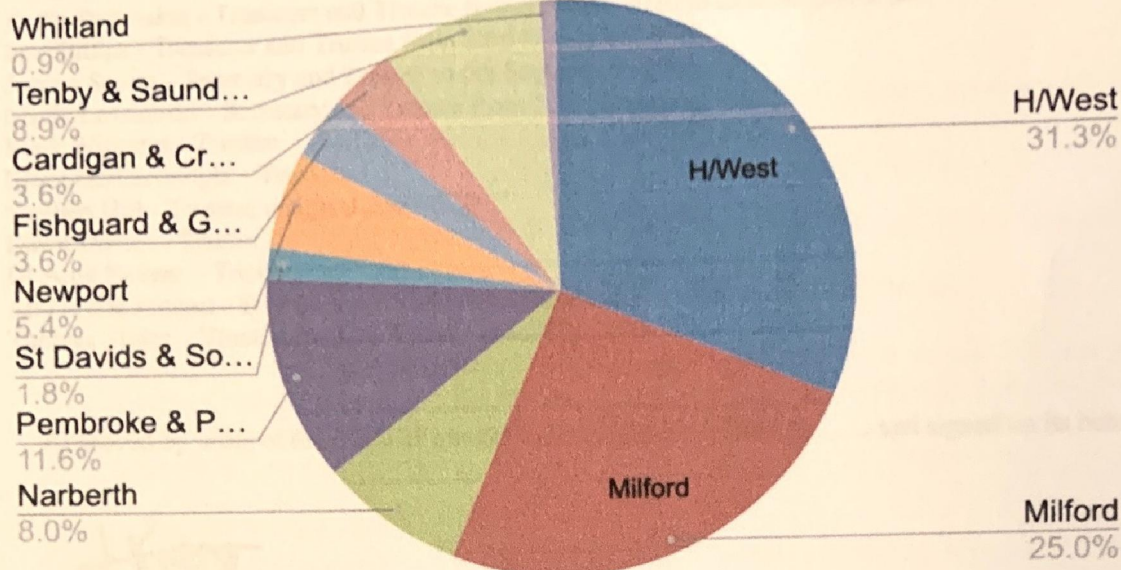
Origin of client self referral



PCS Client gender



PCS Client location



Client feedback

"I just wanted to express my thanks to all of you, I am very grateful that your service exists.

I have received excellent care and the sessions have really improved my wellbeing and my life to a great extend. I did not receive this kind of excellent care with my previous support and was unsure whether anything would help me out of these dark thoughts I had.

Thank you so much for everything!"

"Also, just to add, when I first contacted your service a counsellor called me back to make the evaluation. Then I was in the midst of my crisis, kind of an existential crisis, and the counsellor I spoke to had very supportive words for me. The counsellor said that he/she specialised in the existential angst spectrum and mentioned something in the line of: Sometimes in life when times are tough thoughts like these can be overwhelming, but I promise you it will get easier/less powerful when life gets easier. And this was like a lifeline I held on to, I felt he/she truly understood my fears and if this experienced person tells me this then there is hope for me.

So, from the first contact and throughout I had an excellent experience with your service.

It's truly remarkable.

Thanks so much again"

Trustees in post during 1st April 2020 to 31st March 2021

Joanne Riggs - Chair and Trustee

Rhodri Jones - Vice Chair and Trustee

Wynne Thomas - Treasurer and Trustee until 30th May 2020

Kellie Bellmaine - Treasurer and Trustee from 1st June 2020 to 25th August 2020

Ian Phillips - Treasurer and Trustee from 23rd November 2020

Joanna Sayers - Secretary and Trustee to 6th September 2020

Lizzie Lesnianski - Secretary and Trustee from 23rd November 2020

Mark Williams - Trustee

Elizabeth Cartwright - Trustee

Stephen Hill - Trustee, resigned June 2020

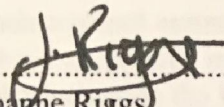
Dawn Davies - Trustee

Dr Amy Nelson - Trustee

Ann Marie Jerman - Trustee from 23rd November 2020

Thomas Tudor - Trustee from 23rd November 2020

Approved by order of the board of trustees on 10/02/2022 and signed on its behalf by:


.....
Joanne Riggs

**Independent Examiner's Report to the Trustees of
Pembrokeshire Counselling Service**

I report on the accounts of the company for the year ended 31 March 2021, which are set out on pages eight to thirteen.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

Having satisfied myself that the charity is not subject to audit under charity law and is eligible for independent examination, I have examined your charity's accounts as required under section 145 of the Charities Act 2011 ('the Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

My role is to state whether any material matters have come to my attention giving me cause to believe:

1. that accounting records were not kept as required by Charities Act 201; or
2. that the accounts do not accord with those records; or
3. that the accounts do not comply with the methods and principles of the Charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland; or
4. that there is further information needed for a proper understanding of the accounts.

Independent examiner's statement

I have completed my examination and have no concerns in respect of the matters (1) to (4) listed above and, in connection with following the Directions of the Charity Commission I have found no matters that require drawing to your attention.

Mr K R Wilcox
FCCA
Ashmole & Co
Manchester House
Grosvenor Hill
Cardigan
Ceredigion
SA43 1HY

Date: 10-2-2022

Pembrokeshire Counselling Service

Statement of Financial Activities for the Year Ended 31 March 2021

		Unrestricted fund £	Restricted funds £	Total funds £
	Notes			
INCOMING RESOURCES				
Incoming resources from generated funds				
Voluntary income		42,163	600	42,763
Investment income	2	<u>4</u>	<u>-</u>	<u>4</u>
Total incoming resources		42,167	600	42,767
RESOURCES EXPENDED				
Charitable activities				
Charitable Activities		24,422	-	24,422
Governance costs		<u>240</u>	<u>-</u>	<u>240</u>
Total resources expended		24,662	-	24,662
NET INCOMING RESOURCES				
		<u>17,505</u>	<u>600</u>	<u>18,105</u>
TOTAL FUNDS CARRIED FORWARD				
		<u><u>17,505</u></u>	<u><u>600</u></u>	<u><u>18,105</u></u>

Pembrokeshire Counselling Service

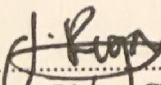
Balance Sheet At 31 March 2021

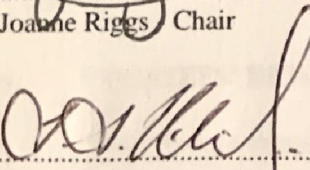
	Notes	Unrestricted fund £	Restricted funds £	Total funds £
CURRENT ASSETS				
Cash at bank		17,745	600	18,345
CREDITORS				
Amounts falling due within one year	6	(240)	-	(240)
NET CURRENT ASSETS		<u>17,505</u>	<u>600</u>	<u>18,105</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		17,505	600	18,105
NET ASSETS		<u>17,505</u>	<u>600</u>	<u>18,105</u>
FUNDS	7			
Unrestricted funds				17,505
Restricted funds				<u>600</u>
TOTAL FUNDS				<u>18,105</u>

The trustees acknowledge their responsibilities for

- ensuring that the charitable incorporated organisation keeps accounting records that comply with the Charities Act 2011 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable incorporated organisation as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of the Charities Act 2011 relating to financial statements, so far as applicable.

The financial statements were approved by the Board of Trustees on 10/02/2022 and were signed on its behalf by:


Joanne Riggs Chair


Ian Phillips - Treasurer

The notes form part of these financial statements

Pembrokeshire Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention, and in accordance with the requirements of the Statement of Recommended Practice, Accounting and Reporting by Charities.

Incoming resources

All incoming resources are included on the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Resources expended

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided in order to write off each asset over its estimated useful life.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2. INVESTMENT INCOME

Deposit account interest

£
4

3. NET INCOMING/(OUTGOING) RESOURCES

Net resources are stated after charging/(crediting):

Depreciation - owned assets

£
74

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

5. TANGIBLE FIXED ASSETS

Plant and
machinery etc
£

COST

At 6 April 2020 NBV transferred

74

DEPRECIATION

Charge for year

74

At 31 March 2021

74

NET BOOK VALUE

At 31 March 2021

-

6. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

Other creditors

£

240

7. MOVEMENT IN FUNDS

Net movement
in funds
£

At 31.3.21
£

Unrestricted funds

General fund

17,505

17,505

Restricted funds

Stitches

300

300

Nelson

300

300

600

600

TOTAL FUNDS

18,105

18,105

Pembrokeshire Counselling Service

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	42,167	(24,662)	17,505
Restricted funds			
Stitches	300	-	300
Nelson	<u>300</u>	<u>-</u>	<u>300</u>
	600	-	600
	<u> </u>	<u> </u>	<u> </u>
TOTAL FUNDS	<u>42,767</u>	<u>(24,662)</u>	<u>18,105</u>

Pembrokeshire Counselling Service

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2021**

£

INCOMING RESOURCES

Voluntary income

Donations	3,205
Gift aid	104
Transfer from PCS 1056745	18,954
Grants	<u>20,500</u>
	42,763

Investment income

Deposit account interest	<u>4</u>
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Total incoming resources	42,767
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RESOURCES EXPENDED

Charitable activities

Counsellor expenses	4,180
Training & supervision	8,817
Telephone	818
Subscriptions	<u>275</u>
	14,090

Governance costs

Accountancy	240
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Support costs

Management

Insurance	251
Administrative support	9,458
Advertising	180
Other management expenses	369
Plant and machinery	<u>74</u>

10,332

Total resources expended	24,662
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Net income

18,105