

Company no. 04754643  
Charity no. 1109904  
England and Wales

**Gloucestershire Counselling Service**  
**Annual Report and Unaudited Accounts**  
**31 August 2021**

## **Gloucestershire Counselling Service**

### **Reference and administrative details**

#### **For the year ended 31 August 2021**

---

<b>Status</b>	The organisation is a charitable company limited by guarantee, incorporated on 6 May 2003 and registered as a charity on 7 June 2005.	
<b>Governing document</b>	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.	
<b>Company number</b>	04754643	
<b>Charity number</b>	1109904	
<b>Registered office and operational address</b>	Alma House 52-53 High Street Stroud Gloucestershire GL5 1AP	
<b>Trustees</b>	Julia Jones Emma Payne Nigel Brabbins Lynn Emslie Nicola De longh Katherine Rooksby Jim Laidlaw	Chair Vice Chair Treasurer
<b>Company secretary</b>	Ellen Edwards	
<b>Senior leadership team</b>	Emma Griffiths Ellen Edwards Fiona Phelps Joanne Kelly Amanda Cook Denise Kilgannon	Chief Executive Officer Head of Finance Head of Training Clinical Service Manager (appointed 12/4/21) Clinical Service Manager Clinical Service Manager
<b>Independent examiner</b>	Godfrey Wilson Ltd Chartered accountants and statutory auditors 5th Floor, Mariner House 62 Prince Street Bristol BS1 4QD	

## **Gloucestershire Counselling Service**

### **Reference and administrative details**

**For the year ended 31 August 2021**

---

#### **Bankers**

Santander UK plc  
Bridle Road  
Bootle  
Merseyside  
L30 4GB

Redwood Bank  
The Nexus Building, Broadway  
Letchworth Garden City  
Hertfordshire  
SG6 3TA

Hampshire Trust Bank  
55 Bishopgate  
Cornhill  
London  
EC2N 3AS

Monmouthshire Building Society  
Monmouthshire House  
John Frost Square  
Newport  
NP20 1PX

Aldermore  
1st Floor, Block B  
Western House  
Lynch Wood  
Peterborough  
PE2 6FZ

United Trust Bank  
One Ropemaker Street  
London  
EC2Y 9AW

## **Gloucestershire Counselling Service**

### **Chief Executive Officer report**

**For the year ended 31 August 2021**

---

#### **THE YEAR IN REVIEW 2020 - 2021**

This has been another exceptional year for GCS. We have experienced exponential demand for our counselling services.

During the Covid-19 pandemic we needed to pivot quickly, engaging in local commissioning and other voluntary sector forums. In order to survive we had to be responsive, flexible and strategic in meeting the immediate needs of our communities. This has led to an increased profile amongst statutory bodies and funders and increased income through securing contracts as part of the county wide pandemic response. The landscape and our position within it have changed rapidly since 2020 and continues to present new challenges for the organisation to address. GCS wants and needs to continue to meet high demand for counselling, as core to our mission is to meet the needs of the communities of Gloucestershire. We are well placed to continue to play a pivotal role in the county response to the mental health crisis. The latter part of the financial year has been spent re-examining our structure and systems to identify development needed that will support this response. Ensuring we have adequate resource to do this effectively and maintain our commitment to the provision of high-quality counselling and training is key. Providing staff development opportunities so that our counsellors feel equipped to cope with the rise in demand has been a priority.

Capacity within the counselling workforce is a challenge. As a result, we have seen some staff turnover as counsellors have taken the plunge to set up their own businesses and some have decided to retire. We have had a rolling program of recruitment to address this and developed a remote counselling team, drawing in employees nationally. Keeping up with demand remains a challenge to GCS and we have completed a feasibility study to address how we employ counsellors on a salary. This work will continue as a priority objective for 2021/22.

The unprecedented demand we have experienced for our services across counselling and in the context of increased financial hardship in our communities has led to us providing more heavily subsidised counselling sessions than ever before. We have met this challenge through our fundraising efforts and the financial support from the contract secured with Gloucestershire County Council to provide free access to counselling to those severely affected by Covid and in financial hardship. Through this contract, we are proud to have supported over 268 new client registrations who were severely affected by Covid and in financial dire straits.

We continue to maintain the professional accreditation of our counselling services through the British Association for Counselling and Psychotherapy (BACP), a marker of quality that we are proud of as a service which, alongside our expectation that counsellors also achieve personal professional accreditation, enables us to maintain this position of quality. We view this professional accreditation to be particularly important within the counselling profession as a benchmark of quality and good governance, as counselling services and the counselling profession are often perceived as being an under regulated activity. GCS can confidently state that we are experts in our field who will always champion best practice.

A key development for GCS this year has been the provision of training opportunities for Clinical Supervision to ensure we can sustain our services and meet growing demand to support other organisations with reflective thinking and supervision.

## **Gloucestershire Counselling Service**

### **Chief Executive Officer report**

**For the year ended 31 August 2021**

---

GCS have a positive and proactive approach to partnership working and throughout the year we have built on our partnerships with the Clinical Commissioning Group, Gloucestershire County Council and other voluntary sector organisations such as Gloucestershire Rape and Sexual Abuse Centre (GRASAC), Teens in Crisis (TiC+), Young Gloucestershire and Infobuzz, Victims Support Glos. and AgeUK Glos.

#### **LOOKING AHEAD**

We continue to work on the delivery of our Business Plan and Strategy and during this financial year will review it to ensure we remain focused. The need for our counselling services has never been more important to our communities and securing sufficient funding to enable access for all is vital. Equally the need for a growing, suitably qualified mental health workforce is stronger than ever and we are in a good position to respond to this need. Covid has highlighted health inequalities present in our communities and in particular access to adequate mental health support and engagement in services to promote good mental health. GCS are aware of the lack of diversity in the organisation and within the client groups it reaches. We are committed to addressing these barriers through our review of our purpose and function, working with partners, professional bodies and advisors to ensure we proactively tackle barriers with a lasting impact and cultural change.

Some highlights of focus are:

- Development of our remote counselling service to include training that meets required accredited standards;
- Developing our culture and employment standards to attract and retain high quality counsellors, providing them with reliable and sustainable income and career development;
- A program of digital transformation to ensure our systems are fit for purpose, with our increased size and improve our ability to measure our impact;
- Revisiting our core aims and purpose, ensuring we remain relevant to our community needs and that we can articulate this effectively both internally and externally;
- Developing our fundraising strategy and increasing income generated through fundraising; and
- Developing our marketing strategy to expand our reach across the communities of Gloucestershire as per our charitable aims.

I would like to thank the Senior Leadership Team (SLT) who have continued to work proactively to take the service forward. Also huge thanks to the counsellors and supervisors who have gone the extra mile in supporting our growth in counselling services. Our staff are our key asset and without them, we would not be able to deliver our services. We are thankful for all that our board of trustees offer the organisation in terms of support, they truly have been alongside us during this challenging time and this steady presence has been reassuring to all.

*E.L. Griffiths*

Emma Griffiths  
Chief Executive Officer

## **Gloucestershire Counselling Service**

### **Report of the trustees**

#### **For the year ended 31 August 2021**

---

The trustees present their report and the unaudited financial statements for the year ended 31 August 2021.

Reference and administrative information set out on page 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective January 2019).

#### **Structure, governance and management**

The charity is a company, limited by guarantee, as defined by the Companies Act 2006.

Gloucestershire Counselling Service (GCS) was first registered as a charity on 14 June 1984. The charity became a charitable company limited by guarantee, incorporated on 6 May 2003 and the company was registered as a charity on 5 June 2005. It was originally established under a Memorandum of Association, which established its objects and powers and was governed by its Articles of Association. New Articles of Association were adopted in 2018 (which incorporate the company's objects and powers) in order to bring them up to date with current legislation and to provide a more robust governance framework.

The recruitment of new trustees is through advertising vacancies and networking with other organisations and by personal recommendation. The existing trustees appoint new trustees and also appoint one of their number as Chair, Vice Chair and Treasurer.

New trustees are provided with a copy of the Gloucestershire Counselling Service's key documents, the Articles of Association, a copy of the latest annual report and accounts and minutes of recent trustee meetings. The induction includes:

- an explanation of the purposes and activities of GCS;
- the trusts and procedures which govern the trustees' actions;
- the organisation of GCS; and
- the source of funding and the nature of resources.

The trustees are responsible for the strategic direction of the charity delegating the majority of the day-to-day decision making to the Chief Executive and senior management team.

GCS Adult Counselling Service is a British Association for Counselling and Psychotherapy (BACP) Accredited Service which requires the charity to adhere to high levels of professional standards and ethics. GCS is also a Member Institute of the British Psychoanalytic Council (BPC), who accredit the Diploma in Counselling and offer professional accreditation to qualified counsellors.

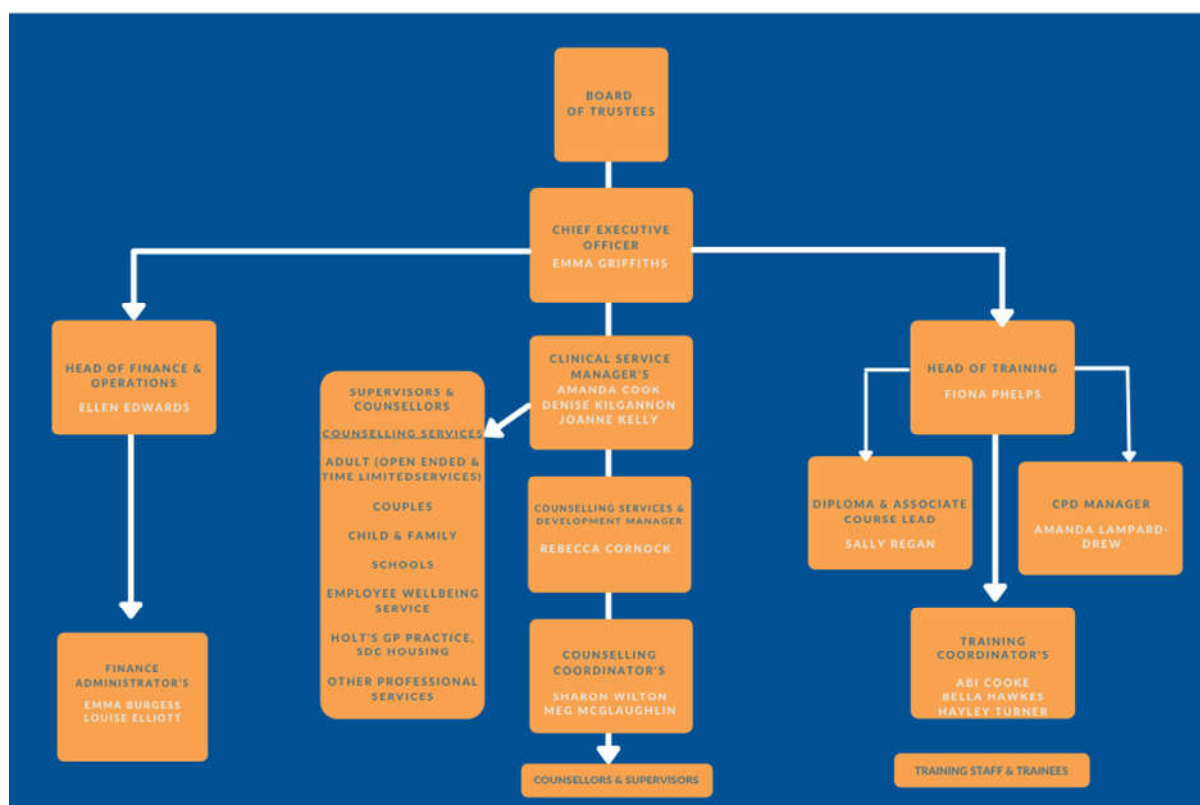
The trustee board review the pay rates of the organisation on an annual basis benchmarking against similar sized charitable organisations and organisations that undertake similar activities.

## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

## ORGANISATION CHART



### Objectives and activities

Our objectives:

1. To provide high quality counselling at affordable cost to the people of Gloucestershire and its surrounds; and
2. To provide professional training in counselling to the people of Gloucestershire and its surrounds so that there might be a greater resource of skilled counsellors available to those in need of psychological support.

The strategy for achieving our objectives is contained within our three-year business plan and service delivery plan which is delivered by the senior management team in consultation with the board. We will know that we have been successful in achieving our objectives by the continued high level of use of our counselling and training services, maintaining the standards required for service accreditation and through monitoring client feedback.

GCS delivers public benefit through the provision of affordable counselling services and professional counselling training to the people of Gloucestershire. In shaping our activities, the trustees have regard to the Charity Commission's guidance on public benefit. In order to ensure public benefit and to achieve our mission and objectives we deliver the following core activities:

## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

---

Our counselling services:

<b>Adult Counselling</b>	Confidential counselling for individual adults experiencing personal, emotional or psychological difficulties. We offer both Open Ended Counselling and Time Limited Services (TL - up to 12 sessions). We also have increasing numbers of clients who benefit from our contracts to provide 12 fully funded counselling sessions because of their particular history or situation e.g., clients with a history of sexual violence or domestic violence. Many of these clients go on to become Open Ended clients of GCS or have the funding for their counselling extended.
<b>Couples Counselling</b>	For couples experiencing difficulties in their relationships.
<b>Child &amp; Family Counselling</b>	For families experiencing difficulties resulting from, for example, separation, remarriage, stepfamilies, sexual abuse and trauma or the need to support a troubled child or young person in the family. We offer systemic family therapy as well as individual counselling.
<b>School Counselling</b>	We contract with several local schools to provide high quality counselling on site for individual pupils by experienced counsellors with extensive experience of counselling young people in a school setting.
<b>Employee Wellbeing</b>	Short-term, solution-focused counselling to employees of a range of organisations, across Gloucestershire, for example Renishaw, Stroud District Council, Cheltenham Borough Council, The Nelson Trust, WSP Solicitors, BPE Solicitors, South Gloucestershire and Stroud College.
<b>GP Contract</b>	Holts Health Centre in Newent contract GCS to provide surgery-based counsellors providing patients with up to 6 weeks of counselling.
<b>Other Professional Services</b>	We have service level agreements with a range of agencies such as Infobuzz, Victims Support (Glos), Young Gloucestershire, AgeUK Glos., to provide Clinical Supervision to their practitioners/therapists and Reflective Supervision to staff such as school pastoral teams, youth workers and mentors.

Our training services:

<b>Introductory and Certificate courses in Listening &amp; Counselling Skills (ITC &amp; CCS)</b>	A 10 week and one-year course respectively, delivered in Stroud and Cheltenham throughout the year. Now delivering the Introductory course in condensed packages online also. In addition to this, we offer tailor-made programmes delivered in the workplace to school support staff, health care workers or managers looking to improve their listening skills.
<b>Diploma in Psychodynamic Counselling</b>	A three-year, comprehensive training programme in psychodynamic counselling with a placement in our Adult Open Ended Counselling Service.
<b>Associate Programme</b>	A post-diploma course offering further teaching in professional standards of counselling practice and counselling placement opportunity to achieve accreditation hours for counsellors seeking professional registration with organisations such as the BACP and BPC.
<b>CPD Workshops/Seminars</b>	One day workshops and seminars for qualified and trainee therapists or those in related professions which cover topics of interest and learning for practitioners. In-person and online.



## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

---

<b>Tavistock &amp; Portman Partnership</b>	The T&P courses are delivered from our buildings, and we support recruitment and promotion of these. Currently on offer: the one-year PG Certificate in Child, Adolescent and Family Mental Well-Being (D24) MSc in Psychological Therapies with Children, Young People and Families (M34). Both these courses are accredited by the University of Essex, and the MSc is also accredited by the BPC. During this year they are being delivered on-line.
--	---

---

### Plans for future periods

We will continue with the work already underway to develop the organisation's ability to meet growing demand in a sustainable way, through ensuring that we are fit for purpose and progressing with developments to both counselling and training services.

The trustees fully support the priorities outlined below and have been instrumental in their development.

1. Organisation-wide priorities:
  - 1.1. To continue to develop our organisation, ensuring systems and structure are suitably resourced and efficient and supporting a positive culture and professionalism;
  - 1.2. To ensure maximum take up of counselling and training services, ensuring we have sufficient capacity to respond to ever increasing demand for our services, without compromising on the quality of provision and ensuring that the services offered are current and relevant to our communities;
  - 1.3. To deliver on the budget and achieve forecast and surplus, increasing our commerciality whilst remaining true to our charitable mission;
  - 1.4. To develop and implement a fundraising and marketing strategy in order to penetrate new and existing markets and to ensure our sustainability; and
  - 1.5. To improve organisational efficiencies and processes and improve data collection and impact reporting through digital transformation.
2. Counselling service development priorities:
  - 2.1. To broaden our reach and engagement of the adult service across the county, led by development of impact data;
  - 2.2. To recruit sufficient counsellors to meet increasing demand for services, maintaining our high standards of expectations of qualification and professional accreditation;
  - 2.3. To develop the clarity of the services offered ensuring they meet community needs; and
  - 2.4. To develop the provision of professional services to external agencies such as reflective supervision, clinical supervision and facilitated group work.
3. Training service development priorities:
  - 3.1. To continue to offer a portfolio of CPD events and short courses that are informed by sector and organisational needs, in turn securing adequate bookings and planned income generation;
  - 3.2. To review the Diploma curriculum and accreditation, to ensure that it is meeting current trainee and organisational needs;
  - 3.3. To continue to develop the ITC, Associate and Supervision training curricula to ensure they meet market demand and organisational need; and
  - 3.4. To address barriers to inclusion in our training offer, including diversity and cost barriers.

## **Gloucestershire Counselling Service**

### **Report of the trustees**

**For the year ended 31 August 2021**

---

#### **Achievements and performance**

##### Organisation wide

We performed well across all services in the year and were able to address many of the priorities set out in last year's report. It goes without saying that our attention and resources has remained primarily diverted to responding to increased and emerging needs of our beneficiaries.

We continue to focus on what GCS can do to help the communities of Gloucestershire, to thrive in a fundamentally changed reality. Alongside having a clear sustainable strategy, securing funding plays a large part in our future, as our income streams are inevitably restricted through the impact of Covid-19, as are our client's ability to pay for their counselling.

##### Counselling

Clients come to us with a range of presenting mental health issues from anxiety and depression through to struggling to cope as a result of specific traumatic events such as family breakdown, sexual abuse or significant life changing events. Under the current circumstance of Covid-19, we are experiencing increased demand for counselling, as well as an increased need for heavily subsidised counselling. We aim to never turn anyone away based on their ability to contribute toward the cost of counselling. Gloucestershire County Council contracted with us in June 2020 to provide free counselling to those in financial hardship and severely affected by Covid-19. This funding has been vital to enable us to continue to offer subsidised counselling at a time when our sustainability is challenged due to the current pandemic.

In addition to this we have also been further supported by the Office of the Police & Crime Commissioner (OPCC) and Ministry of Justice to respond to a growing demand for counselling from victims of sexual and domestic violence. With the Clinical Commissioning Group funding for victims of sexual violence, we have been able to cater for this growing demand with free at point of access counselling. Securing a range of funding that enables us to subsidise the cost of counselling across our adult and child and family services remains a constant priority. Raising hardship funding such as this has enabled us to be there for our clients' mental health needs without the added anxiety of not being able to access help due to cost.

Our intervention has enabled clients to improve their self-esteem, confidence and build resilience – equipping them with tools and capacity to reflect on their mental health and improve their relationships. We have seen clients reduce their clinical risk for suicide and in some cases reduce dependency on medication or self-harming as a coping mechanism. Family relationships have improved preventing potential family break up. For example, in the Child & Family Service, parents report a better understanding of the abuse experienced by their children, leading them to better parent and support their children's emotional wellbeing moving forwards. This can often lead to increased employability and engagement in the workplace, as well as improved family and personal relationships. Our clients report that counselling has been life changing.

We carefully monitor demand for counselling subsidy and in 2020/21 94% of sessions in the adult service paid less than the full fee of £53. This subsidy amounts to £174,000.

We will continue to fund the cost of subsidising counselling, as it is core to our charitable aims to provide affordable counselling and we will continue to seek help with this. Our budgets are set on this basis, and we exceeded our planned activity and outcomes last year, despite the impact of Covid-19 and consequent rising demand.

## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

---

Counselling service:	No. of sessions during 2019/20	No. of sessions during 2020/21
Adult Individual	6,949	8,836
Schools	2,600	2,476
Child and Family	600	507
Spot purchase/SLA funded	1,498	2,267
Couples	50	69

#### Client feedback

*"Counselling has enabled me to say things out loud to a trusted person, things that I only ever thought about for a long time in my head. It has helped me to understand other people's behaviour."*

*"It was so helpful to be able to have counselling face to face and near to where I live. I had put off having counselling during lockdown as I really wanted face to face and I think this helped me build a good relationship quickly with my counsellor and it has helped me so much, I feel very different."*

*"The counselling I received made me feel listened to and the questions that came up made me think and really become true to myself. Everything was perfect about the experience and I think this was because I clicked with the counsellor and trusted them."*

*"My counsellor was extremely understanding, patient and sympathetic. She allowed me to speak transparently and then helped me identify links previously unrecognised by myself. My anxiety and panic attacks have subsided."*

*"The Counselling was extremely considerate and caring. I felt comfortable and believed and I could be honest without feeling any judgement."*

*"My counsellor has been the absolute best I have ever had. She made me feel that my feelings were justified, which in itself made me feel better. We both worked hard through my difficulties and in the process, I discovered the root to most of my problems of feeling unable to cope. The counselling has changed my life, and I now feel I have the tools to deal with my issues and want to stand on my own 2 feet."*

#### Training

The Training department have experienced a healthy year of development and have also appointed a new Diploma and Associate Course Lead and additional Training Coordination support to enable this. We started the year with healthy cohort sizes on all our courses, as well as a vibrant and attractive CPD program.

## Gloucestershire Counselling Service

### Report of the trustees

#### For the year ended 31 August 2021

---

We were able to move all our training to remote delivery in response to changing government guidelines and complete the academic year relatively smoothly. We continued to embrace the use of technology further to run a range of online Training Open Day's, CPD events and internal training opportunities for staff.

During 2020/21 we trained the following number of students/trainees compared to 2019/20, the drop in numbers for the Certificate in Counselling Skills course reflects reduced cohort sizes in response to Covid-19:

Training Course:	No. of Trainees	No. of Trainees
Introduction to Counselling Skills	8	36
Certificate in Counselling Skills	29	27
Diploma in Counselling Adults and Clinical Year Placements	29	36
Associate Year	9	8
Continuous Professional Development (CPD) events	205	226

CPD events that we offered during 2020/21
Awareness of Trauma and Dissociation - Dr Anna Preston
Energy Psychology & The Therapeutic Relationship – Alistair Appleton
The Unconscious of Social Media - Dr Aaron Balick
The Body and Social Media - Susie Orbach
Embodied Resources for Working Remotely - Margaret Landale
Psychosis and Attachment Theory - Katherine Berry
Working with men who have experienced sexual violation - Sarah Van Gogh

Looking ahead, we are reassured that the demand for the 2021-22 training programme has not been diminished by the pandemic and are in fact running a waiting list and deferments to next academic year.

## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

---

#### Trainee feedback

*"The delivery of the course was exceptional in the quality of the teaching and the pace gave an opportunity for practice and theory. I thoroughly enjoyed it as well as finding some aspects challenging but an opportunity for awareness of myself."*

*"The course has offered me more than I could have ever imagined in terms of the skills I have developed but more importantly the increased level of self-awareness I have. At times it has been challenging and asked me to question my own beliefs and my behaviours like no other area of my working or personal life. It's given me an insight into a world I can't wait to continue in during the diploma."*

*"The programme has been an enormous benefit to my life, both professional and personal. I feel able to respond to life events with increased self-awareness and reflect on things more deeply. The trainers delivering the course were outstanding."*

#### Significant achievements in 2020/21

- We continued to carefully manage our services and the interactions with them through online and in person where it was safe to do so due to Covid. We have worked hard to provide additional support to our staff during this challenging time. Whilst Covid has been disruptive to our activities, we have on the whole managed this period as steadily as we could with positive feedback along the way and increased performance across all services;
- We continued to build and develop our remote counselling service with a national recruitment drive;
- We increased internal communications and engagement and increased team meeting provision during Covid-19 in order to support our staff and trainees working remotely and with transition back to in person working;
- We've established and delivered on a major County Council funded counselling contract;
- We have upskilled our workforce by funding counsellor training in areas such as remote delivery of counselling, enabling us to increase our capacity to respond to contracted work and maintain our high quality. As well as supporting 4 counsellors to undertake qualifications in Clinical Supervision – improving our sustainability;
- Redesigned the Associate Programme into a more robust training year post-graduation, to consolidate the learning, but more to prepare trainees for working in an organisation, and/or private practice;
- In line with our commitment to staff holding individual professional accreditation, we ran workshops for those staff and post-grads seeking accreditation, and support offered to help with this process;
- Managed the absence and some departures of key staff due to Covid illness and maternity leave;
- Scrutinising the syllabus of the Diploma and improving/modernising practices where appropriate, providing clarity around learning outcomes and assessment;
- Successfully delivered online both training and counselling services despite the challenges these still relatively new ways of working present;
- We completed an organisation wide review of job descriptions and pay reviews, ensuring clarity of role and responsibility, increasing sustainability in our workforce. Working with an external consultant (Penleaf) we have begun to review our structure and alignment to our charitable aims. This work will continue into the coming year;
- Secured funding to continue to begin to develop our digital infrastructure, ensuring we are operating safely and planning for digital transformation in order to remain fit for purpose;
- We secured adequate hardship funding, to enable us to respond quickly to the increase in financial hardship amongst our clients, without compromising the sustainability of the organisation at a precarious time;

## **Gloucestershire Counselling Service**

### **Report of the trustees**

**For the year ended 31 August 2021**

---

- Throughout the year, we continued to strengthen partnerships within the sector, both voluntary and statutory agencies, for peer support and sharing ideas for further development. Sharing our expertise and knowledge whilst also raising our profile and increasing recognition for the need for our services and contributing to future planning of mental health provision in the County;
- We continue to strengthen our board and governance and maintain a good working relationship between the Board/CEO/SLT enabling us to work together to develop our future road map; and
- Our CEO embarked on the final stages of an MBA and the Head of Finance & Operations completed her Post Graduate Certificate in Leading Business through Quolux and the University of Gloucestershire.

#### Fundraising activities

Our aim was to maintain the level of income derived from fundraising this year, however as a result of new funding streams that became available as a result of the Covid-19 pandemic and the relevance of our services to the needs of the community, we have surpassed this target. We would like to express our sincere thanks and gratitude to all of our funders. Without this level of support during the pandemic, both our counselling and training services would have been disrupted further. The funding has specifically facilitated us to work remotely both from an administration and delivery perspective, generate new income streams to ensure our sustainability and improve our workspaces to accommodate social distancing requirements.

Revenues from grants and donations made up 35% of our total income for 2020/21 as compared to 30% in the previous financial year. This was from a variety of sources, with significant contribution from the NHS to fund counselling for victims of sexual abuse and the County Council to fund those impacted by the pandemic and in financial hardship. We are not overly reliant on any one funding stream thereby reducing the risk to the organisation when a funding stream ends.

It is key to our future success that we continue to build on this achievement going forwards and our aim is to secure 25-30% of our annual income through grants and donations. The more our services are recognised for being professionally delivered and managed, the higher profile we will achieve in the locality. In turn this positive picture will assist in our continuing search for new income generation from fundraising and in particular longer-term relationships with funders.

#### External factors

We draw heavily on research conducted and shared throughout the counselling and psychotherapy profession and wider mental health community of professionals. This enables us to ensure we are in touch with societal needs and trends and ensure that our services reflect those. Throughout the year, we have maintained positive and active working relationships with both the BACP and BPC, contributing to future planning around counselling and therapy professions.

#### **Financial review**

At GCS we have continued to see an increase in demand. Our busiest service, the adult counselling service, carried out 27% more counselling sessions in 20/21 than in 19/20. Likewise, we have seen a 50% increase in the number of funded sessions that we have delivered due mainly to the County Council and CCG funded projects. This has necessitated an increase in staff and resources across the organisation as we have scaled up to meet this demand.

## Gloucestershire Counselling Service

### Report of the trustees

#### For the year ended 31 August 2021

---

The majority of those receiving the services of GCS contribute a reduced payment which is subsidised by resources from other sources. GCS' income is based on payment for services provided and we seek funding from external sources such as trust funds to ensure we can continue to offer an affordable and accessible service to individual clients. We continue to raise awareness with statutory authorities of the need for high quality counselling and training to increase capacity to respond to meet this growing demand.

We have been fortunate to benefit from several funding streams that have enabled us to continue offering counselling at heavily subsidised rates and in some cases fully funded.

GCS' income comes from a variety of sources with the majority of the income being self-generated. The risk to the organisation of losing a particular income stream is therefore minimised.

GCS receives its income from:

- Client fees for counselling;
- Trainees on our counselling training courses and programmes;
- One GP contract and nine school counselling contracts;
- EWS agreements with local companies for counselling their employees; and
- Contracts to provide clinical supervision externally.

#### Funders 2020/21

Funder	Funder	Funder
Barnwood Trust	Ministry of Justice	Co-Op
Cheltenham Borough Council - Community Resilience Fund	Charities Aid Foundation	Stroud District Council – Community Response Grant
Rotary Gloucester	OPCC Commissioners Fund	Rowlands Trust
Garfield Weston	Office of the Police & Crime Commissioner	Tesco Bags of Help Communities Fund
Gilbert Lane Trust	Gloucestershire NHS Clinical Commissioning Group	Tewkesbury Borough Council
Gloucestershire Funders Group	Rausing Trust	St James Place
Gloucestershire Community Foundation	The Pixel Fund	Waitrose – Community Matters Fund
Langtree Trust	Rowlands Trust	Western Power Distribution
Clothworkers Foundation	Stroud Hospital League of Friends	

## Gloucestershire Counselling Service

### Report of the trustees

#### For the year ended 31 August 2021

---

The funding secured via these trusts and grants are restricted to covering or contributing toward the cost of specific activities such as our counselling hardship fund to ensure equitable access regardless of client's ability to pay. We monitor carefully the allocation and spend associated to each fund and report, in a timely manner, to funders on the impact and outcome of any funding received, providing (where appropriate) client/trainee feedback.

GCS is continually looking for new opportunities to further achieve its organisational objectives with any new projects being fully costed and risk assessed to ensure that they pose minimal risk to the organisation.

#### Key risks

The charity monitors the following areas of potential risk:

1. Governance and oversight:
  - 1.1. Governance arrangements are not fit for purpose – adverse impact on oversight and accountability;  
(Structure of governance is defined and met with regular planned reviews)
  - 1.2. Skills / experience mix of trustees does not reflect business need; and  
(Agenda item on strategy away day and board meetings, skills review completed)
  - 1.3. Communication between trustees and Executive is poor, impacting on effectiveness of governance.  
(CEO/Chair/Vice Chair/Treasurer and Trustees actively engaged in regular work with Executive including specific working groups)
2. Finance and resources:
  - 2.1. Insufficient resources to deliver priorities;  
(Resources required identified through business plan and budget)
  - 2.2. Unforeseen financial pressures have adverse impact on our capacity to deliver core services;  
(Financial exposure to risk constantly reviewed and any necessary mitigating actions determined)
  - 2.3. Demand for services exceeds capacity to deliver; and  
(Counselling delivery model under review to maximise effectiveness of limited resources and recruitment)
  - 2.4. Expenditure exceeds income for sustained period – with adverse impact on reserves.  
(Monthly monitoring of financial performance and standing item on board agenda)
3. Service delivery:
  - 3.1. Quality of service delivery is poor, with adverse reputational impact;  
(Quality framework and reporting arrangements are in place)
  - 3.2. Staff turnover has adverse impact on quality and capacity of delivery to clients;  
(Building on employee engagement including performance management, pay review and staff feeling valued. Business plan addresses sustainability and succession planning. Ongoing recruitment of accredited counsellors)
  - 3.3. Covid-19 risk of third wave, staff burnout, sustainability and resilience, organisational change;  
(Enforcing annual leave, learning lessons, ensuring systematic review, increased communications, increasing resource, implementing staff counselling)



## **Gloucestershire Counselling Service**

### **Report of the trustees**

**For the year ended 31 August 2021**

---

- 3.4. Digitalisation and speed of change – lack of skills and training, ability to adapt to change, lack of systematic review; and  
(Ensuring systematic review of what has changed, what needs to be kept and planning service for the future. Training and equipment)
- 3.5. Inability to respond effectively to market need.  
(Marketing and fundraising strategy in place and aligned to business plan. Reviewed through board meetings)

GCS invests its reserves in savings accounts with good interest rates. Wherever possible no account holds more than £85,000 ensuring that savings are covered by the financial services compensation scheme (FSCS).

GCS offers its employees a pension scheme with NEST. The majority of our staff team is part time therefore take up of the pension scheme is relatively low.

#### **Reserves policy**

Alma House is a Grade II listed building with a commercial full repair lease, with an obligation to carry out ongoing maintenance and repairs. Major roof repair works were carried out in the year ending 2016/17. With this in mind, we have designated £25,000 to cover any future maintenance and building repair costs.

It is considered prudent to hold a reserve of three to six months core operating costs. This is to enable the charity to continue to operate in the event of an interruption to its income streams and also to wind down its operations in a controlled manner should this become necessary. An amount has also been included to cover redundancy costs in the event of a winding up. The reserves held at the end of 2020/21 were £488k which is between 3 and 6 months of our budgeted operating costs for 2021/22.

## Gloucestershire Counselling Service

### Report of the trustees

For the year ended 31 August 2021

---

#### Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustee board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice 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 charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2021 was 7. The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

#### Independent examiners

Godfrey Wilson were re-appointed as the charitable company's independent examiners during the year and have expressed their willingness to act in that capacity.

Approved by the trustees on 19 November 2021 and signed on their behalf by:

*J A Jones*

Julia Jones – Chair of the Trustees

## **Independent examiners' report**

### **To the trustees of**

#### **Gloucestershire Counselling Service**

---

I report to the trustees on my examination of the accounts of Gloucestershire Counselling Service (the charitable company) for the year ended 31 August 2021, which are set out on pages 19 to 36.

#### **Responsibilities and basis of report**

As the trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 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.

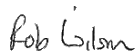
#### **Independent examiner's statement**

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Date: 19 November 2021

**Rob Wilson FCA**

**Member of the ICAEW**

For and on behalf of:

**Godfrey Wilson Limited**

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

# Gloucestershire Counselling Service

## Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 August 2021

		Restricted £	Unrestricted £	2021 Total £	Restated 2020 Total £
	Note				
<b>Income from:</b>					
Donations	3	92,045	45,930	<b>137,975</b>	132,839
Charitable activities:					
Counselling	4	213,820	470,965	<b>684,785</b>	542,455
Training	4	-	157,221	<b>157,221</b>	146,089
Other trading activities	5	-	235	<b>235</b>	2,586
Investments		-	3,419	<b>3,419</b>	1,982
<b>Total income</b>		<u>305,865</u>	<u>677,770</u>	<u><b>983,635</b></u>	<u>825,951</u>
<b>Expenditure on:</b>					
Raising funds		-	7,851	<b>7,851</b>	6,126
Charitable activities:					
Counselling		309,298	302,745	<b>612,043</b>	486,821
Training		-	185,119	<b>185,119</b>	167,372
<b>Total expenditure</b>	7	<u>309,298</u>	<u>495,716</u>	<u><b>805,014</b></u>	<u>660,319</u>
<b>Net income / (expenditure)</b>		(3,433)	182,054	<b>178,621</b>	165,632
<b>Transfers between funds</b>		-	-	-	-
<b>Net movement in funds</b>	8	(3,433)	182,054	<b>178,621</b>	165,632
<b>Funds at the start of the year</b>		<u>84,818</u>	<u>352,259</u>	<u><b>437,077</b></u>	<u>271,445</u>
<b>Funds at the end of the year</b>		<u><u>81,385</u></u>	<u><u>534,313</u></u>	<u><u><b>615,698</b></u></u>	<u><u>437,077</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movement in funds are disclosed above and in note 16 to the financial statements.

The 2020 comparatives have been restated to reclassify grant income as income from charitable activities (counselling) instead of income from donations. Total income and funds have not changed.

## Gloucestershire Counselling Service

### Balance sheet

As at 31 August 2021

	Note	£	2021 £	2020 £
<b>Fixed assets</b>				
Tangible fixed assets	11		<b>20,998</b>	38,699
<b>Current assets</b>				
Debtors	12	<b>54,928</b>		24,327
Cash at bank and in hand		<b>611,255</b>		438,307
		<b>666,183</b>		462,634
<b>Creditors: amounts due within 1 year</b>	13	<b>(71,483)</b>		(64,256)
<b>Net current assets</b>			<b>594,700</b>	398,378
<b>Net assets</b>	15		<b>615,698</b>	437,077
<b>Funds</b>	16			
Restricted funds			<b>81,385</b>	84,818
Unrestricted funds:				
Designated funds			<b>25,000</b>	25,000
General funds			<b>509,313</b>	327,259
<b>Total funds</b>			<b>615,698</b>	437,077

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477(2), and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

- (i) ensuring that the Company keeps proper accounting records which comply with section 386 of the Act; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

These accounts have been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the trustees on 19 November 2021 and signed on their behalf by:

*J A Jones*

Julia Jones  
Chair of the Trustees

## Gloucestershire Counselling Service

### Statement of cash flows

For the year ended 31 August 2021

	2021 £	2020 £
<b>Cash used in operating activities:</b>		
Net movement in funds	178,621	165,632
<i>Adjustments for:</i>		
Depreciation charges	16,284	10,234
Loss on disposal of fixed assets	1,417	-
Investment income	(3,419)	(1,982)
Decrease / (increase) in debtors	(30,601)	16,766
Increase / (decrease) in creditors	7,227	7,399
<b>Net cash provided by / (used in) operating activities</b>	<b>169,529</b>	<b>198,049</b>
<b>Cash flows from investing activities:</b>		
Dividends, interest and rents from investments	3,419	1,982
Purchase of tangible fixed assets	-	(30,569)
<b>Net cash provided by / (used in) investing activities</b>	<b>3,419</b>	<b>(28,587)</b>
<b>Increase / (decrease) in cash and cash equivalents in the year</b>	<b>172,948</b>	<b>169,462</b>
Cash and cash equivalents at the beginning of the year	438,307	268,845
<b>Cash and cash equivalents at the end of the year</b>	<b>611,255</b>	<b>438,307</b>

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

## **Gloucestershire Counselling Service**

### **Notes to the financial statements**

#### **For the year ended 31 August 2021**

---

#### **1. Accounting policies**

##### **a) Basis of preparation**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Gloucestershire Counselling Service meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

##### **b) Going concern basis of accounting**

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. In reaching this conclusion, the trustees have considered the impact of the ongoing Covid pandemic on the charity. Given the increasing demand for services and the healthy unrestricted surplus generated in 20/21, the trustees consider that the charity has sufficient cash reserves to continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

##### **c) Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of provision of counselling or training services is deferred until criteria for income recognition are met.

##### **d) Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

##### **e) Funds accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

## Gloucestershire Counselling Service

### Notes to the financial statements

#### For the year ended 31 August 2021

---

##### 1. Accounting policies (continued)

###### f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

###### g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis, which is based on a proportion of direct costs:

	2021	2020
Raising funds	1.0%	1.0%
Counselling	76.0%	74.0%
Training	23.0%	25.0%

###### h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years straight line
Office equipment	3 years straight line

Items of equipment are capitalised where the purchase price exceeds £1,000.

###### i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

###### j) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

###### k) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.



## **Gloucestershire Counselling Service**

### **Notes to the financial statements**

**For the year ended 31 August 2021**

---

#### **1. Accounting policies (continued)**

##### **l) Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

##### **m) Pension costs**

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the statement of financial activities. The total employer pension contributions payable in the year were £6,136 (2020: £4,497).

##### **n) Operating leases**

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

##### **o) Financial instruments**

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

##### **p) Accounting estimates and key judgements**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying values of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period, or in the period of the revision and future periods if the revision affects both current and future periods.

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation as described in note 1 (h).

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 2. Prior period comparatives (restated)

	Restricted £	Unrestricted £	2020 Total £
<b>Income from:</b>			
Donations	79,782	53,057	<b>132,839</b>
Charitable activities:			
Counselling	116,352	426,103	<b>542,455</b>
Training	-	146,089	<b>146,089</b>
Other trading activities	-	2,586	<b>2,586</b>
Investments	-	1,982	<b>1,982</b>
<b>Total income</b>	<b>196,134</b>	<b>629,817</b>	<b>825,951</b>
<b>Expenditure on:</b>			
Raising funds	-	6,126	<b>6,126</b>
Charitable activities:			
Counselling	114,163	372,658	<b>486,821</b>
Training	-	167,372	<b>167,372</b>
<b>Total expenditure</b>	<b>114,163</b>	<b>546,156</b>	<b>660,319</b>
<b>Net income / (expenditure)</b>	<b>81,971</b>	<b>83,661</b>	<b>165,632</b>
<b>Transfers between funds</b>	<b>(25,694)</b>	<b>25,694</b>	<b>-</b>
<b>Net movement in funds</b>	<b>56,277</b>	<b>109,355</b>	<b>165,632</b>

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 3. Donations

	Restricted £	Unrestricted £	2021 Total £
General donations	-	6,278	6,278
Grant income			
Barnwood Trust	3,695	-	3,695
Charities Aid Foundation	18,850	-	18,850
Gloucestershire County Council	-	5,000	5,000
Gloucestershire Community Foundation	-	2,500	2,500
Gloucestershire Public Health	-	20,000	20,000
League of Friends	-	1,000	1,000
Stroud District Council	-	1,000	1,000
Tewkesbury Borough Council	-	2,000	2,000
The Gilbert Lane Charitable Trust	-	1,000	1,000
The Pixel Fund	-	5,000	5,000
The Rausing Trust	60,000	-	60,000
The Rowlands Trust	2,000	-	2,000
Thirty Percy	7,500	-	7,500
Other grants < £1k	-	2,152	2,152
	<u>92,045</u>	<u>45,930</u>	<u>137,975</u>

### Prior period comparative

	Restricted £	Unrestricted £	2020 Total £
General donations	-	2,026	2,026
Grant income			
Awards for All	10,000	-	10,000
Barnwood Trust	27,782	5,000	32,782
Cheltenham Borough Council	2,000	-	2,000
The Clothworkers Foundation	5,000	-	5,000
Gloucestershire Community Foundation	-	19,500	19,500
Garfield Weston	20,000	-	20,000
Office of the Police & Crime Commissioner	-	2,500	2,500
The Openwork Foundation	-	10,000	10,000
The Rowlands Trust	1,500	-	1,500
Susila Dharma International Association	-	2,500	2,500
Stroud District Council	5,000	1,000	6,000
Tesco bags of help	4,000	-	4,000
Tewkesbury Borough Council	1,000	1,000	2,000
Thirty Percy	3,500	5,000	8,500
Western Power	-	2,000	2,000
Other grants < £1k	-	2,531	2,531
	<u>79,782</u>	<u>53,057</u>	<u>132,839</u>

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 4. Income from charitable activities

	Restricted £	Unrestricted £	2021 Total £
<i>Counselling:</i>			
Grant income			
Gloucestershire County Council	87,768	-	<b>87,768</b>
Gloucestershire Community Foundation	10,000	-	<b>10,000</b>
NHS Clinical Commissioning Group (CCG)	44,000	980	<b>44,980</b>
Office of the Police & Crime Commissioner (OPCC)	57,700	-	<b>57,700</b>
St James's Place	14,352	-	<b>14,352</b>
Counselling fees and contracts	-	469,985	<b>469,985</b>
Total counselling	<u>213,820</u>	<u>470,965</u>	<b><u>684,785</u></b>
<i>Training:</i>			
Training fees and contracts	-	157,221	<b>157,221</b>

### Prior period comparative

	Restricted £	Unrestricted £	2020 Total £
<i>Counselling:</i>			
Grant income			
Gloucestershire County Council	20,352	-	20,352
Legal & General	3,000	-	3,000
NHS Clinical Commissioning Group (CCG)	44,000	3,136	47,136
Notgrove Trust	4,000	-	4,000
Office of the Police & Crime Commissioner (OPCC)	45,000	-	45,000
Counselling fees and contracts	-	422,967	422,967
Total counselling	<u>116,352</u>	<u>426,103</u>	<b><u>542,455</u></b>
<i>Training:</i>			
Training fees and contracts	-	146,089	146,089

### 5. Other trading activities

	Restricted £	Unrestricted £	2021 Total £	2020 Total £
Rent	-	65	<b>65</b>	1,951
Other trading activities	-	170	<b>170</b>	635
	<u>-</u>	<u>235</u>	<b><u>235</u></b>	<u>2,586</u>

All income from other trading activities in the prior period was unrestricted.

## **Gloucestershire Counselling Service**

### **Notes to the financial statements**

#### **For the year ended 31 August 2021**

---

##### **6. Government grants**

The charitable company receives government grants, defined as funding from NHS Gloucestershire Clinical Commissioning Group (CCG), Gloucestershire Public Health, Gloucestershire County Council, Tewkesbury Borough Council, Stroud District Council and the Office of the Police & Crime Commissioner to fund charitable activities. The total value of such grants in the period ending 31 August 2021 was £218,448 (2020: £67,488). There are no unfulfilled conditions or contingencies attaching to these grants.

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 7. Total expenditure

	Raising funds £	Counselling £	Training £	Support and governance £	2021 Total £
Staff costs (note 9)	-	403,545	122,021	100,907	<b>626,473</b>
HR and recruitment	-	-	-	1,764	<b>1,764</b>
Room hire, rent and service	-	-	-	47,187	<b>47,187</b>
Travel and subsistence	-	-	-	321	<b>321</b>
Stationery, postage and telephone	-	-	-	7,221	<b>7,221</b>
General administration	-	-	-	18,832	<b>18,832</b>
Subscriptions	-	-	-	1,570	<b>1,570</b>
Insurance	-	-	-	6,416	<b>6,416</b>
IT costs	-	-	-	23,692	<b>23,692</b>
Fundraising costs	20	-	-	-	<b>20</b>
Advertising	5,088	-	-	-	<b>5,088</b>
Repairs and maintenance	-	-	-	29,661	<b>29,661</b>
Professional fees	-	-	-	10,134	<b>10,134</b>
Accountancy	-	-	-	3,511	<b>3,511</b>
Bank charges	-	-	-	5,423	<b>5,423</b>
Depreciation	-	-	-	16,284	<b>16,284</b>
Loss on disposal of fixed assets	-	-	-	1,417	<b>1,417</b>
Sub-total	5,108	403,545	122,021	274,340	<b>805,014</b>
Allocation of support and governance costs	2,743	208,498	63,098	(274,340)	-
<b>Total expenditure</b>	<b>7,851</b>	<b>612,043</b>	<b>185,119</b>	<b>-</b>	<b>805,014</b>

Total governance costs were £2,160 (2020: £1,966).

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 7. Total expenditure (continued)

#### Prior year comparative

	Raising funds £	Counselling £	Training £	Support and governance £	2020 Total £
Staff costs (note 9)	-	312,977	107,603	78,101	498,681
HR and recruitment	-	-	-	214	214
Room hire, rent and service	-	-	-	47,248	47,248
Travel and subsistence	-	-	-	1,477	1,477
Stationery, postage and telephone	-	-	-	6,928	6,928
General administration	-	-	-	20,521	20,521
Subscriptions	-	-	-	4,091	4,091
Insurance	-	-	-	6,154	6,154
IT costs	-	-	-	15,644	15,644
Fundraising costs	40	-	-	-	40
Advertising	3,900	-	-	-	3,900
Repairs and maintenance	-	-	-	38,721	38,721
Professional fees	-	-	-	948	948
Accountancy	-	-	-	3,265	3,265
Bank charges	-	-	-	2,253	2,253
Depreciation	-	-	-	10,234	10,234
Sub-total	3,940	312,977	107,603	235,799	660,319
Allocation of support and governance costs	2,186	173,844	59,769	(235,799)	-
<b>Total expenditure</b>	<b>6,126</b>	<b>486,821</b>	<b>167,372</b>	<b>-</b>	<b>660,319</b>

## Gloucestershire Counselling Service

### Notes to the financial statements

#### For the year ended 31 August 2021

##### 8. Net movement in funds

This is stated after charging / crediting:

	2021 £	2020 £
Depreciation	16,284	10,234
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	Nil	46
Independent examiners' remuneration:		
▪ Independent examination	2,160	1,920

In the prior year, one trustee was reimbursed for travel costs.

##### 9. Staff costs and numbers

Staff costs were as follows:

	2021 £	2020 £
Salaries and wages	598,104	477,355
Social security costs	22,233	16,829
Employer's pension	6,136	4,497
Total emoluments paid to staff were:	626,473	498,681

No employee earned more than £60,000 during the year.

The key management personnel of the charity are considered to be the trustees and senior leadership team which includes the Chief Executive, Head of Finance, three Clinical Service Managers and Head of Training. The total employee benefits including employer national insurance contributions paid to the key management personnel in the year ending 31 August 2021 was £164,304 (2020: £133,451).

Staff numbers are as follows:

	2021 No.	2020 No.
Average head count	93.0	78.0
Full time equivalent	21.3	15.8

##### 10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.



# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 11. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
<b>Cost</b>			
At 1 September 2020	10,739	59,705	<b>70,444</b>
Additions in year	-	-	-
Disposals	-	(2,500)	<b>(2,500)</b>
At 31 August 2021	<u>10,739</u>	<u>57,205</u>	<u><b>67,944</b></u>
<b>Depreciation</b>			
At 1 September 2020	9,051	22,694	<b>31,745</b>
Charge for the year	1,297	14,987	<b>16,284</b>
On disposal	-	(1,083)	<b>(1,083)</b>
At 31 August 2021	<u>10,348</u>	<u>36,598</u>	<u><b>46,946</b></u>
<b>Net book value</b>			
<b>At 31 August 2021</b>	<u><b>391</b></u>	<u><b>20,607</b></u>	<u><b>20,998</b></u>
At 31 August 2020	<u>1,688</u>	<u>37,011</u>	<u>38,699</u>

### 12. Debtors

	2021 £	2020 £
Trade debtors	<b>26,534</b>	6,275
Prepayments	<b>6,655</b>	3,590
Other debtors	<u><b>21,739</b></u>	<u>14,462</u>
	<u><b>54,928</b></u>	<u>24,327</u>

### 13. Creditors: amounts due within 1 year

	2021 £	2020 £
Trade creditors	<b>8,674</b>	11,099
Deferred income*	<b>36,648</b>	28,841
Accruals	<b>19,604</b>	15,000
PAYE and NI	<u><b>6,557</b></u>	<u>9,316</u>
	<u><b>71,483</b></u>	<u>64,256</u>

\* Deferred income consists of fees received in advance of the provision of counselling services or training courses. These are deferred until future periods and released when the session or course is delivered.

# Gloucestershire Counselling Service

## Notes to the financial statements

### For the year ended 31 August 2021

#### 13. Creditors: amounts due within 1 year (continued)

	2021 £	2020 £
<i>Movements in deferred income were:</i>		
Balance at the start of the year	28,841	24,275
Amounts released to income	(28,841)	(24,275)
Amounts deferred in the year	36,648	28,841
Balance at the end of the year	36,648	28,841

#### 14. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	Property		Equipment	
	2021 £	2020 £	2021 £	2020 £
Due within 1 year	41,550	19,800	-	1,580
Due within 2 - 5 years	57,238	59,400	-	-
	98,788	79,200	-	1,580

#### 15. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Fixed assets	-	-	20,998	20,998
Net current assets	81,385	25,000	488,315	594,700
<b>Net assets at 31 August 2021</b>	<b>81,385</b>	<b>25,000</b>	<b>509,313</b>	<b>615,698</b>

#### Prior period comparatives

	Restricted funds £	Designated funds £	General funds £	Total funds £
Fixed assets	-	-	38,699	38,699
Net current assets	84,818	25,000	288,560	398,378
<b>Net assets at 31 August 2020</b>	<b>84,818</b>	<b>25,000</b>	<b>327,259</b>	<b>437,077</b>

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 16. Movements in funds

	At 1 September 2020 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2021 £
<b>Restricted funds:</b>					
Awards for All	5,519	-	(2,446)	-	<b>3,073</b>
Barnwood Trust	15,188	3,695	(18,883)	-	-
Charities Aid Foundation	-	18,850	(18,850)	-	-
Gloucestershire County Council	14,522	87,768	(68,953)	-	<b>33,337</b>
Gloucestershire Community Foundation	1,725	10,000	(10,328)	-	<b>1,397</b>
Garfield Weston	20,000	-	(18,334)	-	<b>1,666</b>
NHS - CCG	4,619	44,000	(32,040)	-	<b>16,579</b>
Office of the Police & Crime Commissioner	19,745	57,700	(72,064)	-	<b>5,381</b>
The Rausing Trust	-	60,000	(60,000)	-	-
The Rowlands Trust	-	2,000	(2,000)	-	-
St. James's Place	-	14,352	-	-	<b>14,352</b>
Thirty Percy	3,500	7,500	(5,400)	-	<b>5,600</b>
<b>Total restricted funds</b>	<b>84,818</b>	<b>305,865</b>	<b>(309,298)</b>	-	<b>81,385</b>
<b>Unrestricted funds:</b>					
<i>Designated funds</i>					
Building maintenance and repairs reserve	25,000	-	-	-	<b>25,000</b>
Total designated funds	25,000	-	-	-	<b>25,000</b>
<i>General funds</i>	327,259	677,770	(495,716)	-	<b>509,313</b>
<b>Total unrestricted funds</b>	<b>352,259</b>	<b>677,770</b>	<b>(495,716)</b>	-	<b>534,313</b>
<b>Total funds</b>	<b>437,077</b>	<b>983,635</b>	<b>(805,014)</b>	-	<b>615,698</b>

## **Gloucestershire Counselling Service**

### **Notes to the financial statements**

#### **For the year ended 31 August 2021**

---

#### **16. Movements in funds (continued)**

##### **Purposes of restricted funds**

Awards for All - funding to setup remote working following Covid-19.

Barnwood Trust - funding to setup remote working following Covid-19, training for counsellors to work remotely, IT improvements, remodelling and recarpeting rooms at Alma House and development of a new supervision training.

Charities Aid Foundation - Organisational administration.

Gloucestershire County Council - 12 weeks fully funded counselling for victims of sexual abuse.

Gloucestershire Community Foundation - Counselling coordination.

Garfield Weston - Funding Head of Counselling, communications support and hardship funding.

NHS Clinical Commissioning - 12 weeks fully funded counselling for victims of sexual abuse.

Office of the Police & Crime Commissioner - 12 weeks fully funded counselling for victims of sexual abuse, plus the overtime cost of moving the organisation to online delivery.

The Rausing Trust - Core salaries and hardship funding.

The Rowlands Trust - funding new Cheltenham premises refurbishment.

St James's Place - Child and family counsellors.

Thirty Percy - funding for IT improvements following Covid-19 and supervision training.

##### **Purposes of designated funds**

Building maintenance and repairs reserve - to cover future maintenance and building repairs.

# Gloucestershire Counselling Service

## Notes to the financial statements

For the year ended 31 August 2021

### 16. Movements in funds (continued)

#### Prior period comparatives

	At 1 September 2019 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2020 £
<b>Restricted funds:</b>					
Awards for All	8,905	10,000	(2,341)	(11,045)	<b>5,519</b>
Barnwood Trust	-	27,782	(11,990)	(604)	<b>15,188</b>
Cheltenham Borough Council	-	2,000	-	(2,000)	-
The Clothworkers Foundation	-	5,000	-	(5,000)	-
Gloucestershire Community Foundation	1,725	-	-	-	<b>1,725</b>
Gloucestershire County Council	-	20,352	(5,830)	-	<b>14,522</b>
Garfield Weston	-	20,000	-	-	<b>20,000</b>
Legal & General	-	3,000	(3,000)	-	-
NHS - CCG	17,255	44,000	(56,636)	-	<b>4,619</b>
Notgrove Trust	-	4,000	(4,000)	-	-
Office of the Police & Crime Commissioner	-	45,000	(25,255)	-	<b>19,745</b>
Stroud District Council	-	5,000	-	(5,000)	-
Tesco bags of help	-	4,000	(2,090)	(1,910)	-
Tewkesbury Borough Council	-	1,000	(865)	(135)	-
The Openwork Foundation	656	-	(656)	-	-
The Rowlands Trust	-	1,500	(1,500)	-	-
Thirty Percy	-	3,500	-	-	<b>3,500</b>
<b>Total restricted funds</b>	<b>28,541</b>	<b>196,134</b>	<b>(114,163)</b>	<b>(25,694)</b>	<b>84,818</b>
<b>Unrestricted funds:</b>					
<i>Designated funds</i>					
Building maintenance and repairs reserve	14,900	-	-	10,100	<b>25,000</b>
Total designated funds	14,900	-	-	10,100	<b>25,000</b>
<i>General funds</i>	228,004	629,817	(546,156)	15,594	<b>327,259</b>
<b>Total unrestricted funds</b>	<b>242,904</b>	<b>629,817</b>	<b>(546,156)</b>	<b>25,694</b>	<b>352,259</b>
<b>Total funds</b>	<b>271,445</b>	<b>825,951</b>	<b>(660,319)</b>	<b>-</b>	<b>437,077</b>

### 17. Related party transactions

There were no related party transactions in the current or prior reporting period.