

REGISTERED COMPANY NUMBER: (England and Wales)
REGISTERED CHARITY NUMBER: 1183359

**Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2023
for
Pembrokeshire Counselling Service**

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

Pembrokeshire Counselling Service
Report of the Trustees
for the Year Ended 31 March 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by 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 (FRS 102) (effective 1 January 2019).

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Pembrokeshire Counselling Service

Report of the Trustees for the Year Ended 31 March 2023

ACHIEVEMENT AND PERFORMANCE

Charitable activities INTRODUCTION

Pembrokeshire Counselling Service continues to serve the residents of Pembrokeshire through their no fee, person centred, counselling sessions.

With the increased national focus on the significance of good mental health, the importance of essential public resources offered by third sector organisations such as ours remains paramount, especially in light of increasing demand for mental health services. The PCS approach is still one of person centred therapy, concentrating on self-perception of consciousness, rather than professional analysis of the unconscious mind, and the charity continues to work with self-referred adults aged eighteen and over, providing a standard of six counselling sessions per client.

Retaining positive working relationships with multi agency organisations, such as county wide GPs, the local authority and other third sector organisations remain important at PCS, and these connections remain the bed rock of self-referrals.

The ethos of working with entrusted qualified volunteer counsellors endures at PCS. These dedicated individuals continue to offer a wraparound service from initial phone line assessments, through to the counselling sessions, delivered in a format to meet the clients' needs. Our ongoing commitment to offer long term placements to trainee and new counsellors remains a successful policy. The trainees are fully supported commencing with a six month probationary period. For each of those six months they have one-to-one supervision, plus group supervision. After the six months' probation they attend mandatory monthly group supervision. A supervision group will comprise of up to four people, including a minimum of one qualified counsellor, who provides support and shares their experience with trainee colleagues.

This "home grown" approach ensures we have continued voluntary support from a wealth of counsellors, from trainees to the newly qualified, to those with years of experience, often who stay with PCS for many years, assisting the people of Pembrokeshire who self-refer for help and support.

REVIEW OF THE LAST 12 MONTHS

The last 12 months have continued to challenge mental health services, including third sector organisations such as PCS, as the aftermath of the pandemic, though dwindling, still casts a long shadow over aspects of these services, such as waiting times.

We started the year with ten Trustees and met four times at intervals throughout the year in April, June, September and November 2022. The first meeting of 2023 in February was postponed due to widespread illness.

In April 2022, PCS received two very generous donations. There was a private bequest for £1000 from a relative of a previous volunteer at the counselling service. Trustees expressed their gratitude whilst reiterating the important role donations make to charitable organisations. The second donation was from the Hywel Davies Residuary Legacy Fund for £78,765 (seventy eight thousand, seven hundred and sixty five pounds). These figures were unprecedented in PCS recent history and have given us the opportunity to look forward with excitement to the possibilities arising from these extraordinarily generous donations, which were both totally unexpected. It was agreed PCS would thank the Hywel Davies Residuary Legacy Fund privately and, with their permission, follow up with a press release in due course.

In addition to the donations, the Trustees were informed the Primary Care Service North GP Cluster had agreed to fund PCS to the sum of £26,000 (twenty six thousand pounds).

One of the key issues facing PCS at the start of the financial year was the appointment of a new Charity Manager, and in April there was no advancement to a solution. Work however had continued with regards to a renewed emphasis on recruiting, seeing Supervisor numbers increase to four, and bringing counsellor numbers up to eleven, with some forward planning of further recruitment in the autumn. A programme was put in place to ensure all new counsellors had one-to-one supervision every month with their group supervisor, with each group having a collective range of experience.

Our focus was also on getting the full range of services back on track after the pandemic, whilst offering support and reassurance to all our volunteers. On 4th April 2022 PCS reopened the waiting list, offering online and telephone counselling only whilst venues were identified and checked in preparation for face-to-face counselling. It was reported PCS had 32 clients on the list, with numbers slowly rising following the reopening.

The importance of a suitable venue cannot be underestimated. The experience of the Interim Charity Manager and a Trustee Counsellor was invaluable in securing the use of premises with the right profile, with an even spread across the county. The final locations were mostly in NHS properties ensuring emergency protocols are in place and well documented, with Covid procedures adhered to whilst necessary.

PCS continued to offer a blended approach of counselling, enabled through face-to-face, telephone and online sessions to meet clients' needs, and taking into consideration counsellors' and client preferences.

The positive response by the clients to the various options of hybrid sessions is noteworthy and must be considered one of the unexpected positive consequences post pandemic. It is something PCS will continue to explore and to incorporate if the need is driven by client reaction.

Work also carried on updating and future proofing the PCS operations manual, enabling PCS to ensure operational protocols are available in one document for all members of the organisation, providing a solid foundation going forward post pandemic. In addition, work commenced on updating the PCS website. Initially content to be updated, with a new design to follow, one that reflects the current ethos and image of PCS. Work would also commence on a social media presence to ensure prospective clients are able to access PCS through all mediums.

By the end of June client numbers were increasing with 47 on the list and, at the Trustee meeting the same month, new Trustee positions were approved.

The future proofing and general day to day running of PCS continued in tandem. There was a great deal of work undertaken to ensure volunteer counsellors had the best environment possible to continue their invaluable work. Further discussions were undertaken regarding the Charity Manager vacancy. Changes were made to the job specification to make the role more sustainable. Staffing by volunteers continued to be challenging at times, with a natural churn that at times left us short staffed. However, we sought at all times to remedy these issues through recruitment and replacement, with trainee recruitment to recommence in July.

Face-to-face counselling was reintroduced in July, initially at four sites. These were Pembrokeshire College, South Pembrokeshire Hospital, Crymch Health Centre and Tenby Hospital. The reintroduction of face-to-face will be continuously assessed in order to inform decisions regarding the adding of more sites going forward.

Work on the new website commenced, and the press was informed of the Hywel Davies Legacy.

Trustees agreed the offer of Continuing Professional Development (CPD) for all PCS personnel should be re-established following a report from the Interim General Manager. Training commenced immediately with an online workshop entitled "Working with Shame". PCS will be focusing on a regular undertaking to provide CPD for all personnel.

With funding in place to secure PCS operations for the immediate future, Trustees with the support of the Interim General Manager, felt there was now an opportunity to begin to look beyond the next financial year, in an endeavour to future proof the organisation's operation. There was unanimous agreement from Trustees that PCS should endeavour to tender for the delivery of Hywel Dda University Health Board mental health counselling services. This felt like a natural progression to the service already on offer to local multi agency self-referrals. It was agreed at this time research would be undertaken with regard to the Health Board's tendering process.

Pembrokeshire Counselling Service
Report of the Trustees
for the Year Ended 31 March 2023

Also in June the Interim General Manager was invited to fill the vacancy. It was felt their commitment to PCS, along with management and counselling background, in addition to the track record of work already undertaken made them an ideal candidate. The Chairman of Trustees was delighted to announce at the meeting of that month they had accepted the role. It was agreed the title of the role would revert to Charity Manager as this was felt to better reflect the job description. The Charity Manager agreed to an initial two year contract, with a plan to have everything in place to hand over to a new candidate at that time. A new pay scale was agreed, which it was considered more in line with the market rate for a role of this type.

Work continued on PCS's social media profile, and the renewal of the website.

In August, we appointed a fourth Supervisor. An experienced counsellor with their own practice, and one of our own phone assessors. Filling this role ensured the progress of another counselling group could continue, with a fifth Supervisor role to be filled as soon as possible. New trainees are encouraged to take up three clients per week. Qualified counsellors normally take up more than three. As part of the support system for counsellors, supervisors remain crucial to the wellbeing of counsellors throughout PCS, and with a fifth Supervisor on the horizon, it was agreed further trainee recruitment would be scheduled for October.

From the end of September, with face-to-face sessions up and running, counsellors were able to offer a hybrid approach to meet clients' needs and preferences. Face-to-face, online via Zoom, or by telephone are now all available to clients. A single approach or hybrid mix can be arranged. Trustees felt this was an excellent addition to our offer as, for some clients, flexibility may ensure they are able to attend all their sessions.

The waiting list at the end of September stood at 71. With the challenging economic climate across the UK this number was expected to rise by the end of the year.

A priority for PCS, our income stream, and the potential to offer more counselling services, continued to occupy the Charity Manager, the Trustees, and the team.

In early October the Hywel Davies Trust published a piece in the local press (Western Telegraph), highlighting the beneficiaries of Mr. Davies' legacy and their work. PCS were honoured to be included and provided a short piece to be included.

PCS was also chosen as one of the charities of the year by Elliotts Hill (<https://elliotshill.co.uk/>) in recognition of the help we had given to people they support through their work. They kindly donated £1000.

The PCS Operations Manual moved closer to completion, with a publication date to all in PCS in October. Initially the manual will be made available as a hard copy, moving securely online as soon as possible.

The Charity Manager also moved forward the research into the National Health Service tendering process.

By November PCS had recruited a fifth Supervisor and were looking forward to allotting them trainees from the next tranche of trainee interviews, and the number of counsellors taking clients was thirteen.

Trustees also encouraged the Charity Manager with their idea to engage with a well-established and very experienced Counsellor who had worked with PCS for a long time and intended to step back from counselling and phone assessing by the end of 2022. The role would be as Clinical Advisor to PCS, for an initial agreed period of eighteen months on an ad hoc voluntary basis. The role would include:

- a) keeping PCS up to date on BACP policies that may impact on our work, and to signpost information for use by counsellors and phone assessors,
- b) carrying out an annual review of the PCS Operations manual alongside the Charity Manager and their team,
- c) when and if required, acting as an independent mediator/arbitrator in circumstances where a complaint is made against a counsellor,
- d) acting as a sounding board for the Charity Manager.

The job was accepted on this basis.

A focus on training for counsellors continued, with further courses identified for trainees.

PCS was informed applications for Hywel Dda University Health Board bids for the provision of mental health counselling services to the Northwest Pembrokeshire area would be opened in mid-December with a deadline of the end of January 2023.

At the 2022 Annual General Meeting held in November 2022, the recently appointed Treasurer was formally welcomed to the team. The Chair reiterated the Trustees' pride in all at PCS who had aided the charity through the challenges of the previous year, and the post pandemic restructuring of counselling sessions.

After twenty five years of support, work and commitment to PCS, the Trustees, and all at PCS, were extremely sad to say goodbye to the stalwart Trustee, Dr Rhod Jones as he retired from the charity. Dr Jones had guided PCS through one of the most challenging periods of its history and we will forever be grateful to him for his longstanding patronage.

On 19th December PCS formally registered their interest in submitting a tender to Hywel Dda University Health Board for the provision of counselling. The Charity Manager and team attended online meetings with Sell2Wales to discuss the requirements of the tender. A review of policies was instigated to ensure PCS were fully compliant with Hywel Dda's requirements. Support letters were provided by both the local Members of Parliament covering Pembrokeshire, as well as from a local GP, and the Counselling Tutor at Pembrokeshire College. A four year itemised financial projection was also completed. The bid was submitted on 26th January 2023. Hywel Dda confirmed a decision would be made in mid-April.

Work in the meantime continued on the redesign and relaunch of the PCS website. The Charity Manager interviewed the founders of PCS in order to produce an accurate history of the origins of PCS for inclusion on the website. The designer continued to build the website with a launch date scheduled for early Summer 2023.

Further donations were received. Broad Haven Baptist Church gave a generous donation of £600 and £355 was also received via PayPal.

Another highlight for the charity in March was attending the Hywel Davies Memorial Service. The Charity Manager, along with individuals from other charities, was invited to speak and express our gratitude for the generous gift that had given PCS such financial stability, and the opportunity to move toward future proofing PCS for many years to come.

The financial year ended for PCS with a waiting list of fifty nine, some of whom had chosen to wait for their counselling sessions until now so they could have face-to-face counselling. The number of counsellors stood at twelve, of which four were qualified, two were trainees with one hundred plus hours, three trainees who were close to their one hundred hours, and three recently inducted trainees.

IN CONCLUSION

Pembrokeshire Counselling Service are confident they will be successful in their bid to supply Hywel Dda University Health Board. This will move them into close contact with the National Health Service Wales for a prolonged contract over a number of years. It will ensure the immediate future of PCS, whilst serving the residents of Pembrokeshire, offering them a comprehensive counselling service.

This year PCS passed the milestone of their twenty fifth year as a charitable organisation and we commence the journey of the next quarter century in a strong financial position. As we move forward we will work to expand our Trustee Board, inviting individuals who fit with our ethos and have experience and skills to benefit the organisation. The generous donations received in this financial period, and the large bequest from the Hywel Davies Residuary Fund, have given PCS considerable financial stability. This combined with a strong Trustee Board, and a committed and experienced Charity Manager, has given PCS the opportunity to build for the future, positioning themselves favourably within the local mental health sector.

Pembrokeshire Counselling Service

Report of the Trustees

for the Year Ended 31 March 2021

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.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
(England and Wales)

Registered Charity number
11833359

Registered office

Brarwa

Long Mairs

Monkton

Pembrokeshire

SA70 4JB

Trustees

Mrs D Davies

D M Williams (resigned 30.4.22)

Dr R Jones (resigned 30.11.22)

E C Lesmanski

Dr A L Nelson (resigned 31.12.22)

T Tudor

A Jerram

D Humphrey (appointed 30.6.22)

J Corby (appointed 1.4.22)

D Griffiths (appointed 30.6.22)

N Tunley (appointed 30.6.22)

Independent Examiner

Ashmoit & Co

Manchester House

Crosvener Hill

Cardigan

Ceredigion

SA43 1HY

Approved by order of the board of trustees on and signed on its behalf by:

E C Lesmanski

E C Lesmanski - Trustee

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

Independent examiner's report to the trustees of Pembrokeshire Counselling Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the 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 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 your charity'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

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

1. accounting records were not kept in respect of the 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.



Mr K R Wilcox

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

Date: 9th January 2024

Pembrokeshire Counselling Service

**Statement of Financial Activities
for the Year Ended 31 March 2023**

	Notes	Unrestricted fund	Restricted funds	Total funds	Total funds
		£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies		111,212	-	111,212	25,917
Investment income	2	588	-	588	1
Total		<u>111,800</u>	<u>-</u>	<u>111,800</u>	<u>25,918</u>
EXPENDITURE ON					
Charitable activities		32,614	600	33,214	22,138
Charitable Activities					
NET INCOME/(EXPENDITURE)		<u>79,186</u>	<u>(600)</u>	<u>78,586</u>	<u>3,780</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		21,285	600	21,885	18,105
TOTAL FUNDS CARRIED FORWARD		<u>100,471</u>	<u>-</u>	<u>100,471</u>	<u>21,885</u>

The notes form part of these financial statements

Balance Sheet
31 March 2023

	Unrestricted fund	Restricted funds	Total funds	Total funds
Notes	£	£	£	£
CURRENT ASSETS				
Cash at bank	100,712	-	100,712	22,125
CREDITORS				
Amounts falling due within one year	6	-	(241)	(240)
NET CURRENT ASSETS	100,471	-	100,471	21,885
LIABILITIES				
TOTAL ASSETS LESS CURRENT LIABILITIES	100,471	-	100,471	21,885
NET ASSETS	100,471	-	100,471	21,885
FUNDS				
Unrestricted funds	7	100,471	21,285	600
Restricted funds		-	-	-
TOTAL FUNDS		100,471	21,885	

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

Pembrokeshire Counselling Service

Balance Sheet - continued

31 March 2023

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

.....
J Corby - Trustee

.....
E C Lesnianski - Trustee

The notes form part of these financial statements

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by 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 (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. 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 at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 25% on cost

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	31.3.23	31.3.22
	£	£
	588	1

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6.	CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR	Trade creditors	31.3.22	31.3.23
		Accrued expenses	240	241
			240	240
			-	-
			£	£

7. MOVEMENT IN FUNDS

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Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

7. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	137,718	(54,752)	82,966
Restricted funds			
Stitches	-	(300)	(300)
Nelson	-	(300)	(300)
TOTAL FUNDS	137,718	(55,352)	82,366

8. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

Pembrokeeshire Counselling Service
Detailed Statement of Financial Activities
for the Year Ended 31 March 2023

	31.3.23	31.3.22
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	81,779	2,301
Grants	29,433	23,416
Refund of honorarium	-	180
Collections	-	20
	<u>111,212</u>	<u>25,917</u>
Investment income	588	1
Total incoming resources	<u>111,800</u>	<u>25,918</u>
EXPENDITURE		
Charitable activities		
Counsellor expenses	4,316	5,686
Training & supervision	5,080	3,297
Telephone	1,828	761
Subscriptions	275	275
	<u>11,499</u>	<u>10,019</u>
Support costs		
Management		
Insurance	398	139
Administrative support	19,580	11,508
Advertising	1,385	180
	<u>21,363</u>	<u>11,827</u>
Finance		
Bank charges	64	64
Governance costs		
Accountancy and legal fees	288	228
	<u>33,214</u>	<u>22,138</u>
Total resources expended	<u>78,586</u>	<u>3,780</u>
Net income		

This page does not form part of the statutory financial statements