

RIVERSIDE COUNSELLING SERVICE

England & Wales · Charity number 1018853

Details

Status Registered

Legal form Other

Registered 1993-03-17

Register [View on the Charity Commission register](#)

Contact

Address 45 Northfield End
Henley-on-Thames
RG9 2JJ

Phone 01491 876670

Email contact@riversidecounsellingservice.co.uk

Website www.riversidecounsellingservice.co.uk

Activities

Objects: FOR THE RELIEF OF PEOPLE IN NEED, HARDSHIP OR DISTRESS CAUSED BY MENTAL OR PHYSICAL ILL HEALTH OR BY SOCIAL OR ECONOMIC CIRCUMSTANCES BY ESTABLISHING, MAINTAINING AND DEVELOPING A COUNSELLING SERVICE FOR THE GIVING OF INDIVIDUAL OR GROUP COUNSELLING.

Activities: Provides affordable counselling services.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, The General Public/mankind

Geography

- **Area of benefit:** HENLEY ON THAMES AND THE SURROUNDING AREA
- Bracknell Forest
- Buckinghamshire
- Oxfordshire
- Reading
- Slough
- West Berkshire
- Windsor And Maidenhead
- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-02-28	£284,426	£269,342	-	-
2024-02-29	£248,578	£295,237	-	-
2023-02-28	£321,635	£282,342	-	-
2022-02-28	£231,159	£287,931	-	-
2021-02-28	£292,017	£263,714	-	-

Trustees

Name	Role	Appointed
Catherine Patricia McLaughlin	Chair	2026-01-26
Aki Olver		2026-01-26
Aspen Weatherburn		2025-06-23
Catherine Crawford		2026-01-26
Dr Fiona Margaret Pharoah		2024-11-04
FIONA LLOYD		2026-01-26
JOHN DAVID MORROW		2014-06-10
Nicola Allen Williams Gray		2017-02-01
Philip Bridge		2019-02-04
Suzy Hobbs		2022-07-20

RIVERSIDE COUNSELLING SERVICE

England & Wales - Charity number 1018853

Accounts



Riverside Counselling Service
Trustees Annual Report and Financial
Statements
2024-25

Charity Number: 1018853

Contents

	Page no.
Legal and Administrative Information	2
Chair's Report	3-4
Chief Executive Officer's Report	4-9
Treasurer's Report	10
Analysis of restricted funds	11
Independent Examiner's Report	12
Balance Sheet	13-14
Notes to the Financial Statements	15-16

Legal and Administrative Information

Trustees

Chair – Adrian Marsh

Treasurer – John Morrow

Nicki Williams Grey

Suzy Hobbs

Umbreen Lenoire (resigned January 2025)

Phil Bridge

Fiona Pharoah (Clinical Trustee – joined November 2024)

Jayson Jaurige – (resigned June 2024)

Charity number: 1018853

Registered address

Friends Meeting House
45 Northfield End Road
Henley on Thames
RG9 2JJ

Chief Executive Officer

Sophie Wellings

Independent Examiner

Peter Goddard
Staplers Cottage
Shepherds Green
Henley on Thames
Oxon

Bank

Lloyds Bank
24 Broad Street
Reading
Berks
RG1 2BT

Chair's Report

As has been evident from the previous two annual reports, the post-COVID period has been a very challenging one for Riverside, as for very many other charities, and this past year has also been no exception. Despite the numerous challenges, there are grounds for optimism as we start the new financial year, with significant progress made on several fronts over recent months.

Organisational Leadership

As our last annual report went to press, we were in the midst of recruiting for a new CEO. I am pleased to report that after a thorough search, during which several strong candidates were taken to the final stage, we warmly welcomed **Sophie Wellings** as Riverside's new CEO in November last year. The final decision was unanimous – Sophie was clearly the best candidate by virtue of her previous experience as CEO of another community-based charity, clarity of vision, leadership skills and invaluable experience with fundraising. Sophie quickly got her arms around the organisation and has firmly taken the reins – the Trustees are delighted to have her on board and feel huge confidence in her leadership.

Fundraising and Finances

Despite the relatively benign picture painted by our end of year figures, once again during this financial year, fundraising and its knock-on effect on our finances have been the greatest challenge we have faced during the year. Our fundraising pipeline was unfortunately in quite a weak position as the new calendar year started, a situation exacerbated by receiving the bad news that we had been unsuccessful in securing ongoing revenue funding from South Oxfordshire District Council, whose funding round was over-subscribed to an unprecedented degree this year. This combination of circumstances prompted the tough but necessary decision to be taken to streamline our operations, particularly in the areas of our service which had been previously funded via the SODC grant. These tough decisions, and revamped efforts on the fundraising side by Sophie and a new external freelance fundraiser, have led us to a situation where we have a much stronger fundraising pipeline, backed up by some encouraging grant application wins. We consequently feel a greater degree of confidence in our financial security, though we are clearly not yet out of the woods and will continue to pay close attention to our finances and look for further opportunities to make efficiency savings, although thankfully no further service or staff reductions are currently planned.

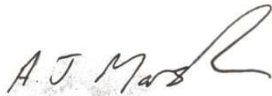
Service Delivery and Organisation

Our service delivery has remained significant with over 300 clients served with more than 5500 sessions via our initial consultation, ongoing counselling, group and drop-in sessions. This represents a slight reduction in activity compared with the previous year – inevitable given the financial restraints we have been under. Our client feedback continues to be excellent, with 98% of clients reporting themselves as likely to recommend the service to others.

These excellent results are down to the dedication of our counsellors and the clinical leadership team, ably led by Clare Crossley and Emilia McIntyre. I would like to thank Clare in particular for her vital work in the Head of Counselling role during a period of several months this year when we were between CEOs. This meant that a lot of extra responsibility fell on Clare's shoulders – a situation she responded to admirably.

Board of Trustees

During the year we have successfully recruited a Trustee with a clinical background – Fiona Pharoah, a retired psychiatrist who previously worked for the NHS. Fiona has quickly become a very active and valued member of our Trustee board. Whilst we have once again retained the majority of our Trustees, two have moved on during the year due to other commitments and changed location, and we thank both Jayson Jaurigue and Umbreen Lenoire for their valuable contributions over the last few years and wish them all the best with their future endeavours. We continue to look to strengthen and diversify our Board of Trustees.

A handwritten signature in black ink that reads "A.J. Marsh". The signature is written in a cursive style with a large, sweeping flourish at the end.

Adrian Marsh

May 2025

Chief Executive Officer's Report

I joined Riverside Counselling Service in November 2024. Since joining, I have been impressed by the scale of the work that the Charity delivers and the dedication to clinical excellence and professionalism of our staff team, our counsellors and our supervisors. Riverside is committed to ensuring that our services remain accessible and affordable to all. Core to our ethos is removing barriers to accessing therapeutic services and ensuring that mental health services, which can change people's lives, are made widely available. We also work hard to remove the stigmatisation that accessing mental health support can still prompt.

Our service delivery

Over the last 12 months the therapeutic services that we have offered include:

1:1 counselling – this service is offered to young people (12+) and adults of any age. We offer this on a short term (12 weeks), medium term (20 weeks) and long term (44 weeks) basis. Referrals for this service come from a range of sources including: GP's, Social Prescribers, voluntary sector organisations and local health centres, amongst others. Our main source of referrals is self-referral. As part of the referral and assessment process clients are asked what has brought them to seek counselling support. The main presenting issues cited by clients are: anxiety (65%), depression (49%), stress (32%) and low self-esteem and low self-confidence (30%).¹ Over the last 12 months this service has been offered in four locations across South Oxfordshire – Berinsfield, Didcot, Henley and Wallingford as well as online.

Our model for the delivery of 1:1 counselling is through the contribution of volunteer counsellors. Our counsellors are all either completing the hours required by their training institution for their qualification or are recently qualified. Over the last 12 months our service has been supported by 44 counsellors who give up to 5 hours each week. Riverside retains a high number of qualified counsellors due to their commitment to our cause and the clinical excellence of the work that we do. The counselling and psychotherapy profession requires those involved in the work to commit to continuous professional development (CPD) and we support this by providing a comprehensive and professional programme of ongoing training opportunities. Our CPD is focused around issues that counsellors are encountering in the therapy room. During the last year, this has included sessions on working with neurodiversity and with transgender clients. We bring in people who are subject experts and with lived experience to deliver these sessions.

Therapeutic groups – we have run two therapeutic groups for adults over the last twelve months, one in Didcot and one in Wallingford. Our groups take place on a weekly basis and are for adults who have completed their 1:1 counselling with Riverside but feel that they would benefit from ongoing support. Our groups offer a 'family/sibling' dynamic experience which complements and leads on from the clients'

¹ Clients can select more than one presenting issue.

previous experience in the 1:1 counselling. The groups can be reparative as they provide a safe space where individual members have an opportunity to confront and potentially assimilate and heal from relational patterns that might be problematic. We have supported 12 adults across our two groups that have been run by skilled facilitators.

Drop-in – our drop-in service operates for Berinsfield residents. This service was set up to respond in a timely fashion to clients who need more immediate support. We work closely with the Berinsfield Health Centre and the Berin Centre to deliver this service which we offer both over the telephone and face to face. Clients are referred directly by their GP and can self-refer. We offer up to 3 sessions of support which is usually focused on a specific issue. Over the last 12 months, 51 clients have been supported by this service with 11 of these going on to access our 1:1 counselling service for ongoing support.

Our year in numbers

Over the last year we have:

- Delivered 5115 counselling sessions
- Received 336 referrals into our service
- Supported 298 adults with 1:1 counselling and 30 young people
- Supported 51 clients through our drop-in services in Berinsfield
- Supported 12 people through our therapeutic groups in Didcot and Wallingford
- Provided 1:1 counselling for over 100 clients who have paid £10 or less
- Run Stage One training in Young People's Counselling for 5 trainees
- Operated from four locations across South Oxfordshire
- Grown our online offer with 15% of clients accessing our 1:1 counselling service online
- Been supported by 44 volunteer counsellors of which 20 were qualified

The profile of those accessing our services has included: 70% females, 28% males and 2% non-binary and transgender clients. We see a broad spectrum of ages across our client base with the largest representation being in the 25-44 year age bracket. Over 90% of our clients are White British.

Our Impact

We measure our outcomes using a range of tools including client and counsellor feedback; case studies; satisfaction surveys and Clinical Outcomes in Routine Evaluation (CORE). CORE is a tried and tested psychological self-assessment tool. Clients are asked to complete the CORE questionnaire at the beginning of the intervention and again at the end.

Counsellor feedback

Our model of delivery means that counsellors benefiting from their time with us and taking their skills into community settings is as important a part of our work as the service we offer to clients. Our counsellors are the lifeblood of our service and come to us from a range of institutions and therapeutic modalities. The benefits are highly mutual and are the essence of what makes the quality of our work so high. Detailed below are some thoughts on her experience from one of our counsellors:²

“Sarah”

“I applied to Riverside because I wanted somewhere that would support me in a warm and experienced way. I never felt on my own. We all learn from each other and everyone has been so supportive and accepting of the challenges and uncertainties that the work brings. Riverside trainees give their time voluntarily and I wanted to work with a variety of people in a community setting. The locations that Riverside works from are familiar to me and I felt that I could ‘give back’ to those communities by being part of a local organisation.”

Offering affordable counselling with the option of long-term support for clients was important to Sarah. She comments, “This means that people can access support regardless of how much money they have available to them. I started at Riverside during the pandemic and affordability felt (and still feels) very important, as I believe everyone should have access to counselling if they want it. Riverside’s offer of long-term 1:1 work is really important. Some clients need more time to build trust with you and being able to work over months, rather than weeks, is a precious opportunity for both the client and the counsellor.”

Clinical Outcomes in Routine Evaluation (CORE)

CORE is a tried and tested psychological self-assessment tool that is widely used in mental health settings. Clients complete the CORE questionnaire at the start of the counselling intervention and again at the end. The questionnaire asks clients about their day-to-day functioning and their answers provide a score in relation to their level of ‘distress’, which can range from ‘healthy’ to ‘severe’. Of the clients who completed their CORE questionnaire, 98% demonstrated an improvement in their CORE scores.

² Names relating to case studies have been anonymised

More fundamentally, this means that many of those who were struggling with day-to-day tasks were able to complete them and, at the more severe end, those who were living without hope, gained some.

The table below details the change in CORE scores for the last 12 months:

Core Score	Category	START		END	
		<21	Healthy	1.4%	
21-33	Low distress/disturbance	5.6%	32.4%	12.7%	78.8%
34-50	Mild distress/disturbance	25.4%		28.1%	
51-67	Moderate distress/disturbance	31.0%		9.9%	
68-84	Moderate/Severe distress/disturbance	21.1%	67.6%	8.5%	21.2%
84+	Severe distress/disturbance	15.5%		2.8%	

Satisfaction Survey

We ask clients to provide us feedback about their experience of our service from point of enquiry to receiving a service including the cost of our service provision and their view of its outcome for them. 98% of clients feel that the service they receive is timely and professional and say that they would recommend Riverside Counselling Service.

Our Year Ahead

Riverside Counselling Service has been through a challenging period financially over the last couple of years. Central to our planning and priorities over the next 12 months is increasing our organisational resilience and ensuring our financial sustainability. This will lead to a significant review of our service provision in order to explore opportunities for streamlining our service delivery to produce the requisite cost savings. Riverside is not alone in experiencing these difficulties. The voluntary and community sector is facing some very real challenges relating to fundraising. Trusts and Foundations fundraising is increasingly competitive, with many funders pausing or closing their applications process and those remaining open reporting being overwhelmed with applications. The cost of living continues to impact on public giving. It also impacts on what our clients are able to pay. Core to our ethos is ensuring that we remain affordable and accessible to clients which means that fundraising is essential to subsidise this commitment. We continue to look at ways that we can diversify our income and are incredibly fortunate to generate the income that we do from our counselling offer. Over the last year we have introduced a 'Friends of Riverside' scheme so that we can grow our supporter base. We will continue to add new 'Friends' over the next 12 months. The launch of the 'Friends of Riverside' scheme has been supported by the introduction of Riverside's first Patron, James Cracknell, OBE. We will be hosting our first 'Friends of Riverside' event in May with James providing the keynote address.

Thanks to our Trustee, Suzy Hobbs, this event will take place on a Hobbs of Henley boat.

The review of our service provision will mean that we are going to be reducing the scale of our operations which includes where we will be operating our services from. We will be focusing our 1:1 counselling provision in Henley and Wallingford as well as online and withdrawing our 1:1 counselling provision in Didcot and Berinsfield. This has been a very difficult decision for the Charity to make as we have been operating from both locations since 2017. The current funding climate makes this a necessary step for us. Alongside this, we will be scaling back our service provision to become a Monday to Thursday service and will be remaining open during periods where we have traditionally closed including Easter and August. We are also reviewing our client fee structure and introducing a 'Hardship Fund' to ensure that we can offer a minimum fee of £10 for weekly 1:1 counselling sessions, whilst also accommodating those for whom £10 is too much.

Over the next 12 months we are going to be developing an organisational vision and values and reviewing our mission statement. We will be working in partnership with Henley College to launch a competition for their students to design a new logo for the Charity. We want to strengthen how we convey the impact of our work and the difference that we make. As part of this we are also reviewing our website to make it easier for clients to navigate. Riverside provides a lifeline for many, we offer essential mental health services to communities who are often excluded from accessing 1:1 support due either to the lengthy waiting lists experienced via the NHS or the prohibitive cost of private counselling provision. We make a valuable and unique contribution in the local community and are committed to continuing to do so.

Our People

Riverside Counselling Service is about people. People who come to us in times of need - *our clients*. People who are developing their careers through their counselling training and post qualification – *our counsellors*. People who are employed by us to support our therapeutic service provision – *our staff, our supervisors, our Clinical Lead and our group facilitators*. People who give their time to ensure that our governance is robust and our financial practices are compliant – *our Trustees*. People who refer in to our service and/or provide spaces for us to hire – *our partners*. People who support our community fundraising and applications process – *our fundraisers*. People who make invaluable financial contributions to our work – *our supporters, our funders, our Friends*. People who act as spokespeople for our work – *our Patron and Ambassadors*. As a locally based small charity, people and community are at the heart of what we do. To all the people who have been part of our service, who have supported and continue to support what we do and how we do it –

Thank You

Treasurer's Report

The year showed a marked improvement on the prior year's results thanks to generous donations from our benefactors whose contributions are essential to our existence. Income from counselling sessions fell slightly as the number of sessions provided dropped by 14% but the effect on revenue was softened by an 8% increase in average fee income.

The overall cost of running the charity and providing the service during the year dropped by 8.5%. The move towards making the charity CEO led (started in the previous year) rather than clinical led had its full effect in this year which is why the comparisons of Clinical Management and Administrative Support look rather skewed between the two periods.

The welcome combination of increased revenue and reduced costs resulted in a surplus £61,000 better than the prior year and an increase in reserves of £15,000. Plans are in place to ensure next year will show further improvement in our reserves.

As ever we are hugely grateful to those individuals and organisations who so generously support us and without whom Riverside Counselling would not exist.



John Morrow

Treasurer

Analysis of Restricted Funds

Donor	b/fwd	Income	Expenditure	c/fwd
Thamesfield YA	6,269		6,269	0
SODC	5,896	0	0	5,896
Didcot Powerhouse		5,000	5,000	0
Magdalen		500	500	0
Doris Field		750	750	0
Berinsfield PC		1,000	1,000	0
Invesco Perpetual		3,000	3,000	0
John Hodges Trust		1,000	1,000	0
Berinsfield Garden Village		4,297	4,297	0
Christopher Laing		1,000	1,000	0
Groundwork		1,000	1,000	0
Oxford City Council		1,375	754	621
Shanly Foundation		5,000	2,976	2,024
Didcot Town Council		4,125	3,297	828
Openwork		15,000	12,500	2,500
Tony Lane Foundation		5,000	3,626	1,374
SODC Berinsfield		2,149	0	2,149
Berinsfield Health & Wellbeing		4,086	1,538	2,548
OCF		8,928	8,088	840
TOTAL	12,165	63,210	56,595	18,780

RIVERSIDE COUNSELLING SERVICE

(charity no. 1018853)

Report and Accounts for the year 1st March 2024 to 28th February 2025

Independent Examiner's Report

I report on the accounts of the Charity for the year ended 28th February 2025, which are set out on the following page and prepared on an accruals basis.

Respective Responsibilities of Trustees & Examiner:

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an Independent Examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report:

I am qualified to perform this examination as I am a retired member of the Institute of Chartered Accountants of England and Wales. My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements:

1. accounting records were not kept in accordance with section 130 of the 2011 Act;
2. the accounts do not accord with those records;
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent investigation.



Peter Goddard
Staplers Cottage
Shepherds Green
Henley on Thames
Oxon

Accounts for the year to 28th February 2025

	Year to 28 th February 2025 Restricted	Year to 28 th February 2025 Unrestricted	Year to 28 th February 2025 Total	Year to 29 th February 2024 Total
STATEMENT OF FINANCIAL ACTIVITIES				
Income:				
Fees Received from Clients		117,019	117,019	120,137
Fundraising and donations		22,254	22,254	11,316
Grants	63,210	81,038	144,248	116,485
Bank interest		905	905	640
Total Income	63,210	221,216	284,426	248,578
Expenditure:				
Clinical Management & Counselling	16,136	50,082	66,218	139,330
Supervision	4,570	20,202	24,772	25,883
Administrative Support	11,230	51,849	63,079	38,309
Room Hire	12,583	16,388	28,971	31,768
Assessment Support	6,326	30,246	36,572	21,380
Fundraising Staff Costs		20,754	20,754	13,856
Insurance	204	731	935	789
Stationery & Postage		40	40	289
Travel	224	1,263	1,487	891
Subscriptions	131	385	516	575
Equipment, IT & consulting	2,952	11,229	14,181	14,135
Telephone		79	79	30
Professional fees		107	107	3,749
Misc office costs	752	3,548	4,300	2,560
Training	1,068	3,905	4,973	490
Collection fees	419	1,939	2,358	1,203
Total Expenditure	56,595	212,747	269,342	295,237
Net result for the year	6,615	8,469	15,084	(46,659)
Funds brought forward	12,165	26,545	38,710	85,369
Funds carried forward	18,780	35,014	53,794	38,710
BALANCE SHEET				
Cash in bank	22,494	40,032	62,526	50,937
Accounts Receivable & prepayments		5,982	5,982	6,641
Accounts Payable	(3,714)	(11,000)	(14,714)	(18,868)
Current and Total Assets	18,780	35,014	53,794	38,710

Approved on 23rd June 2025

Adrian Marsh

Handwritten signature of Adrian Marsh in black ink.

Chair

John Morrow

Handwritten signature of John Morrow in black ink.

Treasurer

Notes to the accounts

Note 1: Basis of preparation

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

1.2 Going concern

The accounts have been prepared on a going concern basis and the trustees are not aware of any events or conditions that cast significant doubt on the charity's ability to continue as a going concern

1.3 Change of accounting policies or estimates

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. There have been no changes in accounting policies during the year. There have been no changes in accounting estimates and there are no prior year adjustments.

Note 2: Accounting Policies

This standard list of accounting policies has been applied by the charity:

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP). Where a donor puts stipulations on the use to which a grant or donation can be put the amount received is designated as a restricted fund and expenditure relevant to it is accounted for accordingly.

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that

gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Support, trustee and employee costs

The charity has incurred expenditure on support costs during the year, had 4 part time employees who were paid £94,973 in total but made no payments to trustees or related parties.

Balance Sheet

All amounts are due within one year.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors are measured on initial recognition at settlement amount, subsequently they are measured at the cash amount expected to be received.

RIVERSIDE COUNSELLING SERVICE

England & Wales - Charity number 1018853

Accounts

RIVERSIDE COUNSELLING SERVICE

(charity no. 1018853)

Report and Accounts for the year 1st March 2023 to 29th February 2024

Chair's Introduction

Last year's report described how Riverside had started the year in a state of flux and ended with the hope that we would experience a more settled year. However, 2023-24 has once again brought with it its own mix of excitements and challenges.

Organisational Leadership

During the year, we appointed Thalia Jervis as our interim CEO. The Board of Trustees decided to go down the interim route mindful that having a non-clinical leader for the service would be a first for Riverside, and like any big change, was likely to be met with a degree of uncertainty in some quarters. I'm very pleased to say that the "experiment" of having a CEO as leader is now generally regarded across the service as the most appropriate model, testament to Thalia's success in the role and inclusive management style. As I write, we are now actively recruiting for a permanent appointee to take on the CEO mantle going forward.

Fundraising and Finances

Despite the overall success of Thalia's leadership, 2023 / 2024 proved nevertheless to be a very challenging year, particularly on the fundraising side of the organisation. Due to churn during the year in the fundraising manager position, we experienced several months where our grant application capacity was severely depleted, which had a serious knock-on effect towards the end of the financial year. Our reserves fell below our policy level, and we had to take some hard decisions to minimise the running costs of the organisation to ensure our financial viability in the short term whilst ensuring we were acting prudently and ethically with regard to the clinical work and the commitments made to our volunteer counsellors. These measures included postponing volunteer counsellor recruitment and curtailing longer-term therapy activities.

To restore the organisation to a healthier financial position, in March 2024 we launched a high-profile fundraising campaign, "Be a Friend, Tell A Friend", which I'm delighted to report has got off to a fantastic start, significantly boosting our profile within the local community as well as helping us to secure significant additional funding. The flying start achieved by this campaign meant that we quickly returned to compliance with our reserves policy and enabled us also to return to "business as usual", lifting the self-imposed financial restrictions.

Service Delivery and Organisation

Our service delivery has remained very strong with 378 clients served with 5897 sessions via our initial consultation, ongoing counselling, group and drop-in sessions. However, our delivery to Young People has reduced over the year as our capacity has been impacted by changes in guidelines around delivery to clients in this area and we would like to build this back up. Our client base has continued to evolve and in common with other mental health services we are seeing an increase in the complexity of our clients in particular in the area of neurodivergence. Given the cost of living crisis, our clients have increasingly struggled to contribute to the cost of their sessions and 2023-24 saw our fee income reduce from an average of £22.49 in March 2023 to an average of

£19.14 in February 2024 which contributed to the funding challenges for the organisation. Our clients continue to benefit hugely from our service and levels of client satisfaction are exceptional, 100% of our clients who fed back would recommend Riverside, and client feedback continues to be excellent:

“It was incredibly helpful to work through historic and current issues which were having a detrimental effect on my mental health and physical wellbeing. With the help and support of Riverside Counselling I eventually experienced a shift in perception which means a more promising and full-filled future for myself and my family. Thank you so much for giving me hope”

During 2023 / 2024, we onboarded seven new counsellors to enable us to maintain our client numbers. We have also implemented a new online payment system for clients which is helping us and them ensure prompt and easy payment of client fees. We have appointed a new Head of Counselling alongside a new (interim) Young Person’s Clinical Lead and a new Fundraising Manager. We have also created our first Equity and Diversity Strategy and plan which reflects our commitment as an organisation to inclusivity and accessibility.

Our ambitions for next year are, to maintain our outstanding delivery to clients, to expand our Young People’s service with the delivery of training, and to increase the sustainability of our funding in part through a focussed fundraising campaign.

Board of Trustees

We have again retained the services of all our Trustees during the past financial year, providing a much-needed element of stability to the organisation. The response of the Trustees to the financial challenges presented this year was nothing short of superb – their generosity of spirit in freely giving significant time, and resources was humbling, and the quality and range of ideas generated was fantastic. I would like to take this opportunity to thank them for the way in which as a group they rose to the particular challenges we experienced this year. We will continue to look to strengthen and diversify the Trustee board – a particular priority over the coming months will be to recruit a Trustee with a clinical background.

Independent Examiner's Report

I report on the accounts of the Charity for the year ended 29th February 2024, which are set out on the following page and prepared on an accruals basis.

Respective Responsibilities of Trustees & Examiner:

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an Independent Examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report:

I am qualified to perform this examination as I am a retired member of the Institute of Chartered Accountants of England and Wales. My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements:

1. accounting records were not kept in accordance with section 130 of the 2011 Act;
2. the accounts do not accord with those records;
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent investigation.



Peter Goddard
Staplers Cottage
Shepherds Green
Henley on Thames
Oxon

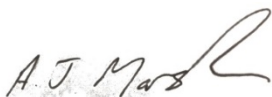
Accounts for the year to 29th February 2024

	Year to 29 th February 2024 Restricted	Year to 29 th February 2024 Unrestricted	Year to 29 th February 2024 Total	Year to 28 th February 2023 Total
STATEMENT OF FINANCIAL ACTIVITIES				
Income:				
Fees Received from Clients		120,137	120,137	141,007
Fundraising and donations		11,316	11,316	10,280
Grants	46,396	70,089	116,485	170,261
Bank interest		640	640	87
Total Income	46,396	202,182	248,578	321,635
Expenditure:				
Clinical Management & Counselling	57,331	81,999	139,330	128,150
Supervision	8,124	17,759	25,883	30,355
Administrative Support	7,311	30,998	38,309	30,765
Room Hire	9,629	22,139	31,768	28,118
Assessment Support	3,071	18,309	21,380	23,638
Fundraising Staff Costs		13,856	13,856	22,798
Insurance	205	584	789	779
Stationery & Postage	75	214	289	173
Travel	96	795	891	1,897
Subscriptions	87	488	575	469
Equipment, IT & consulting	3,133	11,002	14,135	11,292
Telephone	0	30	30	43
Professional fees		3,749	3,749	
Misc office costs	1,045	1,515	2,560	2,145
Training	73	417	490	1,720
Collection fees		1,203	1,203	
Total Expenditure	90,180	205,057	295,237	282,342
Net result for the year	(43,784)	(2,875)	(46,659)	39,293
Funds brought forward	55,949	29,420	85,369	46,076
Funds carried forward	12,165	26,545	38,710	85,369
BALANCE SHEET				
Cash in bank	17,150	33,787	50,937	95,408
Accounts Receivable		6,641	6,641	9,440
Accounts Payable	(4,985)	(13,883)	(18,868)	(19,479)
Current and Total Assets	12,165	26,545	38,710	85,369

Approved on 8th July 2024

Adrian Marsh

John Morrow




Chair

Treasurer

Treasurer's Report

The disappointing financial result for the year was partly due to the reduced fee income mentioned above but mainly down to the drop in charitable funding as a result of staffing difficulties in the earlier part of the year. The effect of this was to create a hiatus in our bid applications which caused a drop in charitable receipts. This situation has now been resolved. Our reserves have fallen below the level we would like to see but we are confident that this will be rectified in the new year as a new fundraising campaign will reap rich results. As ever we are hugely grateful to those individuals and organisations who so generously support us and without whom Riverside Counselling would not exist.

Analysis of Restricted Funds

Donor	b/fwd	Income	Expenditure	c/fwd
Thamesfield YA	11,249	20,000	24,980	6,269
Coopers Charitable Trust	385		385	0
SODC	4,327	5,896	4,327	5,896
Albert Hunt	190		190	
OCC Councillor Bennett	2,500		2,500	0
Oxfordshire Community Foundation	3,195	10,000	13,195	0
Tambour	33,501		33,501	
John Hodges Trust	602		602	0
Berinsfield PC		500	500	0
St James Place		10,000	10,000	0
				0
TOTAL	55,949	46,396	90,180	12,165

Trustees

Trustees who served during the year were:

		Year appointed
Adrian Marsh	Chair	2018
John Morrow	Treasurer	2014
Nicki Williams-Gray		2017
Phil Bridge		2019
Jayson Jaurique		2022
Umbreen Lenoire		2022
Suzy Hobbs		2022

Notes to the accounts

Note 1: Basis of preparation

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

1.2 Going concern

The accounts have been prepared on a going concern basis and the trustees are not aware of any events or conditions that cast significant doubt on the charity's ability to continue as a going concern

1.3 Change of accounting policies or estimates

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. There have been no changes in accounting policies during the year. There have been no changes in accounting estimates and there are no prior year adjustments.

Note 2: Accounting Policies

This standard list of accounting policies has been applied by the charity:

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP). Where a donor puts stipulations on the use to which a grant or donation can be put the amount received is designated as a restricted fund and expenditure relevant to it is accounted for accordingly.

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Support, trustee and employee costs

The charity has incurred expenditure on support costs during the year, had 3 employees who were paid £49,699 in total but made no payments to trustees or related parties.

Balance Sheet

All amounts are due within one year.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors are measured on initial recognition at settlement amount, subsequently they are measured at the cash amount expected to be received.

RIVERSIDE COUNSELLING SERVICE

England & Wales - Charity number 1018853

Accounts

RIVERSIDE COUNSELLING SERVICE

(charity no. 1018853)

for the year 1st March 2022 to 28th February 2023

I report on the accounts of the Charity for the year ended 28th February 2023, which are set out on the following page and prepared on an accruals basis.

Respective Responsibilities of Trustees & Examiner:

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an Independent Examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report:

I am qualified to perform this examination as I am a retired member of the Institute of Chartered Accountants of England and Wales. My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements:

1. accounting records were not kept in accordance with section 130 of the 2011 Act;
2. the accounts do not accord with those records;
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent investigation.



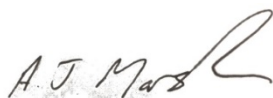
Peter Goddard
Staplers Cottage
Shepherds Green
Henley on Thames
Oxon

Accounts for the year to 28th February 2023

	Year to 28 th February 2023 Restricted	Year to 28 th February 2023 Unrestricted	Year to 28 th February 2023 Total	Year to 28 th February 2022 Total
STATEMENT OF FINANCIAL ACTIVITIES				
Income:				
Fees Received from Clients		141,094	141,094	132,709
Receipts from fundraising and donations		10,280	10,280	5,069
Grants	109,977	60,284	170,261	93,381
Total Income	109,977	211,658	321,635	231,159
Expenditure:				
Clinical Management & Counselling	28,137	59,611	87,748	87,967
Supervision	5,457	24,898	30,355	32,438
Administrative Support	5,424	25,341	30,765	26,356
Room Hire	7,567	20,551	28,118	18,903
Assessment Support	2,747	20,891	23,638	21,954
Fundraising Staff Costs		22,798	22,798	17,489
Insurance	133	646	779	760
Stationery & Postage	21	152	173	354
Travel	218	1,679	1,897	2,034
Subscriptions	48	421	469	598
Equipment, IT & consulting	10,348	944	11,292	22,203
Telephone	3	40	43	144
Marketing				0
Other Costs	233	1,912	2,145	2,684
Training	11,515	30,607	42,122	54,047
Total Expenditure	71,851	210,491	282,342	287,931
Net income / (expenditure) for the year	38,126	1,167	39,293	(56,772)
Funds brought forward	17,823	28,253	46,076	102,848
Funds carried forward	55,949	29,420	85,369	46,076
BALANCE SHEET				
Cash in bank	60,906	34,502	95,408	70,147
Accounts Receivable		9,440	9,440	5,792
Accounts Payable	(4,957)	(14,522)	(19,479)	(26,607)
Accrued Expenses				(3,256)
Current and Total Assets	55,949	29,420	85,369	46,076

Approved on 12th June 2023

Adrian Marsh



Chair

John Morrow



Treasurer

Analysis of Restricted Funds

Donor	b/fwd	Income	Expenditure	c/fwd
Thamesfield YA	3,000	15,000	6,751	11,249
Doris Field		750	750	0
Coopers Charitable Trust		1,000	615	385
Tony Lane Foundation		5,000	5,000	0
SODC - Berinsfield		8592	4,265	4,327
Albert Hunt		4,000	3,810	190
OCC Councillor Bennett		2,500	0	2,500
Oxfordshire Community Foundation	1,903	7,500	6,208	3,195
Invesco Perpetual		5,000	5,000	0
Postcode Lottery	2,750	0	2,750	0
SODC Councillors		3,369	3,369	0
Tambour		44,768	11,267	33,501
Big Lottery Fund	420	0	420	0
Berks Community Foundation	350	0	350	0
John Hodges Trust	1,800	0	1,198	602
Lottery Community Fund		9,998	9,998	0
Didcot Town Council		2,500	2,500	0
Openwork	7,000	0	7,000	0
Baylis	600	0	600	0
TOTAL	17,823	109,977	71,851	55,949

Trustees

Trustees who served during the year were:

		Year appointed
Adrian Marsh	Chair	2018
John Morrow	Treasurer	2014
Nicki Williams-Grey		2017
Andrew Broome		2018
Phil Bridge		2019
Jayson Jaurique		2022
Umbreen Lenoire		2022
Suzy Hobbs		2022

Notes to the accounts

Note 1: Basis of preparation

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

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1.2 Going concern

The accounts have been prepared on a going concern basis and the trustees are not aware of any events or conditions that cast significant doubt on the charity's ability to continue as a going concern

1.3 Change of accounting policies or estimates

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. There have been no changes in accounting policies during the year. There have been no changes in accounting estimates and there are no prior year adjustments.

Note 2: Accounting Policies

This standard list of accounting policies has been applied by the charity:

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP). Where a donor puts stipulations on the use to which a grant or donation can be put the amount received is designated as a restricted fund and expenditure relevant to it is accounted for accordingly.

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Support, trustee and employee costs

The charity has incurred expenditure on support costs during the year but had no employees and made no payments to trustees or related parties.

Balance Sheet

All amounts are due within one year.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors are measured on initial recognition at settlement amount, subsequently they are measured at the cash amount expected to be received.

Treasurer's report on the accounts to 28th February 2023

Income

Fee income from client sessions rose due to an increase in the number of sessions (5%) and higher average fee cost per session of 7%. Training revenue declined compared to last year as a result of less take-up of training sessions. Charitable income increased dramatically on the previous year thanks mainly to the very generous donation from the Tambour foundation of £44,768 and Thamesfield Youth Association of £15,000. The Trustees are very grateful not only to these two organisations for their generosity but also to all the other donors without whose help the charity would not exist.

Expenditure

Overall expenditure reduced by over £5,000. Most of this was due to non-repeating exceptional IT costs in the prior year which meant that overall operational costs remained fairly static year on year.

Net Income

The increase in both grant funding and increased client fees together with static operating costs increased net income by £96,000 to a surplus of £39,293 for the year. Of this, £1,167 went towards increasing our unrestricted funds reserve.

Balance Sheet

The surplus increased the total reserves from £46,076 to £85,369 of which the majority (£55,949) was unrestricted. Unfortunately, the unrestricted balance of £29,420 is below the amount required in our reserves policy but has increased from the prior year.

Outlook

A change of approach to fundraising by concentrating less on grant-making bodies and more on local partnerships will be made and the Trustees are confident that this strategy will bear fruit. In addition, efforts will be made to gain funds from holding local events and utilising social media. Cost control will continue and fees to clients will be increased wherever possible. In addition, a review of the organisation's structure will take place to ensure the charity is operating as efficiently as possible. The Trustees are confident that these measures will result in a surplus for the year which will make inroads into restoring our reserves.

Thanks

Riverside Counselling Service continues to be indebted to the many individuals, organisations and trusts who support it and without whom it would not exist. We are reliant on them to be able to provide the services it does to those who otherwise could not afford the sort of help the charity offers. In addition, thanks go to Amanda Collins who very successfully fundraised for us for 5 years and who has now moved on to pastures new.

Director's report on the accounts to 28th February 2023

Following two years of service delivery and operations impacted by the Covid-19 restrictions, this year has seen the resumption to a "business as usual" state, albeit we have retained some pandemic working practices to help streamline our services, increase flexibility for clients and counsellors alike, and make counselling more accessible to a greater number of clients.

To address the needs of our clients, we have moved most of our initial consultations online, while retaining some face-to-face sessions for those that cannot connect online. We have continued to offer online and face-to-face counselling for ongoing sessions. Our drop-in services are delivered in person and over the phone and, in addition to our existing Berinsfield service, have expanded into Didcot this year to address growing demand. We have found the increased anonymity and accessibility of a phone-based service have been well received. Towards the end of the financial year, we secured new rented premises in a central Henley location, close to the station, which we hope will increase the accessibility of our service to young people and adults alike.

Flexibility in the duration of counselling is a strength of the Riverside Counselling Service, and there continues to be significant variation in how clients engage with the service. Clients and counsellors work collaboratively to decide whether short (12 weeks), medium (20 weeks) or long-term (44 weeks) therapy is most appropriate based on the complexity of their presentation and their current circumstances.

The five most commonly referenced issues, representing over 50% of all issues are: Low self-esteem, confidence and self-worth (15.89%), Anxiety (12.35%), Depression (8.92%), Family difficulties (incl. divorce & child-related issues) (7.43%) and Stress (5.73%).

The top five issues have been consistent over the past three years. However, family difficulties has overtaken stress as the fourth most commonly referenced challenge facing our clients. The prevalence of low self-esteem, anxiety and depression have also increased year-on-year. However, since there is no limit to the number of presenting issues a client can select when they self-refer, nor a ranking category for each issue, every client is likely to reference several overlapping concerns. As a service more broadly, we continue to see increased complexity in the type of challenges our clients bring.

Throughout the year we have recruited nine counsellors, all of whom directly approached the service due to our strong reputation as a highly regarded placement provider. The nature of Riverside Counselling Service's model as a placement organisation for trainee counsellors inevitably means that we lose counsellors each year as they finish placements and move to the next phase of their career transition. As an organisation, Riverside typically faces a high level of attrition during the

summer months, with recruiting necessary throughout this period to maintain volunteer numbers from September. Over the course of the year, Riverside modified its recruitment strategy and qualifying criteria, and consequently sourced, advertised and recruited for volunteer counsellors throughout the year. This has allowed us to increase the diversity of our counsellor base, better manage attrition spikes, provide a more consistent experience for our clients, manage waiting times and client allocation throughout the year and reduce the impact to operational capacity in the summer months.

In the first six months of FY22/23, we delivered two clinical workshops (CWs) for our counsellors: Time Limited Contract Extensions - Dilemma or Temptation and Working with Autism.

Unfortunately, following the departure of our Clinical Lead for Training and Development towards the end of the summer, we were left with a gap in our CPD (continuing professional development) offering. However, I am pleased to say that this has been reinvigorated towards the back end of the year. Our training programme was further strengthened by the considerable support and generosity of the Tambour Foundation, whose grant provided a dedicated training fund to develop and grow our counsellor population. As a result of the grant, Riverside Counselling Service has offered CWs including: Safeguarding and Time-Limited Counselling at Community-based Counselling Services. Additionally, counsellors have had the opportunity to engage in monthly clinical discussion groups (CDGs) focusing on trauma, the role of money in the counselling room and psychodynamic approaches to short-term psychotherapy. Feedback following Riverside's revamped CPD programme has been consistently excellent and we look forward to maintaining momentum and introducing further planned training to support the learning and development of our counsellors and, thus, the experience and quality of service and support that our clients receive.

In response to counsellor feedback over the summer, Riverside has streamlined its working practices, delivering monthly team meetings and CPD sessions online, while establishing a quarterly face-to-face community meeting to allow a chance for connectedness, networking, exploration of ideas and collaboration. Additionally, our team have worked hard to streamline processes, procedures and technology to support our service delivery and build greater efficiency in our operations.

It would be remiss of me not to mention the retirement of Hilary Arthur mid-way through the year. Hilary held the mantle of Clinical Director at Riverside for over 15 years and ably steered the charity to its current position, expanding both its services and footprint to ensure we maximised mental health provision within and across the communities we serve. It is fair to say that Hilary's departure and those of several other team members, including a Clinical Manager, Clinical Lead for training and development and our Fundraising Manager, all of whom were stalwarts within the Riverside community, felt like a significant loss. This has meant bringing on board several new faces to join the

existing team, some of whom were already working for Riverside in another capacity and others who joined from the external market. Understandably, these changes have felt unsettling. As a team and a wider organisation, we have navigated these changes together, and ensured that our clients continue to receive the same levels and quality of counselling they have come to expect.

Last but not least, I'd like to extend a huge thank you to our counsellors and all of our many and varied supporters. Your grants, donations, time and support enable us to provide a much-valued service to our local community and we simply would not exist without you. With your contributions, we have been able to directly help 417 individuals within South Oxfordshire in the past year. Many more, including family, friends, work colleagues and employers will have been indirectly impacted by the support our clients receive. Thank you!

Looking towards 23/24

Looking forward to FY23/24, we aim to balance our existing service delivery with a growth mindset, focused on creativity and innovation to address the continued demand for mental health support. We will review our fee structure and service model, informed by data and community and client feedback, to ensure we are providing services that are fit for purpose and that reach those clients most in need in the areas of the community that Riverside currently underserves. Indeed, following community and client feedback, we hope to launch our first Young Person's drop-in mid-way through the year, in Berinsfield, and have already received partial funding for this.

We will broaden and deepen our fundraising strategy and community outreach, to address the growing need for our services and will continue to streamline our internal processes and procedures to ensure a smoother and more efficient client journey and experience, while also aiding the administrative burden on our staff and volunteers. To that end, we are hoping to work with a web design company to develop a more user-friendly site, that has a better user experience and becomes a one-stop shop for funders, clients, communities and volunteers alike, for which we have received partial funding.

RIVERSIDE COUNSELLING SERVICE

England & Wales - Charity number 1018853

Accounts

RIVERSIDE COUNSELLING SERVICE

(charity no. 1018853)

for the year 1st March 2021 to 28th February 2022

I report on the accounts of the Charity for the year ended 28th February 2022, which are set out on the following page and prepared on an accruals basis.

Respective Responsibilities of Trustees & Examiner:

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an Independent Examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report:

I am qualified to perform this examination as I am a member of the Institute of Chartered Accountants of England and Wales. My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention which gives me reasonable cause to believe that in any material respect the requirements:

1. accounting records were not kept in accordance with section 130 of the 2011 Act;
2. the accounts do not accord with those records;
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of an independent investigation.




David White
Channers
High Street
Hurley
Berks

Accounts for the year to 28th February 2022

	Year to 28 th February 2022 Restricted	Year to 28 th February 2022 Unrestricted	Year to 28 th February 2022 Total	Year to 28 th February 2021 Total
STATEMENT OF FINANCIAL ACTIVITIES				
Income:				
Fees Received from Clients		132,709	132,709	116,310
Receipts from fundraising and donations		5,069	5,069	18,536
Grants	62,845	30,536	93,381	157,171
Total Income	62,845	168,314	231,159	292,017
Expenditure:				
Clinical Management & Counselling	18,203	69,764	87,967	73,477
Supervision	8,550	23,888	32,438	31,823
Administrative Support	3,613	22,743	26,356	28,798
Room Hire	2,040	16,863	18,903	5,348
Assessment Support	3,425	18,529	21,954	16,761
Fundraising Staff Costs	0	17,489	17,489	13,020
Insurance	161	599	760	775
Stationery & Postage	67	287	354	381
Travel	147	1,887	2,034	912
Subscriptions	94	504	598	705
Equipment, IT & consulting	18,378	3,825	22,203	40,848
Telephone	0	144	144	229
Marketing	0	0	0	66
Other Costs	361	2,323	2,684	955
Training	13,624	40,423	54,047	49,616
Total Expenditure	68,663	219,268	287,931	263,714
Net income / (expenditure) for the year	(5,818)	(50,954)	(56,772)	28,303
Funds brought forward	23,641	79,207	102,848	74,545
Funds carried forward	17,823	28,253	46,076	102,848
BALANCE SHEET				
Cash in bank	24,168	45,979	70,147	133,688
Accounts Receivable		5,792	5,792	500
Accounts Payable	(6,345)	(20,262)	(26,607)	(28,084)
Accrued Expenses		(3,256)	(3,256)	(3,256)
Current and Total Assets	17,823	28,253	46,076	102,848

Approved on 11th July 2022

Adrian Marsh



Chair

John Morrow



Treasurer

Analysis of Restricted Funds

Donor	b/fwd	Income	Expenditure	c/fwd
Thamesfield YA	3,000	6,000	6,000	3,000
Doris Field		750	750	0
Tony Lane Foundation		1,000	1,000	0
Groundwork (Tesco)	1,475	2,000	3,475	0
Berinsfield PC		250	250	0
Albert Hunt		2,000	2,000	0
Shanly Foundation		3,500	3,500	
Oxfordshire Community Foundation		10,475	8,573	1,902
Invesco Perpetual		3,000	3,000	
Postcode Lottery		7,500	4,750	2,750
SODC Councillors	1,477		1,477	
Comic Relief		2,000	2,000	
Big Lottery Fund		9,970	9,550	420
Berks Community Foundation		1,500	1,150	350
John Hodges Trust		2,000	200	1,800
Edward Gostling Foundation	1,906		1,906	0
Emery Owen		300	300	0
Openwork		10,000	3,000	7,000
OCF Step Change	15,783		15,783	
Baylis		600		600
TOTAL	23,641	62,845	68,663	17,823

Notes to the accounts

Note 1: Basis of preparation

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

1.2 Going concern

The accounts have been prepared on a going concern basis and the trustees are not aware of any events or conditions that cast significant doubt on the charity's ability to continue as a going concern

1.3 Change of accounting policies or estimates

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. There have been no changes in accounting policies during the year. There have been no changes in accounting estimates and there are no prior year adjustments.

Note 2: Accounting Policies

This standard list of accounting policies has been applied by the charity:

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP). Where a donor puts stipulations on the use to which a grant or donation can be put the amount received is designated as a restricted fund and expenditure relevant to it is accounted for accordingly.

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Support, trustee and employee costs

The charity has incurred expenditure on support costs during the year but had no employees and made no payments to trustees or related parties.

Balance Sheet

All amounts are due within one year.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors are measured on initial recognition at settlement amount, subsequently they are measured at the cash amount expected to be received.

Treasurer's report on the accounts to 28th February 2022

Income

There was an increase in the number of sessions provided during the year (10%) but average fee income per session fell slightly. A large increase in income from training sessions helped push the total income from clients up from last year. Unfortunately the number of Covid related grants which were offered in the previous year were not repeated so that charitable income for running costs fell by 32%

Expenditure

Overall expenditure increased by over £24,000. The move back to face to face counselling pushed up room hire costs and the increase in providing the rise in the number of sessions had an impact on overall operational costs.

Net Income

The drop in the amount of charitable funding received had a dramatic impact on the overall result of the charity so that an overall deficit of £56,772 was achieved, most of which was on unrestricted funds. An analysis of income and expenditure of restricted funds is shown above.

Balance Sheet

The deficit reduced the total reserves from £102,848 to £46,076 of which the majority (£28,253) was unrestricted. Unfortunately this is below the amount required in our reserves policy.

Outlook

Charitable funds are in short supply but every effort will be made to acquire as much funding as possible from this source. In addition efforts will be made to gain funds from holding local events and utilising social media. Cost control will become used much more and fees to clients will be increased wherever possible. The Trustees are confident that these measures will result in a surplus for the year which will make inroads into restoring our reserves.

Thanks

Riverside Counselling Service continues to be indebted to the many individuals, organisations and trusts who support it and without whom it would not exist. The charity is reliant on them to be able to provide the services it does to those who otherwise could not afford the sort of help the charity offers.

Director's report on the accounts to 28th February 2022

It is the case that during this year our worlds continued to be affected by the enduring turn of events caused by the Coronavirus. As a service we have continued to adapt and respond to both government guidelines and ever-increasing demands for mental health support. We transitioned from working f2f as we came out of lockdown, to working online as we entered lockdown again. As we emerge from what we have been told is the final lockdown we have continued working online with clients who had particular physical health needs and clients who found travel to one of our venues difficult. As a result of this, and recognising the value of being accessible to some vulnerable clients, we have continued to offer an Online service (OPT) alongside working with clients f2f.

We continue to develop and extend the use of our new cloud-based client management system, Counsel360, which has enabled us to share information on a safe platform. We have also continued to develop expertise within the clinical team in time limited work so that we can meet community need. The pandemic has far reaching ramifications particularly in relation to the impact it has had on our mental health, exacerbated by the socio-economic impact of the restrictions. As a frontline service we are encountering the damage inflicted, both by the virus itself, and the measures imposed to attempt to contain it. In May 2021, as the country began to open up again, we had the highest number of referrals we have ever recorded, (43 Adults & 17 YP – Total of 60) and the clients we are seeing are presenting with greater complexity. NHS services are under extreme strain and therefore the fall out is greater demand for our services. During the year ending February 22 we supported 476 individuals of which 128 were aged between 12-17 and 348 were adult clients over 18. Despite our best efforts, due to demand, our waiting list continues to be consistently around 100 clients. Our current intention is to increase our offering of shorter time limited contracts and our therapeutic group offering. We have also in June 21 recruited a further 16 counsellors to join the team which will increase the number of clients we are able to support. Only time will tell if these measures enable us to reduce our waiting time for ongoing counselling, and if it is possible for the Senior Clinical Team to manage this number of counsellors.

We have been able to offer again this year the Stage One YP training to enable adult trained counsellors to meet the BACP requirements to work with the 12-17 year client group, increasing our capacity to work with this age group.

Our team continues to remain robust and resilient. The calibre of both trainee and qualified counsellors we recruit is of the highest level- all our counsellors are training or have completed a training at postgraduate level, many are on master's or doctorate programs. We continue to be in demand as a placement provider which is evident by the number of counsellors we have been able to recruit. Our supervisors add a high degree of clinical expertise to the team and the administrative support we have is of the highest quality. Our board of Trustees are both engaged and offer a diverse range of expertise to the service. We have been able to align our fundraising with the needs of the service so we remain viable and sustainable.

We looked forward to a more settled year.

RIVERSIDE COUNSELLING SERVICE

England & Wales - Charity number 1018853

Accounts

RIVERSIDE COUNSELLING SERVICE

(charity no. 1018853)

for the year 1st March 20120 to 28th February 2021

I report on the accounts of the Charity for the year ended 28th February 2021, which are set out on the following page and prepared on an accruals basis.

Respective Responsibilities of Trustees & Examiner:

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an Independent Examination is needed. It is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

Basis of Independent Examiner's Report:

The charity's gross income exceeded £250,000 and I am qualified to perform this examination as I am a member of the Institute of Chartered Accountants on England and Wales. My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement:

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 130 of the 2011 Act; and
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the 2011 Act have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.




David White
Channers
High Street
Hurley
Berks

Accounts for the year to 28th February 2021

	Year to 28 th February 2021 Restricted	Year to 28 th February 2021 Unrestricted	Year to 28 th February 2021 Total	Year to 29 th February 2020 Total
STATEMENT OF FINANCIAL ACTIVITIES				
Income:				
Fees Received from Clients		116,310	116,310	109,955
Receipts from fundraising and donations		18,536	18,536	25,263
Grants	119,100	38,071	157,171	119,365
Total Income	119,100	172,917	292,017	254,583
Expenditure:				
Clinical Management & Counselling	33,481	39,996	73,477	102,625
Supervision	12,668	19,155	31,823	26,638
Administrative Support	12,832	15,966	28,798	24,160
Room Hire	2,022	3,326	5,348	25,551
Assessment Support	5,413	11,348	16,761	16,005
Fundraising Staff Costs		13,020	13,020	10,010
Insurance	104	671	775	775
Stationery & Postage	94	287	381	1,992
Travel	280	632	912	4,871
Subscriptions	238	467	705	909
Equipment, IT & consulting	40,573	275	40,848	20,813
Telephone	44	185	229	272
Marketing	24	42	66	392
Other Costs	251	704	955	1,847
Training	28,117	21,499	49,616	11,781
Total Expenditure	136,141	127,667	263,714	248,641
Net income / (expenditure) for the year	(17,041)	45,344	28,303	5,942
Funds brought forward	40,682	33,863	74,545	68,603
Funds carried forward	23,641	79,207	102,848	74,545
BALANCE SHEET				
Cash in bank	24,979	108,709	133,688	99,524
Accounts Receivable		500	500	8,793
Accounts Payable	(1,338)	(26,746)	(28,084)	(28,716)
Accrued Expenses		(3,256)	(3,256)	(5,056)
Current and Total Assets	23,641	79,207	102,848	74,545

Approved on 19th July 2021

Adrian Marsh



Chair

John Morrow



Treasurer

Analysis of Restricted Funds

Donor	b/fwd	Income	Expenditure	c/fwd
SODC		3,750	3,750	0
Thamesfield YA	3,000	6,000	6,000	3,000
Albert Hunt	0	1,000	1,000	0
Doris Field		500	500	0
Groundwork (Tesco)	0	2,500	1,025	1,475
Big Lottery – Berinsfield Open Door	1,861		1,861	0
OCF Tampon tax	8,000	(480)	7,520	0
Councillor Bennett		500	500	0
Tony Lane Trust		1,000	1,000	0
Celia Wilson		500	500	0
Invesco		5,842	5,842	0
SODC Councillors	1,477			1,477
Lawrence Trust		1,000	1,000	0
Councillor Murphy		1,000	1,000	0
Greggs Foundation		500	500	0
R&M Moss Charitable Trust		1,000	1,000	0
Edward Gostling Foundation		5,000	3,094	1,906
National Lottery Covid support		49,904	49,904	0
Wates Foundation		9,690	9,690	0)
OCF Step Change	26,344	29,894	40,455	15,783
TOTAL	40,682	119,100	136,141	23,641

Notes to the accounts

Note 1: Basis of preparation

1.1 Basis of accounting

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The accounts have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

1.2 Going concern

The accounts have been prepared on a going concern basis and the trustees are not aware of any events or conditions that cast significant doubt on the charity's ability to continue as a going concern

1.3 Change of accounting policies or estimates

The accounts present a true and fair view and the accounting policies adopted are those outlined in note 2. There have been no changes in accounting policies during the year. There have been no changes in accounting estimates and there are no prior year adjustments.

Note 2: Accounting Policies

This standard list of accounting policies has been applied by the charity:

Recognition of income

These are included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

Grants and donations

Grants and donations are only included in the SoFA when the general income recognition criteria are met (5.10 to 5.12 FRS 102 SORP). Where a donor puts stipulations on the use to which a grant or donation can be put the amount received is designated as a restricted fund and expenditure relevant to it is accounted for accordingly.

Tax reclaims on donations and gifts

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Support, trustee and employee costs

The charity has incurred expenditure on support costs during the year but had no employees and made no payments to trustees or related parties.

Balance Sheet

All amounts are due within one year.

Creditors

The charity has creditors which are measured at settlement amounts less any trade discounts.

Debtors

Debtors are measured on initial recognition at settlement amount, subsequently they are measured at the cash amount expected to be received.

Treasurer's report on the accounts to 28th February 2021

Income

There was an increase in the number of sessions provided during the year (19%) and this more than offset the 1.2% reduction in average fee income per session so that fees generated from counselling sessions went up by over £13,000. Covid restrictions prevented any fundraising activities so no fundraising income was generated, however donations to the charity increased by 47% to £18,245. Grants to the charity showed a spectacular increase of 32% to £157,171. Many trusts contributed to this, for which the charity is extremely grateful, but the two largest receipts were from the National Lottery Covid support fund (£49,904) and Oxfordshire Community Fund (£29,894) for the Step Change project.

Expenditure

Although overall expenditure increased by over £15,000, the expenditure for the year on operating the service (i.e. excluding Step Change project costs) actually decreased by over £4,000. This was due to the move to on line counselling necessitated by Covid restrictions which obviated the need to hire rooms. During the year the clinical team attempted to quantify the time spent on training counsellors and this was reflected in the allocation of their costs which explains why Clinical Management and Counselling has decreased and Training increased.

The Space

The number of sessions for young people reduced by 9% to 725 for the year resulting in a drop in fee income of 7% to £22,090. Staffing changes and less room hiring resulted in a reduction of costs for the service so that the net deficit for the year improved to £18,000.

Net Income

There was an overall surplus for the year of £33,716, a considerable improvement on the previous year's result of £5,942. However within this restricted funds showed a deficit of £17,041 (due to spending on projects where the funds had been received the previous year) whilst unrestricted funds showed a surplus of £50,757. An analysis of income and expenditure of restricted funds is shown above.

Balance Sheet

The surplus generated for the year helped increase reserves to £108,261 although £23,641 of this was restricted. Unrestricted reserves increased to £84,620 and were in excess of the reserves policy of covering 3 months' expenditure. Cash balances increased to £133,687 thanks to the surplus generated in the year.

Outlook

The charity benefitted greatly from grants made to mitigate the effects of the pandemic which is why the reserves have reached the level they have. It is not anticipated that such generosity will be repeated in the year ahead so it is fortunate that the charity is now well placed financially to weather what could be a leaner year in terms of charitable funding.

Thanks

Riverside Counselling Service continues to be indebted to the many individuals, organisations and trusts who support it and without whom it would not exist. The charity is reliant on them to be able to provide the services it does to those who otherwise could not afford the sort of help the charity offers.

Director's report on the accounts to 28th February 2021

It would have been difficult to predict, that our worlds would continue to be affected for such an extensive period by the extraordinary turn of events caused by the Coronavirus. When I wrote my report in September 2020 the service was planning to transition back to face-to-face working. As autumn saw a steady rise in cases the Tier system was introduced and then we moved into a country wide Lockdown, from which we are only now slowly beginning to emerge. Our return to face-to-face work never materialised and we are now just at a point where we are beginning a phased return alongside the continuation of an OPT (Online Phone Therapy) service. This hybrid approach has become common place in the therapy world where we have learnt the value of mediated therapy and that it can increase accessibility, reduce costs (room rental) as well as reduce travel, benefiting the environment.

Alongside consolidating our OPT service we have continued to develop and extend the use of our new cloud-based client management system, Counsel360, which has enabled us to share information on a safe platform so that communication has remained possible despite working from home. In tandem this year we have continued to develop expertise in time limited work so that we can continue to be accessible to a wider client base. It has become clearer overtime, that what was initially seen as a physical health crisis, has developed into a more complex crisis with far reaching ramifications particularly in relation to the impact it has had on our mental health, exacerbated by the socio-economic impact of the restrictions. We at Riverside are on the frontline of services encountering the damage inflicted, both by the virus itself, and the measures imposed to attempt to contain it. In May 2021, as the country began to open up again, we had the highest number of referrals we have ever recorded, and the clients we are seeing are presenting with greater complexity. NHS services are under extreme strain and therefore the fall out is greater demand for our services. For the first time our waiting list is now over 100 clients and the SMT are considering ways to manage this, so we remain accessible while maintaining high clinical standards. Our current intention is to increase our offering of shorter time limited contracts and our therapeutic group offering. We have also in the past month recruited a further 16 counsellors to join the team which will increase the number of clients we are able to support. Only time will tell if these measures enable us to reduce our waiting time for ongoing counselling.

There is much in the press to indicate the impact the pandemic has had on young people, and we have been pleased to be able to offer the Stage One YP training to enable adult trained counsellors to meet the BACP requirements to work with the 12-18 year client group. This has benefited the service by training in-house counsellors, so we are able to offer an increased number of sessions to YP, but also brought in revenue as external participants have paid a fee to attend the training. This will also benefit the community as the expertise of local counsellors has been enhanced.

Despite the demands of this particularly taxing year the team has grown in strength. The calibre of both trainee and qualified counsellors we recruit is of the highest level- all our counsellors are training or have completed a training at postgraduate level, many are on master's or doctorate programs. As a placement provider for those in training we are recognised as a service that contains both clients and counsellors. We know that by

optimising the support we give our counsellors our clients get the best support possible and this is our primary aim. Our supervisors add a high degree of clinical expertise to the team and the administrative support we have is of the highest quality. Our board of Trustees are both engaged and offer a diverse range of expertise to the service. By working closely with our senior clinical team, fund raiser and our digital project manager there is a strong forum to consider the needs, both of the communities in which we work, and the needs of the service so that they align, and we remain viable and sustainable.

Despite the challenges of this last year, we remain robust and resilient. We have learnt much from the experience and as is our forte, we will reflect on what we have learnt and use it to inform our practice during this coming year.