

# EACH COUNSELLING AND SUPPORT

England & Wales · Charity number 1025967

## Details

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**Other names** ETHNIC ALCOHOL COUNSELLING IN HOUNSLOW, E A C H

**Status** Registered

**Legal form** Charitable company

**Company number** [02818814](#)

**Registered** 1993-09-14

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

## Contact

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**Address** EACH Counselling & Support  
84 Uxbridge Road  
London  
W13 8RA

**Phone** 02085776059

**Email** [info@eachcounselling.org.uk](mailto:info@eachcounselling.org.uk)

**Website** [www.eachcounselling.org.uk](http://www.eachcounselling.org.uk)

## Activities

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**Objects:** TO RELIEVE MENTAL OR PHYSICAL STRESS, OR ILLNESS FROM ALCOHOL RELATED OR OTHER PROBLEMS OF INDIVIDUALS AND THEIR FAMILIES, IN PARTICULAR THOSE FROM ETHNIC MINORITIES, THROUGH THE PROVISION OF EDUCATION, ADVICE AND COUNSELLING.

**Activities:** The Charity's principal activities are to facilitate and sustain positive changes in the lives of individuals, families and communities affected by problems arising from alcohol & drug misuse, domestic violence & related mental health concerns, by offering treatment services that are responsive high quality and provide effective & integrated interventions.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

- **Area of benefit:** NOT DEFINED BUT " IN PRACTICE WEST OF LONDON
- Throughout London

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,197,384	£1,879,218	£1,715,680	49
2024-03-31	£1,862,178	£1,687,292	£1,397,514	49
2023-03-31	£2,132,631	£1,622,959	£1,228,765	58
2022-03-31	£2,114,967	£1,658,930	£719,093	50
2021-03-31	£1,530,056	£1,433,523	£263,056	45

## Trustees

Name	Role	Appointed
Dr OLUWASEUN ADESANYA ADEBAMBO		2019-06-14
Dr ZENOBIA NADIRSHAW		
Leckraz Boyjoonauth		2024-07-13
Renoop Purewal		2019-06-14
Ricardo Scipio		2019-07-15
Rosie Buckley		2022-04-25
SHAHEEN DAR		
Stephen Martin Eckles		2014-01-07

**EACH COUNSELLING AND SUPPORT**

England & Wales - Charity number 1025967

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# Accounts

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**Charity Registration No. 1025967**  
**Company Registration No. 02818814 (England and Wales)**

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' ANNUAL REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

## LEGAL AND ADMINISTRATIVE INFORMATION

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### **Trustees**

Stephen Eckles  
Dr Zenobia Nadirshaw (MBE)  
Rosie Buckley  
Shaheen Dar  
Dr Oluwaseun Adebambo  
Renoop Purewal  
Leckraz Boyjoonauth  
Ricardo Scipio

Chair  
Vice Chair  
Trustee/Treasurer  
Trustee  
Trustee  
Trustee  
Trustee  
Trustee

### **Chief Executive and Company Secretary**

Lakhvir Randhawa

### **Charity number:**

1025967 (England and Wales)

### **Company number**

02818814 (England and Wales)

### **Principal address and Registered Office**

4<sup>th</sup> Floor  
84 Uxbridge Road  
West Ealing  
W13 8RA

### **Auditors**

Kingston Burrowes Audit Ltd  
Statutory Auditors  
308 Ewell Road  
Surbiton  
KT6 7AL

### **Bankers**

National Westminster Bank Plc  
275-277 High Street  
Hounslow  
Middlesex  
TW3 1ZA

### **Solicitors**

Russell-Cooke  
2 Putney Hill  
Putney  
London  
SW15 6AB

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
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# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their report, which also contains the Directors' report as required by company law, and accounts for year ended 31 March 2025.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Companies Act 2006 and the requirements 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).

## **OVERVIEW**

EACH recognises that a range of services and approaches are essential to engage individuals and families who are affected by problems arising from substance misuse, domestic violence and mental health issues, particularly those individuals and groups who are vulnerable, marginalised and hard to reach.

EACH's services are offered within a holistic approach that is culturally sensitive and person centred to reflect the individual, multiple and diverse needs of our service users.

The main services that are undertaken to further our charitable purpose for the public benefit, accessible to individuals of all ages and all communities are the following:

### ***Services for women – Domestic Abuse and Violence***

EACH's women-only services have continued to be provided within a holistic and trauma-informed approach to address their multiple and interconnected issues relating to domestic violence and abuse, mental health and substance misuse. Services include specialist domestic violence counselling and recovery support services for victim/ survivors and their children, a specialist BAME IDVA (Independent Domestic Violence Advisor) in Hounslow, and for women with multiple needs and women-only support groups. Support is provided to women within safe, short-term accommodation, helping them to deal with the impact of domestic abuse and develop move on strategies. Resettlement support is provided to enable women to move forward to sustain independence and safety.

### ***Mental health services***

Support to people in recovery is provided through targeted counselling and support services to the Black, Asian and Minority Ethnic (BAME) communities, including through trauma-based support for first generation migrants and asylum seekers in Hounslow, and the Tamil community in Hillingdon, through a user-led resource centre in Hounslow, a specialist Employment, and an out of hospital floating support service in Ealing. A peer led mental health service in Ealing (STEPS) provides signposting within the community and space for people with lived experience to promote wellbeing, and peer-led support in community hubs in Hounslow helped people to develop understanding about services and be signposted to them.

### ***Substance misuse services in the community***

Structured therapeutic interventions, both brief and long term which follow a client-centred and goal-oriented approach to enable individuals to address their substance misuse and mental health issues, are provided through our Life Therapies social enterprise, Project Jasmine for women, and young people's services as part of Brent's Youth Offending Service.

Abstinence based programmes are undertaken for those individuals wishing to maintain and achieve abstinence. Structured psycho-educational groups on relapse prevention, managing emotions, and better health are provided to assist those contemplating change and to help individuals in their recovery.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## ***Housing-related services***

Generic and specialist support, mental health, and substance misuse floating support services provide support to people at risk of losing their homes and to help maintain their tenancies. This work is undertaken through a combination of home-visits by staff who support service users with life skills such as budgeting, cooking, understanding benefits, helping them access treatment and employment, education and training including other community-based provision, and through joint work with stakeholders, such as mental health teams, housing teams.

## **Services for young people and families**

For young people from the age of 11 years a range of interventions are provided. These include motivational support, cognitive behaviour therapy (CBT), counselling, advice and information on harm reduction and the associated risks of substance misuse and gang involvement, as well as group-based activities and workshops on anger management, offending behaviour, and knife and gun crime. Accelerated support is provided as part of a wider team, co-located in Brent Council, to meet the needs of young people experiencing a mental health crisis.

Support is provided to parents to develop more positive relationships with their children as well as their own resilience. Activities are delivered as part of Brent Council's children and family's provision, as well as within the wider community and in collaboration with other young people's services and professionals.

## **Crisis prevention support and resettlement**

Resettlement support is provided to women as part of a wider partnership (Project Casa) and within a domestic abuse aftercare project funded through the DASA (GLA) programme.

## **Counselling and Peer Volunteering**

Placements are provided and supervised to enable volunteer counsellors/trainees to gain on the job experience as part of their training; this provides them with the opportunity to work within a counselling organisation and work with vulnerable people in real life situations.

Volunteering opportunities to enable service users to build their confidence and skills through voluntary work placements in the organisation and through a Peer Volunteer support programme. This helps service users make positive life style changes and sustain their commitment to change and reintegrate back into the community.

Our services are delivered in a number of community languages, including Hindi, Urdu, Gujarati, Punjabi, Arabic, Spanish, Albania, Yoruba, Igbo and Tamil and helps service users work towards their goals.

## **Structure, governance and management**

### **Board of Trustees (Directors)**

The Board of Trustees currently comprises of 8 members, who give their time voluntarily and are responsible for the governance, performance monitoring and strategic direction of the organisation. The Board meets 6 times a year to review and monitor the work. The Trustees are members of EACH. Board members come from diverse professional backgrounds and have expertise at a senior level in relevant areas such as financial management and accountancy, business strategy and organisational development, health and social care, clinical governance, housing and communications. If there have been any changes in trustees since the end of the year, these should also be reflected in the list presented.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

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The day to day running of the charity rests with the Chief Executive who is supported by members of the Senior Leadership Team. Responsibility to review the management accounts and annual accounts and resources of the organisation is delegated to the Finance and Resource Subcommittee which reports to the Board. There are three additional sub-committees covering Quality Governance, Policy & HR and a Service User sub-committee.

The Trustees who served during the year and up to the date of signing of the accounts were:

Stephen Eckles	Chair
Dr Zenobia Nadirshaw (MBE)	Vice Chair
Rosie Buckley	Treasurer
Shaheen Dar	Trustee
Dr Oluwaseun Adebambo	Trustee
Renoop Purewal	Trustee
Ricardo Scipio	Trustee
Leckraz Boyjoonauth	Trustee -Appointed 13 July 2024

## **Recruitment and Appointment of the Board of Trustees**

The Trustees are also Directors of the Charity for the purposes of company law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the Trustees are elected to serve for a period of three years after which they must stand down and have the option of being re-elected at the Annual General Meeting. They receive no benefits from the charity.

Due to the nature of work that the organisation is involved in and the communities that it serves, the Board seeks to ensure that the experiences and needs of its service users are appropriately reflected through the diversity, experience and skills of its board members.

The organisation operates an open recruitment process advertising in the Guardian newspaper and on recruitment platforms, such as Indeed, Charity People, as well as through its social media channels. Prospective candidates are asked to provide their CV and a letter expressing interest. An information pack outlining the organisation's Strategic Plan, roles and responsibilities of board members and a copy of the annual report is provided to ensure full understanding of the organisation's work. An interview panel comprising of three board members including the Chairperson selects prospective candidates. They are invited to attend a full board meeting as an observer before they make a commitment.

## **Changes to the Board of Trustees**

Leckraj Boyjoonauth appointed 13 July 2024

## **Induction and Training of Trustees**

Board members are inducted and familiarised with the aims and objectives of the Charity through a comprehensive induction which covers the following areas:

- Role and responsibilities of Trustees.
- Operational framework for the Charity including the Memorandum and Articles.
- Risk Management.
- The current financial position of the Charity as set out in the latest published accounts.
- Future plans and objectives as set out in the 3-year Strategic Plan.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
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In addition, members participate in open days, project launches and training events covering a number of topics related to EACH's work and its operational functions. Along with the Senior Leadership Team (SLT), Board members meet once a year for a separate strategic planning and review day.

## **Evaluation and performance monitoring**

Trustees are responsible for ensuring that EACH meets its overall strategic aims and objectives as set out in the three-year Strategic Plan; reviewing annual performance and effectiveness; assessing, reviewing and monitoring risk, ensuring quality standards and meeting requirements of Company Law, Charities Commission regulations and other legal obligations.

There are four sub-committees – Finance and Resources, Quality Governance, Policy & HR and a Service User sub-committee. The Finance and Resources sub-committee sets and reviews the annual budget, reviews monthly management accounts, oversees risk management issues, allocates and oversees resources and meets all financial requirements as per the financial policy and procedures. The Quality Governance sub-committee reviews quality standards to ensure compliance with best practice, clinical governance, health and safety, and oversees regular audits. The Policy and HR sub-committee is responsible for reviewing policies and procedures, work force development, and staffing. The Service User sub-committee was reviewed and closer work with EACH's peer-led projects initiated to attract service user involvement and representation within governance structures. All committees make recommendations to the board and implement work plans as delegated by the Board.

## **Senior Management Team**

The Senior Leadership Team (SLT) comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. The SLT are responsible for delivering the three-year Strategic Plan and priorities which underpin and inform the key operational activities of EACH. The Operational Management Team (OMT) consists of the Operations Manager, Services Managers, Senior Counsellor and Project Manager/Co-ordinators, meeting bi-monthly to ensure the effective delivery and provision of all services as per the requirements of funders and commissioners. The Strategic Plan is reviewed annually by the Trustees and the Senior Management Team.

The charity operates from the head office in Ealing and three other branches in Harrow, Brent, and Hounslow and additionally through satellite provision.

## **Staff**

EACH has a diverse workforce employing 50.60 full time equivalent staff members, with a range of experience, knowledge and skills. The organisation is committed to ensuring that staff have the opportunity to develop their skills and competencies through training, peer support and access to other learning opportunities such as through attending conferences, workshops and participating in forums in their areas of work.

The charity is grateful to its staff for their hard work and commitment towards the excellent service that was provided over the year during challenging circumstances posed by the coronavirus pandemic.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

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## **Volunteers**

The organisation supported 42 volunteers. Volunteers contributed 2,129 hours to the charity over the last year through counselling and peer support. Volunteers' contribution is equivalent of £29,160 to the charity based on £14.00/hour counselling hours and £13.15/hour for admin, key working and peer supports.

The charity would also like to extend special thanks to all volunteers who have contributed significantly throughout the year.

## **Key Management Personnel**

1. Lakhvir Randhawa – Chief Executive
2. Clarissa Stoneham -Deputy Chief Executive
3. Femi Adebajo - Finance & Resources Director

## **Objectives and activities**

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- Relieve mental or physical stress, or illness from alcohol related or other problems of individuals and their families, in particular those from ethnic minorities, through the provision of education, advice and counselling

Our aim which is carried out for the public benefit is:

- To be the leader in the development and provision of inclusive services that empower and meet the needs of individuals and families from diverse communities affected by drugs and alcohol misuse, mental health and domestic violence concerns.

## **Public Benefit**

The trustees confirm they have referred to the Charity Commission guidance on public benefit.

Our activities deliver public benefits by:

- Providing quality and effective treatment to enhance positive outcomes for service users
- Developing services targeting socially excluded groups, particularly BAME (Black, Asian, Minority and Ethnic) communities, young people and women
- Promoting and highlighting best practice
- Empowering service users to realise their potential and maximise the opportunities available to them to do so
- Developing a skilled and competent workforce

Ensuring a robust organisation able to grow and change to meet the challenges of the future.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

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## **Criteria for measuring success**

The following are the criteria used by the charity to measure success of projects or any activity engaged in during the year:

1. The Key performance indicators (KPIs)-
  - KPIs established at the commencement of the project between the funder and EACH (quantity, quality, scope, time frame and safety standards etc).
  - Data monitoring system deployed to gather quantitative and qualitative data that can be used for continuous improvements and future funding applications.
2. Acceptability and satisfaction –
  - Clients' satisfaction measured through service users' consultations and feedback. The feedback gathered can be used to help shape future policy shifts or influence securing future funding for the same or related projects.
  - Staff satisfaction and good team working measured from responses from staff during appraisals and management supervisions.
  - Implication of the project on EACH's reputation.
3. Sustainability – Assessed based on ability to deliver within set budgets.
4. Organisational objectives –
  - Alignment of the project with the charity's business plan and values.
  - How the project can reaffirm EACH's unique selling point (USP).

## **Risk Identification**

Risk Management is conducted at a strategic and operational level. The Board reviews EACH's Risk Management document annually to identify, prevent or reduce the impact and likelihood of identified risks as reported by the Finance and Resource sub-committee. Where risks have been identified, contingency plans are in place to mitigate them. "The Risk Management document", which incorporates the key areas that have to be addressed which includes organisational risks (dealing with vulnerable clients), financial risks (contracts, economic climate, organisational sustainability, commissioning and funding changes), employer's risks (health and safety for staff, service users and the public), meeting legal and other statutory requirements; reputational risks (complaints, organisational effectiveness, service delivery).

The organisation adheres to a number of standards. The ISO9000 provides a quality improvement framework, with processes and procedures assessed externally annually and achieves a certification. The NICE (National Institute for Health and Care Excellence) Clinical guidelines which provide a robust framework to meet clinical standards as the basis of our work. The continuing review of policies and operating procedures, implementation of the Drugs and Alcohol National Occupational Standards (DANOS), adoption of the QuADS (Quality Assurance for Drugs and Alcohol) and the QAF (Quality Assurance Framework), British Association for Counselling and Psychotherapy (BACP) requirements ensure a consistent quality of delivery for all operational aspects of the charity.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

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## **Achievements and Performance in 2024 – 2025**

### ***Service Users Engaged in EACH's Counselling and Support Services***

During the year EACH overall provided information, guidance and support to a total of 3,279 people through a combination of one-off brief interventions and structured, care planned interventions.

A total of 1,611 service users of the 3,279 were supported through structured interventions, such as one to one counselling, housing related casework, MI, CBT, and keyworking.

1,611 referrals were received in total for the structured , with 1,200 assessments of need undertaken. There were 1,098 new clients, representing 68.5% of the total seen. The remainder, 1,668 of the 3,279, were seen through peer-led outreach in community and public spaces, in hubs and one stop shops, proving a listening ear, information, referrals and signposting to other services.

Of the 1,611 clients: 76.1% of clients in our services were female, with males comprising 23.9% – 1,219 women were seen in both our specialist services (domestic abuse) and generic provision and 383 males seen primarily in our housing related support (floating support) , mental health and young offenders services.

72% compared to 74% the previous year were from BAME (Black, Asian and Minority Ethnic, including Mixed) communities, reflecting the organisation's reach and USP. The proportion of people of mixed heritage represented 10% of our BAME clients, whilst Black Caribbean represented 7%, Indian 14%, Black African 9%, and Middle Eastern 8% highlighting the wide reach of services. 3% of BAME clients were Tamil, reflecting the specialist trauma based counselling for people from the Tamil-speaking community in Hillingdon.

Within the White demographic, the majority were White British (18%), followed by White Eastern Europe (5.5%).

8,740 counselling sessions and 14,217 key working support sessions were delivered to service users, with 175 group-based interventions delivered, the latter accessed by 91 clients, with these primarily focused on supporting people on their mental health and/or domestic abuse. 776 outreach based support sessions were delivered to clients, primarily within our floating support services and our peer-led STEPs initiatives across Ealing and Hounslow the latter delivering 257 of these sessions.

Nearly 57% of clients seen were aged 30 to 49, with 18% aged 18-29, and 14% aged between 50 and 59; young people aged under 18 were mainly supported as part of our young people's services in Brent, addressing substance misuse and mental health, comprising just under 5% of the total. Clients aged over 60 represented 6% of the whole, with this a decrease over the previous year. Clients under 30 represented nearly a quarter of all clients, indicating an ongoing underlying trend of younger age groups being seen this year.

Nearly 48.5% of all clients seen against 32% in the previous year presented with domestic abuse and violence, this with our domestic abuse services for women increasing in this year with the development of aftercare and resettlement. 441 people presented with Housing need, out of which 320 were supported in Floating Support services in Ealing and Harrow. The remainder highlight that such needs co-existed with other presenting issues, such as mental health or domestic abuse. 326 people were seen in our mental health specific services (Mosaic Minds, Talking Minds, Star Centre, Tamil Counselling), with another 233 presenting with mental health alongside a primary issue. 309 people were seen due to substance misuse, 99 of them with a dual diagnosis as their primary concern.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## ***Services for Women***

### **Ascent Project - pan London VAWG services**

EACH has continued to deliver its specialist Violence Against Women and Girls (VAWG) services under Ascent, a project of the London VAWG consortium established in April 2013. The latter is made up of approx. 30 organisations, funded by London Councils to deliver a range of services for survivors of domestic and sexual violence. EACH delivered counselling and group work under the Advice and Counselling strand of Ascent in 8 boroughs – Brent, Hounslow, Harrow, Hillingdon, Kingston, Richmond, Merton and Wandsworth. Over the year, across the 8 boroughs, 182 women and young girls affected by sexual violence and abuse were provided with specialist counselling and support, with 1,870 counselling sessions; 71.5% of all women supported were from BAME backgrounds.

### **Awaaz – domestic abuse counselling for BAME women**

Due to extensive demand for domestic abuse counselling, Awaaz provided additional capacity to support the cultural needs of BAME women across NW London (Brent, Harrow, Ealing, Hillingdon and Hounslow). This service supported 104 providing support in various mother-tongue languages. Within this service, support for young people (aged 11+) was developed to provide specific support to meet their needs.

### **DVA and Moving Forward – domestic abuse counselling, recovery and resettlement support**

Both services received funding from MOPAC to support the GLA deliver its Tier 2 Duty, providing an aftercare counselling and recovery service for women living in safe accommodation, primarily refuges, as part of Sanctuary schemes, or where the women were in accommodation awaiting to enter safe accommodation. The Domestic Abuse Aftercare Service provided counselling and recovery based support through psycho-education and employment workshops, and the Moving Forward provided resettlement support, helping women to gain and develop confidence and self-autonomy. 140 women were supported in the Aftercare Service and 75 within the Moving Forward service year, with 79% and 76% drawn from BAME backgrounds respectively. In this year, support was extended with new funding to young male victims, aged 11-18, with 11 seen to address their particular needs.

### **Thea – support for women within primary care**

With funding from the standing Together partnership, women were supported to address the impact of domestic abuse on their mental health as part of primary care pathways in Harrow, Hillingdon and Hounslow. A total of 110 women, 57% of whom were BAME, were supported through 1414 counselling sessions.

### **IDVAs – providing advocacy and crisis support**

In Hounslow, the BAME IDVA supported 99 women providing one to one advocacy and emotional support to help them safeguard themselves and their children, with nearly 74% BAME; whilst in Brent, within specialist short term housing units; 27 women and their children, 67% BAME, were supported through 480 keyworking/support sessions to ensure they had the means to move forward within 3 months into safe housing, addressing finance, immigration as well as emotional support.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## **CASA – resettlement support**

Working as part of Pan-London Project CASA, 14 women, all BAME, were supported to resettle in various boroughs across London, helping the women to manage their tenancies, access financial support, develop local links and the confidence to move forward with their lives independently.

## ***Drugs & Alcohol services***

### **Project Jasmine – complex/multiple needs service in Ealing**

Funding from the Henry Smith trust supported provision of counselling and keyworking to women with multiple, inter-connected needs related to domestic abuse, mental health and substance misuse. With a consistent delivery, 71 women were supported through counselling, all of whom presented with both substance misuse and mental health; 62% were BAME women and 42% were aged 20-29.

Support to rough sleepers was delivered in the first quarter, through spot purchasing from our Life Therapies social enterprise, with one male benefitting from this.

## ***Young people's Support***

EACH's work with young people focused on supporting them and their relatives as part of our Youth Offending Service in Brent, providing advice, guidance, psychoeducation and MI/CBT based interventions on substance misuse, mental health and social exclusion; 120 referrals were received, with 45 young people aged 17 and under supported. In addition, 61 family members were supported within the YOS work.

Support was co-located within Brent Council, local schools and provided through outreach and online, with activities comprising one to one individual support, including key-working and structured counselling, group work, and peer-based activities. The majority of young people supported in the YOS were male (96%) and from BAME communities (79%); the adults were predominantly female comprising 87% and BAME 82%.

Also in partnership with Brent Council, support was provided to young people experiencing mental health or at risk of entering CAMHS, with 8 young people benefitting through CBT and keyworking to stabilise and prevent the need for more intensive interventions.

As part of our domestic abuse counselling services therapeutic support was extended to young people aged 11-18, including young males, supporting 31 this year.

## ***Floating support services – Substance Misuse, Mental Health, Women and Families, Ex-Offenders and Generic***

The Floating Support Services (FSS) in Harrow and Ealing supported a total of 320 clients across mental health, generic, women and families, and substance misuse/ex-offender clients; this included an out of hospital service to enable people discharged from mental health in-patient treatment to resettle within the community, which saw 61 people. In Harrow the Housing First service supported 13 and the generic/substance misuse services supported 89 people.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## ***Mental Health services***

### **Mosaic Minds – Hounslow**

One to one counselling to help people address their mental health concerns and trauma was provided to 147 people; although accessible to anyone in the borough, it provided specialist support to first generation migrants, and refugees and asylum seekers; the latter included delivery within contingency hotels as well as in the wider community, addressing PTSD, safeguarding, and other issues, such as sexual violence, impacting their welfare and wellbeing. 86% of clients seen were BAME, with nearly 32% of the latter having a Middle East background.

### ***Tamil mental health project – Hillingdon***

EACH provided a specialist mental health counselling service to the Tamil Community in Hillingdon. Support was provided in mother tongue to help 19 people recover from the emotional and physical impact of the conflict in Sri Lanka (PTSD), domestic violence and alcohol. The service was impacted by lack of satellite provision (primarily within GP surgeries) with access to primary care settings an ongoing issue.

### ***Mental Health – Project 10 @ Star Centre, Hounslow***

The mental health service (Project no 10 @ the Star Centre) has continued to operate during this period, recognising need for social interaction and support ; it assisted 101 service users through drop in sessions, 57% being male and 56% of the total clients from BAME backgrounds. The service provides a 'safe space' for service users who are in contact with statutory services to help reablement through social activities, e.g. gardening, as well as enable people to come together and access support and have a hot meal, including over Christmas and New Year. This year saw the additional activities introduced in the first year, including for women sustained successfully.

### ***STEPS- Peer led Mental Health Awareness and Signposting***

Funded by L.B Ealing, STEPS+ delivered 41 outreach sessions to various locations across the borough interacting with 582 people, through involvement of 12 peers , helping people to address social isolation, develop self-care and identify appropriate services for themselves.

The model was extended into Hounslow, with the work embedded primarily in local authority managed Hounslow Hubs; at the latter, it interacted with 1086 residents, providing information, signposting and a supportive listening space.

### ***Social Enterprise – Life Therapies***

A fee paying service, Life Therapies supported 5 clients on their mental health, through 58 sessions.

## **New Developments**

### ***Domestic Abuse Services***

In this year, further funding was obtained through a bid to MOAPC to extend our DASA service to young male victims of domestic abuse (aged 11-18) and to deliver resettlement support in additional borough (Kingston and Richmond).

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## ***Mental Health Services***

**Talking Minds** - EACH built upon its mental health counselling for BAME communities and refugees in Hounslow, with a successful grant to Hounslow Council to Talking Minds to provide counselling to people with multiple needs related to mental health, substance misuse and domestic abuse. The service supported 59 people, out of whom all had a minimum of 2 presenting issues; 51% presented as having a housing need, highlighting the complexity of the work.

## **Men's Room**

In Harrow, a small amount of funding enabled the development of support to men experiencing isolation, lack of meaningful employment, mental health concerns through space specific to them, with the objective to support the development of peer support, volunteering and take up of local services.

## ***Community Wellbeing***

EACH was successful in a bid to establish our Harrow centre as a 'Warm Centre', whereby local residents can access a free, heated and welcoming space, with access to resources such as hot drinks, Wi-Fi, health information, workshops, and cost-of-living advice.

Ask Annie was introduced also at our Harrow Centre, providing a point of refuge for anyone feeling vulnerable in relation to domestic abuse and violence.

## **Volunteers and Peers**

In this year, a total of 55 volunteer counsellors supported the vital work of the organisation, delivering 1449 hours of support, and 22 peers provided 680 hours through outreach, co-facilitation of sessions, and admin support.

## **2024-25 AT A GLANCE**

This year, EACH Counselling and Support consolidated its position as a specialist, community-based provider for people with complex and multiple needs across West London, while strengthening its financial resilience and strategic reach. EACH's work remains strongly focused on women and racially minoritised (BAME) communities: 72% of people supported were women and 28% men, with the majority from Asian backgrounds, followed by African, mixed heritage and Middle Eastern communities. Thus, it grew its services for women and children experiencing domestic abuse and violence and for those experiencing mental health issues, providing support that is trauma-informed and has cultural authenticity.

Services are delivered through a mix of one-to-one counselling, casework, structured groups, aftercare and peer-led activities, with strong emphasis on language, culture and lived experience as key to engagement and outcomes

This year continued to be one in which EACH demonstrated its resilience and adaptability to adjust and respond to emerging needs and a changing environment in the context of financial challenges and different commissioning approaches. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people experiencing cost of living crisis coupled with more acute presentations due to lack of preventative services and higher thresholds.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2025

The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic. In addition, service delivery has had to be managed to deliver in a blended way, providing a mix of online/phone support and face to face sessions, ensuring choice and flexibility. However, in this year, consolidation of our borough based services and centres continued, with the aim to bring services together as an integrated and holistic offer that benefit the local community given that most of the people seen face overlapping and interconnected issues such as trauma, housing insecurity and multiple disadvantage.

## **Partnerships**

EACH continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, as well as with Standing Together to develop and deliver a pilot project (Thea) to women recovering from domestic abuse, supporting them on their mental health within primary care pathways. EACH was involved in policy and practice-based groups, including the Home Office ACMD as well as Alcohol Change, focusing on the particular needs of BAME communities.

## **Quality Governance**

- Internal audits have informed the work of the Quality Sub-committee to ensure that service improvements are undertaken and to provide oversight of clinical governance
- A number of key clinical and organisational policies were reviewed and adapted.
- Staff benefited from a range of internal and external trainings
- Service users have been represented on the Board, played a key role in promoting the organisation and have participated in our employee recruitment process.
- EACH retained its ISO 9001 quality management certification during the year and will endeavour to sustain the quality mark.

## **FINANCIAL REVIEW**

The year-end account shows an increase in the net assets of the Charity by £318,166 to £1,715,680 as at 31 March 2025 from £1,397,514 as at 31 March 2024 representing an increase of 22.76%. The revenue of the charity also increased by 17.82% (£331,853) to £2,194,031 from £1,862,178. This shows strong financial growth for the charity, both in the value of its net assets and its revenue. The increase in revenue is partially explained by new contracts commencing in the most recent year.

## **Reserves policy**

The trustees of EACH have established a policy to maintain a minimum of £650,000 in unrestricted general reserves, sufficient to cover at least four months' recurrent expenditure and liabilities, which currently amounts to approximately £160,000 per month. As at 31 March 2025, the charity's unrestricted reserves totalled £1,715,680, comprising £815,680 in general reserves and £900,000 in designated reserves. The designated funds are allocated for staffing (£125,000), office improvements, and potential acquisition of new premises (£775,000). The level of general reserves exceeds the trustees' minimum requirement, reflecting a sound and prudent approach to financial management and risk mitigation.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2025

## **Plans for the future**

In 2025-26 EACH will:

- Continue to build both statutory and non-statutory income streams to provide key services that support service user's recovery and health and well-being
- Continue to build financial reserves to enable sustained growth and deliver on strategic, long-term ambitions to ensure sustainability
- Recruit additional, new members to the Board of Trustees and provide relevant induction and training
- Enhance our social enterprise model by incorporating it into our funding and business development plan, including through spot purchasing by statutory and non-statutory services, and through external supply
- Prioritise funding and development to sustain our current community engagement and counselling and support services to BAME communities, women and girls and young people affected by substance misuse, mental health and domestic violence, including through premise/centre developments
- Develop our offer to young people and families
- Continue to build and sustain strategic alliances and partnerships
- Implement a competency-based framework and related training
- Draw out learning and impact of our work, in particular through pilot projects to test out new models and to respond to emerging needs and gaps
- Continue to roll out and develop borough based and place based working, utilising community assets to leverage further service developments
- Focus on further service user and volunteer involvement within the organisation
- Identify new locations to deliver our work through satellites and gauge potential for new premises in Brent
- Review and develop our strategic plan to take us forward into next stage of the organisation's growth and ensure internal resources are aligned to these

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2023

The Charity's trustees (who are also the directors of EACH Counselling and Support for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the Charity trustees to prepare accounts for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice) 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

## **Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



**Stephen Eckles**

Chair

Date: 16<sup>th</sup> October 2025

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023

### **Opinion**

We have audited the financial statements of EACH Counselling and Support (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of cash flows and the notes to the accounts, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the accounts are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

## **INDEPENDENT AUDITOR'S REPORT**

**TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023**

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

## INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Kevin Fisher BA FCA CTA  
for and on behalf of Kingston Burrowes Audit Ltd  
Statutory Auditors  
308 Ewell Road  
Surbiton  
Surrey  
KT6 7AL

Date: 3<sup>rd</sup> December 2025

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

Income	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2025 £	Total funds 2024 £
<b>Income</b>						
Donations and legacies	3	1,365,251	-	265,582	1,630,833	1,161,339
Charitable Activities	4	3,304	-	525,966	529,270	680,828
Investment Income		37,281	-	-	37,281	20,011
<b>Total income</b>		<u>1,405,836</u>	<u>-</u>	<u>791,548</u>	<u>2,197,384</u>	<u>1,862,178</u>
<b>Expenditure on: Charitable Activities:</b>						
General advocacy and support	5	1,087,670	-	791,548	1,879,218	1,693,429
<b>Total expenditure</b>		<u>1,085,820</u>	<u>-</u>	<u>791,548</u>	<u>1,879,218</u>	<u>1,693,429</u>
<b>Net Income/ (expenditure) before transfers</b>		318,166	-	-	318,166	168,749
Transfers between funds		(200,000)	200,000	-	-	-
<b>Net Income/ (expenditure) for the year</b>		118,166	200,000	-	318,166	168,749
<b>Reconciliation of Funds:</b>						
Total funds brought forward	16/17	697,514	700,000		1,397,514	1,228,765
<b>Total funds carried forward</b>	16/17	<u>£815,680</u>	<u>£900,000</u>	<u>£0</u>	<u>£1,715,680</u>	<u>£1,397,514</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2025

	Note	2025		2024	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	13		6,566		6,111
<b>Current assets</b>					
Debtors	14	265,403		244,106	
Cash at bank and in hand		<u>1,587,364</u>		<u>1,340,313</u>	
<b>Total Current assets</b>		<u>1,852,767</u>		<u>1,584,419</u>	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>(143,653)</u>		<u>(193,016)</u>	
<i>Net current assets</i>			<u>1,709,114</u>		<u>1,391,403</u>
<b>Total net assets</b>	18		<u>£1,715,680</u>		<u>£1,397,514</u>
<b>The funds of the Charity:</b>					
Restricted funds	16		-		-
Unrestricted funds					
Designated funds	17		900,000		700,000
Other unrestricted funds	17		<u>815,680</u>		<u>697,514</u>
<i>Total unrestricted funds</i>			<u>1,715,680</u>		<u>1,397,514</u>
<b>Total funds</b>	18		<u>£1,715,680</u>		<u>£1,397,514</u>

These accounts were approved by the Board of Trustees on 16<sup>th</sup> October 2025 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.



**Stephen Eckles**  
Chair



**Rosie Buckley**  
Treasurer

The notes at pages 21 to 36 form part of these financial statements.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

	<b>Note</b>	<b>Total Funds 2025 £</b>	<b>Total Funds 2024 £</b>
Cash flows from operating activities:			
Net cash used in operating activities	19	217,199	240,697
Cash flows from investing activities:			
Purchase of tangible fixed assets	13	(7,429)	(4,842)
Interest received		37,281	20,011
Change in cash and cash equivalents in the reporting period		247,051	255,866
Cash and cash equivalents at the beginning of the reporting period		1,340,313	1,084,447
Cash and cash equivalents at the end of the reporting period		<u>£1,587,364</u>	<u>£1,340,313</u>

The notes at pages 21 to 36 form part of these financial statements.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### I. Accounting Policies

- a) EACH Counselling and Support is a private company limited by guarantee incorporated in England and Wales. The registered office is 4<sup>th</sup> Floor, 84 Uxbridge Road, West Ealing, London, W13 8RA. In the event of the charity being wound up, the liability in respect of this guarantee is limited to £1 per member of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated:

#### b) Basis of preparation

The financial statements have been prepared in accordance with the Charities Act 2006, Companies Act 2006 and the requirements 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) and United Kingdom Generally Accepted Accounting Practice.

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

The accounts are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these accounts are rounded to the nearest £.

#### c) Preparation of the accounts on a going concern basis

The COVID-19 pandemic has caused little disruption to the charity's operations to date, as the counselling and key working services have been provided using online platforms. We had to close our offices, but we continued our services with online and by telephone. Income has continued to be received from the existing multi-year contracts and new ones during the period while our staff and volunteers have worked from home and attended online meetings. Our keyworkers provide check ups on the highly vulnerable clients. The trustees consider it unlikely that the continuing effect of the pandemic will cause significant disruption. All our funders were particularly supportive during the lockdown periods. Accordingly, at the time of approving the accounts, the trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts

#### d) Income

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Unrestricted income is deferred when this is received and relates to a period following the year end. Restricted income is deferred only when this relates wholly to a future period, as specified by the funder.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### **Accounting Policies (Continued)**

#### **e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds have been allocated by the trustees to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

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

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

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

Rental costs under operating leases are charged against income on a straight line basis over the term of the lease.

#### **g) Allocation of support costs**

All support costs are allocated activities based on the time spent on those by staff.

#### **h) Tangible fixed assets**

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. A full year depreciation is charged in the year of acquisition of fixed assets. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 3 years.

All fixed assets acquired specifically for projects under restricted funds, are written off in the year of purchase.

The policy with respect to impairment reviews of fixed assets is that these assets are inspected regularly for any impairment and any defect remedied so as to maintain the current value. In some cases a provision for impairment would be required.

#### **i) Pensions**

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### **Accounting Policies (Continued)**

#### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **k) Cash at bank and in hand**

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

#### **l) Creditors and provisions**

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

#### **m) Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues of FRS 102 to all its financial instruments.

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

#### **n) Leases**

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## **2. Critical accounting estimates and judgements**

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

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

The Trustees do not consider there to be any estimates or judgements that are critical to the accounts.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 3. Voluntary Income

	Unrestricted Funds £	2025 Restricted Funds £	Total Funds £	Unrestricted Funds £	2024 Restricted Funds £	Total Funds £
Grants	1,362,723	265,582	1,628,305	884,438	274,470	1,158,908
Gifts in Kind	2,528	-	2,528	2,431	-	2,431
	<u>£1,365,251</u>	<u>£265,582</u>	<u>£1,630,833</u>	<u>£886,869</u>	<u>£274,470</u>	<u>£1,161,339</u>

#### Grants (unrestricted):

	2025 £	2024 £
Ministry of Justice – Awaaz Project	222,732	222,731
LB Ealing Test & Trace	-	-
DASA -Moving Forward	226,208	49,041
CNWL – Stepdown Project	-	-
Groundworks – Together Hounslow	-	-
Ealing Rough Sleepers	-	8,550
Standing Together	90,000	30,000
Housing First	137,556	124,549
Ealing Rough Sleepers	-	8,550
CASA Project	59,184	59,708
Hounslow Hubs	13,467	11,000
Hounslow Residents Engagement	-	-
Ealing WWZ	10,000	-
Manchester Met University	2,000	-
Cardent – Harrow Warming Centre	6,667	-
Hounslow Talking Minds	50,000	-
Harrow Men’s Room	4,500	-
GLA -DASA	396,667	285,630
GLA- Refuge Counselling	-	-
Hounslow -MOSAIC	89,713	44,643
LB Ealing SMI	-	41,939
NHS NWL Winter Warming	13,900	3,000
Hounslow STEPS	40,129	3,648
	<u>£1,362,723</u>	<u>£884,438</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 3. Voluntary Income (continued)

<b>Grants (restricted):</b>	<b>2025</b>	<b>2024</b>
	£	£
<b>Others</b>		
London Councils (Ascent)	93,749	93,748
Henry Smith Foundation	50,833	60,000
<b>London Borough of Brent</b>		
Supported Accommodation	40,000	40,000
<b>London Borough of Hounslow</b>		
Hounslow IDVA	50,000	50,000
<b>London Borough of Ealing</b>		
Steps MH	31,000	30,489
	<u>£265,582</u>	<u>£274,237</u>

Gifts in kind include £2,528 (2024: £2,452) for general advocacy.

### 4. Income from charitable activities

	2025			2024		
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Advice, Information & Counselling	-	525,966	525,966	-	606,046	606,046
Other Income	3,304	-	3,304	74,782	-	74,782
	<u>£3,304</u>	<u>£525,966</u>	<u>£529,270</u>	<u>£74,782</u>	<u>£606,046</u>	<u>£680,828</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 4. Income from charitable activities (continued)

<b>Contracts (restricted income):</b>	<b>2025</b>	<b>2024</b>
	£	£
Brent Youth Offending Service (MOPAC)	95,710	91,152
Brent Mental Health	14,094	55,000
LB Brent – Generic Floating Support	-	48,553
LB Ealing Supporting People	185,441	186,217
LB Harrow Housing Services	173,674	172,358
LB Hounslow Mental Health User-Led	48,510	44,101
NHS Hillingdon	8,537	8,665
	<u>£525,966</u>	<u>£606,046</u>

### 5. Analysis of expenditure relating to general advocacy and support

		<b>2025</b>	<b>2024</b>
		£	£
Direct costs			
Staff costs		1,475,041	1,438,091
Recruitment		5,849	5,375
Travel		2,829	3,214
Volunteer expenses		863	882
Training & development		58,707	33,991
Direct Consultancy Fees		14,225	
Support costs			
Share of support	6	314,705	315,526
Share of governance cost	6	6,999	4,957
		<u>£1,879,218</u>	<u>£1,693,429</u>

Total expenditure was £1,879,218 (2024: £1,693,429) of which £1,087,670 was unrestricted (2024 : £803,984) and £791,548 was restricted (2024: £889,445).

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 6 Analysis of support costs and governance costs

	Support Costs 2025 £	Governance 2025 £	Total 2025 £	Support Costs 2024 £	Governance 2024 £	Total 2024 £
Premises	183,940	-	183,940	191,370	-	191,370
Communications	41,000	-	41,000	48,278	-	48,278
General Office & Finance Staff	65,878	-	65,878	63,905	-	63,905
Legal & Professional	15,507	-	15,507	5,676	-	5,676
Depreciation	6,974	-	6,974	4,972	-	4,972
Bank Charges	1,406	-	1,406	1,325	-	1,325
Audit Fees	-	4,200	4,200	-	4,200	4,200
Board Meetings Annual report/ AGM		2,799	2,799		757	757
	<u>£314,705</u>	<u>£6,999</u>	<u>£321,704</u>	<u>£315,526</u>	<u>£4,957</u>	<u>£320,483</u>

### 7 Net Income/(expenditure) for the year

This is stated after charging:	2025	2024
Depreciation	£6,974	£4,972
Auditor's remuneration	£4,200	£4,200
Operating lease rentals	£Nil	£Nil

### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2025	2024
Wages and Salaries	1,284,254	1,163,013
Social Security Costs	118,028	108,268
Seasonal Fees	21,753	12,304
Pension	51,006	45,899
	<u>£1,475,041</u>	<u>£1,329,484</u>

The key management personnel of the Charity comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. Three employees earned in excess of £60,000 (2024 : Three). Remuneration of key management personnel was £238,734 (2022 : £228,835). Under FRS 102, employee

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

### NOTES TO THE ACCOUNTS

#### FOR THE YEAR ENDED 31 MARCH 2025

benefits include gross salary, employer's national insurance, employer's pension contributions and benefits in kind.

#### 9 Staff Numbers

The average monthly head count was 49 staff (2024: 58) and the average monthly number of full time equivalent employees (including casual and part time staff) during the year was as follows:

	2025 Number	2024 Number
Charitable activities	38.19	36.42
Support	8.36	8.2
	<u>46.55</u>	<u>50.6</u>

#### 10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

	2025	2024
Contributions payable by the company for the year	<u>£51,006</u>	<u>£45,899</u>

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

#### 11 Related party transactions

None of the trustees (or any persons connected with them) received any remuneration during the year, (2024: nil). No Trustees were reimbursed expenses in the year, (2024: nil). There were no other related party transactions in the year.

#### 12 Corporation tax

As a charity, EACH Counselling and Support is exempt from UK tax on income and gains to the extent that these are applied to its charitable objects. No UK tax charges have arisen in the Charity, during the year or the previous year.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 13 Tangible fixed assets

	Office Equipment £
<b>Cost:</b>	
As at 1 April 2024	39,289
Additions	7,429
Disposals	(14,200)
<b>As at 31 March 2025</b>	<u>32,518</u>
<b>Depreciation:</b>	
As at 1 April 2024	33,178
Charge for year	6,974
Disposal	(14,200)
<b>As at 31 March 2025</b>	<u>25,952</u>
<b>Net book value</b>	
<b>As at 31 March 2025</b>	<u>£6,,566</u>
As at 31 March 2024	<u>£6,111</u>

All assets are used for charitable purposes.

### 14 Debtors

	2025 £	2024 £
Trade debtors	193,273	171,652
Prepayments and accrued income	72,130	72,454
	<u>£265,403</u>	<u>£244,106</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 15 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	22,281	11,780
Taxation and Social Security	27,419	22,365
Accruals and deferred income	93,953	158,871
	<u>£143,653</u>	<u>£193,016</u>
	2025	2024
	£	£
Deferred income brought forward	116,334	148,865
Released in the year	(116,334)	(148,865)
Deferred in the year:		
- LB Hounslow – IDVA	-	45,833
- LB Brent – Mental Health	-	-
- LB Hounslow – Mosaic	-	-
- LB Hounslow -STEPS	-	18,241
Henry Smith Foundation	29,167	10,000
GLA -DASA -Moving Forward	-	12,260
Standing Together -Thea	-	30,000
Ealing Council-Punjabi Counsellor	8,000	-
Cadent Gas -Harrow Warm Centre	3,533	-
	<u>£40,700</u>	<u>£116,334</u>

Deferred income represents grant income received in advance.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 16 Analysis of movements in restricted funds

	Balance as at 31 March 2024 £	Incoming resources £	Resources expended £	Balance as at 31 March 2025 £
LB Brent YOS (MOPAC) (a)	-	95,710	95,710	
London Councils (Ascent) (b)	-	93,748	93,748	-
LB Hounslow MH User-Led (c)	-	48,511	48,511	-
LB Hounslow IDVA (d)	-	50,000	50,000	-
LB Harrow Housing Related Serv. (e)	-	173,674	173,674	-
NHS Hillingdon Tamil (f)	-	8,537	8,537	-
LB Ealing Generic FSS (g)	-	185,441	185,441	-
Henry Smith Foundation (h)	-	50,833	50,833	-
LB Brent Floating Support (i)	-	-	-	-
LB Ealing Voluntary Section MH (k)	-	31,000	31,000	-
LB Brent Mental Health (l)	-	14,094	14,094	-
Supported Accommodation (m)	-	40,000	40,000	-
	<u>-</u>	<u>£791,548</u>	<u>£791,548</u>	<u>-</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 16 Analysis of movements in restricted funds

Comparative information for the previous financial year is as follows:

	Balance as at 31 March 2023 £	Incoming resources £	Resources expended £	Balance as at 31 March 2024 £
LB Brent YOS (MOPAC) (a)	-	91,152	91,152	-
London Councils (Ascent) (b)	-	93,981	93,981	-
LB Hounslow MH User-Led (c)	-	44,100	44,100	-
LB Hounslow IDVA (d)	8,929	50,000	58,929	-
LB Harrow Housing Related Serv. (e)	-	172,358	172,358	-
NHS Hillingdon Tamil (f)	-	8,665	8,665	-
LB Ealing Generic FSS (g)	-	186,217	186,217	-
Henry Smith Foundation (h)	-	60,000	60,000	-
LB Brent Floating Support (i)	-	48,554	48,554	-
LB Ealing Voluntary Section MH (k)	-	30,489	30,489	-
LB Brent Mental Health (l)	-	55,000	55,000	-
Supported Accommodation (m)	-	40,000	40,000	-
	<u>£8,929</u>	<u>£800,516</u>	<u>£889,445</u>	<u>£-</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 16. Analysis of movements in restricted funds (Continued)

All the above restricted funds were utilised for the purposes for which they were intended as follows:

- a) To provide counselling and support to young offenders within the criminal justice system.
- b) To deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and support groups for women and girls, experiencing domestic and sexual violence and abuse in eight outer London Boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond Upon Thames funded by the London Council
- c) To provide User-led Mental Health Services for mental health service users in the London Borough of Hounslow
- d) To provide BAME Domestic Abuse Specialist Advocacy to residents of London Borough of Hounslow
- e) To provide Housing Related Support and Preventative Support Services generic (lot 2) and Supported Housing for offenders, ex-offenders and individuals with drug and alcohol misuse and dependency issues (lot 3) in LB Harrow
- f) To provide counselling and support to the Tamil community affected by mental health issues in Hillingdon
- g) Provision of generic, mental health and substance misuse/offender floating support services in the London Borough of Ealing
- h) To provide group support and counselling for women with complex needs who reside in the London borough of Ealing
- i) Provision of generic floating support services in the London Borough of Brent in partnership with Thames Reach Charity
- j) Providing support to people in 9 North West London boroughs with common mental health issues within the BME communities to build their motivation and capabilities to enter employment in partnership with Twining Enterprise
- k) To provide a peer-led mental health signposting and awareness service, STEPS to residents of London Borough of Ealing.
- l) To offer psycho-education and CBT to young people to de-escalate a crisis as part of the Accelerated Support Team based within Brent Council
- m) To provide support to women with complex needs in the London Borough of Brent fleeing domestic abuse and living in short-term accommodation, to enable them to move on successfully through intensive case work

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 17 Analysis of movement in Unrestricted Funds

	Balance as at 31 March 2024 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2025 £
Other Unrestricted Funds	<u>697,514</u>	<u>1,405,836</u>	<u>1,087,670</u>	<u>(200,000)</u>	<u>815,680</u>
Designated Funds					
Staffing contingency	100,000	-	-	25,000	125,000
Office improvements and relocation costs	<u>600,000</u>	<u>-</u>	<u>-</u>	<u>175,000</u>	<u>775,000</u>
Total Designated Funds	<u>£700,000</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£200,000</u>	<u>£900,000</u>

The designated funds, which are to be utilised within 3 years, have been set aside as follows:

#### **Staffing Contingency**

The staffing contingency fund represents the potential cost of providing locum cover in the case of maternity or long-term sick leave.

#### **Office Improvements**

This fund represents the potential cost of relocation and/or refurbishment of our existing offices and associated capital expenditure.

Comparative information for the previous financial year is as follows:

	Balance as at 31 March 2023 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2024 £
Other Unrestricted Funds	<u>619,836</u>	<u>981,662</u>	<u>803,984</u>	<u>(100,000)</u>	<u>697,514</u>
Designated Funds					
Staffing contingency	100,000	-	-	-	100,000
Office improvements and relocation costs	<u>500,000</u>	<u>-</u>	<u>-</u>	<u>100,000</u>	<u>600,000</u>
Total Designated Funds	<u>£600,000</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£100,000</u>	<u>£700,000</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 18 Analysis of net assets between funds

Funds as at 31 March. 2025 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	6,566	-	-	6,566
Current assets	952,767	900,000	-	1,852,767
Current liabilities	(143,653)	-	-	(143,653)
	<u>£815,680</u>	<u>£900,000</u>	<u>£-</u>	<u>£1,715,680</u>

Comparative information for the previous financial year is as follows:

Funds as at 31 March 2024 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	6,111	-	-	6,111
Current assets	884,419	700,000	-	1,584,419
Current liabilities	(193,016)	-	-	(193,016)
	<u>£697,514</u>	<u>£700,000</u>	<u>£-</u>	<u>£1,397,514</u>

### 19 Reconciliation of net movement in funds to net cash flow from operating activities

	2025 £	2024 £
Net movement in funds	318,166	168,749
Add back depreciation charge	6,974	4,972
Decrease/(increase) in debtors	(21,297)	142,644
(Decrease)/increase in creditors	(49,363)	(55,657)
Interest received	(37,281)	(20,011)
Net cash used in operating activities	<u>£217,199</u>	<u>£240,697</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2025

### 20 Commitments under operating leases

	2025 £	2024 £
Within one year - property	2,000	2,000
Between two and five years - property	258,471	322,229
	<u>£260,471</u>	<u>£324,229</u>

### 21. SECTION 37 STATEMENT: LONDON COUNCILS GRANT

Under the terms of our grant from London Councils and Section 37 of The Local Government and Housing Act 1989 we are required to present the following information:

Grant-aid of £93,981 received in 2024-2025 (£95,294 received in 2023-2024) from the London Councils Grants to deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and group work for women and girls, experiencing domestic violence and abuse in eight outer London boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond upon Thames.

	2025		2024	
	Grants (£)	Spent (£)	Grants (£)	Spent (£)
Salary Costs	82,419	82,419	84,178	84,178
Training/Group (including Volunteers)	2,914	2,914	2,914	2,914
Running Costs	8,648	8,648	8,648	8,648
Total	<u>£93,419</u>	<u>£93,981</u>	<u>£95,740</u>	<u>£95,740</u>

### 22. Analysis of changes in net (debt)/funds

The charity had no debt during the year.

### 23. Contingent Assets

The charity has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised is £128,667.



**EACH COUNSELLING AND SUPPORT**

England & Wales - Charity number 1025967

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# Accounts

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**Charity Registration No. 1025967**  
**Company Registration No. 02818814 (England and Wales)**

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' ANNUAL REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2024**

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**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Stephen Eckles Dr Zenobia Nadirshaw (MBE) Shaheen Dar Dr Oluwaseun Adebambo Renoop Purewal Rose Buckley Ricardo Scipio	Chair Vice Chair Treasurer Trustee Trustee Trustee Trustee
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**Chief Executive and  
Company Secretary** Lakhvir Randhawa

**Charity number:** 1025967 (England and Wales)

**Company number** 02818814 (England and Wales)

**Principal address and  
Registered Office** 4<sup>th</sup> Floor  
84 Uxbridge Road  
West Ealing  
W13 8RA

**Auditors** Kingston Burrowes Audit Ltd  
308 Ewell Road  
Surbiton  
Surrey  
KT6 7AL

**Bankers** National Westminster Bank Plc  
275-277 High Street  
Hounslow  
Middlesex  
TW3 1ZA

Bank of Scotland  
Pentland House  
8 Lochside Avenue  
Edinburgh  
EH12 9DJ

**Solicitors** Russell-Cooke  
2 Putney Hill  
Putney  
London  
SW15 6AB

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
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# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their report, which also contains the Directors' report as required by company law, and accounts for year ended 31 March 2024.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Companies Act 2006 and the requirements 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).

## **OVERVIEW**

EACH recognises that a range of services and approaches are essential to engage individuals and families who are affected by problems arising from substance misuse, domestic violence and mental health issues, particularly those individuals and groups who are vulnerable, marginalised and hard to reach.

EACH's services are offered within a holistic approach that is culturally sensitive and person centred to reflect the individual, multiple and diverse needs of our service users.

The main services that are undertaken to further our charitable purpose for the public benefit, accessible to individuals of all ages and all communities are the following:

### ***Substance misuse services in the community***

Structured therapeutic interventions, both brief and long term which follow a client-centred and goal-oriented approach to enable individuals to address their substance misuse and mental health issues, are provided through our Life Therapies social enterprise, Project Jasmine for women, and young people's services. Counselling is delivered in a number of community languages, including Hindi, Urdu, Gujarati, Polish, Punjabi, and Tamil and helps service users work towards their goals.

Abstinence based programmes are undertaken for those individuals wishing to maintain and achieve abstinence. Structured psycho-educational groups on relapse prevention, managing emotions, and better health are made available to assist those contemplating change and to help individuals in their recovery.

Volunteering opportunities to enable service users to build their confidence and skills through voluntary work placements in the organisation and through a Peer Volunteering support programme. This helps service users make positive life style changes and sustain their commitment to change and reintegrate back into the community.

Generic and specialist family support, mental health, and substance misuse floating support services provide support to people at risk of losing their homes and to help maintain their tenancies, including through a Housing First approach. This work is undertaken through a combination of home-visits by staff who support service users with life skills such as budgeting, cooking, understanding benefits, helping them access treatment and employment, education and training including other community-based provision.

### ***Mental health services***

Support to people in recovery is provided through targeted counselling and support services to the BAME communities, including through trauma-based support for the Tamil community in Hillingdon, through a user-led resource centre in Hounslow, and an out of hospital floating support service in Ealing and support for people with dual diagnosis. A peer led mental health service in Ealing (STEPS) and hub-based work in Hounslow provides signposting within the community and space for people with lived experience to promote wellbeing.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2024

Additional services for refugees and asylum seekers were provided this year, enhancing support on mental health.

## ***Services for women***

EACH's women-only services have continued to be provided within a holistic approach to address their multiple and interconnected issues relating to mental health, substance misuse and domestic violence and abuse. Services include specialist domestic violence counselling and support service for victims and survivors, a specialist BAME IDVA in Hounslow, and for women with multiple needs and women-only support groups. Support is provided to women in 3 short-term domestic abuse units, helping them to deal with the impact of domestic abuse and develop move on strategies.

Aftercare and move on is delivered via an integrated model of counselling and recovery, and as part of a London-wide partnership (CASA Project), enabling women to re-integrate and re-establish themselves through emotional and physical safety.

## **Services for young people and families**

For young people from the age of 11 years a range of interventions are provided. These include motivational support, cognitive behaviour therapy, counselling, advice and information on harm reduction and the associated risks of substance misuse and gang involvement, as well as group-based activities and workshops on anger management, offending behaviour, and knife and gun crime.

Support is provided to parents to develop more positive relationships with their children as well as their own resilience. Activities are delivered as part of Brent Council's children and family's provision, as well as within the wider community and in collaboration with other young people's services and professionals.

Additionally, support for young people on mental health to prevent crisis is provided as part of the Accelerated Support Team based at Brent Council, to reduce escalation and prevent referrals to CAMHS.

Young people impacted by domestic abuse are supported through counselling within our wider services for women, helping them to process their emotions and understanding.

## **Counselling trainees**

Placements are provided and supervised to enable trainees to gain on the job experience as part of their training; this provides them with the opportunity to work within a counselling organisation and work with vulnerable people in real life situations.

## **Structure, governance and management**

### **Board of Trustees (Directors)**

The Board of Trustees comprises of 7 members, who give their time voluntarily and are responsible for the governance, performance monitoring and strategic direction of the organisation. The Board meets 6 times a year to review and monitor the work. The Trustees are members of EACH. Board members come from diverse professional backgrounds and have expertise at a senior level in relevant areas such as financial management and accountancy, business strategy and organisational development, health and social care, clinical governance, housing and communications. If there have been any changes in trustees since the end of the year, these should also be reflected in the list presented.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2024

The day to day running of the charity rests with the Chief Executive who is supported by members of the Executive Management Team. Responsibility to review the management accounts and annual accounts and resources of the organisation is delegated to the Finance and Resource Subcommittee which reports to the Board. There are three additional sub-committees covering Quality Governance, Policy & HR and a Service User sub-committee.

The Trustees who served during the year and up to the date of signing of the accounts were:

Stephen Eckles	Chair
Dr Zenobia Nadirshaw (MBE)	Vice Chair
Shaheen Dar	Treasurer
Rosie Buckley	Trustee
Dr Oluwaseun Adebambo	Trustee
Renoop Purewal	Trustee
Ricardo Scipio	Trustee
Raj Boyjoonauth	Trustee (Appointed 13 <sup>th</sup> July 2024)

## **Recruitment and Appointment of the Board of Trustees**

The Trustees are also Directors of the Charity for the purposes of company law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the Trustees are elected to serve for a period of three years after which they must stand down and have the option of being re-elected at the Annual General Meeting. They receive no benefits from the charity.

Due to the nature of work that the organisation is involved in and the communities that it serves, the Board seeks to ensure that the experiences and needs of its service users are appropriately reflected through the diversity, experience and skills of its board members.

The organisation operates an open recruitment process advertising in the Guardian newspaper. Prospective candidates are asked to provide their CV and a letter expressing interest. An information pack outlining the organisation's Strategic Plan, roles and responsibilities of board members and a copy of the annual report is provided to ensure full understanding of the organisation's work. An interview panel comprising of three board members including the Chairperson selects prospective candidates. They are invited to attend a full board meeting as an observer before they make a commitment.

## **Changes to the Board of Trustees**

Leckraz Boyjoonauth who had previously served on the board was appointed as a member in July 2024.

## **Induction and Training of Trustees**

Board members are inducted and familiarised with the aims and objectives of the Charity through a comprehensive induction which covers the following areas:

- Role and responsibilities of Trustees.
- Operational framework for the Charity including the Memorandum and Articles.
- Risk Management.
- The current financial position of the Charity as set out in the latest published accounts.
- Future plans and objectives as set out in the 3-year Strategic Plan.

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In addition, members participate in open days, project launches and training events covering a number of topics related to EACH's work and its operational functions. Along with the Senior Management Team, Board members meet once a year for a separate strategic planning and review day.

## **Evaluation and performance monitoring**

Trustees are responsible for ensuring that EACH meets its overall strategic aims and objectives as set out in the three-year Strategic Plan; reviewing annual performance and effectiveness; assessing, reviewing and monitoring risk, ensuring quality standards and meeting requirements of Company Law, Charities Commission regulations and other legal obligations.

There are four sub-committees – Finance and Resource, Quality Governance, Policy & HR and a Service User sub-committee. The Finance and Resource sub-committee sets and reviews the annual budget, reviews monthly management accounts, oversees risk management issues, allocates and oversees resources and meets all financial requirements as per the financial policy and procedures. The Quality Governance sub-committee reviews quality standards to ensure compliance with best practice, clinical governance, health and safety, and oversees regular audits. The Policy and HR sub-committee is responsible for reviewing policies and procedures, work force development, and staffing. The Service User sub-committee was reviewed and closer work with EACH's peer-led projects initiated to attract service user involvement and representation within governance structures. All committees make recommendations to the board and implement work plans as delegated by the Board.

## **Senior Leadership Team**

The Senior Leadership Team (SLT) comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. The SMT are responsible for delivering the three-year Strategic Plan and priorities which underpin and inform the key operational activities of EACH. The Operational Management Team consists of the Operations Manager, Services Managers, Senior Counsellor and Project Manager/Co-ordinators, meeting bi-monthly to ensure the effective delivery and provision of all services as per the requirements of funders and commissioners. The Strategic Plan is reviewed annually by the Trustees and the Senior Management Team.

The charity operates from the head office in Ealing and three other branches in Harrow, Brent, and Hounslow and additionally through satellite provision.

## **Staff**

EACH has a diverse workforce employing 37.40 full time equivalent staff members, with a range of experience, knowledge and skills. The organisation is committed to ensuring that staff have the opportunity to develop their skills and competencies through training, peer support and access to other learning opportunities such as through attending conferences, workshops and participating in forums in their areas of work.

The charity is grateful to its staff for their hard work and commitment towards the excellent service that was provided over the year during challenging circumstances posed by the coronavirus pandemic.

## **Volunteers**

The organisation supported 41 volunteers. Volunteers contributed 3,932 hours to the charity over the last year through counselling and peer support. Volunteers' contribution is equivalent of £56,366 to the charity based on £14.72/hour counselling hours and £13.35/hour for admin, key working and peer supports.

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The charity would also like to extend special thanks to all volunteers who have contributed significantly throughout the year.

**Key Management Personnel**

1. Lakhvir Randhawa – Chief Executive
2. Clarissa Stoneman – Deputy Chief Executive (took up secondment 1 January 2022 at Lloyds Foundation, returned 1 January 2024)
3. Siobhan Peters – Secondment cover, Deputy Chief Executive (resigned 31 October 2024)
4. Femi Adebajo - Finance & Resources Director

**Objectives and activities**

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- Relieve mental or physical stress, or illness from alcohol related or other problems of individuals and their families, in particular those from ethnic minorities, through the provision of education, advice and counselling,

Our aim which is carried out for the public benefit is:

To be the leader in the development and provision of inclusive services that empower and meet the needs of individuals and families from diverse communities affected by drugs and alcohol misuse, mental health and domestic violence concerns.

**Public Benefit**

The trustees confirm they have referred to the Charity Commission guidance on public benefit.

Our activities deliver public benefits by:

- Providing quality and effective treatment to enhance positive outcomes for service users
- Developing services targeting socially excluded groups, particularly BMER (Black, Asian, Minority Ethnic and Refugee) communities, young people and women
- Promoting and highlighting best practice
- Empowering service users to realise their potential and maximise the opportunities available to them to do so
- Developing a skilled and competent workforce

Ensuring a robust organisation able to grow and change to meet the challenges of the future.

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## **Criteria for measuring success**

The following are the criteria used by the charity to measure success of projects or any activity engaged in during the year:

1. The Key performance indicators (KPIs')-
  - KPIs established at the commencement of the project between the funder and EACH (quantity, quality, scope, time frame and safety standards etc).
  - Data monitoring system deployed to gather quantitative and qualitative data that can be used for continuous improvements and future funding applications.
2. Acceptability and satisfaction –
  - Clients' satisfaction measured through service users' consultations and feedback. The feedback gathered can be used to help shape future policy shifts or influence securing future funding for the same or related projects.
  - Staff satisfaction and good team working measured from responses from staff during appraisals and management supervisions.
  - Implication of the project on EACH's reputation.
3. Sustainability – Assessed based on ability to deliver within set budgets.
4. Organisational objectives –
  - Alignment of the project with the charity's business plan and values.
  - How the project can reaffirm EACH's unique selling point (USP).

## **Risk Identification**

Risk Management is conducted at a strategic and operational level. The Board reviews EACH's Risk Management document annually to identify, prevent or reduce the impact and likelihood of identified risks as reported by the Finance and Resource sub-committee. Where risks have been identified, contingency plans are in place to mitigate them. "The Risk Management document", which incorporates the key areas that have to be addressed which includes organisational risks (dealing with vulnerable clients), financial risks (contracts, economic climate, organisational sustainability, commissioning and funding changes), employer's risks (health and safety for staff, service users and the public), meeting legal and other statutory requirements; reputational risks (complaints, organisational effectiveness, service delivery).

The organisation adheres to the NICE Clinical guidelines which provide a robust framework to meet clinical standards as the basis of our work. The continuing review of policies and operating procedures, implementation of the Drugs and Alcohol National Occupational Standards (DANOS), adoption of the QuADS (Quality Assurance for Drugs and Alcohol) and the QAF (Quality Assurance Framework), BACP requirements ensure a consistent quality of delivery for all operational aspects of the charity.

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### **Achievements and Performance in 2023 – 2024**

#### ***Service Users Engaged in EACH's Counselling and Support Services***

During the year EACH supported a total of 1,959 service users, out of whom 1,385 were seen in structured interventions, and the remaining 574 as one-off sessions in outreach settings, the latter reflecting an increase in outward facing services led by peer-volunteers and support delivered through community hubs and places, such as libraries.

26% of clients in our services were male, with females comprising 74%; this profile has increased considerably from 63% last year due to specialist services and provision on domestic abuse for women and their children. 72% compared to 74% the previous year were from BAME (Black, Asian and Minority Ethnic) communities, reflecting the organisation's reach; this remains steady around this mark with previous years' profile. The proportion of people of mixed heritage represented 12% overall (compared to 10% in previous year) of our clients, whilst Asian represented 33% overall, Black represented 22%, White 28% and Middle Eastern 6% highlighting the wide reach of services and changing demographics locally. Within the Asian demographic, Indian represented 15% overall of EACH's clients, within the Black profile, clients of Caribbean origin made up 10% whilst within the White demographic, the majority were White British (15%).

Of the total number of 359 males, the most significant presentation at 46% was to our Housing Related Services in Brent, Harrow and Ealing, including specialist provision on mental health, dual diagnosis and substance misuse, and for people with street lifestyles. Mental health presentations by male clients accounted for 27% through counselling specifically for BAMEs and peer-led work, Substance Misuse 21%, this primarily through the Youth Offending Service in Brent supporting both young people and their parents/carers, and 3% were young males supported through counselling on domestic abuse.

Of the 1,020 women who accessed our services, a significant proportion (60%) did so due to domestic violence and abuse and related issues, including as part of our specialist provision within women's refuges and safe accommodation, and to address inter-related, complex needs of substance misuse, mental health and domestic violence. This was an a very slight decrease by 1% from the previous year. 83 women accessed our drug and alcohol services, with 96% doing so within the Youth Offending Service as a young person with substance misuse related offending or as parent impacted by or concerned about substance use of a young person. 18% of women were supported in our Housing Related Services in Ealing, Brent and Harrow, and 14% within mental health provision.

9217 counselling sessions and 5989 key working support sessions were delivered to service users, the former an increase due to expansion of counselling provision. 290 group sessions, including workshops, were delivered for 51 participants, and 281 community outreach sessions to inform, educate and engage service users provided, with the latter providing single sessions or short interventions to 574 people.

430 clients were seen at satellites within the wider community through co-locations and satellites. The majority of clients, 51%, seen were aged 30 to 49, with 16% aged 18-29, 15% between 50 and 59, and 7% aged 60 plus; young people aged 17 or under were mainly supported as part of our young people's services in Brent, addressing substance misuse and mental health with 10% of all service users being seen in these.

#### ***Drugs & Alcohol services***

##### ***Support to Life Therapies - Structured Day Programme and counselling***

The abstinence-based programme and counselling delivered as part of our Social Enterprise (Life Therapies) was delivered in Ealing and Brent through a mixture of spot purchasing by local authorities, such as to support

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Polish rough sleepers in Ealing, self-funding by individuals and block purchasing by other organisations. This was accessed by 10 people seeking to address in particular their alcohol and drug issues and mental health concerns.

### ***Young people – Brent***

EACH's work with young people further consolidated this year with services supporting them on substance misuse, mental health and social exclusion; 189 referrals were received, with 105 young people aged 17 and under were supported, in addition to 81 adults as part of the youth offending provision.

Support was provided through family/home visits and online, with activities comprising one to one individual support, including key-working and structured counselling, group work, and peer-based activities. The majority were from BAME communities (56%), and White backgrounds (32%), and females represented 54% of all seen due to the support for adults within the youth offending service.

### ***Floating support services – Substance Misuse, Mental Health, Women and Families, Ex-Offenders and Generic***

The Floating Support Services in Brent, Harrow and Ealing supported a total of 353 clients across mental health, generic, women and families, and substance misuse/ex-offender clients; this was less than previous year of 557 due to the wind down of Brent Reach at the end of June. More women were supported, at 53% of total, and 2,719 keyworking sessions delivered. In addition to the Floating support services, 33 women were supported through long-term resettlement across London and at short term domestic abuse units, delivering 1210 sessions.

### ***Services for Women***

#### ***Ascent Project - pan London VAWG services***

EACH has continued to deliver its specialist VAWG services under Ascent, a project of the London VAWG (Violence against Women and Girls) consortium established in April 2013. The latter is made up of approx. 30 organisations, funded by London Councils to deliver a range of services for survivors of domestic and sexual violence. EACH delivered counselling and group work under the Advice and Counselling strand of Ascent in 8 boroughs – Brent, Hounslow, Harrow, Hillingdon, Kingston, Richmond, Merton and Wandsworth. Over the year, across the 8 boroughs, 214 women affected by sexual violence and abuse were provided with specialist counselling and support, with 2711 counselling sessions delivered.

#### ***Awaaz – Counselling for BAME women and young people***

Funding from MOPAC enabled 158 women recovering from domestic abuse to be supported, as well as 10 young people impacted by it. Working across NW London, it delivered 1383 counselling sessions to women and 144 to young people.

#### ***Project Jasmine – complex needs service in Ealing***

Funding from the Henry Smith trust supported provision of counselling and keyworking to women with multiple, inter-connected needs related to domestic abuse, mental health and substance misuse. 71 women were supported through 1036 counselling sessions; 30% were BAME women, 25% had mixed heritage and 45% White European/Irish.

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### **DV Aftercare – Supporting women through New Routes**

Working across NW London, 95 women were supported through a comprehensive and integrated programme of counselling, group work and recovery support. The service targeted women in Tier 1 accommodation, such as refuges and Sanctuary schemes to help them become more confident to recover from the impact of domestic abuse on their emotional and psychological health and to be able to access opportunities such as employment, training. 1074 counselling sessions and 617 keyworking sessions were delivered.

### **Domestic Abuse Units- Brent**

EACH provided extensive support to women in safe, emergency accommodation as well as their children in 3 domestic abuse units in Brent. 16 women, with 13 of them BAME, were supported through 864 sessions the community.

### **CASA – Pan-London resettlement**

As part of the CASA project, funded by MOPAC through Solace, EACH supported 17 women with long-term support to help them make positive transitions from refuge provision to safe tenancies, entailing emotional support and help with practical issues such as on registering children at local schools, accessing local resources, and managing themselves. 346 sessions were delivered in this year.

### **BAME IDVA – Hounslow**

During this year, 32 women were supported in Hounslow through extensive casework and over 100 women through advice and information at hubs and community settings, enabling women to manage risk to themselves and their children.

### ***Mental Health services***

#### ***Tamil mental health project – Hillingdon***

EACH provided a specialist mental health counselling service to the Tamil Community in Hillingdon. Support was provided in mother tongue to help 26 people recover from the emotional and physical impact of the conflict in Sri Lanka (PTSD), domestic violence and alcohol. The service was impacted by lack of satellite provision due to this becoming difficult, nevertheless 235 sessions were delivered and 9 clients successfully discharged.

#### ***Mental Health – Project 10 @ Star Centre, Hounslow***

The mental health service (Project no 10 @ the Star Centre) has continued to provide a safety net through a welcoming space and an expanded programme of activities comprising of cooking, psycho-education, gardening, art and IT support. It supported 82 service users through drop in sessions, 51 being male and 58% from BAME backgrounds, including mixed heritage. The service provides a 'safe space' for service users who are in contact with statutory services to help re-enablement through social activities, as well as enable people to come together and access support and have a hot meal.

#### ***STEPS- Peer led Mental Health Awareness and Signposting***

Funded by L.B Ealing, STEPS delivered 41 outreach sessions and maintained 9 static information banks across the borough, ensuring information and materials were up to date and available in community languages. 350 peer support and training hours were provided to 22 peers, helping people to address social isolation, develop

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self-care and identify appropriate services for themselves, with the peers themselves delivering 450 hours as part of STEPS.

## **Mosaic Minds – Mental Health Counselling for BAMEs in Hounslow**

In this year, Mosaic Minds consolidated its work in Hounslow, providing culturally sensitive counselling through satellites, including at a hotel wholly occupied by 700+ refugees and asylum seekers. 82 BAME people were supported, a mix of refugees and asylum seekers, first generation migrants and those experiencing isolation. 886 sessions were delivered to 61 women and 21 men, helping them to address trauma, historic abuse, depression, anxiety and develop healthier coping.

## **2023-24 AT A GLANCE**

This year for EACH continued to be one of challenges and opportunities, with the need to maintain quality of services in face of high demand, especially by our Domestic Abuse services which due to funding constraints lacked the capacity to respond to the level of referrals they received. The need to develop and maximise sources of income did not abate, with the continuous cycle of securing funding to sustain current services as well as meet new needs, which it was successful to a significant extent.

EACH focussed on building upon its community-based, holistic model and expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding to innovate its work, such as through Domestic Abuse recovery models for women. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs.

## **New Developments**

### **Women's Services**

EACH built upon its long-standing work supporting women affected or experiencing domestic abuse to attract funding to support women and their children in various ways. Funding was obtained from MOPAC Tier 1 funding to continue and extend aftercare counselling and recovery support to women in SW London as well as to young males, providing emotional, housing related, and ETE support to enable women recover and move forward options in a meaningful and sustained way.

EACH was successful in a bid for funding to provide a pilot project (Thea) in Harrow, Hillingdon and Hounslow on supporting women on domestic abuse within primary care pathways. This recognised GPs/social prescribers and primary care as a key referrer to EACH, with the view to provide earlier interventions to reduce onward referrals and increase safety. Established January 2024, it began mobilising through recruitment, developing referral pathways and publicity materials.

EACH was successful in also securing continuation funding for its BAME IDVA in Hounslow, a much needed service filling a gap in local provision to specifically meet the needs of BAME communities.

### **Mental Health Services**

STEPS was able to be sustained through a successful bid to Lb Ealing Community Grants, thus securing peer-led involvement and development, including by those not connected to EACH as a service user.

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Funding from LB Hounslow increased our presence within community hubs across the borough, with these providing engagement, signposting and referral uptakes by people seeking help through them.

### **Partnerships**

EACH continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, and work as a LB Hounslow community partner, supporting the partnership through hub-based working.

### **Quality Governance**

- Internal audits have informed the work of the Quality Sub-committee to ensure that service improvements are undertaken and to provide oversight of clinical governance
- A number of key clinical and organisational policies were reviewed and adapted.
- Staff benefited from a range of internal and external trainings
- Service users have been represented on the Board, played a key role in promoting the organisation and have participated in our employee recruitment process.
- EACH retained its ISO 9001 quality management certification during the year and will endeavour to sustain the quality mark.
- EACH retained its Investors in People accreditation status during the year.

### **Summary of Impact of Covid-19 Pandemic**

At the end of the year in Mid-March 2020, the Coronavirus 19 pandemic resulted in a national lockdown to contain the spread of the deadly virus and limit its impact on the NHS. As a consequence, EACH closed its centres and moved our service delivery to remote based support through the use of mobile phones and digital technology.

During this year, EACH has embedded a hybrid model of working, with all its offices and centres open. It recognised that for many service users, face to face contact was essential, in particular where safeguarding concerns posed a risk and required active management. Equally, for many other service users, the flexibility of online support has provided the means to access our support and work around other commitments, such as childcare.

EACH continues to monitor its working patterns to ensure their relevance and accessibility to service users' needs, adapting these to individual and service circumstances, and sustains measures such as testing on a regular basis by staff.

In conclusion, EACH has sustained its services by adapting its modes of delivery and ensuring staff are able to work effectively, whilst ensuring that duty of care is sustained for clients. It has also responded to new demands and needs by developing new services by drawing down funding from local authorities and trusts. EACH is in a strong position financially and operationally to respond to the uncertainties and challenges caused by the pandemic; going forward, we will be seeking to utilise our specialism and expertise of work with BME communities and women to influence local developments and realise funding opportunities.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

### **STATEMENT OF TRUSTEES' RESPONSIBILITIES FOR THE YEAR ENDED 31 MARCH 2024**

Company law requires the Charity trustees to prepare accounts for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice) 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

#### **Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



**Stephen Eckles**  
Chair

Date: 21 November 2024

# **EACH Counselling and Support**

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### **FINANCIAL REVIEW**

The year-end account shows an increase in the net assets of the Charity by £168,749 to £1,397,514 as at 31 March 2024 from £1,228,765 as at 31 March 2023 representing an increase of 13.73%. The revenue of the charity decreased by 12.68% (£270,453) to £1,862,178 from £2,132,631 mainly due to contracts that came to end in 2023.

### **Reserves policy**

The trustees of EACH have examined the Charity's requirements for reserves in light of the main risks to the organisation and have accordingly established a policy whereby unrestricted general funds of a minimum £600,000 are set aside as reserves to meet at least four month's recurrent expenditure and liabilities which is currently about £150,000. The unrestricted reserves for the charity were £1,219,836, made up of £619,836 general reserves and £700,000 designated reserves. The amount of £700,000 earmarked as designated funds for the purposes of staffing (£100,000), office improvement and new premises acquisition (£500,000).

### **Plans for the future**

In 2024-25 EACH will:

- Continue to build both statutory and non-statutory income streams to provide key services that support service user's recovery and health and well-being
- Continue to build financial reserves to enable sustained growth
- Recruit additional, new members to the Board of Trustees and provide relevant induction and training
- Enhance our social enterprise model by incorporating it into our funding and business development plan, including through spot purchasing by statutory and non-statutory services
- Prioritise funding and development to sustain our current community engagement and counselling and support services to BAME communities, women and girls and young people affected by substance misuse, mental health and domestic violence.
- Develop our offer to young people and families
- Continue to build and sustain strategic alliances and partnerships
- Work towards implementing a competency-based framework
- Draw out learning and impact of our work, in particular through pilot projects delivered with emergency/Covid-related funding
- Focus on further service user and volunteer involvement within the organisation
- Identify new locations to deliver our work through satellites and gauge potential for new premises in Brent
- Review and develop our strategic plan to take us forward into next stage of the organisation's growth.
- Acquiring a building which will apart from serve as the head office of the charity will also be one that will provide access to our service users as well as other residents for socialisation and skills development.

The Charity's trustees (who are also the directors of EACH Counselling and Support for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

# **EACH Counselling and Support**

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INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2024

### **Opinion**

We have audited the financial statements of EACH Counselling and Support (the 'charity') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of cash flows and the notes to the accounts, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the accounts are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# **EACH Counselling and Support**

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### INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2024

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

## **INDEPENDENT AUDITOR'S REPORT**

**TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2024**

- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Kevin Fisher BA, FCA,CTA (Senior Statutory Auditor)  
for and on behalf of Kingston Burrowes Audit Ltd  
308 Ewell Road  
Surbiton  
Surrey  
KT6 7AL

Date: 13 December 2024

## **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

Income	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2024 £	Total funds 2023 £
<b>Income</b>						
Donations and legacies	3	886,869	-	274,470	1,161,339	1,307,124
Charitable Activities	4	74,782	-	606,046	680,828	821,388
Investment Income		20,011	-	-	20,011	4,119
<b>Total income</b>		<u>981,662</u>	<u>-</u>	<u>880,516</u>	<u>1,862,178</u>	<u>2,132,631</u>
<b>Expenditure on:</b>						
<i>Charitable Activities:</i>						
General advocacy and support	5	803,984	-	889,445	1,687,292	1,622,959
<b>Total expenditure</b>		<u>803,984</u>	<u>-</u>	<u>889,445</u>	<u>1,687,292</u>	<u>1,622,959</u>
<b>Net Income/ (expenditure) before transfers</b>		177,678	-	(8,929)	168,749	509,672
Transfers between funds	2	(100,000)	100,000	-	-	-
<b>Net Income/ (expenditure) for the year</b>		77,678	100,000	(8,929)	168,749	509,672
<b>Reconciliation of Funds:</b>						
Total funds brought forward	16/17	619,836	600,000	8,929	1,228,765	719,093
<b>Total funds carried forward</b>	16/17	<u>£697,514</u>	<u>£700,000</u>	<u>£0</u>	<u>£1,397,514</u>	<u>£1,228,765</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

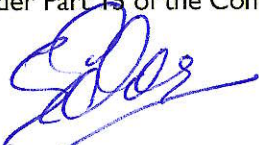
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2024

	Note	2024		2023	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	13		6,111		6,241
<b>Current assets</b>					
Debtors	14	244,106		386,750	
Cash at bank and in hand		<u>1,340,313</u>		<u>1,084,447</u>	
<b>Total Current assets</b>		1,584,419		1,471,197	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>(193,016)</u>		<u>(248,637)</u>	
<i>Net current assets</i>			<u>1,391,403</u>		<u>1,222,524</u>
<b>Total net assets</b>	18		<u>£1,397,514</u>		<u>£1,288,765</u>
<b>The funds of the Charity:</b>					
Restricted funds	16		-		8,929
Unrestricted funds					
Designated funds	17		700,000		600,000
Other unrestricted funds	17		<u>697,514</u>		<u>619,836</u>
<i>Total unrestricted funds</i>			<u>1,397,514</u>		<u>1,219,836</u>
<b>Total funds</b>	18		<u>£1,397,514</u>		<u>£1,228,765</u>

These accounts were approved by the Board of Trustees on 21 November 2024 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.



**Stephen Eckles**  
Chair



**Shaheen Dar**  
Treasurer

The notes at pages 21 to 36 form part of these financial statements.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2024

	Note	Total Funds 2024 £	Total Funds 2023 £
Cash flows from operating activities:			
Net cash used in operating activities	19	240,697	425,527
Cash flows from investing activities:			
Purchase of tangible fixed assets	13	(4,842)	(8,651)
Interest received		20,011	4,119
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		255,866	420,995
Cash and cash equivalents at the beginning of the reporting period		1,084,447	663,452
		<hr/>	<hr/>
Cash and cash equivalents at the end of the reporting period		<u>£1,340,313</u>	<u>£1,084,447</u>

The notes at pages 21 to 36 form part of these financial statements.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

### **I. Accounting Policies**

- a) EACH Counselling and Support is a private company limited by guarantee incorporated in England and Wales. The registered office is 4<sup>th</sup> Floor, 84 Uxbridge Road, West Ealing, London, W13 8RA. In the event of the charity being wound up, the liability in respect of this guarantee is limited to £1 per member of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated:

#### **b) Basis of preparation**

The financial statements have been prepared in accordance with the Charities Act 2006, Companies Act 2006 and the requirements 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) and United Kingdom Generally Accepted Accounting Practice.

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

The accounts are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these accounts are rounded to the nearest £.

#### **c) Preparation of the accounts on a going concern basis**

The COVID-19 pandemic has caused little disruption to the charity's operations to date, as the counselling and key working services have been provided using online platforms. We had to close our offices, but we continued our services with online and by telephone. Income has continued to be received from the existing multi-year contracts and new ones during the period while our staff and volunteers have worked from home and attended online meetings. Our keyworkers provide check ups on the highly vulnerable clients. The trustees consider it unlikely that the continuing effect of the pandemic will cause significant disruption. All our funders were particularly supportive during the lockdown periods. Accordingly, at the time of approving the accounts, the trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts

#### **d) Income**

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Unrestricted income is deferred when this is received and relates to a period following the year end. Restricted income is deferred only when this relates wholly to a future period, as specified by the funder.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

### **Accounting Policies (Continued)**

#### **e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds have been allocated by the trustees to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

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

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

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

Rental costs under operating leases are charged against income on a straight line basis over the term of the lease.

#### **g) Allocation of support costs**

All support costs are allocated activities based on the time spent on those by staff.

#### **h) Tangible fixed assets**

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. A full year depreciation is charged in the year of acquisition of fixed assets. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 3 years.

All fixed assets acquired specifically for projects under restricted funds, are written off in the year of purchase.

The policy with respect to impairment reviews of fixed assets is that these assets are inspected regularly for any impairment and any defect remedied so as to maintain the current value. In some cases a provision for impairment would be required.

#### **i) Pensions**

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

### **Accounting Policies (Continued)**

#### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **k) Cash at bank and in hand**

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

#### **l) Creditors and provisions**

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

#### **m) Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues of FRS 102 to all its financial instruments.

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

#### **n) Leases**

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## **2. Critical accounting estimates and judgements**

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

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

The Trustees do not consider there to be any estimates or judgements that are critical to the accounts.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 3. Voluntary Income

	2024			2023		
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Grants	884,438	274,470	1,158,908	886,226	418,446	1,304,672
Gifts in Kind	2,431	-	2,431	2,452	-	2,452
	<u>£886,869</u>	<u>£274,470</u>	<u>£1,161,339</u>	<u>£888,678</u>	<u>£418,446</u>	<u>£1,307,124</u>

#### Grants (unrestricted):

	2024 £	2023 £
Ministry of Justice – Awaaz Project	222,731	222,731
LB Ealing Test & Trace		50,000
DASA -Moving Forward	49,041	-
CNWL – Stepdown Project	-	37,475
Groundworks – Together Hounslow	-	6,120
Standing Together	30,000	-
Housing First	124,548	124,548
Ealing Rough Sleepers	8,550	-
CASA Project	59,708	14,753
Hounslow Hubs	11,000	-
Hounslow Residents Engagement	-	4,000
GLA -DASA	285,630	326,632
GLA- Refuge Counselling	-	38,000
Hounslow -MOSAIC	44,643	17,857
LB Ealing SMI	41,939	44,110
NHS NWL Winter Warming	3,000	-
Hounslow STEPS	3,648	
	<u>£884,438</u>	<u>£886,226</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

#### 3. Voluntary Income (continued)

<b>Grants (restricted):</b>	<b>2024</b>	<b>2023</b>
	£	£
<b>Others</b>		
London Councils (Ascent)	93,981	95,740
Henry Smith Foundation	60,000	60,000
Big Lottery/ESF BBO IPS	-	112,842
<b>London Borough of Brent</b>		
NCIL	-	20,957
Supported Accommodation	40,000	40,000
<b>London Borough of Hounslow</b>		
Hounslow IDVA	50,000	58,929
<b>London Borough of Ealing</b>		
Steps MH	30,489	29,978
	<u>£274,470</u>	<u>£418,446</u>

#### 4. Income from charitable activities

	Unrestricted Funds £	2024 Restricted Funds £	Total Funds £	Unrestricted Funds £	2023 Restricted Funds £	Total Funds £
Advice, Information & Counselling	-	606,046	606,046	-	732,464	732,464
Other Income	74,782	-	74,782	88,924	-	88,924
	<u>£74,782</u>	<u>£606,046</u>	<u>£680,828</u>	<u>£88,924</u>	<u>£732,464</u>	<u>£821,388</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 4. Income from charitable activities (continued)

<b>Contracts (restricted income):</b>	<b>2024</b>	<b>2023</b>
	£	£
Brent Youth Offending Service (MOPAC)	91,152	75,672
Brent Mental Health	55,000	55,296
LB Brent – Generic Floating Support	48,553	160,528
LB Brent – Emotional Health Worker	-	46,570
LB Ealing Supporting People	186,217	186,217
LB Harrow Housing Services	172,358	157,885
LB Hounslow Mental Health User-Led	44,101	41,296
Greater London Authority – Young Londoners	8665	9,000
NHS Hillingdon	-	-
	<u>£606,046</u>	<u>£732,464</u>

#### 5. Analysis of expenditure relating to general advocacy and support

		<b>2024</b>	<b>2023</b>
		£	£
Direct costs			
Staff costs		1,329,484	1,288,252
Recruitment		5,375	14,169
Travel		3,214	1,946
Volunteer expenses		882	1,108
Partners share of contract		0	22,315
Training & development		33,991	30,233
Support costs			
Share of support	6	315,526	255,965
Share of governance cost	6	4,957	8,981
		<u>£1,693,429</u>	<u>£1,622,959</u>

Total expenditure was £1,693,429 (2023: £1,622,959) of which £803,984 was unrestricted (2023 : £399,734) and £889,445 was restricted (2023: £1,223,225).

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 6 Analysis of support costs and governance costs

	Support Costs 2024 £	Governance 2024 £	Total 2024 £	Support Costs 2023 £	Governance 2023 £	Total 2023 £
Premises	191,370	-	191,370	138,124	-	138,124
Communications	48,278	-	48,278	46,370	-	46,370
General Office & Finance Staff	63,905	-	63,905	57,408	-	57,408
Legal & Professional	5,676	-	5,676	8,023	-	8,023
Depreciation	4,972	-	4,972	4,814	-	4,814
Bank Charges	1,325	-	1,325	1,226	-	1,226
Audit Fees	-	4,200	4,200	-	4,200	4,200
Board Meetings Annual report/ AGM	-	757	757	-	4,781	4,781
	<u>£315,526</u>	<u>£4,957</u>	<u>£320,483</u>	<u>£255,965</u>	<u>£8,981</u>	<u>£264,946</u>

#### 7 Net Income/(expenditure) for the year

This is stated after charging:	2024	2023
Depreciation	£4,972	£4,814
Auditor's remuneration	£4,200	£4,200
Operating lease rentals	£Nil	£Nil

#### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2024	2023
Wages and Salaries	1,163,013	1,126,796
Social Security Costs	108,268	102,486
Seasonal Fees	12,304	14,407
Pension	45,899	44,563
	<u>£1,329,484</u>	<u>£1,288,252</u>

The key management personnel of the Charity comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. Three employees earned in excess of £60,000 (2022 : One). Remuneration of key management personnel was £203,565 (2022 : £180,544). Under FRS 102, employee benefits include gross salary, employer's national insurance, employer's pension contributions and benefits in kind.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

### 9 Staff Numbers

The average monthly head count was 49 staff (2023: 58) and the average monthly number of full time equivalent employees (including casual and part time staff) during the year was as follows:

	2024 Number	2023 Number
Charitable activities	36.42	41.4
Support	8.2	9.2
	<u>50.6</u>	<u>50.6</u>

### 10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

	2023	2023
Contributions payable by the company for the year	<u>£45,899</u>	<u>£44,563</u>

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

### 11 Related party transactions

None of the trustees (or any persons connected with them) received any remuneration during the year, (2023: nil). No Trustees were reimbursed expenses in the year, (2023: nil). There were no other related party transactions in the year.

### 12 Corporation tax

As a charity, EACH Counselling and Support is exempt from UK tax on income and gains to the extent that these are applied to its charitable objects. No UK tax charges have arisen in the Charity, during the year or the previous year.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

#### 13 Tangible fixed assets

	Office Equipment £
<b>Cost:</b>	
As at 1 April 2023	34,447
Additions	4,842
	<hr/>
<b>As at 31 March 2024</b>	<b>39,289</b>
	<hr/>
<b>Depreciation:</b>	
As at 1 April 2023	28,206
Charge for year	4,972
	<hr/>
<b>As at 31 March 2024</b>	<b>33,178</b>
	<hr/>
<b>Net book value</b>	
<b>As at 31 March 2024</b>	<b>£6,111</b>
	<hr/> <hr/>
As at 31 March 2023	£6,241
	<hr/> <hr/>

All assets are used for charitable purposes.

#### 14 Debtors

	2024 £	2023 £
Trade debtors	171,652	330,817
Other debtors	0	3,738
Prepayments and accrued income	72,454	52,195
	<hr/>	<hr/>
	<b>£244,106</b>	<b>£386,750</b>
	<hr/> <hr/>	<hr/> <hr/>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

#### 15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	11,780	90,285
Taxation and Social Security	22,365	24,639
Accruals and deferred income	158,871	133,749
	<u>£193,016</u>	<u>£248,673</u>
	2023 £	2023 £
Deferred income brought forward	148,865	148,865
Released in the year	(148,865)	(148,865)
Deferred in the year:		
- LB Hounslow – IDVA	45,833	24,404
- LB Brent – Mental Health	-	48,000
- LB Hounslow – Mosaic	-	7,143
- LB Hounslow -STEPS	18,241	-
Henry Smith Foundation	10,000	10,000
GLA -DASA -Moving Forward	12,260	-
Standing Together -Thea	30,000	-
CNWL - Stepdown	-	-
Ealing Council Floating Support	-	11,079
	<u>£116,334</u>	<u>£100,626</u>

Deferred income represents grant income received in advance.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 16 Analysis of movements in restricted funds

	Balance as at 31 March 2023 £	Incoming resources £	Resources expended £	Balance as at 31 March 2024 £
LB Brent YOS (MOPAC) (a)	-	91,152	91,152	-
London Councils (Ascent) (b)	-	93,981	93,981	-
LB Hounslow MH User-Led (c)	-	44,100	44,100	-
LB Hounslow IDVA (d)	8,929	58,929	58,929	-
LB Harrow Housing Related Serv. (e)	-	172,358	172,358	-
NHS Hillingdon Tamil (f)	-	8,665	8,665	-
LB Ealing Generic FSS (g)	-	186,217	186,217	-
Henry Smith Foundation (h)	-	60,000	60,000	-
LB Brent Floating Support (i)	-	48,554	48,554	-
LB Ealing Voluntary Section MH (k)	-	30,489	30,489	-
LB Brent Mental Health (l)	-	55,000	55,000	-
Supported Accommodation (m)	-	40,000	44,481	-
	<u>£8,929</u>	<u>£800,516</u>	<u>£889,415</u>	<u>£8,929</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 16 Analysis of movements in restricted funds

Comparative information for the previous financial year is as follows:

	Balance as at 31 March 2022 £	Incoming resources £	Resources expended £	Balance as at 31 March 2023 £
LB Brent YOS (MOPAC) (a)	-	75,672	75,672	-
London Councils (Ascent) (b)	-	95,740	95,740	-
LB Hounslow MH User-Led (c)	-	41,296	41,296	-
LB Hounslow IDVA (d)	-	58,929	50,000	8,929
LB Harrow Housing Related Serv. (e)	701	157,885	158,586	-
NHS Hillingdon Tamil (f)	-	9,000	9,000	-
LB Ealing Generic FSS (g)	-	186,217	186,217	-
Henry Smith Foundation (h)	-	60,000	60,000	-
LB Brent Floating Support (i)	25,298	160,528	185,826	-
Big Lottery/ESF – BBO IPS (j)	-	112,842	112,842	-
LB Ealing Voluntary Section MH (k)	-	29,978	29,978	-
LB Brent Mental Health (l)	20,324	55,296	75,620	-
Brent Complex Needs (m)	4,481	40,000	44,481	-
LB Brent Emotional Wrk (n)	30,440	46,570	77,010	-
LB Brent to NCIL (o)	-	20,957	20,957	-
	<u>£81,244</u>	<u>£1,150,910</u>	<u>£1,223,225</u>	<u>£8,929</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

### 16. Analysis of movements in restricted funds (Continued)

All the above restricted funds were utilised for the purposes for which they were intended as follows:

- a) To provide counselling and support to young offenders within the criminal justice system.
- b) To deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and support groups for women and girls, experiencing domestic and sexual violence and abuse in eight outer London Boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond Upon Thames funded by the London Council
- c) To provide User-led Mental Health Services for mental health service users in the London Borough of Hounslow
- d) To provide BAME Domestic Abuse Specialist Advocacy to residents of London Borough of Hounslow
- e) To provide Housing Related Support and Preventative Support Services generic (lot 2) and Supported Housing for offenders, ex-offenders and individuals with drug and alcohol misuse and dependency issues (lot 3) in LB Harrow
- f) To provide counselling and support to the Tamil community affected by mental health issues in Hillingdon
- g) Provision of generic, mental health and substance misuse/offender floating support services in the London Borough of Ealing
- h) To provide group support and counselling for women with complex needs who reside in the London borough of Ealing
- i) Provision of generic floating support services in the London Borough of Brent in partnership with Thames Reach Charity
- j) Providing support to people in 9 North West London boroughs with common mental health issues within the BME communities to build their motivation and capabilities to enter employment in partnership with Twining Enterprise
- k) To provide a peer-led mental health signposting and awareness service, STEPS to residents of London Borough of Ealing.
- l) To offer psycho-education and CBT to young people to de-escalate a crisis as part of the Accelerated Support Team based within Brent Council
- m) To provide support to women with complex needs in the London Borough of Brent fleeing domestic abuse and living in short-term accommodation, to enable them to move on successfully through intensive case work
- n) To provide support to young people aged 11-17 in London Borough of Brent on their mental health through targeted mental health assessment and therapeutic support
- o) To provide staffing and management capacity to sustain consistent and quality support to the women and their children at EACH's refuges are within LB Brent as part of MHCLG Covid-19 response

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

### 17 Analysis of movement in Unrestricted Funds

	Balance as at 31 March 2023 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2024 £
Other Unrestricted Funds	<u>619,836</u>	<u>981,662</u>	<u>803,984</u>	<u>(100,000)</u>	<u>697,514</u>
Designated Funds					
Staffing contingency	100,000	-	-	-	100,000
Office improvements and relocation costs	<u>500,000</u>	<u>-</u>	<u>-</u>	<u>100,000</u>	<u>600,000</u>
Total Designated Funds	<u>£600,000</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£100,000</u>	<u>£700,000</u>

The designated funds, which are to be utilised within 3 years, have been set aside as follows:

#### **Staffing Contingency**

The staffing contingency fund represents the potential cost of providing locum cover in the case of maternity or long-term sick leave.

#### **Office Improvements**

This fund represents the potential cost of relocation and/or refurbishment of our existing offices and associated capital expenditure.

Comparative information for the previous financial year is as follows:

	Balance as at 31 March 2022 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2023 £
Other Unrestricted Funds	<u>287,849</u>	<u>981,721</u>	<u>399,734</u>	<u>(250,000)</u>	<u>619,836</u>
Designated Funds					
Staffing contingency	100,000	-	-	-	100,000
Office improvements and relocation costs	<u>250,000</u>	<u>-</u>	<u>-</u>	<u>250,000</u>	<u>500,000</u>
Total Designated Funds	<u>£350,000</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£250,000</u>	<u>£600,000</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

#### 18 Analysis of net assets between funds

Funds as at 31 March. 2024 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	6,111	-	-	6,111
Current assets	884,419	700,000	-	1,584,419
Current liabilities	(193,016)	-	-	(193,016)
	<u>£697,514</u>	<u>£700,000</u>	<u>£-</u>	<u>£1,397,514</u>

Comparative information for the previous financial year is as follows:

Funds as at 31 March 2023 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	6,241	-	-	6,241
Current assets	862,268	600,000	8,929	1,471,197
Current liabilities	(248,673)	-	-	(248,673)
	<u>£619,836</u>	<u>£600,000</u>	<u>£8,929</u>	<u>£1,228,765</u>

#### 19 Reconciliation of net movement in funds to net cash flow from operating activities

	2024 £	2023 £
Net movement in funds	168,749	509,672
Add back depreciation charge	4,972	4,814
Decrease/(increase) in debtors	142,644	23,331
(Decrease)/increase in creditors	(55,657)	(108,171)
Interest received	(20,011)	(4,119)
Net cash used in operating activities	<u>£240,697</u>	<u>£415,527</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2024

### 20 Commitments under operating leases

	2024 £	2023 £
Within one year - property	143,110	2,000
Between two and five years - property	85,583	322,229
	<u>£228,693</u>	<u>£324,229</u>

### 21. SECTION 37 STATEMENT: LONDON COUNCILS GRANT

Under the terms of our grant from London Councils and Section 37 of The Local Government and Housing Act 1989 we are required to present the following information:

Grant-aid of £93,981 received in 2023-2024 (£95,294 received in 2022-2023) from the London Councils Grants to deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and group work for women and girls, experiencing domestic violence and abuse in eight outer London boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond upon Thames.

	2024		2023	
	Grants (£)	Spent (£)	Grants (£)	Spent (£)
Salary Costs	82,419	82,419	84,178	84,178
Training/Group (including Volunteers)	2,914	2,914	2,914	2,914
Running Costs	8,648	8,648	8,648	8,648
Total	<u>£93,419</u>	<u>£93,981</u>	<u>£95,740</u>	<u>£95,740</u>

### 22. Analysis of changes in net (debt)/funds

The charity had no debt during the year.

### 23. Contingent Assets

The charity has been awarded multi-year grants with specified or implied timeframes which preclude recognition of the full amount. The total amount awarded for future years but not recognised is £316,242.

**EACH COUNSELLING AND SUPPORT**

England & Wales - Charity number 1025967

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# Accounts

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**Charity Registration No. 1025967**  
**Company Registration No. 02818814 (England and Wales)**

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' ANNUAL REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Stephen Eckles Dr Zenobia Nadirshaw (MBE) Shaheen Dar Dr Oluwaseun Adebambo Renoop Purewal Rose Buckley Ricardo Scipio	Chair Vice Chair Treasurer Trustee Trustee Trustee (appointed 25 April 2022) Trustee
<b>Chief Executive and Company Secretary</b>	Lakhvir Randhawa	
<b>Charity number:</b>	1025967 (England and Wales)	
<b>Company number</b>	02818814 (England and Wales)	
<b>Principal address and Registered Office</b>	4 <sup>th</sup> Floor 84 Uxbridge Road West Ealing W13 8RA	
<b>Auditors</b>	Myrus Smith Chartered Accountants 8 Burnell Road Sutton Surrey, SM1 4BW	
<b>Bankers</b>	National Westminster Bank Plc 275-277 High Street Hounslow Middlesex TW3 1ZA  Bank of Scotland Pentland House 8 Lochside Avenue Edinburgh EH12 9DJ	
<b>Solicitors</b>	Russell-Cooke 2 Putney Hill Putney London SW15 6AB	

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
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# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their report, which also contains the Directors' report as required by company law, and accounts for year ended 31 March 2023.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Companies Act 2006 and the requirements 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).

## **OVERVIEW**

EACH recognises that a range of services and approaches are essential to engage individuals and families who are affected by problems arising from substance misuse, domestic violence and mental health issues, particularly those individuals and groups who are vulnerable, marginalised and hard to reach.

EACH's services are offered within a holistic approach that is culturally sensitive and person centred to reflect the individual, multiple and diverse needs of our service users.

The main services that are undertaken to further our charitable purpose for the public benefit, accessible to individuals of all ages and all communities are the following:

### ***Substance misuse services in the community***

Structured therapeutic interventions, both brief and long term which follow a client-centred and goal-oriented approach to enable individuals to address their substance misuse and mental health issues, are provided through our Life Therapies social enterprise, Project Jasmine for women, and young people's services. Counselling is delivered in a number of community languages, including Hindi, Urdu, Gujarati, Punjabi, Arabic, Spanish, Albanian, Yoruba, Igbo and Tamil and helps service users work towards their goals.

Abstinence based programmes are undertaken for those individuals wishing to maintain and achieve abstinence. Structured psycho-educational groups on relapse prevention, managing emotions, and better health are provided to assist those contemplating change and to help individuals in their recovery.

Volunteering opportunities to enable service users to build their confidence and skills through voluntary work placements in the organisation and through a Peer Volunteer support programme. This helps service users make positive life style changes and sustain their commitment to change and reintegrate back into the community.

Generic and specialist family support, mental health, and substance misuse floating support services provide support to people at risk of losing their homes and to help maintain their tenancies. This work is undertaken through a combination of home-visits by staff who support service users with life skills such as budgeting, cooking, understanding benefits, helping them access treatment and employment, education and training including other community-based provision, and through accommodation-based support such as hostels and women's refuges.

### ***Mental health services***

Support to people in recovery is provided through targeted counselling and support services to the Black, Asian and Minority Ethnic (BAME) communities, including through trauma-based support for first generation migrants and asylum seekers in Hounslow, and the Tamil community in Hillingdon, through a user-led resource centre in Hounslow, a specialist Employment, Training and Education (ETE) project for BAMEs, and an out of hospital floating support service in Ealing. A peer led mental health service in Ealing (STEPS) provides signposting within the community and space for people with lived experience to promote wellbeing, and specific support for people with serious mental illness provided to help them access physical health checks in

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

Ealing. Covid-19 related support continued as part of EACH led consortium, and step down support in Brent, Harrow, Hillingdon helped people to re-establish themselves in the community.

## ***Services for women***

EACH's women-only services have continued to be provided within a holistic approach to address their multiple and interconnected issues relating to mental health, substance misuse and domestic violence and abuse. Services include a specialist domestic violence counselling and recovery support service for victims and survivors, a specialist BAME IDVA (Independent Domestic Violence Advisor) in Hounslow, and for women with multiple needs and women-only support groups. Support is provided to women within short-term accommodation, helping them to deal with the impact of domestic abuse and develop move on strategies. A women and families floating support service in Brent provides specific support to women in the community impacted by abuse and violence.

## **Services for young people and families**

For young people from the age of 11 years a range of interventions are provided. These include motivational support, cognitive behaviour therapy (CBT), counselling, advice and information on harm reduction and the associated risks of substance misuse and gang involvement, as well as group-based activities and workshops on anger management, offending behaviour, and knife and gun crime. Accelerated support is provided as part of a wider team, co-located in Brent Council, to meet the needs of young people experiencing a mental health crisis.

Support is provided to parents to develop more positive relationships with their children as well as their own resilience. Activities are delivered as part of Brent Council's children and family's provision, as well as within the wider community and in collaboration with other young people's services and professionals.

## **Crisis prevention support and resettlement**

Resettlement support is provided to women as part of a wider partnership (Project Casa) and within a domestic abuse aftercare project funded through the DASA (GLA) programme.

## **Counselling trainees**

Placements are provided and supervised to enable trainees to gain on the job experience as part of their training; this provides them with the opportunity to work within a counselling organisation and work with vulnerable people in real life situations.

## **Structure, governance and management**

### **Board of Trustees (Directors)**

The Board of Trustees currently comprises of 7 members, who give their time voluntarily and are responsible for the governance, performance monitoring and strategic direction of the organisation. The Board meets 6 times a year to review and monitor the work. The Trustees are members of EACH. Board members come from diverse professional backgrounds and have expertise at a senior level in relevant areas such as financial management and accountancy, business strategy and organisational development, health and social care, clinical governance, housing and communications. If there have been any changes in trustees since the end of the year, these should also be reflected in the list presented.

The day to day running of the charity rests with the Chief Executive who is supported by members of the Executive Management Team. Responsibility to review the management accounts and annual accounts and resources of the organisation is delegated to the Finance and Resource Subcommittee which reports to the Board. There are three additional sub-committees covering Quality Governance, Policy & HR and a Service User sub-committee.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

The Trustees who served during the year and up to the date of signing of the accounts were:

Stephen Eckles	Chair
Dr Zenobia Nadirshaw (MBE)	Vice Chair
Shaheen Dar	Treasurer
Dr Oluwaseun Adebambo	Trustee
Renoop Purewal	Trustee
Ricardo Scipio	Trustee
Rosie Buckley	Trustee

## **Recruitment and Appointment of the Board of Trustees**

The Trustees are also Directors of the Charity for the purposes of company law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the Trustees are elected to serve for a period of three years after which they must stand down and have the option of being re-elected at the Annual General Meeting. They receive no benefits from the charity.

Due to the nature of work that the organisation is involved in and the communities that it serves, the Board seeks to ensure that the experiences and needs of its service users are appropriately reflected through the diversity, experience and skills of its board members.

The organisation operates an open recruitment process advertising in the Guardian newspaper and on recruitment platforms, such as Indeed, Charity People, as well as through its social media channels. Prospective candidates are asked to provide their CV and a letter expressing interest. An information pack outlining the organisation's Strategic Plan, roles and responsibilities of board members and a copy of the annual report is provided to ensure full understanding of the organisation's work. An interview panel comprising of three board members including the Chairperson selects prospective candidates. They are invited to attend a full board meeting as an observer before they make a commitment.

## **Changes to the Board of Trustees**

None to record.

## **Induction and Training of Trustees**

Board members are inducted and familiarised with the aims and objectives of the Charity through a comprehensive induction which covers the following areas:

- Role and responsibilities of Trustees.
- Operational framework for the Charity including the Memorandum and Articles.
- Risk Management.
- The current financial position of the Charity as set out in the latest published accounts.
- Future plans and objectives as set out in the 3-year Strategic Plan.

In addition, members participate in open days, project launches and training events covering a number of topics related to EACH's work and its operational functions. Along with the Senior Leadership Team (SLT), Board members meet once a year for a separate strategic planning and review day.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

## **Evaluation and performance monitoring**

Trustees are responsible for ensuring that EACH meets its overall strategic aims and objectives as set out in the three-year Strategic Plan; reviewing annual performance and effectiveness; assessing, reviewing and monitoring risk, ensuring quality standards and meeting requirements of Company Law, Charities Commission regulations and other legal obligations.

There are four sub-committees – Finance and Resource, Quality Governance, Policy & HR and a Service User sub-committee. The Finance and Resource sub-committee sets and reviews the annual budget, reviews monthly management accounts, oversees risk management issues, allocates and oversees resources and meets all financial requirements as per the financial policy and procedures. The Quality Governance sub-committee reviews quality standards to ensure compliance with best practice, clinical governance, health and safety, and oversees regular audits. The Policy and HR sub-committee is responsible for reviewing policies and procedures, work force development, and staffing. The Service User sub-committee was reviewed and closer work with EACH's peer-led projects initiated to attract service user involvement and representation within governance structures. All committees make recommendations to the board and implement work plans as delegated by the Board.

## **Senior Management Team**

The Senior Leadership Team (SLT) comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. The SLT are responsible for delivering the three-year Strategic Plan and priorities which underpin and inform the key operational activities of EACH. The Operational Management Team (OMT) consists of the Operations Manager, Services Managers, Senior Counsellor and Project Manager/Co-ordinators, meeting bi-monthly to ensure the effective delivery and provision of all services as per the requirements of funders and commissioners. The Strategic Plan is reviewed annually by the Trustees and the Senior Management Team.

The charity operates from the head office in Ealing and three other branches in Harrow, Brent, and Hounslow and additionally through satellite provision.

## **Staff**

EACH has a diverse workforce employing 50.60 full time equivalent staff members, with a range of experience, knowledge and skills. The organisation is committed to ensuring that staff have the opportunity to develop their skills and competencies through training, peer support and access to other learning opportunities such as through attending conferences, workshops and participating in forums in their areas of work.

The charity is grateful to its staff for their hard work and commitment towards the excellent service that was provided over the year during challenging circumstances posed by the coronavirus pandemic.

## **Volunteers**

The organisation supported 42 volunteers. Volunteers contributed 5,040 hours to the charity over the last year through counselling and peer support. Volunteers' contribution is equivalent of £62,199 to the charity based on £12.05/hour counselling hours and £11.05/hour for admin, key working and peer supports.

The charity would also like to extend special thanks to all volunteers who have contributed significantly throughout the year.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

## **Key Management Personnel**

1. Lakhvir Randhawa – Chief Executive
2. Amy Glover – Deputy Chief Executive (secondment cover May 2022- June 2022, post vacant for remainder of year).
3. Clarissa Stoneham -Deputy Chief Executive (on Secondment with Lloyds Foundation till 31<sup>st</sup> December 2023).
4. Femi Adebajo - Finance & Resources Director

## **Objectives and activities**

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- Relieve mental or physical stress, or illness from alcohol related or other problems of individuals and their families, in particular those from ethnic minorities, through the provision of education, advice and counselling

Our aim which is carried out for the public benefit is:

- To be the leader in the development and provision of inclusive services that empower and meet the needs of individuals and families from diverse communities affected by drugs and alcohol misuse, mental health and domestic violence concerns.

## **Public Benefit**

The trustees confirm they have referred to the Charity Commission guidance on public benefit.

Our activities deliver public benefits by:

- Providing quality and effective treatment to enhance positive outcomes for service users
- Developing services targeting socially excluded groups, particularly BAME (Black, Asian, Minority and Ethnic) communities, young people and women
- Promoting and highlighting best practice
- Empowering service users to realise their potential and maximise the opportunities available to them to do so
- Developing a skilled and competent workforce

Ensuring a robust organisation able to grow and change to meet the challenges of the future.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

## **Criteria for measuring success**

The following are the criteria used by the charity to measure success of projects or any activity engaged in during the year:

1. The Key performance indicators (KPIs')-
  - KPIs established at the commencement of the project between the funder and EACH (quantity, quality, scope, time frame and safety standards etc).
  - Data monitoring system deployed to gather quantitative and qualitative data that can be used for continuous improvements and future funding applications.
2. Acceptability and satisfaction –
  - Clients' satisfaction measured through service users' consultations and feedback. The feedback gathered can be used to help shape future policy shifts or influence securing future funding for the same or related projects.
  - Staff satisfaction and good team working measured from responses from staff during appraisals and management supervisions.
  - Implication of the project on EACH's reputation.
3. Sustainability – Assessed based on ability to deliver within set budgets.
4. Organisational objectives –
  - Alignment of the project with the charity's business plan and values.
  - How the project can reaffirm EACH's unique selling point (USP).

## **Risk Identification**

Risk Management is conducted at a strategic and operational level. The Board reviews EACH's Risk Management document annually to identify, prevent or reduce the impact and likelihood of identified risks as reported by the Finance and Resource sub-committee. Where risks have been identified, contingency plans are in place to mitigate them. "The Risk Management document", which incorporates the key areas that have to be addressed which includes organisational risks (dealing with vulnerable clients), financial risks (contracts, economic climate, organisational sustainability, commissioning and funding changes), employer's risks (health and safety for staff, service users and the public), meeting legal and other statutory requirements; reputational risks (complaints, organisational effectiveness, service delivery).

The organisation adheres to the NICE (National Institute for Health and Care Excellence) Clinical guidelines which provide a robust framework to meet clinical standards as the basis of our work. The continuing review of policies and operating procedures, implementation of the Drugs and Alcohol National Occupational Standards (DANOS), adoption of the QuADS (Quality Assurance for Drugs and Alcohol) and the QAF (Quality Assurance Framework), British Association for Counselling and Psychotherapy (BACP) requirements ensure a consistent quality of delivery for all operational aspects of the charity.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

### **Achievements and Performance in 2022 – 2023**

#### ***Service Users Engaged in EACH's Counselling and Support Services***

During the year EACH supported a total of 1,729 service users. 1,534 referrals were received, with 1,129 assessments of need undertaken. There were 1,010 new clients, representing 58% of the total seen.

63% of clients in our services were female, with males comprising 34% (the remaining 3% were either other or chose not to say) – 1,086 women were seen in both our specialist services (domestic abuse) and generic provision and 595 males seen primarily in our housing related support (floating support), mental health and young offenders services.

74% compared to 72% the previous year were from BAME (Black, Asian and Minority Ethnic) communities, reflecting the organisation's reach and USP. The proportion of people of mixed heritage represented 10% of our BAME clients, whilst Black Caribbean represented 12%, Indian 14%, Black African 9%, and Middle Eastern 5% highlighting the wide reach of services. 3% of BAME clients were Tamil, reflecting the specialist trauma based counselling for people from the Tamil-speaking community in Hillingdon.

Within the White demographic, the majority were White British (16%), followed by White Eastern Europe (5%).

4,483 counselling sessions and 17,483 key working support sessions were delivered to service users, with 373 group-based interventions delivered, the latter accessed by 155 clients, out of whom 63 did so at our mental health drop-in (Star Centre). 11,412 outreach based support sessions were delivered to clients, primarily within our floating support services, with an additional 125 outreaches delivered within STEPs to inform, educate and engage people on mental health.

44% of clients seen were aged 30 to 49, with 13% aged 18-29, and 16% also aged between 50 and 59; young people aged under 18 were mainly supported as part of our young people's services in Brent, addressing substance misuse and mental health with 13% of all service users being seen in these. Clients aged over 60 represented 11% of the whole, with this an increase over the previous year. Clients under 30 represented over a quarter of all clients, indicating an underlying trend of younger age groups being seen in this year.

32% of all clients seen presented with domestic abuse and violence, this with our domestic abuse services for women increasing in this year. Housing need also saw 32% people present with this as the primary concern, whilst 25% did so due to mental health needs, including to develop skills and confidence to enter employment. Nearly 8% of all clients presented with either a dual diagnosis or complex needs as their primary concern.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

## ***Drugs & Alcohol services***

### ***Life Therapies - Structured Day Programme and counselling***

The abstinence-based programme and counselling delivered as part of our Social Enterprise (Life Therapies) was delivered in Ealing and Brent through a mixture of spot purchasing by local authorities, self-funding by individuals and block purchasing by other organisations. This was accessed by 16 people seeking to address their alcohol and drug issues, domestic abuse and mental health concerns.

### ***Young people's Support***

EACH's work with young people consolidated this year with 4 services supporting them on substance misuse, mental health and social exclusion; 241 referrals were received, with 221 young people aged 17 and under were supported. In addition, 96 family members were supported within the YOS work. As part of our domestic abuse counselling service (Awaaz), therapeutic support was extended to children, which supported 4 girls.

Support was co-located within local schools, provided through family/home visits and online, with activities comprising one to one individual support, including key-working and structured counselling, group work, and peer-based activities. The majority were from BAME communities (68%), and males represented 51% of all seen.

### ***Floating support services – Substance Misuse, Mental Health, Women and Families, Ex-Offenders and Generic***

The Floating Support Services (FSS) in Brent, Harrow and Ealing supported a total of 557 clients across mental health, generic, women and families, and substance misuse/ex-offender clients; this was greater than previous year with the Harrow services consolidating its work at its new base.

### ***Services for Women***

#### ***Ascent Project - pan London VAWG services***

EACH has continued to deliver its specialist Violence Against Women and Girls (VAWG) services under Ascent, a project of the London VAWG consortium established in April 2013. The latter is made up of approx. 30 organisations, funded by London Councils to deliver a range of services for survivors of domestic and sexual violence. EACH delivered counselling and group work under the Advice and Counselling strand of Ascent in 8 boroughs – Brent, Hounslow, Harrow, Hillingdon, Kingston, Richmond, Merton and Wandsworth. Over the year, across the 8 boroughs, 198 women and young girls affected by sexual violence and abuse were provided with specialist counselling and support, with 1,623 counselling sessions and 2 groups delivered. 59% of all women supported were from BAME backgrounds.

#### ***Project Jasmine – complex needs service in Ealing***

Funding from the Henry Smith trust supported provision of counselling and keyworking to women with multiple, inter-connected needs related to domestic abuse, mental health and substance misuse. Due to service changes and pressures, 58 women were supported through counselling, with 57% BAME women.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

### ***Awaaz – domestic abuse counselling for BAME women***

Due to extensive demand for domestic abuse counselling, Awaaz provided additional capacity to support the cultural needs of BAME women across NW London (Brent, Harrow, Ealing, Hillingdon and Hounslow). This service supported 139 women through 816 counselling sessions, providing support in various mother-tongue languages. Within this service, support for young people (aged 11+) was developed to provide specific support to meet their needs.

### ***IDVAs – providing advocacy and crisis support***

In Hounslow, the BAME IDVA supported 34 women providing one to one advocacy and emotional support to help them safeguard themselves and their children, whilst in Brent, within specialist short term housing units, 26 women were supported to ensure they had the means to move forward within 3 months into safe housing.

### ***CASA – resettlement support***

Working as part of Pan-London Project CASA, 14 women were supported to resettle in various boroughs across London, helping the women to manage their tenancies, access financial support, develop local links and the confidence to move forward with their lives independently.

### ***Mental Health services***

#### ***Tamil mental health project – Hillingdon***

EACH provided a specialist mental health counselling service to the Tamil Community in Hillingdon. Support was provided in mother tongue to help 15 people recover from the emotional and physical impact of the conflict in Sri Lanka (PTSD), domestic violence and alcohol. The service was impacted by lack of satellite provision (primarily within GP surgeries) due to ongoing impact of Covid-19, whereby access to primary care settings has become an ongoing issue.

#### ***Mental Health – Project 10 @ Star Centre, Hounslow***

The mental health service (Project no 10 @ the Star Centre) has continued to operate during this period, recognising need for interaction and support ; it assisted 103 service users through drop in sessions, 64% being male and 39% from BAME backgrounds. The service provides a 'safe space' for service users who are in contact with statutory services to help reablement through social activities, e.g. gardening, as well as enable people to come together and access support and have a hot meal, including over Christmas and New Year. This year saw additional groups, including on IT/digital inclusion and for women introduced successfully.

#### ***STEPS- Peer led Mental Health Awareness and Signposting***

Funded by L.B Ealing, STEPS delivered 12 outreach sessions to various locations across the borough interacting with 125 people, through involvement of 6 peers , helping people to address social isolation, develop self-care and identify appropriate services for themselves.

#### ***Employment, Training and Education – North-West London***

IPS Works continued to do well as part of a partnership with Twining Enterprises; it operated across NW London, primarily on an outreach basis, to access and engage members of the BAME community with a mental health issue and who are seeking or thinking about taking up employment. It received 134 referrals, all of

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

whom were assessed for suitability for the programme; there were 137 clients supported to develop motivation and move into more structured employment related activities, such as job clubs.

## **2022-23 AT A GLANCE**

This year, EACH launched its new centre (Honeybun) in Harrow at its 31<sup>st</sup> AGM held at the premises. EACH has a long-standing presence in the borough and this enables EACH to bring its Harrow based services together under one roof with the intention to develop more services for the local community.

This year also saw EACH in Ealing move from its premises in Hanwell to a more central location in West Ealing, enabling staff to be located on one floor. Honeybun and Ealing, as per our other centres in Brent and Hounslow, reflect our commitment to providing accessible and community-centred services which meet local needs.

This year continued to be one in which EACH demonstrated its resilience and adaptability to adjust and respond to emerging needs and a changing environment post pandemic. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people experiencing challenging circumstances of cost of living crisis coupled with ongoing impact of the pandemic. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic. In addition, service delivery has had to be managed to deliver in a blended way, providing a mix of online/phone support and face to face sessions.

## **New Developments**

### **Women's Services**

EACH built upon its long-standing work supporting women affected or experiencing domestic abuse to attract funding to support women and their children in various ways. Funding was obtained from the GLA as part of its Tier 2 Duty funding MHCLG to provide an aftercare counselling and recovery service for women living in safe accommodation, primarily refuges or as part of Sanctuary schemes. The Domestic Abuse Aftercare Service provided counselling and recovery based support through psycho-education and employment workshops, helping women to gain and develop confidence and self-autonomy. 109 women were supported in this year, with 58% drawn from BAME backgrounds.

Further funding from MOPAC (The Mayor's Office for Policing and Crime) enabled EACH to provide counselling to BAME women experiencing domestic abuse (Project Awaaz).

### **Mental Health Services**

EACH built upon its mental health counselling for BAME communities and refugees in Hounslow, with a successful grant to Hounslow Council to establish **MOSAIC**. This commenced January 2023, establishing referral pathways and satellites to co-locate in areas of high need. The service will provide trauma-informed counselling to first generation migrants and refugees/asylum seekers.

A proposal to support people in Ealing with **serious mental illness** to take up physical health checks and access support to reduce social isolation was successful. The project builds upon a partnership model, to reach vulnerable people and engage them to take up primary care and community based activities.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

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## **Partnerships**

EACH continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, as well as with Thames Reach and Twining Enterprise. It also co-ordinated and managed the Covid-19 Engagement consortium in Ealing, extending the work to include vaccination take-up, with this coming to an end mid-year.

## **Quality Governance**

- Internal audits have informed the work of the Quality Sub-committee to ensure that service improvements are undertaken and to provide oversight of clinical governance
- A number of key clinical and organisational policies were reviewed and adapted.
- Staff benefited from a range of internal and external trainings
- Service users have been represented on the Board, played a key role in promoting the organisation and have participated in our employee recruitment process.
- EACH retained its ISO 9001 quality management certification during the year and will endeavour to sustain the quality mark.

## **Summary of Impact of Covid-19 Pandemic**

At the end of the year in Mid-March 2020, the Coronavirus 19 pandemic resulted in a national lockdown to contain the spread of the deadly virus and limit its impact on the NHS.

As a consequence, EACH closed its centres and moved our service delivery to remote based support through the use of mobile phones and digital technology. During this year, with the restrictions easing, and in response to needs of its service users, EACH developed a new 'normal' of working both remotely and in person at all our centres, with this requiring a variation to our health & safety procedures and operational delivery.

The impact of the pandemic on EACH's service users was considerable, and continues to be so, with the lockdowns making it difficult to provide face to face support. That many other services were not available and were slower in going back to face to face work had significant impact on the demand for our services. The reduction and often the non-availability of mental health services was particularly acute, and many service users who might have presented in crisis to A&E pre-pandemic chose to present to EACH's services, requiring considerable input from staff to stabilise and use assertive advocacy to refer on to appropriate support.

EACH incurred additional costs related to remote working, e.g. mobiles, laptops, website development and IT; EACH was able to secure funding towards these from short term, Covid-19 related funding. Due to the pandemic, a funder re-purposed its funding to core and another extended its contract by another year, thus providing stability.

EACH remained open throughout the pandemic and this year working on the principle of the need to be available and accessible to vulnerable people whilst ensuring the wellbeing of our staff. Both a higher volume of referrals and higher retention rates were experienced due to service users':

- Needs being more complex, in particular due to other services non-availability
- Safeguarding issues being higher, and accordingly need for increased management and other measures, e.g. daily welfare checks
- Increased waiting times
- Loss of employment and diminished support networks
- Cost of living crisis beginning to take hold

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

As a response to the pandemic and the challenges it posed, EACH implemented the following measures to a) keep staff, service users and members of the public safe, b) sustain support to service users, current and new, and c) that the organisation can continue in operation.

- Face to face contact was initially withdrawn and moved to phone and/or digital based support; during the easing of lockdowns, staff accessed offices on a rota basis and were able to see clients in person by practising social distancing measures, e.g. by seeing them in open spaces such as parks; during this year, safety measures such as testing and flexibility to shift support onto online were sustained
- Staff were provided with the IT and means to work from home, with this regularly reviewed
- Standard Operating Procedures were revised and issued to all staff
- Risk assessments were undertaken of all staff and service users in relation to Covid-19 and vulnerabilities and these were refreshed over the course of the year
- Our refuge accommodation (19 units) was closed to new admissions, with limited on-site presence to ensure that women newly admitted were settled in and that all the residents understood the Covid - 19 safety requirements (many of the women do not have English as first language); these restrictions were eased when lockdown lifted and staff provided fuller, daily cover
- Information on Covid-19 was added to our website, including a link to information in various languages
- Contact was made with partnerships and funders to help them understand the impact of the pandemic and the need for local emergency mobilisation, as well as for us to understand their constraints
- Contact was made with partnerships and funders to help them understand the impact of the pandemic and the need for local emergency mobilisation, as well as for us to understand their constraints.

To mitigate against the impact of the pandemic on service delivery and sustain the business, EACH has responded in the following ways:

- Daily check ins with staff to support them to work remotely and pick up any issues
- Introduced regular staff wellbeing sessions and initiated consultations with staff to plan further, meaningful measures
- Updated safeguarding logs for all service users and adapted support plans according to risk assessment
- Ensured inductions, training, team meetings and supervisions continue as normal, delivered over digital platforms where required
- Held organisational wide meetings with staff to both check in, sustain connections across EACH, and to discuss and consult on any planned changes
- Managed on-site operations on our sites to ensure safety of service users more vulnerable and at risk due to the impact of Covid-19 on their physical and mental health
- Staff were allocated to work on site as part of a rota limiting number of people in the offices whilst enabling team working as part of defined bubbles
- We identified and continued to access funding, in particular continuation or targeted funding to help service users with basic essentials and to provide additional capacity and services to respond to emerging needs
- Increased capacity and developed new services to meet additional demand and needs
- Identified and reduced running costs, whilst increasing capacity of online digital channels
- Adapted service responses and the way support is delivered by a) re-purposing support to provide befriending or to deliver emergency provisions through door-stopping, and b) introducing a blended model of face-to-face/on-site support and remote based support which can be stepped up or stepped down depending on need or appropriateness
- Made premises Covid-19 safe through deep cleans, cleaning stations, a rota to limit cross over of staff and numbers on site, and by securing and distributing PPE to staff
- On-going assessment of changes in Government guidance and revising and communicating our protocols to staff to manage the risk of Covid-19 accordingly.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

In conclusion, EACH has sustained its services by adapting its modes of delivery and ensuring staff are able to work effectively, primarily remotely, whilst ensuring that duty of care is sustained for clients. It has also responded to new demands and needs by developing new services by drawing down funding from local authorities and trusts. EACH is in a strong position financially and operationally to respond to the uncertainties and challenges caused by the pandemic; going forward, we will be seeking to utilise our specialism and expertise of work with BAME communities and women to influence local developments and realise funding opportunities.

This year continued to be a challenging one for the organisation with the need to develop and maximise sources of income to not only mitigate against previous years' loss of funding, but also to operate and deliver services during a pandemic. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people through the pandemic and crisis whilst sustaining current work. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2023

## **FINANCIAL REVIEW**

The year-end account shows an increase in the net assets of the Charity by £509,672 to £1,228,765 as at 31 March 2023 from £719,093 as at 31 March 2022 representing an increase of 70.87%. Mainly due to funding from new projects, the revenue of the charity increased by 0.83% (£17,664) to £2,132,631 in 2022/23 from £2,114,967 in 2021/22 during the financial year.

### **Reserves policy**

The trustees of EACH have examined the Charity's requirements for reserves in light of the main risks to the organisation and have accordingly established a policy whereby unrestricted general funds of a minimum £600,000 are set aside as reserves to meet at least four month's recurrent expenditure and liabilities which is currently about £150,000. The unrestricted reserves for the charity were £1,219,836, made up of £619,836 general reserves and £600,000 designated reserves. The amount of £600,000 earmarked as designated funds for the purposes of staffing (£100,000), office improvement and new premises acquisition (£500,000).

### **Plans for the future**

In 2023-24 EACH will:

- Continue to build both statutory and non-statutory income streams to provide key services that support service user's recovery and health and well-being
- Continue to build financial reserves to enable sustained growth
- Recruit additional, new members to the Board of Trustees and provide relevant induction and training
- Enhance our social enterprise model by incorporating it into our funding and business development plan, including through spot purchasing by statutory and non-statutory services
- Prioritise funding and development to sustain our current community engagement and counselling and support services to BAME communities, women and girls and young people affected by substance misuse, mental health and domestic violence.
- Develop our offer to young people and families
- Continue to build and sustain strategic alliances and partnerships
- Work towards implementing a competency-based framework
- Draw out learning and impact of our work, in particular through pilot projects delivered with emergency/Covid-related funding
- Focus on further service user and volunteer involvement within the organisation
- Identify new locations to deliver our work through satellites and gauge potential for new premises in Brent
- Review and develop our strategic plan to take us forward into next stage of the organisation's growth.

The Charity's trustees (who are also the directors of EACH Counselling and Support for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2023

Company law requires the Charity trustees to prepare accounts for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice) 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

### **Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



**Stephen Eckles**  
Chair

Date: 16<sup>th</sup> October 2023

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

### **INDEPENDENT AUDITOR'S REPORT**

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023

#### **Opinion**

We have audited the financial statements of EACH Counselling and Support (the 'charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of cash flows and the notes to the accounts, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the accounts are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

#### **Other information**

The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

### INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023

#### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

#### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a Strategic Report.

#### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

### INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2023

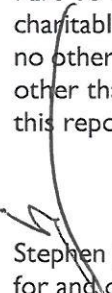
- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

#### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Stephen Jones FCA (Senior Statutory Auditor)  
for and on behalf of Myrus Smith  
Chartered Accountants and Statutory Auditors  
Norman House  
8 Burnell Road  
Sutton, Surrey  
SM1 4BW

Date: 28 November 2023

## EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2023

Income	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2023 £	Total funds 2022 £
<b>Income</b>						
Donations and legacies	3	888,678	-	418,446	1,307,124	1,247,499
Charitable Activities	4	88,924	-	732,464	821,388	867,465
Investment Income		4,119	-	-	4,119	3
Total income		<u>981,721</u>	<u>-</u>	<u>1,150,910</u>	<u>2,132,631</u>	<u>2,114,967</u>
<b>Expenditure on: Charitable Activities:</b>						
General advocacy and support	5	399,734	-	1,223,225	1,622,959	1,658,930
<b>Total expenditure</b>		<u>399,734</u>	<u>-</u>	<u>1,223,225</u>	<u>1,622,959</u>	<u>1,658,930</u>
<b>Net Income/ (expenditure) before transfers</b>		581,987	-	(72,315)	509,672	456,037
Transfers between funds	2	<u>(250,000)</u>	<u>250,000</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Net Income/ (expenditure) for the year</b>		331,987	250,000	(72,315)	509,672	456,037
<b>Reconciliation of Funds:</b>						
Total funds brought forward	16/17	287,849	350,000	81,244	719,093	263,056
<b>Total funds carried forward</b>	16/17	<u>£619,836</u>	<u>£600,000</u>	<u>£8,929</u>	<u>£1,228,765</u>	<u>£719,093</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2023

	Note	2023		2022	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	13		6,241		2,404
<b>Current assets</b>					
Debtors	14	386,750		410,081	
Cash at bank and in hand		<u>1,084,447</u>		<u>663,452</u>	
<b>Total Current assets</b>		1,471,197		1,073,533	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>(248,673)</u>		<u>(356,844)</u>	
<i>Net current assets</i>			<u>1,222,524</u>		<u>716,689</u>
<b>Total net assets</b>	18		<u><u>£1,228,765</u></u>		<u><u>£719,093</u></u>
<b>The funds of the Charity:</b>					
Restricted funds	16		8,929		81,244
Unrestricted funds					
Designated funds	17		600,000		350,000
Other unrestricted funds	17		<u>619,836</u>		<u>287,849</u>
<i>Total unrestricted funds</i>			<u>1,219,836</u>		<u>637,849</u>
<b>Total funds</b>	18		<u><u>£1,228,765</u></u>		<u><u>£719,093</u></u>

These accounts were approved by the Board of Trustees on 16<sup>th</sup> October 2023 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

  
**Stephen Eckles**  
Chair

  
**Shaheen Dar**  
Treasurer

The notes at pages 21 to 36 form part of these financial statements.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2023

	Note	Total Funds 2023 £	Total Funds 2022 £
Cash flows from operating activities:			
Net cash used in operating activities	19	425,527	241,006
Cash flows from investing activities:			
Purchase of tangible fixed assets	13	(8,651)	(1,423)
Interest received		4,119	3
		<u>          </u>	<u>          </u>
Change in cash and cash equivalents in the reporting period		420,995	239,586
Cash and cash equivalents at the beginning of the reporting period		<u>663,452</u>	<u>423,866</u>
Cash and cash equivalents at the end of the reporting period		<u>£1,084,447</u>	<u>£663,452</u>

The notes at pages 21 to 36 form part of these financial statements.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

### **I. Accounting Policies**

- a) EACH Counselling and Support is a private company limited by guarantee incorporated in England and Wales. The registered office is 4<sup>th</sup> Floor, 84 Uxbridge Road, West Ealing, London, W13 8RA. In the event of the charity being wound up, the liability in respect of this guarantee is limited to £1 per member of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated:

#### **b) Basis of preparation**

The financial statements have been prepared in accordance with the Charities Act 2006, Companies Act 2006 and the requirements 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) and United Kingdom Generally Accepted Accounting Practice.

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

The accounts are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these accounts are rounded to the nearest £.

#### **c) Preparation of the accounts on a going concern basis**

The COVID-19 pandemic has caused little disruption to the charity's operations to date, as the counselling and key working services have been provided using online platforms. We had to close our offices, but we continued our services with online and by telephone. Income has continued to be received from the existing multi-year contracts and new ones during the period while our staff and volunteers have worked from home and attended online meetings. Our keyworkers provide check ups on the highly vulnerable clients. The trustees consider it unlikely that the continuing effect of the pandemic will cause significant disruption. All our funders were particularly supportive during the lockdown periods. Accordingly, at the time of approving the accounts, the trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts

#### **d) Income**

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Unrestricted income is deferred when this is received and relates to a period following the year end. Restricted income is deferred only when this relates wholly to a future period, as specified by the funder.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

### **Accounting Policies (Continued)**

#### **e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds have been allocated by the trustees to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

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

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

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

Rental costs under operating leases are charged against income on a straight line basis over the term of the lease.

#### **g) Allocation of support costs**

All support costs are allocated activities based on the time spent on those by staff.

#### **h) Tangible fixed assets**

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. A full year depreciation is charged in the year of acquisition of fixed assets. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 3 years.

All fixed assets acquired specifically for projects under restricted funds, are written off in the year of purchase.

The policy with respect to impairment reviews of fixed assets is that these assets are inspected regularly for any impairment and any defect remedied so as to maintain the current value. In some cases a provision for impairment would be required.

#### **i) Pensions**

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

### **Accounting Policies (Continued)**

#### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **k) Cash at bank and in hand**

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

#### **l) Creditors and provisions**

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

#### **m) Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues of FRS 102 to all its financial instruments.

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

#### **n) Leases**

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## **2. Critical accounting estimates and judgements**

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

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

The Trustees do not consider there to be any estimates or judgements that are critical to the accounts.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 3. Voluntary Income

	2023			2022		
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Grants	886,226	418,446	1,304,672	684,562	559,997	1,244,559
Gifts in Kind	2,452	-	2,452	2,940	-	2,940
	<u>£888,678</u>	<u>£418,446</u>	<u>£1,307,124</u>	<u>£687,502</u>	<u>£559,997</u>	<u>£1,247,499</u>

#### Grants (unrestricted):

	2023 £	2022 £
MHCLG	-	68,074
Ministry of Justice – Awaaz Project	222,731	154,660
LB Ealing Test & Trace	50,000	120,000
LB Ealing – Rough Sleepers	-	21,802
CNWL – Hospital Discharge	-	60,444
CNWL – Stepdown Project	37,475	37,475
Groundworks – Together Hounslow	-	28,080
Home Office – Refugee Asylum Seekers	6,120	91,118
Housing First	124,548	31,160
CASA Project	14,753	8,968
Wandsworth D Counselling	-	12,013
Women Refuge Centre	-	21,112
Refuge Coordinator	-	29,656
GLA -DASA	326,632	-
GLA- Refuge Counselling	38,000	-
Hounslow -MOSAIC	17,857	-
LB Ealing SMI	44,110	-
LB Hounslow Residents	4,000	-
	<u>£886,226</u>	<u>£684,562</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 3. Voluntary Income (continued)

<b>Grants (restricted):</b>	<b>2023</b>	<b>2022</b>
	£	£
<b>Others</b>		
London Councils (Ascent)	95,740	95,294
Henry Smith Foundation	60,000	50,000
Big Lottery/ESF BBO IPS	112,842	105,784
City Bridge Trust	-	59,600
<b>London Borough of Brent</b>		
NCIL	20,957	125,742
Supported Accommodation	40,000	40,000
<b>London Borough of Hounslow</b>		
Hounslow IDVA	58,929	50,274
Connections	-	3,325
<b>London Borough of Ealing</b>		
Steps MH	29,978	29,978
	<u>£418,446</u>	<u>£559,997</u>

Gifts in kind include £2,452 (2021: £2,940) for general advocacy.

#### 4. Income from charitable activities

	Unrestricted Funds £	2023 Restricted Funds £	Total Funds £	Unrestricted Funds £	2022 Restricted Funds £	Total Funds £
Advice, Information & Counselling	-	732,464	732,464	-	862,575	862,575
Other Income	88,924	-	88,924	4,890	-	4,890
	<u>£88,924</u>	<u>£732,464</u>	<u>£821,388</u>	<u>£4,890</u>	<u>£862,575</u>	<u>£867,465</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 4. Income from charitable activities (continued)

<b>Contracts (restricted income):</b>	<b>2023</b>	<b>2022</b>
	£	£
Brent Youth Offending Service (MOPAC)	75,672	75,672
Brent Mental Health	55,296	49,692
LB Brent – Generic Floating Support	160,528	160,528
LB Brent – DV & Families Floating Support	-	92,737
LB Brent – Emotional Health Worker	46,570	41,570
LB Ealing Supporting People	186,217	186,217
LB Harrow Housing Services	157,885	157,959
LB Hounslow Mental Health User-Led	41,296	39,900
Greater London Authority – Young Londoners	-	49,971
NHS Hillingdon	9,000	8,329
	<u>£732,464</u>	<u>£862,575</u>

#### 5. Analysis of expenditure relating to general advocacy and support

	<b>2023</b>	<b>2022</b>
	£	£
Direct costs		
Staff costs	1,288,252	1,266,747
Recruitment	14,169	13,043
Travel	1,946	533
Volunteer expenses	1,108	2,468
Partners share of contract	22,315	37,425
Training & development	30,223	26,767
Support costs		
Share of support	6 255,965	301,613
Share of governance cost	6 8,981	10,334
	<u>£1,622,959</u>	<u>£1,658,930</u>

Total expenditure was £1,622,959 (2022: £1,658,930) of which £399,734 was unrestricted (2022 : £308,658) and £1,223,225 was restricted (2022 : £1,350,272).

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

#### 6 Analysis of support costs and governance costs

	Support Costs 2023 £	Governance 2023 £	Total 2023 £	Support Costs 2022 £	Governance 2022 £	Total 2022 £
Premises	138,124	-	138,124	211,062	-	211,062
Communications	46,370	-	46,370	31,732	-	31,732
General Office & Finance Staff	57,408	-	57,408	46,714	-	46,714
Legal & Professional	8,023	-	8,023	7,623	-	7,623
Depreciation	4,814	-	4,814	3,370	-	3,370
Bank Charges	1,226	-	1,226	1,112	-	1,112
Audit Fees	-	4,200	4,200	-	4,200	4,200
Board Meetings	-	-	-	-	-	-
Annual report/ AGM	-	4,781	4,781	-	6,134	6,134
	<u>£255,965</u>	<u>£8,981</u>	<u>£264,946</u>	<u>£301,613</u>	<u>£10,334</u>	<u>£311,947</u>

#### 7 Net Income/(expenditure) for the year

This is stated after charging:	2023	2022
Depreciation	£4,814	£3,370
Auditor's remuneration	£4,200	£4,200
Operating lease rentals	£Nil	£Nil

#### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2023 £	2022 £
Wages and Salaries	1,126,796	1,107,094
Social Security Costs	102,486	92,975
Seasonal Fees	14,407	19,468
Pension	44,563	43,385
	<u>£1,288,252</u>	<u>£1,262,922</u>

The key management personnel of the Charity comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. One employee earned in excess of £60,000 (2022 : One). Remuneration of key management personnel was £203,565 (2022 : £180,544).

Under FRS 102, employee benefits include gross salary, employer's national insurance, employer's pension contributions and benefits in kind.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

### 9 Staff Numbers

The average monthly head count was 58 staff (2022: 54) and the average monthly number of full time equivalent employees (including casual and part time staff) during the year was as follows:

	2023 Number	2022 Number
Charitable activities	41.4	41.8
Support	9.2	8.4
	<u>50.6</u>	<u>50.2</u>

### 10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

	2023	2022
Contributions payable by the company for the year	<u>£44,563</u>	<u>£43,385</u>

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

### 11 Related party transactions

None of the trustees (or any persons connected with them) received any remuneration during the year, (2022: nil). No Trustees were reimbursed expenses in the year, (2022: nil). There were no other related party transactions in the year.

### 12 Corporation tax

As a charity, EACH Counselling and Support is exempt from UK tax on income and gains to the extent that these are applied to its charitable objects. No UK tax charges have arisen in the Charity, during the year or the previous year.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

### 13 Tangible fixed assets

	Office Equipment £
<b>Cost:</b>	
As at 1 April 2022	25,796
Additions	8,651
	<hr/>
<b>As at 31 March 2023</b>	<b>34,447</b>
	<hr/>
<b>Depreciation:</b>	
As at 1 April 2022	23,392
Charge for year	4,814
	<hr/>
<b>As at 31 March 2023</b>	<b>28,206</b>
	<hr/>
<b>Net book value</b>	
<b>As at 31 March 2023</b>	<b>£6,241</b>
	<hr/> <hr/>
As at 31 March 2022	£2,404
	<hr/> <hr/>

All assets are used for charitable purposes.

### 14 Debtors

	2023 £	2022 £
Trade debtors	330,817	371,540
Other debtors	3,738	3,747
Prepayments and accrued income	52,195	34,794
	<hr/>	<hr/>
	<b>£386,750</b>	<b>£410,081</b>
	<hr/> <hr/>	<hr/> <hr/>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 15 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	90,285	33,060
Taxation and Social Security	24,639	23,119
Accruals and deferred income	133,749	300,665
	<u>£248,673</u>	<u>£356,844</u>
	2023	2022
	£	£
Deferred income brought forward	148,865	134,663
Released in the year	(148,865)	(134,663)
Deferred in the year:		
- LB Hounslow – IDVA	24,404	33,333
- LB Brent – Mental Health	48,000	-
- LB Hounslow – Mosaic	7,143	-
LB Brent – Floating Support	-	3,563
Henry Smith Foundation	10,000	10,000
Brent YOT – Sub. Misuse Workers	-	37,836
NCIL	-	20,957
CNWL - Stepdown	-	31,475
Ealing Council Floating Support	11,079	11,701
	<u>£100,626</u>	<u>£148,865</u>

Deferred income represents grant income received in advance.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

#### 16 Analysis of movements in restricted funds

	Balance as at 31 March 2022 £	Incoming resources £	Resources expended £	Balance as at 31 March 2023 £
LB Brent YOS (MOPAC) (a)	-	75,672	75,672	-
London Councils (Ascent) (b)	-	95,740	95,740	-
LB Hounslow MH User-Led (c)	-	41,296	41,296	-
LB Hounslow IDVA (d)	-	58,929	50,000	8,929
LB Harrow Housing Related Serv. (e)	701	157,885	158,586	-
NHS Hillingdon Tamil (f)	-	9,000	9,000	-
LB Ealing Generic FSS (g)	-	186,217	186,217	-
Henry Smith Foundation (h)	-	60,000	60,000	-
LB Brent Floating Support (i)	25,298	160,528	185,826	-
Big Lottery/ESF – BBO IPS (j)	-	112,842	112,842	-
LB Ealing Voluntary Section MH (k)	-	29,978	29,978	-
LB Brent Mental Health (l)	20,324	55,296	75,620	-
Brent Complex Needs (m)	4,481	40,000	44,481	-
LB Brent Emotional Wrk (n)	30,440	46,570	77,010	-
LB Brent to NCIL	-	20,957	20,957	-
	<u>£81,244</u>	<u>£1,150,910</u>	<u>£1,223,225</u>	<u>£8,929</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

#### 16 Analysis of movements in restricted funds

Comparative information for the previous financial year is as follows:

	Balance as at 31 March 2021 £	Incoming resources £	Resources expended £	Balance as at 31 March 2022 £
LB Brent YOS (MOPAC) (a)	-			
City Bridge Trust (b)	-	59,600	59,600	-
London Councils (Ascent) (c)	-	95,294	95,294	-
LB Hounslow MH User-Led (d)	-	39,900	39,900	-
LB Hounslow IDVA (e)	-	50,274	50,274	-
LB Harrow Housing Related Serv. (f)	-	157,959	157,258	701
NHS Hillingdon Tamil (g)	-	8,329	8,329	-
LB Ealing Generic FSS (h)	-	186,217	186,217	-
Henry Smith Foundation (i)	-	50,000	50,000	-
LB Brent Floating Support (j)	-	160,528	135,230	25,298
LB Brent – DV & Families FFS (k)	-	92,737	92,737	-
LB Hillingdon (l)	-			
Big Lottery/ESF – BBO IPS (m)	-	105,784	105,784	-
Greater London Authority	8,944	49,971	58,915	-
LB Ealing Voluntary Section MH (o)	-			
LB Brent Mental Health (p)	-	49,692	29,368	20,324
LB Hounslow Connection Grants (q)	-			
Brent Complex Needs (r)	-	40,000	35,519	4,481
LB Brent Emotional Wrk (s)	-	41,570	11,130	30,440
LB Brent to CIL	-	125,742	125,742	-
LB Harrow - Connections	-	3,325	3,325	-
LB Ealing – Steps MH	-	29,978	29,978	-
Brent Youth Offending	-	75,672	75,672	-
	<u>£8,944</u>	<u>£1,422,572</u>	<u>£1,350,272</u>	<u>£81,244</u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

### 16. Analysis of movements in restricted funds (Continued)

All the above restricted funds were utilised for the purposes for which they were intended as follows:

- a) To provide counselling and support to young offenders within the criminal justice system.
- b) To provide Mental Health counselling and group support for BME communities in Brent
- c) To deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and support groups for women and girls, experiencing domestic and sexual violence and abuse in eight outer London Boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond Upon Thames funded by the London Council
- d) To provide User-led Mental Health Services for mental health service users in the London Borough of Hounslow
- e) To provide BAME Domestic Abuse Specialist Advocacy to residents of London Borough of Hounslow
- f) To provide Housing Related Support and Preventative Support Services generic (lot 2) and Supported Housing for offenders, ex-offenders and individuals with drug and alcohol misuse and dependency issues (lot 3) in LB Harrow
- g) To provide counselling and support to the Tamil community affected by mental health issues in Hillingdon
- h) Provision of generic, mental health and substance misuse/offender floating support services in the London Borough of Ealing
- i) To provide group support and counselling for women with complex needs who reside in the London borough of Ealing
- j) Provision of generic floating support services in the London Borough of Brent in partnership with Thames Reach Charity
- m) Providing support to people in 9 North West London boroughs with common mental health issues within the BME communities to build their motivation and capabilities to enter employment in partnership with Twining Enterprise
- o) To provide a peer-led mental health signposting and awareness service, STEPS to residents of London Borough of Ealing.
- p) To offer psycho-education and CBT to young people to de-escalate a crisis as part of the Accelerated Support Team based within Brent Council
- r) To provide support to women with complex needs in the London Borough of Brent fleeing domestic abuse and living in short-term accommodation, to enable them to move on successfully through intensive case work
- s) To provide support to young people aged 11-17 in London Borough of Brent on their mental health through targeted mental health assessment and therapeutic support
- v) To provide CPR (Coordinated Personalised Response) to address emerging, existing and escalating issues of DV as relates to safety/safeguarding for 75 women as part of Covid-19 response funding of London Community Fund
- w) To provide staffing and management capacity to sustain consistent and quality support to the women and their children at EACH's refuges are within LB Brent as part of MHCLG Covid-19 response
- x) To Develop capability including staffing, IT infrastructure to support women survivors in different ways as part of COVID-19 Extraordinary Ministry of Justice Funding for Domestic and Sexual Violence and Abuse Support Services

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 17 Analysis of movement in Unrestricted Funds

	Balance as at 31 March 2022 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2023 £
Other Unrestricted Funds	<u>287,849</u>	<u>981,721</u>	<u>399,734</u>	<u>(250,000)</u>	<u>619,836</u>
Designated Funds					
Staffing contingency	100,000	-	-	-	100,000
Office improvements and relocation costs	<u>250,000</u>	<u>-</u>	<u>-</u>	<u>250,000</u>	<u>500,000</u>
Total Designated Funds	<u>£350,000</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£250,000</u>	<u>£600,000</u>

The designated funds, which are to be utilised within 3 years, have been set aside as follows:

#### **Staffing Contingency**

The staffing contingency fund represents the potential cost of providing locum cover in the case of maternity or long-term sick leave.

#### **Office Improvements**

This fund represents the potential cost of relocation and/or refurbishment of our existing offices and associated capital expenditure.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

### 18 Analysis of net assets between funds

Funds as at 31 March 2023 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	6,241	-	-	6,241
Current assets	862,268	600,000	8,929	1,471,197
Current liabilities	(248,673)	-	-	(248,673)
	<u>£619,836</u>	<u>£600,000</u>	<u>£8,929</u>	<u>£1,228,765</u>

Comparative information for the previous financial year is as follows:

Funds as at 31 March 2022 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	2,404	-	-	2,404
Current assets	642,289	350,000	81,244	1,073,533
Current liabilities	(356,844)	-	-	(356,844)
	<u>£287,849</u>	<u>£350,000</u>	<u>£81,244</u>	<u>£719,093</u>

### 19 Reconciliation of net movement in funds to net cash flow from operating activities

	2023 £	2022 £
Net movement in funds	509,672	456,037
Add back depreciation charge	4,814	3,370
Decrease/(increase) in debtors	23,331	(320,348)
(Decrease)/increase in creditors	(108,171)	101,950
Interest received	(4,119)	(3)
Net cash used in operating activities	<u>£425,527</u>	<u>£241,006</u>

### 20 Commitments under operating leases

	2023 £	2022 £
Within one year - property	2,000	2,000
Between two and five years - property	322,229	131,276
	<u>£324,229</u>	<u>£133,276</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2023

#### 21. SECTION 37 STATEMENT: LONDON COUNCILS GRANT

Under the terms of our grant from London Councils and Section 37 of The Local Government and Housing Act 1989 we are required to present the following information:

Grant-aid of £95,740 received in 2022-2023 (£95,294 received in 2021-2022) from the London Councils Grants to deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and group work for women and girls, experiencing domestic violence and abuse in eight outer London boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond upon Thames.

	2022		2023	
	Grants (£)	Spent (£)	Grants (£)	Spent (£)
Salary Costs	84,178	84,178	83,732	83,732
Training/Group (including Volunteers)	2,914	2,914	2,914	2,914
Running Costs	8,648	8,648	8,648	8,648
Total	<u>£95,740</u>	<u>£95,740</u>	<u>£95,294</u>	<u>£95,294</u>

#### 22. Analysis of changes in net (debt)/funds

The charity had no debt during the year.

**EACH COUNSELLING AND SUPPORT**

England & Wales - Charity number 1025967

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# Accounts

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**Charity Registration No. 1025967**  
**Company Registration No. 02818814 (England and Wales)**

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' ANNUAL REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Stephen Eckles Dr Zenobia Nadirshaw (MBE) Shaheen Dar Dr Oluwaseun Adebambo Renoop Purewal Rose Buckley Ricardo Scipio	Chair Vice Chair Treasurer Trustee Trustee Trustee (appointed 25 April 2022) Trustee
<b>Chief Executive and Company Secretary</b>	Lakhvir Randhawa	
<b>Charity number:</b>	1025967 (England and Wales)	
<b>Company number</b>	02818814 (England and Wales)	
<b>Principal address and Registered Office</b>	4 <sup>th</sup> Floor 84 Uxbridge Road West Ealing W13 8RA	
<b>Auditors</b>	Myrus Smith Chartered Accountants 8 Burnell Road Sutton Surrey, SM1 4BW	
<b>Bankers</b>	National Westminster Bank Plc 275-277 High Street Hounslow Middlesex TW3 1ZA  Bank of Scotland Pentland House 8 Lochside Avenue Edinburgh EH12 9DJ	
<b>Solicitors</b>	Russell-Cooke 2 Putney Hill Putney London SW15 6AB	

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
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# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their report, which also contains the Directors' report as required by company law, and accounts for year ended 31 March 2022.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Companies Act 2006 and the requirements 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).

## **OVERVIEW**

EACH recognises that a range of services and approaches are essential to engage individuals and families who are affected by problems arising from substance misuse, domestic violence and mental health issues, particularly those individuals and groups who are vulnerable, marginalised and hard to reach.

EACH's services are offered within a holistic approach that is culturally sensitive and person centred to reflect the individual, multiple and diverse needs of our service users.

The main services that are undertaken to further our charitable purpose for the public benefit, accessible to individuals of all ages and all communities are the following:

### ***Substance misuse services in the community***

Structured therapeutic interventions, both brief and long term which follow a client-centred and goal-oriented approach to enable individuals to address their substance misuse and mental health issues, are provided through our Life Therapies social enterprise, Project Jasmine for women, and young people's services. Counselling is delivered in a number of community languages, including Hindi, Urdu, Gujarati, Punjabi, and Tamil and helps service users work towards their goals.

Abstinence based programmes are undertaken for those individuals wishing to maintain and achieve abstinence. Structured psycho-educational groups on relapse prevention, managing emotions, and better health are provided to assist those contemplating change and to help individuals in their recovery.

Volunteering opportunities to enable service users to build their confidence and skills through voluntary work placements in the organisation and through a Peer Volunteer support programme. This helps service users make positive life style changes and sustain their commitment to change and reintegrate back into the community.

Generic and specialist family support, mental health, and substance misuse floating support services provide support to people at risk of losing their homes and to help maintain their tenancies. This work is undertaken through a combination of home-visits by staff who support service users with life skills such as budgeting, cooking, understanding benefits, helping them access treatment and employment, education and training including other community-based provision, and through accommodation-based support such as hostels and women's refuges.

### ***Mental health services***

Support to people in recovery is provided through targeted counselling and support services to the Black, Asian and Minority Ethnic (BAME) communities, including through trauma-based support for the Tamil community in Hillingdon, through a user-led resource centre in Hounslow, a specialist Employment, Training and Education (ETE) project for BAMEs, and an out of hospital floating support service in Ealing and support for people with dual diagnosis. A peer led mental health service in Ealing (STEPS) provides signposting within the community and space for people with lived experience to promote wellbeing. Additional services for refugees and asylum seekers were provided this year, enhancing support on mental health.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
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### ***Services for women***

EACH's women-only services have continued to be provided within a holistic approach to address their multiple and interconnected issues relating to mental health, substance misuse and domestic violence and abuse. Services include a specialist domestic violence counselling and support service for victims and survivors, a specialist BAME IDVA (Independent Domestic Violence Advisor) in Hounslow, and for women with multiple needs and women-only support groups. Support is provided to women in 3 refuges, including one for Asian women, and within short-term accommodation, helping them to deal with the impact of domestic abuse and develop move on strategies. A women and families floating support service in Brent provides specific support to women in the community impacted by abuse and violence.

### **Services for young people and families**

For young people from the age of 11 years a range of interventions are provided. These include motivational support, cognitive behaviour therapy (CBT), counselling, advice and information on harm reduction and the associated risks of substance misuse and gang involvement, as well as group-based activities and workshops on anger management, offending behaviour, and knife and gun crime.

Support is provided to parents to develop more positive relationships with their children as well as their own resilience. Activities are delivered as part of Brent Council's children and family's provision, as well as within the wider community and in collaboration with other young people's services and professionals.

### **Crisis prevention support and resettlement**

A specialist floating support service provides support to families and women who may be experiencing challenges to sustain their tenancies or who are moving on from women only accommodation. Resettlement support is provided to women as part of a wider partnership (Project Casa).

### **Counselling trainees**

Placements are provided and supervised to enable trainees to gain on the job experience as part of their training; this provides them with the opportunity to work within a counselling organisation and work with vulnerable people in real life situations.

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

#### **Board of Trustees (Directors)**

The Board of Trustees currently comprises of 7 members, who give their time voluntarily and are responsible for the governance, performance monitoring and strategic direction of the organisation. The Board meets 6 times a year to review and monitor the work. The Trustees are members of EACH. Board members come from diverse professional backgrounds and have expertise at a senior level in relevant areas such as financial management and accountancy, business strategy and organisational development, health and social care, clinical governance, housing and communications. If there have been any changes in trustees since the end of the year, these should also be reflected in the list presented.

The day to day running of the charity rests with the Chief Executive who is supported by members of the Executive Management Team. Responsibility to review the management accounts and annual accounts and resources of the organisation is delegated to the Finance and Resource Subcommittee which reports to the Board. There are three additional sub-committees covering Quality Governance, Policy & HR and a Service User sub-committee.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees who served during the year and up to the date of signing of the accounts were:

Stephen Eckles	Chair
Dr Zenobia Nadirshaw (MBE)	Vice Chair
Shaheen Dar	Treasurer
Dr Oluwaseun Adebambo	Trustee
Renoop Purewal	Trustee
Richard Jan Rutkowski	Trustee -Resigned 24/11/2021
Ricardo Scipio	Trustee
Rosie Buckley	Trustee -Appointed 25/04/2022

### **Recruitment and Appointment of the Board of Trustees**

The Trustees are also Directors of the Charity for the purposes of company law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the Trustees are elected to serve for a period of three years after which they must stand down and have the option of being re-elected at the Annual General Meeting. They receive no benefits from the charity.

Due to the nature of work that the organisation is involved in and the communities that it serves, the Board seeks to ensure that the experiences and needs of its service users are appropriately reflected through the diversity, experience and skills of its board members.

The organisation operates an open recruitment process advertising in the Guardian newspaper and on recruitment platforms, such as Indeed, Charity People, as well as through its social media channels. Prospective candidates are asked to provide their CV and a letter expressing interest. An information pack outlining the organisation's Strategic Plan, roles and responsibilities of board members and a copy of the annual report is provided to ensure full understanding of the organisation's work. An interview panel comprising of three board members including the Chairperson selects prospective candidates. They are invited to attend a full board meeting as an observer before they make a commitment.

### **Changes to the Board of Trustees**

None to record.

### **Induction and Training of Trustees**

Board members are inducted and familiarised with the aims and objectives of the Charity through a comprehensive induction which covers the following areas:

- Role and responsibilities of Trustees.
- Operational framework for the Charity including the Memorandum and Articles.
- Risk Management.
- The current financial position of the Charity as set out in the latest published accounts.
- Future plans and objectives as set out in the 3-year Strategic Plan.

In addition, members participate in open days, project launches and training events covering a number of topics related to EACH's work and its operational functions. Along with the Senior Leadership Team (SLT), Board members meet once a year for a separate strategic planning and review day.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

### **Evaluation and performance monitoring**

Trustees are responsible for ensuring that EACH meets its overall strategic aims and objectives as set out in the three-year Strategic Plan; reviewing annual performance and effectiveness; assessing, reviewing and monitoring risk, ensuring quality standards and meeting requirements of Company Law, Charities Commission regulations and other legal obligations.

There are four sub-committees – Finance and Resource, Quality Governance, Policy & HR and a Service User sub-committee. The Finance and Resource sub-committee sets and reviews the annual budget, reviews monthly management accounts, oversees risk management issues, allocates and oversees resources and meets all financial requirements as per the financial policy and procedures. The Quality Governance sub-committee reviews quality standards to ensure compliance with best practice, clinical governance, health and safety, and oversees regular audits. The Policy and HR sub-committee is responsible for reviewing policies and procedures, work force development, and staffing. The Service User sub-committee was reviewed and closer work with EACH's peer-led projects initiated to attract service user involvement and representation within governance structures. All committees make recommendations to the board and implement work plans as delegated by the Board.

### **Senior Management Team**

The Senior Leadership Team (SLT) comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. The SLT are responsible for delivering the three-year Strategic Plan and priorities which underpin and inform the key operational activities of EACH. The Operational Management Team (OMT) consists of the Operations Manager, Services Managers, Senior Counsellor and Project Manager/Co-ordinators, meeting bi-monthly to ensure the effective delivery and provision of all services as per the requirements of funders and commissioners. The Strategic Plan is reviewed annually by the Trustees and the Senior Management Team.

The charity operates from the head office in Ealing and three other branches in Harrow, Brent, and Hounslow and additionally through satellite provision.

### **Staff**

EACH has a diverse workforce employing 50.20 full time equivalent staff members, with a range of experience, knowledge and skills. The organisation is committed to ensuring that staff have the opportunity to develop their skills and competencies through training, peer support and access to other learning opportunities such as through attending conferences, workshops and participating in forums in their areas of work.

The charity is grateful to its staff for their hard work and commitment towards the excellent service that was provided over the year during challenging circumstances posed by the coronavirus pandemic.

### **Volunteers**

The organisation supported 42 volunteers. Volunteers contributed 5,040 hours to the charity over the last year through counselling and peer support. Volunteers' contribution is equivalent of £62,199 to the charity based on £12.05/hour counselling hours and £11.05/hour for admin, key working and peer supports.

The charity would also like to extend special thanks to all volunteers who have contributed significantly throughout the year.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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### **Key Management Personnel**

1. Lakhvir Randhawa – Chief Executive
2. Clarissa Stoneman – Deputy Chief Executive (took up secondment 1 January 2022 at Lloyds Foundation)
3. Femi Adebajo - Finance & Resources Director

### **Objectives and activities**

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- Relieve mental or physical stress, or illness from alcohol related or other problems of individuals and their families, in particular those from ethnic minorities, through the provision of education, advice and counselling

Our aim which is carried out for the public benefit is:

- To be the leader in the development and provision of inclusive services that empower and meet the needs of individuals and families from diverse communities affected by drugs and alcohol misuse, mental health and domestic violence concerns.

### **Public Benefit**

The trustees confirm they have referred to the Charity Commission guidance on public benefit.

Our activities deliver public benefits by:

- Providing quality and effective treatment to enhance positive outcomes for service users
- Developing services targeting socially excluded groups, particularly BAME (Black, Asian, Minority and Ethnic) communities, young people and women
- Promoting and highlighting best practice
- Empowering service users to realise their potential and maximise the opportunities available to them to do so
- Developing a skilled and competent workforce

Ensuring a robust organisation able to grow and change to meet the challenges of the future.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

### **Criteria for measuring success**

The following are the criteria used by the charity to measure success of projects or any activity engaged in during the year:

1. The Key performance indicators (KPIs)-
  - KPIs established at the commencement of the project between the funder and EACH (quantity, quality, scope, time frame and safety standards etc).
  - Data monitoring system deployed to gather quantitative and qualitative data that can be used for continuous improvements and future funding applications.
2. Acceptability and satisfaction –
  - Clients' satisfaction measured through service users' consultations and feedback. The feedback gathered can be used to help shape future policy shifts or influence securing future funding for the same or related projects.
  - Staff satisfaction and good team working measured from responses from staff during appraisals and management supervisions.
  - Implication of the project on EACH's reputation.
3. Sustainability – Assessed based on ability to deliver within set budgets.
4. Organisational objectives –
  - Alignment of the project with the charity's business plan and values.
  - How the project can reaffirm EACH's unique selling point (USP).

### **Risk Identification**

Risk Management is conducted at a strategic and operational level. The Board reviews EACH's Risk Management document annually to identify, prevent or reduce the impact and likelihood of identified risks as reported by the Finance and Resource sub-committee. Where risks have been identified, contingency plans are in place to mitigate them. "The Risk Management document", which incorporates the key areas that have to be addressed which includes organisational risks (dealing with vulnerable clients), financial risks (contracts, economic climate, organisational sustainability, commissioning and funding changes), employer's risks (health and safety for staff, service users and the public), meeting legal and other statutory requirements; reputational risks (complaints, organisational effectiveness, service delivery).

The organisation adheres to the NICE (National Institute for Health and Care Excellence) Clinical guidelines which provide a robust framework to meet clinical standards as the basis of our work. The continuing review of policies and operating procedures, implementation of the Drugs and Alcohol National Occupational Standards (DANOS), adoption of the QuADS (Quality Assurance for Drugs and Alcohol) and the QAF (Quality Assurance Framework), British Association for Counselling and Psychotherapy (BACP) requirements ensure a consistent quality of delivery for all operational aspects of the charity.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

### **Achievements and Performance in 2021 – 2022**

#### ***Service Users Engaged in EACH's Counselling and Support Services***

During the year EACH supported a total of 1,958 service users, this being 10% more than the previous year, this reflecting additional services implemented on domestic abuse and mental health and increased utilisation of services with a significant number of clients supported with longer sessions and more frequently in a week.

36% of clients in our services were male, with females comprising 62% (the remaining 2% were either other or chose not to say) - 1,214 women were seen in both our specialist services (domestic abuse) and generic provision. 72% compared to 71% the previous year were from BAME (Black, Asian and Minority Ethnic) communities, reflecting the organisation's reach and USP. The proportion of people of mixed heritage increased, representing 28% overall (compared to 20% in previous year) of our clients, whilst Black Caribbean represented 10%, Indian 14%, Black African 10%, and Middle Eastern 2% highlighting the wide reach of services.

Within the White demographic, the majority were White British (16%), followed by White Other and White Irish (8%).

Of the total number of 709 males, the most significant presentation at 36% was to our Mental Health services, including 2 specifically for refugees and asylum seekers, with nearly a fifth coming through the latter. 33% of males accessed floating support services in Brent, Ealing and Harrow to support their housing tenancy needs, 12% presented with substance misuse related issues as their primary concern, and 19% accessed our ETE projects delivered in this year – IPS Works which supports adults from the BAME with mental health to help them develop work related skills and the confidence to take up work opportunities, and Project Strive which provided ward based employment related support and mental health counselling in specific areas in Brent.

Of the 1,214 women who accessed our services, a significant proportion (58%) did so due to domestic violence and abuse and related issues, including as part of our specialist provision within women's refuges and safe accommodation, and to address inter-related, complex needs of substance misuse, mental health and domestic violence. This was an a very slight decrease by 1% from the previous year. 17% accessed our support to address housing related needs through our generic, women and families resettlement and mental health floating support, and 6% to gain ETE skills. 73 women accessed our drug and alcohol services, with 75% doing so within the Youth Offending Service as a parent impacted by or concerned about substance use of a young person.

5829 counselling sessions and 22,331 key working support sessions were delivered to service users, both a decrease from previous year due to more groupwork being delivered as face to face work increased. 906 group sessions, including workshops, were delivered for 443 participants, and 747 community outreach sessions to inform, educate and engage service users provided – both an increase as the pandemic limitation eased and the organisation returned to more office-based work.

618 clients were seen at satellites within the wider community, and 144 within supported housing. The majority of clients, 49%, seen were aged 30 to 49, with 18% aged 18-29, and 15% also aged between 50 and 59; young people aged 17 or under were mainly supported as part of our young people's services in Brent, addressing substance misuse and mental health with 8% of all service users being seen in these. Clients aged over 60 represented 8% of the whole, with this an increase over the previous year.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

### *Drugs & Alcohol services*

#### *Life Therapies - Structured Day Programme and counselling*

The abstinence-based programme and counselling delivered as part of our Social Enterprise (Life Therapies) was delivered in Ealing and Brent through a mixture of spot purchasing by local authorities, self-funding by individuals and block purchasing by other organisations. This was accessed by 10 people seeking to address their alcohol and drug issues, domestic abuse and mental health concerns.

#### *Young people – Brent*

EACH's work with young people consolidated this year with 4 services supporting them on substance misuse, mental health and social exclusion; 194 referrals were received, with 165 young people aged 17 and under were supported, with RealTalk also working with young adults aged between 18 and 25.

Support was co-located within local schools, provided through family/home visits and online, with activities comprising one to one individual support, including key-working and structured counselling, group work, and peer-based activities. The majority were from BAME communities (67%), and mixed background (22%), and males represented 60% of all seen.

#### *Floating support services – Substance Misuse, Mental Health, Women and Families, Ex-Offenders and Generic*

The Floating Support Services (FSS) in Brent, Harrow and Ealing supported a total of 459 clients across mental health, generic, women and families, and substance misuse/ex-offender clients; this was less than previous year due to wind down of women and families service, however most clients were supported more frequently and held longer through 15,952 keyworking sessions.

#### *Services for Women*

##### *Ascent Project - pan London VAWG services*

EACH has continued to deliver its specialist Violence Against Women and Girls (VAWG) services under Ascent, a project of the London VAWG consortium established in April 2013. The latter is made up of approx. 30 organisations, funded by London Councils to deliver a range of services for survivors of domestic and sexual violence. EACH delivered counselling and group work under the Advice and Counselling strand of Ascent in 8 boroughs – Brent, Hounslow, Harrow, Hillingdon, Kingston, Richmond, Merton and Wandsworth. Over the year, across the 8 boroughs, 248 women and young girls affected by sexual violence and abuse were provided with specialist counselling and support, with 2002 counselling sessions and 12 groups delivered.

##### *Project Jasmine – complex needs service in Ealing*

Funding from the Henry Smith trust supported provision of counselling and keyworking to women with multiple, inter-connected needs related to domestic abuse, mental health and substance misuse. Due to service changes, 46 women were supported through counselling, with 210 sessions delivered; 48% were BAME women and 30% White European/Irish.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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### **Specialist Refuge and Housing Support – Brent**

EACH provided extensive support to women both in crisis and in need of safe, emergency accommodation as well as to support women and their children in the community. During this year, 37 women and their children were supported within 3 refuges, including one specifically for Asian women, and 12 women in the specialist women and families floating support. 87% of the women supported in the refuges were BAME.

### ***Mental Health services***

#### ***Tamil mental health project – Hillingdon***

EACH provided a specialist mental health counselling service to the Tamil Community in Hillingdon. Support was provided in mother tongue to help 11 people recover from the emotional and physical impact of the conflict in Sri Lanka (PTSD), domestic violence and alcohol. The service was impacted by lack of satellite provision (primarily within GP surgeries) due to ongoing impact of Covid-19, whereby concern about social distancing limited their availability.

#### ***Mental Health – Project 10 @ Star Centre, Hounslow***

The mental health service (Project no 10 @ the Star Centre) has continued to operate during this period, recognising need for interaction and support ; it assisted 99 service users through drop in sessions, 65% being male and over half from BAME backgrounds. The service provides a 'safe space' for service users who are in contact with statutory services to help reablement through social activities, e.g. gardening, as well as enable people to come together and access support and have a hot meal, including over Christmas and New Year. This year, most of the support was delivered face to face.

#### ***STEPS- Peer led Mental Health Awareness and Signposting***

Funded by L.B Ealing, STEPS delivered 25 workshops and 362 peer support and training hours provided to 25 peers, helping people to address social isolation, develop self-care and identify appropriate services for themselves.

### **Employment, Training and Education – North-West London**

IPS Works continued to do well as part of a partnership with Twining Enterprises; it operates across NW London, primarily on an outreach basis, to access and engage members of the BAME community with a mental health issue and who are seeking or thinking about taking up employment. It received 205 referrals, all of whom were assessed for suitability for the programme; there were 174 clients supported to develop motivation and move into more structured employment related activities, such as job clubs.

### **2021-22 AT A GLANCE**

This year, EACH celebrated its 30<sup>th</sup> year of existence and operations, highlighting the continuing need for its services and its support in the face of considerable challenges, especially over recent years. At its AGM, there was a reflection on EACH's achievements over the years by current and previous staff, service users and supporters, and a reiteration on its commitment and *raison d'être* to responding to the needs of its communities.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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FOR THE YEAR ENDED 31 MARCH 2022

This year continued to be a challenging one for the organisation with the need to develop and maximise sources of income to not only mitigate against previous years' loss of funding, but also to operate and deliver services during an ongoing pandemic. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people through the pandemic and crisis whilst sustaining current work. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic. In addition, service delivery has had to be adapted to provide safety and flexibility through a blended model at a time when face to face contact was limited.

### **New Developments**

#### **Women's Services**

EACH built upon its long-standing work supporting women affected or experiencing domestic abuse to attract funding to support women and their children in various ways. Funding was obtained from the MHCLG to provide counselling to women within the refuges in LB Brent, providing emotional support to enable women recover and access move on options in a timely way.

Continuation funding from MOPAC (The Mayor's Office for Policing and Crime) enabled EACH to provide counselling to BAME women experiencing domestic abuse (Project Awaaz).

#### **Mental Health Services**

EACH was successful in delivering 2 services in partnership with Groundwork to support the mental health needs, in particular trauma, of refugees and asylum seekers. Refugees were supported through counselling and psycho-education as part of the Together Hounslow initiative in the borough, and asylum seekers engaged and supported across London through Home Office funding to provide Together Healthy Minds.

A proposal to CNWL NHS Trust was successful and support to people with mental health 'stepping down' from hospital care provided across NW London, helping people to re-engage and re-settle within local communities.

### **Partnerships**

EACH continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, as well as with Thames Reach, DePaul, and Twining enterprise. It also co-ordinated and managed the Covid-19 Engagement consortium in Ealing, extending the work to include vaccination take-up.

### **Quality Governance**

- Internal audits have informed the work of the Quality Sub-committee to ensure that service improvements are undertaken and to provide oversight of clinical governance
- A number of key clinical and organisational policies were reviewed and adapted.
- Staff benefited from a range of internal and external trainings
- Service users have been represented on the Board, played a key role in promoting the organisation and have participated in our employee recruitment process.
- EACH retained its ISO 9001 quality management certification during the year and will endeavour to sustain the quality mark.
- EACH retained its Investors in People accreditation status during the year.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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### **Summary of Impact of Covid-19 Pandemic**

At the end of the year in Mid-March 2020, the Coronavirus 19 pandemic resulted in a national lockdown to contain the spread of the deadly virus and limit its impact on the NHS.

As a consequence, EACH closed its centres and moved our service delivery to remote based support through the use of mobile phones and digital technology. During this year, with the restrictions easing, and in response to needs of its service users, EACH developed a new 'normal' of working both remotely and in person at all our centres, with this requiring a variation to our health & safety procedures and operational delivery.

The impact of the pandemic on EACH's service users was considerable, and continues to be so, with the lockdowns making it difficult to provide face to face support. That many other services were not available and were slower in going back to face to face work had significant impact on the demand for our services. The reduction and often the non-availability of mental health services was particularly acute, and many service users who might have presented in crisis to A&E pre-pandemic chose to present to EACH's services, requiring considerable input from staff to stabilise and use assertive advocacy to refer on to appropriate support.

EACH incurred additional costs related to remote working, e.g. mobiles, laptops, website development and IT; EACH was able to secure funding towards these from short term, Covid-19 related funding. Due to the pandemic, a funder re-purposed its funding to core and another extended its contract by another year, thus providing stability.

EACH remained open throughout the pandemic and this year working on the principle of the need to be available and accessible to vulnerable people whilst ensuring the wellbeing of our staff. Both a higher volume of referrals and higher retention rates were experienced due to service users':

- Needs being more complex, in particular due to other services non-availability
- Safeguarding issues being higher, and accordingly need for increased management and other measures, e.g. daily welfare checks
- Increased waiting times
- Loss of employment and diminished support networks
- Cost of living crisis beginning to take hold

As a response to the pandemic and the challenges it posed, EACH implemented the following measures to a) keep staff, service users and members of the public safe, b) sustain support to service users, current and new, and c) that the organisation can continue in operation.

- Face to face contact was initially withdrawn and moved to phone and/or digital based support; during the easing of lockdowns, staff accessed offices on a rota basis and were able to see clients in person by practising social distancing measures, e.g. by seeing them in open spaces such as parks; during this year, safety measures such as testing and flexibility to shift support onto online were sustained
- Staff were provided with the IT and means to work from home, with this regularly reviewed
- Standard Operating Procedures were revised and issued to all staff
- Risk assessments were undertaken of all staff and service users in relation to Covid-19 and vulnerabilities and these were refreshed over the course of the year
- Our refuge accommodation (19 units) was closed to new admissions, with limited on-site presence to ensure that women newly admitted were settled in and that all the residents understood the Covid - 19 safety requirements (many of the women do not have English as first language); these restrictions were eased when lockdown lifted and staff provided fuller, daily cover
- Information on Covid-19 was added to our website, including a link to information in various languages
- Contact was made with partnerships and funders to help them understand the impact of the pandemic and the need for local emergency mobilisation, as well as for us to understand their constraints
- Contact was made with partnerships and funders to help them understand the impact of the pandemic and the need for local emergency mobilisation, as well as for us to understand their constraints.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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To mitigate against the impact of the pandemic on service delivery and sustain the business, EACH has responded in the following ways:

- Daily check ins with staff to support them to work remotely and pick up any issues
- Introduced regular staff wellbeing sessions and initiated consultations with staff to plan further, meaningful measures
- Updated safeguarding logs for all service users and adapted support plans according to risk assessment
- Ensured inductions, training, team meetings and supervisions continue as normal, delivered over digital platforms where required
- Held organisational wide meetings with staff to both check in, sustain connections across EACH, and to discuss and consult on any planned changes
- Managed on-site operations on our sites to ensure safety of service users more vulnerable and at risk due to the impact of Covid-19 on their physical and mental health
- Staff were allocated to work on site as part of a rota limiting number of people in the offices whilst enabling team working as part of defined bubbles
- We identified and continued to access funding, in particular continuation or targeted funding to help service users with basic essentials and to provide additional capacity and services to respond to emerging needs
- Increased capacity and developed new services to meet additional demand and needs
- Identified and reduced running costs, whilst increasing capacity of online digital channels
- Adapted service responses and the way support is delivered by a) re-purposing support to provide befriending or to deliver emergency provisions through door-stopping, and b) introducing a blended model of face-to-face/on-site support and remote based support which can be stepped up or stepped down depending on need or appropriateness
- Made premises Covid-19 safe through deep cleans, cleaning stations, a rota to limit cross over of staff and numbers on site, and by securing and distributing PPE to staff
- On-going assessment of changes in Government guidance and revising and communicating our protocols to staff to manage the risk of Covid-19 accordingly.

In conclusion, EACH has sustained its services by adapting its modes of delivery and ensuring staff are able to work effectively, primarily remotely, whilst ensuring that duty of care is sustained for clients. It has also responded to new demands and needs by developing new services by drawing down funding from local authorities and trusts. EACH is in a strong position financially and operationally to respond to the uncertainties and challenges caused by the pandemic; going forward, we will be seeking to utilise our specialism and expertise of work with BAME communities and women to influence local developments and realise funding opportunities.

This year continued to be a challenging one for the organisation with the need to develop and maximise sources of income to not only mitigate against previous years' loss of funding, but also to operate and deliver services during a pandemic. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people through the pandemic and crisis whilst sustaining current work. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic.

# **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2022

## **FINANCIAL REVIEW**

The year-end account shows an increase in the net assets of the Charity by £456,037 to £719,093 as at 31 March 2022 from £263,056 as at 31 March 2021 representing an increase of 173.36%. Mainly due to funding from new projects, the revenue of the charity increased by 38.23% (£584,911) to £2,114,967 in 2021/22 from £1,530,056 in 2020/21 during the financial year.

### **Reserves policy**

The trustees of EACH have examined the Charity's requirements for reserves in light of the main risks to the organisation and have accordingly established a policy whereby unrestricted general funds of a minimum £280,000 are set aside as reserves to meet at least two month's recurrent expenditure and liabilities which is currently about £140,000. The unrestricted reserves for the charity were £637,849, made up of £287,849 general reserves and £350,000 designated reserves. The amount of £350,000 earmarked as designated funds for the purposes of staffing (£100,000), office improvement and new premises acquisition (£250,000).

### **Plans for the future**

In 2022-23 EACH will:

- Continue to build both statutory and non-statutory income streams to provide key services that support service user's recovery and health and well-being
- Continue to build financial reserves to enable sustained growth
- Recruit additional, new members to the Board of Trustees and provide relevant induction and training
- Enhance our social enterprise model by incorporating it into our funding and business development plan, including through spot purchasing by statutory and non-statutory services
- Prioritise funding and development to sustain our current community engagement and counselling and support services to BME communities, women and girls and young people affected by substance misuse, mental health and domestic violence.
- Develop our offer to young people and families
- Continue to build and sustain strategic alliances and partnerships
- Work towards implementing a competency-based framework
- Draw out learning and impact of our work, in particular through pilot projects delivered with emergency/Covid-related funding
- Focus on further service user and volunteer involvement within the organisation
- Launch new premises in Ealing and Harrow
- Review and develop our strategic plan to take us forward into next stage of the organisation's growth.

The Charity's trustees (who are also the directors of EACH Counselling and Support for the purposes of company law) are responsible for preparing a trustees' annual report and financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2022

Company law requires the Charity trustees to prepare accounts for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice) 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

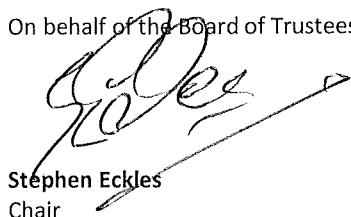
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

### **Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the Board of Trustees



**Stephen Eckles**  
Chair

Date: 23<sup>rd</sup> November 2022

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2022

### **Opinion**

We have audited the financial statements of EACH Counselling and Support (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of cash flows and the notes to the accounts, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the accounts are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT  
TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2022

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Directors' Report included within the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charitable company for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the financial statements**

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

### INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2022

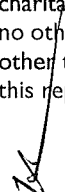
- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

#### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

  
Stephen Jones FCA (Senior Statutory Auditor)  
for and on behalf of Myrus Smith  
Chartered Accountants and Statutory Auditors  
Norman House  
8 Burnell Road  
Sutton, Surrey  
SM1 4BW

Date: 23 November 2022

## **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

Income	Note	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 £
<b>Income</b>						
Donations and legacies	3	687,502	-	559,997	1,247,499	619,772
Charitable Activities	4	4,890	-	862,575	867,465	910,007
Investment Income		3	-	-	3	277
<b>Total income</b>		<u>692,395</u>	<u>-</u>	<u>1,422,572</u>	<u>2,114,967</u>	<u>1,530,056</u>
<b>Expenditure on:</b>						
<i>Charitable Activities:</i>						
General advocacy and support	5	308,658	-	1,350,272	1,658,930	1,433,523
<b>Total expenditure</b>		<u>308,658</u>	<u>-</u>	<u>1,350,272</u>	<u>1,658,930</u>	<u>1,433,523</u>
<b>Net Income/ (expenditure) before transfers</b>		383,737	-	72,300	456,037	96,533
Transfers between funds	2	<u>(315,726)</u>	<u>315,726</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Net Income/ (expenditure) for the year</b>		68,011	315,726	72,300	456,037	96,533
<b>Reconciliation of Funds:</b>						
Total funds brought forward	16/17	219,838	34,274	8,944	263,056	166,523
<b>Total funds carried forward</b>	16/17	<u>£287,849</u>	<u>£350,000</u>	<u>£81,244</u>	<u>£719,093</u>	<u>£263,056</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

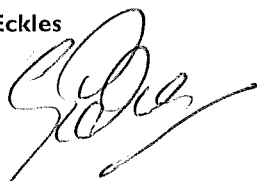
**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
BALANCE SHEET FOR THE YEAR ENDED 31 MARCH 2022

	Note	2022		2021	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	13		2,404		4,351
<b>Current assets</b>					
Debtors	14	410,081		89,733	
Cash at bank and in hand		<u>663,452</u>		<u>423,866</u>	
<b>Total Current assets</b>		1,073,533		513,599	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>(356,844)</u>		<u>(254,894)</u>	
<i>Net current assets</i>			<u>716,689</u>		<u>258,705</u>
<b>Total net assets</b>	18		<u><u>£719,093</u></u>		<u><u>£263,056</u></u>
<b>The funds of the Charity:</b>					
Restricted funds	16		81,244		8,944
Unrestricted funds					
Designated funds	17		350,000		34,274
Other unrestricted funds	17		<u>287,849</u>		<u>219,838</u>
<i>Total unrestricted funds</i>			<u>637,849</u>		<u>254,112</u>
<b>Total funds</b>	18		<u><u>£719,093</u></u>		<u><u>£263,056</u></u>

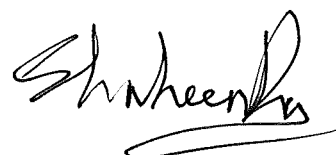
These accounts were approved by the Board of Trustees on 23<sup>rd</sup> November 2022 and signed on its behalf by:

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

**Stephen Eckles**  
Chair



**Shaheen Dar**  
Treasurer



The notes at pages 21 to 36 form part of these financial statements.

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

	Note	Total Funds 2022 £	Total Funds 2021 £
Cash flows from operating activities:			
Net cash used in operating activities	19	241,006	308,014
Cash flows from investing activities:			
Purchase of tangible fixed assets	13	(1,423)	(4,367)
Interest received		3	277
		<u>          </u>	<u>          </u>
Change in cash and cash equivalents in the reporting period		239,586	303,924
Cash and cash equivalents at the beginning of the reporting period		<u>423,866</u>	<u>119,942</u>
Cash and cash equivalents at the end of the reporting period		<u>£663,452</u>	<u>£423,866</u>

The notes at pages 21 to 36 form part of these financial statements.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

### **1. Accounting Policies**

- a) EACH Counselling and Support is a private company limited by guarantee incorporated in England and Wales. The registered office is 4<sup>th</sup> Floor, 84 Uxbridge Road, West Ealing, London, W13 8RA. In the event of the charity being wound up, the liability in respect of this guarantee is limited to £1 per member of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated:

#### **b) Basis of preparation**

The financial statements have been prepared in accordance with the Charities Act 2006, Companies Act 2006 and the requirements 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) and United Kingdom Generally Accepted Accounting Practice.

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

The accounts are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these accounts are rounded to the nearest £.

#### **c) Preparation of the accounts on a going concern basis**

The COVID-19 pandemic has caused little disruption to the charity's operations to date, as the counselling and key working services have been provided using online platforms. We had to close our offices, but we continued our services with online and by telephone. Income has continued to be received from the existing multi-year contracts and new ones during the period while our staff and volunteers have worked from home and attended online meetings. Our keyworkers provide check ups on the highly vulnerable clients. The trustees consider it unlikely that the continuing effect of the pandemic will cause significant disruption. All our funders were particularly supportive during the lockdown periods. Accordingly, at the time of approving the accounts, the trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts

#### **d) Income**

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Unrestricted income is deferred when this is received and relates to a period following the year end. Restricted income is deferred only when this relates wholly to a future period, as specified by the funder.

## **EACH Counselling and Support**

### **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### **Accounting Policies (Continued)**

##### **e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds have been allocated by the trustees to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

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

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

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

Rental costs under operating leases are charged against income on a straight line basis over the term of the lease.

##### **g) Allocation of support costs**

All support costs are allocated activities based on the time spent on those by staff.

##### **h) Tangible fixed assets**

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. A full year depreciation is charged in the year of acquisition of fixed assets. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 3 years.

All fixed assets acquired specifically for projects under restricted funds, are written off in the year of purchase.

The policy with respect to impairment reviews of fixed assets is that these assets are inspected regularly for any impairment and any defect remedied so as to maintain the current value. In some cases a provision for impairment would be required.

##### **i) Pensions**

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

## **EACH Counselling and Support**

### **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### **Accounting Policies (Continued)**

##### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

##### **k) Cash at bank and in hand**

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

##### **l) Creditors and provisions**

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

##### **m) Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues of FRS 102 to all its financial instruments.

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

##### **n) Leases**

Operating lease rentals are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

## **2. Critical accounting estimates and judgements**

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

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

The Trustees do not consider there to be any estimates or judgements that are critical to the accounts.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 3. Voluntary Income

	2022			2021		
	Unrestricted Funds £	Restricted Funds £	Total Funds £	Unrestricted Funds £	Restricted Funds £	Total Funds £
Grants	684,562	559,997	1,244,559	60,968	554,583	615,551
Gifts in Kind	2,940	-	2,940	4,221	-	4,221
	<u>£687,502</u>	<u>£559,997</u>	<u>£1,247,499</u>	<u>£65,189</u>	<u>£554,583</u>	<u>£619,772</u>

#### Grants (unrestricted):

	2022 £	2021 £
MHCLG	68,074	-
Ministry of Justice – Awaaz Project	154,660	-
LB Ealing Test & Trace	120,000	30,000
LB Ealing – Rough Sleepers	21,802	-
CNWL – Hospital Discharge	60,444	18,000
CNWL – Stepdown Project	37,475	-
Groundworks – Together Hounslow	28,080	-
Home Office – Refugee Asylum Seekers	91,118	-
Housing First	31,160	-
CASA Project	8,968	8,968
LCF Wave 1	-	4,000
Wandsworth D Counselling	12,013	-
Women Refuge Centre	21,112	-
Refuge Coordinator	29,656	-
	<u>£684,562</u>	<u>£60,968</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 3. Voluntary Income (continued)

<b>Grants (restricted):</b>	<b>2022</b>	<b>2021</b>
	£	£
<b>Others</b>		
London Councils (Ascent)	95,294	95,294
Henry Smith Foundation	50,000	59,500
Big Lottery/ESF BBO IPS	105,784	110,370
LCF Wave 2	-	41,824
MOJ	-	50,585
City Bridge Trust	59,600	57,300
MHCLG	-	55,650
<b>London Borough of Brent</b>		
NCIL	125,742	-
Supported Accommodation	40,000	-
<b>London Borough of Harrow</b>		
Bereavement	-	8,508
<b>London Borough of Hounslow</b>		
Hounslow IDVA	50,274	28,924
Connections	3,325	6,650
<b>London Borough of Ealing</b>		
Ealing Covid Response	-	10,000
Steps MH	29,978	29,978
	<u>£559,997</u>	<u>£554,583</u>

Gifts in kind include £2,940 (2021: £4,221) for general advocacy.

#### 4. Income from charitable activities

	2022			2021		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£	£	£	£
Advice, Information & Counselling	-	862,575	862,575	-	836,140	836,140
Other Income	4,890	-	4,890	73,867	-	73,867
	<u>£4,890</u>	<u>£862,575</u>	<u>£867,465</u>	<u>£73,867</u>	<u>£836,140</u>	<u>£910,007</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 4. Income from charitable activities (continued)

Contracts (restricted income):	2022	2021
	£	£
Brent Youth Offending Service (MOPAC)	75,672	75,672
Brent Mental Health	49,692	33,256
LB Brent – Generic Floating Support	160,528	160,528
LB Brent – DV & Families Floating Support	92,737	92,872
LB Brent – Complex Needs	-	18,888
LB Brent – Emotional Health Worker	41,570	11,996
LB Ealing Supporting People	186,217	186,217
LB Harrow Housing Services	157,959	158,511
LB Hounslow Mental Health User-Led	39,900	39,900
Greater London Authority – Young Londoners	49,971	49,971
NHS Hillingdon	8,329	8,329
	<u>£862,575</u>	<u>£836,140</u>

#### 5. Analysis of expenditure relating to general advocacy and support

	2022	2021
	£	£
Direct costs		
Staff costs	1,266,747	1,038,306
Recruitment	13,043	16,500
Travel	533	64
Volunteer expenses	2,468	622
Partners share of contract	37,425	24,963
Training & development	26,767	61,263
Support costs		
Share of support	6 301,613	282,205
Share of governance cost	6 10,334	9,600
	<u>£1,658,930</u>	<u>£1,433,523</u>

Total expenditure was £1,658,930 (2021: £1,433,523) of which £308,658 was unrestricted (2021 : £41,483) and £1,350,272 was restricted (2021 : £1,392,040).

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 6 Analysis of support costs and governance costs

	Support Costs 2022 £	Governance 2022 £	Total 2022 £	Support Costs 2021 £	Governance 2021 £	Total 2021 £
Premises	211,062	-	211,062	183,606	-	183,606
Communications	31,732	-	31,732	37,159	-	37,159
General Office & Finance Staff	46,714	-	46,714	51,465	-	51,465
Legal & Professional	7,623	-	7,623	4,769	-	4,769
Depreciation	3,370	-	3,370	3,988	-	3,988
Bank Charges	1,112	-	1,112	1,218	-	1,218
Audit Fees	-	4,200	4,200	-	9,600	9,600
Board Meetings	-	-	-	-	-	-
Annual report/ AGM	-	6,134	6,134	-	-	-
	<u>£301,613</u>	<u>£10,334</u>	<u>£311,947</u>	<u>£282,205</u>	<u>£9,600</u>	<u>£291,805</u>

#### 7 Net Income/(expenditure) for the year

This is stated after charging:	2022	2021
Depreciation	£3,370	£3,988
Auditor's remuneration	£4,200	£9,600
Operating lease rentals	£Nil	£Nil

#### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2022 £	2021 £
Wages and Salaries	1,107,094	909,401
Social Security Costs	92,975	76,828
Seasonal Fees	19,468	17,465
Pension	43,385	34,612
	<u>£1,262,922</u>	<u>£1,038,306</u>

The key management personnel of the Charity comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. One employee earned in excess of £60,000 (2021 : £60,000). Remuneration of key management personnel was £180,544 (2021 : £180,544).

Under FRS 102, employee benefits include gross salary, employer's national insurance, employer's pension contributions and benefits in kind.

## **EACH Counselling and Support**

### **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### **9 Staff Numbers**

The average monthly head count was 54 staff (2021: 56) and the average monthly number of full time equivalent employees (including casual and part time staff) during the year was as follows:

	2022 Number	2021 Number
Charitable activities	41.8	39.5
Support	8.4	8.0
	<u>50.2</u>	<u>47.5</u>

#### **10 Pension and other post-retirement benefit commitments**

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

	2022	2021
Contributions payable by the company for the year	<u>£43,385</u>	<u>£34,612</u>

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

#### **11 Related party transactions**

None of the trustees (or any persons connected with them) received any remuneration during the year, (2021: nil). No Trustees were reimbursed expenses in the year, (2021: nil). There were no other related party transactions in the year.

#### **12 Corporation tax**

As a charity, EACH Counselling and Support is exempt from UK tax on income and gains to the extent that these are applied to its charitable objects. No UK tax charges have arisen in the Charity, during the year or the previous year.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 13 Tangible fixed assets

	Office Equipment £
<b>Cost:</b>	
As at 1 April 2021	24,373
Additions	1,423
	<hr/>
<b>As at 31 March 2022</b>	<b>25,796</b>
	<hr/>
<b>Depreciation:</b>	
As at 1 April 2021	20,022
Charge for year	3,370
	<hr/>
<b>As at 31 March 2022</b>	<b>23,392</b>
	<hr/>
<b>Net book value</b>	
<b>As at 31 March 2022</b>	<b>£2,404</b>
	<hr/> <hr/>
As at 31 March 2021	£4,351
	<hr/> <hr/>

All assets are used for charitable purposes.

#### 14 Debtors

	2022 £	2021 £
Trade debtors	371,540	65,919
Other debtors	3,747	1,864
Prepayments and accrued income	34,794	21,950
	<hr/>	<hr/>
	<b>£410,081</b>	<b>£89,733</b>
	<hr/> <hr/>	<hr/> <hr/>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 15 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	33,060	23,305
Taxation and Social Security	23,119	19,426
Accruals and deferred income	300,665	212,163
	<u>£356,844</u>	<u>£254,894</u>
	2022	2021
Deferred income brought forward	134,663	9,667
Released in the year	(134,663)	(9,667)
Deferred in the year:	33,333	
- LB Hounslow – IDVA	-	21,155
- LB Brent – Families & DV	-	37,261
- LB Hounslow – Connection Fund	-	3,325
- LB Ealing Test & Trace	-	37,500
- CNWL – Hospital Discharges	-	28,666
- London Council – Ascent	-	6,006
LB Brent – Floating Support	3,563	750
Henry Smith Foundation	10,000	-
Brent YOT – Sub. Misuse Workers	37,836	-
NCIL	20,957	-
CNWL - Stepdown	31,475	-
Ealing Council Floating Support	11,701	-
	<u>£148,865</u>	<u>£134,663</u>

Deferred income represents grant income received in advance.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 16 Analysis of movements in restricted funds

	Balance as at 31 March 2021	Incoming resources	Resources expended	Balance as at 31 March 2022
LB Brent YOS (MOPAC) (a)	-			
City Bridge Trust (b)	-	59,600	59,600	-
London Councils (Ascent) (c)	-	95,294	95,294	-
LB Hounslow MH User-Led (d)	-	39,900	39,900	-
LB Hounslow IDVA (e)	-	50,274	50,274	-
LB Harrow Housing Related Serv. (f)	-	157,959	157,258	701
NHS Hillingdon Tamil (g)	-	8,329	8,329	-
LB Ealing Generic FSS (h)	-	186,217	186,217	-
Henry Smith Foundation (i)	-	50,000	50,000	-
LB Brent Floating Support (j)	-	160,528	135,230	25,298
LB Brent – DV & Families FFS (k)	-	92,737	92,737	-
LB Hillingdon (l)	-			
Big Lottery/ESF – BBO IPS (m)	-	105,784	105,784	-
Greater London Authority	8,944	49,971	58,915	-
LB Ealing Voluntary Section MH (o)	-			
LB Brent Mental Health (p)	-	49,692	29,368	20,324
LB Hounslow Connection Grants (q)	-			
Brent Complex Needs (r)	-	40,000	35,519	4,481
LB Brent Emotional Wrk (s)	-	41,570	11,130	30,440
LB Brent to CIL	-	125,742	125,742	-
LB Harrow - Connections	-	3,325	3,325	-
LB Ealing – Steps MH	-	29,978	29,978	-
Brent Youth Offending	-	75,672	75,672	-
	<u>£8,944</u>	<u>£1,422,572</u>	<u>£1,350,272</u>	<u>£81,244</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 16 Analysis of movements in restricted funds

Comparative information for the previous financial year is as follows:

	Balance as at 1 April 2020	Incoming resources	Resources expended	Balance as at 31 March 2021
LB Brent YOS (MOPAC) (a)	-	75,672	75,672	-
City Bridge Trust (b)	-	57,300	57,300	-
London Councils (Ascent) (c)	-	95,294	95,294	-
LB Hounslow MH User-Led (d)	-	39,900	39,900	-
LB Hounslow IDVA (e)	-	28,924	28,924	-
LB Harrow Housing Related Serv. (f)	-	158,511	158,511	-
NHS Hillingdon Tamil (g)	-	8,329	8,329	-
LB Ealing Generic FSS (h)	-	186,217	186,217	-
Henry Smith Foundation (i)	-	56,900	56,900	-
LB Brent Floating Support (j)	-	160,528	160,528	-
LB Brent – DV & Families FFS (k)	-	92,872	92,872	-
LB Hillingdon (l)	-	-	-	-
Big Lottery/ESF – Twinings (m)	-	110,370	110,370	-
Greater London Authority	10,261	49,971	51,288	8,944
LB Ealing Voluntary Section MH (o)	-	29,978	29,978	-
LB Brent Mental Health (p)	-	33,256	33,256	-
LB Hounslow Connection Grants (q)	-	6,660	6,660	-
Brent Complex Needs (r)	-	18,888	18,888	-
LB Brent Emotional Wrk (s)	-	11,996	11,996	-
LB Harrow Bereavement (t)	-	8,508	8,508	-
LB Ealing Covid Response (u)	-	10,000	10,000	-
LCF Wace 2 (v)	-	41,824	41,824	-
MHCLG (w)	-	55,650	55,650	-
MOJ (x)	-	50,585	50,585	-
	<u>£10,261</u>	<u>£1,390,723</u>	<u>£1,392,040</u>	<u>£8,944</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 16. Analysis of movements in restricted funds (Continued)

All the above restricted funds were utilised for the purposes for which they were intended as follows:

- a) To provide counselling and support to young offenders within the criminal justice system.
- b) To provide Mental Health counselling and group support for BME communities in Brent
- c) To deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and support groups for women and girls, experiencing domestic and sexual violence and abuse in eight outer London Boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond Upon Thames funded by the London Council
- d) To provide User-led Mental Health Services for mental health service users in the London Borough of Hounslow
- e) To provide BAME Domestic Abuse Specialist Advocacy to residents of London Borough of Hounslow
- f) To provide Housing Related Support and Preventative Support Services generic (lot 2) and Supported Housing for offenders, ex-offenders and individuals with drug and alcohol misuse and dependency issues (lot 3) in LB Harrow
- g) To provide counselling and support to the Tamil community affected by mental health issues in Hillingdon
- h) Provision of generic, mental health and substance misuse/offender floating support services in the London Borough of Ealing
- i) To provide group support and counselling for women with complex needs who reside in the London borough of Ealing
- j) Provision of generic floating support services in the London Borough of Brent in partnership with Thames Reach Charity
- k) Provision of women (Domestic Violence) and families floating support services in the London Borough of Brent in partnership with DePaul UK
- l) To provide counselling and support services for BME women experiencing domestic violence and abuse in the London Borough of Hillingdon
- m) Providing support to people in 9 North West London boroughs with common mental health issues within the BME communities to build their motivation and capabilities to enter employment in partnership with Twining Enterprise
- n) Provision of support services to children and young people to fulfil their potentials, particularly those at risk of getting caught in crime in London Borough of Brent
- o) To provide a peer-led mental health signposting and awareness service, STEPS to residents of London Borough of Ealing.
- p) To offer psycho-education and CBT to young people to de-escalate a crisis as part of the Accelerated Support Team based within Brent Council
- q) To empower and enable BME women 16 + with complex needs in London Borough of Hounslow to connect with others (peers) and with main stream services through a cohesive weekly group programme
- r) To provide support to women with complex needs in the London Borough of Brent fleeing domestic abuse and living in short-term accommodation, to enable them to move on successfully through intensive case work
- s) To provide support to young people aged 11-17 in London Borough of Brent on their mental health through targeted mental health assessment and therapeutic support
- t) To provide bereavement counselling to families of those affected by Covid-19 in the London Borough of Harrow
- u) To provide Covid 19 Test and Trace Community Engagement Project in the London Borough of Ealing
- v) To provide CPR (Coordinated Personalised Response) to address emerging, existing and escalating issues of DV as relates to safety/safeguarding for 75 women as part of Covid-19 response funding of London Community Fund
- w) To provide staffing and management capacity to sustain consistent and quality support to the women and their children at EACH's refuges are within LB Brent as part of MHCLG Covid-19 response
- x) To Develop capability including staffing, IT infrastructure to support women survivors in different ways as part of COVID-19 Extraordinary Ministry of Justice Funding for Domestic and Sexual Violence and Abuse Support Services

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 17 Analysis of movement in Unrestricted Funds

	Balance as at 31 March 2021 £	Incoming Resources £	Resources expended £	Transfers £	Funds as at 31 March 2022 £
Designated Funds					
Staffing contingency	25,000	-	-	75,000	100,000
Office improvements and relocation costs	9,274	-	-	240,726	250,000
	<u>£34,274</u>	<u>£Nil</u>	<u>£Nil</u>	<u>£315,726</u>	<u>£350,000</u>
Other Unrestricted Funds	<u>£219,838</u>	<u>£692,395</u>	<u>£308,658</u>	<u>£(315,726)</u>	<u>287,849</u>

The designated funds, which are to be utilised within 3 years, have been set aside as follows:

#### **Staffing Contingency**

The staffing contingency fund represents the potential cost of providing locum cover in the case of maternity or long-term sick leave.

#### **Office Improvements**

This fund represents the potential cost of relocation and/or refurbishment of our existing offices and associated capital expenditure.

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 18 Analysis of net assets between funds

Funds as at 31 March 2022 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	2,404	-	-	2,404
Current assets	642,289	350,000	81,244	1,073,533
Current liabilities	(356,844)	-	-	(356,844)
	<u>£287,849</u>	<u>£350,000</u>	<u>£81,244</u>	<u>£719,093</u>

Comparative information for the previous financial year is as follows:

Funds as at 31 March 2021 were represented by :	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total £
Tangible fixed assets	4,351	-	-	4,351
Current assets	470,381	34,274	8,944	513,599
Current liabilities	(254,894)	-	-	(254,894)
	<u>£219,838</u>	<u>£34,274</u>	<u>£8,944</u>	<u>£236,056</u>

#### 19 Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net movement in funds	456,037	96,533
Add back depreciation charge	3,370	3,988
Decrease/(increase) in debtors	(320,348)	(12,885)
(Decrease)/increase in creditors	101,950	220,655
Interest received	(3)	(277)
Net cash used in operating activities	<u>£241,006</u>	<u>£308,014</u>

#### 20 Commitments under operating leases

	2022 £	2021 £
Within one year - property	2,000	2,000
Between two and five years - property	131,276	131,276
	<u>£133,276</u>	<u>£133,276</u>

## EACH Counselling and Support

### (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS  
FOR THE YEAR ENDED 31 MARCH 2022

#### 21. SECTION 37 STATEMENT: LONDON COUNCILS GRANT

Under the terms of our grant from London Councils and Section 37 of The Local Government and Housing Act 1989 we are required to present the following information:

Grant-aid of £95,294 received in 2021-2022 (£95,294 received in 2020-2021) from the London Councils Grants to deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and group work for women and girls, experiencing domestic violence and abuse in eight outer London boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond upon Thames.

	2022		2021	
	Grants (£)	Spent (£)	Grants (£)	Spent (£)
Salary Costs	83,732	83,732	83,732	83,732
Training/Group (including Volunteers)	2,914	2,914	2,914	2,914
Running Costs	8,648	8,648	8,648	8,648
Total	<u>£95,294</u>	<u>£95,294</u>	<u>£95,294</u>	<u>£95,294</u>

#### 22. Analysis of changes in net (debt)/funds

The charity had no debt during the year.

**EACH COUNSELLING AND SUPPORT**

England & Wales - Charity number 1025967

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# Accounts

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**Charity Registration No. 1025967**  
**Company Registration No. 02818814 (England and Wales)**

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
**TRUSTEES' ANNUAL REPORT AND ACCOUNTS**  
**FOR THE YEAR ENDED 31 MARCH 2021**

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	Stephen Eckles Dr Zenobia Nadirshaw (MBE) Shaheen Dar Dr Oluwaseun Adebambo Renoop Purewal Richard Jan Rutkowski Ricardo Scipio	- Chair - Vice Chair - Treasurer - Trustee - Trustee - Trustee - Trustee
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<b>Chief Executive and Company Secretary</b>	Lakhvir Randhawa
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<b>Charity number:</b>	1025967 (England and Wales)
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<b>Company number</b>	02818814 (England and Wales)
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<b>Principal address and Registered Office</b>	Vine House 1 & 2 Factory Yard Hanwell London W7 3UG
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<b>Auditors</b>	HW Fisher LLP Acre House 11-15 William Road London NW1 3ER
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<b>Bankers</b>	National Westminster Bank Plc 275-277 High Street Hounslow Middlesex TW3 1ZA
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	Bank of Scotland Pentland House 8 Lochside Avenue Edinburgh EH12 9DJ
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<b>Solicitors</b>	Russell-Cooke 2 Putney Hill Putney London SW15 6AB
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**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
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# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report, which also contains the Directors' report as required by company law, and accounts for year ended 31 March 2021.

The accounts have been prepared in accordance with the accounting policies set out in note 1 to the accounts and comply with the Companies Act 2006 and the requirements 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).

### **OVERVIEW**

EACH recognises that a range of services and approaches are essential to engage individuals and families who are affected by problems arising from substance misuse, domestic violence and mental health issues, particularly those individuals and groups who are vulnerable, marginalised and hard to reach.

EACH's services are offered within a holistic approach that is culturally sensitive and person centred to reflect the individual, multiple and diverse needs of our service users.

The main services that are undertaken to further our charitable purpose for the public benefit, accessible to individuals of all ages and all communities are the following:

#### ***Substance misuse services in the community***

Structured therapeutic interventions, both brief and long term which follow a client-centred and goal-oriented approach to enable individuals to address their substance misuse and mental health issues, are provided through our Life Therapies social enterprise, Project Jasmine for women, and young people's services. Counselling is delivered in a number of community languages, including Hindi, Urdu, Gujarati, Punjabi, and Tamil and helps service users work towards their goals.

Abstinence based programmes are undertaken for those individuals wishing to maintain and achieve abstinence. Structured psycho-educational groups on relapse prevention, managing emotions, and better health are provided to assist those contemplating change and to help individuals in their recovery.

Volunteering opportunities to enable service users to build their confidence and skills through voluntary work placements in the organisation and through a Peer Volunteer support programme. This helps service users make positive life style changes and sustain their commitment to change and reintegrate back into the community.

Generic and specialist family support, mental health, and substance misuse floating support services provide support to people at risk of losing their homes and to help maintain their tenancies. This work is undertaken through a combination of home-visits by staff who support service users with life skills such as budgeting, cooking, understanding benefits, helping them access treatment and employment, education and training including other community-based provision, and through accommodation-based support such as hostels and women's refuges.

#### ***Mental health services***

Support to people in recovery is provided through targeted counselling and support services to the BME communities, including through trauma-based support for the Tamil community in Hillingdon, through a user-led resource centre in Hounslow, a specialist ETE project for BMEs, and an out of hospital floating support service in Ealing and support for people with dual diagnosis. A peer led mental health service in Ealing (STEPs) provides signposting within the community and space for people with lived experience to promote wellbeing.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

TRUSTEES' ANNUAL REPORT  
FOR THE YEAR ENDED 31 MARCH 2021

### **Services for women**

EACH's women-only services have continued to be provided within a holistic approach to address their multiple and interconnected issues relating to mental health, substance misuse and domestic violence and abuse. Services include a specialist domestic violence counselling and support service for victims and survivors, and for women with multiple needs and women-only support groups. Support is provided to women in 3 refuges, including one for Asian women, helping them to deal with the impact of domestic abuse and develop move on strategies. A women and families floating support service in Brent provides specific support to women in the community impacted by abuse and violence.

### **Services for young people and families**

For young people from the age of 11 years a range of interventions are provided. These include motivational support, cognitive behaviour therapy, counselling, advice and information on harm reduction and the associated risks of substance misuse and gang involvement, as well as group-based activities and workshops on anger management, offending behaviour, and knife and gun crime.

Support is provided to parents to develop more positive relationships with their children as well as their own resilience. Activities are delivered as part of Brent Council's children and family's provision, as well as within the wider community and in collaboration with other young people's services and professionals.

### **Crisis prevention support and resettlement**

A specialist floating support service provides support to families and women who may be experiencing challenges to sustain their tenancies or who are moving on from women only accommodation. Resettlement support is provided to women as part of a wider partnership (Project Casa).

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

#### **Board of Trustees (Directors)**

The Board of Trustees comprises of 7 members, who give their time voluntarily and are responsible for the governance, performance monitoring and strategic direction of the organisation. The Board meets 6 times a year to review and monitor the work. The Trustees are members of EACH. Board members come from diverse professional backgrounds and have expertise at a senior level in relevant areas such as financial management and accountancy, business strategy and organisational development, health and social care, clinical governance, housing and communications. If there have been any changes in trustees since the end of the year, these should also be reflected in the list presented.

The day to day running of the charity rests with the Chief Executive who is supported by members of the Executive Management Team. Responsibility to review the management accounts and annual accounts and resources of the organisation is delegated to the Finance and Resource Subcommittee which reports to the Board. There are three additional sub-committees covering Quality Governance, Policy & HR and a Service User sub- committee.

The Trustees who served during the year and up to the date of signing of the accounts were:

Stephen Eckles	Chair
Dr Zenobia Nadirshaw (MBE)	Vice Chair
Shaheen Dar	Treasurer
Dr Oluwaseun Adebambo	Trustee
Renoop Purewal	Trustee
Richard Jan Rutkowski	Trustee -Resigned 24/11/2021
Ricardo Scipio	Trustee

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

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### **Recruitment and Appointment of the Board of Trustees**

The Trustees are also Directors of the Charity for the purposes of company law and under the company's Articles are known as members of the Management Committee. Under the requirements of the Memorandum and Articles of Association the Trustees are elected to serve for a period of three years after which they must stand down and have the option of being re-elected at the Annual General Meeting. They receive no benefits from the charity.

Due to the nature of work that the organisation is involved in and the communities that it serves, the Board seeks to ensure that the experiences and needs of its service users are appropriately reflected through the diversity, experience and skills of its board members.

The organisation operates an open recruitment process advertising in the Guardian newspaper. Prospective candidates are asked to provide their CV and a letter expressing interest. An information pack outlining the organisation's Strategic Plan, roles and responsibilities of board members and a copy of the annual report is provided to ensure full understanding of the organisation's work. An interview panel comprising of three board members including the Chairperson selects prospective candidates. They are invited to attend a full board meeting as an observer before they make a commitment.

### **Changes to the Board of Trustees**

None to record.

### **Induction and Training of Trustees**

Board members are inducted and familiarised with the aims and objectives of the Charity through a comprehensive induction which covers the following areas:

- Role and responsibilities of Trustees.
- Operational framework for the Charity including the Memorandum and Articles.
- Risk Management.
- The current financial position of the Charity as set out in the latest published accounts.
- Future plans and objectives as set out in the 3-year Strategic Plan.

In addition, members participate in open days, project launches and training events covering a number of topics related to EACH's work and its operational functions. Along with the Senior Management Team, Board members meet once a year for a separate strategic planning and review day.

### **Evaluation and performance monitoring**

Trustees are responsible for ensuring that EACH meets its overall strategic aims and objectives as set out in the three-year Strategic Plan; reviewing annual performance and effectiveness; assessing, reviewing and monitoring risk, ensuring quality standards and meeting requirements of Company Law, Charities Commission regulations and other legal obligations.

There are four sub-committees – Finance and Resource, Quality Governance, Policy & HR and a Service User sub-committee. The Finance and Resource sub-committee sets and reviews the annual budget, reviews monthly management accounts, oversees risk management issues, allocates and oversees resources and meets all financial requirements as per the financial policy and procedures. The Quality Governance sub-committee reviews quality standards to ensure compliance with best practice, clinical governance, health and safety, and oversees regular audits. The Policy and HR sub-committee is responsible for reviewing policies and

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procedures, work force development, and staffing. The Service User sub-committee was reviewed and closer work with EACH's peer-led projects initiated to attract service user involvement and representation within governance structures. All committees make recommendations to the board and implement work plans as delegated by the Board.

### **Senior Management Team**

The Senior Management Team (SMT) comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. The SMT are responsible for delivering the three-year Strategic Plan and priorities which underpin and inform the key operational activities of EACH. The Operational Management Team consists of the Operations Manager, Services Manager, Clinical lead (under recruitment) and Project Manager/Co-ordinators, meeting bi-monthly to ensure the effective delivery and provision of all services as per the requirements of funders and commissioners. The Strategic Plan is reviewed annually by the Trustees and the Senior Management Team.

The charity operates from the head office in Ealing and three other branches in Harrow, Brent, and Hounslow and additionally through satellite provision.

### **Staff**

EACH has a diverse workforce employing 47.5 full time equivalent staff members, with a range of experience, knowledge and skills. The organisation is committed to ensuring that staff have the opportunity to develop their skills and competencies through training, peer support and access to other learning opportunities such as through attending conferences, workshops and participating in forums in their areas of work.

The charity is grateful to its staff for their hard work and commitment towards the excellent service that was provided over the year during challenging circumstances posed by the coronavirus pandemic.

### **Volunteers**

The organisation supported 45 volunteers. Volunteers contributed 5,220 hours to the charity over the last year through counselling 4,680 hours, 540 hours key working, admin and peer support. Volunteers' contribution is equivalent of £62,199 to the charity based on £12.05/hour counselling hours and £10.75/hour for admin, key working and peer supports.

The charity would also like to extend special thanks to all volunteers who have contributed significantly throughout the year.

### **Key Management Personnel**

1. Lakhvir Randhawa – Chief Executive
2. Clarissa Stoneman – Deputy Chief Executive
3. Femi Adebajo - Finance & Resources Director

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### **Objectives and activities**

Our charity's purposes as set out in the objects contained in the company's memorandum of association are to:

- Relieve mental or physical stress, or illness from alcohol related or other problems of individuals and their families, in particular those from ethnic minorities, through the provision of education, advice and counselling

Our aim which is carried out for the public benefit is:

To be the leader in the development and provision of inclusive services that empower and meet the needs of individuals and families from diverse communities affected by drugs and alcohol misuse, mental health and domestic violence concerns.

### **Public Benefit**

The trustees confirm they have referred to the Charity Commission guidance on public benefit.

Our activities deliver public benefits by:

- Providing quality and effective treatment to enhance positive outcomes for service users
- Developing services targeting socially excluded groups, particularly BMER (Black, Asian, Minority Ethnic and Refugee) communities, young people and women
- Promoting and highlighting best practice
- Empowering service users to realise their potential and maximise the opportunities available to them to do so
- Developing a skilled and competent workforce

Ensuring a robust organisation able to grow and change to meet the challenges of the future.

### **Criteria for measuring success**

The following are the criteria used by the charity to measure success of projects or any activity engaged in during the year:

1. The Key performance indicators (KPIs)-
  - KPIs established at the commencement of the project between the funder and EACH (quantity, quality, scope, time frame and safety standards etc).
  - Data monitoring system deployed to gather quantitative and qualitative data that can be used for continuous improvements and future funding applications.
2. Acceptability and satisfaction –
  - Clients' satisfaction measured through service users' consultations and feedback. The feedback gathered can be used to help shape future policy shifts or influence securing future funding for the same or related projects.
  - Staff satisfaction and good team working measured from responses from staff during appraisals and management supervisions.
  - Implication of the project on EACH's reputation.
3. Sustainability – Assessed based on ability to deliver within set budgets.
4. Organisational objectives –
  - Alignment of the project with the charity's business plan and values.

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- How the project can reaffirm EACH's unique selling point (USP).

### **Risk Identification**

Risk Management is conducted at a strategic and operational level. The Board reviews EACH's Risk Management document annually to identify, prevent or reduce the impact and likelihood of identified risks as reported by the Finance and Resource sub-committee. Where risks have been identified, contingency plans are in place to mitigate them. "The Risk Management document", which incorporates the key areas that have to be addressed which includes organisational risks (dealing with vulnerable clients), financial risks (contracts, economic climate, organisational sustainability, commissioning and funding changes), employer's risks (health and safety for staff, service users and the public), meeting legal and other statutory requirements; reputational risks (complaints, organisational effectiveness, service delivery).

The organisation adheres to the NICE Clinical guidelines which provide a robust framework to meet clinical standards as the basis of our work. The continuing review of policies and operating procedures, implementation of the Drugs and Alcohol National Occupational Standards (DANOS), adoption of the QuADS (Quality Assurance for Drugs and Alcohol) and the QAF (Quality Assurance Framework), BACP requirements ensure a consistent quality of delivery for all operational aspects of the charity.

### **Achievements and Performance in 2020 – 2021**

#### ***Service Users Engaged in EACH's Counselling and Support Services***

During the year EACH supported a total of 1,759 service users, this being 188 fewer than the previous year due to increased utilisation of services with a significant number of clients supported with longer sessions and more frequently in a week. 34% of clients in our services were male, with women comprising 64% (the remaining 2% chose not to say)- 1,126 women were seen in both our specialist services and generic provision. 71% compared to 73% the previous year were from BME (Black, Asian and Minority Ethnic) communities, reflecting the organisation's reach and USP. Within the BME groups, people of mixed heritage represented a fifth, with Black Caribbean represented 16%, Indian 15%, Black African nearly 12%, and Middle Eastern 5% highlighting the wide reach of services. Overall, people from SE Asian communities (India, Pakistan, Bangladesh, Sri Lanka, Other) comprised 42%, Black British/African/Caribbean 34% and people of mixed heritage 20%.

Of the total number of 601 men, the most significant presentation at 38% was to our Floating support services in Brent, Ealing and Harrow to support their housing tenancy needs, 150 men (25%) presented with mental health as the primary issue, and 20% with substance misuse, accessing our specialist service Create Wellness in Ealing and young people's services in Brent. 92 men accessed our ETE project, increase from 55 in previous year, delivered in this year – IPS Works which supports adults from the BME with mental health to help them develop work related skills and the confidence to take up work opportunities.

Of the 1,126 women who accessed our services, a significant proportion (59%) did so due to domestic violence and abuse and related issues, including as part of our specialist provision for women fleeing violence and to address inter-related, complex needs of substance misuse, mental health and domestic violence. This was an increase by 29% from the previous year. 18% accessed our support to address housing related needs through our generic, women and families and mental health floating support, and 4% to gain ETE skills. 128 women were supported within substance misuse services, with 63 as part of our Youth Offending Service, with the majority being parents or relatives of young people in that service.

6190 counselling sessions and 28,150 key working support sessions were delivered to service users, both an increase from previous year. 465 group sessions, including workshops, were delivered, this a decrease due to the pandemic and having to shift work online, and 342 community outreach sessions to inform, educate and engage service users provided – this also a decrease due to limitations of social distancing.

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427 clients were seen at satellites within the wider community, and 63 within supported housing. The majority of clients, 49%, seen were aged 30 to 49, with 15% also aged between 50 and 59; young people aged 17 or under were mainly supported as part of our young people's services in Brent, addressing substance misuse and mental health with 11% of all service users being seen in these.

## ***Drugs & Alcohol services***

### ***Abstinence based Create Wellness and Life Therapies Structured Day Programme and counselling***

The abstinence-based programme and counselling delivered as part of our Create Wellness Social Enterprise (Life Therapies from November 2019 onwards) was delivered in Ealing through a mixture of spot purchasing by local authorities, self-funding by individuals and block purchasing by other organisations. This was accessed by 44 people seeking to address their alcohol and drug issues, domestic abuse and mental health concerns.

### ***Young people – Brent***

EACH's work with young people expanded in this year through Pathfinder, which aims to provide support to young people at risk due to adverse childhood experiences and with their mental health impacted by Covid-19. This expanded the young people's portfolio in Brent, also comprising of the YOT service, Accelerated Support and RealTalk. 227 referrals were received, with 219 supported through one to one individual support, including key-working and structured counselling, and group work. The majority were from BME communities (75%) and males represented 63% of all seen.

### ***Floating support services – Substance Misuse, Mental Health, Women and Families, Offender Management and Generic***

The Floating Support Services in Brent, Harrow and Ealing supported a total of 470 clients across mental health, generic, women and families, and substance misuse/offender management; this was less than previous year, however most clients were supported more frequently and held longer through 16,247 keyworking sessions.

## ***Services for Women***

### ***Ascent Project - pan London VAWG services***

EACH has continued to deliver its specialist VAWG services under Ascent, a project of the London VAWG (Violence against Women and Girls) consortium established in April 2013. The latter is made up of approx.. 30 organisations, funded by London Councils to deliver a range of services for survivors of domestic and sexual violence. EACH delivered counselling and group work under the Advice and Counselling strand of Ascent in 8 boroughs – Brent, Hounslow, Harrow, Hillingdon, Kingston, Richmond, Merton and Wandsworth. Over the year, across the 8 boroughs, 246 women and young girls affected by sexual violence and abuse were provided with specialist counselling and support and 257 women-only support group sessions were delivered. Out of 196 women and young girls, **85% reported an increased level of understanding to make safe choices and 83% an increased knowledge of safe choices.**

### ***Project Jasmine – complex needs service in Ealing***

Funding from the Henry Smith trust supported provision of counselling and keyworking to women with multiple, inter-connected needs related to domestic abuse, mental health and substance misuse. 96 women were supported through a combination of counselling, keyworking and group session; 57% were BME women.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

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## **Specialist Refuge and Housing Support – Brent**

EACH provided extensive support to women both in crisis and in need of safe, emergency accommodation as well as to support women and their children in the community. 39 women and their children were supported within 3 refuges, including one specifically for Asian women, and 30 women in the specialist women and families floating support. 79% of the women supported in the refuges were BME.

## **Mental Health services**

### **Tamil mental health project – Hillingdon**

EACH provided a specialist mental health counselling service to the Tamil Community in Hillingdon. Support was provided in mother tongue to help 16 people recover from the emotional and physical impact of the conflict in Sri Lanka (PTSD), domestic violence and alcohol.

### **Mental Health – Project 10 @ Star Centre, Hounslow**

The mental health service (Project no 10 @ the Star Centre) has continued to operate with a reduced level of funding by L.B Hounslow; it supported 94 service users through drop in sessions, 65% being male. The service provides a 'safe space' for service users who are in contact with statutory services to help re-ablement through social activities, e.g. gardening, as well as enable people to come together and access support and have a hot meal, including over Christmas and New Year. This year. Most of the support was delivered remotely.

### **STEPS- Peer led Mental Health Awareness and Signposting**

Funded by L.B Ealing, STEPS delivered 180 workshops and 498 peer support hours, helping people to address social isolation, develop self-care and identify appropriate services for themselves.

## **Employment, Training and Education – North-West London**

IPS Works continued to do well as part of a partnership with Twining Enterprises; it operates across NW London, primarily on an outreach basis, to access and engage members of the BME community with a mental health issue and who are seeking or thinking about taking up employment. It received 226 referrals, all of whom were assessed for suitability for the programme, with 118 being taken on. There were 166 clients supported to develop motivation and move into more structured employment related activities, such as job clubs. 46% of clients seen were from mixed heritage and 55% of clients were male.

## **2020-21 AT A GLANCE**

This year continued to be a challenging one for the organisation with the need to develop and maximise sources of income to not only mitigate against previous years' loss of funding, but also to operate and deliver services during a pandemic. EACH focussed on building upon its expertise of working with marginalised groups on mental health, substance misuse, and domestic violence, which coupled with its long-standing presence in NW London, provided a platform to seek and obtain funding for initiatives to support people through the pandemic and crisis whilst sustaining current work. The challenge has been service delivery through multiple projects which are funded through grants, with this requiring greater co-ordination, onboarding of staff, reporting and management, and short-term funding to respond to immediate needs posed by the pandemic.

## **New Developments**

### **Brent Young People's Services**

EACH has a well-established record of supporting young people with a substance misuse problem and/or mental health in Brent. During this year it built upon its work within the Youth Offending Service and the Accelerated Support Team based within Brent Council to initiate support for young people adversely affected

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by Covid-19. This was as part of Brent Council's BME Covid-19 Pathfinder project funded by the Youth Justice Board.

### **Women's Services**

EACH built upon its long-standing work supporting women affected or experiencing domestic abuse to attract funding to support women and their children in various ways. Emergency funding was obtained from London Emergency Fund and MOPAC to support women (and their children) experiencing domestic abuse through an emotional support helpline and counselling (Project Awaaz) and enhanced infrastructure and support within the refuges, e.g. installation of wifi and provision of emergency packs.

Funding from LB Brent, via EACH's partnership with DePaul, enabled EACH to deliver the development of complex needs support for women in safe accommodation, to facilitate move on within 3-4 months and EACH was successful in a bid to MHCLG for funding to support women within the refuges in Brent, including through counselling and welcome packs, helping to increase capacity and facilitate move on.

EACH was approached by LB Hounslow to consider a bid to support BME women through a specialist IDVA – which was successful, resulting in EACH delivering essential support to women to stay safe through advice and advocacy. Forward Steps, also funded by LB Hounslow Thriving Communities grant, enabled EACH deliver a structured programme of recovery support to women to address substance misuse, domestic abuse and mental health.

EACH continued to support women as part of a London-wide partnership with EACH extending this work with funding to provide additional counselling for women in Wandsworth. It was also commissioned within the partnership to provide counselling for women in crisis accommodation during the pandemic.

### **Mental Health Services**

EACH was successful in several bids to develop new initiatives for people in recovery from mental health difficulties. City Bridges approved funding for EACH's Connect & Change project to support refugees and asylum seekers in Brent; due to the pandemic, the funder re-directed the funding to support EACH's core costs.

A bid to Ealing Council's NCIL grant programme was successful – it will provide employment related coaching and counselling to BMEs in key wards and help to address digital literacy issues.

Funding for counselling for refugees and asylum seekers is approved as part of Together Hounslow partnership with Groundworks.

A successful bid to Harrow Giving Fund enabled EACH to deliver Bereavement counselling and support to BME families impacted by grief and loss due to the pandemic, whilst in Brent an out of hospital project to support in-patients at mental health wards at Central Middlesex Hospital as part of their discharge and within the community commenced with funding from CNWLNHS.

### **Substance Misuse**

Funding for Rough Sleepers Programme in Ealing was approved for partnership comprising local treatment services, with EACH to offer counselling.

### **Consortium Development**

EACH received grant funding from LB Ealing to develop and lead on a community-based consortium to undertake awareness and engagement on Covid-19 within targeted community groups and areas.

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### **Partnerships**

EACH has continued its successful partnership with Ascent Project (pan London Violence against Women and Girls (VAWG) service) to provide counselling in 8 London boroughs, as well as with Thames Reach, DePaul, and Twining enterprise.

### **Quality Governance**

- Internal audits have informed the work of the Quality Sub-committee to ensure that service improvements are undertaken and to provide oversight of clinical governance
- A number of key clinical and organisational policies were reviewed and adapted.
- Staff benefited from a range of internal and external trainings
- Service users have been represented on the Board, played a key role in promoting the organisation and have participated in our employee recruitment process.
- EACH retained its ISO 9001 quality management certification during the year and will endeavour to sustain the quality mark.
- EACH retained its Investors in People accreditation status during the year.

### **Summary of Impact of Covid-19 Pandemic**

At the end of the year in Mid-March 2020, the Coronavirus 19 pandemic resulted in a national lockdown to contain the spread of the deadly virus and limit its impact on the NHS.

As a consequence, EACH closed its centres and moved our service delivery to remote based support through the use of mobile phones and digital technology.

The impact of the pandemic on EACH's service users was considerable, with the lockdowns making it difficult to provide face to face support. That many other services were not available had significant impact on the demand for our services. The reduction and often the non-availability of mental health services was particularly acute, and many service users who might have presented in crisis to A&E pre-pandemic chose to present to EACH's services, requiring considerable input from staff to stabilise and use assertive advocacy to refer on to appropriate support.

EACH incurred additional costs related to remote working, e.g. mobiles, laptops, website development and IT; EACH was able to secure funding towards these from short term, Covid-19 related funding. Due to the pandemic, a funder re-purposed its funding to core and another extended its contract by another year, thus providing stability.

EACH remained open throughout the pandemic working on the principle of the need to be available and accessible to vulnerable people whilst ensuring the wellbeing of our staff. Both a higher volume of referrals and higher retention rates was experienced due to service users':

- Needs being more complex, in particular due to other services non-availability
- Safeguarding issues being higher, and accordingly need for increased management and other measures, e.g. daily welfare checks
- Increased waiting times
- Loss of employment and diminished support networks

As a response to the pandemic and the challenges it posed, EACH implemented the following measures to a) keep staff, service users and members of the public safe, b) sustain support to service users, current and new, and c) that the organisation can continue in operation.

- Face to face contact was withdrawn and moved to phone and/or digital based support; during the easing of lockdowns, staff access offices on a rota basis and were able to see clients in person by practising social distancing measures, e.g. by seeing them in open spaces such as parks

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- Staff were provided with the IT and means to work from home
- Standard Operating Procedures were revised and issued to all staff
- Risk assessments were undertaken of all staff and service users in relation to Covid-19 and vulnerabilities and these were refreshed over the course of the year
- Our refuge accommodation (19 units) was closed to new admissions, with limited on-site presence to ensure that women newly admitted were settled in and that all the residents understood the Covid-19 safety requirements (many of the women do not have English as first language); these restrictions were eased when lockdown lifted and staff provided fuller, daily cover
- Information on Covid-19 was added to our website, including a link to information in various languages
- Contact was made with partnerships and funders to help them understand the impact of the pandemic and the need for local emergency mobilisation, as well as for us to understand their constraints

To mitigate against the impact of the pandemic on service delivery and sustain the business, EACH has responded in the following ways:

- Daily check ins with staff to support them to work remotely and pick up any issues
- Introduced regular staff wellbeing sessions
- Updated safeguarding logs for all service users and adapted support plans according to risk assessment
- Ensured inductions, training, team meetings and supervisions continue as normal but delivered over digital platforms
- Held organisational wide meetings with staff to both check in, sustain connections across EACH, and to discuss and consult on any planned changes
- Managed limited on-site operations on our sites to ensure safety of service users more vulnerable and at risk due to the impact of Covid-19 on their physical and mental health
- Staff were allocated to work on site as part of a rota limiting number of people in the offices whilst enabling team working as part of defined bubbles
- We Identified and continued to access funding, in particular emergency funding to help service users with basic essentials and to provide additional capacity and services to respond to emerging needs
- Increased capacity and developed new services to meet additional demand and needs
- Identified and reduced running costs, whilst increasing capacity of online digital channels
- Adapted service responses and the way support is delivered by a) re-purposing support to provide befriending or to deliver emergency provisions through door-stopping, and b) introducing a blended model of face-to-face/on-site support and remote based support which can be stepped up or stepped down depending on need or appropriateness
- Made premises Covid-19 safe through deep cleans, cleaning stations, a rota to limit cross over of staff and numbers on site, and by securing and distributing PPE to staff
- On-going assessment of changes in Government guidance and revising and communicating our protocols to staff to manage the risk of Covid-19 accordingly

In conclusion, EACH has sustained its services by adapting its modes of delivery and ensuring staff are able to work effectively, primarily remotely, whilst ensuring that duty of care is sustained for clients. It has also responded to new demands and needs by developing new services by drawing down funding from local authorities and trusts. EACH is in a strong position financially and operationally to respond to the uncertainties and challenges caused by the pandemic; going forward, we will be seeking to utilise our specialism and expertise of work with BME communities and women to influence local developments and realise funding opportunities.

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## **FINANCIAL REVIEW**

The year end account show an increase in the net assets of the Charity by £96,533 to £263,056 as at 31 March 2021 from £166,523 at 31<sup>st</sup> March 2020 representing an increase of 57.97%. Mainly due to funding for new the projects, the revenue of the charity increased by 29.46% (£348,198) to £1,530,056 in 2020/21 from £1,181,858 in 2019/20 during the financial year.

### **Reserves policy**

The trustees of EACH have examined the Charity's requirements for reserves in light of the main risks to the organisation and have accordingly established a policy whereby unrestricted funds of a minimum £120,000 are set aside as reserves to meet at least one month's recurrent expenditure and liabilities which is currently about £106,000. The unrestricted reserves for the charity were £219,838. An amount of £34,274 is earmarked as designated funds for the purposes of staffing (£25,000), office improvement and office relocation (£9,274).

### **Plans for the future**

In 2021-22 EACH will:

- Continue to build non-statutory income streams to provide key services that support service user's recovery and health and well-being
- Continue to build financial reserves
- Recruit additional, new members to the Board of Trustees and provide relevant induction and training
- Enhance our social enterprise model by incorporating it into our funding and business development plan, including through spot purchasing by statutory and non-statutory services
- Prioritise funding and development to sustain our current community engagement and counselling and support services to BME communities, women and girls and young people affected by substance misuse, mental health and domestic violence.
- Develop our offer to young people and families
- Continue to build and sustain strategic alliances and partnerships
- Work towards implementing a competency-based framework
- Draw out learning and impact of our work, in particular through pilot projects delivered with emergency/Covid-related funding
- Focus on further service user and volunteer involvement within the organisation
- Identify alternative premises to locate Ealing services due to entering the final year of the lease

### **Disclosure of information to auditors**

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditors are aware of such information.

On behalf of the Board of Trustees

**Stephen Eckles**

Chair

Date: *Steve Eckles*

20 Jan 2022

## **EACH Counselling and Support** **(A COMPANY LIMITED BY GUARANTEE)**

STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2021

The Charity's trustees (who are also the directors of EACH Counselling and Support for the purposes of company law) are responsible for preparing a trustees' annual report and accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the Charity trustees to prepare accounts for each year which give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including the income and expenditure for that period. In preparing the accounts, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (Statement of Recommended Practice);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the accounts;
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the Charity will continue in operation.

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

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2021

### **Opinion**

We have audited the accounts of EACH Counselling and Support (the 'charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of cash flows and the notes to the accounts, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the accounts:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of accounts in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the accounts, we have concluded that the Trustees' use of the going concern basis of accounting in the preparation of the accounts is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the accounts are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The other information comprises the information included in the Trustees' Annual Report, other than the accounts and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the accounts does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the accounts or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the accounts themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2021

### **Opinions on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the Trustees' Annual Report, which includes the Directors' Report prepared for the purposes of company law, for the financial year for which the accounts are prepared is consistent with the accounts; and
- the Directors' Report included within the Trustees' Annual Report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report included within the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the accounts are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the accounts in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Trustees' Annual Report and from the requirement to prepare a Strategic Report.

### **Responsibilities of Trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the accounts and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of accounts that are free from material misstatement, whether due to fraud or error. In preparing the accounts, the Trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Auditor's responsibilities for the audit of the accounts**

Our objectives are to obtain reasonable assurance about whether the accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these accounts.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

# **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

## **INDEPENDENT AUDITOR'S REPORT**

**TO THE MEMBERS OF EACH COUNSELLING AND SUPPORT FOR THE YEAR ENDED 31 MARCH 2021**

As part of our planning process:

- We enquired of management the systems and controls the charity has in place, the areas of the accounts that are most susceptible to the risk of irregularities and fraud, and whether there was any known, suspected or alleged fraud. The charity did not inform us of any known, suspected or alleged fraud.
- We obtained an understanding of the legal and regulatory frameworks applicable to the charity. We determined that the following were most relevant: the Charity SORP, FRS 102, Charities Act 2011, Companies Act 2006.
- We considered the incentives and opportunities that exist in the charity, including the extent of management bias, which present a potential for irregularities and fraud to be perpetuated, and tailored our risk assessment accordingly.
- Using our knowledge of the charity, together with the discussions held with the charity at the planning stage, we formed a conclusion on the risk of misstatement due to irregularities including fraud and tailored our procedures according to this risk assessment.

The key procedures we undertook to detect irregularities including fraud during the course of the audit included:

- Identifying and testing journal entries and the overall accounting records, in particular those that were significant and unusual.
- Obtaining third party confirmation of bank balances.
- Reviewing the accounts disclosures and determining whether accounting policies have been appropriately applied.
- Documenting and verifying related party transactions.
- Assessing the extent of compliance, or lack of, with the relevant laws and regulations.
- Reviewing documentation such as the charity board minutes for discussions of irregularities including fraud.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditors' report.

### **Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report or for the opinions we have formed.

*HW Fisher LLP*  
**Sailesh Mehta (Senior Statutory Auditor)**

For and behalf of HW Fisher LLP

Chartered Accountants

Statutory Auditor

Acre House

11-15 William Road

London, NW1 3ER

Date: *20 January 2022*

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds	Designated funds	Restricted funds	Total funds 2021	Total funds 2020
		£	£	£	£	£
<b>Income</b>						
Voluntary Income	3	65,189	-	554,583	619,772	374,035
Charitable activities	4	73,867	-	836,140	910,007	805,847
Investment Income		277	-	-	277	1,976
<b>Total income</b>		<b>139,333</b>	<b>-</b>	<b>1,390,723</b>	<b>1,530,056</b>	<b>1,181,858</b>
<b>Expenditure on:</b>						
<i>Charitable activities:</i>						
General advocacy and support	5	41,483	-	1,392,040	1,433,523	1,262,521
<b>Total expenditure</b>		<b>41,483</b>	<b>-</b>	<b>1,392,040</b>	<b>1,433,523</b>	<b>1,262,521</b>
<b>Net Income/ (expenditure) before transfers</b>		<b>97,850</b>	<b>-</b>	<b>(1,317)</b>	<b>96,533</b>	<b>(80,663)</b>
Gross transfers between funds	17	-	-	-	-	-
<b>Net Income/ (expenditure) for the year</b>		<b>97,850</b>	<b>-</b>	<b>(1,317)</b>	<b>96,533</b>	<b>(80,663)</b>
<b>Reconciliation of funds:</b>						
Total funds brought forward		121,988	34,274	10,261	166,523	247,186
<b>Total funds carried forward</b>		<b>219,838</b>	<b>34,274</b>	<b>8,944</b>	<b>263,056</b>	<b>166,523</b>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE  
ACCOUNT FOR THE YEAR ENDED 31 MARCH 2021

### Prior year figures

	Note	Unrestricted funds	Designated funds	Restricted funds	Total funds 2020
		£	£	£	£
<b>Income</b>					
Voluntary Income	3	16,568	-	357,467	374,035
Charitable activities	4	18,143	-	787,704	805,847
Investment Income		1,976	-	-	1,976
<b>Total income</b>		<b>36,687</b>	<b>-</b>	<b>1,145,171</b>	<b>1,181,858</b>
<b>Expenditure on:</b>					
<i>Charitable activities:</i> General advocacy and support	5	102,611	25,000	1,134,910	1,262,521
<b>Total expenditure</b>		<b>102,611</b>	<b>25,000</b>	<b>1,134,910</b>	<b>1,262,521</b>
<b>Net income/(expenditure) before transfers</b>		<b>(65,924)</b>	<b>(25,000)</b>	<b>10,261</b>	<b>(80,663)</b>
Gross transfers between funds	17	29,849	(29,849)	-	-
<b>Net income/(expenditure) for the year</b>		<b>(36,075)</b>	<b>(54,849)</b>	<b>10,261</b>	<b>(80,663)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		158,063	89,123	-	247,186
<b>Total funds carried forward</b>		<b>121,988</b>	<b>34,274</b>	<b>10,261</b>	<b>166,523</b>

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**

Company registration number: 02818814

BALANCE SHEET AS AT 31 March 2021

	Note	2021		2020	
		£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	13		4,351		3,972
<b>Current assets:</b>					
Debtors	14	89,733		76,848	
Cash at bank and in hand		423,866		119,942	
<b>Total Current assets</b>		513,599		196,790	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	(254,894)		(34,239)	
<i>Net current assets</i>			258,705		162,551
<i>Total assets less current liabilities</i>			263,056		166,523
<b>Total net assets</b>			<b>263,056</b>		<b>166,523</b>
<b>The funds of the Charity:</b>					
Restricted fund	16		8,944		10,261
Designated funds	17		34,274		34,274
Other charitable funds			219,838		121,988
<i>Total unrestricted funds</i>			254,112		156,262
<b>Total funds</b>	18		<b>263,056</b>		<b>166,523</b>

The notes at pages 21 to 37 form part of these accounts.

These accounts were approved by the Board of Trustee on

and signed on its behalf by:

**Stephen Eckles**  
Chair

**Shaheen Dar**  
Treasurer

*Steve Eckles*

*Shaheen Dar*

20 Jan 2022

**EACH Counselling and Support**  
**(A COMPANY LIMITED BY GUARANTEE)**  
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2021

	<b>Note</b>	<b>Total Funds 2021 £</b>	Total Funds 2020 £
Cash flows from operating activities:			
Net cash used in operating activities	<b>19</b>	<b>308,291</b>	(95,285)
<hr/>			
Cash flows from investing activities:			
Purchase of tangible fixed assets		<b>(4,367)</b>	(4,319)
<hr/>			
Change in cash and cash equivalents in the reporting period		<b>303,924</b>	(99,604)
<hr/>			
Cash and cash equivalents at the beginning of the reporting period		<b>119,942</b>	219,546
<hr/>			
Cash and cash equivalents at the end of the reporting period		<b>423,866</b>	119,942
<hr/>			

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### **I. Accounting Policies**

- a) EACH Counselling and Support is a private company limited by guarantee incorporated in England and Wales. The registered office is Vine House, 1 & 2 Factory Yard, Hanwell, London, W7 3UG.

The principal accounting policies adopted preparation of the accounts are as follows:

#### **b) Basis of preparation**

The accounts have been prepared in accordance with the Companies Act 2006 and the requirements 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).

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

The accounts are prepared in sterling, which is the functional currency of the charitable company. Monetary amounts in these accounts are rounded to the nearest £.

#### **c) Preparation of the accounts on a going concern basis**

The COVID-19 pandemic has caused little disruption to the charity's operations to date, as the counselling and key working services have been provided using online platforms. We had to close our offices, but we continued our services with online and by telephone. Income has continued to be received from the existing multi-year contracts and new ones during the period while our staff and volunteers have worked from home and attended online meetings. Our keyworkers provide check ups on the highly vulnerable clients. The trustees consider it unlikely that the continuing effect of the pandemic will cause significant disruption. All our funders were particularly supportive during the lockdown periods. Accordingly, at the time of approving the accounts, the trustees have a reasonable expectation that the company has adequate resources to continue in operation for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts

#### **d) Income**

All incoming resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Voluntary resources are included in the statement of financial activities when the Charity is entitled to the income and the amount can be quantified with reasonable accuracy.

The value of services provided by volunteers has not been included in these accounts.

Investment income is included when receivable.

Unrestricted income is deferred when this is received and relates to a period following the year end. Restricted income is deferred only when this relates wholly to a future period, as specified by the funder.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### **Accounting Policies (Continued)**

#### **e) Fund accounting**

Unrestricted funds are available to spend on activities that further any of the purposes of the Charity.

Designated funds have been allocated by the trustees to specific projects being undertaken by the Charity.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the Charity's work or for specific projects being undertaken by the Charity.

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

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

- Costs of raising funds comprise the costs of attracting voluntary income and the costs of fundraising.
- Expenditure on charitable activities includes the costs of the delivery of its activities and services for its beneficiaries.
- Other expenditure represents those items not falling into any other heading.

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

Rental costs under operating leases are charged against income on a straight line basis over the term of the lease.

#### **g) Allocation of support costs**

All support costs are allocated activities based on the time spent on those by staff.

#### **h) Tangible fixed assets**

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost less depreciation. A full year depreciation is charged in the year of acquisition of fixed assets. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, which in all cases is estimated at 3 years.

All fixed assets acquired specifically for projects under restricted funds, are written off in the year of purchase.

The policy with respect to impairment reviews of fixed assets is that these assets are inspected regularly for any impairment and any defect remedied so as to maintain the current value. In some cases a provision for impairment would be required.

#### **i) Pensions**

The charity operates a defined contributions pension scheme. Contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### **I Accounting Policies (Continued)**

#### **j) Debtors**

Trade and other debtors are recognised at the settlement amount due after any trade discount offered and provision for bad and doubtful debts.

Prepayments are valued at the amount prepaid net of any trade discounts due.

#### **k) Cash at bank and in hand**

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

#### **l) Creditors and provisions**

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

#### **m) Financial instruments**

The Charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues of FRS 102 to all its financial instruments.

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

## **2. Critical accounting estimates and judgements**

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

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

The Trustees do not consider there to be any estimates or judgements that are critical to the accounts

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 3 Voluntary Income

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total funds</b>
	<b>2021</b>	<b>2021</b>	<b>2021</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Grants	60,968	554,583	<b>615,551</b>	12,484	357,467	<b>369,951</b>
Gifts in Kind	4,221	-	<b>4,221</b>	4,084	-	<b>4,084</b>
	<b>65,189</b>	<b>554,583</b>	<b>619,772</b>	<b>16,568</b>	<b>357,467</b>	<b>374,035</b>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 4. Voluntary Income (Continued)

#### Grants (unrestricted):

	2021	2020
	£	£
Grant: CASA Project	8,968	4,484
CNWL	18,000	-
Ealing Test & Trace	30,000	-
LCF Wave 1	4,000	-
MHCLG	-	8,000
	<b>60,968</b>	<b>12,484</b>

#### Grants (restricted):

	2021	2020
	£	£
<b>Others</b>		
London Councils (Ascent)	95,294	90,489
Henry Smith Foundation	59,500	56,900
Big Lottery/ESF BBO IPS	110,370	101,429
LCF Wave 2	41,824	-
MOJ	50,585	-
City Bridges Trust	57,300	47,743
MHCLG	55,650	-
<b>London Borough of Harrow</b>		
Bereavement	8,508	-
<b>London Borough of Hounslow</b>		
Hounslow IDVA	28,924	-
Connections	6,650	-
<b>London Borough of Hillingdon</b>		
Hillingdon DV	-	30,000
<b>London Borough of Ealing</b>		
Voluntary Sector Mental Health Grant	-	30,906
Ealing Covid Response	10,000	-
Steps MH	29,978	-
	<b>554,583</b>	<b>357,467</b>

Gifts in kind include £- (2020: £-) for legal assistance and £4,221 (2020: £4,084) for general advocacy.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 4 Income from charitable activities

	Unrestricted funds	Restricted funds	Total funds	Unrestricted funds	Restricted funds	Total funds
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Advice, Information & Counselling	-	836,140	836,140	-	787,704	787,704
Other Income	73,867	-	73,867	18,143	-	18,143
	<b>73,867</b>	<b>836,140</b>	<b>910,007</b>	<b>18,143</b>	<b>787,704</b>	<b>805,847</b>

### Contracts (Restricted income):

	2021	2020
	£	£
Brent Youth Offending Service (MOPAC)	75,672	75,892
Brent Mental Health	33,256	12,471
LB Brent –Generic Floating Support	160,528	160,528
LB Brent –DV & Families Floating Support	92,872	92,872
LB Brent – Complex Needs	18,888	-
LB Brent – Emotional Health Wkr	11,996	-
LB Ealing Supporting people	186,217	186,217
LB Harrow Housing Services	158,511	160,948
LB Hounslow Mental Health User-led	39,900	40,476
Greater London Authority	49,971	49,971
NHS Hillingdon	8,329	8,329
	<b>836,140</b>	<b>787,704</b>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 5 Analysis of expenditure relating to general advocacy and support

	Note	2021 £	2020 £
Staff costs		1,038,306	998,928
Recruitment		16,500	7,000
Travel		64	3,189
Volunteer expenses		622	3,610
Partners Share of contract		24,963	
Training & development		61,263	20,806
Share of Support	6	282,205	221,305
Share of governance cost	6	9,600	7,683
		<b>1,433,523</b>	<b>1,262,521</b>

Expenditure was £1,433,523 (2020: £1,262,521) of which £41,483 was unrestricted (2020: £102,611), £1,392,040 was restricted (2020: £1,134,910) and nil was designated (2020: £25,000).

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 6 Analysis of support costs and governance costs

Support costs	Support Cost 2021 £	Governance 2021 £	Total 2021 £	Support Cost 2020 £	Governance 2020 £	Total 2020 £
Premises	183,606	-	183,606	132,714	-	132,714
Communications	37,159	-	37,159	36,594	-	36,594
General office & finance staff	51,465	-	51,465	41,312	-	41,312
Legal & Professional	4,769	-	4,769	5,704	-	5,704
Depreciation	3,988	-	3,988	3,285	-	3,285
Bank Charges	1,218	-	1,218	1,696	-	1,696
Audit fees	-	9,600	9,600	-	7,200	7,200
Board meetings	-	-	-	-	327	327
Annual report/AGM	-	-	-	-	156	156
	<b>282,205</b>	<b>9,600</b>	<b>291,805</b>	<b>221,305</b>	<b>7,683</b>	<b>228,988</b>

### 7 Net (expenditure) for the year

This is stated after charging:

	2021 £	2020 £
Depreciation	3,988	3,285
Auditor's remuneration	9,600	7,200
Operating lease rentals	-	2,817

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

	2021	2020
	£	£
Wages and salaries	909,401	840,635
Social security costs	76,828	67,166
Sessional Fees	17,465	57,310
Pension	34,612	33,817
	<b>1,038,306</b>	<b>998,928</b>

The key management personnel of the Charity comprise the Chief Executive, Deputy Chief Executive and Finance & Resources Director. No employee earned in excess of £60,000 (2019: nil). Remuneration of key management personnel was £180,544 (2019: £171,118).

### 9 Staff Numbers

The average monthly head count was 56 staff (2020: 40) and the average monthly number of full time equivalent employees (including casual and part time staff) during the year was as follows:

	2021	2020
	Number	Number
Charitable activities	39.5	32
Support	8	8
Total	<b>47.5</b>	<b>40</b>

### 10 Pension and other post-retirement benefit commitments

The Charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the Charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund.

	2021	2020
	£	£
Contributions payable by the company for the year	<b>34,612</b>	<b>33,817</b>

The expense has been allocated to unrestricted expenditure on the same basis as wages and salaries.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 11 Related party transactions

None of the trustees (or any persons connected with them) received any remuneration during the year, (2020: nil). No Trustees were reimbursed expenses in the year, (2020: nil). There were no other related party transactions in the year.

### 12 Corporation tax

As a charity, EACH Counselling and Support is exempt from UK tax on income and gains to the extent that these are applied to its charitable objects. No UK tax charges have arisen in the Charity, during the year or the previous year.

### 13 Tangible fixed assets

	<b>Office Equipment £</b>
<b>Cost:</b>	
As at 1 April 2020	23,654
Additions	4,367
Disposals	(3,648)
<b>As at 31 March 2021</b>	<b>24,373</b>
<b>Depreciation:</b>	
As at 1 April 2020	19,682
Disposals	(3,648)
Charge for year	3,988
<b>As at 31 March 2021</b>	<b>20,022</b>
<b>Net book value</b>	<b>4,351</b>
<b>As 31 March 2021</b>	<b>4,351</b>
As at 31 March 2020	3,972

All assets are used for charitable purposes.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 14 Debtors

	2021	2020
	£	£
Trade debtors	65,919	45,920
Other debtors	1,864	3,637
Prepayments and accrued income	21,950	27,291
	<b>89,733</b>	<b>76,848</b>

### 15 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	23,305	1,491
Taxation and Social Security	19,426	15,881
Accruals and deferred income	212,163	16,867
	<b>254,894</b>	<b>34,239</b>

	2021	2020
	£	£
Deferred income brought forward	9,667	24,494
Released in the year	(9,667)	(24,494)
Deferred in the year		
- LB Hounslow -IDVA	21,155	-
- LB Brent -Families & DV	37,261	-
- Greater London Authority	-	9,667
- LB Hounslow -Connection Fund	3,325	-
-LB Ealing Test & Trace	37,500	-
-CNWL -Hospital Discharges	28,666	-
-London Council -Ascent	6,006	-
- LB Brent -Floating Support	750	-
	<b>134,663</b>	<b>9,667</b>

# EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

## 16 Analysis of movements in restricted funds

	<b>Balance as at 1 April 2019</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Balance as at March 31 2020</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Balance as at 31 March 2021</b>
LB Brent YOS (MOPAC) (a)	-	75,892	75,892	-	75,672	75,672	-
City Bridges Trust (b)	-	47,743	47,743	-	57,300	57,300	-
London Councils (Ascent) (c)	-	90,489	90,489	-	95,294	95,294	-
LB Hounslow MH User-led (d)	-	40,476	40,476	-	39,900	39,900	-
LB Hounslow IDVA (e)	-	-	-	-	28,924	28,924	-
LB Harrow Housing Related Serv. (f)	-	160,948	160,948	-	158,511	158,511	-
NHS Hillingdon Tamil (g)	-	8,329	8,329	-	8,329	8,329	-
LB Ealing Generic FSS (h)	-	186,217	186,217	-	186,217	186,217	-
Henry Smith Foundation (i)	-	56,900	56,900	-	56,900	56,900	-
LB Brent Floating Support (j)	-	160,528	160,528	-	160,528	160,528	-
LB Brent – DV & Families FSS (k)	-	92,872	92,872	-	92,872	92,872	-
LB Hillingdon (l)	-	30,000	30,000	-	-	-	-
Big Lottery/ESF – Twinings (m)	-	101,429	101,429	-	110,370	110,370	-
Greater London Authority (n)	-	49,971	39,710	10,261	49,971	51,288	8,944
LB Ealing Voluntary Sector MH (o)	-	30,906	30,906	-	29,978	29,978	-
LB Brent Mental Health (p)	-	12,471	12,471	-	33,256	33,256	-
LB Hounslow Connection Grants (q)	-	-	-	-	6,660	6,650	-
Brent Complex Needs (r)	-	-	-	-	18,888	18,888	-
LB Brent Emotional Wrk (s)	-	-	-	-	11,996	11,996	-
LB Harrow Bereavement (t)	-	-	-	-	8,508	8,508	-
LB Ealing Covid Response (u)	-	-	-	-	10,000	10,000	-
LCF Wave 2 (v)	-	-	-	-	41,824	41,824	-
MHCLG (w)	-	-	-	-	55,650	55,650	-
MOJ (x)	-	-	-	-	50,585	50,585	-
	<b>-</b>	<b>1,145,171</b>	<b>1,134,910</b>	<b>10,261</b>	<b>1,390,723</b>	<b>1,392,040</b>	<b>8,944</b>

## **EACH Counselling and Support**

### **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

All the above restricted funds were utilised for the purposes for which they were intended as follows:

- a) To provide counselling and support to young offenders within the criminal justice system.
- b) To provide Mental Health counselling and group support for BME communities in Brent.
- c) To deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and support groups for women and girls, experiencing domestic and sexual violence and abuse in eight outer London Boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond Upon Thames funded by the London Council
- d) To provide User-led Mental Health Services for mental health service users in the London Borough of Hounslow.
- e) To provide BAME Domestic Abuse Specialist Advocacy to residents of London Borough of Hounslow.
- f) To provide Housing Related Support and Preventative Support Services generic (lot 2) and Supported Housing for offenders, ex-offenders and individuals with drug and alcohol misuse and dependency issues (lot 3) in LB Harrow
- g) To provide counselling and support to the Tamil community affected by mental health issues in Hillingdon.
- h) Provision of generic, mental health and substance misuse/offender floating support services in the London Borough of Ealing.
- i) To provide group support and counselling for women with complex needs who reside in the London borough of Ealing.
- j) Provision of generic floating support services in the London Borough of Brent in partnership with Thames Reach Charity.
- k) Provision of women (Domestic Violence) and families floating support services in the London Borough of Brent in partnership with DePaul UK.
- l) To provide counselling and support services for BME women experiencing domestic violence and abuse in the London Borough of Hillingdon.
- m) Providing support to people in 9 North West London boroughs with common mental health issues within the BME communities to build their motivation and capabilities to enter employment in partnership with Twining Enterprise.

# **EACH Counselling and Support**

## **(A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### **16. Analysis of movements in restricted funds (Continued)**

- n) Provision of support services to children and young people to fulfil their potentials, particularly those at risk of getting caught in crime in London Borough of Brent.
- o) To provide a peer-led mental health signposting and awareness service, STEPS to residents of London Borough of Ealing.
- p) To offer psycho-education and CBT to young people to de-escalate a crisis as part of the Accelerated Support Team based within Brent Council.
- q) To empower and enable BME women 16 + with complex needs in London Borough of Hounslow to connect with others (peers) and with main stream services through a cohesive weekly group programme.
- r) To provide support to women with complex needs in the London Borough of Brent fleeing domestic abuse and living in short-term accommodation, to enable them to move on successfully through intensive case work.
- s) To provide support to young people aged 11-17 in London Borough of Brent on their mental health through targeted mental health assessment and therapeutic support.
- t) To provide bereavement counselling to families of those affected by Covid-19 in the London Borough of Harrow.
- u) To provide Covid 19 Test and Trace Community Engagement Project in the London Borough of Ealing.
- v) To provide CPR (Coordinated Personalised Response) to address emerging, existing and escalating issues of DV as relates to safety/safeguarding for 75 women as part of Covid-19 response funding of London Community Fund.
- w) To provide staffing and management capacity to sustain consistent and quality support to the women and their children at EACH's refuges are within LB Brent as part of MHCLG Covid-19 response.
- x) To Develop capability including staffing, IT infrastructure to support women survivors in different ways as part of COVID-19 Extraordinary Ministry of Justice Funding for Domestic and Sexual Violence and Abuse Support Services.

## **EACH Counselling and Support (A COMPANY LIMITED BY GUARANTEE)**

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### **17 Analysis of movement in designated funds**

	<b>Balance as at 1 April 2019</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>Balance as at 31 March 2020</b>	<b>Incoming resources</b>	<b>Funds as at 31 March 2021</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staffing contingency	25,000	-	-	25,000	-	<b>25,000</b>
Office improvements/ relocation	9,274	-	-	9,274	-	<b>9,274</b>
Quality standards	13,412	-	(13,412)	-	-	-
New projects development	41,437	25,000	(16,437)	-	-	-
	<b>89,123</b>	<b>25,000</b>	<b>(29,849)</b>	<b>34,274</b>	-	<b>34,274</b>

The designated funds which are to be utilised within 3 years have been set-aside as follows:

#### ***Staffing Contingency***

The staffing contingency fund represents the potential cost of providing locum cover in the case of maternity or long-term sick leave.

#### ***Office Improvements***

This fund represents the potential cost of relocation and/or refurbishment of our existing offices and associated capital expenditure.

#### ***New Projects & Strategic Development***

This fund has been set aside for new project development, research and to fund core strategic developments

#### ***Quality Standards***

This fund represents expenditure earmarked for meeting the charity's legal and statutory responsibilities and maintaining quality standards and for training and professional development.

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 18 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Funds as at 31 March 2021 are represented by:				
Tangible fixed assets	4,351	-	-	4,351
Current assets/(liabilities)	215,487	34,274	8,944	258,705
	<u>219,838</u>	<u>34,274</u>	<u>8,944</u>	<u>263,056</u>

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Funds as at 31 March 2020 are represented by:				
Tangible fixed assets	3,972	-	-	3,972
Current assets/(liabilities)	118,016	34,274	10,261	162,551
	<u>121,988</u>	<u>34,274</u>	<u>10,261</u>	<u>166,523</u>

### 19 Reconciliation of net movement in funds to net cash flow from operating activities

	2021 £	2020 £
Net movement in funds	96,533	(80,663)
Add back depreciation charge	3,988	3,285
Decrease/(increase) in debtors	(12,885)	6,141
(Decrease)/ increase in creditors	220,655	(24,048)
<b>Net cash used in operating activities</b>	<u><b>308,291</b></u>	<u><b>(95,285)</b></u>

### 20 Commitments under operating leases

	2021 £	2020 £
Within one year - property	2,000	2,000
Between two and five years - property	131,276	189,609
	<u><b>133,276</b></u>	<u><b>191,609</b></u>

# EACH Counselling and Support

## (A COMPANY LIMITED BY GUARANTEE)

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2021

### 21. SECTION 37 STATEMENT: LONDON COUNCILS GRANT

Under the terms of our grant from London Councils and Section 37 of The Local Government and Housing Act 1989 we are required to present the following information:

Grant-aid of £95,294 received in 2020-2021 (£90,489 received in 2019-2020) from the London Councils Grants to deliver the Ascent Project as one of the partners of VAWG Consortium providing counselling and group work for women and girls, experiencing domestic violence and abuse in eight outer London boroughs of Hounslow, Harrow, Hillingdon, Brent, Merton, Wandsworth, Kingston and Richmond upon Thames.

	2021		2020	
	Grants(£)	Spent(£)	Grants(£)	Spent(£)
Salary Costs	<b>83,732</b>	83,732	<b>79,682</b>	79,648
Training/Group (inc Volunteers)	<b>2,914</b>	2,914	<b>2,880</b>	2,914
Running Costs	<b>8,648</b>	8,648	<b>7,927</b>	7,927
<i>Total</i>	<b>95,294</b>	95,294	<b>90,489</b>	90,489

### 22. Analysis of changes in net (debt)/funds

The charity had no debt during the year.