CONNECT COUNSELLING SERVICE

England & Wales · Charity number 1042852

Details

Other names	CONNECT CHRISTIAN COUNSELLING SERVICE, CONNECT
Status	Registered
Legal form	Trust
Registered	1994-12-16
Register	View on the Charity Commission register

Contact

Address	8 Portesbery Road Camberley Surrey GU15 3TA
Phone	0127624210
Email	info@connectcounselling.org.uk
Website	www.connectcounselling.org.uk

Activities

Objects: THE RELIEF OF PERSONS RESIDENT IN CAMBERLEY AND THE SURROUNDING AREA WHO ARE SUFFERING FROM MENTAL OR EMOTIONAL STRESS IN ONE OR MORE OF THE FOLLOWING WAYS: (I) BY THE PROVISION OF A COUNSELLING SERVICE IN A CHRISTIAN CONTEXT; (II) BY PROVIDING SUPPORT AND SUPERVISION FOR THOSE INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL CHRISTIAN COMMUNITY; AND (III) BY PROVIDING EDUCATIONAL TRAINING AND STUDY FACILITIES FOR THOSE CHRISTIANS INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL COMMUNITY

Activities: Connect provides professional counselling, within a Christian ethos to individual adults, couples and family groups irrespective of gender, sexual orientation, religion or ethnic origin.

Classification

- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

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Geography

- **Area of benefit:** CAMBERLEY AND THE SURROUNDING AREA
- Bracknell Forest
- Hampshire
- Surrey
- West Berkshire
- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£139,593	£145,584	-	-
2024-03-31	£107,894	£141,747	-	-
2023-03-31	£123,918	£102,954	-	-
2022-03-31	£80,885	£85,930	-	-
2021-03-31	£86,877	£83,716	-	-

Trustees

Name	Role	Appointed
Jonathan Paul Shepard	Chair	2026-01-14
Alison Mary de Winter		2019-01-10
Dr Ines Maria Banos Estevez		2024-07-16
Jose Benedict Dias		2025-12-05
Robert Jackson		2022-07-06

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CONNECT COUNSELLING SERVICE

England & Wales - Charity number 1042852

Accounts

Connect Counselling Service

8 Portesbery Road, Camberley, Surrey, GU15 3TA
01276 24 210 info@connectcounselling.org.uk
www.connectcounselling.org.uk
Registered Charity No. 1042852

Trustees' Annual Report for the period from 1st April 2024 to 31st March 2025

Objectives and Activities

Summary of Connect Counselling Service's Purpose:

Our charitable objects are THE RELIEF OF PERSONS RESIDENT IN CAMBERLEY AND THE SURROUNDING AREA WHO ARE SUFFERING FROM MENTAL OR EMOTIONAL STRESS IN ONE OR MORE OF THE FOLLOWING WAYS: (I) BY THE PROVISION OF A COUNSELLING SERVICE IN A CHRISTIAN CONTEXT; (II) BY PROVIDING SUPPORT AND SUPERVISION FOR THOSE INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL CHRISTIAN COMMUNITY; AND (III) BY PROVIDING EDUCATIONAL TRAINING AND STUDY FACILITIES FOR THOSE CHRISTIANS INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL COMMUNITY.

We articulate our mission in the local area as being "*to help those whose mental health and general life challenges are preventing them from living fulfilling lives*"

Summary of main activities: We have provided affordable and accessible professional counselling to individual adults, irrespective of gender, sexual orientation, religion or ethnic origin. Our counsellors have provided over 2600 sessions in the financial year 2024 – 2025. This is an increase of more than 40% over the previous financial year. This capacity increase has been brought about by a significant recruitment of additional counsellors, from 25 at the beginning of April to 37 at the end of March (with a low of 23 counsellors in June).

Contribution made by volunteers: All our counsellors give of their time as volunteers. During this year we have had a total of 47 individual counsellors volunteer for some or all the year, 37 of whom were still counselling at the end of the fiscal year. One counsellor retired after giving more than 25 years' service to Connect! We have also increased our number of welcome volunteers to 15; they help to staff reception, answering the door and telephone. We benefitted from other voluntary support on an ad-hoc basis. The trustees are deeply grateful for all their support.

Achievements and Performance

Connect has a long-term outstanding reputation in the surrounding area for the professional counselling services it offers. We also have an excellent reputation with local counselling training organisations, and we have no shortage of counsellors in advanced training who wish to do placements with us. This year we typically had 50% of our counsellors on their placement and 50% more experienced counsellors, by far the majority of whom have stayed after their placement. This depth of experience allows us to support extremely vulnerable clients with complex trauma.

The organisation has been through a period of significant transformation this financial year. As was reported in last year's report, the year started with a team of employed staff running the organisation, the longest serving employee having completed eight months, and the other three (including the then-interim CEO) appointed within the previous 3 months. Between them they were only 1.6 full time equivalent (FTE) staff.

This team have put in place systems, processes and capacity to significantly expand the number of annual sessions we can provide, and thereby the number of individuals whose lives we can help improve. In order to support this expansion, the headcount increased to 1.8 FTE. A part of this work was to urgently introduce an affordable fee structure for clients, which commenced in Q1.

This has been a period of significant change for the organisation, and we are very pleased that no-one has left the organisation due to the changes. Those volunteers who have left, have done so for personal reasons (e.g. retirement, relocation or ill-health), and no employees have left; our Operations Manager was on maternity leave for a significant amount of this year, working hard with her son.

Financial Review

Further to the very serious financial crisis reported at the end of the previous financial year, the priority this year has been on income generation, with a relentless focus on cash flow.

The fee introduction, combined with expansion of capacity, saw a threefold increase in client income, from £17.6K to £53K in a single year. The trustees are very grateful to the team for all the hard work that has gone on to achieve this; it is no mean feat!

Last year the trustees reported that all areas of income were down, alongside a significant increase in costs, resulting in the £34K deficit. This year we can report that income is up £31.7K, and expenditure is only up £3.8K, despite the very significant expansion of service. Some of the most significant income differences were: client income is up £35K, individual donations up £14K, and grants down £6.5K.

The following table shows the key data over the past 7 years.

Fiscal Year	Total Income	Total Expenditure	Net Income/ Deficit	Client Income	Client income as % of total income	Number of delivered sessions
24_25	£139,593	£145,584	(£5,991)	£52,927	38%	2600
23_24	£107,894	£141,747	(£33,853)	£17,623	16%	1850
22_23	£123,918	£102,954	£20,964	£27,242	22%	1550
21_22	£80,885	£85,930	(£5,045)	£23,891	30%	1150
20_21	£86,877	£83,716	£3,161	£23,741	27%	1600
19_20	£105,177	£93,999	£11,178	£51,814	49%	2350
18_19	£103,080	£101,067	£2.013	£43,764	42%	unknown

Principle risks: Cash flow/income continues to be our main risk.

Structure, Governance and Management

Connect is a charitable trust and its governing document is a trust deed. Connect is administered by the Trustees, who continue to have regard to the Charity Commission guidance on public benefit. Trustees are appointed by the Board of Trustees. The CEO attends the meetings.

Additional Information: Connect abides by both the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions, as well as the Association of Christian Counsellors (ACC)

Administrative Details

Names of the charity trustees who manage the charity

Name	Role	Dates acted if not full year
Alison de Winter	Trustee	
Andreas Sistig	Trustee	
Rev Mike Thomason	Trustee	
Rob Jackson	Trustee	
Ines Banos	Trustee	Appointed 16th July 2024
Jade Horan	Chair	Appointed 31st January 2025
Charles Garraway	Trustee	Retired as trustee at AGM, 5th November 2024
Pippa Ford	Trustee	Stepped down as trustee 27th November 2024

Name of CEO

Carolyn Nahajski

Declarations

The trustees declare that they have approved the trustees' report above

Signed on behalf of the charity's trustees

Signature	Alison de Winter	Andreas Sistig
Full Name	Alison de Winter	Andreas Sistig
Position	Trustee	Trustee
Date	14/01/2026	14/01/2026.

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2,025 £	Total Funds 2024 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	2	62,809	10,499	73,308	78,641
Client Income		52,927		52,927	17,624
Charitable activities					
External training income		-	-	-	305
Other trading activities - fundraising		6,094	-	6,094	3,372
Room rental		7,208	-	7,207	7,075
Investment income - Bank interest		57	-	57	877
		129,094	10,499	139,593	107,894
EXPENDITURE					
Raising funds					
- salary costs		9,081	-	9,081	5,134
- premises costs		1,098	-	1,098	956
- fundraising costs		205	-	205	1,917
- training expenditure		-	-	-	1,070
- telephone		-	-	-	212
		10,384	-	10,384	9,289
Charitable activities					
- counselling session fees and expenses		706	-	707	4,387
- service provision	3	72,865	22,297	95,162	64,835
- support costs	4	37,831	1,500	39,331	63,236
		111,402	23,797	135,200	132,458
TOTAL EXPENDITURE		121,787	23,797	145,584	141,747
NET INCOME (EXPENDITURE)		7,307	(13,298) -	5,991	(33,853)
Balances brought forward at 1 April 2024	10	43,819	14,046	57,865	91,718
Balances carried forward at 31 March 2025	11	51,126	748	51,874	57,865

CONNECT COUNSELLING SERVICE

BALANCE SHEET AS AT 31 MARCH 2025

	Notes	2025		2024	
		£	£	£	£
FIXED ASSETS:					
Fixtures, fittings and equipment	7		3,781		6,307
CURRENT ASSETS:					
Debtors and prepayments	8	22,479		9,706	
Balances at bank		30,522		46,743	
Cash in hand		20		29	
		53,021		56,478	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	4,928		4,920	
		4,928		4,920	
NET CURRENT ASSETS			48,093		51,558
NET ASSETS			51,874		57,865
Represented by:					
FUNDS					
Restricted funds	10		748		14,046
Unrestricted funds	11		51,126		43,819
Total charity funds			51,874		57,865

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2025

1. Accounting Policies

General

The financial statements have been prepared on an accruals basis in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

Connect Counselling Service meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Financial statements have been prepared to give a 'true and fair view' and have deviated from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with FRS 102 Second Edition rather than accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which was withdrawn.

Income

Donations under Gift Aid, together with the associated income tax recovery, are recognised as income when the donation is received.

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met.

Expenditure

Expenditure is charged on an accruals basis. Governance costs are those associated with compliance with constitutional and statutory requirements. This includes the Independent Examination fee.

Pension costs

The charity contributes to a money purchase scheme on behalf of its employees. The scheme is managed by True Potential.

Apportionment of costs

Certain office and salary costs have been apportioned between service provision and support costs based on trustees' estimate of use of the office and time spent by staff.

Operating leases

Rentals paid under operating leases are charged on a straight line basis under the terms of the lease.

Fixed Assets

Assets purchased with a value greater than £750 are capitalised. This is the new rate of capitalisation which applies from 01/04/24

Computer hardware	33% on cost
Furniture	25% on cost

Debtors

Debtors are recorded at their recoverable amount - that is the amount that it is anticipated will be received, or the amount that has been paid in advance for goods or services.

Creditors

Creditors are measured at historic cost and are held at settlement amount net of any discounts.

Financial Instruments

The charity's financial assets and liabilities qualify as basic financial instruments and as such are initially recorded at cash, transaction or settlement value. Subsequently, current assets and liabilities are measured at cash or settlement value.

Funds

General funds represent funds of the Service that are not subject to any restriction regarding their use and are available for

Donations and grants given for specific purposes are treated as restricted funds and are used in the way intended by the donor.

Going Concern

The trustees have considered going concern up to one year from the date of signing these accounts. Based on a review of forecasts and budgets the trustees believe there are sufficient reserves for the foreseeable future.

Estimate and Judgements

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There are no areas of critical estimate or significant judgements that affects the preparation of these financial statements.

2. Income from grants and donations	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Donations	62,309		62,308.6	48,528
Grants	500	10,499	10,999.0	30,113
	62,809	10,499	73,307.6	78,641

3. Service provision	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Counselling supervision	1,345	21,779	23,124.0	19,410
Hardship donation	-	-	-	-
Salary costs	53,060	-	53,060.4	23,885
Training costs	-	-	-	735
Other fees	-	-	-	-
Premises costs	15,370	-	15,370.5	13,379
Office supplies	1,081		1,081.0	2,305
Publicity	-	-	-	1,968
Depreciation	2,008	518	2,526.2	2,515
Telephone	-	-	-	638
	72,865	22,297	95,162.1	64,835

4. Support costs	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Salary costs	22,001	-	22,001.2	38,437
Recruitment	-	-	-	292
Consultancy	-	-	-	7,390
Other fees	2,499	-	2,499.0	2,429
Premises costs	5,489	-	5,489.5	4,778
IT	3,095	1,500	4,594.9	1,433
Telephone	-	-	-	567
Bank charges	998	-	998.3	393
Sundries	1,041	-	1,041.1	1,164
Accountancy	2,708	-	2,707.5	4,853
Governance - Independent examiner's fee	-	-	-	1,500
	37,831	1,500	39,331.4	63,236

Support costs are charged in full to the charitable activities.
Operating lease costs were £16,500 (2024:16,500)

5. Employees' Remuneration	2025 £	2,024.0 £
Gross salaries	81,075	66,851.0
Employer Pension Contributions	2,486	1,252.0
	83,562	68,103.0

The average number of paid staff for the year were 6 part-time employees (2024 - 3 part-time).
No staff member received remuneration in excess of £60,000.
Due to the size of the organisation, all staff are considered to be key management personnel.

6. Trustees' Remuneration and Expenses

None of the Trustees (or any persons conncted with them) received any remuneration or benefits from the charity the year, and no expenses were claimed.

7. Fixed Assets - Tangible Assets

	Fixtures, fittings and equipment £
Cost	
1st April 2024	12,556
Additions	-
Disposals	1,546
31st March 2025	11,010
Depreciation	
1st April 2024	6,249
Disposals	1,546
Charge for the year	2,526
31st March 2025	7,229
Net Book Values	
At 31st March 2025	3,781
At 31st March 2024	6,307

8. Debtors

	2025 £	2024 £
Trade Debtors	960	860
Prepayments	714	670
Accrued Income	20,805	8,176
	22,479	9,706

9. Creditors

	2025 £	2024 £
Trade Creditors	802	1,911
Accruals	710	2,570
Other Creditors	3,416	440
	4,928	4,921

10. Restricted Funds

	Sparks £	Frimley Fuel £	Surrey Heath £	Frimley ICB £	Total £
Balance at 1st April 2023	-	9,800	1,283	-	11,083
Funds Received in the year	1,992	15,000	500	-	17,492
Funds Used in the year -	1,992	(12,020)	(517)	0	(14,529)
Balance at 1st April 2024	-	12,780	1,266	-	14,046
Funds Received in the year	-	4,000	1,500	4,999	10,499
Funds Used in the year	-	(16,780)	(2,018)	(4,999)	(23,797)
Balance at 31st March 2025	-	-	**748**		**748**

10. Restricted Funds (cont'd)

ICB Fund was fully utilised against counselling sessions for clients in the Rushmoor & Hart district postcode area.
Frimley Fuel Allotments fund is used against counselling sessions for clients in the GU15/GU16 postcode Surrey Heath Council has been used for purchasing two desktop computers, other furniture costs and related depreciation will be retained.

11. Analysis of Net Assets by Funds

	2025			2024		
	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	£	£	£	£	£	£
Fixed Assets	3,081	700	3,781	5,089	1,218	6,307
Current Assets	52,273	748	53,021	43,650	12,828	56,478
Current Liabilities	(4,928)	-	(4,928)	(4,920)	-	(4,920)
	50,426	1,448	51,874	43,819	14,046	57,865

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees/ members of	Connect Counselling Service		
On accounts for the year ended	31 March 2025	**Charity no (if any)**	1042852
Set out on pages	4 to 10		

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31.03.2025.

Responsibilities and basis of report

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

** Please delete the words in the brackets if they do not apply.*

Signed:	JJames	**Date:**	13th January 2026
Name:	Jenny James		
Relevant professional qualification(s) or body (if any):	N/A		
Address:	84 The Maultway Camberley GU15 1QF		

Section B	Disclosure
	Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).
Give here brief details of any items that the examiner wishes to disclose.	None

CONNECT COUNSELLING SERVICE

England & Wales - Charity number 1042852

Accounts

Connect Counselling Service

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Registered Charity No. 1042852

Trustees' Annual Report for the period from 1st April 2023 to 31st March 2024

Objectives and Activities

Summary of Connect Counselling Service's Purpose:

Our charitable objects are THE RELIEF OF PERSONS RESIDENT IN CAMBERLEY AND THE SURROUNDING AREA WHO ARE SUFFERING FROM MENTAL OR EMOTIONAL STRESS IN ONE OR MORE OF THE FOLLOWING WAYS: (I) BY THE PROVISION OF A COUNSELLING SERVICE IN A CHRISTIAN CONTEXT; (II) BY PROVIDING SUPPORT AND SUPERVISION FOR THOSE INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL CHRISTIAN COMMUNITY; AND (III) BY PROVIDING EDUCATIONAL TRAINING AND STUDY FACILITIES FOR THOSE CHRISTIANS INVOLVED IN COUNSELLING ON BEHALF OF THE TRUST FUND AND THE GENERAL COMMUNITY.

We articulate our mission in the local area as being "*to help those whose mental health challenges are preventing them from living fulfilling lives*"

Summary of main activities: We have provided affordable and accessible professional counselling to individual adults, couples and family groups, irrespective of gender, sexual orientation, religion or ethnic origin. Our counsellors have provided 1855 sessions in the financial year 2023 – 2024, a 15% increase over the previous year. We have provided training, support and supervision for those involved in counselling.

Contribution made by volunteers: All our counsellors give of their time as volunteers. During this year we had a total of 33 individual counsellors volunteer for some or all the year, 25 of whom were still counselling at the end of the fiscal year. We also had 10 welcome volunteers who help to staff reception, answering the door and telephone. We benefitted from other voluntary support on an ad-hoc basis, helping with fundraising activities. The trustees are deeply grateful for all of their support.

Achievements and Performance

Connect has a long-term outstanding reputation in the surrounding area for the professional counselling services it offers. We also have an excellent reputation with local counselling training organisations, and we have no shortage of counsellors in advanced training who wish to do placements with us. This year we typically had 60% of our counsellors on their placement and 40% more experienced counsellors, by far the majority of whom have stayed after their placement. These counsellors may have anything up to 25 years post qualification experience! This depth of experience allows us to support extremely vulnerable clients with complex trauma.

The current socio-economic climate has exacerbated mental health challenges, leading to a surge in the number of individuals seeking our counselling services. This, coupled with an internal restructuring and refreshed awareness strategy, has seen our waiting list grow from single figures to well over 100 within the last year, underscoring the urgent need for increased resources to address this escalating demand.

An initial restructure was carried out in quarter one, with an emphasis on making Connect 'fit for purpose' for the future, as it had become clear that the organisation was not adequately resourced. A new role of Operations Manager (0.6FTE) was developed, and Jan Mulliner (Office Manager 0.175 FTE) left Connect after 18 years' service. We are grateful to Jan for all she contributed to the charity in this period.

The Operation Manager led the project to develop a new website, which went live in October 2023. The new website is more user-friendly, and improves our profile for potential clients, donors, volunteers and counsellors.

The prime focus from December onwards was to keeping Connect solvent, after the seriousness of the financial situation became clear, and phase two of the transformation began in quarter 4.

The Counselling Team Manager, Wendy Coope, had given the trustees over a year's notice of her planned retirement and she left at Christmas after 13 years' service. The CEO, Emma Laporte, handed in her notice and left in February.

Connect had a completely new team of employed staff running the organisation by the end of the year, the longest serving employee having completed eight months, and the other three (including the interim CEO) appointed in the last 3 months. Between them at the year-end they worked a total of 1.6 FTE.

The team have started to put in place systems, processes and capacity to significantly expand the number of annual sessions we can provide, and thereby the number of individuals whose lives we can help improve.

Detailed monthly cash flow forecasts have been produced. The initial work has been completed looking at an affordable fee model for client income.

Financial Review

It became clear in early December that Connect was headed towards a serious deficit for the financial year, and that short term cash flow was a problem.

The Redwood bank account was requested to be closed in early December - an interest account used for reserves. Redwood agreed to release all the funds without penalty, given the serious position facing the charity, which allowed the reserve £32K to be available from mid-December.

The new reserves agreement was that the trustees would ensure monthly cash flow forecasts were completed, to be sure there are always sufficient funds to cover 2-3 months outgoings, otherwise wind-up procedures would need to be implemented.

An appeal went out to local churches and donors, and a larger than normal amount of money was requested in a grant application from Frimley Fuel Allotments (FFA). The trustees are hugely grateful to everyone who has supported the charity in this period, through personal and organisational

giving, including FFA who agreed £15,000 to support clients from GU15 and GU16 postcodes through the rest of the calendar year. This resulted in almost 60% of the year's income being given in the final four months of the fiscal year. Without this we would not be here today - thank you again.

Nonetheless this generosity was not sufficient to prevent a very significant deficit for the year, i.e. £33,853. A deficit is always a tale of two halves, and in total our cost base rose significantly, but our income dropped by over £16K. Almost £10k less of client income was received, despite seeing more clients than the previous year, and income from all other fundraising streams was significantly down, be that individual donations, churches, grants or community fundraising. This dramatic decrease was slightly offset by new income from the NHS using rooms.

Over the past decade client income was typically well in excess of £40k pa, peaking in 2020 at almost £52K; typically this was 40-50% of the annual charity income, requiring a 50-60% supplement from other funding streams. However, this dropped to below £24K, circa 30% of income after Covid, but as the table below shows this then significantly dropped over the past two years, with an all-time low income of less than £18K, providing only 16.3% of the annual income.

Fiscal Year	client income	total income	client income as a percentage of total income
24	£17,623	£107,894	16.3%
23	£27,242	£123,918	22.0%
22	£23,891	£80,885	29.5%
21	£23,741	£86,877	27.3%
20	£51,814	£105,177	49.3%
19	£43,764	£103,080	42.5%
18	£41,612	£103,774	40.1%
17	£41,156	£107,120	38.4%
16	£42,415	£86,915	48.8%
15	£44,016	£95,437	46.1%

The interim CEO was appointed by the trustees mid-February, with a clear remit of priority on cashflow and funding. The funding strategy will be a hybrid of client income (which needs to get back up to at least 50%), individual donors, churches and other community organisations / corporates, grants and community fundraising.

Principle risks: Cash flow/income continues to be our main risk. Additional uncertainty existed at the financial year end over the office, with the landlord selling the property, meaning Connect might have to face a significant rent increase and/or a move to a new location at short notice. (Post year end note - in May, a lease agreement was agreed the new landlord, from the business upstairs who bought the building. A six-year lease is in place, with favourable terms to Connect in the first year, providing much needed stability)

Structure, Governance and Management

Connect is a charitable trust and its governing document is a trust deed. Connect is administered by the Trustees, who continue to have regard to the Charity Commission guidance on public benefit. Trustees are appointed by the Board of Trustees. The CEO attends the meetings.

Additional Information: Connect abides by both the British Association for Counsellors and Psychotherapists (BACP) Ethical Framework for the Counselling Professions, as well as the Association of Christian Counsellors (ACC)

Administrative Details

Names of the charity trustees who manage the charity

Name	Role	Dates acted if not full year
Steven Ishwerwood	Chair	Retired 19 July 2023
Alison de Winter	Joint Interim Chair	(trustee full year, chair from July)
Andreas Sistig	Joint Interim Chair	(trustee full year, chair from July)
Mike Thomason	Trustee	
Charles Garraway	Trustee	
Rob Jackson	Trustee	
Pippa Ford	Trustee	Appointed 15 April 2023

Name of CEO

Dr Emma Laporte – until 9 February 2024

Carolyn Nahajski - from 12 February 2024

Declarations

The trustees declare that they have approved the trustees' report above

Signed on behalf of the charity's trustees

Signature		
Full Name	Alison de Winter	Andreas Sistig
Position	Interim Chair	Interim Chair
Date	25th January 2025	25th January 2025

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2024

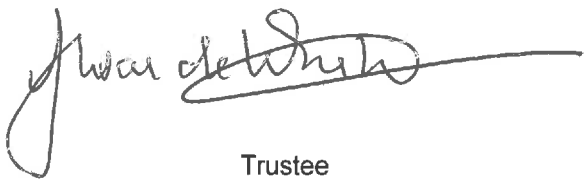
	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	2	61,149	17,492	78,641	85,877
Counselling client donations		17,624	-	17,624	27,242
Charitable activities					
External training income		305	-	305	240
Other trading activities - fundraising		3,372	-	3,372	7,413
Room rental		7,075	-	7,075	2,430
Investment income - Bank interest		877	-	877	716
		90,402	17,492	107,894	123,918
EXPENDITURE					
Raising funds					
- salary costs		5,134	-	5,134	4,057
- premises costs		956	-	956	982
- fundraising costs		1,917	-	1,917	-
- training expenditure		1,070	-	1,070	-
- telephone		212	-	212	168
		9,289	-	9,289	5,207
Charitable activities					
- counselling session fees and expenses		4,387	-	4,387	1,912
- service provision	3	50,306	14,529	64,835	55,365
- support costs	4	63,236	-	63,236	40,470
		117,929	14,529	132,458	97,747
TOTAL EXPENDITURE		127,218	14,529	141,747	102,954
NET INCOME (EXPENDITURE)		(36,816)	2,963	(33,853)	20,964
Balances brought forward at 1 April 2023	10	80,635	11,083	91,718	70,754
Balances carried forward at 31 March 2024	11	43,819	14,046	57,865	91,718

CONNECT COUNSELLING SERVICE

BALANCE SHEET AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
FIXED ASSETS:					
Fixtures, fittings and equipment	7		6,307		1,797
CURRENT ASSETS:					
Debtors and prepayments	8	9,706		11,267	
Balances at bank		46,743		84,152	
Cash in hand		29		38	
		56,478		95,457	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	4,920		5,536	
		4,920		5,536	
NET CURRENT ASSETS			51,558		89,921
NET ASSETS			57,865		91,718
Represented by:					
FUNDS					
Restricted funds	10		14,046		11,083
Unrestricted funds	11		43,819		80,635
Total charity funds			57,865		91,718

The accounts were approved by the Trustees on 25th January 2025



Trustee



Trustee

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2024

1. Accounting Policies

General

The financial statements have been prepared on an accruals basis in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

Connect Counselling Service meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Financial statements have been prepared to give a 'true and fair view' and have deviated from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with FRS 102 Second Edition rather than accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which was withdrawn.

Income

Donations under Gift Aid, together with the associated income tax recovery, are recognised as income when the donation is received.

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met.

Rental income is accounted for on a receivable basis.

Expenditure

Expenditure is charged on an accruals basis. Governance costs are those associated with compliance with constitutional and statutory requirements. This includes the Independent Examination fee.

Pension costs

The charity contributes to a money purchase scheme on behalf of its employees. The scheme is managed by True Potential.

Apportionment of costs

Certain office and salary costs have been apportioned between service provision and support costs based on trustees' estimate of use of the office and time spent by staff.

Operating leases

Rentals paid under operating leases are charged on a straight line basis under the terms of the lease.

Fixed Assets

Assets purchased with a value greater than £250 are capitalised.

Computer hardware	33% on cost
Furniture	25% on cost

Debtors

Debtors are recorded at their recoverable amount - that is the amount that it is anticipated will be received, or the amount that has been paid in advance for goods or services.

Creditors

Creditors are measured at historic cost and are held at settlement amount net of any discounts.

Financial Instruments

The charity's financial assets and liabilities qualify as basic financial instruments and as such are initially recorded at cash, transaction or settlement value. Subsequently, current assets and liabilities are measured at cash or settlement value.

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2024

1. Accounting Policies

Funds

General funds represent funds of the Service that are not subject to any restriction regarding their use and are available for application for the purposes of the Connect Counselling Service.

Donations and grants given for specific purposes are treated as restricted funds and are used in the way intended by the donor.

Going Concern

The trustees have considered going concern up to one year from the date of signing these accounts. Based on a review of forecasts and budgets the trustees believe there are sufficient reserves for the foreseeable future.

Estimate and Judgements

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There are no areas of critical estimate or significant judgements that affects the preparation of these financial statements.

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2024

2. Income from grants and donations	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Donations	48,528	-	48,528	71,791
Grants	12,621	17,492	30,113	14,086
	61,149	17,492	78,641	85,877

3. Service provision	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Counselling supervision	5,398	14,012	19,410	16,262
Hardship donation	-	-	-	1,200
Salary costs	23,885	-	23,885	19,731
Training costs	735	-	735	735
Other fees	-	-	-	240
Premises costs	13,379	-	13,379	14,092
Office supplies, postage and expenses	2,304	-	2,304	1,852
Publicity	1,968	-	1,968	-
Depreciation	1,999	517	2,516	748
Telephone	638	-	638	505
	50,306	14,529	64,835	55,365

4. Support costs	Unrestricted Funds	Restricted Funds	Total Funds 2024	Total Funds 2023
	£	£	£	£
Salary costs	38,437	-	38,437	20,271
Recruitment	292	-	292	-
Consultancy	7,390	-	7,390	930
Other fees	2,429	-	2,429	1,748
Premises costs	4,778	-	4,778	4,904
IT	1,433	-	1,433	2,674
Telephone	567	-	567	449
Bank charges	393	-	393	74
Sundries	1,164	-	1,164	1,826
Accountancy	4,853	-	4,853	6,094
Governance - Independent examiner's fee	1,500	-	1,500	1,500
	63,236	-	63,236	40,470

Support costs are charged in full to the charitable activities.
Operating lease costs were £16,500 (2023:16,500)

5. Employees' Remuneration	2,024	2,023
	£	£
Gross salaries	66,851.00	43,387
Employer Pension Contributions	1,252.00	672
	68,103	44,059

The average number of paid staff for the year were 3 part-time employees (2023 - 3 part-time).
No staff member received remuneration in excess of £60,000.
Due to the size of the organisation, all staff are considered to be key management personnel.

6. Trustees' Remuneration and Expenses

None of the Trustees (or any persons conncted with them) received any remuneration or benefits from the charity during the year, and no expenses were claimed.

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2024

7. Fixed Assets - Tangible Assets

	Fixtures, fittings and equipment £
Cost	
1st April 2023	5,530
Additions	7,026
Disposals	0
31st March 2024	12,556
Depreciation	
1st April 2023	3,733
Disposals	-
Charge for the year	2,516
31st March 2024	6,249
Net Book Values	
At 31st March 2024	6,307
At 31st March 2023	1,797

8. Debtors

	2024 £	2023 £
Trade Debtors	860	-
Prepayments	670	820
Accrued Income	8,176	10,447
	9,706	11,267

9. Creditors

	2024 £	2023 £
Trade Creditors	1,911	-
Accruals	2,570	3,960
Other Creditors	440	1,576
	4,920	5,536

The Charity has written indemnities that in the event of a legitimate claim, on any part of residual agent balances donated from contributing firms where parties make contact or are traced; that the charity will satisfy the agreed charitable donation sum. On 31 March 2023 the total to date received net of repayments amounted to £15,000. (2023: £15,000)

10. Restricted Funds

	Sparks £	Arnold Clarke £	Frimley Fuel £	Surrey Heath £	Total £
Balance at 1st April 2022	-	-	4,678	-	4,678
Funds Received in the year	-	1,000	10,000	3,086	14,086
Funds Used in the year	-	(1,000)	(4,878)	(1,803)	(7,681)
Balance at 1st April 2023	-	-	9,800	1,283	11,083
Funds Received in the year	1,992	-	15,000	500	17,492
Funds Used in the year	(1,992)	-	(12,020)	(517)	(14,529)
Balance at 31st March 2024	**-**	**-**	**12,780**	**1,266**	**14,046**

10. Restricted Funds (cont'd)

Sparks will be used in financial year ended March 2025
Arnold Clarke was used for updating the Charity website, and other social media expenses.
Frimley Fuel fund is used against counselling sessions in the GU15 GU16 postcode area.
Surrey Heath Council has been used for purchasing a desktop computer, other costs and the balance is to be used for furniture,also the related depreciation will be retained.

11. Analysis of Net Assets by Funds

	2024			2023		
	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	£	£	£	£	£	£
Fixed Assets	5,089	1,218	6,307	1,462	335	1,797
Current Assets	43,650	12,828	56,478	84,709	10,748	95,457
Current Liabilities	(4,920)	-	(4,920)	(5,536)	-	(5,536)
	43,819	14,046	57,865	80,635	11,083	91,718

CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A Independent Examiner's Report

Report to the trustees		Charity Name Connect Counselling Service
On accounts for the year ended	31st March 2024	**Charity no (if any)** 1042852
Set out on pages		5 - 11

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024.

Responsibilities and basis of report

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

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

** Please delete the words in the brackets if they do not apply.*

Signed: JJames **Date:** 22 Jan 2025

Name: Jenny James

Relevant professional qualification(s) or body (if any):		

Address:		84 The Maultway
		Camberley
		GU15 1QF

Section B	Disclosure
	Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.		

CONNECT COUNSELLING SERVICE

England & Wales - Charity number 1042852

Accounts

#

Connect Counselling Service

ANNUAL REPORT

&

ACCOUNTS

31ST MARCH 2023

Registered Charity Number: 1042852

Butt Miller Chartered Accountants
1 Minster Court, Tuscam Way, Camberley, GU15 3YY

CONNECT COUNSELLING SERVICE

CONTENTS

	Page
Legal and Administrative Information	4-5
Trustees' Annual Report	6-18
Independent Examiner's Report	19
Statement of Financial Activities	20
Balance Sheet	21
Notes to the Accounts	22-26

Connect
Counselling Service

8 Portesbery Road,
Camberley
Surrey
GU153TA

Telephone: 01276 24210
Website: www.connectcounselling.org.uk
Email:info@connectcounselling.org.uk

Mission Statement:

'Connect is a professional counselling service, a Christian organisation serving the community.'

CONNECT COUNSELLING SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

Connect Counselling Service, of 8 Portesbery Road, Camberley, Surrey GU15 3TA, is registered with the Charity Commissioners (No. 1042852). Connect is a charitable trust and its governing document is a trust deed. Connect is administered by the Trustees who meet quarterly. Trustees are elected by the Board of Trustees. The CEO, Emma Laporte, Treasurer, Sandra Fogwill, and periodically a counsellor representative, attend Trustee meetings.

Trustees

Steve Isherwood (Chairman)
Retired Army Officer

Revd. Pippa Ford
Vicar of St Michael's Church, Camberley

Eila Rochfort (retired as a Trustee in July 2022)
Solicitor

Revd. Andreas Sistig
Vicar of St Anne's Church, Bagshot

Charles Garraway
Academic Consultant and University Fellow

Alison de Winter
Careers Consultant

Rob Jackson
Retired Businessman

Revd. Mike Thomason
Minister of High Cross, Camberley

Professional Organisations

Connect abides by

The British Association for Counsellors and Psychotherapists (BACP) **Ethical Framework for the Counselling Professions.**

and **The Association of Christian Counsellors** (ACC).

Connect's Bankers are:

CAF Bank, Kings Hill, West Malling, Kent, ME19 4TA
Lloyds Bank plc, Obelisk Way, Camberley, Surrey, GU15 3SE

Connect Accountant:

Sandra Fogwill FCMA

Connect's Independent Examiner is:

Susan Ambrose BSc (Hons) FCCA FCA of Butt Miller Chartered Accountants, 1 Minister Court, Tuscam Way, Camberley, GU15 3YY

Connect's solicitors are:

Neale, Turk, Rochfort, 12 King's Ride, Camberley, Surrey, GU15 4JG

Trustees Report 2022 – 2023

Connect Counselling Service has been working in the community for 29 years. The service offers general counselling to the public, training placements and occasional workshops for counsellors in the area. Connect works under a Christian ethos. The organisation continues to develop to meet the needs of the community.

The Service

Connect Counselling Service provides professional counselling to individual adults over 18, couples and family groups of any age, irrespective of their financial status, gender, sexual orientation, religion, or ethnic origin.

The organisation is a member of the British Association for Counselling and Psychotherapy (BACP) and adheres to the BACP Ethical Framework for the Counselling Professions. Furthermore, we work hard to be granted accreditation by the BACP and have the status of their Accreditation until May 2024. Our high standards are checked annually. In addition, we are a member of The Association of Christian Counsellors (ACC).

Connect was originally set up by a group of local churches in 1994. The service operates within a Christian ethos which means that our management, staff and volunteers are practicing Christians. Our motivation is to provide a counselling service to the community, that is within the reach of as many people as possible.

bacp | Accredited Service

Connect offers the community support through professional counselling, addressing issues that affect mental health, impacting families, relationships, employment, and everyday life. The team at Connect work together in their different roles to provide a professional, caring service that is accountable and can respond to the needs of our community, ensuring that we are adaptable and accessible to those who are struggling.

We recognise that it can be difficult to make first contact and so we ensure that our service is easy to access and provides a warm welcome to those who approach the service.

"Excellent service"
"Coming to Connect has been the best thing for me."

The Clients



"Being able to talk comfortably and confidently has helped me open up"

Clients come to Connect with a variety of problems and concerns ranging from depression, anxiety, stress, relationship difficulties, abuse, bereavement, or other trauma.
These concerns can often be aggravated by redundancy or if struggling financially, and more recently, from the huge increases in the cost of living. Clients come from a broad expanse of society. Many are unemployed, are single parents or come from broken and fragmented families.

Counselling was given remotely in the pandemic. Now we are back to Face-to-Face sessions at Connect, unless by exception, for example, a person is housebound. If, according to assessment, a client requires a different option to Connect, a more appropriate route is suggested. However, no one is ever turned away due to lack of funds.

Counselling is not an easy thing to undertake, and it requires determination and commitment from individuals to work through their concerns with their counsellor, but it can make a real difference to someone's life. Seventy-six percent of those who have had therapy or counselling would recommend it to friends and family (BACP, 2019). Nearly 80% of people get better (BACP, 2005).

*"I **feel so much stronger and have a better understanding of my life."***

Clients contact Connect themselves to request counselling. They do not need a referral from another professional. However, many clients contact Connect following a recommendation from their GP or via the Community Mental Health Team. Others hear about Connect by word of mouth or through our website.

- 129 people attended an initial appointment for counselling this year, to be considered as new clients, compared with 138 people last year.
- We delivered 1565 sessions, which is a significant increase on 1154 sessions held last year. This includes couples and families.

We very much value feedback from clients, both as encouragement, but also to ensure we address any concerns raised, so that our service is the best that it can be. I would therefore like to thank all the clients who expressed themselves so eloquently and allowed us to use their comments. Throughout this report, client comments have been written in bold italics.

"The initial assessment was done very well. It put me at ease and left me confident that the sessions to come would be helpful / beneficial."

"Counsellor was very good and we built up a rapport. I always came away from the sessions on a high."



Here at Connect, we can offer something very different to counselling through the NHS, which tends to use only one model and has constraints on how many sessions can be offered to each client.

- Our clients request counselling for themselves and do not need to go through a referral system.
- Sessions are held weekly with a counsellor and can continue for as long as necessary. The numbers of sessions vary depending on the needs of the client and if appropriate can continue for up to two years. However, most clients find a few months to a year about right.
- Our counsellors use various professional models and approaches when working with their clients and are always client-led, working at the client's own pace.
- This gives our service flexibility to support clients in the way most suited to the individuals' needs.

If for any reason we need to bring sessions to a close or a break, we try and ensure there are several weeks to prepare clients for this to happen.

The Counselling Team

Individual Counselling: We currently have the capacity to provide 32 counsellors working with individuals and they work, on average, with three clients at a time. This year we have built the team back up to capacity. New trainees start with one client; then have a second client and finally a third client.



"I will always be grateful to my counsellor for what she has done for me."

The counsellors are supported in their work through professional supervision in line with BACP Ethical Framework for best practice. There are eight supervision groups for counsellors working with individual clients, with four counsellors in each group. These are led by our Supervisors, Helen, Carolyn, Penelope, and Richard. We are currently looking to recruit an additional supervisor.

"Supportive and caring."

Couples Counselling: Alongside individual work, there are counsellors who have undertaken additional training to work with couples. They are supported by Penelope in additional supervision groups. We currently have three counsellors who can offer appointments to couples.

Partner 1: "Loved working with counsellor, a brilliant counsellor and it was a privilege. We felt so grateful to her."
Partner 2: "Wonderful – Counsellor was amazing, kind and so professional."

Family Therapy:

An important aim in Family Therapy is to provide neutral space for everybody to be heard. Relationships and communication can often play a part in difficulties, so taking the time to come together and begin to explore the struggles they face is the first step. Toys and drawings will often be used to enable a child to express themselves more openly.





Each member of the family is important. The therapist ensures that everyone is given an equal voice and opportunity to change the pattern of communication. The family can then focus on working through their concerns.

"Counselling sessions have helped my daughter very much in coping and understanding her feelings. This has improved my own understanding of her feelings and how best I can continue to support her."

Clients usually respond positively to the therapists and work hard to improve their situation.



With the consent of the clients, therapy is provided with open reflections from the therapist with the family in their sessions.

"I feel we are making significant progress. I am genuinely surprised by our individual responses to problems and situations discussed during the sessions and genuinely impressed by the observations made by our therapist."

Counsellor Training - As well as counselling clients, Connect offers training to counsellors through supervised placements for trainees studying in the local Colleges and Universities.

To continue professional development, we hope to give all our counsellors the opportunity to attend training workshops through Connect to update and develop their counselling skills. Two internal training sessions have been run, looking at Safeguarding, working with sand trays, and our individual thoughts and behaviors towards money.

Most of the counsellors begin their time with Connect on placement while undertaking counsellor training at College or University. Once qualified, many continue as part of the team as volunteers, offering their wealth of experience to the service and working for the good of the community. My thanks go to all these trained counsellors who give of their time and expertise on a voluntary basis at Connect. Every amount of time they give is valued and this is particularly true where trained counsellors undertake Intake Assessment Appointments.

The Office Team

Dr Emma Laporte was appointed as Chief Executive officer (CEO) in February 2022 and works closely with Wendy and Jan to keep operations running smoothly. This, her first year, has seen her focus on establishing stability and continuity, which has been reflected in the higher number of client sessions held, increased size of the counselling team, and a stronger financial position. In January 2023 she organized and managed an Away Day at Waverley Abbey House. Twenty-eight members attended, representing all aspects of the charity; counsellors; supervisors, office helper volunteers, Trustees, and Office team. The aim was to meet together, especially post pandemic, and discern the future of Connect. All ideas were welcomed and fed into a post Away Day meeting in February 2023, which produced the strategy for Connect for the next year, beginning April 2023. Emma also nominated five volunteers for the Voluntary Support North Surrey, Surrey Heath Volunteer awards in November and attended with some of the nominees.

The 'Family' of Connect operates on fuel of prayer, warmth, and support. Counselling Team Manager, Wendy Coope, continues to manage and support the team of counsellors and the clients accessing the service, ensuring best practice at all times. Office Manager Jan Mulliner runs the office and manages her team of voluntary office helpers. She ensures there is someone in reception to greet clients arriving for face-to-face sessions, answer the phone and help with any administration.



Chief Executive Officer
Dr Emma Laporte



Counselling Team Manager
Wendy Coope



Office Manager
Jan Mulliner

The office helpers are part of the life blood of Connect's service. As clients and counsellors come and go throughout the day, the office helper remains in reception, along with the office staff, to ensure that no counselling sessions take place without someone else in the building.





"Thank you, you are all providing a worthwhile service"

"Friendly and Professional."

The Premises



8 Portesbery Road, Camberley, GU15 3TA.

Our rented Connect offices are near to the bus and train station in Camberley with car parking nearby and are readily accessible to clients.



At the end of this fiscal year, we were delighted to receive a grant from the Bishop of Guildford's Communities Fund to update our furniture. This has enabled five new chairs to be ordered for the Training Room, where supervision and family therapy take place in addition to individual counselling. Updating our other counselling rooms has been possible by receiving the Collectively Camberley Business Awards Raffle proceeds and a Ward Councilor Grant. After a consultation period within the charity, furniture is currently on order. It is tremendously exciting to value our clients and counsellors by being able to provide clean and comfortable seating.

We offer our premises as a base for Street Angels, a nationwide cross-church initiative, who befriend and support the public out on the streets of Camberley on Friday and Saturday nights.

Finances

Our Treasurer Sandra Fogwill, a chartered management accountant, is responsible for producing our financial accounts. Internal policies are in place to ensure compliance of all financial procedures including named personnel and two signatories required on any bank transactions.

Running a service on donations and voluntary funding is challenging; without our supporters, it would not be possible, so we are always grateful and greatly encouraged by the generosity and commitment of so many.

The Bishop of Guildford's Communities Fund

Rotary PEOPLE OF ACTION

Farnborough Rotary showed their support one again and gave us £569 towards our work.

The grant given to us in February 2023 by Frimley Fuel Allotments for £10,000 was most welcome.

FRIMLEY FUEL ALLOTMENTS

All these financial supporters enable us to maintain our service.

Fundraising

Emma Laporte began the Fundraising year with a sponsored 26 mile walk which raised £2,478. This was quickly surpassed by one of the Trustees, Rev. Mike Thomason, and a team from High Cross Church, taking part in a sponsored walk, walking 33 miles along the Basingstoke Canal and raising £2,805. Members of Connect raised £116 at the Platinum Jubilee Celebration Event and this also promoted us to thousands of people in the community.

Connect has been fortunate to be one of the Mayor's Charities this year, and we are indebted to Councilor Helen Whitcroft for the opportunity to Fundraise with her in several initiatives, such as the large Platinum Jubilee event; a Tea Dance; a Murder Mystery evening; a Pamper evening and the large King's Coronation event. Funds raised will be gratefully received next financial year, most likely in June 2023.

Connect was chosen to receive the proceeds of the Collective Camberley BID Business Awards Raffle and we were delighted to receive £1320.

Grants were applied for and awarded from the Arnold Clark Community Fund for social media; The Surrey Heath Show for a new computer for our Counselling Team Manager; Surrey Heath Borough Council Local Charity Enabling Fund for core costs; Frimley Fuel Allotments for core costs in two postcodes; Farnborough Rotary Club for BACP Accreditation costs and core costs and the Bishop of Guildford's Communities Fund for updating our furniture and Ward Councilor Grants. We are incredibly grateful.

Connect held two Quiz Nights which were well supported and raised £2474.

We also hugely appreciate supporter donations which have been invaluable and our thanks to these faithful individuals and Churches and supporters.

Client Donations

By securing funds through different means, we continue to provide a service where clients can give a voluntary donation towards each session, rather than have a set fee which may exclude those struggling with finances. If clients are eligible for Gift Aid we can claim accordingly, giving a very helpful addition to our funds.

Client donations are important, because as well as covering some of our costs, they also help clients to commit to the process and recognize the worth of the work they are undertaking. However, as many come to us in times of crisis and in great distress with very little money, this is always secondary to us offering the support they are requesting.

As donations are voluntary, our sessions continue irrespective of a donation and funding from other sources remains essential for us to provide our services to all with no fixed fees. At our Away Day we reviewed our stance and after much discussion, agreed to continue as we are, making counselling as accessible to the community as possible.

Financial Review

The beginning of the year saw a decline in donations from both clients and other regular giving, but a large generous gift meant that we were able to cover our costs. This donation, and the gift aid Connect were able to claim on it, covered almost 25% of our total costs for the year. Towards the end of the year, donations from individuals increased and Connect was also awarded several grants. Some of the grants are for furniture, which is yet to be purchased. Frimley Fuels awarded Connect £10,000 in March as a subsidy for GU15 and GU16 postcodes. Only £200 of this grant had been utilized at the end of the financial year. This has resulted in a substantial restricted funds balance.

Although Client donations increased from the previous year, £27,242 is still much lower than pre-pandemic numbers of £51,814 in 2020, and £43,764 in 2019.

Connect finished the year in a much stronger financial position than was expected, due to the generous grants and donations. Connect's historic and current reserves policy has been to maintain a cash balance equal to six months expenditure costs and this is reflected in the current bank balances shown on page 21 of this report. Like many charities, a significant proportion of Connect's income is in the form of unpledged donations, the size and timing of which are uncertain. Holding reserves enables Connect to manage fluctuations in our varied income sources.

The coming year will present uncertainties. Our premises are currently up for sale by the Landlord and we may have to face a rent increase or a move to a new location. We are pursuing a much-needed expansion of administrative support, upgrading our IT systems and creating a new role of Fundraiser. All these will bring fiscal challenges.

We have reviewed what we believe to be the major risks affecting Connect and systems are in place to mitigate those risks. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) effective 01 January 2019, and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), Charities Act 201, and UK Generally Accepted Practice.

I confirm, on behalf of the Trustees, that we have complied with the duty in section 4 of the 2006 Act to have due regard to public benefit guidance published by the Charity Commission.

Final Comment

We started this reporting year with the effects of the Covid pandemic and lockdown measures still having some impact on activity. A big thank you is due to every member of staff, volunteers, and supporters who enabled the work of Connect to return to a more normal footing during the current reporting year. Their hard work, commitment and generosity of time, skills, and funds provides the essential and varied support necessary for Connect to continue offering a place of safety, acceptance, and hope to our clients.

Connect is a Charitable Trust with a Board of Trustees to provide governance on its operations. The Trustees share a common commitment to the work of Connect and provide support and guidance accordingly. The diversity and wealth of experience in the group is greatly valued. Trustees meet quarterly and immediately prior to the AGM; guidelines and responsibilities from the Charity Commission are observed and regulatory requirements met as appropriate. We welcomed two new trustees during the year, Rob Jackson and Revd. Pippa Ford.

Throughout this reporting year Connect has continued to function along previously established lines. The CEO along with a support staff of a Counselling Team Manager and Office Manager, all assisted by a team of voluntary helpers. Changes to this model are currently being implemented to ensure Connect, and the service it provides, will remain sustainable going forwards. The Trustees are confident in, and indebted to, the CEO, Emma, for her industry and dynamism in driving forward these necessary changes. Connect continues to be a valuable resource in the community and is a BACP accredited service, trusted by professionals and public alike. It gives a place of safety and confidentiality for those struggling with issues impacting their lives where counselling can offer healing and release to their situation. Lockdown restrictions and associated self-isolation have been shown to bring continuing difficulties to existing anxiety concerns and the impact of this on mental health remains despite the effects of the pandemic subsiding.

As I retire from being a Trustee after 10 years with Connect, I wish it, and all involved with the charity, the very best for the future.

Steve Isherwood

Trustee Chair
July 2023

Independent Examiner's Report to the Trustees of Connect Counselling Service

I report to the trustees on my examination of the financial statements of Connect Counselling service ('the charity') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, and related notes.

This report is written solely for the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charity, you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit reaches beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view, and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

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

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination.

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

SAmbrose

Susan Ambrose FCCA FCA

Butt Miller Chartered Accountants,

1 Minister Court,

Tuscam Way,

Camberley,

GU15 3YY

Date: 21st June 2023

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2023

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	**2**	71,791	14,086	85,877	55,901
Counselling client donations		27,242	-	27,242	23,891
Charitable activities					
External training income		240	-	240	310
Other trading activities - fundraising	3	7,413	-	7,413	350
Room rental		2,430	-	2,430	-
Investment income - Bank interest		716	-	716	433
		109,832	14,086	123,918	80,885
EXPENDITURE					
Raising funds					
- Salary costs		4,057	-	4,057	3,086
- premises costs		982	-	982	954
- training expenditure		-	-	-	125
- telephone		168	-	168	183
		5,207	-	5,207	4,348
Charitable activities					
- counselling session fees and expenses		1,912	-	1,912	802
- service provision	**4**	48,684	6,681	55,365	47,804
- support costs	**5**	39,470	1,000	40,470	32,976
		90,066	7,681	97,747	81,582
TOTAL EXPENDITURE		95,273	7,681	102,954	85,930
NET INCOME (EXPENDITURE)		14,559	6,405	20,964	(5,045)
Balances brought forward at 1 April 2022	11	66,076	4,678	70,754	75,799
Balances carried forward at 31 March 2023	12	80,635	11,083	91,718	70,754

The notes on pages 22 to 26 form part of these accounts.

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
FIXED ASSETS:					
Fixtures, fittings and equipment	**8**		1,797		-
CURRENT ASSETS:					
Debtors and prepayments	9	11,267		7,454	
Balances at bank		84,152		68,101	
Cash in hand		38		56	
		95,457		75,611	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	**10**	5,536		4,857	
		5,536		4,857	
NET CURRENT ASSETS			89,921		70,754
NET ASSETS			91,718		70,754
Represented by:					
FUNDS					
Restricted funds	**11**		11,083		4,678
Unrestricted funds	**12**		80,635		66,076
Total charity funds			91,718		70,754

The accounts were approved by the Trustees on 2023.

Trustee Trustee

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2023

1. Accounting Policies

General

The financial statements have been prepared on an accruals basis in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK, and Republic of Ireland (FRS 102), and the Financial Reporting Standard applicable in the United Kingdom, and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019.

Connect Counselling Service meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The Financial statements have been prepared to give a 'true and fair view' and have deviated from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with FRS 102 Second Edition rather than accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which was withdrawn.

Income

Donations under Gift Aid, together with the associated income tax recovery, are recognised as income when the donation is received.

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met.

Rental income is accounted for on a receivable basis.

Expenditure

Expenditure is charged on an accruals basis. Governance costs are those associated with compliance with constitutional and statutory requirements. This includes the Independent Examination fee.

Pension costs

The charity contributes to a money purchase scheme on behalf of its employees. The scheme is managed by True Potential.

Apportionment of costs

Certain office and salary costs have been apportioned between service provision and support costs based on trustees' estimate of use of the office and time spent by staff.

Operating leases

Rentals paid under operating leases are charged on a straight line basis under the terms of the lease.

Fixed Assets

Assets purchased with a value greater than £250 are capitalised.

Computer hardware	33% on cost
Furniture	25% on cost

Debtors

Debtors are recorded at their recoverable amount - that is the amount that it is anticipated will be received, or the amount that has been paid in advance for goods or services.

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2023

1. Accounting Policies
Creditors

Creditors are measured at historic cost and are held at settlement amount net of any discounts.

Financial Instruments

The charity's financial assets and liabilities qualify as basic financial instruments and as such are initially recorded at cash, transaction or settlement value. Subsequently, current assets and liabilities are measured at cash or settlement value.

Funds

General funds represent funds of the Service that are not subject to any restriction regarding their use and are available for application for the purposes of the Connect Counselling Service.

Donations and grants given for specific purposes are treated as restricted funds and are used in the way intended by the donor.

Going Concern

The trustees have considered going concern up to one year from the date of signing these accounts. Based on a review of forecasts and budgets the trustees believe there are sufficient reserves for the foreseeable future.

Estimate and Judgements

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There are no areas of critical estimate or significant judgements that affects the preparation of these financial statements.

2. Income from grants and donations

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Donations	71,791	-	71,791	35,647
Grants	-	14,086	14,086	20,254
	71,791	14,086	85,877	55,901

3. Income from fundraising

	2023	2022
	£	£
Emma 26 mile walk	2,478	-
Jubilee weekend	236	-
Quiz night - November	771	-
Quiz night - March	1,123	-
Basingstoke Canal Sponsored Walk	2,805	-
Individual challenge events	-	350
	7,413	350

Notes to the Accounts for the Year to 31st March 2023

4. Service provision

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Counselling supervision	9,784	6,478	16,262	14,447
Hardship donation	1,200	-	1,200	-
Salary costs	19,731	-	19,731	15,298
Training costs	735	-	735	-
Recruitment	-	-	-	80
Other fees	240	-	240	520
Premises costs	14,092	-	14,092	14,759
Office supplies, postage and expenses	1,814	38	1,852	1,487
Publicity	-	-	-	520
Depreciation	583	165	748	143
Telephone	505	-	505	550
	48,684	6,681	55,365	47,804

5. Support costs

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Salary costs	20,271	-	20,271	15,741
Consultancy	930	-	930	100
Other fees	1,748	-	1,748	1,729
Premises costs	4,904	-	4,904	4,767
IT	1,674	1,000	2,674	2,006
Telephone	449	-	449	489
Bank charges	74	-	74	208
Sundries	1,826	-	1,826	155
Accountancy	6,094	-	6,094	6,331
Governance - Independent examiner's fee	1,500	-	1,500	1,450
	39,470	1,000	40,470	32,976

Support costs are charged in full to the charitable activities.
Operating lease costs were £16,500 (2022:16,500)

6. Employees' Remuneration

	2023	2022
	£	£
Gross salaries	43,387	33,917
Employer Pension Contributions	672	188
	44,059	34,105

The average number of paid staff for the year were 3 part-time employees (2022 - 3 part-time).
No staff member received remuneration in excess of £60,000.
Due to the size of the organisation, all staff are considered to be key management personnel.

7. Trustees' Remuneration and Expenses

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year, and no expenses were claimed.

Notes to the Accounts for the Year to 31st March 2023

8. Fixed Assets - Tangible Assets

	Fixtures, fittings and equipment £
Cost	
1st April 2022	6,018
Additions	2,545
Disposals	3,033
31st March 2023	5,530
Depreciation	
1st April 2022	6,018
Disposals	3,033
Charge for the year	748
31st March 2023	3,733
Net Book Values	
At 31st March 2023	1,797
At 31st March 2022	-

9. Debtors

	2023 £	2022 £
Prepayments	820	750
Accrued Income	10,447	6,704
	11,267	7,454

10. Creditors

	2023 £	2022 £
Accruals	3,960	3,150
Other Creditors	1,576	1,707
	5,536	4,857

The Charity has written indemnities that in the event of a legitimate claim, on any part of residual agent balances donated from contributing firms where parties make contact or are traced; that the charity will satisfy the agreed charitable donation sum. On 31 March 2023 the total to date received net of repayments amounted to £15,000. (2022: £0)

11. Restricted Funds

	Arnold Clarke £	Community Foundation £	Frimley Fuel £	Surrey Heath £	Total £
Balance at 1st April 2021	-	-	1,563	-	1,563
Funds Received in the year	-	10,000	10,000	254	20,254
Funds Used in the year	-	(10,000)	(6,885)	(254)	(17,139)
Balance at 1st April 2022	-	-	4,678	-	4,678
Funds Received in the year	1,000	-	10,000	3,086	14,086
Funds Used in the year	(1,000)	-	(4,878)	(1,803)	(7,681)
Balance at 31st March 2023	-	-	9,800	1,283	11,083

Arnold Clarke was used for updating the Charity website, and other social media expenses.
Frimley Fuel fund is used against counselling sessions in the GU15, GU16 postcode area.
Surrey Heath Council included purchase of a desktop computer, running costs and the balance is to be used for furniture, also the related depreciation will be retained.

12. Analysis of Net Assets by Funds

	2023 Unrestricted funds £	Restricted funds £	Total £	2022 Unrestricted funds £	Restricted funds £	Total £
Fixed Assets	1,462	335	1,797	-	-	-
Current Assets	84,709	10,748	95,457	70,933	4,678	75,611
Current Liabilities	(5,536)	-	(5,536)	(4,857)	-	(4,857)
	80,635	11,083	91,718	66,076	4,678	70,754

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	**2**	35,647	20,254	55,901	44,638
Counselling client donations		23,891	-	23,891	23,741
Charitable activities					
External training income		310	-	310	90
Other trading activities - fundraising		350	-	350	10,306
Investment income - Bank interest		433	-	433	602
Other income	**2.a**	-	-	-	7,500
		60,631	20,254	80,885	86,877
EXPENDITURE					
Raising funds					
- manpower		2,750.00	336	3,086	11,996
- premises costs		778.00	176	954	2,915
-depreciation		-	-	-	57
- fundraising costs		-	-	-	54
- training expenditure		125.00	-	125	-
- telephone		183.00	-	183	201
		3,836	512	4,348	15,223
Charitable activities					
- counselling session fees and expenses		802	-	802	140
- service provision	**3**	34,870	12,934	47,804	38,626
- support costs	**4**	29,283	3,693	32,976	29,727
		64,955	16,627	81,582	68,493
TOTAL EXPENDITURE		68,791	17,139	85,930	83,716
NET (EXPENDITURE)/INCOME		(8,160)	3,115	(5,045)	3,161
Balances brought forward as 1 April 2021	10	74,236	1,563	75,799	72,638
Balances carried forward at 31 March 2022	11	66,076	4,678	70,754	75,799

The notes on pages 22 to 26 form part of these accounts.

CONNECT COUNSELLING SERVICE

England & Wales - Charity number 1042852

Accounts

Connect

Counselling Service

ANNUAL REPORT

&

ACCOUNTS

31ST MARCH 2022

Registered Charity Number: 1042852

Brewers
Chartered Accountants
Bourne House, Queen Street, Gomshall. GUS 9LY

CONNECT COUNSELLING SERVICE

CONTENTS

	Page
Legal and Administrative Information	4-5
Trustees' Annual Report	6-18
Independent Examiner's Report	19
Statement of Financial Activities	20
Balance Sheet	21
Notes to the Accounts	22-26

Connect Counselling Service

8 Portesbery Road,
Camberley
Surrey
GU153TA

Telephone: 01276 24210
Website: www.connectcounselling.org.uk
Email:info@connectcounselling.org.uk

Mission Statement:

*'Connect is a professional counselling service,
a Christian organisation serving the community'*

CONNECT COUNSELLING SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

Connect Counselling Service, of 8 Portesbery Road, Camberley, Surrey GU15 3TA, is registered with the Charity Commissioners (No. 1042852). Connect is a charitable trust and its governing document is a trust deed. Connect is administered by the trustees who meet quarterly. Trustees are elected by the board of trustees. The CEO, Emma Laporte, Treasurer, Sandra Fogwill and periodically a counsellor representative attend Trustee meetings.

Trustees

Steve Isherwood (Chairman) from 1st July 2021
Retired Army Officer

Eila Rochfort
Solicitor

Revd Andreas Sistig
Vicar of St Anne's Church, Bagshot

Charles Garraway
Academic Consultant and University Fellow

Alison de Winter
Careers Consultant

Revd Mike Thomason
Minister of High Cross, Camberley

Professional Organisations

Connect abides by

The British Association for Counsellors and Psychotherapists (BACP) **Ethical Framework for the Counselling Professions.**

and **The Association of Christian Counsellors** (ACC).

Connect's Bankers are:

CAF Bank, Kings Hill, West Malling, Kent, ME19 4TA
Lloyds Bank pie, Obelisk Way, Camberley, Surrey, GU15 3SE

Connect Accountant:

Sandra Fogwill FCMA

Connect's Independent Examiner is:

Andrew Skilton ACA of Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall. GUS 9LY

Connect's solicitors are:

Neale, Turk, Rochfort, 12 King's Ride, Camberley, Surrey, GU15 4JG

Trustees Report 2021 - 2022

Connect Counselling Service has been working in the community for 28 years. The service offers general counselling to the public, training placements and occasional workshops for counsellors in the area. Connect works under a Christian ethos. The organisation continues to evolve to meet the needs of the community and has worked through the Covid-19 pandemic; subsequent lockdown and life beyond, to provide an essential service.

It has been a challenging year for Connect, but we are still a vibrant counselling service. Coming through a pandemic was a challenge for all and our unforeseen instability in Management has been difficult, but not insurmountable. Deep gratitude is extended to Wendy Coope (Counselling Team Manager) for keeping Connect afloat by skilfully doing her role and taking on the additional role of stand-in CEO, between CEO appointments.

The Service

Connect Counselling Service provides professional counselling to individual adults over 18, couples and family groups of any age, irrespective of their financial status, gender, sexual orientation, religion or ethnic origin.

The organisation is a member of the British Association for Counselling and Psychotherapy (BACP) and adheres to the BACP Ethical Framework for the Counselling Professions. In addition, we are a member of The Association of Christian Counsellors (ACC).

Connect was originally set up by a group of local churches in 1994. The service operates within a Christian ethos which means that our management, staff and volunteers are practicing Christians. Our motivation is to provide a counselling service to the community, that is within the reach of as many people as possible.

Connect reapplied for Accredited Service Status in 2019 to the BACP and have been granted further Accreditation until 2024 providing we continue to maintain our high standards of service.

bacp | Accredited Service

Connect offers the community support through professional counselling, addressing issues that affect mental health, impacting families, relationships, employment and everyday life. The team at Connect work together in their different roles to provide a professional, caring service that is accountable and can respond to the needs of our community, ensuring that we are adaptable and accessible to those who are struggling.

We recognise that it can be difficult to make first contact and so we ensure that our service is easy to access and provides a warm welcome to those who approach the service.

"Excellent service"
"Coming to Connect has been the best thing for me"

The Clients

The health of a community is impacted by the wellbeing of each individual living and working within it. One in five (21%) of adults in the UK experienced some form of Depression during January to March 2021, which is more than double that before the pandemic (ACC, 2021). Since the pandemic, ongoing research shows a marked effect on mental health. Isolation, limited social interactions, tensions amongst families living together in lockdown, along with the fear of infection has caused distress and has contributed to a rise in anxiety and depression and impacting those already vulnerable. The highest rates of depressive illness have been found to be people aged between 16 to 39 and adults over 70 (ACC, 2021).



"Being able to talk comfortably and confidently has helped me open up"

Clients come to Connect with a variety of problems and concerns ranging from depression, anxiety, stress, relationship difficulties, abuse, bereavement, or other trauma.
These concerns can often be aggravated by redundancy or if struggling financially, and more recently, from the huge increases in cost of living. Clients come from a broad expanse of society. Many are unemployed, are single parents or come from broken and fragmented families.

Counselling was given remotely in the pandemic. Now we are back to Face-to-Face sessions at Connect, unless by exception, for example, a person is housebound. If, following assessment, a client requires a different option to Connect, a more appropriate route is suggested. However, no one is ever turned away due to lack of funds.

Counselling is not an easy thing to undertake, and it requires determination and commitment from individuals to work through their concerns with their counsellor, but it can make a real difference to someone's life. Seventy-six percent of those who have had therapy or counselling would recommend it to friends and family (BACP, 2019). Nearly 80% of people get better (BACP, 2005).

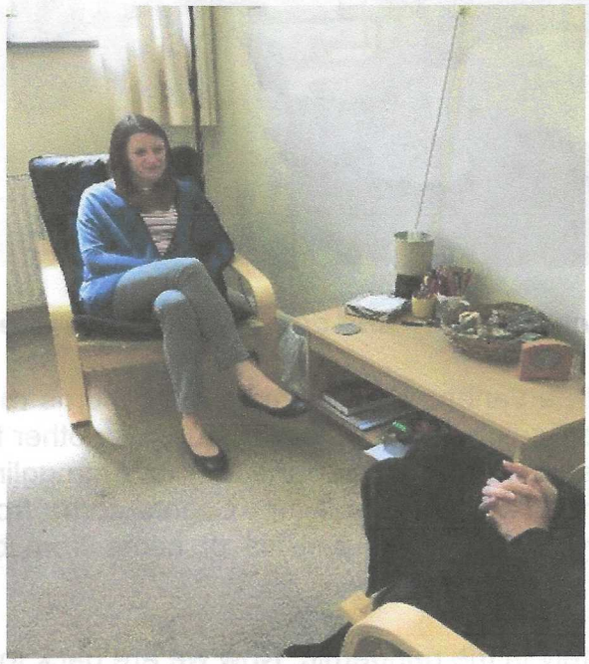
"I feel so much stronger and have a better understanding of my life."

Clients contact Connect themselves to request counselling. They do not need a referral from another professional. However, many clients contact Connect following a recommendation from their GP or via the Community Mental Health Team. Others hear about Connect by word of mouth or through our website.

- One hundred and thirty-eight people attended an initial appointment for counselling this year, to be considered as new clients
- This is compared to 75 the previous year and 173 the year before that.
- We delivered 1154 sessions, which is compared to 1588 sessions held last year and 2,384 the year before that. This includes Couples.

We very much value feedback from clients, both as an encouragement, but also to ensure we address any concerns raised, so that our service is the best that it can be. I would therefore like to thank all the clients who expressed themselves so eloquently and allowed us to use their comments. Throughout this report, client comments have been written in bold italics. The most recently received client comment, about overall feelings was;

"It has been fantastic for* me. *It was hard at times, but now I can see* me *and my life through different eyes. Everyone should be counselled!".



Here at Connect, we can offer something very different to counselling through the NHS, which tends to use only one model and has constraints on how many sessions can be offered to each client.

- Our clients request counselling for themselves and do not need to go through any referral system.
- Sessions are held weekly with a counsellor and can continue for as long as necessary. The numbers of sessions vary depending on the needs of the client and if appropriate can continue up to two years or more. However, most clients find a few months to a year about right.
- Our counsellors use various professional models and approaches when working with their clients and are always client-led, working at the client's own pace.
- This gives our service flexibility to support clients in the way most suited to each individuals' needs.

If for any reason we need to bring sessions to a close or a break, we try and ensure there are several weeks to prepare clients for this to happen.

The Counselling Team

Individual Counselling: We currently have the capacity to provide 32 counsellors working with individuals and they work, on average, with three clients at a time. A number of counsellors left Connect in the last year and Wendy is working hard to build the team back up. New trainees start with one client; then have a second client and finally a third client. This impacts the number of clients that can be seen, and our waiting lists are long (currently 31 people are waiting to be allocated a counsellor. A further 17 are waiting to start the process).



"I will always be grateful to my counsellor for what she has done for me"

The counsellors are supported in their work through professional supervision in line with BACP Ethical Framework for best practice. There are seven supervision groups for counsellors working with individual clients, with four counsellors in each group. These are led by our Supervisors, Helen, Carolyn, Penelope and Richard. We are looking to recruit an additional supervisor.

"Supportive and caring."

Couples Counselling: Alongside individual work, there are counsellors who have undertaken additional training to work with couples. They are supported by Penelope in additional supervision groups. We currently have three counsellors who can offer appointments to couples.

"Counselling is a very good place for couples who are struggling."

Family Therapy: During the lockdown it was not possible to offer family therapy remotely. However Penelope is back working with families of all ages at the Connect office and she is now joined by Steven and Laurie.

An important aim in Family Therapy is to provide neutral space for everybody to be heard. Relationships and communication can often play a part in difficulties, so taking the time to come together and begin to explore the struggles they face is the first step. Toys and drawings will often be used to enable a child to express themselves more openly.





Each member of the family is important. The therapist ensures that everyone is given an equal voice and opportunity to change the pattern of communication. The family can then focus on working through their concerns.

"Counselling sessions have helped my daughter very much in coping and understanding her feelings. This has improved my own understanding of her feelings and how best I can continue to support her."

Clients usually respond positively to the therapists and work hard to improve their situation.



With the consent of the clients, therapy is provided with open reflections from the therapist with the family in their sessions.
This means that the therapists, working as a team, can reflect constructively between themselves on what they are hearing in the session and the family can then respond to this reflection.
This is sometimes used in systemic practice and generally clients like the opportunity to reflect and it can be very helpful to them.

"I feel we are making significant progress. I am genuinely surprised by our individual responses to problems and situations discussed during the sessions and genuinely impressed by the observations made by our therapists."

Counsellor Training - As well as counselling clients, Connect offers training to counsellors through supervised placements for trainees studying in the local Colleges and Universities. Covid-19 proved a fresh challenge for those undertaking training. Some counsellors were able to use remote counselling, others needed further experience and training. Colleges have provided training for counsellors in remote work and allowing trainees to count some online working towards their client hours required to qualify.

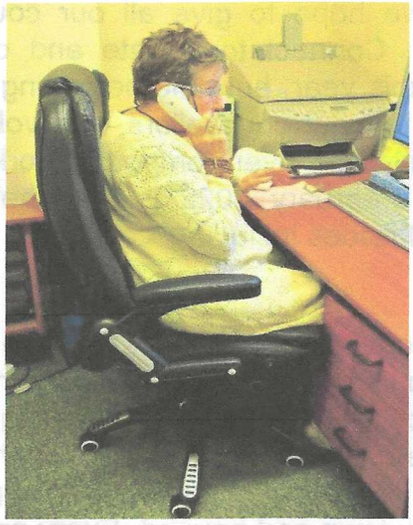
In order to continue professional development, we hope to give all our counsellors the opportunity to attend training workshops through Connect to update and develop their counselling skills. This has not been possible yet this year, but time-permitting, we hope to soon. When possible, in-house training is given to new counsellors and voluntary office helpers. The desire is there, the challenge is prioritising it over competing work to keep the service going. Feedback from counsellors since February 2022 is that they would like Continuing Professional Development on a range of issues including

Most of the counsellors begin their time with Connect on placement while undertaking counsellor training at College or University. Once qualified, many continue as part of the team, still as volunteers, offering their wealth of experience to the service and working for the good of the community. My thanks go to all these trained counsellors who give of their time and expertise on a voluntary basis at Connect and for all the extra work involved in supporting their clients during lockdown and the transition out of lockdown and beyond. Every amount of time they give is valued and this is particularly true where trained counsellors undertake Intake Assessment Appointments. Special thanks to Steven in this regard.

The Office Team

Cathie Russell retired in July 2021 and was briefly replaced by a new Director, before Emma Laporte took the reins in February 2022. Emma works closely with Wendy and Jan to keep operations running smoothly.

The 'Family' of Connect operates on fuel of Prayer, warmth and support. Counselling Team Manager, Wendy Coope continues to manage the ever-changing team of counsellors, and the clients accessing the service, and ensuring best practice at all times. Office Manager Jan Mulliner runs the office and manages her team of voluntary office helpers. She ensures there is someone in reception to greet clients arriving for face-to-face sessions, answer the phone and help with any administration.



Counselling Team Manager
Wendy Coope



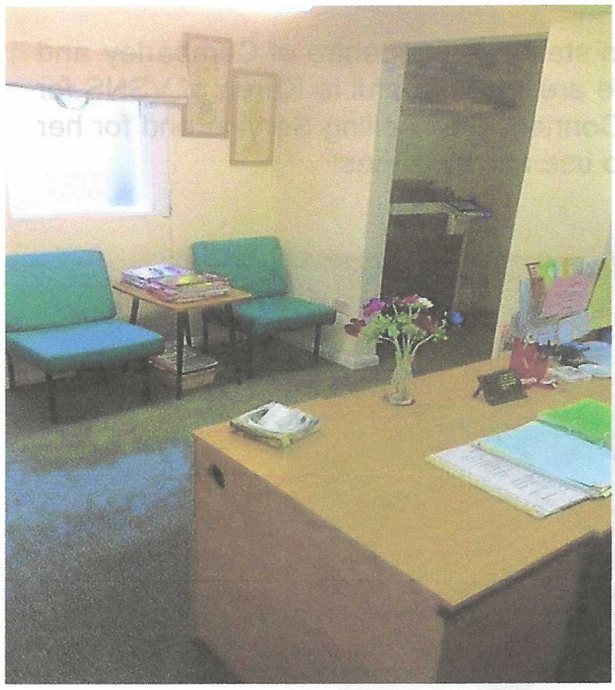
Office Manager
Jan Mulliner

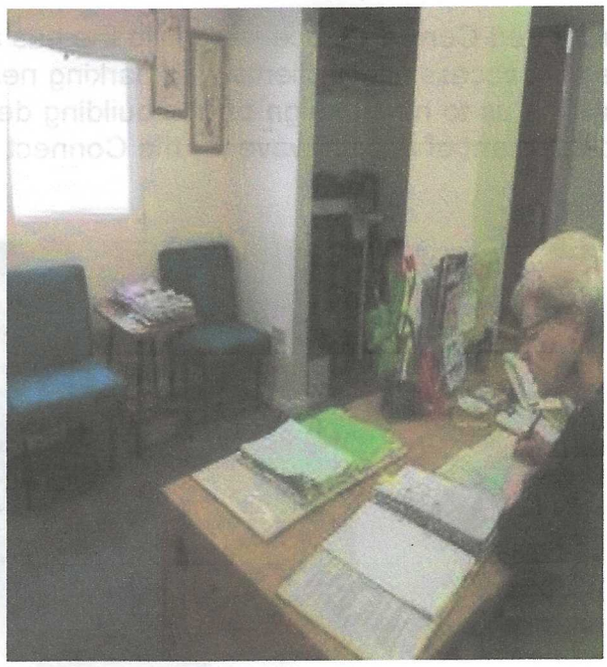


Chief Executive Officer
Dr. Emma Laporte

As CEO, Emma underpins all aspects of Connect operations and personnel. Securing funding is a high priority, as is actively valuing all members of the Connect family. Working with the Trustees, Treasurer, Wendy and Jan, she advances the strategic development of Connect and over time, makes steps to modernise the charity regarding internal processes and cost efficiency. She also is the office helper when needed, Communications lead, Human Resources figure, digital facilitator, and a spectrum of roles in between. The role can be considered ambitious to squeeze into three days.

The Office Helpers are the life blood of Connects service. As clients and counsellors come and go throughout the day, the office helper remains in reception, along with the office staff, to ensure that no counselling sessions take place without someone else in the building. Two clients who were ending their counselling recently bought chocolates for the Office Helpers as their contribution to the experience of Connect Counselling Service is really appreciated.





"Thank you, you are all providing a worthwhile service"

"Friendly and professional"

The Premises



8 Portesbery Road, Camberley, GU15 3TA.

Our rented Connect office is near to the bus and train station in the centre of Camberley and is easily accessible to clients with parking nearby. We are very grateful to Karen of VSNS for enabling us to have a sign on the building denoting Connect Counselling Service and for her procurement of a microwave for the Connect family to use at meal times!



The counselling rooms are unchanging, providing a calm and comfortable space. It is hoped that modernising these rooms will take place in time, perhaps by securing external sponsorship of each room, to provide an updated setting.

We offer our premises as a base for Street Angels, a nationwide cross-church initiative, who befriend and support the public out on the streets of Camberley on Friday and Saturday nights.

Finances

Our Treasurer Sandra Fogwill, a chartered management accountant, is responsible for producing our financial accounts. Internal policies are in place to ensure compliance of all financial procedures including named personnel and two signatories required on any bank transactions.

Running a service on donations and requested funding is challenging, and without our supporters, it would not be possible, so we as always have been greatly encouraged by the generosity and commitment of so many over these very difficult 12 months.

Funded by

Community Foundation for Surrey

We were also extremely grateful for £10,000 the Community Foundation for Surrey in July 2021

Rotary PEOPLE OF ACTION

Farnborough Rotary showed their support one again and gave us £500 towards our work.

The grant given to us in January 2022 by Frimley Fuel Allotments for £10,000 was most welcome.

FRIMLEY FUEL ALLOTMENTS

All these funders enabled us to maintain our service through the pandemic for which we are very grateful.

Fundraising

Aside from Grant applications, internal fundraising has been on hold, with events cancelled due to the pandemic. Connect was sustained in this period by supporter donations which has been invaluable and our thanks to these faithful individuals and Churches and supporters.

Client Donations

By securing funds through different means we continue to provide a service where clients can give a voluntary donation towards each session, rather than have a set fee which may exclude those struggling with finances. If clients are eligible for Gift Aid, we can claim accordingly, relying on permission from the HMRC, given historically. This gives us a very helpful addition to our funds.
Client donations are important, for as well as covering some of our costs, it also helps clients to commit to the process and recognise the worth of the work they are undertaking. However, as many come to us in times of crisis and in great distress with very little money, this is always secondary to us offering the support they are requesting.

As donations are voluntary, our sessions continue irrespective of a donation and funding from other sources remains essential for us to provide our services to all with no fixed fees.

Financial Review

It has been a challenging year for Connect Counselling Service, one where we have made a loss of £5,045. We appreciate that many of our previous donors are having reduced funds available, and therefore are unable to donate as generously. Client donations remained much the same as last year.

We have had successful applications for grants of £20,254. These grants are as always highly valued.

A combination of circumstances has meant that we have been unable to have any fundraising events directly organised by Connect. We are very grateful for the donors who organised their own events, and donated the proceeds

Despite lower salary costs related to having several months without a CEO, total expenditure increased by £2,214. The higher costs are due to using the Connect office for more sessions and covid precautions are still an added cost. We hope 2022-23 will be a more normal year.

Our reserves policy is to hold 6 months of operating service costs which is £45,000 (calculated as total anticipated expenditure £90,000). Based on the unrestricted reserves at 31 March 2022 of £66,076 and the forecasts and budgets produced, the charity has sufficient funds to continue for the foreseeable future which is defined as one year from the date of signing these accounts. These unrestricted reserves provide stability and would be used as necessary to continue operating the service in times of difficulty.

Like many charities, a significant proportion of Connect's income is in the form of un-pledged donations, the size and timing of which are uncertain and so we are thankful for the faithfulness of all our supporters again this year.

We have reviewed what we believe to be the major risks affecting Connect and systems are in place to mitigate those risks. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

I confirm, on behalf of the Trustees that we have complied with the duty in section 4 of the 2006 Act to have due regard to public benefit guidance published by the Charity Commission.

Final Comment

I took over as Chair of Trustees from Dr Jane Orr at the AGM in 2021. Jane gave many years of service to Connect Counselling Service as a Trustee and many thanks are due to her for her invaluable contribution.

We started this reporting year with the impact of the Covid pandemic and lockdown measures largely still in force. A big thank you is due to every member of staff, volunteers, and supporters who enabled the work of Connect to continue via various mechanisms during this difficult time. Their hard work, commitment and generosity of time, skills, and funds provided the essential and varied support necessary for Connect to continue offering a place of safety, acceptance and hope to our clients. Praise God that, as lockdown measures have been relaxed, we have been able to return to a more normal service.

Connect is a Charitable Trust with a Board of Trustees to provide governance on its operations. The Trustees share a common commitment to the work of Connect and provide support and guidance accordingly. The diversity and wealth of experience in the group is greatly valued. Trustees meet quarterly and immediately prior to the AGM; guidelines and responsibilities from the Charity Commission are observed and regulatory requirements met as appropriate.

Day to day, Connect is run by the CEO, along with a support staff of a Counselling Team Manager and Office Manager, all assisted by a team of voluntary helpers without whom the service would struggle. Operational decisions are made by the appropriate manager with reference to their line manager, the CEO, who may seek advice from the Trustees as required.

Connect continues to be a valuable resource in the community and is a BACP accredited service, trusted by professionals and public alike. It gives a place of safety and confidentiality for those struggling with issues impacting their lives where counselling can offer healing and release to their situation. The addition of lockdown restrictions and associated self-isolation have been shown to bring further difficulties to existing anxiety concerns and the impact of this on mental health remains despite the effects of the pandemic subsiding.

In Feb 2022 we were pleased to appoint a new CEO in Dr Emma Laporte, who joins us not only as a qualified counsellor but someone with a wealth of life experience in several spheres. The Trustees look forward to working with her as Connect moves forward in 2022.

Col (retd) Steve Isherwood
Chair of Trustees
June 2022



Independent Examiner's Report to the Trustees of Connect Counselling Service

I report to the trustees on my examination of the financial statements of Connect Counselling service ('the charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

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

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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

Andrew Skilton ACA
Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
Surrey

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	2	35,647	20,254	55,901	44,638
Counselling client donations		23,891		23,891	23,741
Charitable activities					
External training income		310		310	90
Other trading activities - fundraising		350		350	10,306
Investment income - Bank interest		433		433	602
Other income	2.a				7,500
		60,631	20,254	80,885	86,877
EXPENDITURE					
Raising funds					
- manpower		2,750.00	336	3,086	11,996
- premises costs		778.00	176	954	2,915
-depreciation				0	57
- fundraising costs				0	54
- training expenditure		125.00		125	
- telephone		183.00		183	201
		3,836	512	4,348	15,223
Charitable activities					
- counselling session fees and expenses		802		802	140
- service provision	3	34,870	12,934	47,804	38,626
- support costs	4	29,283	3,693	32,976	29,727
		64,955	16,627	81,582	68,493
TOTAL EXPENDITURE		68,791	17,139	85,930	83,716
NET (EXPENDITURE)/INCOME		8,160	3,115	(5,045)	3,161
Balances brought forward as 1 April 2021	10	74,236	1,563	75,799	72,638
Balances carried forward at 31 March 2022	11	66,076	4,678	70,754	75,799

The notes on pages 22 to 26 form part of these accounts.

CONNECT COUNSELLING SERVICE

BALANCE SHEET AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS:					
Fixtures, fittings and equipment	7		-		143
CURRENT ASSETS:					
Debtors and prepayments	8	7,454		9,673	
Balances at bank		68,101		73,412	
Cash in hand		56		52	
		75,611		83,137	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	4,857		7,481	
		4,857		7,481	
NET CURRENT ASSETS			70,754		75,656
NET ASSETS			70,754		75,799
Represented by:					
FUNDS					
Restricted funds	10		4,678		1,563
Unrestricted funds	11		66,076		74,236
Total charity funds			70,754		75,799

The accounts were approved by the Trustees on 01 JULY 2022.

Trustee

Trustee

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2022

1. Accounting Policies

General

The financial statements have been prepared on an accruals basis in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Connect Counselling Service meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Presentational currency of the accounts is £ sterling rounded to £1.

The Financial statements have been prepared to give a 'true and fair view' and have deviated from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with FRS 102 Second Edition rather than accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which was withdrawn.

Income

Donations under Gift Aid, together with the associated income tax recovery, are recognised as income when the donation is received. Grants received from the Local authority for COVID 19 have been included in other income.

Expenditure

Expenditure is charged on an accruals basis. Governance costs are those associated with compliance with constitutional and statutory requirements. This includes the Independent Examination fee.

Pension costs

The charity contributes to a money purchase scheme on behalf of its employees. The scheme is managed by True Potential.

Apportionment of costs

Certain office and salary costs have been apportioned between service provision and support costs based on trustees' estimate of use of the office and time spent by staff.

Operating leases

Rentals paid under operating leases are charged on a straight line basis under the terms of the lease.

Fixed Assets

Assets purchased with a value greater than £250 are capitalised.

Computer hardware	33% on cost
Furniture	25% on cost
Boiler & central heating	20% on cost

Debtors

Debtors are recorded at their recoverable amount - that is the amount that it is anticipated will be received, or the amount that has been paid in advance for goods or services.

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2022

1. Accounting Policies

Creditors

Creditors are measured at historic cost and are held at settlement amount net of any discounts.

Financial Instruments

The charity's financial assets and liabilities qualify as basic financial instruments and as such are initially recorded at cash, transaction or settlement value. Subsequently, current assets and liabilities are measured at cash or settlement value.

Funds

General funds represent funds of the Service that are not subject to any restriction regarding their use and are available for application for the purposes of the Connect Counselling Service.

Donations and grants given for specific purposes are treated as restricted funds and are used in the way intended by the donor.

Going Concern

The trustees have considered going concern up to one year from the date of signing these accounts. Following the outbreak of COVID-19 the trustees have revised budgets and forecasts for a conservative reduction in income and where possible will reduce excess expenditure. Following this review the trustees believe that Connect Counselling is a going concern as the level of reserves will be sufficient to cover any losses for the foreseeable future.

Estimate and Judgements

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There are no areas of critical estimate or significant judgements that affects the preparation of these financial statements.

2. Income from grants and donations

	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Donations	35,647		35,647	40,563
Grants		20,254	20,254	4,075
	35,647	20,254	55,901	44,638

2.a Other income

COVID 19 grant local authority	7,500

3. Service provision

	Unrestricted Funds	Restricted Funds	2022	2021
	£	£	£	£
Counselling supervision	4,033	10,414	14,447	10,786
Assessment costs				1,250
manpower	13,618	1,680	15,298	9,822
Recruitment	80		80	
Other fees	520		520	4,556
Premises costs	13,919	840	14,759	11,659
Office supplies, postage and expenses	1,487		1,487	423
Publicity	520		520	
Depreciation	143		143	29
Telephone	550		550	67
Other expenses				34
	34,870	12,934	47,804	38,626

4. Support costs

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
manpower	14,397	1,344	15,741	17,961
Recruitment	100		100	
Other fees	1,729		1,729	1,844
Premises costs	2,418	2,349	4,767	4,858
IT	2,006		2,006	1,819
Telephone	489		489	1,072
Depreciation				57
Bank charges	208		208	279
Sundries	155		155	387
Accountancy	6,331		6,331	
Governance - Independent examiner's fee	1,450		1,450	1,450
	29,283	3,693	32,976	29,727

Support costs are charged in full to the charitable activities.
Operating lease costs were £16,500 (2021:16,500)

5. Employees' Remuneration

	2022	2021
	£	£
Gross salaries	33,917	39,091
National Insurance	2,009	2,498
Employer Pension Contributions	188	688
	36,114	42,277

The average number of paid staff for the year were 3 part-time employees (2021 - 3 part-time).
No staff member received remuneration in excess of £60,000.
Due to the size of the organisation, all staff are considered to be key management personnel.

6. Trustees' Remuneration and Expenses

No remuneration directly or indirectly out of the funds of the charity was paid or payable for the year to any trustee or to any person
No reimbursement of expenses has been made or is due to be made to any of the trustees in respect of the year.

7. Fixed Assets- Tangible Assets

	Fixtures, fittings and equipment
	£
Cost	
1st April 2021	6,018
Additions	
Disposals	
31st March 2022	6,018
Depreciation	
1st April 2021	5,875
Disposals	
Charge for the year	143
31st March 2022	6,018
Net Book Values	
At 31st March 2022	0
At 31st March 2021	143

8. Debtors

	2022	2021
	£	£
Prepayments	750	1,403
Accrued Income	6,704	8,270
	7,454	9,673

9. Creditors

	2022	2021
	£	£
Accruals	3,150	4,095
Other Creditors	1,707	3,386
	4,857	7,481

10. Restricted Funds

	Frimley Fuel	Community Foundation	Surrey Heath	Total
	£	£	£	£
Balance at 1st April 2021	1,563			1,563
Funds Received in the year	10,000	10,000	254	20,254
Funds Used in the year	(6.885)	(10,000)	(254)	(17,139)
Balance at 31st March 2022	4,678			4,678

Frimley Fuel fund is used against counselling sessions in the GU15 GU16 postcode area.

11. Analysis of Net Assets by Funds

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fixed Assets			
Current Assets	70,933	4,678	75,611
Current Liabilities	(4,857)		(4,857)
	66,076	4,678	70,754

12. Financial Commitments

Connect Counselling Services has the following annual commitments due under non-cancellable operating leases.

	2022	2021
	£	£
Less than one year		
Two - five years		

13. Related Party Transactions

Individual donations from Trustees totaled £6,620. Revd. Mike Thomason is also a trustee of High Cross Church Camberley and Churches Together in Camberley and Revd. Andreas Sistig is also a trustee of The Parochial Church Council of the Ecclesiastical Parish of St Anne, Bagshot.

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2021

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
INCOME			
Donations and legacies			
Donations, grants and similar funding	44,638		44,638
Counselling client donations	23,741		23,741
Charitable activities			
External training income	90		90
Other trading activities - fundraising	10,306		10,306
Investment income - Bank interest	602		602
Other income	7,500		7,500
	86,877		86,877
EXPENDITURE			
Raising funds			
- manpower	11,996		11,996
- premises costs	2,915		2,915
-depreciation	57		57
- fundraising costs	54		54
- external training expenditure			
- telephone	201		201
	15,223		15,223
Charitable activities			
- counselling session fees and expenses	140		140
- service provision	33,244	5,382	38,626
- support costs	29,727		29,727
	63,111	5,382	68,493
TOTAL EXPENDITURE	78,334	5,382	83,716
NET INCOME (EXPENDITURE)	8,543	(5,382)	3,161
Balances brought forward as 1 April 2020	65,693	6,945	72,638
Balances carried forward at 31 March 2021	74,236	1,563	75,799

The notes on pages 22 to 26 form part of these accounts.

CONNECT COUNSELLING SERVICE

England & Wales - Charity number 1042852

Accounts

Connect

Counselling Service

ANNUAL REPORT

&

ACCOUNTS

31ST MARCH 2021

Registered Charity Number: 1042852

Brewers
Chartered Accountants
Bourne House, Queen Street, Gomshall. GU5 9LY

CONNECT COUNSELLING SERVICE

CONTENTS

	Page
Contents	1
Legal and Administrative Information	2-4
Trustees' Annual Report	5-19
Independent Examiner's Report	20
Statement of Financial Activities	21
Balance Sheet	22
Notes to the Accounts	23 –27

Connect Counselling Service

8 Portesbery Road,
Camberley
Surrey
GU15 3TA

Telephone: 01276 24210
Website: www.connectcounselling.org.uk
Email:info@connectcounselling.org.uk

Mission Statement:

'Connect is a professional counselling service, a Christian organisation serving the community'

CONNECT COUNSELLING SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

Connect Counselling Service, of 8 Portesbery Road, Camberley, Surrey GU15 3TA, is registered with the Charity Commissioners (No. 1042852). Connect is a charitable trust and its governing document is a trust deed. Connect is administered by the trustees who meet quarterly. Trustees are elected by the board of trustees. The Director, Cathie Russell, Treasurer, Sandra Fogwill, and periodically a counsellor representative, attend Trustee meetings.

Trustees

Dr Jane Orr (Chairman) - from 4th November 2015
Retired General Practitioner

Eila Rochfort
Solicitor

Steve Isherwood
Retired Army Officer

Revd Andreas Sistig
Vicar of St Anne's Church, Bagshot

Charles Garraway
Academic Consultant and University Fellow

Alison de Winter
Careers Consultant

Revd Mike Thomason
Minister of High Cross, Camberley

Connect has an Advisory Panel. Members are appointed by the trustees.

Professional Organisations

Connect abides by

The British Association for Counsellors and Psychotherapists (BACP) **Ethical Framework for the Counselling Professions.**

and **The Association of Christian Counsellors.**

Connect's Bankers are:

CAF Bank, Kings Hill, West Malling, Kent, ME19 4TA
Lloyds Bank plc, Obelisk Way, Camberley, Surrey, GU15 3SE

Connect Accountant:

Sandra Fogwill FCMA

Connect's Independent Examiner is:

Andrew Skilton ACA of Brewers Chartered Accountants, Bourne House, Queen Street, Gomshall. GU5 9LY

Connect's solicitors are:

Neale, Turk, Rochfort, 12 King's Ride, Camberley, Surrey, GU15 4JG

Trustees Report 2020 – 2021

Connect Counselling Service has been working in the community for 27 years. The service offers general counselling to the public and training placements and occasional workshops for counsellors in the area. Connect works under a Christian ethos. The organisation continues to evolve to meet the needs of the community and has worked through the Covid19 pandemic and subsequent lockdown to provide an essential service.

The Service

Connect Counselling Service provides professional counselling to individual adults over 18, couples and family groups of any age, irrespective of their financial status, gender, sexual orientation, religion or ethnic origin.
The organisation is a member of the British Association for Counselling and Psychotherapy and adheres to the BACP Ethical Framework for the Counselling Professions. In addition, we are a member of The Association of Christian Counsellors.

Connect was originally set up by a group of local churches in 1994.
The service operates within a Christian ethos which means that our management, staff and volunteers are practicing Christians. Our motivation is to provide a counselling service to the community, that is within the reach of as many people as possible.

Connect reapplied for Accredited Service Status in 2019 to the British Association for Counselling and Psychotherapy (BACP) and have been granted further Accreditation until 2024 providing we continue to maintain our high standards of service.

bacp | Accredited Service

Connect offers the community support through professional counselling, addressing issues that affect mental health, impacting families, relationships, jobs and everyday life.The team at Connect work together in their different roles to provide a professional, caring service that is accountable and can respond to the needs of our community, ensuring that we are adaptable and accessible to those who are struggling.
We recognise that it can be difficult to make first contact and so we ensure that our service is easy to access and provides a warm welcome to those who approach the service.

"Excellent service" "Coming to Connect has been the best thing for me"

In the past year and throughout the Covid-19 pandemic, we have continued to provide a service for as many clients as possible.

The Clients

The health of a community is impacted by the wellbeing of each individual living and working within it. One in four people in the UK will be affected by mental illness each year, the most common being depression and anxiety. Since the pandemic, ongoing research shows a marked effect on mental health. Isolation, limited social interactions, tensions amongst families living together in lockdown, along with the fear of infection has caused distress and has contributed to a rise in anxiety and depression and impacting those already vulnerable.



"Being able to talk comfortably and confidently has helped me open up"

Clients come to Connect with a variety of problems and concerns ranging from depression, anxiety, stress, relationship difficulties, abuse, bereavement or other trauma.
These concerns can often be aggravated by redundancy or if struggling financially, and more recently, from the effects of the pandemic. Clients come from a broad section of society. Many are unemployed, are single parents or come from broken and fragmented families.

Counselling is given by Remote or Face-to-Face sessions at Connect. If, following assessment, a client requires a different option to Connect, a more appropriate route is suggested. However, no one is ever turned away due to lack of funds.

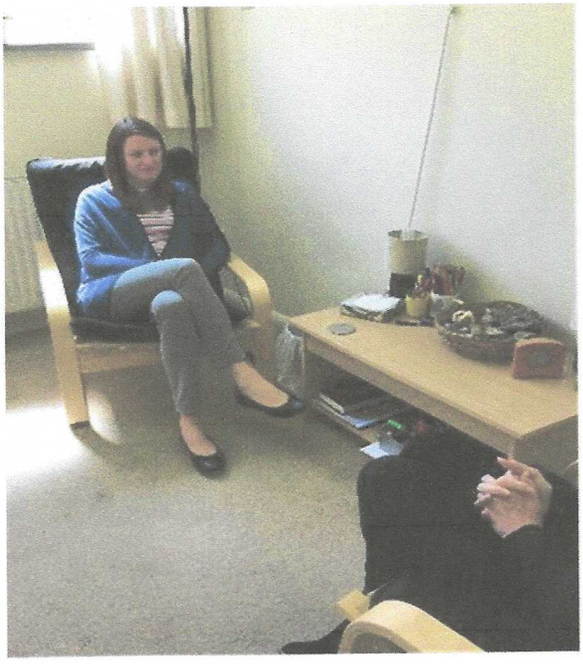
Counselling is not an easy thing to be undertaken and it requires determination and commitment from individuals to work through their concerns with their counsellor, but it can make a real difference to someone's life.

"I feel so much stronger and have a better understanding of my life."

Clients must contact Connect themselves to request counselling. They do not need a referral from another professional. However, many clients contact Connect following a recommendation from their GP or via the Community Mental Health Team. Others hear about Connect by word of mouth or through our website and internet presence.

Due to lockdown restrictions, we have seen a drop in the number of clients seen in this past year with 75 new clients attending an initial appointment for counselling (173 the previous year) and 1,588 sessions held in all (2,384 the previous year) This includes couples.

We very much value feedback from clients, both as an encouragement, but also to ensure we address any concerns raised, so that our service is the best that it can be. I would therefore like to thank all the clients who expressed themselves so eloquently and allowed us to use their comments. Throughout this report, client comments have been written in bold italics.



Here at Connect, we can offer something different to counselling through the NHS, which tends to use only one model and inevitably has some constraints on how many sessions can be offered to each client.

1. Firstly, our clients request counselling for themselves and do not need to go through any referral system.
2. Secondly, sessions are held weekly with a counsellor and can continue for as long as necessary. The numbers of sessions vary depending on the needs of the client and if appropriate can continue up to 2 years or more. However, most clients find a few months to a year about right.
3. Thirdly our counsellors use various professional models and approaches when working with their clients and are always client-led, working at the client's own pace. This gives our service flexibility to support clients in the way most suited to their needs.

If for any reason we need to bring sessions to a close or a break, we try and ensure there are several weeks to prepare clients for this to happen. When the lockdown first began, we were unable to give any notice and so it was very hard for those in our care. The welfare of our clients remained paramount, and so within a few weeks we provided online or telephone counselling for as many as possible who required ongoing support during isolation.

The Counselling Team

Individual Counselling:
We currently have the capacity to provide 32 counsellors working with individuals and they work, on average, with 3 clients at a time.



"I will always be grateful to my counsellor for what she has done for me"

The counsellors are supported in their work through professional supervision in line with BACP Ethical Framework for best practice. There are 8 supervision groups for counsellors working with individual clients, with 4 counsellors in each group. These are led by our Supervisors, Jane Clark, Helen Thompson, Carolyn Marshall and Richard Stiles.

"Supportive and caring."

Couples Counselling:
Alongside individual work, there are counsellors who have undertaken additional training to work with couples. They are supported by Penelope Dinning in additional supervision groups. We currently have 3 counsellors who can offer appointments to couples.

"Counselling is a very good place for couples who are struggling."

Family Therapy:
During the lockdown it was not possible to offer family therapy remotely. However, Penelope will be working with families of all ages in this coming year at the Connect office and we would like to develop this area of work in the future.

An important aim in Family Therapy is to provide neutral space for everybody to be heard. Relationships and communication can often play a part in difficulties, so taking the time to

come together and begin to explore the struggles they face is the first step. Toys and drawings will often be used to enable a child to express themselves more openly.





Each member of the family is important. The therapist ensures that everyone is given an equal voice and opportunity to change the pattern of communication. The family can then focus on working through their concerns.

"Counselling sessions have helped my daughter very much in coping and understanding her feelings. This has improved my own understanding of her feelings and how best I can continue to support her."

Clients usually respond positively to the therapists and work hard to improve their situation.



With the consent of the clients, therapy is provided with open reflections from the therapist with the family in their sessions.
This means that the therapists, working as a team, can reflect constructively between themselves on what they are hearing in the session and the family can then respond to this reflection.
This is sometimes used in systemic practice and generally clients like the opportunity to reflect and it can be very helpful to them.

"I feel we are making significant progress. I am genuinely surprised by our individual responses to problems and situations discussed during the sessions and genuinely impressed by the observations made by our therapists."

<u>Counselling during Lockdown</u>

When lockdown began, the challenge was to find new ways of providing counselling for our current clients already working with their counsellors. It was necessary to prepare policies and procedures to ensure safety and good ethical practice for our counsellors and clients to use remote forms of counselling. It was also important for counsellors to undertake training in order to provide remote sessions and both counsellors and support staff had to learn new

technology for setting up Zoom sessions (a face to face, interactive meeting over the internet) before we could begin to offer sessions to clients. Counsellors who were able, offered online remote counselling sessions. If Zoom was not possible for either the counsellor or client, telephone counselling was offered as an alternative. Unfortunately, remote counselling of any kind, is not suitable for everyone to use or receive and so any current clients in this category were reassured that their sessions were secured and would restart as soon as face to face sessions were possible. A regular check in telephone call from the counsellor was also offered if this proved helpful.

Counsellor Training

As well as counselling clients, Connect offers training to counsellors through supervised placements for trainees studying in the local Colleges and Universities. Covid-19 proved a fresh challenge for those undertaking training. Some counsellors were able to use remote counselling, others needed further experience and training. Colleges have provided training for counsellors in remote work and allowing trainees to count some online working towards their client hours required to qualify.

To continue professional development, we hope to give all our counsellors the opportunity to attend training workshops through Connect to update and develop their counselling skills. This has not been possible this year, but all counsellors have been encouraged to take advantage of webinars and teaching online, particularly in relation to remote counselling work. When possible in-house training is given to new counsellors and voluntary office helpers. It is yet to be seen whether workshops will be possible later in the year and in what format.

Most of the counsellors begin their time with Connect on placement while undertaking counsellor training at College or University. Once qualified, many continue as part of the team, still as volunteers, offering their wealth of experience to the service and working for the good of the community. My thanks go to all these trained professionals who give of their time and expertise on a voluntary basis at Connect and for all the extra work involved in supporting their clients during this time of lockdown.

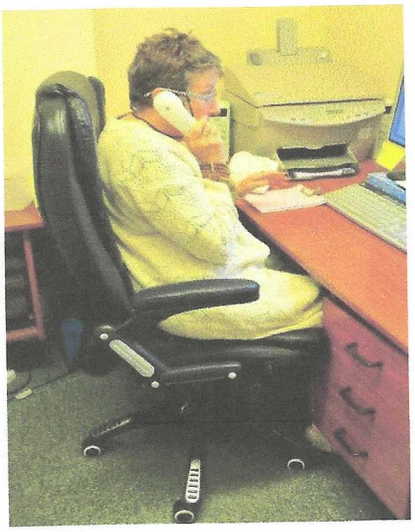
The Office Team

It is essential to have a support network in place for our counsellors to carry out their work efficiently and well. Connect has 3 part time office staff who are on site giving administrative and practical support.
When the office closed its doors to the public in March 2020, the office staff continued to work from home, visiting the office individually in order to remain isolated, but to provide back up, necessary information and advice to the counsellors working remotely.

Cathie Russell has remained as Director during this past year, running the service and heading up the team. However, after 20 years of service, she will be retiring later in 2021 and we look forward to welcoming the new CEO with the opportunity to hand over the reins. Counselling Team Manager, Wendy Coope continues to manage the team of counsellors and the clients accessing the service and always ensuring best practice.



Director
Cathie Russell



Counselling Team Manager
Wendy Coope

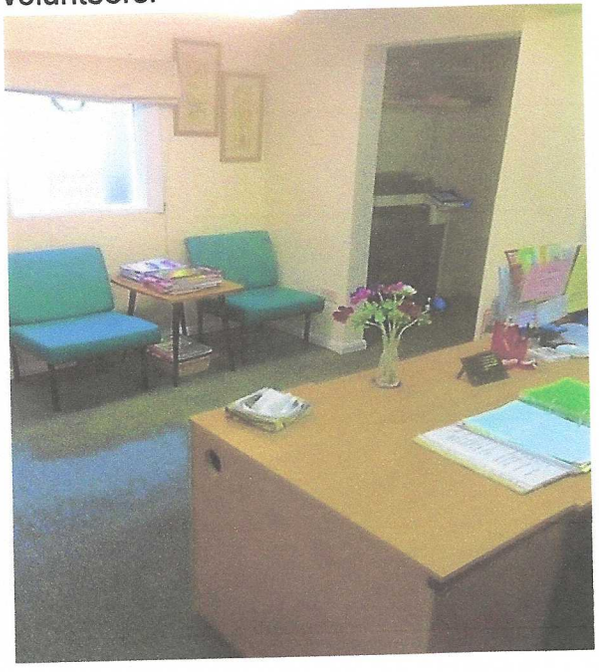


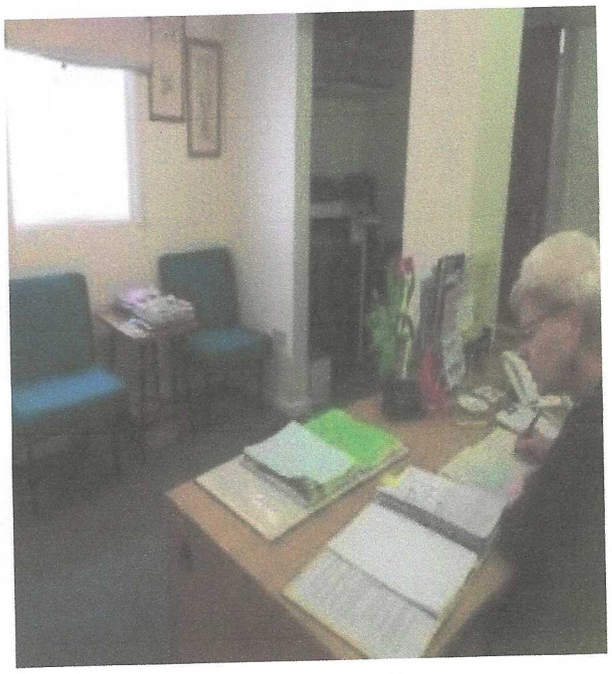
Office Manager
Jan Mulliner

Office Manager Jan Mulliner runs the office and manages her team of voluntary office helpers. She ensures there is someone in reception to greet clients arriving for face-to-face sessions, answer the phone and help with any administration.

The Office Helper provides vital support for the smooth running of Connect. As clients and counsellors come and go throughout the day, the office helper remains in reception, along with the office staff, to ensure that no counselling sessions take place without someone else in attendance. During lockdown this was not necessary, but as lockdown lifts, these essential volunteers will be returning to their posts throughout the week.

Alongside the practical management of the service, we hold a monthly prayer meeting and appreciate the regular commitment to pray for Connect from our supporters, staff, and volunteers.





"Thank you, you are all providing a worthwhile service"

"Friendly and professional"

The Premises



8 Portesbery Road, Camberley, GU15 3TA.

Connect offices are near to the bus and train station in the centre of Camberley and is easily accessible to clients with parking nearby. If transport is problematic for clients, remote counselling is now an alternative option for them.

Our tenancy of the premises continues, and a new lease is in progress and under negotiations at the time of writing this report.



All counselling rooms are non-clinical with comfortable, calming and pleasant décor and furnishings. It is important to ensure we provide a suitable environment which is conducive for counselling to take place and allow clients to feel relaxed and safe so that they can focus on their issues and concerns and work effectively with their counsellors. Following a full risk

assessment, the office and counselling rooms were prepared with appropriate PPE in line with government guidelines to ensure safety for clients, counsellors, and staff.



Most of our counselling sessions this year have been held remotely, either online via Zoom or by telephone. However, when possible, for short periods in the Autumn and Winter of 2020, we resumed counselling on the premises with Face-to-Face sessions for those clients unable to access remote counselling.

We offer our premises as a base for Street Angels, a nationwide cross church initiative, who befriend and support the public out on the streets of Camberley on Friday and Saturday nights. This however was put on hold during the pandemic.

Finances

Our Treasurer Sandra Fogwill, a chartered management accountant, is responsible for producing our financial accounts. Internal policies are in place to ensure compliance of all financial procedures including named personnel and two signatories on bank transactions. Running a service on donations and requested funding is challenging, and without our supporters, it would not be possible, so we as always have been greatly encouraged by the generosity and commitment of so many over these very difficult 12 months.

We were also extremely grateful for the emergency funding received from the trust fund and two organisations listed below.

Funded by

Community Foundation for Surrey

In the first few months of the pandemic, the Community Foundation for Surrey awarded us £5,000.

Surrey Heath awarded Connect £2,500.

and a welcome £500 from Groundwork UK Tesco Bags of Help.
Later in the year Farnborough Rotary showed their support once again and gave us £500 towards our work.

As the lockdown continued in the early months of 2021, the Bishop of Guildford

awarded us £3,000.

FRIMLEY FUEL ALLOTMENTS

The grant given to us in October 2019 by Frimley Fuel Allotment for £10,000 was interrupted by the lockdown leaving £6,945 to be carried into the new financial year for clients living in GU15 and GU16. As a restricted fund, this was initially put on hold until counselling sessions were underway, and we began to utilise the fund to cover the cost of sessions provided over the course of the year.
All these funders enabled us to maintain our service through the pandemic for which we are very grateful.

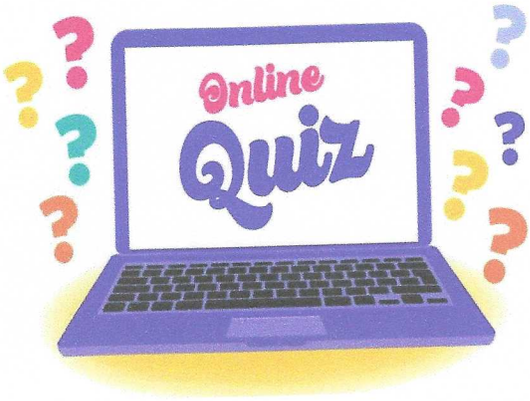
Fundraising Events and Initiatives are also an important aspect of securing funds and promoting the work of Connect. However, our planned event in the Autumn had to be cancelled and so to bring in additional urgent funds, we arranged a

'Challenge26'

for the month of November. (Connect has been serving the community for 26 years).



The final total reached £6,000 following various activities and initiatives including a very successful sponsored walk by Alison de Winter, a golf challenge by Charles Garraway, and various church collections.



The financial year ended in March with our annual Quiz, held for the first time online, and raised £3,444.

emmaus
chartered accountants

Thank you to Emmaus Accounting for the generous sponsorship for £2,000, and to all who participated and contributed to funding in both events.
And finally, our recycling initiative continues with the collection of clean, unwanted bras. Donations come through local churches along with collections from the Connect office. We receive £1 from ARB Recycling Ltd for every kilo collected. This eco-friendly initiative reduces landfill and raises money for Connect in the process.

ARB
RECYCLING



All aspects of fundraising is essential in order to provide the necessary financial support for our service whether individuals, event participants, churches, organisations or trust funds so thank you. All donations are much appreciated and gratefully received, particularly during the unexpected events and challenges of 2020, including the ongoing regular support of individuals and churches who have continued to help us over this past year.

Client Donations

By securing funds through different means, we continue to provide a service where clients can give a voluntary donation towards each session, rather than have a set fee which may exclude those struggling with finances. If clients are eligible for Gift Aid, we can claim accordingly. (We have received permission from the HMRC). This gives us a very helpful addition to our funds. Client donations are important, for as well as covering some of our costs, it also helps clients to commit to the process and recognise the worth of the work they are undertaking. However, as many come to us in times of crisis and in great distress with very little money, this is always secondary to us offering the support they are requesting.

During this past year, when most of the time has been in lockdown, we have only been able to offer remote counselling on a regular basis to our clients. This resulted in the weekly donations falling rapidly. Clients are given the opportunity to give a donation for remote sessions via BACS transfer, PayPal, and postal cheque, but we did not reach the number of clients normally seen in a week and consequently donations during lockdown fell.
There are several factors which have resulted in reduced donations since the lockdown. Firstly, not all clients are able to access remote counselling. Secondly, donations are normally given on site after the completion of a session, but now the ease of giving has been affected with online or postal options only. Lastly, with reduced or loss of income, some clients have also reduced their giving on a weekly basis.
As donations are voluntary, our sessions continue irrespective of a donation and funding from other sources remains essential for us to provide our services to all with no fixed fees.

Financial Review

Connect Counselling Service are very grateful for the generous grants, individual donations and the fundraising support received throughout the year. Funds such as this are always highly valued and have proved to be crucial in the past year when client donations fell by £28,074 (54%) from the previous year, despite being able to claim back a higher-than-normal proportion of gift aid.
Service costs were £7,619 lower than the previous year mainly due to lower counselling and supervision fees, office, and utility costs.
Face to face counselling sessions are increasing with the lifting of lockdown, and hopefully the client sessions will be back to the normal capacity within the current year.
In October 2019 Frimley Fuel Allotment gave us £10,000. As counselling sessions have been much reduced since that time, we still have £1,563 of this restricted grant to use in the current year for clients in the GU15 & GU16 postcode areas.
Surplus for the year was £3,161 No major expenses were incurred, and overall expenditure was down by £10,283.

Our reserves policy is to hold 6 months of operating service costs which is £47,000 (Calculated as total anticipated expenditure £94,000). Based on the unrestricted reserves at 31 March 2021 of £74,093 and the forecasts and budgets produced, the charity has sufficient funds to continue for the foreseeable future which is defined as one year from the date of signing these accounts. These unrestricted reserves provide stability and would be used as necessary to continue operating the service in times of difficulty.

With Covid restrictions still in place at the beginning of this financial year, some of our reserves were needed to cover the shortfall resulting from low client donations.
Expenditure has been reduced, but despite premises being unoccupied, we have fixed costs, including rental, insurances, supervision of the counsellors and the necessity of support staff.
Emergency funding was gratefully received and later in the year fundraising initiatives and a further grant enabled us to cover costs and build up reserves by the end of the financial year.

Like many charities, a significant proportion of income is in the form of un-pledged donations, the size and timing of which are uncertain, and we are again thankful for the faithfulness of all our supporters this year.

We have reviewed what we believe to be the major risks affecting Connect and systems are in place to mitigate those risks. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

I confirm, on behalf of the Trustees that we have complied with the duty in section 4 of the 2006 Act to have due regard to public benefit guidance published by the Charity Commission.

Final Comment

As Chairman my thanks goes to every volunteer, member of staff and supporter who has enabled the work of Connect Counselling Service to continue. Their hard work, commitment and generosity of time, skills, and funds have provided the essential and varied support necessary for us to offer a place of safety, acceptance and hope for those who are hurting.
As the challenge of the lockdown escalated in 2020, the team at Connect continued to provide support to the vulnerable and facilitate a remote way of working for the counsellors to support as many clients as possible.
We continue to remember those who lost loved ones to Covid-19 during this time.

Connect is a charitable trust and has a board of trustees as noted on page 2. When invited onto the board of trustees, guidelines and responsibilities from the Charity Commission are shared and regulatory requirements discussed at meetings. All the trustees are committed to the work of Connect and provide leadership and guidance accordingly. Our current Board of trustees consist of 2 who have served for many years, 3 with 3-7 years of service on the board and 2 who have completed their first year. The diversity and wealth of experience in the group is greatly valued.
Under the direction of the Trustees, the service is run by the Director, along with the support staff of a Counselling Team Manager and Office Manager as described on page 9. Decisions are made by the appropriate manager depending on the situation. Decisions necessary on

site are usually shared between the Director and Counselling Team Manager, but if appropriate, the Director may on occasion seek specific advice from one of the Trustees. All other decisions are considered and agreed through discussion at Trustees meetings. Both Managers are answerable to the Director and the Director to the Trustees.

"Brilliant. Very much needed. A great organisation"

"Recommend it to anyone needing help."

Connect is a valuable resource to the community. It is an accredited service, trusted by professionals and public alike. Connect gives a place of safety and confidentiality for those struggling with issues that impact their lives, where counselling can offer healing and release to their situation. Self-isolation and lockdown can bring further difficulties that impact existing anxiety and concerns and some health professionals fear that the deterioration in mental health could linger long after the pandemic has subsided.
As we prepare for this coming year, we can offer options of face to face or remote counselling sessions to clients, broadening their choices and allowing easy access to our services to as many people as possible. With the retirement of Cathie, after twenty years at the helm, she will be greatly missed and there will inevitably be changes in the future, but our new CEO has been appointed and we are confident that Connect will continue to meet the needs and the demands of our community through this new season.



Chairman of Trustees – Dr Jane Orr

Independent Examiner's Report to the Trustees of Connect Counselling Service

I report to the trustees on my examination of the financial statements of Connect Counselling service ('the charity') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charity, you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's financial statements carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

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

- accounting records were not kept in respect of the charity as required by section 130 of the Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination.

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

Andrew Skilton ACA
Brewers Chartered Accountants
Bourne House
Queen Street
Gomshall
Surrey

BALANCE SHEET AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
FIXED ASSETS:					
Fixtures, fittings and equipment	7		143		285
CURRENT ASSETS:					
Debtors and prepayments	8	9,673		10,650	
Balances at bank		73,412		64,312	
Cash in hand		52		52	
		83,137		75,014	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	7,481		2,661	
		7,481		2,661	
NET CURRENT ASSETS			75,656		72,353
NET ASSETS			75,799		72,638
Represented by:					
FUNDS					
Restricted funds	10		1,563		6,945
Unrestricted funds	11		74,236		65,693
Total charity funds			75,799		72,638

The accounts were approved by the Trustees on 01 JULY 2021.

Trustee Trustee

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
INCOME					
Donations and legacies					
Donations, grants and similar funding	2	44,638	-	44,638	46,906
Counselling client donations		23,741	-	23,741	51,815
Charitable activities					
External training income		90	-	90	1,550
Other trading activities - fundraising		10,306	-	10,306	4,301
Investment income - Bank interest		602	-	602	605
Other income	2.a	7,500	-	7,500	-
		86,877	-	86,877	105,177
EXPENDITURE					
Raising funds					
- manpower		11,996	-	11,996	11,792
- premises costs		2,915	-	2,915	2,947
-depreciation		57	-	57	57
- fundraising costs		54	-	54	-
- external training expenditure		-	-	-	49
- telephone		201	-	201	86
		15,223	-	15,223	14,931
Charitable activities					
- counselling session fees and expenses		140	-	140	4,048
- service provision	3	33,244	5,382	38,626	46,245
- support costs	4	29,727	-	29,727	28,775
		63,111	5,382	68,493	79,068
TOTAL EXPENDITURE		78,334	5,382	83,716	93,999
NET INCOME (EXPENDITURE)		8,543	(5,382)	3,161	11,178
Balances brought forward as 1 April 2020	10	65,693	6,945	72,638	61,460
Balances carried forward at 31 March 2021	11	74,236	1,563	75,799	72,638

The notes on pages 23 to 27 form part of these accounts.

CONNECT COUNSELLING SERVICE

Notes to the Accounts for the Year to 31st March 2021

1. Accounting Policies

General

The financial statements have been prepared on an accruals basis in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2015.

Connect Counselling Service meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

Presentational currency of the accounts is £ sterling rounded to £1.

The Financial statements have been prepared to give a 'true and fair view' and have deviated from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a 'true and fair view'. This departure has involved following 'Accounting and Reporting By Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with FRS 102 Second Edition rather than accounting and Reporting by Charities: Statement of Recommended Practice effective from 1 April 2005 which was withdrawn.

Income

Donations under Gift Aid, together with the associated income tax recovery, are recognised as income when the donation is received. Grants received from the Local authority for COVID 19 have been included in other income.

Expenditure

Expenditure is charged on an accruals basis. Governance costs are those associated with compliance with constitutional and statutory requirements. This includes the Independent Examination fee.

Pension costs

The charity contributes to a money purchase scheme on behalf of its employees. The scheme is managed by True Potential.

Apportionment of costs

Certain office and salary costs have been apportioned between service provision and support costs based on trustees' estimate of use of the office and time spent by staff.

Operating leases

Rentals paid under operating leases are charged on a straight line basis under the terms of the lease.

Fixed Assets

Assets purchased with a value greater than £250 are capitalised.

Computer hardware	33% on cost
Furniture	25% on cost
Boiler & central heating	20% on cost

Debtors

Debtors are recorded at their recoverable amount - that is the amount that it is anticipated will be received, or the amount that has been paid in advance for goods or services.

1. Accounting Policies

Creditors

Creditors are measured at historic cost and are held at settlement amount net of any discounts.

Financial Instruments

The charity's financial assets and liabilities qualify as basic financial instruments and as such are initially recorded at cash, transaction or settlement value. Subsequently, current assets and liabilities are measured at cash or settlement value.

Funds

General funds represent funds of the Service that are not subject to any restriction regarding their use and are available for application for the purposes of the Connect Counselling Service.

Donations and grants given for specific purposes are treated as restricted funds and are used in the way intended by the donor.

Going Concern

The trustees have considered going concern up to one year from the date of signing these accounts. Following the outbreak of COVID-19 the trustees have revised budgets and forecasts for a conservative reduction in income and where possible will reduce excess expenditure. Following this review the trustees believe that Connect Counselling is a going concern as the level of reserves will be sufficient to cover any losses for the foreseeable future.

Estimate and Judgements

In preparing the financial statements it is necessary to make certain judgements, estimates and assumptions that affect the amounts recognised in the financial statements. There are no areas of critical estimate or significant judgements that affects the preparation of these financial statements.

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2021

2. Income from grants and donations

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Donations	40,563	-	40,563	36,906
Grants	4,075	-	4,075	10,000
	44,638	-	44,638	46,906

2.a Other income

COVID 19 grant local authority	7,500	-	7,500	-

3. Service provision

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Counselling supervision	5,404	5,382	10,786	17,161
Assessment costs	1,250	-	1,250	20
manpower	9,822	-	9,822	9,655
Other fees	4,556	-	4,556	3,805
Premises costs	11,659	-	11,659	11,787
Office supplies, postage and expenses	423	-	423	2,307
Publicity	-	-	-	408
Depreciation	29	-	29	29
Telephone	67	-	67	29
Other expenses	34	-	34	1,044
	33,244	5,382	38,626	46,245

4. Support costs

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
manpower	17,961	-	17,961	17,656
Other fees	1,844	-	1,844	1,954
Premises costs	4,858	-	4,858	4,911
IT	1,819	-	1,819	2,376
Telephone	1,072	-	1,072	457
Depreciation	57	-	57	57
Bank charges	279	-	279	60
Sundries	387	-	387	354
Governance - Independent examiner's fee	1,450	-	1,450	950
	29,727	-	29,727	28,775

Support costs are charged in full to the charitable activities.
Operating lease costs were £16,500 (2019:16,500)

5. Employees' Remuneration

	2021 £	2020 £
Gross salaries	39,091	38,427
National Insurance	2,498	2,458
Employer Pension Contributions	688	676
	42,277	41,561

The average number of paid staff for the year were 3 part-time employees (2020 - 3 part-time).
No staff member received remuneration in excess of £60,000.
be key management personnel.

6. Trustees' Remuneration and Expenses

No remuneration directly or indirectly out of the funds of the
No reimbursement of expenses has been made or is due to

CONNECT COUNSELLING SERVICE
Notes to the Accounts for the Year to 31st March 2021

7. Fixed Assets - Tangible Assets

	Fixtures, fittings & equipment
	£
Cost	
1st April 2020	6,018
Additions	-
Disposals	-
31st March 2021	6,018
Depreciation	
1st April 2020	5,733
Disposals	-
Charge for the year	142
31st March 2021	5,875
Net Book Values	
At 31st March 2021	143
At 31st March 2020	285

8. Debtors

	2021 £	2020 £
Prepayments	1,403	867
Accrued Income	8,270	9,783
	9,673	10,650

9. Creditors

	2021 £	2020 £
Accruals	4,095	2,394
Other Creditors	3,386	267
	7,481	2,661

	Frimley Fuel £
Balance at 1st April 2020	6,945
Funds Received in the year	-
Funds Used in the year	(5,382)
Balance at 31st March 2021	1,563

Frimley Fuel fund is used against counselling sessions in the GU15 GU16 postcode area.

11. Analysis of Net Assets by Funds

	Unrestricted funds £	Restricted funds £	Total £
Fixed Assets	143	-	143
Current Assets	81,574	1,563	83,137
Current Liabilities	(7,481)	-	(7,481)
	74,236	1,563	75,799

12. Financial Commitments

Connect Counselling Services has the

	2021 £	2020 £
Less than one year	-	16,500
Two - five years	-	-
	-	16,500

13. Related Party Transactions

Individual donations from Trustees totaled £4,657 . Revd. Mike Thomason is also a trustee of High Cross Church Camberley and Churches Together in Camberley and Revd. Andreas Sistig is also a trustee of The Parochial Church Council of the Ecclesiastical Parish of St Anne, Bagshot. Donations in total were £1,286.

CONNECT COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31ST MARCH 2020

14. STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR TO 31 MARCH 2020

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £	Total Funds 2019 £
INCOME FROM:					
Donations and legacies					
Donations, grants and similar funding		36,906	10,000	46,906	50,589
Counselling client donations		51,815	-	51,815	43,764
Charitable activities					
External training income		1,550	-	1,550	5,512
Other trading activities		4,301	-	4,301	3,171
Investment income - Bank interest		605	-	605	44
		95,177	10,000	105,177	103,080
EXPENDITURE ON:					
Raising funds					
- manpower		11,792	-	11,792	11,558
- premises costs		2,947	-	2,947	3,343
-depreciation		57	-	57	-
- fundraising costs		-	-	-	40
- external training expenditure		49	-	49	4,750
- telephone		86	-	86	182
		14,931	-	14,931	19,873
Charitable activities					
- counselling session fees and expenses		4,048	-	4,048	6,188
- service provision		43,190	3,055	46,245	45,987
- support costs		28,775	-	28,775	29,019
		76,013	3,055	79,068	81,194
TOTAL EXPENDITURE		90,944	3,055	93,999	101,067
NET INCOME		4,233	6,945	11,178	2,013
Balances brought forward as 1 April 2019		61,460	-	61,460	59,447
Balances carried forward at 31 March 2020		65,693	6,945	72,638	61,460