



ANNUAL REPORT

&

ACCOUNTS

31ST MARCH 2021

Registered Charity Number: 1042852

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

CONNECT COUNSELLING SERVICE

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The logo for Connect Counselling Service features the word 'connect' in a blue, lowercase, sans-serif font. The 'c' and 'o' are stylized, with the 'c' having a small arrow pointing towards the 'o'. Below 'connect' is the text 'Counselling Service' in a black, sans-serif font.

connect

Counselling Service

8 Portesbery Road,
Camberley
Surrey
GU15 3TA

Telephone: 01276 24210

Website: www.connectcounselling.org.uk

[Email:info@connectcounselling.org.uk](mailto: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.



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.

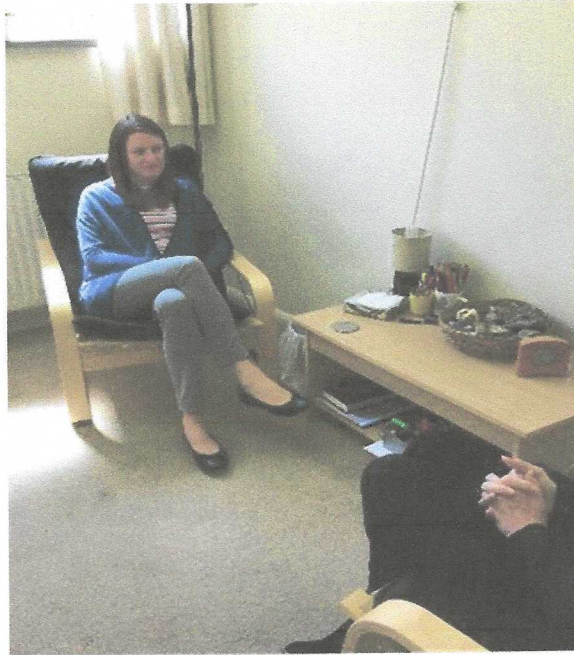
Counselling is not an easy thing to be undertaken and it requires determination and commitment from individuals to work through their concerns with their counsellor, but it can make a real difference to someone's life.

“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.

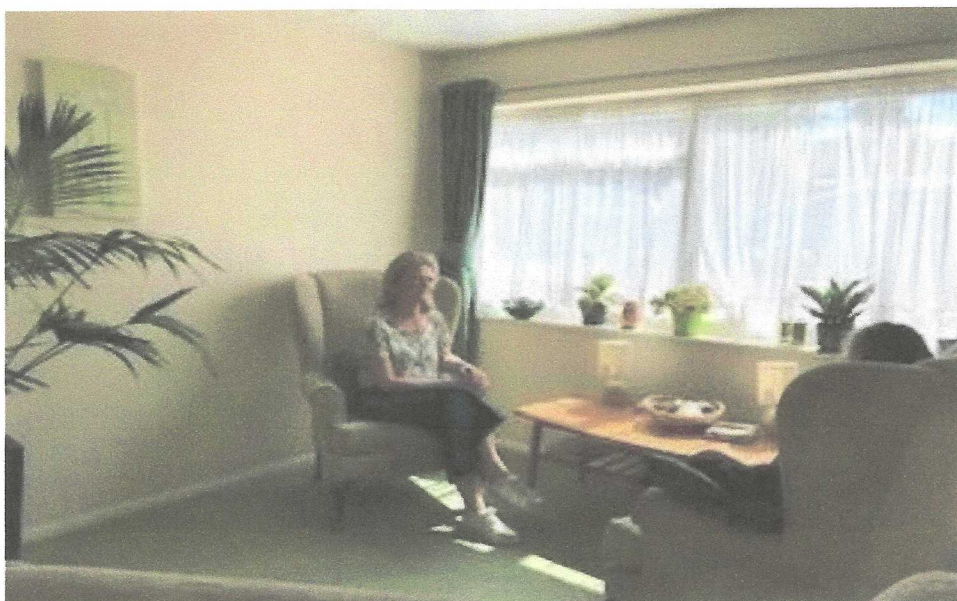
1. Firstly, our clients request counselling for themselves and do not need to go through any referral system.
2. Secondly, sessions are held weekly with a counsellor and can continue for as long as necessary. The numbers of sessions vary depending on the needs of the client and if appropriate can continue 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.”

Counselling during Lockdown

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

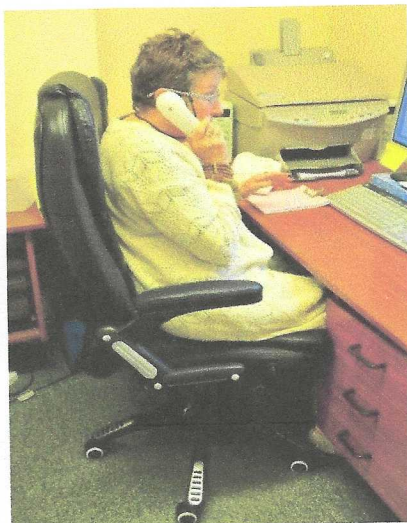
It is essential to have a support network in place for our counsellors to carry out their work efficiently and well. Connect has 3 part time office staff who are on site giving administrative and practical support.

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**

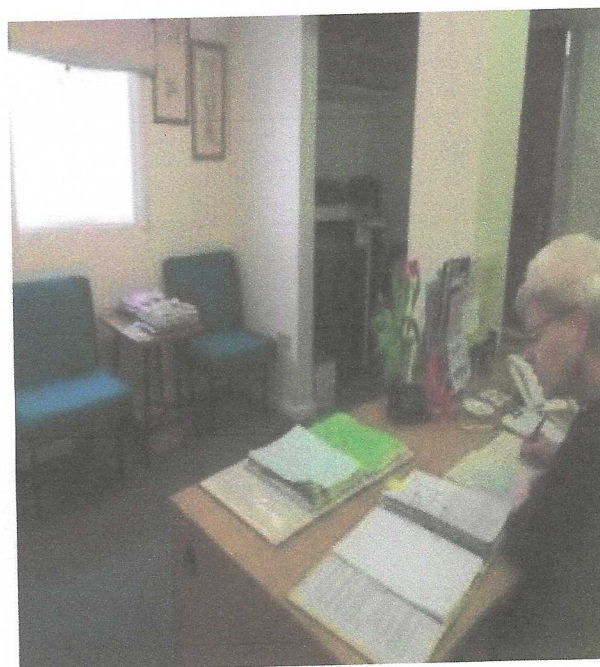


**Office Manager
Jan Mulliner**

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



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

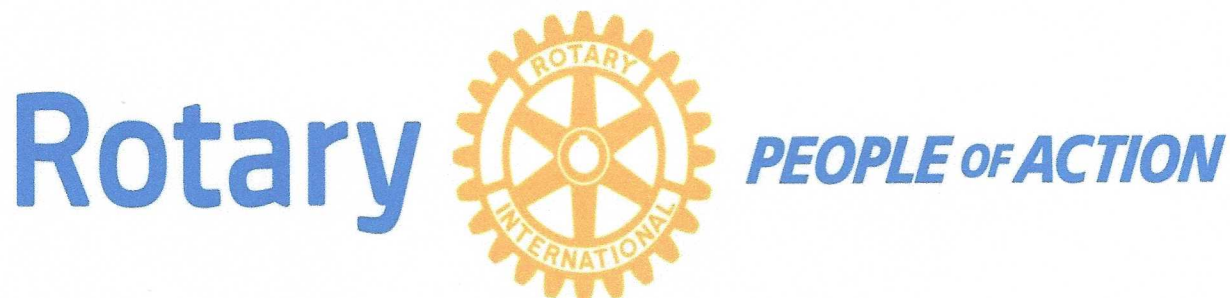


Surrey Heath awarded Connect £2,500.



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.



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.

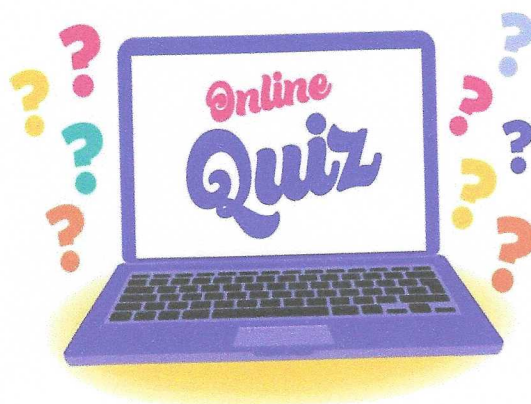
Fundraising Events and Initiatives are also an important aspect of securing funds and promoting the work of Connect. However, our planned event in the Autumn had to be cancelled and so to bring in additional urgent funds, we arranged a

‘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.



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		<u>52</u>		<u>52</u>	
		83,137		75,014	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	7,481		2,661	
		<u>7,481</u>		<u>2,661</u>	
NET CURRENT ASSETS			75,656		72,353
NET ASSETS			<u>75,799</u>		<u>72,638</u>
Represented by:					
FUNDS					
Restricted funds	10		1,563		6,945
Unrestricted funds	11		<u>74,236</u>		<u>65,693</u>
Total charity funds			<u>75,799</u>		<u>72,638</u>

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



Trustee



Trustee

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

		Unrestricted	Restricted	Total Funds	Total Funds
	Note	Funds £	Funds £	2021 £	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	-
		<u>86,877</u>	<u>-</u>	<u>86,877</u>	<u>105,177</u>
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
		<u>15,223</u>	<u>-</u>	<u>15,223</u>	<u>14,931</u>
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
		<u>63,111</u>	<u>5,382</u>	<u>68,493</u>	<u>79,068</u>
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	<u>74,236</u>	<u>1,563</u>	<u>75,799</u>	<u>72,638</u>

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

CONNECT COUNSELLING SERVICENotes 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.

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
	<u>44,638</u>	<u>-</u>	<u>44,638</u>	<u>46,906</u>

2.a Other income

COVID 19 grant local authority

	<u>7,500</u>	<u>-</u>	<u>7,500</u>	<u>-</u>
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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
	<u>33,244</u>	<u>5,382</u>	<u>38,626</u>	<u>46,245</u>

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
	<u>29,727</u>	<u>-</u>	<u>29,727</u>	<u>28,775</u>

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
	<u>42,277</u>	<u>41,561</u>

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

	FRIMLEY FUEL £
Cost	
1st April 2020	6,018
Additions	-
Disposals	-
31st March 2021	<u>6,018</u>
Depreciation	
1st April 2020	5,733
Disposals	-
Charge for the year	142
31st March 2021	<u>5,875</u>
Net Book Values	
At 31st March 2021	<u>143</u>
At 31st March 2020	<u>285</u>

8. Debtors

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

9. Creditors

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

**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	<u>1,563</u>

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)
	<u>74,236</u>	<u>1,563</u>	<u>75,799</u>

12. Financial Commitments

Connect Counselling Services has the

	2021 £	2020 £
Less than one year	-	16,500
Two - five years	-	-
	<u>-</u>	<u>16,500</u>

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.

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
		<u>95,177</u>	<u>10,000</u>	<u>105,177</u>	<u>103,080</u>
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
		<u>14,931</u>	<u>-</u>	<u>14,931</u>	<u>19,873</u>
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
		<u>76,013</u>	<u>3,055</u>	<u>79,068</u>	<u>81,194</u>
TOTAL EXPENDITURE		<u>90,944</u>	<u>3,055</u>	<u>93,999</u>	<u>101,067</u>
NET INCOME		<u>4,233</u>	<u>6,945</u>	<u>11,178</u>	<u>2,013</u>
Balances brought forward as 1 April 2019		61,460	-	61,460	59,447
Balances carried forward at 31 March 2020		<u>65,693</u>	<u>6,945</u>	<u>72,638</u>	<u>61,460</u>