

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

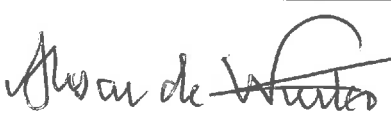
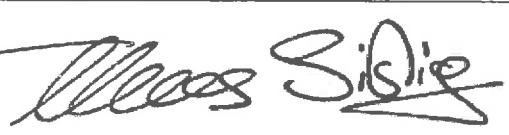
Name of CEO

Carolyn Nahajski

Declarations

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

Signed on behalf of the charity's trustees

Signature		
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
		<u>129,094</u>	<u>10,499</u>	<u>139,593</u>	<u>107,894</u>
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
		<u>10,384</u>	<u>-</u>	<u>10,384</u>	<u>9,289</u>
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
		<u>111,402</u>	<u>23,797</u>	<u>135,200</u>	<u>132,458</u>
TOTAL EXPENDITURE		<u>121,787</u>	<u>23,797</u>	<u>145,584</u>	<u>141,747</u>
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	<u>51,126</u>	<u>748</u>	<u>51,874</u>	<u>57,865</u>

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	
		<u>53,021</u>		<u>56,478</u>	
LESS CREDITORS: amounts falling due within one year					
Creditors and accruals	9	4,928		4,920	
		<u>4,928</u>		<u>4,920</u>	
NET CURRENT ASSETS			48,093		51,558
NET ASSETS			<u>51,874</u>		<u>57,865</u>
Represented by:					
FUNDS					
Restricted funds	10		748		14,046
Unrestricted funds	11		51,126		43,819
Total charity funds			<u>51,874</u>		<u>57,865</u>

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.

CONNECT COUNSELLING SERVICE

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

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
	<u>62,809</u>	<u>10,499</u>	<u>73,307.6</u>	<u>78,641</u>

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
	<u>72,865</u>	<u>22,297</u>	<u>95,162.1</u>	<u>64,835</u>

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
	<u>37,831</u>	<u>1,500</u>	<u>39,331.4</u>	<u>63,236</u>

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
	<u>83,562</u>	<u>68,103.0</u>

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 connected with them) received any remuneration or benefits from the charity the year, and no expenses were claimed.

CONNECT COUNSELLING SERVICE**Notes to the Accounts for the Year to 31st March 2025****7. Fixed Assets - Tangible Assets**

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

8. Debtors

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

9. Creditors

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

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

CONNECT COUNSELLING SERVICE

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

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)
	<u>50,426</u>	<u>1,448</u>	<u>51,874</u>	<u>43,819</u>	<u>14,046</u>	<u>57,865</u>



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:

Date:

13th January 2026

Name:

Jenny James

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

N/A

Address:

84 The Maultway

Camberley

GU15 1QF

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