

WATERLOO COMMUNITY COUNSELLING

England & Wales · Charity number 1045444

Details

Other names WCC

Status Registered

Legal form Charitable company

Company number [03034938](#)

Registered 1995-03-30

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

Contact

Address Barley Mow Clinic
Frazier Street
London
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Activities

Objects: TO RELIEVE THE MENTAL SUFFERING AND DISTRESS OF PERSONS IN NEED BY REASON OF ILLNESS OR EMOTIONAL DISTRESS IN THE LONDON BOROUGHS OF LAMBETH AND SOUTHWARK AND THEIR ENVIRONS, THROUGH THE PROVISION OF COUNSELLING, PSYCHOTHERAPY AND SUPPORT.

Activities: To relieve the mental suffering and distress of persons in need by reason of illness or emotional distress in the London Boroughs of Lambeth and Southwark and their environs, through the provision of counselling, psychotherapy, and support.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives
- **Who:** People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** LONDON BOROUGHS OF LAMBETH AND SOUTHWARK AND THEIR ENVIRONS
- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£641,903	£601,176	£217,996	11
2024-03-31	£562,609	£543,604	£177,269	11
2023-03-31	£493,960	£455,557	-	-
2022-03-31	£434,492	£458,181	-	-
2021-03-31	£501,066	£415,289	£143,550	8

Trustees

Name	Role	Appointed
Hazel Flynn	Chair	2021-05-19
Graham Stilwell		2023-04-27
John Davis		2023-02-19
LYNNE DWEENA JOAN BROWN		2011-12-16
Laura Phillips		2024-02-16
Steve Rattray		2024-02-16
Taiwo Olukunle Soretire		2026-01-30
Tarrance Ryder-Downes		2023-02-09

WATERLOO COMMUNITY COUNSELLING

England & Wales - Charity number 1045444

Accounts

Waterloo Community Counselling

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements For the Year Ended 31 March 2025

Charity number 1045444

Company number 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

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Legal and Administrative Information Year ended 31 March 2025

Charity Legal Name:	Waterloo Community Counselling
Charity registration number:	1045444
Company registration number:	03034938 (England & Wales)
Trustees	Hazel Flynn – Chair Chris Wong – resigned 22 April 2025 Emma Nicholls – resigned 14 October 2025 Graham Stilwell John Davis Lynne Brown Nadine Smith – resigned 21 January 2025 Tarrance Ryder-Downes Laura Phillips Steve Rattray
Bankers	CAF Bank Kings Hill West Malling Kent ME19 4JQ
Registered office & operational address:	Barley Mow Clinic Frazier Street London SE1 7BD
Independent Examiners:	Simpson Wreford LLP Chartered Accountants Wellesley House Duke of Wellington Avenue Royal Arsenal London SE18 6SS

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees)

Year ended 31 March 2025

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements for the year ended 31 March 2025, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)" (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Waterloo Community Counselling is a charitable company limited by guarantee, incorporated on 20 March 1995. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association (amended by Special Resolutions passed on 6 December 2021, 15 March 2022 and 24 May 2022 and 8 November 2023).

In the event of the Company being wound up each of the Members are required to contribute an amount not exceeding £10.

The charity is managed by its trustees who constitute the board of directors and have been appointed in accordance with the charity's Articles of Association. The directors in office during the year ended 31 March 2025 were as follows:-

Hazel Flynn – Chair
Chris Wong – resigned 22 April 2025
Emma Nicholls – resigned 14 October 2025
Graham Stilwell
John Davis
Lynne Brown
Nadine Smith – resigned 21 January 2025
Tarrance Ryder-Downes
Laura Phillips
Steve Rattray

The day-to-day management is carried out by Miriam Philip – CEO.
The registered office is disclosed on the information page.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

Structure, Governance and Management

The Directors of the Company are also Charity Trustees for the purposes of charity law.

The Trustees according to the Articles of Association are elected by the members of the charity attending the Annual General Meeting. Under the Articles of Association, one third of the trustees retire by rotation at each Annual General Meeting. The trustees may co-opt any person duly qualified to be appointed as trustee and that person will hold office until the next Annual General Meeting.

Once appointed, new trustees undergo an induction and are supported to undertake any training needed depending on their existing experience. All trustees are encouraged and supported to attend appropriate external training events where these will facilitate the undertaking of their role.

The trustees meet quarterly to ensure the operation of the charity delivers its public benefit and complies with the objects, Memorandum and Articles, and policies of Waterloo Community Counselling and relevant legislation. There are two sub-committees covering Finance and Operations, and Clinical matters which also meet quarterly. The Charity Governing document allows the trustees to meet and conduct meetings virtually. The day-to-day operation within the policies, forward plan and budgets are delegated to the CEO.

CHAIR'S REPORT

As I reflect on the past year, it strikes me that WCC has faced significant challenges with skill, bravery, and openness.

We are operating in an increasingly troubling external environment, with the riots of summer 2024, the hardening of attitudes towards asylum seekers and refugees, and growing divisions in our society as responsibility for economic difficulties is too often placed on the most vulnerable. This climate is affecting people's mental health, and the need for organisations that listen to communities and offer individuals the right help is greater than ever. At WCC, we remain committed to meeting that demand despite the myriad challenges facing smaller charities.

While WCC has had a very successful year, delivering a large volume of high-quality counselling and securing significant, diverse income for our activities, we, like many small charities, are greatly affected by external forces. Our Board and senior leadership are mindful of significant financial challenges ahead. The fundraising landscape is in flux, with many trusts and foundations facing huge demand and pausing or closing to new applications. Managing these risks has been a major focus and we have introduced a new dynamic risk management matrix and strengthened our financial planning processes, as well as looking where we can diversify our income sources.

We are in active discussions with several of our longstanding funders about extending our successful partnerships. We have submitted a strong application to the National Lottery Community Fund to build on our current *Reaching Communities* funding beyond May 25, are in renewal discussions with the Henry Smith Foundation (formerly the Henry Smith Charity) following their valuable multi-year investment, and are working closely with NHS commissioners regarding our Talking Therapies contracts. These conversations reflect the quality of our work and the relationships we have built with funders who understand the vital impact of our services.

Despite these pressures, WCC achieved a great deal this year, including:

- Providing counselling for over 650 individuals through our two clinical services, delivering life-changing impact, and completing Insight Research to inform future developments.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

- Strengthening our community fundraising programme and raising more than £12,000 from individual donations. Through the work of our Development & Communications Officer, Lucian, with mentoring from Nova Fundraising, we have a strategy to increase this in 2025/26, including through our new corporate partnership with Circe's Rooftop Waterloo.
- Introducing new policies and reviewing existing ones including safeguarding, GDPR and data protection, employee policies, and governance.
- Embedding the expertise of our new Clinical Trustees and Clinical Sub-Committee.
- Improving our premises through installation of CCTV and energy-efficiency upgrades.

The WCC Team

This year we said farewell to Kathryn O'Byrne, Trust Fundraising Manager, and Abigail Rutherford, Finance Manager, and are grateful for their contributions. We welcomed Susan Jones as our new Finance Manager and from October we increased the hours of our Development & Communications Officer Lucian Dee to focus on shaping our community fundraising programme, working closely with Nova Fundraising & Associates to deliver ambitious yet realistic fundraising plans.

WCC is fortunate to have an impressive Operations Team. Marisa Matos, Lucian Dee, Eric Tang, and Matthew Bennett bring such commitment and dedication to the administration and coordination of our services and activities, finance and fundraising support, community groups and partnerships. Working closely with our highly experienced Clinical Services Managers, Priya Commander and Margaret Mykura, the team fosters a positive culture throughout the organisation. This benefits everyone, from trainees to the most experienced counsellors and supervisors, and creates a sense of warmth and belonging for those we support.

We are also grateful for the dedicated support and skills contributed this year by our administration volunteers, Edi Ekpe and Nisha Kohli, our social media volunteers Jade Dai and Shayo Three, and our regular group volunteers Malcolm Nichols and Christopher Costain.

The Board and Trustees

In 2024/25, we saw two of our long-standing trustees, Nadine Smith and Chris Wong, stand down from the Board. Nadine had been on the Board for over four years and had significant charitable and organisational expertise. She used this to contribute so much to the Board, to WCC's strategy and organisational resilience, she will be sorely missed. Chris steps down from the Board and as Chair of our Finance and Operations subcommittee. We will really miss Chris, his insights and knowledge of all things financial, his calm approach and confidence in the team and the Board. We thank him so much for all he has done for WCC. I would like to extend my sincere thanks and appreciation to all the trustees on the WCC Board, your dedication and commitment over the past year have been inspiring.

On behalf of the trustees, I would also like to extend heartfelt thanks to all the dedicated staff, volunteers, counsellors, supervisors, and partners who have made WCC's work possible this year. In particular, the trustees are very appreciative of the leadership, expertise and dedication shown by Miriam Philip, our wonderful CEO, who is an exemplary leader and manager, a champion of those in need and a great fundraiser!

Looking Ahead: WCC's emerging 2025–26 Strategy

In October 2024, we held a Strategic Away Day for trustees and staff to explore emerging themes for our next strategy. As we move into the new strategic period, we are realistic about the challenges we face, yet we do not shy away from them. We are determined to meet our goals and continue providing the accessible, high-quality mental health support that our communities so urgently need.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

Our Funders and Supporters

We express our deepest gratitude to our funders and supporters, whose generosity makes our work possible. Particular thanks go to the National Lottery Community Fund, the Henry Smith Charity, the J+H Orlander Charitable Trust, the Orange Tree Trust, the Saintbury Trust, the Sir Jules Thorn Charitable Trust's Ann Rylands Programme, and the Swan Mountain Trust for their continued support.

We are also hugely grateful to the London Borough of Lambeth's Changing Lives Social Value Fund, the BACP's Third Sector EDI Grants Scheme, the Clothworkers' Foundation, the Mrs Smith and Mount Trust, the Schreier Foundation, the St James's Place Charitable Foundation, and all individuals who have donated to our work this year.

A special thank you to our newest supporter, Rachel Lewis, and the David and Ruth Lewis Family Charitable Trust, for their generous grant of £30,000 towards the end of the year, a gift that will make a profound difference to our clients as we head into a more uncertain period.

Our Community

Last but not least, a major highlight of the year has been the continued development of WCC's community groups and partnerships, including our collaboration with a range of local community organisations such as our fantastic gardening club with Bankside Open Spaces Trust who worked with our group members to transform WCC's outdoor space.

WCC's strength lies in its deep connection with the communities we serve. As we move into the year ahead, we will continue to build on these relationships – listening to local voices, responding to need, and working in partnership to meet the mental health needs of diverse individuals who need us. Inspired by the courage and resilience of our clients, even in the face of great adversity, we will continue working tirelessly to create spaces of understanding, safety, and hope in a world of uncertainty and challenges.

Hazel Flynn
Chair, WCC

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Report of the Directors (Trustees) Year ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Waterloo Community Counselling's charitable purpose is to relieve the mental suffering and distress of persons in need by reason of illness or emotional distress in the London Boroughs of Lambeth and Southwark and their environs, through the provision of counselling, psychotherapy, and support.

The mission that shapes our annual activities is to deliver life-changing counselling and mental health support for Londoners that is affordable and accessible. We aim to remove the barriers to accessing high-quality counselling by delivering services that are open to all regardless of income or immigration status, and are uniquely responsive to individual differences (language, culture, race, religion, sex, gender, sexual orientation, and ability).

Our work is guided by the following values/objectives:

- Compassion – we bring empathy and understanding to our work with clients from all backgrounds
- Respect – we foster a positive and empowering culture across WCC, treating people with respect and understanding
- Diversity – we pride ourselves on recruiting counsellors who are representative of the diversity of the population
- Inclusion – we strive to be wide reaching and welcoming, tailoring our services to individual differences and removing the barriers and stigma that prevent people from accessing psychotherapy, counselling, and statutory mental health services.
- Community – we work in partnership with local and city-wide organisations to reach disadvantaged and marginalised groups that wouldn't normally be able to access the therapeutic services we provide and maintain a network of services to further support our service users
- Quality – we deliver safe, clinically-effective therapeutic services with a good client experience

In shaping our objectives and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit. The main therapeutic services we deliver are:

Low-Cost Counselling Service: we provide a professional counselling service for adults who otherwise might not be able to access talking therapy because of the cost of private counselling/psychotherapy or the very limited availability within the NHS. We provide longer-term sessions on a low fee/sliding scale basis according to the individual's income and financial circumstances. We reach adults from diverse backgrounds who are struggling with anxiety, depression, panic attacks and other symptoms (chronic pain or illness), many of whom have experienced loss, abuse and trauma. Currently our fees range from £20 - £85 a session with the most frequent contribution being our minimum of £20 per session. We offer an initial 18 weeks of sessions with the possibility of extending up to a maximum of 2 years. Since 2022, we also offer a free service to people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts.)

Multilingual Counselling Service: we provide free, culturally sensitive counselling to migrants, refugees and asylum seekers in over 23 different languages and dialects. It addresses the needs of people fleeing political and economic turmoil to establish new lives yet bringing with them the trauma and psychological distress of migration and persecution. Many of our referrals have survived war, exile, torture, violence and multiple losses. It is one of only a handful of counselling services open to survivors of human trafficking and modern slavery, many of whom have no recourse to public funds and are therefore unable to access statutory care. Most of our clients suffer from extreme isolation and loneliness, alone in a strange country and unable to speak the language. Being able to express themselves and to discuss their pain and despair out loud in their own language, with a counsellor from their own cultural background where desired, helps people feel less desperate and alone. We provide between 6 to 36 sessions of counselling based on an assessment of need.

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All our counsellors are BACP or UKCP registered, qualified by an accredited training provider, or are supervised trainees working towards their qualification on a voluntary basis. They are all required to be in personal therapy themselves, to attend regular clinical supervision with an experienced clinician, and have completed level 2 Safeguarding training. We offer both face-to-face counselling sessions or online/telephone sessions for individuals who can't travel due to constraints of work, childcare, finances, health, or disability.

We have a reputation for providing high quality, supportive placements to the next generation of counsellors ensuring that, despite the growing cost of living, people from diverse backgrounds can train in the profession. We provide a programme of professional development workshops throughout the year for counsellors to gain further skills in working with clients from diverse marginalised communities and more complex clinical histories.

Counselling plus: Alongside counselling, we refer clients to our extensive network of pan-London partner organisations to address practical challenges which may be negatively impacting their mental health, such as accessing immigration or housing advice, English classes, or foodbanks.

Group support: The people we support are also invited to attend our monthly "Meet-ups" group for refugees and asylum seekers, particularly the most isolated who are often housed in hotels and digitally excluded. The group is invaluable, facilitating new social opportunities, increasing confidence in accessing public spaces and providing a safe space to practice English. We also offer a refugee women's Craft Club and gardening club in partnership with Bankside Open Spaces Trust.

ACHIEVEMENTS AND PERFORMANCE

Demand for our services remained consistently high throughout 2024-25. Once again, we were able to deliver a substantial amount in response to the need, supporting 659 individuals through our accessible counselling services and community mental health initiatives. Our diverse counsellors delivered 7,967 individual counselling sessions across our services, including a record 3,360 sessions provided entirely free of charge.

We delivered 5,020 low-cost counselling sessions in 2024-25, reaching 261 people who might otherwise have been unable to access talking therapy to address their mental health needs. Managing waiting times for low-cost counselling was a key priority this year due to ongoing high demand from clients in our local boroughs of Lambeth and Southwark and across London. In August alone, we received 62 referrals – a 34% increase over our previous monthly record of 46. During peak periods, we temporarily closed to new referrals to keep the waiting list manageable and avoid over-promising on availability.

Our culturally sensitive, multilingual service delivered sessions in 23 languages for 394 refugees, asylum seekers, and vulnerable migrants – including survivors of war, exile, torture, trafficking, and modern slavery. Our holistic approach to wellbeing meant we also made a record 227 signposts and referrals to partner organisations for clients requiring support to address urgent practical needs impacting their mental health.

We continued expanding our successful group activities and community partnerships this year, providing a record 40 group activity sessions, outings, and events. This enabled us to offer additional support to 42 of our most isolated refugee and asylum seeker clients, providing continuing connection with WCC and the local community after their counselling sessions concluded to help tackle isolation and enable people to make lasting social connections and community links.

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Report of the Directors (Trustees) Year ended 31 March 2025

Client Demographics

The diversity of our client base underscores WCC's commitment to inclusive mental health support. We served clients from 75 different countries, with 63% coming from non-white minoritised ethnic backgrounds. We also reached a significant portion of the LGBTQ+ community, with 25% of our clients identifying as such. 42% of our clients were from Lambeth and Southwark, while the remainder came from a wide range of boroughs across London, reinforcing our role as a vital resource for the broader London community.

Operational Capacity

Our ability to meet the diverse needs of our clients was made possible this year by working with 99 counsellors speaking 23 different languages, including 43 trainees on placement at WCC. These counsellors were supported by 14 supervisors providing weekly or fortnightly group sessions.

With funding from the National Lottery Community Fund, we continued our programme of Continuing Professional Development (CPD) workshops, enabling counsellors to develop their skills in working with diverse client needs. Free workshops this year included 'ADHD – a Psychotherapeutic and Psychodynamic Perspective' delivered by Dr Martina Bilmeyer, 'Anti-Oppressive Care – Working with Eating Disorders' delivered by Romy Wakil, and 'Working with People with Dissociative Disorders' about working with trauma symptoms delivered by Dr Adah Sachs. We also brought together 15 counsellors to complete an in-depth, two-day training delivered by the Complex Trauma Initiative.

Financial Accessibility

Following the decision to implement a small increase in client fees for our low-cost counselling service this year, having kept fees flat for five years, alongside this we introduced additional training for our assessors to help them sensitively explore clients' income and personal circumstances, ensuring counselling fees are set at an appropriate level.

We were also pleased to continue providing 18 sessions of free counselling for people unable to afford our lowest fee through our National Lottery-funded "No-Cost" project, reaching 23 adults in exceptional circumstances, such as students, people with disabilities, and those surviving on welfare benefits, such as Universal Credit or Zero-Hour Contracts. This project has been accessed by 62 people over the three years of our current Reaching Communities grant, which ends in May, with 55 completing the full course of 18 counselling sessions and 3 people receiving an additional 18-session extension to address complex needs and ensure lasting, positive outcomes. We will be working hard to secure further funding to continue this impactful work, as evidenced by client feedback:

"I can share all the anxieties, frustrations, annoyances and painful emotions that I can't really share elsewhere in my life - due to a limited social circle and support network. It's also nice to have a validating voice, that even if the therapist disagrees with me, or challenges my take on things, I can still express what I need to without judgement or dismissal" ('no-cost' client feedback)

"Learnt that confronting difficult feelings isn't as hard when you have a trusted therapist. Reminded me of the agency that I hold and that I deserve to be kind to myself." ('no-cost' client feedback)

We remain committed to delivering a low-cost service that is accessible and inclusive. 38% of clients who received low-cost counselling were from non-white minoritised ethnic backgrounds, and 32% identified as LGBTQ+. Clients ranged in age from 18 to 82, with young people aged 18-25 comprising 14% of service users. 37% had a disability or long-term health condition. Financial insecurity was prevalent among low-

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Report of the Directors (Trustees) Year ended 31 March 2025

cost service clients, with 23% currently unemployed and 45% accessing counselling at the minimum fee rate due to their low annual income from welfare benefits or work. It was striking to note that 18% of clients had experienced domestic or sexual abuse.

Refugee and Migrant Support

The increasing number of conflicts across the world, the cost-of-living crisis, and the ever-hostile environment for migrants continued to drive unprecedented demand for our culturally sensitive, multilingual counselling service among marginalised asylum-seeking and refugee communities. Once again, we were compelled to temporarily close our waiting list during especially busy periods and reopen it as soon as counsellor availability allowed, particularly for languages in high demand.

Several newly qualified counsellors who had completed their placements with us moved on, so we worked carefully to balance our resources with community needs and demand while keeping waiting times as low as possible. To achieve this, we focused on retaining paid sessional counsellors who speak the most sought-after languages (Arabic, Farsi, Turkish/Kurdish), which meant the total number of languages we offered decreased to 23. We continued working hard to recruit new trainee counsellors with valuable refugee languages and experience, and were pleased to welcome new trainees fluent in Mandarin, Spanish, Arabic and Portuguese. We will consider adding further paid counsellors in future in languages not offered as funding allows.

Despite these challenges, we were pleased to offer 17 clients with exceptional needs an extension beyond our standard 12-18 sessions of counselling. This was made possible by our continued multi-year funding from the Henry Smith Charity in particular.

In November, we were delighted to be awarded one of six national Equality, Diversity and Inclusion grants by the British Association for Counselling and Psychotherapy, recognizing our exceptional work with people from racialised communities. We have been pioneers in developing a diverse workforce and recruiting counsellors who are refugees or migrants themselves, able to support our clients directly in their mother-tongues while understanding first-hand the challenges of trauma, displacement, and rebuilding life in a new country. We continue to work on diversifying our board of trustees and in the coming year will be establishing an 'Experts by Experience' group to ensure the voices of the refugee/asylum-seeker community we serve are represented at leadership and strategic levels.

Community Engagement and Partnerships

"The staff work so hard to involve us, creating meaningful networks we wouldn't otherwise have. There's a feeling of trust that some of us need in life." — 'Joseph', from our 'Meet-Ups' group

This year, we delivered 11 monthly 'Meet-ups' group sessions, with our Development & Communications Officer, Lucian, building partnerships and securing free or discounted tickets and hosting through Community Access schemes. These efforts enabled us to offer an exceptional programme of diverse and enriching visits that included the Tower of London, the Horniman Museum, Kew Gardens, the British Museum, the Migration Museum, The Old Vic theatre to see a performance of *The Real Thing*, the Saatchi Gallery (combined with a walking tour of London), Bees & Refugees farm in Kent, London Zoo, and a Refugee Week Picnic in Geraldine Harmsworth Park. We were able to take group members on a coach trip to the seaside at Broadstairs in partnership with Southwark Day Centre for Asylum Seekers. Five volunteers supported Lucian in facilitating these activities.

The 'Meet-ups' group has evolved into a genuine source of support for our asylum-seeker and refugee clients, offering community, cultural engagement, and emotional wellbeing. Amid rising demand for our multilingual counselling service, they also enable us to offer support to people waiting for counselling or provide a place of belonging and ongoing connection for those whose sessions have finished. In May, we

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Report of the Directors (Trustees) Year ended 31 March 2025

ran a co-production session to engage group members in reflecting on past experiences and shaping a shared vision for the group's future after the project ends.

Over the past three years, WCC has developed a hub of relationships with 213 organisations across Waterloo and neighbouring boroughs, positioning us strongly to build connections and work as a collective community to support people experiencing mental health challenges, especially where they intersect with poverty, disadvantage, and discrimination.

This year we continued our partnership with The Bridge At Waterloo (TBAW), supporting refugees and asylum seekers to seamlessly access both organisations' support through the direct pathway we've established at the referral stage. TBAW also invited us to participate in the 'Waterloo Festival' in July, where we had a stall to raise awareness of our services in the local community and raised £333 through donations from local supporters.

Once again, we were grateful to receive Christmas gifts for our refugee and asylum seeker clients through our partnership with the *We Are Waterloo* Business Improvement District's Together at Christmas campaign, which connects local businesses donating gifts with charities.

A further 33 clients affected by poverty and digital exclusion were supported this year with data packages, mobile phones, and laptops through our partnerships with the Good Things Foundation and Community TechAid.

In response to group members' feedback requesting more frequent activities, we established a new partnership this year with Bankside Open Spaces Trust (BOST), an environmental and volunteering charity. BOST has been running a regular Gardening Club in the outdoor space at our premises, helping beneficiaries transform what was once an overgrown, littered area into a thriving eco-garden. The club has been a deeply uplifting experience for participants—many of whom live in poor-quality housing with little or no access to green space—giving them the opportunity to connect with nature and witness the tangible results of their efforts over time.

In response to group members' feedback requesting more frequent activities, we established a new partnership this year with Bankside Open Spaces Trust (BOST), an environmental and volunteering charity. BOST has been running a regular Gardening Club in the outdoor space at our premises, helping beneficiaries transform what was once an overgrown, littered area into a thriving eco-garden. The club has been a deeply uplifting experience for participants—many of whom live in poor-quality housing with little or no access to green space—giving them the opportunity to connect with nature and witness the tangible results of their efforts over time. The impact has extended beyond individual participants, contributing to a positive transformation of the wider Tanswell Estate community.

We plan to continue and expand our impactful community partnerships work in the future. As this project comes to an end, we have already secured London Eye Community Chest funding to deliver six free local walking tours for refugees, asylum seekers, and migrants over the summer in partnership with Lambeth Tour Guides Association.

Impact and outcomes

All our clients are given an Evaluation Questionnaire at the end of their sessions to gather vital feedback about their experience of WCC's counselling and the difference it has made to their lives. In 2024-25:

- 73% reported that their level of anxiety had reduced
- 77% reported that their level of depression had reduced

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- 93% reported that the main problems that brought them to counselling had been addressed
- 95% felt their mental health and wellbeing had improved
- 94% felt they were better at coping with difficult feelings
- 92% had improved confidence and self-esteem
- 83% felt less lonely or isolated
- 79% reported feeling more connected to the community
- 97% felt satisfied with the care provided by their counsellor

Feedback forms from clients whose counselling has ended consistently reported how much their lives have improved due to WCC's support, for example:

"I wouldn't overestimate if I said that counselling saved my life. The counsellor held a safe space for me to heal, she made me feel heard and understood, probably for the first time in my life." (low/no cost counselling feedback)

"Counselling has helped me to understand myself more deeply, acknowledge the root causes of issues both past and present and changed my perspective on many things. This motivated me to make many changes over the two years of sessions I had and improve my mental state, whilst implementing changes that have outlined a clearer ideal future for my life that I am now working towards. It has improved my relationships with family and friends, helped improve my finances and created more long-term achievable goals. I completed a short course and am currently now studying a degree full-time." (low/no cost counselling feedback)

"I've stopped overthinking and developed a more positive mindset about handling life's challenges." (low/no cost counselling feedback)

"Counselling helped me to turn my life back. You came into my life when I was severely hopeless, and it made me build my hope and understand my pain. I was so happy to find WCC." (multilingual service feedback)

"I realized that I had been talking about my traumas, pains, and sorrows for years and had the same experiences. It gave me the opportunity to develop myself by getting to the source of these and to find myself by getting out of learned helplessness. I started therapy at a time when I thought I was surviving. Now I embrace life completely. The breath I take is more meaningful now." (multilingual service feedback)

"Before therapy, I was lonely, fearful, and hopeless and struggled daily with suicidal [feelings]. I couldn't sleep or eat and cried most of the days. As a result of therapy, I understand that killing myself is not a way out. Exploring and understanding my problems from the roots, seeing things differently, building my confidence, and establishing relationships with others have made many differences in my life. I learned how to make things better for myself and do things to find my son and husband [...] before, I hid from everyone and cried. Knowing help is available has made me hopeful for the future." (multilingual service feedback)

Our 2024-25 Impact Statement can be found on our website with further insights into the significant differences made to the hundreds of Londoners who turned to us for help this year.

Further valuable exploration of the difference we make can also be found in the Insight Research carried out by Dr Helen Ainley, which highlighted the transformative impact of WCC's counselling, the centrality of

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Report of the Directors (Trustees) Year ended 31 March 2025

the therapeutic relationship to achieving positive outcomes, the crucial value of our distinctive multilingual counselling, and the impact of our holistic community approach. In response, our trustees and senior leadership produced a list of actionable recommendations for strengthening and refining WCC's services that will feed into our new Strategy for 2025 onwards.

FINANCIAL REVIEW

The attached financial statements show the current state of the charity's finances for the year ended 31 March 2025.

WCC came through the challenges of the year in good financial health. Our focus on securing diverse income – through maximising self-generated income, fostering strong relationships with trusts and foundations, and building new community and corporate fundraising streams – enabled us to provide a substantial volume of counselling services while growing our community partnerships and group support, to deliver significant impact for our beneficiaries and value for our funders.

Our income in 2024/25 was £641,903 compared to £562,609 in 2023/24; a 14% increase. We were pleased that restricted funds represented 55% of our total income in 2024/25, while unrestricted funds were 45% - a significant improvement to 2023/24 (37%).

We saw a 46% increase in income from charitable trusts and foundations to £405,343 (from £277,779 in 2023/24), largely due to a £43,816 'uplift' to our main three-year National Lottery Community Fund Reaching Communities grant in response to cost-of-living pressures experienced by so many charities and our beneficiaries. This allowed us to maintain high levels of service delivery and increase staff pay for the first time since 2022.

Our other main source of trusts income continued to be our three-year grant from the Henry Smith Charity that began in January 2023, which has instrumental to the delivery of our multilingual service for refugees, asylum seekers and vulnerable migrants.

We worked hard this year to map our connections and foster relationships with new donors, while continuing to nurture positive relationships with valued funders who repeatedly support our work such as the Swan Mountain Trust, the J+H Orlander Trust, the Sir Jules Thorn Charitable Trust's Ann Rylands small grants, and the Saintbury Trust. We were delighted to be awarded a £30,000 unrestricted grant from the Ruth and David Lewis Trust in March 2025, underscoring the effectiveness of our work and the confidence placed in us by funders who recognise the importance of what we do and the significant outcomes we achieve. We also received a grant of £19,800 from the National Lottery Community Fund Awards for All to cover two years of reprieves for counsellors' supervision costs, allowing counsellors from minoritised-ethnic groups and those on lower incomes to complete their training and gain valuable experience with us.

Another new focus has been more local grant income sources. We were awarded £24,765 from the Lambeth Changing Lives Social Value Fund in October 2024, our first significant funding from the local authority for many years, and were awarded £10,000 by Lambeth's Community Connections Fund in March 2025 for our community partnerships work.

From October our Development & Communications Officer's hours were increased to focus on growing our income from community and corporate fundraising, with regular mentoring and advice from small charity experts, Nova Fundraising. We were pleased to see income from donations increase by 588% from 2023/24 and expect to see this steadily increase next year.

We continued to raise significant self-generated income for our activities from fees paid towards counselling and supervision. Fee income from our low-cost service decreased marginally by 6% (£135,573 compared to £143,971 in 2023/24) but this represented a stabilisation following improvements to our invoicing system

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

and payment options introduced in 2023/24. Earned income from bank interest improved as higher rates of interest became available on deposits.

Our income from NHS contracts reduced by £37,593 from 2023/24 as our contract with Lambeth Talking Therapies to deliver secondary care services ended in January 2025. While financial constraints facing the South London and Maudsley Trust meant that Lambeth Talking Therapies (LTT) and Talking Therapies Southwark (TTS) were unable to automatically renew our contracts to provide language counselling for a further two years, we welcomed their commitment to a 12-month extension up until the end of December 2025.

On the expenditure side, we continued to face significant budgetary pressures in 2024/25. Our overall expenditure was £601,176, an increase of 11% from £543,604 in 2023/24. Of this increase, half (51%) was staff costs, which rose 14% – albeit at a lower rate of increase than in 2023-24 (20%) – as staff were awarded a 4% pay increase in April and we saw the full-year effect of two new part-time roles created last year (Assistant Clinical Services Manager and Trusts Fundraising Manager).

Direct costs of counselling, assessments, and supervision were up 10% as we strived to meet the high demand for our services – with 7,967 sessions delivered compared to 7,533 in 23/24. The increase also reflected a long-overdue increase in the rate of pay for clinical supervisors and experienced sessional counsellors in March 2024, plus a number of newly-qualified trainees being offered freelance roles at a post-graduate rate to help us meet client needs.

We ended the year with a surplus of £40,727 and restricted funds carried forward of £67,019; an extremely welcome position that allows us to enter 2025-26 with confidence as we await the outcome of our strong application to the National Lottery Community Fund for continuation of our Reaching Communities funding beyond May 25. While our income went up this year, we are observing the trends in trusts fundraising which is becoming increasingly competitive, and are aware that income generation is likely to be more difficult in the year ahead.

We are already looking closely at how we can control costs more tightly in the coming year, reduce some areas of expenditure, further diversify our income, and reforecast regularly to stay agile. Having kept fees for our low-cost counselling service flat for five years, in January we made the difficult decision to increase our sliding scale by £5 per band to support the service's sustainability. While we continue to allocate clients to trainee or qualified counsellors on the basis of clinical need first-and-foremost, we undertook an exercise in reviewing the proportion of trainee/volunteer counsellors versus paid sessional counsellors in the team beginning in early 2025. We expect this review to reduce the cost of providing our services in 2025-26, enabling us to maintain a balance of experience across our services while increasing financial resilience.

Reserves policy

The trustees' policy is to target holding a level of free reserves equivalent to 6 months' essential running costs, a target of £180,022 in 2024-25. Our free reserves position at the end of the year is £150,977, with restricted reserves of £67,019, totalling £217,996. While this free reserves position is slightly higher than last year's (£149,075), it is £37,555 less than our ideal target. It equates to approximately 4.8 months of essential running costs in free reserves alone and the trustees are satisfied that this provides sufficient stability to mitigate the financial uncertainties of the coming year and ensure continuity of support for our clients. Available funds are invested in diversified interest-bearing accounts with the best financial return within an acceptable level of risk and the liquidity requirements of the service.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

Risk management

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to mitigate exposure to major risks. The principal external risk to the continued provision of WCC's services remains financial sustainability in a challenging climate of rising costs and unprecedented competition for charitable funds. Key elements in the management of financial risk are a monthly review of the financial performance of the charity against the annual budget, a projection of available liquid funds to settle debts as they fall due, and active management of debtors. Internal financial risks are managed by the established procedures for the authorisation of all transactions as well as a detailed system of financial and budgetary control, all of which are reviewed regularly by the senior management team and trustees. Attention has also been focussed on non-financial risks arising from the nature of our clinical work with adults at risk and the operation of our premises. These risks are managed by having robust policies and procedures in place including a Clinical Risk Management Policy and Procedure, Safeguarding Policy, regular review of health and safety and fire safety in relation to the premises, and ensuring sufficient support and clinical supervision for counsellors and staff.

Directors (Trustees) Responsibilities

The Trustees, as set out on page 3 (who are also the directors of Waterloo Community Counselling) for the purposes of company law) are responsible for preparing the Directors (Trustees) Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue on that basis.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Limited liability

Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the company in the event of winding up. The total number of such guarantees as at 31 March 2025 was eighty nine.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2025

Public Benefit Statement

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

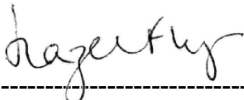
Waterloo Community Counselling's charitable purpose is to relieve the mental suffering and distress of persons in need by reason of illness or emotional distress in the London Boroughs of Lambeth and Southwark and their environs, through the provision of counselling, psychotherapy, and support.

Independent examiners

Simpson Wreford LLP., were appointed as Independent Examiners during the year and have expressed their willingness to continue in that capacity.

The above report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of directors (trustees) on ...19th November 2025.....



Hazel Flynn
Director (Trustee)

WATERLOO COMMUNITY COUNSELLING

Independent Examiners' Report To the Trustees of Waterloo Community Counselling for the Year Ended 31 March 2025

I report to the Trustees on my examination of the financial statements of Waterloo Community Counselling for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act;
or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for 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).

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.

Hollie Price BSc ACA

For and on behalf of Simpson Wreford LLP, Chartered Accountants
Institute of Chartered Accounts in England and Wales

Wellesley House
Duke of Wellington Avenue
London, SE18 6SS
Dated: 24 November 2025

WATERLOO COMMUNITY COUNSELLING

Statement of Financial Activities (including Income and Expenditure Account) Year ended 31 March 2025

	Notes	Unrestricted Funds	Restricted Funds	Total funds 2025	Total funds 2024
		£	£	£	£
INCOME	4				
Donations and legacies		63,379	341,964	405,343	277,779
Charitable activities		211,809	14,560	226,369	277,372
Other trading activities		2,530	-	2,530	2,712
Other income		1,680	-	1,680	-
Investments		5,981	-	5,981	4,746
TOTAL INCOME		285,379	356,524	641,903	562,609
EXPENDITURE ON:	6				
Raising funds		29,628	-	29,628	22,703
Charitable activities		253,849	317,699	571,548	520,901
TOTAL EXPENDITURE		283,477	317,699	601,176	543,604
NET INCOME/(EXPENDITURE)		1,902	38,825	40,727	19,005
Transfers between funds		-	-	-	-
NET MOVEMENT IN FUNDS		1,902	38,825	40,727	19,005
RECONCILIATION OF FUNDS	10				
Total funds brought forward		149,075	28,194	177,269	158,264
Total funds carried forward		150,977	67,019	217,996	177,269

The results for the year derive from continuing activities, and there are no other gains or losses other than those shown above.

The notes on pages 21 to 30 form part of these financial statements.

WATERLOO COMMUNITY COUNSELLING

Statement of Cashflows Year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	17	<u>28,906</u>	<u>(40,482)</u>
Investing activities			
Interest income		5,981	4,746
Addition of fixed assets		(3,825)	-
Net cash used in investing activities		<u>2,156</u>	<u>4,746</u>
Net increase (decrease) in cash and cash equivalents		31,062	(35,736)
Cash and cash equivalents at the beginning of the year		196,429	232,165
Total cash and cash equivalents at the end of the year		<u>227,491</u>	<u>196,429</u>

WATERLOO COMMUNITY COUNSELLING

Balance Sheet as at 31 March 2025

	Notes	2025	2024
Fixed Assets			
Tangible assets	7	2,869	-
		<u>2,869</u>	<u>-</u>
Current Assets			
Debtors	8	28,885	26,809
Cash at bank and in hand		227,491	196,429
		<u>256,376</u>	<u>223,238</u>
Creditors			
Amounts falling due within one year	9	(41,249)	(45,969)
Net current assets		<u>215,127</u>	<u>177,269</u>
Total net assets		<u>217,996</u>	<u>177,269</u>
The Funds of the Charity			
Unrestricted Funds	10	150,977	149,075
Restricted Funds		67,019	28,194
		<u>217,996</u>	<u>177,269</u>

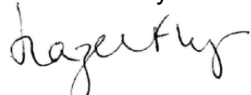
The company was entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 18 to 30 were approved by the Trustees on 19 November 2025 and signed on their behalf by:



Hazel Flynn
Director (Trustee)

Company Number – 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Company information

Waterloo Community Counselling is a company limited by guarantee incorporated in England and Wales and registered as a charity with the Charity Commission. The registered office is Barley Mow Clinic, Frazier Street, London, SE1 7BD.

(a) Basis of accounting

The financial statements have been prepared in accordance with the charities memorandum and articles of association, the Charities SORP “Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)” (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. Waterloo Community Counselling meets the definition of a public benefit entity under FRS102.

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

The effects of events relating to the year ended 31 March 2025 which occurred before the date of approval of the financial statements by the Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2025 and the results for the year ended on that date.

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

(b) Going Concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Unrestricted funds include donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose.
- Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.
- Designated funds are unrestricted funds set aside by the Trustees for a particular purpose

(d) Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably and it is probable the income will be received. The following specific policies are applied to particular categories of income:

- Grants, donations and gifts are included in full in the Statement of Financial Activities when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Grant income is only deferred where the donor has clearly specified that it relates to a future period. A grant that specifies performance conditions is recognised in income when the performance conditions are met.
- Incoming resources from charitable counselling, supervision and assessment activities are accounted for when earned. Income is deferred where it relates to services to be carried out in the future.
- Government contracts are recognised based on the stage of completion at the reporting end date.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

1. Accounting Policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on the basis of an estimate of the proportion of project size.

(f) Fixed assets

Fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

It is the policy of the company to provide depreciation at the following annual rates in order to write off each asset over its estimated useful economic life. The following rates of depreciation have been applied throughout the year.

Computer equipment	- 25% on a straight line basis
Fixtures and fittings	- 25% on a straight line basis

Assets with a cost of £1,000 or more are capitalized.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

(h) Leases

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

(i) Cash at bank and in hand

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

(j) Creditors and provisions

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

(k) Financial instruments

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

1. Accounting Policies continued

simultaneously.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

(l) Critical accounting estimates and judgements

In the application of the charities accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

(m) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

(n) Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

2. Related Party Transactions

The spouse of Graham Stilwell, a trustee, was paid £16,623 for their work as a counsellor during the year. The transactions were made on an arms-length basis. During the year two trustees were reimbursed a total of £244 for travel expenses.

3. Remuneration and staff costs

Remuneration of key management personnel	2025	2024
	£	£
Aggregate total	<u>147,951</u>	<u>140,952</u>
Staff costs for the year were as follows:	2025	2024
	£	£
Salaries and wages	278,211	246,498
Social Security costs	20,101	16,088
Staff pension costs	6,134	5,208
	<u>304,446</u>	<u>267,794</u>

The average number of staff employed during the year, was as follows:

	2025	2024
Chief executive	1	1
Clinical management and administration	7	7
Operations and finance	2	2
Fundraising	1	1
	<u>11</u>	<u>11</u>

There were no employees whose annual income exceeded £60,000.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

4 Income	<i>Unrestricted</i>	<i>Restricted</i>	<i>2025 Total</i>	<i>2024 Total</i>
	£	£	£	£
4.1 Income from donations and legacies				
<i>Donations</i>	13,379	-	13,379	1,942
<i>Contribution to training</i>		1,440	1,440	-
 Grant income				
Bankside Open Spaces Trust	-	200	200	-
British Association for Counselling and Psychotherapy - EDI Third Sector Grant Scheme	-	10,000	10,000	-
British Humane Association	-	-	-	5,000
Clothworkers' Foundation	-	3,500	3,500	-
David & Ruth Lewis Family Charitable Trust	30,000	-	30,000	-
Edward Gostling Foundation	-	-	-	20,000
VCSE Energy Efficiency Scheme	-	2,970	2,970	-
Henry Smith Charity	-	60,000	60,000	60,000
J&H Orlander Charitable Trust	10,000	-	10,000	15,000
Lambeth Changing Lives Social Value Fund	-	24,765	24,765	-
Leigh Trust	-	-	-	1,000
Orange Tree Trust	-	5,000	5,000	10,000
Anonymous Foundation	10,000	-	10,000	-
Saintbury Trust	-	3,000	3,000	3,000
St James's Place Charitable Foundation	-	9,506	9,506	2,500
Sir Bernard and Lady Schreier Foundation	-	3,000	3,000	-
Sir Jules Thorn Charitable Trust - Ann Rylands small grants	-	3,000	3,000	2,500
Swan Mountain Trust	-	5,000	5,000	-
The London Community Foundation (Together for London)	-	-	-	5,000
Mrs Smith and Mount Trust	-	3,000	3,000	-
The National Lottery Community Fund:				
Awards for All	-	19,800	19,800	-
Cost of Living Crisis Award		43,816	43,816	9,997
Reaching Communities London and South East Region	-	143,967	143,967	141,840
	63,379	341,964	405,343	277,779
 4.2 Income from charitable activities				
<i>Grant and contract income</i>				
Access to Work Grant	-	14,560	14,560	13,412
<i>Performance related contracts;</i>				
SLaM NHS - Talking Therapy Southwark	44,002	-	44,002	44,000
SLaM NHS - Lambeth Secondary Care	9,956	-	9,956	47,551
SLaM NHS - Talking Therapy Lambeth	14,362	-	14,362	14,362
 <i>Counselling fees</i>	116,552	-	116,552	117,900
<i>Supervision fees</i>	20,907	-	20,907	34,277
 <i>Assessment fees</i>	5,850	-	5,850	5,690
<i>Other income</i>	180	-	180	180
	211,809	14,560	226,369	277,372
 4.3 Income from other trading activities				
<i>Room rental income</i>	2,530	-	2,530	2,712
 4.4 Investments				
<i>Bank interest</i>	5,981	-	5,981	4,746
 4.5 Other income				
<i>Insurance claim received</i>	1,680	-	1,680	-
	285,379	356,524	641,903	562,609

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

5 Income by activity

	<i>MECS</i>	<i>Low Cost</i>	<i>Core</i>	<i>2025 Total</i>	<i>2024 Total</i>
	£	£	£	£	£
Donations			14,819	14,819	1,942
Grant income	130,876	32,332	241,876	405,084	289,249
Contract income	58,364	9,956		68,320	105,913
Counselling fees		116,552		116,552	117,900
Supervision fees	7,736	13,171		20,907	34,277
Assessment fees		5,850		5,850	5,690
Other trading activities			2,530	2,530	2,712
Other income			7,841	7,841	4,926
	196,976	177,861	267,066	641,903	562,609

The multilingual counselling service provides free, culturally sensitive, language counselling to refugees, asylum seekers and migrants, plus additional support through signposting, referrals, information and group activities.

The Low/No-Cost Counselling Service provides high-quality, longer-term therapy for adults from diverse backgrounds at reduced fees, or free of charge for people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts).

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

6 Expenditure	<i>2025</i>	<i>2024</i>	<i>Basis of</i>
	<i>Total</i>	<i>Total</i>	<i>support cost</i>
			<i>allocation</i>
6.1 Charitable activities			
Staff costs	223,672	194,207	
Counselling, assessment and supervision fees	210,724	190,705	
Other direct costs	5,989	1,774	
Travel expenses reimbursed to clients	7,400	6,562	
<i>Support costs</i>			
Insurance	3,476	3,479	<i>Direct</i>
Legal and professional	129	2,880	<i>Direct</i>
Office building repairs and maintenance	8,935	6,667	<i>Direct</i>
Office cleaning	7,024	7,393	<i>Direct</i>
Office equipment	1,719	1,975	<i>Direct</i>
Office rent, rates and utilities	17,114	17,898	<i>Direct</i>
Other support costs	6,810	5,386	<i>Direct</i>
Printing, postage and stationery	1,415	1,571	<i>Direct</i>
Recruitment costs	553	2,399	<i>Direct</i>
Software and IT support costs	4,132	4,188	<i>Direct</i>
Staff costs	55,785	57,953	<i>Direct</i>
Staff welfare and general expenses	5,242	4,925	<i>Direct</i>
Telephone	2,715	2,551	<i>Direct</i>
Training and safeguarding costs	5,331	3,667	<i>Direct</i>
Depreciation	956	811	<i>Direct</i>
Legal and professional	-	975	<i>Governance</i>
AGM costs	-	325	<i>Governance</i>
Trustees training and recruitment	-	450	<i>Governance</i>
Trustee travel and meeting costs	267	-	<i>Governance</i>
Accountancy	1,080	1,080	<i>Governance</i>
Independent examination fee	1,080	1,080	<i>Governance</i>
	571,548	520,901	
6.2			
Raising funds			
PR, events and fundraising costs	1,339	1,309	
Staff costs	24,989	15,634	
Consultancy fee	3,300	5,760	
	29,628	22,703	
Total expenditure	601,176	543,604	

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

7. Tangible Fixed Assets

	Office Equipment, Furniture and Fixtures
	£
Cost	
At 1 April 2024	56,382
Additions	<u>3,825</u>
At 31 March 2025	<u><u>60,207</u></u>
Depreciation	
At 1 April 2024	56,382
Charge for year	<u>956</u>
At 31 March 2025	<u><u>57,338</u></u>
Net Book Value	
At 31 March 2025	<u><u>2,869</u></u>
At 31 March 2024	<u><u>-</u></u>

8. Debtors

	2025	2024
	£	£
Trade debtors	5,919	12,669
Accrued income	18,065	10,227
Prepayments	<u>4,901</u>	<u>3,913</u>
	<u><u>28,885</u></u>	<u><u>26,809</u></u>

9. Creditors: Amounts Falling Due within One Year

	2025	2024
	£	£
Trade Creditors	17,160	13,025
Accruals	4,291	10,001
Deferred income	17,546	20,957
Other creditors	<u>2,252</u>	<u>1,986</u>
	<u><u>41,249</u></u>	<u><u>45,969</u></u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

10. Movement in Funds

	<i>As at 1 April 2024</i>	<i>Incoming Resources</i>	<i>Outgoing Resources</i>	<i>As at 31 March 2025</i>
<i>Restricted funds</i>				
Access to Work Grant	-	14,560	(14,560)	-
Awards for All	-	19,800	(9,900)	9,900
Contribution to Training	-	1,440	(1,440)	-
Cost of Living Crisis Award	-	43,816	(40,164)	3,652
Reaching Communities London and South East Region	3,194	143,967	(135,164)	11,997
Bankside Open Spaces Trust	-	200	(200)	-
British Association for Counselling and Psychotherapy - EDI Third Sector Grant Scheme	-	10,000	(5,000)	5,000
Lambeth Changing Lives Social Value Fund	-	24,765	(14,893)	9,872
Clothworkers' Foundation	-	3,500	(3,455)	45
VCSE Energy Efficiency Scheme	-	2,970	(2,837)	133
Henry Smith Charity	25,000	60,000	(60,000)	25,000
Mrs Smith and Mount Trust	-	3,000	(3,000)	-
Orange Tree Trust	-	5,000	(5,000)	-
Saintbury Trust	-	3,000	(3,000)	-
Sir Bernard and Lady Schreier Foundation	-	3,000	(3,000)	-
Sir Jules Thorn Charitable Trust - Ann Rylands small grants	-	3,000	(3,000)	-
St James's Place Charitable Foundation	-	9,506	(9,506)	-
Swan Mountain Trust	-	5,000	(3,580)	1,420
	28,194	356,524	(317,699)	67,019
<i>Unrestricted funds</i>				
Core	149,075	143,489	(150,754)	141,810
NHS Talking Therapies Contracts	-	68,320	(68,320)	-
Donations and legacies	-	13,379	(13,379)	-
Grant Income	-	50,000	(40,833)	9,167
Investments	-	5,981	(5,981)	-
Other trading activities	-	2,530	(2,530)	-
Other income	-	1,680	(1,680)	-
	149,075	285,379	(283,477)	150,977
<i>Total funds</i>	177,269	641,903	(601,176)	217,996

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

11. Material funds during the year

<u>Fund</u>	<u>Purpose</u>
NHS Talking Therapies Contracts	Multi-Ethnic Counselling Services
Henry Smith Charity	Multi-Ethnic Counselling Services – this service provides Individual mother-tongue counselling for refugees, asylum seekers and vulnerable migrants.
National Lottery Community Fund: Reaching Communities London and SE Region	“Vital Mental Health Support for Vulnerable Persons” including low/no-cost counselling service, MECS service and social groups.
Cost of Living Crisis Award	Uplift to existing Reaching Communities grant to cover significant additional demand and costs resulting from the cost of living crisis.
Awards for All	Employee Resilience Project contributing to the cost of supervision for counsellors from ethnic minorities.
DWP, Access to Work grant	Personalised support for a disabled member of staff.

12. Share Capital

Under the Company's Articles of Association, every member of the Company undertakes to contribute to the assets of the company in the event of the same being wound up while they are a member, or within one year after they cease to be a member, such amount as may be required not exceeding £10.

13. Taxation

The company is considered to pass the tests set out in Paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

14. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs and charge shown in Note 3 represents the contributions payable by the company to the fund. The amount owed to the pension fund as at the 31 March 2025 is £1,127 (2024 – £1,083).

15. VAT

The charity is not registered for VAT.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2025

16. Operating Lease Commitments

Total future minimum lease payments due under non-cancellable operating leases are as follows:

	2025	2024
Within 1 Year	£6,706	£6,706
Between 2-5 Years	£26,824	£26,824
Between 5-8 Years	<u>£13,412</u>	<u>£20,118</u>
Total	£46,942	£53,648

17. Cash generated from operations

	2025	2024
	£	£
Surplus for the period	40,727	19,005
Add back: Depreciation	956	811
Deduct: Interest income	(5,981)	(4,746)
(Increase)/decrease in debtors	(2,076)	(6,527)
Increase/(decrease) in creditors	(4,720)	(49,025)
	<u>28,906</u>	<u>(40,482)</u>

WATERLOO COMMUNITY COUNSELLING

England & Wales - Charity number 1045444

Accounts

Waterloo Community Counselling

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements For the Year Ended 31 March 2024

Charity number 1045444

Company number 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

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WATERLOO COMMUNITY COUNSELLING

Legal and Administrative Information Year ended 31 March 2024

Charity Legal Name:	Waterloo Community Counselling
Charity registration number:	1045444
Company registration number:	03034938 (England & Wales)
Trustees	Hazel Flynn – Chair Chris Wong Emma Nicholls Graham Stilwell John Davis Lynne Brown Nadine Smith Noel Baxter – resigned 8 November 2023 Tarrance Ryder-Downes Laura Phillips – appointed 16 February 2024 Steve Rattray – appointed 16 February 2024
Bankers	CAF Bank Kings Hill West Malling Kent ME19 4JQ
Registered office & operational address:	Barley Mow Clinic Frazier Street London SE1 7BD
Independent Examiners:	Simpson Wreford LLP Chartered Accountants Wellesley House Duke of Wellington Avenue Royal Arsenal London SE18 6SS

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees)

Year ended 31 March 2024

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements for the year ended 31 March 2024, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)" (effective 1 January 2019).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Waterloo Community Counselling is a charitable company limited by guarantee, incorporated on 20 March 1995. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association (amended by Special Resolutions passed on 6 December 2021, 15 March 2022 and 24 May 2022 and 8 November 2023).

In the event of the Company being wound up each of the Members are required to contribute an amount not exceeding £10.

The charity is managed by its trustees who constitute the board of directors and have been appointed in accordance with the charity's Articles of Association. The directors in office during the year ended 31 March 2024 were as follows:-

Hazel Flynn – Chair
Chris Wong
Emma Nicholls
Graham Stilwell
John Davis
Lynne Brown
Nadine Smith
Noel Baxter – resigned 8 November 2023
Tarrance Ryder-Downes
Laura Phillips – appointed 16 February 2024
Steve Rattray – appointed 16 February 2024

The day-to-day management is carried out by Miriam Philip – CEO.
The registered office is disclosed on the information page.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

Structure, Governance and Management

The Directors of the Company are also Charity Trustees for the purposes of charity law.

The Trustees according to the Articles of Association are elected by the members of the charity attending the Annual General Meeting. Under the Articles of Association, one third of the trustees retire by rotation at each Annual General Meeting. The trustees may co-opt any person duly qualified to be appointed as trustee and that person will hold office until the next Annual General Meeting.

Once appointed, new trustees undergo an induction and are supported to undertake any training needed depending on their existing experience. All trustees are encouraged and supported to attend appropriate external training events where these will facilitate the undertaking of their role.

The trustees meet quarterly to ensure the operation of the charity delivers its public benefit and complies with the objects, Memorandum and Articles, and policies of Waterloo Community Counselling and relevant legislation. There are two sub-committees covering Finance and Operations, and Clinical matters which also meet quarterly. The Charity Governing document allows the trustees to meet and conduct meetings virtually. The day-to-day operation within the policies, forward plan and budgets are delegated to the CEO.

CHAIR'S REPORT

The past year has been one of significant challenges and achievements for WCC. The ongoing cost-of-living crisis and increasing pressure on UK mental health services have continued to impact our work and the individuals we support. We've witnessed a substantial rise in demand for our services, coupled with an increase in clients presenting at high risk of suicide or self-harm. The refugee and asylum seeker community we serve have also been impacted by rising costs, with the threat of deportation to Rwanda further exacerbating their anxiety, diminishing their self-esteem, and eroding their sense of safety.

In these challenging times, the support provided by our counsellors for diverse adults struggling with their mental health has often been lifesaving, enabling people to share their struggles, feel listened to and understood, and find hope for the future.

Despite the challenges, we've made significant strides towards several of our strategic goals this year.

With expert guidance from Nova Fundraising, we've made crucial progress towards our strategic goal of diversifying our fundraising with income from individual giving and other non-trusts sources. In October, the trustees undertook tailored training and a survey to assess our 'fundraising readiness'. This exercise provided valuable insights into the work needed to make WCC more 'philanthropically oriented' and equipped for community, digital, and corporate fundraising.

We invested in a mini brand refresh, including a redesign of our supporter newsletter. Our Development and Communications Officer, Lucian, revitalised our social media presence across Instagram, Facebook, and LinkedIn with the help of skilled volunteers. We have also brought together staff and counsellors who are interested in fundraising and are preparing for our first foray into community fundraising events at the upcoming Waterloo Festival in July.

With the invaluable support of Sally Knight, Charity Accounting and Governance Expert, we completed a much-needed governance review. This resulted in a change to WCC's Charitable Objects at our AGM in November to reflect our growing area of benefit, retaining a strong link to our local boroughs of Lambeth and Southwark while acknowledging that today there is demand for our services from across London. We also took this opportunity to refresh the Equalities statement in WCC's constitution, overhaul our membership procedure, and update WCC's Register of Members.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

On behalf of the trustees, I extend heartfelt thanks to all the dedicated staff, volunteers, counsellors, supervisors, and partners who have made WCC's work possible this year. In particular, the trustees remain hugely appreciative of the dedication, wisdom and depth of clinical experience that Priya Commander brings to the demanding role of managing WCC's clinical services, and we are grateful to Margaret Mykura for her excellent support this year as Assistant Clinical Services Manager.

WCC has an outstanding Operations team, who bring fantastic dynamism and commitment to the administration and coordination of our services and activities, financial management and fundraising, community development and partnerships. The team ensure a positive culture runs throughout the organisation, benefitting everyone from trainees to the most experienced counsellors and supervisors who have worked for the charity for many years, and creating a sense of warmth and belonging for those we help. We were delighted to welcome Kathryn O'Byrne to the team as our first Trusts Fundraising Manager during the year, working closely with our CEO to ensure we can raise the funds needed to continue our work.

We were sad to say goodbye to trustee Dr Noel Baxter, who stood down at our AGM in November after five years on the board, having relocated to Scotland. Noel played a crucial role in guiding WCC through challenging times, including a management restructure and CEO recruitment. His NHS perspective on operational and clinical issues was invaluable.

We welcomed Laura Phillips and Steve Rattray to our board in February 2024. Both qualified psychotherapists, they bring diverse clinical expertise from various settings, strengthening our Clinical Sub-Committee alongside Lynne Brown and John Davis.

As we approach the end of our current strategy and prepare for the next, we face a landscape of rapid change and unprecedented need. Key challenges include balancing the recruitment of experienced paid counsellors to meet complex client needs with maintaining an affordable model and providing opportunities for trainee counsellors, focusing our resources for maximum impact, and considering the types of presenting needs our counselling services are best equipped to address. There is also the huge challenge of navigating the ongoing funding challenges in a tough economic climate, where small charities have lost £4.6bn of income since the pandemic.

In these challenging times, we express immense gratitude to our incredible funders, whose support has been instrumental in transforming the lives of countless Londoners. Particular thanks go to the National Lottery Community Fund, the Henry Smith Charity, the Orange Tree Trust, the J+H Orlander Charitable Trust, and the Swan Mountain Trust for their continued support. We're also deeply grateful to the Edward Gostling Foundation, the London Community Foundation, the British Humane Association, the Saintbury Trust, the St James's Place Charitable Foundation, the Sir Jules Thorn Charitable Trust, the Leigh Trust, and all individuals who have donated to our work this year.

At the heart of everything we do is community. WCC remains deeply embedded in both the local community and the wider London community. Our guiding star continues to be meeting the mental health needs of the diverse individuals within these communities. We draw constant inspiration from the hope and resilience demonstrated by those we serve, even in the face of great adversity.

Hazel Flynn
Chair

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

OBJECTIVES AND ACTIVITIES

Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need by providing counselling, information and advice. The charity's focus has traditionally been the London boroughs of Lambeth, Lewisham and Southwark, but today there is demand for our services from across London.

The mission outlined in our 2023-2024 Strategy that shapes our annual activities is to deliver life-changing counselling and mental health support for Londoners that is affordable and accessible. We aim to remove the barriers to accessing high-quality counselling by delivering services that are open to all regardless of income or immigration status, and are uniquely responsive to individual differences (language, culture, race, religion, sex, gender, sexual orientation, and ability).

Our work is guided by the following values/objectives:

- Compassion – we bring empathy and understanding to our work with clients from all backgrounds
- Respect – we foster a positive and empowering culture across WCC, treating people with respect and understanding
- Diversity – we pride ourselves on recruiting counsellors who are representative of the diversity of the population
- Inclusion – we strive to be wide reaching and welcoming, tailoring our services to individual differences and removing the barriers and stigma that prevent people from accessing psychotherapy, counselling, and statutory mental health services.
- Community – we work in partnership with local and city-wide organisations to reach disadvantaged and marginalised groups that wouldn't normally be able to access the therapeutic services we provide and maintain a network of services to further support our service users
- Quality – we deliver safe, clinically-effective therapeutic services with a good client experience

In shaping our objectives and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit. The main therapeutic services we deliver are:

Low-Cost Counselling Service: we provide a professional counselling service for adults who otherwise might not be able to access talking therapy because of the cost of private counselling/psychotherapy or the very limited availability within the NHS. We provide longer-term sessions on a low fee/sliding scale basis according to the individual's income and financial circumstances. We reach adults from diverse backgrounds who are struggling with anxiety, depression, panic attacks and other symptoms (chronic pain or illness), many of whom have experienced loss, abuse and trauma. Currently our fees range from £15 - £85 a session with the most frequent contribution being our minimum of £15 per session. We offer an initial 18 weeks of sessions with the possibility of extending up to a maximum of 2 years. Since 2022, we also offer a free service to people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts.)

Multi-Ethnic Counselling Service (MECS): we provide free, culturally sensitive counselling to migrants, refugees and asylum seekers in over 30 different languages and dialects. It addresses the needs of people fleeing political and economic turmoil to establish new lives yet bringing with them the trauma and psychological distress of migration and persecution. Many of our referrals have survived war, exile, torture, violence and multiple losses. It is one of only a handful of counselling services open to survivors of human trafficking and modern slavery, many of whom have no recourse to public funds and are therefore unable to access statutory care. Most of our clients suffer from extreme isolation and loneliness, alone in a strange country and unable to speak the language. Being able to express themselves and to discuss their pain and despair out loud in their own language, with a counsellor from their own cultural background where desired, helps people feel less desperate and alone. We provide between 6 to 36 sessions of counselling based on an assessment of need.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

All our counsellors are BACP or UKCP registered, qualified by an accredited training provider, or are supervised trainees working towards their qualification on a voluntary basis. They are all required to be in personal therapy themselves, to attend regular clinical supervision with an experienced clinician, and have completed level 2 Safeguarding training. We offer both face-to-face counselling sessions or online/telephone sessions for individuals who can't travel due to constraints of work, childcare, finances, health, or disability.

We have a reputation for providing high quality, supportive placements to the next generation of counsellors ensuring that, despite the growing cost of living, people from diverse backgrounds can train in the profession. We provide a programme of professional development workshops throughout the year for counsellors to gain further skills in working with clients from diverse marginalised communities and more complex clinical histories.

Counselling plus: Alongside counselling, we refer clients to our extensive network of pan-London partner organisations to address practical challenges which may be negatively impacting their mental health, such as accessing immigration or housing advice, English classes, or foodbanks.

Group support: The people we support are also invited to attend our monthly "Meet-ups" group for refugees and asylum seekers, particularly the most isolated who are often housed in hotels and digitally excluded. The group is invaluable, facilitating new social opportunities, increasing confidence in accessing public spaces and providing a safe space to practice English.

ACHIEVEMENTS AND PERFORMANCE

The year 2023/24 marked a period of unprecedented demand for WCC. We received 902 referrals, a record number, despite having to close to new intakes during particularly busy periods. Having made strategic increases to staff capacity in the previous year, we were able to respond by delivering significantly more services to meet the needs of Londoners struggling with their mental health. As a result, WCC reached a record 695 individuals with our affordable, accessible counselling services, social groups, and signposting/referral support.

Our commitment to accessible mental health support was evident in the scale of our service delivery this year. We offered a total of 8,947 counselling sessions, with 1,815 provided at our minimum fee and 3,049 provided entirely free of charge. Through our low/no-cost counselling service (LCS), we were able to support 284 individuals who might otherwise have been unable to access talking therapy.

Our dedication to serving diverse communities was reflected in our multilingual counselling service (MECS), which assisted 394 refugees, asylum seekers, and vulnerable migrants. Recognizing the importance of social connection, we also welcomed 42 isolated refugees and asylum seekers into our social support groups. Additionally, we completed 163 referrals or signposts for clients in need of immediate practical support, demonstrating our holistic approach to wellbeing.

Client Demographics

The diversity of our client base underscores WCC's commitment to inclusive mental health support. We served clients from 75 different countries, with 62% coming from non-white minoritised ethnic backgrounds. Our services also reached a significant portion of the LGBTQ+ community, with 22% of our clients identifying as such. 60% of our clients were from Lambeth and Southwark, while the rest came from a wide range of boroughs across London, reinforcing our role as a vital resource for the broader London community.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

Operational Capacity

Our ability to meet the diverse needs of our clients was made possible this year by working with 104 counsellors speaking 30 different languages, including 51 trainees on placement at WCC. These counsellors were supported by 14 supervisors providing weekly or fortnightly group sessions.

With funding from the National Lottery Community Fund, we continued our programme of Continuing Professional Development (CPD) workshops for counsellors to develop their skills in working with diverse client needs. Workshops this year included 'Explorations of Privilege and Otherness in Psychotherapy' delivered by Dr Dwight Turner, 'Counselling for Loss and Bereavement' delivered by Bridget Townsend, 'Understanding and Therapeutic Working with the Impact of ADHD' delivered by Andrew Keefe, and 'Neurodiversity Awareness' training with the Brain Charity.

Financial Accessibility

Despite the ongoing cost-of-living crisis, we maintained our commitment to financial accessibility by keeping our fee structure unchanged. Our most common session fee stayed at £15, keeping our services affordable for those facing financial difficulties.

We saw positive impacts from the previous year's improvements to our finance systems in the low-cost service. The implementation of 'Stripe' payments made it easier for clients to manage their fees, allowing for immediate payment via mobile phone. This quicker and easier payment method has enabled us to identify and support clients who are having problems paying for their sessions more promptly.

We received 28 referrals into our National Lottery-funded "No-Cost" pilot project this year for adults in exceptional circumstances who are unable to afford our lowest fee-scale, such as students, people with a disability, and those surviving on welfare benefits, such as Universal Credit, or Zero-Hour Contracts. Many of the clients referred to this service presented with multiple and complex difficulties, having experienced bereavement, illness, domestic violence, sexual abuse, and other traumas in their lives. These challenges were often compounded by practical difficulties and financial hardship. Similarly to last year, two-thirds of clients from this project were allocated to more experienced, qualified paid counsellors due to the complexity of the issues they presented with.

Client feedback for this initiative was overwhelmingly positive, with many expressing appreciation for the safe space provided for expression, understanding, and support. A common theme in the feedback was that the 18-session limit was often not sufficient for addressing complex longstanding issues, and this is something we will seek to address in future as we explore funding beyond the end of the pilot.

Recognising the increasing financial pressures on our clients, we successfully secured an additional £5,000 in funding from the London Community Foundation to cover the fees of 15 fee-paying clients who found themselves no longer able to contribute financially towards their sessions due to changing circumstances.

We also continued our delivery of free longer-term psychotherapy for Lambeth Secondary Care Psychological Therapies patients with complex needs, who might not be deemed eligible for individual psychotherapy, or else wait up to three years for it, within the NHS.

Refugee and Migrant Support

Our commitment to supporting refugees, asylum seekers, and vulnerable migrants continued this year and, with the significant charitable funding we had in place from the Henry Smith Charity and the Orange Tree Trust, we were able to offer 29 individuals with exceptional needs an extension beyond our standard 18 sessions of culturally sensitive, multilingual counselling.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

Once again, we over-delivered in our NHS contracts to provide multi-lingual counselling for Talking Therapies Southwark and Lambeth Talking Therapies as a result of the huge need and high level of referrals received.

In October, WCC joined the Together With Refugees coalition, a non-party political group of over 500 organizations calling for a more compassionate, fairer, and more effective approach to supporting refugees in the UK. This alliance aligns with our values and strengthens our voice in advocating for the wellbeing of refugees and asylum seekers whose mental health is exacerbated by the current UK immigration system.

Our 'Meet-Ups' group for isolated refugees, asylum seekers, and migrants continued to be extremely popular, with 33 people from 24 countries attending over the past year. This group was facilitated by our Development and Communications Officer, Lucian, supported by seven volunteers, several of whom are refugees or asylum seekers themselves. We are incredibly grateful to all the local organisations who have hosted the group this year, providing diverse and enriching experiences for our participants. With the generous support of the National Lottery Community Fund, group attendees enjoyed a variety of cultural and recreational activities. These included outings to the British Museum and the Tate Modern, a football session at Street Soccer London in partnership with the Black Prince Trust, and a pottery course at Mud Gang Pottery Studios. The group has also recently benefited from a series of sessions at the National Maritime Museum, where facilitators delivered content in both Arabic and English, enhancing accessibility and cultural relevance.

Responding to feedback from group members who expressed a desire for more frequent 'Meet-Ups', we secured a grant from the Swan Mountain Trust. This funding has enabled us to deliver an additional six sessions this year and to re-start our Craft Club for refugee women, which had been suspended during the COVID-19 pandemic. The Craft Club, facilitated by Najlaa, a refugee woman from Iraq, restarted in March 2023 and now meets monthly, supporting nine women this year. The impact of these social support initiatives is often profound. As one group member and former counselling client shared:

"If it were not for counselling, I would not even have the courage to join the WCC outing with Lucian [group facilitator]. I found Lucian very friendly, and he motivates me a lot. For example, in the beginning, I used to sit alone, and Lucian would tell me, 'Come on [...], join the group,' I felt happy with how he talked to me; he is a very kind person. The fact that there was a mixture of people in our group makes me happy because we got to speak about our experiences and culture, so I am so glad I joined the group... I know I'm still going through a healing process, [...] but I feel better and stronger than before, and I thank WCC for everything done for me, from the outings to free computer and therapy. It is life changing." (Group member, former counselling client)

Community Engagement and Partnerships

Our dynamic staff team excels at cross-organisational working and building partnerships that increase the impact we make for our clients. This year, we made 163 referrals or signposts to partner organizations, supporting individuals to tackle immediate practical challenges affecting their wellbeing. Our network of partners includes the Trussell Trust Food Banks, Southwark Day Centre for Asylum Seekers, Lewisham Refugee and Migrant Network, Room to Heal, the South London Refugee Association, Southwark Wellbeing Hub, Crisis, the London Chinese Community Centre, Lambeth Council's Homelessness Team, the Family Justice Team, Shelter, and the Middle Eastern Women & Society Organisation.

We have particularly strengthened our partnership with 'The Bridge' at St John's Church Waterloo (TBAW). They have hosted several of our group sessions over the past year and now provide space for one of our weekly clinical supervision groups. This collaboration has created a valuable pathway for our clients to access TBAW's 'Room for You' listening service and new English conversation classes for refugees and asylum seekers.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

In addressing the growing issue of digital exclusion, we partnered with The Good Things Foundation's 'Data & Devices' project. Through this initiative, we distributed refurbished laptops, tablets, and mobile phones, along with free data packages, to 68 clients experiencing digital exclusion. This effort has allowed these individuals to stay in contact with friends and family and access services more easily, significantly improving their quality of life and ability to engage with support services.

As we look to the future, we plan to continue developing and expanding our community partnerships and social support initiatives. These efforts not only allow us to meet the increasing need for support but also provide people with a supportive space within WCC once time-limited counselling sessions have ended, ensuring continuity of care and community connection.

Impact and outcomes

We have continued to increase our understanding of the difference our services make and develop how we measure this. The team have reviewed and updated WCC's Client Evaluation Forms to make them shorter (which will hopefully increase response rate) and to gather better outcomes data as well as feedback about client experiences and satisfaction. We are now working on translating them into all the languages we provide counselling in so that they are ready to use from April 2024. We have also appointed a clinician to carry out a more in-depth Impact Evaluation, which will involve interviewing several clients who finished their counselling in the last six to twelve months. We hope to gain valuable insights into the outcomes and long-term impact of our counselling services which will inform future service development.

All our clients are given an Evaluation Form at the end of their sessions to gather vital feedback about their experience of WCC's counselling and the difference it has made to their life. In 2023/24:

- 70% reported that their level of anxiety had reduced.
- 73% reported that their level of depression had reduced.
- 83% of clients reported that counselling had helped them to cope with their problems and feel better at managing difficult situations.
- 87% reported that the main problems that brought them to counselling had been addressed.
- 99% felt satisfied with the care provided by their counsellor.

Feedback forms from clients whose counselling has ended consistently reported how much their lives have improved due to WCC's support, for example:

"The bond of trust forged between my therapist and me, stands in stark contrast to the simplistic and generalised attitude often found in NHS-delivered CBT. WCC proved to be an extraordinary and cost-effective counselling service, surpassing all my expectations. The overall environment and the therapist's support were simply amazing. Undoubtedly, choosing WCC has been one of the best decisions I've made in the past five years of my life." (LCS client)

"I was very clear about what kind of counsellor I wanted to work with and you made a great match. This makes me feel listened to and empowered." (LCS client)

"I was able to deal with my issue in a very open minded and understanding environment. I felt listened to and understood and very glad I chose to do the therapy." (LCS client)

"Every aspect of my counselling was very helpful. Helping me to understand what it is and how to deal with things like negative thoughts. Helping me to discover myself more, encouraging me to get in touch with my loved ones back home, which I am most grateful to my counsellor [for]. To my counsellor, no amount of words will explain how grateful I am. A very big thank you to Waterloo Community Counselling for being there for me and others... Thank you to all of you who made it possible for people like me to get help from you." (MECS client)

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

*“She was the only person that I shared my worries and fears to. I was able to talk about important and difficult experiences with my counsellor and I felt that she heard me and understood me.”
(MECS client)*

“My mental health felt dramatically improved by my sessions. I can’t express how valuable and meaningful my sessions have been.” (MECS client)

“My counsellor listened to everything I said with very great love and attention. I followed everything she told me and also did exercises, which gave me a lot of relief.” (MECS client)

We are excited to share more about WCC’s outcomes in our first-ever **Impact Statement** which can be found on our website and provides further insights into the significant differences made to the hundreds of Londoners who turned to us for help in 2023-24.

FINANCIAL REVIEW

The attached financial statements show the current state of the charity’s finances for the year ended 31 March 2024.

The investments begun last year in our operations and finance capacity continued to have a positive impact on the charity’s financial stability and WCC came through an extremely challenging year in good financial health. We were able to deliver significantly more counselling services in 2023/24 resulting in strong self-generated income and delivering significant value for our funders and impact for our beneficiaries.

Our income in 2023/24 was £562,609, compared to £493,960 in 2022/23; a 14% increase. With our new Trusts Fundraising Manager in post from September, income from charitable trusts and donations increased 6% to £291,191 (from £274,427 in 2022/23) further building on the increase achieved in 2022/23. Our main sources of trusts income continued to be a three-year grant from the National Lottery Community Fund Reaching Communities programme that began in May 2022 and a three-year grant from the Henry Smith Charity that began in January 2023. We were also successful in our fundraising efforts with several smaller trusts and foundations. We remain grateful for the confidence all our funders place in WCC’s work. While the amount we raised from grant income increased, the proportion of WCC’s income that it represented this year fell slightly to 51% (compared with 56% in 2022/23) in line with our strategy of further diversifying our income to decrease reliance on trusts and foundations in an increasingly competitive landscape.

We continued to raise significant self-generated income including assessment, counselling and supervision fees, which increased 25% (£165,505 compared to £132,112 in 2022/23). This improvement was in part due to the introduction last year of a new, more efficient, client invoicing system and additional payment options which has improved the experience for our clients and assisted us in fee recovery and reduced irrecoverable fees. Income from client fees also improved with service delivery increasing. Earned income from bank interest improved as higher rates of interest became available on deposits. Earned income from our contracts with Lambeth Talking Therapies and Talking Therapies Southwark to provide multi-ethnic language counselling are not subject to inflationary uplift and income remained at the same level as 2022/23. Income from our contract with Lambeth Talking Therapies to deliver secondary care services increased to £47,551 from £29,059 reflecting increased service delivery in 2023/24.

Individual donations were down on 2022/23 (when we received a significant one-off individual donation of £15,000), but we hope that the investments made this year in WCC’s ‘fundraising readiness’ and capacity to successfully engage in community, digital and corporate fundraising will bear fruits next year. Just under two thirds (64%) of our funding in 2023/24 was restricted, whilst unrestricted funding was 36%, a similar balance to last year.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

On the expenditure side, WCC was subject to significant budgetary pressures in 2023/24. Our overall expenditure was £543,604, an increase of 19% from £455,557 in 2022/23. Half of this increase was staff costs, which once again rose significantly (20%) due to the full year impact of a strategic increase in administrative staff hours and critical senior staff hires in 2022/23 and 2023/24 (our new Finance Manager, Assistant Clinical Services Manager and Trusts Fundraising Manager roles), although this was offset by a £17,322 reduction in accountancy fees due to the role of Finance Manager being brought in-house. Staff did not receive a cost-of-living pay increase in 2023/24; however, we undertook a pay benchmarking exercise and created a Staff Pay Policy with pro bono support from HR consultant David Wreford which will inform future pay decisions. A long overdue increase was made to the rate clinical supervisors are paid in February 2024, but the trustees want to move to an even more competitive rate in 2024/25 that recognises the vital expertise and dedication they deliver for the charity.

Direct costs of counselling, assessments and supervision were up 24%, reflecting the overall increased service delivery levels and an increase in the rate of pay for clinical supervisors from February 2024. While we continue to use trainee counsellors to deliver our services to the fullest extent possible, the increasingly complex referrals we are receiving require more clinical supervision/support and more use of experienced paid counsellors. Additional office space was required during 2023/24 and high inflation continued to affect our other costs, as well as the level of fees that low-cost clients could afford.

We were extremely grateful that the National Lottery Community Fund recognises the pressures on our costs and services as a result of the Cost-of-Living crisis and has awarded WCC a £53,813 'uplift' to our Reaching Communities grant for the remaining 13 months, with £9,997 of this income coming into 2023/24. This made a huge difference to our end-of-year financial position, so that we ended the year with a surplus of £19,005 and restricted funds carried forward of £28,194.

This is timely as we expect to face further financial challenges in 2024/25. Rates of pay have not increased with inflation in recent years and have been kept below market in several cases which is not sustainable. The trustees are keen to address this in the coming year so we can continue to attract and retain people with the experience, skills and languages required to meet client needs. We have been informed that Lambeth Talking Therapies does not have the funds to continue commissioning our secondary care service. With our current Lottery grant ending in April 2025 and the increased competition for trusts and foundations income, further growing and diversifying our funding base will continue to be an absolute priority in the coming year.

Reserves policy

The trustees reviewed WCC's Reserves and Investment policies this year. The trustees' current policy is to target a level of free reserves equivalent to 6 months' essential running costs, a target of £172,282 in 2023/24. Our free reserves position at the end of the year is £149,075 with restricted reserves of £28,194 totalling £177,269. Although this free reserves figure is £23,207 less than our ideal target, it is a significant improvement compared to last year (ending 2022/23 with £112,253 in free reserves) and we are happy that we continue to work towards our goal of growing our unrestricted reserves to allow for stability and growth, despite the cost pressures that have been present since Covid. Available funds are invested in diversified interest-bearing accounts with the best financial return within an acceptable level of risk and the liquidity requirements of the service.

Risk management

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to mitigate exposure to major risks. The principal external risk to the continued provision of WCC's services remains financial sustainability. We are operating in a challenging external climate of rising costs and unprecedented competition for charitable funds. This risk is intensified as cost-

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

of-living pressures increase the need for our services while negatively impact our ability to self-generate income from counselling fees. Key elements in the management of financial risk are a monthly review of the financial performance of the charity against the annual budget, a projection of available liquid funds to settle debts as they fall due, and active management of debtors. Internal financial risks are managed by the established procedures for the authorisation of all transactions as well as a detailed system of financial

and budgetary control, all of which are reviewed regularly by the senior management team and trustees. Attention has also been focussed on non-financial risks arising from the nature of our clinical work with adults at risk and the operation of our premises. These risks are managed by having robust policies and procedures in place including a Clinical Risk Management Policy and Procedure, Safeguarding Policy, regular review of health and safety and fire safety in relation to the premises, and ensuring sufficient support and clinical supervision for counsellors and staff.

Directors (Trustees) Responsibilities

The Trustees, as set out on page 3 (who are also the directors of Waterloo Community Counselling) for the purposes of company law) are responsible for preparing the Directors (Trustees) Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of

its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue on that basis.

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Limited liability

Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the company in the event of winding up. The total number of such guarantees as at 31 March 2024 was seventy nine.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

Public Benefit Statement

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

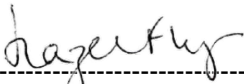
Waterloo Community Counselling's charitable purpose is to relieve the mental suffering and distress of persons in need by reason of illness or emotional distress in the London Boroughs of Lambeth and Southwark and their environs, through the provision of counselling, psychotherapy, and support.

Independent examiners

Simpson Wreford LLP., were appointed as Independent Examiners during the year and have expressed their willingness to continue in that capacity.

The above report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of directors (trustees) on ..19th November 2024.....



Hazel Flynn
Director (Trustee)

WATERLOO COMMUNITY COUNSELLING

Independent Examiners' Report To the Trustees of Waterloo Community Counselling for the Year Ended 31 March 2024

I report to the Trustees on my examination of the financial statements of Waterloo Community Counselling for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for 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).

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.



Simpson Wreford LLP, Chartered Accountants
Institute of Chartered Accounts in England and Wales

Wellesley House
Duke of Wellington Avenue
London, SE18 6SS
Dated: 21 November 2024

WATERLOO COMMUNITY COUNSELLING

Statement of Financial Activities (including Income and Expenditure Account) Year ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	Total funds 2024	Total funds 2023
		£	£	£	£
INCOME	4				
Donations and legacies		37,942	239,837	277,779	261,434
Charitable activities		158,047	119,325	277,372	229,277
Other trading activities		2,712	-	2,712	1,659
Investments		4,746	-	4,746	1,590
TOTAL INCOME		203,447	359,162	562,609	493,960
EXPENDITURE ON:	6				
Raising funds		22,703	-	22,703	8,212
Charitable activities		144,733	376,168	520,901	447,345
TOTAL EXPENDITURE		167,436	376,168	543,604	455,557
NET INCOME/(EXPENDITURE)		36,011	(17,006)	19,005	38,403
Transfers between funds		-	-	-	-
NET MOVEMENT IN FUNDS		36,011	(17,006)	19,005	38,403
RECONCILIATION OF FUNDS	10				
Total funds brought forward		113,064	45,200	158,264	119,861
Total funds carried forward		149,075	28,194	177,269	158,264

The results for the year derive from continuing activities, and there are no other gains or losses other than those shown above.

The notes on pages 19 to 28 form part of these financial statements.

WATERLOO COMMUNITY COUNSELLING

Statement of Cashflows Year ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	17	<u>(40,482)</u>	<u>124,203</u>
Investing activities			
Interest income		4,746	1,590
Disposal of fixed assets		-	1,975
Net cash used in investing activities		<u>4,746</u>	<u>3,565</u>
Net increase (decrease) in cash and cash equivalents		(35,736)	127,768
Cash and cash equivalents at the beginning of the year		232,165	104,397
Total cash and cash equivalents at the end of the year		<u>196,429</u>	<u>232,165</u>

WATERLOO COMMUNITY COUNSELLING

Balance Sheet as at 31 March 2024

	Notes	2024	2023
Fixed Assets			
Tangible assets	7	<u>-</u>	<u>811</u>
		-	811
Current Assets			
Debtors	8	26,809	20,282
Cash at bank and in hand		<u>196,429</u>	<u>232,165</u>
		<u>223,238</u>	<u>252,447</u>
Creditors			
Amounts falling due within one year	9	<u>(45,969)</u>	<u>(94,994)</u>
Net current assets		<u>177,269</u>	<u>157,453</u>
Total net assets		<u>177,269</u>	<u>158,264</u>
The Funds of the Charity			
Unrestricted Funds	10	149,075	113,064
Restricted Funds		<u>28,194</u>	<u>45,200</u>
		<u>177,269</u>	<u>158,264</u>

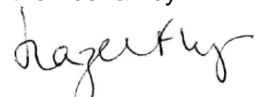
The company was entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 16 to 28 were approved by the Trustees on 19/11/24... and signed on their behalf by:



Hazel Flynn
Director (Trustee)

Company Number – 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Company information

Waterloo Community Counselling is a company limited by guarantee incorporated in England and Wales and registered as a charity with the Charity Commission. The registered office is Barley Mow Clinic, Frazier Street, London, SE1 7BD.

(a) Basis of accounting

The financial statements have been prepared in accordance with the charities memorandum and articles of association, the Charities SORP “Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)” (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. Waterloo Community Counselling meets the definition of a public benefit entity under FRS102.

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

The effects of events relating to the year ended 31 March 2024 which occurred before the date of approval of the financial statements by the Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2024 and the results for the year ended on that date.

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

(b) Going Concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Unrestricted funds include donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose.
- Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.
- Designated funds are unrestricted funds set aside by the Trustees for a particular purpose

(d) Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably and it is probable the income will be received. The following specific policies are applied to particular categories of income:

- Grants, donations and gifts are included in full in the Statement of Financial Activities when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Grant income is only deferred where the donor has clearly specified that it relates to a future period. A grant that specifies performance conditions is recognised in income when the performance conditions are met.
- Incoming resources from charitable counselling, supervision and assessment activities are accounted for when earned. Income is deferred where it relates to services to be carried out in the future.
- Government contracts are recognised based on the stage of completion at the reporting end date.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

1. Accounting Policies continued

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on the basis of an estimate of the proportion of project size.

(f) Fixed assets

Fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

It is the policy of the company to provide depreciation at the following annual rates in order to write off each asset over its estimated useful economic life. The following rates of depreciation have been applied throughout the year.

Computer equipment	- 25% on a straight line basis
Fixtures and fittings	- 25% on a straight line basis

Assets with a cost of £1,000 or more are capitalized.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

(h) Leases

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

(i) Cash at bank and in hand

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

(j) Creditors and provisions

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

(k) Financial instruments

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

1. Accounting Policies continued

simultaneously.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

(l) Critical accounting estimates and judgements

In the application of the charities accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

(m) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

(n) Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

2. Related Party Transactions

The spouse of Graham Stilwell, a trustee, was paid £9,160 for their work as a counsellor during the year. The transactions were made on an arms-length basis.

3. Remuneration and staff costs

Remuneration of key management personnel	2024	2023
	£	£
Aggregate total	<u>140,952</u>	<u>132,567</u>
Staff costs for the year were as follows:	2024	2023
	£	£
Salaries and wages	246,498	205,685
Social Security costs	16,088	13,387
Staff pension costs	<u>5,208</u>	<u>4,067</u>
	<u>267,794</u>	<u>223,139</u>

The average number of staff employed during the year, was as follows:

	2024	2023
Chief executive	1	1
Clinical management and administration	7	5
Operations and finance	2	2
Fundraising	<u>1</u>	<u>1</u>
	<u>11</u>	<u>9</u>

There were no employees whose annual income exceeded £60,000.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

4 Income	<i>Unrestricted</i> £	<i>Restricted</i> £	<i>2024 Total</i> £	<i>2023 Total</i> £
4.1 Income from donations and legacies				
<i>Donations</i>	1,942	-	1,942	17,281
<i>Grant income</i>				
Social Enterprise Support Fund: Restart and Recover	-	-	-	18,000
Chapman Charitable Trust	-	-	-	1,000
Orange Tree Trust	-	10,000	10,000	5,000
The National Lottery Community Fund:				
Awards for All	-	-	-	14,400
Cost of Living Crisis Award	-	9,997	9,997	-
Reaching Communities London and South East Region	-	141,840	141,840	137,753
J&H Orlander Charitable Trust	15,000	-	15,000	10,000
Edward Gostling Foundation	20,000	-	20,000	-
Roger and Jean Jefcoate Trust	-	-	-	5,000
Leigh Trust	1,000	-	1,000	1,500
St James Place Charitable Foundation	-	2,500	2,500	-
The London Community Foundation (Together for London)	-	5,000	5,000	-
Saintbury Trust	-	3,000	3,000	-
Sir Jules Thorn Charitable Trust	-	2,500	2,500	-
British Humane Association	-	5,000	5,000	-
Swan Mountain Trust	-	-	-	4,000
Henry Smith Charity	-	60,000	60,000	47,500
	<u>37,942</u>	<u>239,837</u>	<u>277,779</u>	<u>261,434</u>
4.2 Income from charitable activities				
<i>Performance related grants;</i>				
Access to Work Grant	-	13,412	13,412	12,992
<i>Performance related contracts;</i>				
SLaM NHS - Talking Therapy Southwark	-	44,000	44,000	44,000
SLaM NHS - Lambeth Secondary Care	-	47,551	47,551	29,059
SLaM NHS - Talking Therapy Lambeth	-	14,362	14,362	14,362
<i>Counselling fees</i>	117,900	-	117,900	90,799
<i>Supervision fees</i>	34,277	-	34,277	32,569
<i>Assessment fees</i>	5,690	-	5,690	5,388
<i>Other income</i>	180	-	180	108
	<u>158,047</u>	<u>119,325</u>	<u>277,372</u>	<u>229,277</u>
4.3 Income from other trading activities				
<i>Room rental income</i>	2,712	-	2,712	1,659
4.4 Investments				
<i>Bank interest</i>	4,746	-	4,746	1,590
	<u>203,447</u>	<u>359,162</u>	<u>562,609</u>	<u>493,960</u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

5 Income by activity

	<i>MECS</i>	<i>Low Cost</i>	<i>Core</i>	<i>2024 Total</i>	<i>2023</i>
	£	£	£	£	£
Donations	-	-	1,942	1,942	17,281
Grant income	74,887	10,463	203,899	289,249	257,146
Contract income	58,362	47,551	-	105,913	87,421
Counselling fees	-	117,900	-	117,900	90,799
Supervision fees	13,896	20,381	-	34,277	32,568
Assessment fees	-	5,690	-	5,690	5,388
Other trading activities	-	-	2,712	2,712	1,767
Other income	-	-	4,926	4,926	1,590
	147,145	201,985	213,479	562,609	493,960

The "multi-ethnic" counselling service (MECS) provides free, culturally sensitive, language counselling to refugees, asylum seekers and migrants, plus additional support through signposting, referrals, information and group activities.

The Low/No-Cost Counselling Service provides high-quality, longer-term therapy for adults from diverse backgrounds at reduced fees, or free of charge for people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts).

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

6 Expenditure	<i>2024</i>	<i>2023</i>	<i>Basis of</i>
	<i>Total</i>	<i>Total</i>	<i>support cost</i>
			<i>allocation</i>
6.1 Charitable activities			
Staff costs	194,207	165,550	
Counselling, assessment and supervision fees	190,705	153,586	
Other direct costs	1,774	657	
Travel expenses reimbursed to clients	6,562	2,040	
<i>Support costs</i>			
Insurance	3,479	3,249	<i>Direct</i>
Legal and professional	2,880	2,498	<i>Direct</i>
Office building repairs and maintenance	6,667	3,587	<i>Direct</i>
Office cleaning	7,393	5,801	<i>Direct</i>
Office equipment	1,975	2,551	<i>Direct</i>
Office rent, rates and utilities	17,898	12,485	<i>Direct</i>
Other support costs	5,386	2,744	<i>Direct</i>
Printing, postage and stationery	1,571	1,585	<i>Direct</i>
Recruitment costs	2,399	4,199	<i>Direct</i>
Software and IT support costs	4,188	3,068	<i>Direct</i>
Staff costs	57,953	49,677	<i>Direct</i>
Staff welfare and expenses	4,925	2,086	<i>Direct</i>
Telephone	2,551	2,771	<i>Direct</i>
Training and safeguarding costs	3,667	6,057	<i>Direct</i>
Investment write off	-	1,975	<i>Direct</i>
Depreciation	811	811	<i>Direct</i>
Legal and professional	975	-	<i>Governance</i>
AGM costs	325	325	<i>Governance</i>
Trustees training and recruitment	450	559	<i>Governance</i>
Accountancy	1,080	18,402	<i>Governance</i>
Independent examination fee	1,080	1,080	<i>Governance</i>
	520,901	447,345	
6.2			
Raising funds			
PR, events and fundraising costs	1,309	300	
Staff costs	15,634	7,912	
Consultancy fee	5,760	-	
	22,703	8,212	
Total expenditure	543,604	455,557	

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

7. Tangible Fixed Assets

	Office Equipment, Furniture and Fixtures
	£
Cost	
At 1 April 2023	56,382
Additions	<u>-</u>
At 31 March 2024	<u><u>56,382</u></u>
Depreciation	
At 1 April 2023	55,571
Charge for year	<u>811</u>
At 31 March 2024	<u><u>56,382</u></u>
Net Book Value	
At 31 March 2024	<u><u>-</u></u>
At 31 March 2023	<u><u>811</u></u>

8. Debtors

	2024	2023
	£	£
Trade debtors	12,669	9,878
Accrued income	10,227	8,379
Prepayments	<u>3,913</u>	<u>2,025</u>
	<u><u>26,809</u></u>	<u><u>20,282</u></u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

9. Creditors: Amounts Falling Due within One Year

	2024	2023
	£	£
Trade Creditors	13,025	11,957
Accruals	10,001	20,952
Deferred income	20,957	61,396
Other creditors	1,986	689
	45,969	94,994

10. Movement in Funds

	As at 1	Incoming	Outgoing	As at 31
	April 2023	Resources	Resources	March 2024
<i>Restricted funds</i>				
NHS Talking Therapies contracts	-	105,913	(105,913)	-
Henry Smith Charity	25,000	60,000	(60,000)	25,000
Swan Mountain Trust	4,000	-	(4,000)	-
Reaching Communities London and SE Region	8,074	151,837	(156,717)	3,194
Awards for All	8,126	-	(8,126)	-
Orange Tree Trust	-	10,000	(10,000)	-
Access to Work grant	-	13,412	(13,412)	-
St James Place Charitable Foundation	-	2,500	(2,500)	-
The London Community Foundation	-	5,000	(5,000)	-
Saintbury Trust	-	3,000	(3,000)	-
Sir Jules Thorn Charitable Trust	-	2,500	(2,500)	-
British Humane Association	-	5,000	(5,000)	-
	45,200	359,162	(376,168)	28,194
<i>Unrestricted funds</i>				
Core	113,064	157,867	(121,856)	149,075
Donations and legacies	-	1,942	(1,942)	-
Grant Income	-	36,000	(36,000)	-
Investments	-	4,746	(4,746)	-
Other trading activities	-	2,892	(2,892)	-
	113,064	203,447	(167,436)	149,075
<i>Total funds</i>	158,264	562,609	(543,604)	177,269

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

11. Material funds during the year

<u>Fund</u>	<u>Purpose</u>
NHS Talking Therapies Contracts	Multi-Ethnic Counselling Services
Henry Smith Charity	Multi-Ethnic Counselling Services – this service provides Individual mother-tongue counselling for refugees, asylum seekers and vulnerable migrants.
National Lottery Community Fund: Reaching Communities London and SE Region	“Vital Mental Health Support for Vulnerable Persons” including low/no-cost counselling service, MECS service and social groups.
Cost of Living Crisis Award	Uplift to existing Reaching Communities grant to cover significant additional demand and costs resulting from the cost of living crisis.
Awards for All	Employee Resilience Project contributing to the cost of supervision for counsellors from ethnic minorities.
DWP, Access to Work grant	Personalised support for a disabled member of staff.

12. Share Capital

Under the Company's Articles of Association, every member of the Company undertakes to contribute to the assets of the company in the event of the same being wound up while they are a member, or within one year after they cease to be a member, such amount as may be required not exceeding £10.

13. Taxation

The company is considered to pass the tests set out in Paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

14. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs and charge shown in Note 3 represents the contributions payable by the company to the fund. The amount owed to the pension fund as at the 31 March 2024 is £1,083 (2023 – £nil).

15. VAT

The charity is not registered for VAT.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

16. Operating Lease Commitments

Total future minimum lease payments due under non-cancellable operating leases are as follows:

	2024	2023
Within 1 Year	£6,706	£6,706
Between 2-5 Years	£26,824	£26,824
Between 5-8 Years	<u>£20,118</u>	<u>£26,824</u>
Total	£53,648	£60,354

17. Cash generated from operations

	2024	2023
	£	£
Surplus for the period	19,005	38,403
Add back: Depreciation	811	811
Deduct: Interest income	(4,746)	(1,590)
(Increase)/decrease in debtors	(6,527)	60,561
Increase/(decrease) in creditors	(49,025)	26,018
	<u>(40,482)</u>	<u>124,203</u>

WATERLOO COMMUNITY COUNSELLING

England & Wales - Charity number 1045444

Accounts

Waterloo Community Counselling

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements For the Year Ended 31 March 2023

Charity number 1045444

Company number 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

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WATERLOO COMMUNITY COUNSELLING

Legal and Administrative Information Year ended 31 March 2023

Charity Legal Name:	Waterloo Community Counselling
Charity registration number:	1045444
Company registration number:	03034938 (England & Wales)
Trustees	Hazel Flynn – Chair Chris Wong Emma Nicholls – appointed 23 February 2023 Graham Stilwell – appointed 27 April 2023 John Davis – appointed 19 February 2023 Kate Barnes – resigned 20 September 2022 Lynne Brown Maria Griffiths – resigned 17 January 2023 Nadine Smith Noel Baxter Paul B Houghton – resigned 17 January 2023 Tarrance Ryder-Downes – appointed 9 February 2023
Bankers	CAF Bank Kings Hill West Malling Kent ME19 4JQ
Registered office & operational address:	Barley Mow Clinic Frazier Street London SE1 7BD
Independent Examiners:	Simpson Wreford LLP Chartered Accountants Wellesley House Duke of Wellington Avenue Royal Arsenal London SE18 6SS

WATERLOO COMMUNITY COUNSELLING
Report of the Directors (Trustees)
Year ended 31 March 2023

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements for the year ended 31 March 2023, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Waterloo Community Counselling is a charitable company limited by guarantee, incorporated on 20 March 1995. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association (amended by Special Resolutions passed on 6 December 2021, 15 March 2022 and 24 May 2022).

In the event of the Company being wound up each of the Members are required to contribute an amount not exceeding £10.

The charity is managed by its trustees who constitute the board of directors and have been appointed in accordance with the charity's Articles of Association. The directors in office during the year ended 31 March 2023 were as follows:-

Hazel Flynn – Chair
Chris Wong
Emma Nicholls – appointed 23 February 2023
John Davis – appointed 19 February 2023
Kate Barnes – resigned 20 September 2022
Lynne Brown
Maria Griffiths – resigned 17 January 2023
Nadine Smith
Noel Baxter
Paul B Houghton – resigned 17 January 2023
Tarrance Ryder-Downes – appointed 9 February 2023

The day-to-day management is carried out by Miriam Philip – CEO.
The registered office is disclosed on the information page.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

Structure, Governance and Management

The Directors of the Company are also Charity Trustees for the purposes of charity law.

The Trustees according to Waterloo Community Counselling's Articles of Association are elected by the members of the charity attending the Annual General Meeting. Under the Articles of Association, one third of the trustees retire by rotation at each Annual General Meeting. The trustees may co-opt any person duly qualified to be appointed as trustee and that person will hold office until the next Annual General Meeting.

Once appointed, new trustees undergo an induction and are supported to undertake any training needed depending on their existing experience. All trustees are encouraged and supported to attend appropriate external training events where these will facilitate the undertaking of their role.

The trustees meet quarterly to ensure the operation of the charity delivers its public benefit and complies with the objects, Memorandum and Articles, and policies of Waterloo Community Counselling and relevant legislation. There are two sub-committees covering Finance and Operations, and Clinical matters which also meet quarterly. The Charity Governing document allows the trustees to meet and conduct meetings virtually. The day-to-day operation within the policies, forward plan and budgets are delegated to the CEO.

CHAIR'S REPORT

I am delighted to have been elected as Chair of WCC from September 2022. Huge thanks are due to Lynne Brown, who stepped down after a decade in the post. Her trusted relationships with WCC staff, counsellors and supervisors were instrumental in leading the organisation through a period of self-reflection, audit and change over the last two years, and carrying WCC through the Covid-19 pandemic. I am really pleased that Lynne remains as a trustee, bringing her vital expertise as a counsellor clinician while we look to build on representation of this particular voice within WCC's trustee board.

Appreciation also goes to longstanding trustee Ben Houghton, and Kate Barnes and Maria Griffiths who stepped down from the board of trustees this year. We appointed three new trustees in February 2023 with experience in counselling, safeguarding, HR and diversity and inclusion, including experienced counsellor John Davis who began his journey as a trainee in placement at WCC.

WCC has faced a number of challenges this year. As the cost-of-living crisis has deepened existing poverty and inequalities, and the climate has become increasingly harsh for refugees and asylum seekers, we have seen higher levels of need and more clients at risk of suicide. The support provided by our counsellors for diverse adults experiencing mental health difficulties and psychological distress has been vital so they can find ways to cope and remain hopeful. Our community needs us more than ever. Our services are in constant demand, but we are also in constant competition for funding with other charities.

The trustees recognise the significant demands that come with managing WCC's clinical services, as the volume of clients, counsellors, supervisors and clinical risk that we deal with has steadily grown. Priya Commander's dedication, depth of clinical knowledge and skilful expertise have been instrumental to our achievements this year. We were also pleased to appoint Margaret Mykura in the new role of Assistant Clinical Services Manager in January. Margaret is an experienced psychodynamic psychotherapist, supervisor and lecturer with expertise in many areas including Time Limited Psychotherapy.

With Miriam Philip now in the role of CEO, further organisational developments this year have included the appointment of chartered accountant Abigail Rutherford as our first in-house Finance Manager and increasing the capacity of our administrative team to process referrals and co-ordinate counsellors and allocations. We were sorry to say goodbye to Charlotte Mann, our Fundraising Officer, in December 2022 who brought in significant and crucial funding during the pandemic.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

In January 2023 we published a new two-year Strategy for WCC with input from trustees, staff, counsellors and supervisors. I am grateful to Gary Storer and the Cranfield Trust for the consultancy support provided to the CEO and trustees in producing this Strategy. It is characterised by ambitious realism, with a focus on strengthening our infrastructure and organisational resilience. With the right skills and experience in our team, and a sustainable business plan in place, we want to get to a position from which we can confidently grow WCC's services and profile to have the biggest impact we can on mental health in the community.

We will be investing in and developing our fundraising so we can be more financially secure; reviewing our services to ensure they remain affordable, effective, and holistic; looking at how we evaluate our work and engage in research; and ensuring that we are excellent at managing and scrutinising safeguarding across the organisation. It sounds a huge amount and will be a challenge, but one I am sure WCC can rise to and deliver.

Finally, I would like to thank all of the staff, volunteers, counsellors, supervisors, partners, supporters and funders who have made WCC's work possible this year. We could not have achieved what we have this year without significant support from the National Lottery Community Fund, and from The Henry Smith Charity whose ongoing backing in recent years has had a massive impact on the development of our services for refugees and asylum seekers. We are hugely grateful for the support of all our funders, including the Chapman Charitable Trust, the J + H Orlander Charitable Trust, the Leigh Trust, the National Lottery Community Fund Awards for All, the Orange Tree Trust, the Roger and Jean Jefcoate Trust, the Social Enterprise Support Fund and the Swan Mountain Trust. Our enormous appreciation also goes to Martin Holden from Eversheds Sutherland for acting on WCC's behalf on a pro bono basis in the negotiation of our new lease with Lambeth Council.

We continue to keep at the forefront of our minds the people we serve who bring such a rich diversity of experience and culture, who show us such hope and resilience, and how to live and thrive in the face of challenges.

Hazel Flynn
Chair

OBJECTIVES AND ACTIVITIES

Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need by providing counselling, information and advice. The charity's focus has traditionally been the London boroughs of Lambeth, Lewisham and Southwark, but today there is demand for our services from across London.

The mission outlined in our new Strategy that shapes our annual activities is to deliver life-changing counselling and mental health support for Londoners that is affordable and accessible. We aim to remove the barriers to accessing high-quality counselling by delivering services that are open to all regardless of income or immigration status, and are uniquely responsive to individual differences (language, culture, race, religion, sex, gender, sexual orientation, and ability).

Our work is guided by the following values/objectives:

- Compassion – we bring empathy and understanding to our work with clients from all backgrounds
- Respect – we foster a positive and empowering culture across WCC, treating people with respect and understanding
- Diversity – we pride ourselves on recruiting counsellors who are representative of the diversity of the population

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

- Inclusion – we strive to be wide reaching and welcoming, tailoring our services to individual differences and removing the barriers and stigma that prevent people from accessing psychotherapy, counselling, and statutory mental health services.
- Community – we work in partnership with local and city-wide organisations to reach disadvantaged and marginalised groups that wouldn't normally be able to access the therapeutic services we provide and maintain a network of services to further support our service users
- Quality – we deliver safe, clinically-effective therapeutic services with a good client experience

In shaping our objectives and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit. The main therapeutic services we deliver are:

Low-Cost Counselling Service: we provide a professional counselling service for adults who otherwise might not be able to access talking therapy because of the cost of private counselling/psychotherapy or the very limited availability within the NHS. We provide longer-term sessions on a low fee/sliding scale basis according to the individual's income and financial circumstances. We reach adults from diverse backgrounds who are struggling with anxiety, depression, panic attacks and other symptoms (chronic pain or illness), many of whom have experienced loss, abuse and trauma. Currently our fees range from £15 - £85 a session with the most frequent contribution being our minimum of £15 per session. We offer an initial 18 weeks of sessions with the possibility of extending up to a maximum of 2 years. Since 2022, we also offer a free service to people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts)

Multi-Ethnic Counselling Service (MECS): we provide free, culturally sensitive counselling to migrants, refugees and asylum seekers in over 30 different languages and dialects. It addresses the needs of people fleeing political and economic turmoil to establish new lives yet bringing with them the trauma and psychological distress of migration and persecution. Many of our referrals have survived war, exile, torture, violence and multiple losses. It is one of only a handful of counselling services open to survivors of human trafficking and modern slavery, many of whom have no recourse to public funds and are therefore unable to access statutory care. The majority of our clients suffer from extreme isolation and loneliness, alone in a strange country and unable to speak the language. Being able to express themselves and to discuss their pain and despair out loud in their own language, with a counsellor from their own cultural background where desired, helps people feel less desperate and alone. We provide between 6 to 18 sessions of counselling based on an assessment of need.

All our counsellors are BACP or UKCP registered, qualified by an accredited training provider, or are supervised trainees working towards their qualification. They are all required to attend regular clinical supervision with an experienced clinician, have completed level 2 Safeguarding training and whilst training to be in personal therapy themselves. We offer both face-to-face counselling sessions or online/telephone sessions for individuals who can't travel due to constraints of work, childcare, finances, health, or disability.

We have a reputation for providing high quality, supportive placements to the next generation of counsellors ensuring that, despite the growing cost of living, people from diverse backgrounds can train in the profession. We provide a programme of professional development workshops throughout the year for counsellors to gain further skills in working with clients from diverse marginalised communities and more complex clinical histories.

Counselling plus: Alongside counselling, we refer clients to our extensive network of pan-London partner organisations to address practical challenges which may be negatively impacting their mental health, such as accessing immigration or housing advice, English classes, or foodbanks.

Group support: The people we support are also invited to attend our monthly "Meet-ups" group for refugees and asylum seekers, particularly the most isolated who are often housed in hotels and digitally excluded.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

The group is invaluable, facilitating new social opportunities, increasing confidence in accessing public spaces and providing a safe space to practice English.

ACHIEVEMENTS AND PERFORMANCE

2022/23 was an extremely busy year for WCC with huge demand for our affordable, accessible counselling services and high levels of need. We supported a record 604 people from 67 countries through counselling, psychotherapy, and group activities. The majority of clients came from Lambeth, Southwark and Lewisham with an increasing number from a range of London boroughs.

244 people accessed our low-cost counselling service and 351 refugees, asylum seekers and migrants received culturally sensitive counselling in 32 languages through MECS. Over 7,000 hours of high-quality, individual counselling were provided in total.

Our services were delivered by 100 counsellors, including 64 trainees on placement at WCC, supported by 14 supervisors in weekly or fortnightly groups. Workshops provided for our counsellors and supervisors this year included Level 3 training in Safeguarding, Disability Awareness Training by Disability Rights UK, a specialist workshop on Sexual Violence delivered by two experienced psychotherapists, and a workshop on 'Asylum-Seekers & Refugees: Experiences, Policies and Legislation' delivered by Warren Lee from Southwark Day Centre for Asylum-Seekers, and Suicide Awareness Trainings by the Jen Group.

From May, our new three-year grant from the National Lottery Community Fund's Reaching Communities programme allowed us to begin piloting a "no-cost" service for adults in exceptional circumstances who are unable to afford our lowest fee-scale, such as students, people with a disability, and those surviving on welfare benefits such as Universal Credit or Zero-Hour Contracts. Our target for this pilot project was 20 people and within 6 months of starting we had already assessed 22 individuals. Initially we anticipated that 50% of clients would be seen by volunteer counsellors in training placements at WCC. However, due to the complexity of the referrals, this has actually been around 30% with the rest being allocated to more experienced post-graduate freelance counsellors.

We continued to deliver free longer-term psychotherapy for Lambeth Secondary Care Psychological Therapies patients with complex needs, who might not be deemed eligible for individual psychotherapy, or else wait up to three years for it, within the NHS. This project is an example of how the tailored, community-based service we provide allows us to reach individuals who may struggle to get their needs met by statutory mental health services. Client satisfaction and positive outcomes means that further funding has been confirmed to continue this impactful work in 2023/24.

Having been awarded our first multi-year grant from the Orange Tree Trust for our services for refugees, asylum seekers and vulnerable migrants in November 2022, we were then delighted to receive news of our successful application for continuation funding from the Henry Smith Charity for this work. This significant three-year funding (£180,000 over three years) from March 2023 allows us to pilot offering longer interventions for some clients, offering up to 36 sessions of languages counselling in complex cases where further sessions are needed to make a more significant difference and prevent re-referral after a six-month gap.

Our monthly "Meet-Ups" group for isolated refugees, asylum seekers and migrants went from strength to strength this year, with 28 individuals from 19 different nationalities attending. Group members joined 10 volunteers and our Development & Communications Officer, Lucian, on a wide variety of outings in the local community, including excursions to Roots and Shoots community garden, a special tour around the Victoria and Albert Museum focused on the creative and cultural legacies of migrants and refugees, the 'Bees & Refugees' therapeutic beekeeping project at Oasis Farm Waterloo, Lambeth Garden Museum, the Migration Museum in Lewisham, a theatre workshop at the Blue Elephant Theatre in Southwark, a day trip

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

to Greenwich including a Planetarium Show at the Royal Observatory, a tour of the National Gallery led by a professional artist, and a reading group for refugees delivered by the Royal Literary Fund.

The "meet-ups" group has been a great vehicle to link up with other services and charities working locally. We had a stall at Community Southwark's Mental Health Day Event on the theme of 'Minority Representation and Mental Health' in October 2022. We also formed a valuable partnership with 'The Bridge' at St John's Church Waterloo. The group was hosted in their newly renovated community premises on more than one occasion, invited to a concert by the London Philharmonic Orchestra in January, and we jointly hosted a 'CommuniTea' tea party in February as part of Reset's campaign to have local conversations about refugee welcome. Several group members now access their weekly social support drop-in and English conversation classes for refugees and asylum seekers.

Our dedicated staff team made over 100 vital signposts/referrals to partner organizations to support our clients with addressing urgent practical needs raised in sessions with their counsellor. Furthermore, we successfully applied for 10 refurbished mobile phones and laptops, with a data package included, from The Good Things Foundation's 'Data & Devices' project; as well as 6 laptops from Currys, that were distributed to refugee and asylum seeker clients experiencing digital exclusion, allowing them to stay in contact with friends and family and access services more easily.

Outcomes:

All our clients are given an Evaluation Form at the end of their sessions to gather vital feedback about their experience of WCC's counselling and the difference it has made to their life. In 2022/23:

- 84% of clients reported that counselling had helped them to cope with their problems and feel better at managing difficult situations.
- 90% felt that the main problems that brought them to counselling were addressed in their sessions.
- 96% were satisfied with the care they got from their counsellor.

Feedback forms from clients whose counselling has ended consistently reported how much their lives have improved due to WCC's support, for example:

"My counsellor has been compassionate and professional every single step of the way." (LCS client)

"I felt very supported during my 2 years with WCC and even though not all sessions were easy, they were nonetheless very useful." (LCS client)

"WCC came to my rescue when I was in a very dark space." (LCS client)

"I found it most helpful to have the time and space to go into difficult experiences that I was not be able to before. Especially being asked questions and being prompted to think differently about my experiences helped." (LCS client)

"Therapy was beneficial to me and has helped me see my life differently and be hopeful for the future. WCC linked me to another organisation, and I am waiting to be rehoused and get other practical help. I was homeless for many years and confused about many aspects of my life, I didn't know how to go about things, and I suffered alone, but I feel better for seeing some changes in my life; thank you for that and for treating me with care and respect; I'm very grateful." (MECS client)

"I'm still struggling with PTSD but for the first time I felt I found someone to allow me to be me and listen to my feelings without judging me. Thank you for everything and thank you to the organisation for given me the opportunity." (MECS client)

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

"I would like to say that I found it very beneficial to join your activity group as well as receiving therapy. Meeting new people and visiting new places made me feel independent and increased my confidence. I realized that I can do nice things for myself and maybe I am more than just a mum and wife. I am grateful that I was in the group." (MECS client)

FINANCIAL REVIEW

The attached financial statements show the current state of the charity's finances for the year ended 31 March 2023.

Despite the challenging external economic climate, we have begun seeing the impact of WCC's management restructure, and subsequent investment in operations and finance capacity, on improving the charity's financial stability.

Our income in 2022/23 was £493,960, compared to £434,492 in 2021/22; a 14% increase (without factoring in the exceptional rent accrual release of £40,133 in 2021/22). This was largely the result of a more robust fundraising plan, which saw our income from charitable trusts and donations more than double to £274,427 (compared to £134,911 in 2021/22). Our main sources of trusts income were a three-year grant from the National Lottery Community Fund Reaching Communities programme that began in May 2022 and funding from the Henry Smith Charity which was renewed for a further three years in December 2022. We were also successful in our fundraising efforts with several smaller trusts and foundations. As a result, charitable grant funding and donations represented 56% of WCC's income this year and remains essential to achieving our mission of providing low-cost or free counselling services, subsidising the income we generate from NHS contracts and counselling/assessment/supervision fees. We are grateful for the confidence all of our funders place in WCC's work.

We continued to raise significant self-generated income including assessment, counselling and supervision fees, although this was down 10% compared to last year (£132,112 compared to £147,099 in 2021/22). The amount we are able to charge and recover from fee-paying clients has fallen due to the cost-of-living crisis. However, we hope that a new, more efficient, client invoicing system and additional payment options introduced in 22/23 will improve the experience for our clients and assist us in fee recovery going forward.

We are conscious that our earned income from contracts with Lambeth Talking Therapies and Talking Therapies Southwark to provide multi-ethnic language counselling are not subject to inflationary uplift. While we were pleased to be re-commissioned by Lambeth Talking Therapies to deliver secondary care services, the 50% extension we received last year was not replicated. Effectively this means that the value of our NHS contracts has reduced in the current climate while baseline costs are rising.

In terms of expenditure, staff costs, our single biggest expense, rose 8% in 2022/23 driven by the critical need to invest in new roles and increase existing staff capacity, and a necessary cost-of-living pay increase for staff below management level. Direct costs of counselling, assessments and supervision were also up 8%, reflecting the move in March 2022 to paying newly qualified counsellors at a basic rate to increase retention. Our overall expenditure for 2022/23 remained level at £455,557 compared to £458,181 in 2021/22, largely due to the significant reduction in our rent under new Voluntary and Community Sector lease terms and costs associated with refurbishment and restructure in 2021/22 that were not repeated. However, the reality is that rising costs externally are driving up our baseline costs. We were pleased to end the year with a surplus of £38,403 and restricted funds carried forward of £45,200.

Two thirds (66%) of our funding in 2022/23 was restricted, whilst unrestricted funding was 34%. The need for us to continue developing and investing in WCC's fundraising remains crucial in order for us to achieve our key strategic goal of growing our unrestricted "free" reserves to allow for ongoing stability and future growth. At time of writing, we have recruited a Trust Fundraising Manager to support the CEO with

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

this in 2023/24 and are working on a new fundraising strategy. An absolute priority for us in 2023/24 is to work towards further diversifying our funding base by growing our income from community and individual giving, and localised corporate partnerships.

Reserves policy

The trustees' current policy is to maintain a level of free reserves equivalent to 6 months' essential running costs, a target of £149,637 in 2022/23. A designated fund of £10,000 for staff reorganisation, created during our 2021 restructure, was reclassified to general reserves during the year. Our free reserves position at the end of the year is therefore £112,253, which is £37,384 less than our reserves policy. Available funds are kept in an interest-bearing account with access in accordance with the liquidity requirements of the service.

Risk management

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to mitigate exposure to major risks. The principal external risk to the continued provision of WCC's services remains financial sustainability. We are operating in a challenging external climate of rising costs and unprecedented competition for charitable funds. This risk is intensified as cost-of-living pressures increase the need for our services while negatively impact our ability to self-generate income from counselling fees. Key elements in the management of financial risk are a monthly review of the financial performance of the charity against the annual budget, a projection of available liquid funds to settle debts as they fall due, and active management of debtors. Internal financial risks are managed by the established procedures for the authorisation of all transactions as well as a detailed system of financial and budgetary control, all of which are reviewed regularly by the senior management team and trustees. Attention has also been focussed on non-financial risks arising from the nature of our clinical work with adults at risk and the operation of our premises. These risks are managed by having robust policies and procedures in place including the adoption of a new Clinical Risk Management Policy and Procedure and an updated Safeguarding Policy, regular review of health and safety and fire safety in relation to the premises, and ensuring sufficient support and clinical supervision for counsellors and staff.

Directors (Trustees) Responsibilities

The Trustees, as set out on page 3 (who are also the directors of Waterloo Community Counselling) for the purposes of company law) are responsible for preparing the Directors (Trustees) Report and the financial statements in accordance with applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of the affairs of the charitable company as at the balance sheet date and of

its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue on that basis.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Limited liability

Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the company in the event of winding up. The total number of such guarantees as at 31 March 2023 was ninety six.

Public Benefit Statement

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

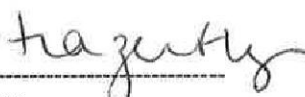
Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need in Greater London by providing counselling, information and advice.

Independent examiners

Simpson Wreford LLP., were appointed as Independent Examiners during the year and have expressed their willingness to continue in that capacity.

The above report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of directors (trustees) on 8/11/23



Hazel Flynn
Director (Trustee)

WATERLOO COMMUNITY COUNSELLING

Independent Examiners' Report To the Trustees of Waterloo Community Counselling for the Year Ended 31 March 2023

I report to the Trustees on my examination of the financial statements of Waterloo Community Counselling for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the '2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's report

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those accounting records; or
- (3) the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
- (4) the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended practice for 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).

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.

h price

Hollie Price ACA

For and behalf of Simpson Wreford LLP, Chartered Accountants

Institute of Chartered Accounts in England and Wales

Wellesley House
Duke of Wellington Avenue
London, SE18 6SS

Dated: *13.11.2023*

WATERLOO COMMUNITY COUNSELLING

Statement of Financial Activities (including Income and Expenditure Account) Year ended 31 March 2023

	Notes	Unrestricted Funds	Designated Funds	Restricted Funds	As Restated	
					Total funds 2023	Total funds 2022
					£	£
INCOME	4					
Donations and legacies		34,781	-	226,653	261,434	51,220
Charitable activities		128,864	-	100,413	229,277	383,245
Other trading activities		1,659	-	-	1,659	-
Investments		1,590	-	-	1,590	27
TOTAL INCOME		166,894	-	327,066	493,960	434,492
EXPENDITURE ON:	6					
Raising funds		8,212	-	-	8,212	9,964
Charitable activities		127,340	-	320,005	447,345	448,217
TOTAL EXPENDITURE		135,552	-	320,005	455,557	458,181
NET INCOME/(EXPENDITURE)		31,342	-	7,061	38,403	(23,689)
Transfers between funds		10,000	(10,000)	-	-	-
NET MOVEMENT IN FUNDS		41,342	(10,000)	7,061	38,403	(23,689)
RECONCILIATION OF FUNDS	11					
Total funds brought forward		71,722	10,000	38,139	119,861	143,550
Total funds carried forward		113,064	-	45,200	158,264	119,861

The results for the year derive from continuing activities, and there are no other gains or losses other than those shown above.

The notes on pages 15 to 23 form part of these financial statements.

WATERLOO COMMUNITY COUNSELLING

Balance Sheet as at 31 March 2023

	Notes	2023	2022
Fixed Assets			
Tangible assets	7	811	1,622
Fixed asset investments	8	-	1,975
		811	3,597
Current Assets			
Debtors	9	20,282	80,843
Cash at bank and in hand		232,165	104,397
		252,447	185,240
Creditors			
Amounts falling due within one year	10	(94,994)	(68,976)
Net current assets		157,453	116,264
Total net assets		158,264	119,861
The Funds of the Charity			
Unrestricted Funds	11	113,064	71,722
Designated Funds		-	10,000
Restricted Funds		45,200	38,139
		158,264	119,861


For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 13 to 23 were approved by the Trustees on 8/11/23 and signed on their behalf by:



Hazel Flynn
Director (Trustee)

Company Number – 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Company information

Waterloo Community Counselling is a company limited by guarantee incorporated in England and Wales and registered as a charity with the Charity Commission. The registered office is Barley Mow Clinic, Frazier Street, London, SE1 7BD.

(a) Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102)– (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

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

The effects of events relating to the year ended 31 March 2023 which occurred before the date of approval of the financial statements by the Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2023 and the results for the year ended on that date.

Waterloo Community Counselling meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(b) Going Concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Unrestricted funds include donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal. Expenditure, which meets these criteria, is charged to the fund.
- funds are unrestricted funds set aside by the Trustees for a particular purpose
- Designated

(d) Income

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

- Grants, donations and gifts are included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Grant income is only deferred where the donor has clearly specified that it relates to a future period.
- Incoming resources from charitable counselling, supervision and assessment activities are accounted for when earned. Income is deferred where it relates to services to be carried out in the future.
- Government contracts are recognised based on the stage of completion at the reporting end date.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies continued

- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on the basis of an estimate of the proportion of project size.

(f) Fixed assets

Fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

It is the policy of the company to provide depreciation at the following annual rates in order to write off each asset over its estimated useful economic life. The following rates of depreciation have been applied throughout the year.

Computer equipment	- 25% on a straight line basis
Fixtures and fittings	- 25% on a straight line basis

Assets with a cost of £1,000 or more are capitalized.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

(h) Leases

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

(i) Cash at bank and in hand

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

(j) Creditors and provisions

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

(k) Financial instruments

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

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies continued

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

(l) Employee benefits

Any unused holiday entitlement is lost and costs are recognised in the period in which the employee's services are received.

(m) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

(n) Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

2. Related Party Transactions

No trustee (or persons connected with them) received any remuneration or benefits from the charity during the year.

3. Remuneration and staff costs

	2023	2022
	£	£
Remuneration of key management personnel		
Aggregate total	<u>132,567</u>	<u>133,585</u>
Staff costs for the year were as follows:		
	2023	2022
	£	£
Salaries and wages	205,685	165,658
Redundancy costs	-	26,048
Social Security costs	13,387	10,643
Staff pension costs	4,067	3,795
	<u>223,139</u>	<u>206,144</u>

The average number of staff employed during the year, was as follows:

	2023	Restated 2022
Chief executive	1	1
Clinical management and administration	5	4
Operations and finance	2	2
Fundraising	1	1
	<u>9</u>	<u>8</u>

There were no employees whose annual income exceeded £60,000.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

	<i>Unrestricted</i>	<i>Restricted</i>	2023	As
4 Income	£	£	Total	Restated
4.1 Income from donations and legacies	£	£	£	2022
<i>Donations</i>				Total
<i>Grant income</i>				£
Social Enterprise Support Fund: Restart and Recover	-	18,000	18,000	-
Chapman Charitable Trust	1,000	-	1,000	-
Orange Tree Trust	-	5,000	5,000	-
National Lottery Community Fund:				
Awards for All	-	14,400	14,400	4,500
Reaching Communities London and SE Region	-	137,753	137,753	-
J&H Orlander Charitable Trust	10,000	-	10,000	-
Roger and Jean Jefcoate Trust	5,000	-	5,000	-
Leigh Trust	1,500	-	1,500	1,000
Swan Mountain Trust	-	4,000	4,000	5,000
The Henry Smith Charity	-	47,500	47,500	35,000
	34,781	226,653	261,434	51,220
4.2 Income from charitable activities				
<i>Performance related grants;</i>				
DWP Access to Work Grant	-	12,992	12,992	-
MOPAC Victims Fund	-	-	-	50,000
MIND Coronavirus Mental Health Response Fund	-	-	-	12,500
John Coates Charitable Trust	-	-	-	1,667
Sir Bernard and Lady Schreier	-	-	-	1,667
Vinters Foundation	-	-	-	2,917
London Community Response Fund	-	-	-	2,925
MoJ Critical support Fund	-	-	-	8,715
John and Susan Bowers Fund	-	-	-	800
The Arnold Clark Community Fund	-	-	-	1,000
Lord Bamby's Foundation	-	-	-	1,000
Barchester's Charitable Foundation	-	-	-	500
<i>Performance related contracts;</i>				
SLaM NHS - Talking Therapies Southwark	-	44,000	44,000	60,725
SLaM NHS - Lambeth Secondary Care	-	29,059	29,059	31,782
SLaM NHS - Lambeth Talking Therapies	-	14,362	14,362	19,842
<i>Counselling fees</i>	90,799	-	90,799	109,447
<i>Supervision fees</i>	32,569	-	32,569	29,628
<i>Assessment fees</i>	5,388	-	5,388	7,271
<i>Release of rent accruals</i>	-	-	-	40,133
<i>Other income</i>	108	-	108	726
	128,864	100,413	229,277	383,245
4.3 Income from other trading activities				
Room rental income	1,659	-	1,659	-
4.4 Investments				
Bank interest	1,590	-	1,590	27
	166,894	327,066	493,960	434,492

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

5 Income by activity

	<i>MECS</i>	<i>Low Cost</i>	<i>Core</i>	<i>2023 Total</i>	<i>2022 Total</i>
	£	£	£	£	£
Donations	-	-	17,281	17,281	5,720
Grant income	58,387	10,477	188,282	257,146	129,191
Contract income	58,362	29,059	-	87,421	112,349
Counselling fees	-	90,799	-	90,799	109,447
Supervision fees	13,008	19,560	-	32,568	29,628
Assessment fees	-	5,388	-	5,388	7,271
Release of rent accrual	-	-	-	-	40,133
Other trading activities	-	-	1,767	1,767	-
Other income	-	-	1,590	1,590	753
	<u>129,757</u>	<u>155,283</u>	<u>208,920</u>	<u>493,960</u>	<u>434,492</u>

The "multi-ethnic" counselling service (MECS) provides free, culturally sensitive, language counselling to refugees, asylum seekers and migrants, plus additional support through signposting, referrals, information and group activities.

The Low/No-Cost Counselling Service provides high-quality, longer-term therapy for adults from diverse backgrounds at reduced fees, or free of charge for people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts).

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

6 Expenditure	2023	2022	<i>Basis of</i>
	<i>Total</i>	<i>Total</i>	<i>support cost</i>
			<i>allocation</i>
6.1 Charitable activities			
Staff costs	165,550	156,183	
Counselling, assessment and supervision fees	153,586	142,726	
Other direct costs	657	1,576	
Travel expenses reimbursed to clients	2,040	8	
<i>Support costs</i>			
Bookkeeping, payroll and pension services	-	27,425	<i>Direct</i>
Insurance	3,249	3,003	<i>Direct</i>
Legal and professional	2,498	1,295	<i>Direct</i>
Office building repairs and maintenance	3,587	6,015	<i>Direct</i>
Office cleaning	5,801	820	<i>Direct</i>
Office equipment	2,551	-	<i>Direct</i>
Office refurbishment	-	13,543	<i>Direct</i>
Office rent, rates and utilities	12,485	23,836	<i>Direct</i>
Other support costs	2,744	4,342	<i>Direct</i>
Printing, postage and stationery	1,585	1,723	<i>Direct</i>
Recruitment costs	4,199	7,175	<i>Direct</i>
Software and IT support costs	3,068	8,213	<i>Direct</i>
Staff costs	49,677	41,497	<i>Direct</i>
Staff welfare and expenses	2,086	1,005	<i>Direct</i>
Telephone	2,771	3,962	<i>Direct</i>
Training and safeguarding costs	6,057	-	<i>Direct</i>
Investment write off	1,975	-	<i>Direct</i>
Depreciation	811	-	<i>Direct</i>
AGM costs	325	-	<i>Governance</i>
Trustees training and recruitment	559	2,875	<i>Governance</i>
Accountancy	18,402	-	<i>Governance</i>
Independent examination fee	1,080	995	<i>Governance</i>
	447,345	448,217	
6.2		-	
Raising funds			
PR, events and fundraising costs	300	-	
Staff costs	7,912	8,464	
Consultancy fee	-	1,500	
	8,212	9,964	
Total expenditure	455,557	458,181	

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

7. Tangible Fixed Assets

	Office Equipment, Furniture and Fixtures
	£
Cost	
At 1 April 2022	56,382
Additions	<u>-</u>
At 31 March 2023	<u>56,382</u>
Depreciation	
At 1 April 2022	54,760
Charge for year	<u>811</u>
At 31 March 2023	<u>55,571</u>
Net Book Value	
At 31 March 2023	<u>811</u>
At 31 March 2022	<u>1,622</u>

8. Fixed Asset Investments

	2023	2022
	£	£
Work of art	<u>-</u>	<u>1,975</u>

9. Debtors

	2023	2022
	£	£
Trade debtors	9,878	73,434
Accrued income	8,379	5,148
Prepayments	2,025	2,024
Other debtors	<u>-</u>	<u>236</u>
	<u>20,282</u>	<u>80,843</u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

10. Creditors: Amounts Falling Due within One Year

	2023	2022
	£	£
Trade Creditors	11,957	-
Accruals	20,952	975
Deferred income	61,396	52,173
Other creditors	689	15,828
	94,994	68,976

11. Movement in Funds

	As at 1 April 2022	Incoming Resources	Outgoing Resources	Transfers	As at 31 March 2023
Restricted funds					
MECS	38,139	-	(38,139)	-	-
NHS Talking Therapies contracts	-	87,421	(87,421)	-	-
Henry Smith Charity	-	47,500	(22,500)	-	25,000
Orange Tree Trust	-	5,000	(5,000)	-	-
The Swan Mountain Trust	-	4,000	-	-	4,000
National Lottery Community Fund:					
Reaching Communities London and SE Region	-	137,753	(129,679)	-	8,074
Awards for All	-	14,400	(6,274)	-	8,126
Social Enterprise Support Fund: Restart and Recover	-	18,000	(18,000)	-	-
Access to Work grant	-	12,992	(12,992)	-	-
	38,139	327,066	(320,005)	-	45,200
Unrestricted funds					
Core	71,722	132,112	(100,770)	10,000	113,064
Donations and legacies	-	17,281	(17,281)	-	-
Grant Income	-	17,501	(17,501)	-	-
	71,722	166,894	(135,552)	10,000	113,064
Designated funds					
	10,000	-	-	(10,000)	-
Total funds	119,861	493,960	(455,557)	-	158,264

12. Material funds during the year

<u>Fund</u>	<u>Purpose</u>
NHS Talking Therapies Contracts	Multi-Ethnic Counselling Services
Henry Smith Charity	Multi-Ethnic Counselling Services – this service provides Individual mother-tongue counselling for refugees, asylum seekers and vulnerable migrants.
National Lottery Community Fund: Reaching Communities London and SE Region	“Vital Mental Health Support for Vulnerable Persons” including low/no-cost counselling service, MECS service and social groups.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

Awards for All	Employee Resilience Project contributing to the cost of supervision for counsellors from ethnic minorities.
Social Enterprise Support Fund	Head of Operations and Development's salary and a safeguarding training day.
DWP, Access to Work grant	Personalised support for a disabled member of staff.
Orange Tree Trust	Towards the free counselling service for marginalised migrants, refugees and asylum seekers.

Designated Funds

This fund was created to ring fence funds which may have been required for restructuring or winding down the charity. It was agreed at a Trustee meeting that the fund is no longer required.

13. Share Capital

Under the Company's Articles of Association, every member of the Company undertakes to contribute to the assets of the company in the event of the same being wound up while they are a member, or within one year after they cease to be a member, such amount as may be required not exceeding £10.

14. Taxation

The company is considered to pass the tests set out in Paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

15. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs and charge shown in Note 3 represents the contributions payable by the company to the fund. The amount owed to the pension fund as at the 31 March 2023 is £nil (2022 – £nil).

16. VAT

The charity is not registered for VAT.

17. Operating Lease Commitments

Total future minimum lease payments due under non-cancellable operating leases are as follows:

	2023	2022
Within 1 Year	£6,706	£2,008
Between 2-5 Years	£26,824	-
Between 5-9 Years	<u>£26,824</u>	<u>-</u>
Total	£60,354	£2,008

WATERLOO COMMUNITY COUNSELLING

England & Wales - Charity number 1045444

Accounts

Trustees' Report and Financial Statements
For the year ended 31 March 2022

Waterloo Community Counselling

Waterloo Community Counselling
(A Company Limited by Guarantee)
Company No: 03034938
Charity No:1045444

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REFERENCE AND ADMINISTRATIVE DETAILS

Charity name: Waterloo Community Counselling
Registered charity number: 1045444
Company registration number: 03034938
Registered office: Barley Mow Clinic
Frazier Street
London SE1 7BD

Trustees

The trustees who have served during the year and to the date of this report:

Lynne Brown	Chair during the year
Noel Baxter	
Dragana Jakovljevic	resigned 7 September 2021
Paul Benjamin Houghton	
Kate Barnes	appointed 19 May 2021
Hazel Flynn	appointed 19 May 2021, Chair from September 2022
Maria Griffiths	appointed 19 May 2021
Nadine Smith	appointed 19 May 2021
Chris Wong	appointed 19 May 2021

Bankers

CAF Bank
Kings Hill
West Malling
Kent ME19 4JQ

Independent Examiner

L. C. Seal FCCA FAIA
Seal & Associates Limited
4 Further Field
Staplehurst, Tonbridge
Kent TN12 0SX

Declarations

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The trustees declare that they have approved the trustees' report above on11/10/2022.....

Signed on behalf of the charity's trustees:
Hazel Flynn, Chair

Trustees' Annual Report

For the year ended 31 March 2022

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their annual report with the financial statements of the charity for the year ended 31 March 2022. The Trustees confirm that the financial statements comply with the Companies Act 2006, the Charities Act 2011, the Memorandum and Articles of Association of Waterloo Community Counselling, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019.

Structure, Governance and Management

Status and governing document

Waterloo Community Counselling is both a charity and constituted as a limited company by guarantee. The governing document is a Memorandum and Articles of Association dated 20 March 1995.

Directors and trustees

According to the Articles of Association, trustees are elected annually at an Annual General Meeting of members of the charity. The training and induction of trustees will depend on their existing experience. Under the Articles of Association, one third of the trustees retire by rotation at each Annual General Meeting. The trustees may co-opt any person duly qualified to be appointed as trustee and that person will hold office until the next Annual General Meeting. Once appointed, trustees will be supported by the Board of Trustees in any area of induction or training needed.

The trustees meet bi-monthly to ensure the operation of the charity delivers its public benefit and complies with the objects, Memorandum and Articles, and policies of Waterloo Community Counselling and relevant legislation. The day-to-day operations within the policies, forward plan and budgets are delegated to the Head of Operations and Development (HoOD) and the Clinical Services Manager. In 2021 the trustees established four sub-committees (Finance, Operations, Clinical, and Fundraising) to focus on specific areas of work and make recommendations to the board. The sub-committee structure will be reviewed in 2022/23 following the creation of the HoOD role.

Special Resolution to allow online meetings

At the charity's AGM on 6 December 2021, a Special Resolution was passed amending the Articles of Association to allow general meetings to be held in person, remotely online, or on a hybrid basis (with some people meeting face-to-face and others joining virtually).

OBJECTIVES AND ACTIVITIES

Charitable Objectives

Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need in Greater London by providing counselling, information and advice.

Our work this year was guided by the following organisational aims and objectives:

Aims:

- To reduce the mental distress of people in need, focusing on the most disadvantaged
- To create a greater understanding of mental health and talking therapies locally and reduce the stigma of mental illness

Objectives:

- To ensure Waterloo Community Counselling's services are accessible to and meet the needs of disadvantaged people locally through a range of measures including:
 - Services which provide maximum benefit for users by being tailored to differences in languages, culture, age and gender
 - Ensuring counsellors have a range of ethnic backgrounds
 - Promoting the service to disadvantaged communities
 - Ensuring counselling is offered to all clients regardless of their income
 - Consulting users and relevant communities on the development of services
 - Ensuring our services encourage self-determination, peer-support and empowerment
- To promote a greater understanding of counselling and mental health and overcome stigma through:
 - Partnership work with local organisations
 - Provision of in-house training in counselling and related subjects
- To ensure our services are provided to the highest professional standards in order to promote the best interests of our clients by:
 - Employing qualified counsellors with accredited training i.e. BACP (British Association for Counselling and Psychotherapy) UKCP (United Kingdom Council of Psychotherapists) or BPC (British Psychoanalytic Council)
 - Ensuring all trainee counsellors are working towards an accredited qualification i.e. BACP, UKCP, BCP
 - Adhering to the BACP Ethical Framework for the Counselling Professions
 - Supplying regular clinical supervision for all counsellors and trainee counsellors in line with best practice

Charitable Activities that benefit the public

The charity has considered the Charity Commission's general guidance on public benefit in setting its objectives and planning its activities. Waterloo Community Counselling (WCC) delivers life-changing support to individuals across London through our therapeutic services:

Low-Cost Counselling Service: a professional counselling service for people who otherwise might not be able to access talking therapy because of the cost of private counselling/psychotherapy or the very limited availability within the NHS. We provide longer-term psychodynamic talking therapy from a low fee/sliding scale basis according to our client's income and financial circumstances. We reach adults from diverse backgrounds who are struggling with anxiety, depression, panic attacks and other symptoms (chronic pain or illness), many of whom have experienced loss, abuse and trauma. Currently our fees range from £15 - £85 a session based on the individual's income, with clients offered a minimum of 18 weeks up to a maximum of 2 years.

"Multi-Ethnic Counselling Service" (MECS): This unique service provides free mother-tongue counselling to migrants, refugees and asylum seekers in over 30 different languages and dialects. Many of our referrals have survived exile, torture, human trafficking and modern slavery. It addresses the needs of people fleeing political and economic turmoil to establish new lives yet bringing with them the trauma and psychological distress of migration and persecution. It is also one of very few services open to victims of human trafficking and modern slavery, many of whom have no recourse to public funds. When clients are facing practical issues that are negatively impacting their well-being, we signpost or refer them to our network of pan-London services such as English classes, housing/immigration advice, foodbanks, or community organisations where they can be in contact with others from their home country. To meet the complex needs of refugees and asylum seekers, we have also developed psychosocial group support.

Achievements and Performance in 2021/22

Despite financial constraints, organisational changes, and the continuing impact of Covid-19, WCC provided over 7,000 hours of high quality, individual counselling to 546 people this year through our two services.

184 people accessed our long-term low-cost counselling service, and a record 362 people accessed counselling in 31 languages through MECS. Our services were delivered by 106 counsellors (including 74 trainees on placement at WCC), supported by 14 supervisors in weekly or fortnightly groups.

We successfully re-tendered for South London and Maudsley (SLaM) NHS IAPT Service to provide language counselling for Lambeth Talking Therapies and Talking Therapies Southwark for the next 5 years.

In January 2021 we secured a new NHS contract with Lambeth Talking Therapies to deliver a pilot providing longer-term (eighteen sessions) psychodynamic psychotherapy for secondary care patients with complex needs, who might not be deemed eligible for long-term psychotherapy or else wait up to three years within the NHS. Our success in delivering this pilot project this year and achieving positive outcomes for these clients has led to it being recommissioned for the coming year with a 50% increase, from 24 to 36 clients.

Five new trustees were appointed in May 2021, with backgrounds in charity management, social impact consultancy, civil service, finance, business and operational management.

Following this, in November we completed the restructure of our senior management with the appointment of our new Head of Operations and Development (HoOD). Miriam Philip has 18 years' experience in the charity sector, with a background in outreach support work with refugees and asylum seekers, disadvantaged families, and marginalised women, and extensive senior management experience including strategic planning, fundraising, service delivery, and measuring impact.

Following the departure of Chris Robinson as Director, the clinical and operational leadership of WCC is now divided into two roles. This allowed us to harness the clinical expertise within the organisation. Under the leadership of our Clinical Services Manager Priya Commander, who has over thirty years' experience as a psychodynamic psychotherapist and clinical supervisor as well as over fifteen years' experience in clinical management roles, WCC has created a more sustainable operational structure which can support the service to thrive and grow.

We have started to see the benefit of integrating the Low-Cost Service and MECS under one manager, with counsellors having the opportunity to take on a mixed caseload, giving trainees a more clinically diverse and rewarding experience, offering both time-limited and longer-term contracts to referrals.

During the pandemic, we took the opportunity to carry out much-needed refurbishment of our premises, repainting the walls and fitting new carpets at the Barley Mow Clinic. With Covid-security measures in place, we re-opened in early 2022 after great effort from our Centre Manager and Admin team in cleaning, moving furniture, and putting up artwork and curtains. It has been a pleasure to see counsellors gradually returning to seeing clients face-to-face, and we anticipate this will increase in the coming year. We will continue to offer online and telephone sessions as well.

In December 2021, we hosted a visit from senior representatives from the Mayor's Office for Policing and Crime (MOPAC), including London's Independent Victims Commissioner Claire Waxman, and representatives of the London Community Foundation to hear about our work under the MOPAC Victims Fund, providing language counselling for survivors of crime including human trafficking, modern slavery, sexual abuse, domestic violence, stalking, homophobic crime, racist and religious hate crime. We received much encouraging feedback in response to the presentations our counsellors and supervisors gave about their work:

"The model at WCC is something we should be striving for across London, as the ability to access therapy in a chosen language is so important. I was struck by the breadth of languages offered and

how many of WCC's clients would likely have been excluded from other services. It is clear the staff are deeply passionate and committed to what they do."

Claire Waxman, London's Independent Victims Commissioner

Our new "Monday Meet-Ups" group for isolated refugees and asylum seekers began in February 2022, facilitated by our Development and Communications Administrator Lucian. The group provides a vital social opportunity, with six volunteers supporting group members to build their confidence and practice speaking English through trips and outings in the local area. So far the group has visited Tate Modern and Oasis Farm Waterloo. Our weekly Craft Club for refugee and asylum-seeking women also ran up until December 2021. We are grateful to Najlaa Kahlil who facilitated this club for over twelve years and WCC is exploring further possibilities for group support in the coming year.

Outcomes:

All our clients are given an Evaluation Form at the end of their sessions to gather vital feedback about their experience of WCC's counselling and the difference it has made to their life. In 2021/22:

- 88% of clients agreed that the main problems that brought them to counselling were addressed in their sessions
- 92% reported that counselling had helped them to cope with their problems and feel better at managing difficult situations
- 95% felt counselling had improved their relationships with others
- 100% agreed they would choose to see a counsellor at WCC again

Feedback forms from clients whose counselling has ended consistently report how much their lives have improved due to WCC's support, for example:

"Everything has been great. Maybe at first, I was a little sceptical about the treatment. But as we went deeper during the sessions, I have been able to notice and understand an improvement in the problems I had at the beginning of the treatment." (LCS client)

"It's great that this affordable community model of counselling exists, meaning that I was able to access high quality counselling at a time when I really needed it." (LCS client)

"The match with [the] therapist was brilliant! I felt understood in all aspects of my life." (LCS client)

"It was the first time for me to talk and express about certain issues [which were] very stressful, painful and destroyed my life. I felt relaxed and understand how to [...] adapt to them in a healthy way, also I am more confident now to focus my future." (MECS client)

"Before counselling I was isolated and scared of reaching out when I need help. I really struggled for many years alone. Counselling helped me to understand my problems, to reconnect with others and ask for help without fear whenever I need one. What I mostly found helpful was talking to you and understanding my problems from different perspectives. Your encouragements and constant support were very helpful." (MECS client)

"Counselling helped me to manage to sleep better, to feel less isolated and be helpful about the future." (MECS client)

Future Plans

Our priority in the next financial year is to produce a new strategy and business plan for WCC, for the next three to five years, focused on sustainability and development. We aim to be in a stronger position to celebrate our 30th anniversary in 2025 – thriving and growing to meet the mental health needs of diverse Londoners so that they can fulfil their potential, realise their strengths, and feel better able to face life challenges.

Financial Review

Like many small charities, WCC has faced a financially challenging year. Emergency funding we obtained during the pandemic from the City Bridge Trust and MIND came to an end; income from counselling fees and room hire has not yet returned to pre-pandemic levels; and we saw a reduction in the value of our IAPT contracts due to NHS cuts. We were also affected by the financial impact of our senior management restructure and reduced fundraising capacity in the staff team.

Our income this year was £434,492, compared to £501,066 in 2020/21, a 13% reduction. Just under half was restricted funding (£206,079), while the rest was unrestricted (£228,413). Approximately 30% of our income (£137,936) was self-generated from assessment, counselling and supervision fees. 29% (£124,892) was from charitable funding, 26% (£112,349) was from NHS contracts, and 14% (£58,715) was from local and national government. Meanwhile our overall expenditure increased 10% to £458,181. We therefore ended the year with a deficit of £23,689. The strong position we were in at the end of 2020/21 means that we are able to cover this shortfall and come through a challenging year.

We could not have achieved what we have this year without the ongoing backing of The Henry Smith Charity, who continue to provide significant support for our work with refugees and asylum seekers. We were awarded £50,000 from the MOPAC Victims Fund, which led to us receiving additional funding from the Ministry of Justice's exceptional in-year Critical Support Fund for victims of Domestic Abuse and Sexual Violence. We are grateful for the support of all our funders, including the National Lottery Community Fund's Awards for All, Arnold Clark Community Fund, Barchester Charitable Foundation, Sir Bernard and Lady Schreier Foundation, the John Coates Charitable Trust, The John and Susan Bowers Fund, The Leigh Trust, The Swan Mountain Trust, the Vintners' Foundation and Lord Barnby's Foundation.

We launched our first Crowdfunder appeal on 9th March 2022 and had already raised £4,460 at the end of the year, including match-funding from the National Emergencies Trust Local Action Fund. We are incredibly thankful to all the individual members of our community who generously donated through our website or the appeal.

We are pleased to have been recommissioned for the next five years by Lambeth Talking Therapies and Talking Therapies Southwark (SLAM NHS). We also received rent relief of £5,443 from Lambeth Council while they were conducting their Voluntary and Community Sector (VCS) Asset Strategy review and have been informed of a significant reduction in our future rent as a result of this review. Confirmation of the new arrangements allowed us to write back a provision of £40,133 we had prudently made towards an indicated rent increase.

The immediate focus of the HoOD is on financial planning and implementing a robust funding strategy for the next 1 to 3 years. In order to increase WCC's sustainability, the HoOD and our newly formed fundraising committee will be looking at how we can diversify our funding streams in the medium term, including engaging individual supporters and local business connections. We are also planning to review our funding model and the fee structure of our Low-Cost Counselling Service. A confirmed grant of £423,560 for the next three years from the National Lottery Community Fund will bring us stability going forward. This will be essential in enabling WCC to adapt and develop to meet the changing mental health needs of diverse Londoners and put in place a sustainable business plan for the future of the organisation.

Reserves policy

The trustees' current policy is to maintain a level of reserves which will cover 6 months essential running costs, a target of £139,349 in 2021/22. Our reserves position at the end of the year is £119,861, which is £57,627 less than our reserves policy as £38,139 is restricted funds. A key goal of our financial planning and fundraising strategy over the next one to three years is therefore to build up our reserves to a more sustainable position which allows for stability and growth.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Waterloo Community Counselling for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 11th October 2022 and signed on its behalf, by:



Hazel Flynn
Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO COMMUNITY COUNSELLING

I report on the financial statements of the charitable company for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

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

BASIS OF INDEPENDENT EXAMINER'S REPORT

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

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



L.C. Seal FCCA FAIA

Seal & Associates Limited, Chartered Certified Accountants

4 Further Field, Staplehurst, Tonbridge, Kent, TN12 0SX

Date :October 2022

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2022

	Notes	Unrestricted Funds £	Designated Funds £	Restricted Funds £	2022 Total £	2021 Total £
Income						
Donations and grants	2	5,720	-	-	5,720	335
Charitable activities	3	222,666	-	206,079	428,745	500,682
Other trading activities	4	-	-	-	-	-
Investments	5	27	-	-	27	49
Total		<u>228,413</u>	<u>-</u>	<u>206,079</u>	<u>434,492</u>	<u>501,066</u>
Expenditure						
Raising funds	6	9,964	-	-	9,964	16,339
Charitable activities	7-10	250,524	-	197,693	448,217	398,950
Total		<u>260,488</u>	<u>-</u>	<u>197,693</u>	<u>458,181</u>	<u>415,289</u>
Net income/(expenditure)	11	(32,075)	-	8,386	(23,689)	85,777
Transfer between funds	17	-	-	-	-	-
Net movement in funds		<u>(32,075)</u>	<u>-</u>	<u>8,386</u>	<u>(23,689)</u>	<u>85,777</u>
Reconciliation of funds						
Total funds brought forward		<u>103,797</u>	<u>10,000</u>	<u>-</u>	<u>29,753</u>	<u>57,773</u>
Total funds carried forward	17	<u>£71,722</u>	<u>10,000</u>	<u>38,139</u>	<u>£119,861</u>	<u>£143,550</u>

All income and expenditure derives from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes on page 14 to 23 form part of the financial statements.

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WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

BALANCE SHEET

AS AT 31ST MARCH 2022

	Notes	2022		2021	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	13		1,622		2,433
Fixed assets investments	14		1,975		1,975
			3,597		4,408
CURRENT ASSETS					
Debtors	15	80,843		35,630	
Cash at bank and in hand		104,397		248,240	
		185,240		283,870	
CREDITORS: Amounts falling due within one year	16		68,976		144,728
NET CURRENT ASSETS			116,264		139,142
NET ASSETS	18		£119,861		£143,550
FUNDS					
Restricted	17		38,139		29,753
Unrestricted	17		71,722		103,797
Designated	17		10,000		10,000
			£119,861		£143,550

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006. The Company was entitled to audit exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of the accounts.

The financial statements were approved and authorised for issue by the Board of Trustees on 11th October 2022 and signed on its behalf by:


Hazel Flynn – Chair

The notes on page 14 to 23 form part of the financial statements.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

CASH FLOW STATEMENT

AS AT 31ST MARCH 2022

	2022	2021
	£	£
Cash flows from operating activities		
Net movement in funds per statement of financial activities	(23,689)	85,777
Adjustments for:		
Depreciation charges	811	2,625
(Increase)/decrease in debtors	(45,213)	(19,213)
Increase/(decrease) in creditors	(75,752)	97,368
Interest income	(27)	(49)
	(143,870)	166,508
Cash flows from investing activities		
Interest income	27	49
Purchase of tangible fixed assets	-	(3,243)
	27	(3,194)
Change in cash and cash equivalents in the year	(143,843)	163,314
Cash and cash equivalents brought forward	248,240	84,926
Cash and cash equivalents carried forward	104,397	£248,240
Analysis of cash and cash equivalents	2022	2021
Cash at bank and in hand	£104,397	£248,240

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022

1. ACCOUNTING POLICIES

Basis of accounting

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

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

Expenditure on charitable activities comprises the costs associated with delivering volunteering services and activities.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned on the basis of staff time.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets and depreciation

Tangible assets costing more than £1,000 are capitalised. Depreciation is provided so as to write off the cost of each asset over its estimated useful life at the following annual rates:

Fixtures and fittings	25% straight line
Computer equipment	25% straight line

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

Leases

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

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

2. DONATIONS AND GRANTS	Unrestricted funds	Restricted funds	Total 2022	Total 2021
Donations	<u>£5,720</u>	<u>£Nil</u>	<u>£5,720</u>	<u>£335</u>
3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restricted funds £	Total 2022 £	Total 2021 £
SLaM NHS – Southwark IAPT	-	60,725	60,725	66,300
MOPAC Victims Fund	-	50,000	50,000	-
The Henry Smith Charity	-	35,000	35,000	35,000
National Lottery Awards For All	-	4,500	4,500	-
SLaM NHS – Lambeth Secondary Care Psychological Therapies	31,782	-	31,782	-
Coronavirus Community Support Fund	-	-	-	21,000
SLaM NHS – Lambeth IAPT	-	19,842	19,842	21,668
MIND Coronavirus Mental Health Response Fund	-	12,500	12,500	37,500
City Bridge Trust	-	-	-	50,000
The Saintbury Trust	-	-	-	3,000
Sylvia Waddilove Foundation	-	-	-	1,000
Swan Mountain Trust	-	5,000	5,000	3,000
Sir Jules Thorn Charitable Trust	-	-	-	1,250
The Alan & Babette Sainsbury Charitable Fund	-	-	-	15,000
East End Emergency Fund	-	-	-	2,000
John Coates Charitable Trust	-	1,667	1,667	3,333
Vinters Foundation	-	2,917	2,917	2,083
London Community Response Fund	-	2,925	2,925	9,350
MoJ Critical support Fund	8,715	-	8,715	-
CAF Corona Virus Emergency Fund	-	-	-	5,500

Walcot Foundation	-	-	-	2,500
Tableau Foundation	-	-	-	8,067
Tesco Bags for Help	-	-	-	500
Cadent Foundation	-	-	-	3,000
Lambeth Council Charitable Organisation Fund	-	-	-	5,000
Alchemy Foundation	-	-	-	500
Orange Tree Trust	-	-	-	10,000
The Edward Gostling Foundation	-	-	-	5,000
Social enterprise Support Fund	-	-	-	15,500
R S Brownless Charitable Trust	-	-	-	200
John and Susan Bowers Fund	-	800	800	600
The Grace Trust	-	-	-	1,000
The Sydney Black Charitable Trust	-	-	-	500
The Leigh Trust	1,000	-	1,000	-
The Arnold Clark Community Fund	1,000	-	1,000	-
Lord Barnby's Foundation	1,000	-	1,000	-
Barchester's Charitable Foundation	500	-	500	-
Counselling fees	109,447	-	109,447	128,900
Supervision fees	21,218	8,410	29,628	29,530
Assessment fees	7,271	-	7,271	8,918
Other income	600	126	726	650
Release of rent accruals	40,133	-	40,133	-
	<u>£222,666</u>	<u>£206,079</u>	<u>£428,745</u>	<u>£500,682</u>

Of the £500,682 recognised in 2021, £278,965 related to unrestricted funds and £221,717 to restricted funds.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
 /contd...

9. ANALYSIS OF SUPPORT COSTS

	2022	2021
	£	£
Office rent, rates and utilities	23,836	35,312
Staff costs	41,497	40,152
Office refurbishment	13,543	-
Office equipment maintenance and licencing	8,213	10,035
Printing, postage and stationery	1,723	2,035
Office cleaning	820	1,298
Telephone and fax	3,962	4,389
Insurance	3,003	2,881
Office building repairs and maintenance	6,015	1,670
Bookkeeping and accountancy	27,425	21,623
Staff welfare and expenses	1,005	355
Governance costs (Note 10)	3,870	900
Legal and professional fees	1,295	-
Recruitment costs	7,175	-
Other support costs	4,342	8,224
	<u>£147,724</u>	<u>£128,874</u>

10. GOVERNANCE COSTS

	2022	2021
	£	£
Independent examination fee	995	900
Trustees training	2,875	-
	<u>£3,870</u>	<u>£900</u>

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

11. NET INCOME/(EXPENDITURE) FOR THE YEAR	2022	2021
The net expenditure for the year is stated after charging:		
Independent examination fee	<u>£995</u>	<u>£900</u>

During the year Trustees received £Nil remuneration (2021 : £Nil) or reimbursed expenses (2021: £Nil).

12. STAFF COSTS AND NUMBERS	2022	2021
Staff costs were as follows:	£	£
Wages and salaries	165,658	160,447
Redundancy costs	26,048	-
Social security costs	10,643	9,150
Pension costs	3,795	3,378
	<u>£206,144</u>	<u>£172,975</u>

The average monthly number of employees during the year was 8 (2021: 8).

The average number of full-time equivalent employees during the year was as follows:

	2022 No.	2021 No.
Chief executive	1.0	1.0
Administrative staff	4.0	4.0
Charitable activities	3.0	3.0
	<u>8.0</u>	<u>8.0</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by key management amounted to £133,585 (2021: £109,809). Under FRS 102, employee benefits include gross salaries, employer's national insurance, employer pension contributions and benefits in kind.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

13. FIXED ASSETS

	Office Equipment, Fixture & Fittings £
Cost:	
Balance at 1 April 2021	56,382
Additions	-
	56,382
Balance at 31 March 2022	56,382
Depreciation:	
Balance at 1 April 2021	53,949
Charge for the year	811
	54,760
Balance at 31 March 2022	54,760
Net book value:	
At 31 March 2022	£1,622
At 31 March 2021	£2,433

14. FIXED ASSETS INVESTMENTS

	2022	2021
Works of art at cost and valuation	£1,975	£1,975
	£1,975	£1,975

15. DEBTORS

	2022	2021
	£	£
Grants and fees	78,583	17,922
Other debtors	2,260	17,708
	£80,843	£35,630

16. CREDITORS – Amounts falling due within one year

	2022	2021
	£	£
Accruals	975	46,894
Other creditors	15,828	15,372
Social security and other taxes	-	3,004
Deferred income	52,173	79,458
	£68,976	£144,728

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

17. MOVEMENT IN FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2022					
Restricted funds					
MECS	29,753	206,079	197,693	-	38,139
Total restricted funds	<u>29,753</u>	<u>206,079</u>	<u>197,693</u>	<u>-</u>	<u>38,139</u>
Unrestricted funds					
General	103,797	228,413	260,488	-	71,722
Designated	10,000	-	-	-	10,000
Total unrestricted funds	<u>113,797</u>	<u>228,413</u>	<u>260,488</u>	<u>-</u>	<u>81,722</u>
TOTAL FUNDS	<u>£143,550</u>	<u>£434,492</u>	<u>£458,181</u>	<u>£Nil</u>	<u>£119,861</u>

The MECS Counselling Project continues to provide direct counselling to refugees, asylum seekers and people from black and Minority Ethnic (BME) communities in their mother tongue and provides additional support to clients including advice and group work.

Comparative information for the previous financial year is as follows:

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2021					
Restricted funds					
MECS	-	221,717	191,964	-	29,753
Total restricted funds	<u>-</u>	<u>221,717</u>	<u>191,964</u>	<u>-</u>	<u>29,753</u>
Unrestricted funds					
General	47,773	279,349	223,325	-	103,797
Designated	10,000	-	-	-	10,000
Total unrestricted funds	<u>57,773</u>	<u>279,349</u>	<u>223,325</u>	<u>-</u>	<u>113,797</u>
TOTAL FUNDS	<u>£57,773</u>	<u>£501,066</u>	<u>£415,289</u>	<u>£Nil</u>	<u>£143,550</u>

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2022
/contd...

18. ANALYSIS OF NET ASSETS BETWEEN FUNDS	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed assets	3,597	-	-	3,597
Current assets	132,601	10,000	42,639	185,240
Current liabilities	(64,476)	-	(4,500)	(68,976)
At 31 March 2022	<u>£71,722</u>	<u>£10,000</u>	<u>£38,139</u>	<u>£119,861</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed assets	4,408	-	-	4,408
Current assets	196,441	10,000	77,429	283,870
Current liabilities	(97,052)	-	(47,676)	(144,728)
At 31 March 2021	<u>£103,797</u>	<u>£10,000</u>	<u>£29,753</u>	<u>£143,550</u>

19. COMPANY STATUS

Waterloo Community Counselling is a private company (No. 03034938) incorporated in Great Britain and registered in England and Wales. The company is limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office is given in the Legal and Administrative Information on page 3.

20. TAXATION

As a registered charity, Waterloo Community Counselling is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

21. OPERATING LEASE COMMITMENTS

Total future minimum lease payments due under non-cancellable operating leases amount to £2,008 (2021: £2,749).

22. RELATED PARTIES

There were no transactions with related parties during the year or the previous year.

WATERLOO COMMUNITY COUNSELLING

England & Wales - Charity number 1045444

Accounts

Trustees' Report and Financial Statements
For the year ended 31 March 2021

Waterloo Community Counselling

Waterloo Community Counselling
(A Company Limited by Guarantee)
Company No: 03034938
Charity No:1045444

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Legal & Administrative Information

CHARITY NUMBER
1045444

COMPANY NUMBER
03034938

REGISTERED OFFICE
Barley Mow Clinic
Frazier Street
London SE1 7BD

BOARD OF TRUSTEES

Lynne Brown	Chair
Dr. Noel Baxter	
Kate Barnes	
Nadine Smith	
Hazel Flynn	
Chris Wong	
Maria Griffiths	
Paul Benjamin Houghton	Treasurer

HEAD OF OPERATIONS AND DEVELOPMENT
Miriam Philip

BANKERS
CAF Bank
Kings Hill
West Malling
Kent ME19 4JQ

INDEPENDENT EXAMINER
L.C.Seal ACCA FAIA
Seal & Associates Limited
4 Further Field
Staplehurst, Tonbridge
Kent TN12 0SX

Trustees' Annual Report

For the year ended 31 March 2021

The Trustees present their annual report and the financial statements for the year ended 31 March 2021. The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the recommendations in 'Accounting & Reporting by Charities: Statement of Recommended Practice' (issued in 2005 and updated in 2008 & 2014).

Structure, Governance and Management

Waterloo Community Counselling is both a charity and constituted as a limited company by guarantee. The governing document is a Memorandum and Articles of Association dated 20 March 1995.

Trustees of the charity are elected annually at an Annual General Meeting of members of the charity. Trustees are recruited from the general public, although most trustees have a particular interest in psychological treatments, counselling or community mental health. There is no requirement for representation of external bodies on the Board of Trustees specified in our governing document or within any service agreements with referrers or funding bodies. Present trustees include a GP, a voluntary sector service manager, a retired businessman and a counsellor who convenes a University Counselling MA programme.

All prospective Trustees are interviewed by current trustees prior to standing for election or prior to being co-opted during the year as indicated in our governing document. All prospective trustees are invited to attend a trustees meeting prior to putting themselves forward for membership. They also meet with the Director and Chair.

In 2020/21 the Board of Trustees employed a Director to manage the day-to-day operation of the service. The Director had broad responsibility for the day-to-day functioning of the service, with matters of overall policy and development discussed and agreed by the Board of Trustees at their regular meetings. In the last quarter of 2020/21, a decision around organisational restructure resulted in an agreement to dissolve the role of Director.

Between November 2020 and January 2021, the Board of Trustees consulted the employees, contractors and wider stakeholder group on an organisational restructure to the most senior tier of management. Following the consultation phase, the Board of Trustees communicated an agreed new model of senior management that would result in a separation of the Clinical and Operational lead roles in the organisation. At year end, the trustees were working to operationalise this new model.

Public Benefit Statement

The trustees have paid due regard to the Charity Commission guidance on public benefit in deciding what activities the charity should undertake. By providing counselling and other support for people experiencing mental distress the organisation aims to improve health and provide relief for those in need because of physical and emotional ill-health, with a focus on prioritising those experiencing financial hardship and other disadvantages.

Objectives Aims and Activities

Charitable Objectives

- To relieve the mental distress of persons in need in Greater London by providing counselling and psychotherapy as well as information and advice about talking therapies.

Our work this year was guided by the following organisational aims and objectives:

Aims

- To reduce the mental distress of people in need, focusing on the most disadvantaged
- To create a greater understanding of mental health and talking therapies locally and reduce the stigma of mental illness

Objectives

- To ensure Waterloo Community Counselling's services are accessible to and meet the needs of disadvantaged people locally through a range of measures including:
 - services which provide maximum benefit for users by being tailored to differences in languages, culture, age and gender
 - ensuring counsellors have a range of ethnic backgrounds
 - promoting the service to disadvantaged communities
 - ensuring counselling is offered to all clients regardless of their income
 - consulting users and relevant communities on the development of services
 - ensuring our services encourage self-determination, peer-support and empowerment
- To promote a greater understanding of counselling and mental health and overcome stigma through:
 - Partnership work with local organisations
 - Provision of in-house training in counselling and related subjects
- To ensure our services are provided to the highest professional standards in order to promote the best interests of our clients by:
 - Employing qualified counsellors with accredited training i.e. BACP (British Association for Counselling and Psychotherapy) UKCP (United Kingdom Council of Psychotherapists) or BPC (British Psychoanalytic Council)
 - Ensuring all trainee counsellors are working towards an accredited qualification i.e. BACP, UKCP, BCP
 - Adhering to the BACP Ethical Framework for the Counselling Professions
 - Supplying regular clinical supervision for all counsellors and trainee counsellors in line with best practice

Strategies and Activities to Achieve Objectives; Achievements, Performance and Future Plans

Waterloo Community Counselling (WCC) provides two elements to its counselling service. Combined, the two services address major issues - the great demand for help with mental health issues in our community as well as the challenges facing newcomers to London with mental health problems: people fleeing political and economic turmoil to establish new lives, yet bringing with them the trauma and psychological distress of migration and persecution.

The two services are as follows:

Low Cost Counselling Service

A Low Cost Counselling Service which offers a professional counselling service based on a low-fee/sliding scale of fees, focusing particularly on people who cannot access talking therapies because of the cost of

private counselling/psychotherapy or because of very limited access to longer-term therapy via the NHS as well as NHS waiting times.

Multi-Ethnic Counselling Service (MECS)

Alongside the General Service, which has been operating for some 30 years, MECS was set up some 15 years ago to help improve access to talking therapies through the provision of language counselling ("Mother-tongue" counselling). MECS offers a service to meet the need of migrant and refugee referrals as well as offering a range of languages to those who need them in the local community and beyond in London.

A description of the work of each service follows:

1. Low Cost Counselling Service

Low cost counselling is provided to people seeking longer-term counselling beyond NHS provision who cannot afford the cost of private therapy. There is very little longer-term therapy now available via the NHS for anyone seeking longer term counselling, so this means having to fund private therapy. Private fees are difficult to afford for many people, so we find that there is a large number of people wishing to use our counselling service which can provide a professional service but at reduced fees.

WCC operates a sliding scale of fees, according to clients' ability to pay, with people on low incomes paying low fees. Counselling is provided by volunteer and trainee counsellors.

During the course of the year, the world was hit by the Covid19 pandemic. Following government guidelines, WCC stopped all face-to-face work and moved all sessions to either online or over the phone. Everyone had to adapt rather quickly to this new way of delivering the service and everyone worked very hard to ensure the change was as seamless as possible. The trustees and the senior management team decided that clients whose income was affected by Covid should not be left without support and we were able to decrease the fee for their counselling sessions. The clients whose fees were reduced were extremely grateful for this as for some, WCC proved to be a lifeline during lockdown.

Due to the pandemic, we received an unprecedented demand number of referrals. The service received around 25-30 enquiries a week and 325 assessments were offered. Counselling was provided to 371 users in 2020/21 and around 8500 hours of counselling were provided in total. Users were offered a range of counselling interventions, usually between 18 weeks and up to two years. The service provides help for people often with complex psychological problems.

Referrals to the service come from a range of sources including local GPs, IAPT (Improving Access to Psychological therapies services) and charities working with different client groups in the community. Increasingly we find that people access us via our website as they seek counselling for themselves. The majority of our service users have very limited financial resources (ie: unemployed, carers, people in part-time work, working parents and students).

Sessional Counselling Service:

We run a Sessional counselling service for people who require sessions outside normal working hours. Any income generated as a result of our charging policy for this service and our means-tested core counselling service is used to support our work with disadvantaged users, to develop new services and to support the sustainability of the organisation.

This service is provided by experienced trainee and qualified therapists.

Placements for students of Counselling and Psychotherapy training programmes:

Both our Low Cost and MECS service work with trainee counsellors on placement from recognised trainings (BACP, BPC and UKCP).

We have been working with a well-established group of training programmes for many years, taking on trainees with relevant experience who are usually in the 2nd year of a Diploma/post-graduate course. All

trainees are offered regular clinical supervision and are required to be in personal therapy for the duration of the placement.

We take students from the following trainings: Birkbeck College (University of London), Regents College, Roehampton University, Goldsmiths College (University of London), The Tavistock Clinic, Manor House Centre for Counselling and Psychotherapy, Metanoia, the Minster Centre and City of London University.

We can draw on a large group of counsellors from varied backgrounds who can be matched to the needs and wishes of our clients, for example in relation to ethnic background, gender or sexual orientation.

Many of our counsellors are qualified and work with us to develop their experience; others are trainees whose placement here forms part of the work they have to accrue to qualify. We maintain very good links with training institutes and are able to select high quality trainee counsellors.

We are committed to creating a counselling team that reflects the local community and represents differing ethnic communities and gender identities. We are particularly concerned to represent BAME communities in our counselling group as we recognise that they are underrepresented in the counselling and psychotherapy profession.

Supervision and Safeguarding:

The 60 counsellors working within our Low Cost Service are supervised by experienced clinical supervisors on a fortnightly basis. Supervision is provided in groups of three students. Training is provided: assessment skills, working with fees plus working with self-harm and clinical risk. We have regular speakers at our AGMs from the field of counselling and psychotherapy.

As part of our commitment to our clients, Waterloo Community Counselling has embedded its safeguarding policies and procedures throughout the whole organisation. We may be working with vulnerable adults who themselves are parents and carers of family members. WCC ensures organisational safeguarding protocols are in place to support and protect referrals, their families and clinicians. With this in mind all our staff and clinicians undergo a level 2 / 3 safeguarding training programme. Regular training is available to all counsellors and staff and training needs are reviewed by our safeguarding steering group. Both services have a separate safeguarding lead.

Funding:

Our General Service is funded largely from our sliding scale charging scheme. We also receive income from trainees on placement to cover supervision costs.

In October 2020 WCC was approached by Lambeth Talking Therapies who were looking to set up a partnership with WCC for a pilot project for their secondary care referrals. This particular group of people would not benefit from the short-term interventions offered via the IAPT service and WCC has been asked to offer up to 18 weekly sessions. This pilot started in March 2021 and WCC is providing psychodynamic psychotherapy to 24 service users. As this project is fully funded by Lambeth Talking Therapies, clients will not be charged for their sessions.

The Clinical Team:

We have 5 clinical supervisors providing our counsellors with fortnightly clinical supervision. We have a team of 8 counsellors who provide assessments. All other work is carried out by the team of trainee counsellors on placement to the service (60% of our clinical work) as well as qualified practitioners (40% of our clinical work).

Presenting Issues worked with by our General Service

The primary presenting issues worked with by our General Service are:

- Depression
- Anxiety
- Stress-related issues
- Relationship issues
- Bereavement and loss

Staffing:

The General Service is managed by our Director, Chris Robinson, who provides supervision to the team alongside a group of clinical supervisors. The service is administered by Marisa Matos, our Office Manager. We have a group of counsellors who provide regular assessments for new clients coming to our service.

The pandemic gave WCC an opportunity to upgrade its rather outdated database, IT and telephone systems. All these upgrades will enable us to deliver a more efficient service to our clients.

In July 2020 we welcomed Lucian Dee to our staff team. Lucian is our Development and Communications Administrator and Caseworker. Since taking on this role, Lucian has been busy increasing WCC's profile among other similar organisations and various social media platforms. He has also been instrumental in the implementation of the database, IT and telephone systems mentioned above.

2. Multi-Ethnic Counselling Service

About the Multi-Ethnic Counselling Service

In 2004 the Multi-Ethnic Counselling Service (MECS) was created as a specific project to meet the needs of migrant and refugee referrals wishing to access counselling in their mother-tongue. During the past 16 years there has been a significant increase in refugee and asylum-seeking referrals to the project. Many of the clients have complex psychological and emotional problems arising from traumatic experiences in their countries of origin. We provide our service users with individual counselling and there is some group support. We also refer our clients to other organisations to address pragmatic and practical difficulties they may be experiencing. MECS continues to pursue our primary objective to ensure services are equitable and accessible in order to meet the needs of service users.

MECS is well known thanks to our long-established work. We are the primary mother-tongue service in South London. We provide counselling in virtually every language requested; demand for our service is high as many people have nowhere else to go. Our service users face urgent and complex difficulties and many of our referrals present with risk issues, which not only affect themselves, but also have an impact on their children, families and the wider community.

MECS Aims and Objectives

- To support psychological health and wellbeing for people in need. The MECS objectives are to provide a free, time-limited, mother-tongue counselling service. We work with migrant referrals, and people who may not be entitled to access statutory services beyond primary care.
- To create a greater understanding of mental health and talking therapies locally and to help reduce the stigma associated with mental health difficulties.
- Consulting users and relevant communities on the delivery and development of services.
- Ensuring our services encourage self-determination, peer-support and a sense of empowerment.
- Our aim and practice is to have a diverse employee workforce which is truly representative of all sections of society and to ensure that each employee and volunteer feels respected and supported, and able to do their best whilst they are with us at WCC.
- Provision of in-house training in counselling and related subjects.
- Ensuring our services are provided to the highest professional standards in order to promote the best interests of our clients by:

- o Employing qualified counsellors with accredited training and qualifications i.e. BACP (British Association for Counselling and Psychotherapy), BPC (British Psychoanalytic Council), BPS (British Psychological Society), UKCP (United Kingdom Council of Psychotherapists).
- o Supporting all volunteer trainee counsellors in their clinical practice and development whilst they are working towards their professional qualifications, registration, and accreditation.
- o Adhering to the BACP Ethical Framework for the Counselling Professions (1 July 2018).
- o Supplying regular clinical supervision for all counsellors and trainee counsellors in line with best practice.
- o Providing a monthly supervision of supervision forum to the MECS supervisors.

The Clinical Model

All the supervision groups are culturally diverse, so working with difference is embedded in the ethos and practice of WCC and our counsellors tell us how much they enjoy and appreciate the diversity amongst the referrals and team of clinicians.

Safeguarding

As part of our commitment to the charity commission and to our funders, we recognise that Waterloo Community Counselling has needed to thoroughly embed its safeguarding policies and procedures throughout the whole organisation. Given the fact that WCC is a therapy provider, we recognise that we will be working with vulnerable adults who might have potential safeguarding concerns.

WCC ensures organisational safeguarding protocols are in place to support and protect referrals, their families and clinicians. With this in mind all our staff and clinicians annually undertake a level 2 / 3 safeguarding training programme. Safeguarding leads undertake trainings and relevant workshops throughout the year and the safeguarding leads meet quarterly and report back to the WCC Trustees bi-monthly.

Size and scope of the Multi-Ethnic Counselling Service

MECS received 304 referrals between the 1st April 2020 and the 31st March 2021. 180 individual assessment appointments were offered.

MECS is available for refugees and asylum-seeking referrals pan London. From March 2020 to April 2021, as a result of the COVID-19 pandemic and lockdown WCC closed its premises. Since this date the MECS clients have continued to be offered assessment and weekly counselling via telephone and internet platforms.

Range of Languages and Cultures

In our experience counselling, which is reliant on good communication, is most effective if it is provided in the language with which the client feels most comfortable. So far we have been able to provide counselling in almost all languages requested. This year 85.2% of clients received counselling/ assessments in 24 languages other than English.

Mother-tongue counselling was provided in the following languages: Albanian, Amharic, Arabic, Bengali, Cantonese, Dari, Farsi, French, Hindi, Italian, Kurdish, Krio, Mandarin, Polish, Portuguese, Russian, Somali, Spanish, Tamil, Turkish, Tigrinya, Twi, Urdu and Yoruba.

The breakdown of clients different ethnicities are as follows:

2% Asian Bangladeshi (6), 1.3% Asian British (4), 1.3% Asian Indian (4), 13.2% Asian Other (40), 4.2% Asian Pakistani (13), 20.1% Black African (61) 2% Black Caribbean (6), 4% Kurdish (12), 7.5% Latin American (23), 20.3% Middle Eastern (62), 3.3% North African (10), 5.3% White European (16), 15.5% White Other (47).

The percentage of female referrals was 55% (166) and male referrals was 45% (138)

The percentage of client that were LGBTQ+ was 5% (15)

The percentage of clients that were victims of Human Trafficking was 36% (102)

The percentage of clients that were victims of Modern Slavery was 33% (99)

We accepted referrals from clients who lived across 25 boroughs / areas in London and the Home Counties. We received referrals from 53 different organisations.

Monitoring the Process of Counselling

All MECS clients are expected to complete a Patient Health Questionnaire 9 (PHQ9) and Generalised Anxiety Disorder 7 (GAD7) questionnaire starting at assessment and thereafter every session. These questionnaires are used in primary health care settings across the NHS.

72.2% of clients reported a significant improvement in their depression measurement by the end of counselling and 65.5% reported an improvement in their anxiety levels.

Evaluation

The MECS Clinical Manager and team look at all the evaluation forms and the Counsellor's End Summary reports for analysis, and to gather an overall understanding of whether there has been any improvement in the clients' presenting issues and whether there has been any shift towards stabilisation/recovery (as measured by PHQ9 and GAD7 questionnaires).

We also gather feedback from the client evaluation forms at the end of counselling. This is a confidential document where the client can tell us about their experience from the first point of referral to the end of their counselling contract with us.

From the feedback we receive, clients state that they have found the counselling contract and therapeutic relationship very valuable and for many it has helped to address experiences that they have not had the opportunity to discuss with anybody before, issues around isolation and lack of supportive networks. However, some of our clients have stated that they believe they would have benefitted from having a contract longer than 12-18 sessions. We recognise that it can take weeks to build a trusting relationship and, for the majority of clients, this is their first experience of counselling. It takes time to build trust in the therapeutic relationship and for our clients to feel able to talk about emotional difficulties and to develop a good working alliance with their counsellor.

In order to meet the volume of referrals and demand for language counselling MECS has primarily operated as a time-limited counselling service. However, we appreciate that at times people do need more sessions. With this in mind, in future MECS would like to explore ways in which it would be possible to offer longer term work to some of our clients when needed.

MECS contract with Talking Therapies Southwark (TTS - SLAM NHS)

We are in the fifth year of our contract with TTS. This year we assessed 20% of the TTS referrals, and they are, on average, offered 12 sessions of individual counselling. We received 113 referrals, 98 directly from Southwark IAPT practitioners and 14 without recourse to public funds. We conducted 19 assessments and provided counselling to 99 Southwark IAPT referrals in 21 languages. 1043 counselling hours were offered.

Our contracts with SLAM NHS (LTT and TTS) reflect an acknowledgment that the average recovery rate needs to be lower than 50% due to the complexities concomitant with the migrant experience. By the time many of the referrals start counselling with us they have endured longstanding periods of anxiety, depression, trauma, somatic symptoms, homelessness and isolation. This is often due to the fact that they are unable to speak English and referral to a talking therapy service is often a last resort. This year our recovery rate for Southwark IAPT was 31%.

MECS contract with Lambeth Talking Therapies (LTT - SLAM NHS)

We have had a partnership with LTT since 2012. We do not assess all the LTT clients who are referred to MECS. This is because they come with triage notes. However, it remains an ongoing challenge to reduce waiting times for language counselling and for our clients to reach national IAPT targets of 50% recovery. In 20-21 we received 38 referrals from Lambeth IAPT and offered 250 counselling hours. Our average recovery rate for Lambeth referrals was 25%.

Training

At the start of lockdown, Lynne Brown (Convenor for MA Counselling at Goldsmiths and Chair of WCC trustees) facilitated 2 training workshops for counsellors offering their clients telephone or online counselling.

The Meaning of Money with Alistair Park: took place 23rd, 29th of January and 8th of February. We organised three separate online workshops for MECS and Low Cost Counsellors to access.

Funding

We would like to express our thanks to the MECS funders for the 2020-2021 financial year:

Lambeth IAPT
Southwark IAPT
City Bridges
The Henry Smith Charity
Sylvia Waddilove Foundation
Swan Mountain Trust
East End Community Foundation
MIND
Sir Bernard and Lady Schreier Foundation
John Coates Charitable Trust
Vintners Foundation
London Community Response Fund
Respeito

Staffing and Recruitment

The Multi-Ethnic Counselling Service is managed by the MECS Clinical Manager Priya Commander, an experienced psychotherapist (registered UKCP) and supervisor (BAPPS). The WCC Centre Manager is Marisa Matos, with admin support from Charlotte Mann and Lucian Dee.

MECS currently has 9 sessional supervisors; 18 volunteer counsellors and 15 post-grad paid sessional counsellors.

We provide a holistic and culturally sensitive therapy by recruiting, training and developing diverse clinicians, supervisors and a staff team that can work directly in a wide range of languages without the use of interpreters. WCC is committed to increasing the accessibility of our services and promoting independence and self-empowerment for clients.

We are proud of our equal opportunities record in terms of recruitment and retention. From our MECS/WCC evaluation feedback, we know that it means a lot to our referrals to have worked with a counsellor of the same ethnicity and cultural background as themselves.

We also know that many of our counsellors are keen to support people from their homeland. We believe that this dynamic model of therapy helps clients to feel understood and explore their difficulties in navigating systems within the UK. We know that clients greatly appreciate being able to communicate in their mother-tongue whilst they get to grips with managing education, work, relationships and move towards improving their lives in the UK.

Oasis Church Food Bank

We have given food vouchers to a significant number of MECS clients so that they can access the Oasis Church Food Bank. The foodbank was able to support some of our clients by providing home deliveries during lockdown.

Craft club

The Craft Club could not meet due to Covid.

The impact of Covid

As a result of the Covid-19 pandemic and national lockdown WCC closed its premises on the 18th March 2020. This meant that the organisation had to quickly adapt to providing its clinical services, both online

and over the telephone. This was of course challenging to everyone concerned. However, the organisation put a great deal of thought and effort into helping the clinical team to continue to provide weekly counselling sessions to our referrals. WCC ran workshops for all counsellors about the implications of working online and over the telephone. Guidance notes were drawn up to support the team concerning protocols and etiquette relevant to working remotely.

Many of the MECS referrals told us that they were scared, finding themselves further isolated from families, the wider community and organisational support. MECS received a significant increase in referrals for our refugee and asylum-seeking clients. We believe this was in part due to the deterioration in peoples' mental health resulting from lockdown and fears around the virus. We noticed that the increase of anxiety and depression was due to the associated situational and environmental impact of lockdown. 17 people presented with high risk of self-harm, suicide and / or safeguarding issues. All of these clients have required extensive admin re letters to referrers, GPs, social workers, case workers and Assessment and Liaison Teams. This has meant extra documentation for WCC as well as IAPT safeguarding protocols when relevant.

During the course of 2020-21 we have noticed that many of our referral resources, allied third-sector organisations who provide practical support to our clients were forced to close their waiting list or close down completely, because of lack of funding. This meant that our referral rate for language counselling doubled.

During the first six months of the lockdown many clients found it difficult to engage in talking therapy remotely and preferred to wait for face-to-face counselling. However, as the R rate escalated during the course of 2020 some clients decided to take up the offer of telephone counselling. 60% of our clients within the Multi-Ethnic Counselling Service opted for telephone counselling as they are digitally excluded and do not have the necessary equipment, sufficient household internet or knowledge of the software that are used e.g. Zoom or Microsoft Teams. Furthermore, many referrals have reported that they do not have sufficient privacy in their home to access counselling remotely.

The staff team have been truly praiseworthy throughout this extraordinary period in all our lives. They had to quickly adapt to working solely online and supporting the management, trustees, supervisors, counsellors and referrals. They have had to work especially hard as all communications have happened by email which has added to their workload.

Some counsellors started their placement with us during lockdown which meant that their contact with colleagues and staff could only be via Zoom or Microsoft Teams and in order to make it a more inclusive and friendly experience where the counsellors could talk to one another and ask questions of the staff, we instituted regular online coffee mornings where staff could be available to answer questions and help make introductions.

Funding Sources and Expenditure in Relation to Objectives

The principle sources of funding were statutory sources and charitable trusts. Statutory funding came from South London & Maudsley NHS Foundation (Southwark and Lambeth CCGs) and totalled £87,968. Charitable Trusts contributed £244,716 including £52,500 from The City Bridges Trust, £37,500 from MIND, £15,000 from Alan & Babette Sainsbury Charitable Fund, £15,500 from Social Enterprise Support Fund and £10,000 from Orange Tree Trust. The charity also received £21,000 from Big Lottery Fund and £35,000 from Henry Smith Charity for MECS.

The largest single area of expenditure for WCC was the Multi-Ethnic Counselling Service which accounted for 57% of total expenditure. This service provides language counselling to refugees, asylum seekers and ethnic minorities, supporting our objective of accessible counselling services for disadvantaged people. 41% of expenditure was used to provide the General Counselling Service providing low-fee counselling. It includes the expenditure for the Volunteer Trainee Counsellors working on both the MECS and the General Counselling Services and supports our aim of providing free or low fee counselling to as many disadvantaged people as possible. Expenditure on fundraising constituted 2% of overall expenditure.

Future Plans

During 2020/21 WCC faced a very difficult year as our services were faced with reductions in statutory income from IAPT funding as local NHS services faced budget reductions. Our fundraising work secured sufficient funding for the financial year however the service had to endure some difficult levels of uncertainty. During the year the staff and trustee team did substantial work to review areas of our service provision where savings could be put into place. We also engaged in a clinical review to help us understand how we engage most effectively with our client group to inform our future development.

As a result of the interim findings from the Clinical Review, the trustees proceeded to a wider organisational review. The report from this review along with the learning from a financial review and a prolonged period in which the trustees considered the future vision of the organisation it was decided to consult WCC's stakeholders on an organisational restructure. It had become increasingly apparent that whilst WCC had for many years functioned well within its model of working it was time to re-evaluate how to best to utilize and focus the clinical expertise that the organisation already had in both services and consider what was the best operational structure to support this activity to help WCC grow.

Following a period of consultation in the latter part of 2020 and early 2021 about separating clinical and operational leadership the trustees proceeded to operationalise a new model that would see dissolution of the Director role which had dual clinical and operational responsibilities and replace with a Clinical Lead who would oversee both the low cost and MECS services and a Head of Operations and Development.

At the time of writing this report, we have just been through a period of uncertainty due to Covid restrictions. We are learning from the transition to more remote counselling activity for our team. We shall be reviewing how to consolidate and learn from these developments in our work.

We are aware that charitable trust funding is increasingly difficult to secure in a very competitive environment. During 2020/21 we engaged a new fund-raiser, Charlotte Mann who works alongside our experienced Fund-raising Consultant, Emma-Louise Singh. Alongside charitable fund-raising, we shall be aiming to further maximise our income stream from our General Service which has increased by 100% over the past five years. Again, current Covid restrictions have concerned us, impacting access to our service, however we note that after the initial months of lockdown, demand for our service has largely returned to normal.

We have been grateful to Lambeth Council for work to review our rent during 2020. Lambeth Council is seeking ways to ensure that organisations which contribute "social value" to the borough have fair and equitable rents. This has been on hold during the Covid lockdown and we are grateful for the freezing of rent during this period,

Waterloo Community Counselling will continue to develop a broad range of counselling services into the future. Working with our Fund-raiser we shall be working to identify areas of development associated with our core activities in order to develop further funding. We will also continue to develop our good links with a range of training institutions enabling us to provide a high-quality counselling service offering an excellent training experience rooted in working with a diverse range of clients. To facilitate this, we plan to take on more placement students and consolidate the connections we already have with colleges and Universities.

As the demand for our service continues to grow, we shall be investigating funding to support new initiatives enabling the continuation of low fee or cost-free counselling for specific needs. We identify a need for free/low fee therapy for people who are often left waiting for long periods for NHS services. Within our present client group we notice a great demand from students as well as certain presenting problem being prevalent such as bereavement and loss, sexual abuse and the needs of carers.

We offer counselling throughout the day and evening and we have a Saturday service to meet the needs of working people. We shall continue to increase services outside core working hours as they are in great demand. In 2017 we took on a new room for our therapeutic work in "The Living Space", a local

community building close to our service. Access to this new building also provides opportunities to use rooms for training purposes and public lectures/AGMs.

We will be continuing our Multi-Ethnic Counselling Service as demand remains high for mother tongue counselling across London and, for most of these clients there is no suitable alternative within statutory services. We will continue to develop our services and partnerships to assist our many users who are refugees and asylum seekers, including new arrivals in the UK.

As our services expand, we plan to investigate ways of developing our premises to allow further counselling space. Investigating new capital funding potential would enable us to improve the environment of the building, both within and outside.

Note on the impact of Covid: At the time of writing (October 2021) WCC has been on the cusp of reopening the service within our building after a period of our teams working remotely via telephone and virtual counselling. As circumstances change we remain a "remote" service for the time being. We are reviewing the needs of our client group and aim to prioritise clients who find remote working difficult due to poor access to appropriate space to receive sessions online/on the phone. We are grateful to the on-going and increasing financial support from our funders that has enabled us to maintain and develop the service during the challenges of Covid. We hope to emerge a stronger service having negotiated the great challenges faced by our staff team during this difficult time.

Financial Review

The financial year ended with funds of £143,550 as compared to the previous year's £57,773.

The funds consist of £103,797 unrestricted, £10,000 designated funds and £29,753 restricted reserves.

The designated fund of £10,000 consists of staff contingency costs.

The unrestricted funds of the organisation increased by 117% to £103,797 as compared to previous year £47,773.

Income and Expenditure

The overall income of the organisation increased by 30.21% to £501,066 as compared to £384,801 in 2020/21. For a breakdown of income, please refer to notes 2-5 to the accounts.

The overall expenditure of the organisation increased from £389,046 to £415,289 an increase of 6.74%. Please refer to notes 6-10 to the accounts for the analysis of the expenditure.

Reserves policy

Reserves are that part of a charity's unrestricted funds that is freely available to spend on any of the charity's purposes. The Charity maintains free unrestricted reserves:

- to provide a level of working capital that protects the continuity of our core work
- to provide a level of funding for unexpected opportunities
- to provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

The funds in reserves should cover the organisation's core running costs for at least 6 months. These costs amount to £139,349. At 31st March 2021, total unrestricted reserves are £103,797.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Waterloo Community Counselling for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

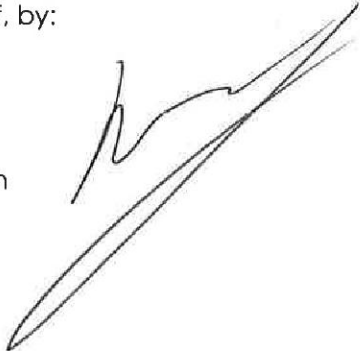
Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 6th December 2021 and signed on its behalf, by:

Lynne Brown
Chair

A handwritten signature in black ink, appearing to be 'Lynne Brown', written over a horizontal line.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO COMMUNITY COUNSELLING

I report on the financial statements of the charitable company for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

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

BASIS OF INDEPENDENT EXAMINER'S REPORT

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

INDEPENDENT EXAMINER'S STATEMENT

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

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

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

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


L.C. Seal ACCA FAIA

Seal & Associates Limited, Chartered Certified Accountants

4 Further Field, Staplehurst, Tonbridge, Kent, TN12 0SX

Date : ...!P...December 2021

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestrict ed Funds £	Designate d Funds £	Restrict ed Funds £	2021 Total £	2020 Total £
Income						
Donations and grants	2	335	-	-	335	215
Charitable activities	3	278,965	-	221,717	500,682	364,885
Other trading activities	4	-	-	-	-	19,554
Investments	5	49	-	-	49	147
Total		<u>279,349</u>	<u>-</u>	<u>221,717</u>	<u>501,066</u>	<u>384,801</u>
Expenditure						
Raising funds	6	16,339	-	-	16,339	7,350
Charitable activities	7-10	206,986	-	191,964	398,950	381,696
Total		<u>223,325</u>	<u>-</u>	<u>191,964</u>	<u>415,289</u>	<u>389,046</u>
Net income/(expenditure)	11	56,024	-	29,753	85,777	(4,245)
Transfer between funds	17	-	-	-	-	-
Net movement in funds		<u>56,024</u>	<u>-</u>	<u>29,753</u>	<u>85,777</u>	<u>(4,245)</u>
Reconciliation of funds						
Total funds brought forward		47,773	10,000	-	57,773	62,018
Total funds carried forward	17	<u>£103,797</u>	<u>10,000</u>	<u>29,753</u>	<u>£143,550</u>	<u>£57,773</u>

All income and expenditure derives from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes on page 20 to 28 form part of the financial statements.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

BALANCE SHEET

AS AT 31ST MARCH 2021

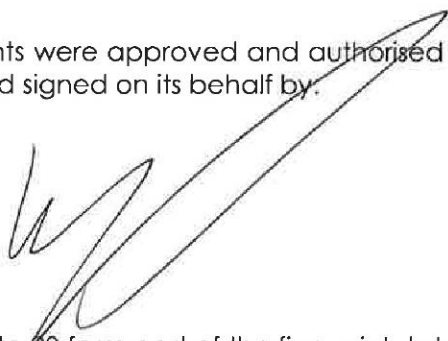
		2021		2020	
	Notes	£	£	£	£
FIXED ASSETS					
Tangible fixed assets	13		2,433		1,815
Fixed assets investments	14		1,975		1,975
			4,408		3,790
CURRENT ASSETS					
Debtors	15	35,630		16,417	
Cash at bank and in hand		248,240		84,926	
		283,870		101,343	
CREDITORS: Amounts falling due within one year	16			47,360	
				47,360	
NET CURRENT ASSETS			139,142		53,983
NET ASSETS	18		£143,550		£57,773
FUNDS					
Restricted	17		29,753		-
Unrestricted	17		103,797		47,773
Designated	17		10,000		10,000
			£143,550		£57,773

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006. The Company was entitled to audit exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of the accounts.

The financial statements were approved and authorised for issue by the Board of Trustees on 6th December 2021 and signed on its behalf by:

Lynne Brown – Chair



The notes on page 20 to 28 form part of the financial statements.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

CASH FLOW STATEMENT

AS AT 31ST MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net movement in funds per statement of financial activities	85,777	(4,245)
Adjustments for:		
Depreciation charges	2,625	2,109
(Increase)/decrease in debtors	(19,213)	8,458
Increase/(decrease) in creditors	97,368	13,859
Interest income	(49)	(147)
	166,508	20,034
Cash flows from investing activities		
Interest income	49	147
Purchase of tangible fixed assets	(3,243)	-
	(3,194)	147
Change in cash and cash equivalents in the year	163,314	20,181
Cash and cash equivalents brought forward	84,926	64,745
Cash and cash equivalents carried forward	248,240	£84,926
Analysis of cash and cash equivalents	2021	2020
Cash at bank and in hand	£248,240	£84,926

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES

Basis of accounting

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

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

Expenditure on charitable activities comprises the costs associated with delivering volunteering services and activities.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned on the basis of staff time.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets and depreciation

Tangible assets costing more than £1,000 are capitalised. Depreciation is provided so as to write off the cost of each asset over its estimated useful life at the following annual rates:

Fixtures and fittings	25% straight line
Computer equipment	25% straight line

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

Leases

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

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

2. DONATIONS AND GRANTS	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Donations	£335	£Nil	£335	£215
<hr/>				
3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restrict ed funds £	Total 2021 £	Total 2020 £
Southwark PCT – MFCS and General	-	66,300	66,300	66,300
The Henry Smith Charity	-	35,000	35,000	17,500
Big Lottery	21,000	-	21,000	40,382
South London & Maudsley NHS Foundation	-	21,668	21,668	21,668
The Alan & Babette Sainsbury Charitable Fund	15,000	-	15,000	15,000
City Bridges Trust	12,500	40,000	52,500	40,000
MIND	-	37,500	37,500	-
Orange Tree Trust	10,000	-	10,000	-
Social Enterprise Support Fund	15,500	-	15,500	-
Tableau Foundation	8,067	-	8,067	-
London Community Response Fund	1,000	5,850	6,850	-
CAF Corona Virus Emergency Fund	5,500	-	5,500	-
Other funders	23,050	14,749	37,799	4,000
Counselling fees	128,900	-	128,900	119,413
Supervision fees	29,530	-	29,530	30,623
Assessment fees	8,918	-	8,918	9,774
Workshops and other income	-	650	650	225
	<u>£278,965</u>	<u>£221,717</u>	<u>£500,682</u>	<u>£364,885</u>

Of the £364,885 recognised in 2020, £164,035 related to unrestricted funds and £200,850 to restricted funds.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Room hire	£Nil	£Nil	£Nil	£19,554

All of the £19,554 received in 2020 was unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Bank interest	£49	£Nil	£49	£147

All of the £147 received in 2020 was unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs	Support costs	Total 2021	Total 2020
Staff costs	-	8,779	8,779	-
Consultancy fee	-	7,560	7,560	7,350
	-	£16,339	£16,339	£7,350

All of the £7,350 expenditure recognised in 2020 was charged to unrestricted funds.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2021	Total 2020
Counselling services	£270,076	£128,874	£398,950	£381,696

Of the £381,696 expenditure recognised in 2020, £159,793 was charged to unrestricted funds and £221,903 was charged to restricted funds.

8. ANALYSIS OF DIRECT COSTS	2021 £	2020 £
Staff costs	128,883	118,925
Sessional counselling costs	138,934	111,003
Travel expenses reimbursed to clients	51	3,431
Room hire	-	6,310
Clinical review cost	-	5,934
Other direct costs	2,208	4,060
	£270,076	£249,663

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
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9. ANALYSIS OF SUPPORT COSTS

	2021	2020
	£	£
Office rent, rates and utilities	35,312	46,828
Staff costs	40,152	34,045
Office equipment maintenance and licencing	10,035	8,515
Printing, postage and stationery	2,035	4,716
Office cleaning	1,298	3,676
Telephone and fax	4,389	2,606
Insurance	2,881	2,545
Office building repairs and maintenance	1,670	4,139
Bookkeeping and accountancy	21,623	16,339
Staff welfare and expenses	355	838
Governance costs (Note 10)	900	1,462
Other support costs	8,224	6,325
	<u>£128,874</u>	<u>£132,033</u>

10. GOVERNANCE COSTS

	2021	2020
	£	£
Independent examination fee	900	900
AGM costs	-	562
	<u>£900</u>	<u>£1,462</u>

WATERLOO COMMUNITY COUNSELLING
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
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11. NET INCOME/(EXPENDITURE) FOR THE YEAR 2021 2020

The net expenditure for the year is stated after charging:

Independent examination fee	<u>£900</u>	<u>£900</u>
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During the year Trustees received £Nil remuneration (2020 : £Nil) or reimbursed expenses (2020: £Nil).

12. STAFF COSTS AND NUMBERS 2021 2020

Staff costs were as follows:	£	£
Wages and salaries	160,447	141,135
Social security costs	9,150	8,903
Pension costs	3,378	2,932
	<u>£172,975</u>	<u>£152,970</u>

The average monthly number of employees during the year was 8 (2020: 7).

The average number of full-time equivalent employees during the year was as follows:

	2021 No.	2020 No.
Chief executive	1.0	1.0
Administrative staff	4.0	3.0
Charitable activities	3.0	3.0
	<u>8.0</u>	<u>7.0</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by key management amounted to £109,809 (2020: £98,729). Under FRS 102, employee benefits include gross salaries, employer's national insurance, employee pension contributions and benefits in kind.

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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
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13. FIXED ASSETS

	Office Equipmen, Fixture & Fittings £
Cost:	
Balance at 1 April 2020	53,139
Additions	3,243
	56,382
Balance at 31 March 2021	56,382
Depreciation:	
Balance at 1 April 2020	51,324
Charge for the year	2,625
	53,949
Balance at 31 March 2021	53,949
Net book value:	
At 31 March 2021	£2,433
At 31 March 2020	£1,815

14. FIXED ASSETS INVESTMENTS

	2021	2020
Works of art at cost and valuation	£1,975	£1,975
	£1,975	£1,975

15. DEBTORS

	2021	2020
	£	£
Grants and fees	17,922	12,989
Other debtors	17,708	3,428
	£35,630	£16,417

16. CREDITORS – Amounts falling due within one year

	2021	2020
	£	£
Accruals	46,894	35,098
Other creditors	15,372	9,003
Social security and other taxes	3,004	3,259
Deferred income	79,458	3,259
	£144,728	£47,360

WATERLOO COMMUNITY COUNSELLING
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
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17. MOVEMENT IN FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2021					
Restricted funds					
MECS	-	221,717	191,964	-	29,753
Total restricted funds	-	21,717	191,964	-	29,753
Unrestricted funds					
General	47,773	279,349	223,325	-	103,797
Designated	10,000	-	-	-	10,000
Total unrestricted funds	57,773	279,349	223,325	-	113,797
TOTAL FUNDS	£57,773	£501,066	£415,289	£Nil	£143,550

The MECS Counselling Project continues to provide direct counselling to refugees, asylum seekers and people from black and Minority Ethnic (BME) communities in their mother tongue and provides additional support to clients including advice and group work.

Comparative information for the previous financial year is as follows:

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2020					
Restricted funds					
MECS	-	200,850	221,903	21,053	-
Total restricted funds	-	200,850	221,903	21,053	-
Unrestricted funds					
General	52,018	183,951	167,143	(21,053)	47,773
Designated	10,000	-	-	-	10,000
Total unrestricted funds	62,018	183,951	167,143	(21,053)	57,773
TOTAL FUNDS	£62,018	£384,801	£389,046	£Nil	£57,773

WATERLOO COMMUNITY COUNSELLING
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NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
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18. ANALYSIS OF NET ASSETS

BETWEEN FUNDS	Unrestricted Funds £	Designate d Funds £	Restricted Funds £	Total Funds £
Fixed assets	4,408	-	-	4,408
Current assets	196,441	10,000	77,429	283,870
Current liabilities	(97,052)	-	(47,676)	(144,728)
At 31 March 2021	<u>£47,773</u>	<u>£10,000</u>	<u>£Nil</u>	<u>£143,550</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed assets	3,790	-	-	3,790
Current assets	91,343	10,000	-	101,343
Current liabilities	(47,360)	-	-	(47,360)
At 31 March 2020	<u>£47,773</u>	<u>£10,000</u>	<u>£Nil</u>	<u>£57,773</u>

19. COMPANY STATUS

Waterloo Community Counselling is a private company (No. 03034938) incorporated in Great Britain and registered in England and Wales. The company is limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office is given in the Legal and Administrative Information on page 3.

20. TAXATION

As a registered charity, Waterloo Community Counselling is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

21. OPERATING LEASE COMMITMENTS

Total future minimum lease payments due under non-cancellable operating leases amount to £2,749 (2020: £5,298).

22. RELATED PARTIES

There were no transactions with related parties during the year or the previous year.