

NOTTINGHAM COUNSELLING SERVICE

England & Wales · Charity number 1045464

Details

Other names NOTTINGHAM COUNSELLING SERVICE (NCS)

Status Registered

Legal form Charitable company

Company number [02948386](#)

Registered 1995-04-04

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

Contact

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Website www.nottinghamcounsellingcentre.org.uk

Activities

Objects: (A) TO PROMOTE CHARITABLE PURPOSES FOR THE BENEFIT OF THE POPULATION PRIMARILY WITHIN THE COUNTIES OF NOTTINGHAMSHIRE AND EAST MIDLANDS AND IN PARTICULAR BUT NOT EXCLUSIVELY THE FURTHERANCE OF HEALTH AND THE RELIEF OF DISTRESS AND SICKNESS ASSOCIATED WITH EMOTIONAL, PERSONAL, MARITAL, FAMILY OR RELATED PROBLEMS.(B) IN SUPPORT OF THE ABOVE PURPOSES, TO PROVIDE A CONFIDENTIAL COUNSELLING SERVICE, EDUCATION, TRAINING, AND SUPPORT FOR COUNSELLING AND TO DEVELOP COUNSELLING RESOURCES.

Activities: The NCS activities focus on recovery and management of psychological problems and life's changes and challenges as presented by individual clients. It provides public benefits to the local communities in Nottinghamshire and East Midlands by supporting individuals and their families with access to safe, caring, affordable professional counselling.

Classification

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

Geography

- **Area of benefit:** CITY OF NOTTINGHAM AND ITS ENVIRONS
- Nottingham City
- Nottinghamshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£335,354	£333,144	-	-
2024-03-31	£319,790	£356,033	-	-
2023-03-31	£357,079	£415,746	-	-
2022-03-31	£388,236	£322,605	-	-
2021-03-31	£369,597	£253,361	-	-

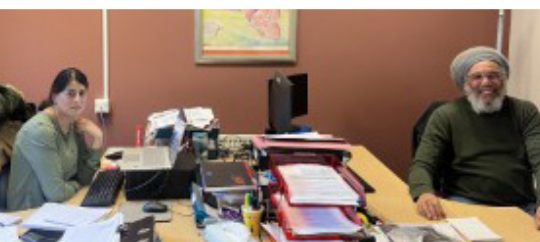
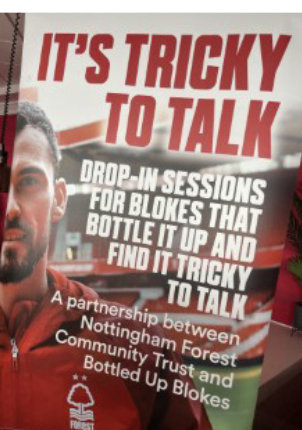
Trustees

Name	Role	Appointed
Stephen Goode	Chair	2025-02-21
Anju Virdee		2025-02-01
Dr Maria Augusta Borges Cursino de Freitas Arruda		2021-02-09
Martyn Robert Groves-Williams		2023-08-08
Shahin Meah		2024-11-14

Accounts

Annual Report and Financial Statements

for the Year Ended
31 March 2025



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Reference and Administrative Details

Trustees	Martyn Groves-Williams Maria Arruda Shahin Meah Stephen Goode Dari Gfeller Emma Maraio Anju Virdee
Secretary	Shoana Qureshi-Khan
Senior Management Team	Shoana Qureshi-Khan, CEO Shaz Majid, Service Manager Shelley Macdonald, Clinical Lead (from February 2025)
Charity Registration Number	1045464
Company Registration Number	02948386
Registered Office	Unit 5 Victoria Court Kent Street Nottingham NG1 3LZ
Independent Examiner	Eva Stevens Employee of Community Accounting Plus Units 1 & 2 North West 41 Talbot Street Nottingham NG1 5GL



Above: Staff, trainees and volunteers

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2025.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees	Benjamin Waldram (resigned 1 March 2025) Maeve Fitzpatrick (resigned 1 January 2025) Martyn Groves-Williams Maria Arruda Michael Lees (resigned 1 October 2024) Samuel Nichols (resigned 21 October 2025) Christopher Julien Bouyer Sims (resigned 10 June 2025) Shahin Meah (appointed 14 November 2024) Stephen Goode (appointed 21 February 2025) Dari Gfeller (appointed 1 February 2025) Emma Maraio (appointed 1 February 2025) Anju Virdee (appointed 1 February 2025)
Secretary	Shoana Qureshi-Khan

Structure, governance and management

Nature of governing document

The organisation is a charitable company limited by guarantee, registered as a Charity since 1983 and incorporated 14 July 1994. The company was established under a Memorandum of Association (amended 13 August 2013) which establishes the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members are required to contribute an amount not exceeding £1.

Organisational governance

Nottingham Counselling Service (NCS) is a registered charity and company limited by guarantee. The organisation is governed by a Board of Trustees responsible for setting strategy, ensuring compliance with legal and regulatory requirements, and safeguarding the charity's assets and reputation. Day-to-day management is delegated to the Chief Executive Officer, who works closely with the Clinical Lead and staff team to deliver services in line with our mission and values. In 2025, the Board underwent a renewal, bringing in Trustees from diverse backgrounds, ages, genders, and ethnicities. Several Trustees contribute specialist expertise in areas such as risk, finance, governance, strategy, and organisational growth, strengthening the organisation's leadership capacity.

The Board now meets quarterly and operates within a clear governance framework, supported by policies, risk management procedures, and regular monitoring of performance and impact.

To enhance effectiveness, NCS has introduced a skills audit and, improving communication, identifying training needs, and ensuring that Trustees are fully equipped to guide the charity strategically. These measures provide confidence that NCS remains accountable, transparent, and focused on delivering safe, effective, and high-quality services to the communities we serve.

Induction and training of trustees

In February 2025, NCS welcomed a new group of Trustees recruited through a rigorous process, bringing with them a wide range of backgrounds, ages, genders, and ethnicities. Each Trustee has a clear role within the organisation and shares a strong passion for supporting the local community and the people of Nottingham. Several Trustees bring valuable prior experience in areas such as risk, finance, governance, strategy, and organisational growth, making this an exciting period of renewal and development for NCS. A core group of Trustees has now been established, and the Board meets quarterly to provide strategic leadership and oversight. To strengthen effectiveness, we have introduced a skills audit and held a visioning day, both of which have helped to improve communication, identify training needs, and enhance the collective capacity of the Board.

Major risks and management of those risks

The Trustees have continued to actively review and monitor the risks faced by the charity. The Chief Executive Officer is responsible for maintaining and updating the organisation's Risk Register and monitors cash flow on a routine basis. Financial statements, including the Balance Sheet and Income and Expenditure Statement, are produced quarterly and presented to the Board for review. During this period, NCS has made significant improvements in its governance and financial management. Last year, the primary financial risk related to covering the costs of two Chief Executive salaries over a six-month period and associated interim Executive costs. This year, these challenges have been successfully addressed, and the organisation has secured a five-year funding settlement from the National Lottery, providing stability and enabling long-term planning.

Alongside financial improvements, governance has strengthened through the resignation of previous long-standing trustees who we thank for their service and support, and the appointment of new Trustees, the introduction of a trustees skills audit, and enhancing strategic oversight and board effectiveness. These developments ensure that NCS continues to deliver high-quality services to Nottingham's diverse communities while pursuing sustainable income streams and aligning funding with the organisation's long-term ambitions.

Director's Report

The Trustees are pleased to present their Annual Report, which incorporates both the Directors' Report and the Financial Statements for Nottingham Counselling Services (the "Charity") for the year ended 31 March 2025. This report has been prepared in accordance with the legal requirements of the Charities Act for the Trustees' Annual Report and the Companies Act for the Directors' Report and Accounts.

This report offers a comprehensive overview of the Charity's performance over the past year, highlighting its financial position and the continued positive impact of its services within the local community. In addition to fulfilling statutory obligations, the Trustees have included reflections on the Charity's activities, governance framework, and the ways in which it has responded to evolving challenges—particularly the increasing demand for mental health support.

The Trustees extend their sincere gratitude to our dedicated team of staff, supervisors, therapists, and volunteers. Their resilience, professionalism, and unwavering commitment have been instrumental in delivering high-quality counselling and therapeutic services throughout the year.

We trust that this report accurately captures the significant progress made by Nottingham Counselling Services (NCS) during the reporting period from 1 April 2024 to 31 March 2025.

Forward – Chief Executive Officer

In reflection, it is crucial that we celebrate the enormity of what NCS has undergone in recent years. Despite a period of immense turbulence for charities, we take pride in where we stand today compared with the last two financial years. The history of the organisation, the strength of its leadership, the dedication of our staff, and the commitment of our clinical professionals have all been central to this journey. NCS has demonstrated fortitude, resilience, creativity, and growth. We recognise that challenges remain: the financial crisis at Nottingham City Council, the rise in mental health conditions, and increasing complexity of need. These intersecting pressures intensify the difficulties faced by individuals, and NCS witnesses this reality daily. Yet, our commitment remains steadfast – ensuring the people of Nottingham can access the vital therapeutic support they need.

– Shoana Qureshi-Khan, Chief Executive Officer

Forward – Chair of Trustees

In February 2025, the Board of Trustees was renewed following a thorough interview process. The new Trustees bring experience across commercial, voluntary, and public sectors, strengthening an existing Board that had been steering NCS through demanding financial situations. Entering the new financial year, NCS received a five-year funding settlement from the National Lottery, providing security and enabling us to plan for the future. This allows us to strengthen our delivery model, explore growth opportunities, and maintain our enduring commitment to volunteers. I welcome Anju, Dari and Shahin who with myself have volunteered to help steer NCS in between now Quarterly meetings. It feels that both grip and a sense of direction are well combined in the new Governance model. It's such an important part of the network of the organisation who provide high quality counselling and therapies to individuals from all backgrounds in the greater Nottingham area and beyond.

– **Dr Stephen Goode CBE, Chair of Trustees**

Objectives and activities

Our work is focused on meeting the growing mental health needs across Nottingham and Nottinghamshire, supporting individuals aged 17 and above. We provide therapy for depression, anxiety, trauma, abuse, suicidal ideation, domestic violence, bereavement, and other complex issues. Services include individual counselling, group therapy, Employee Assistance Programmes, specialist support for racialised communities, refugees and asylum seekers, art therapy, and training for professionals.

Objects and aims

Our work is focused on meeting the growing mental health needs across Nottingham City and Nottinghamshire, supporting individuals aged 17 and above.

We specialise in providing therapeutic support for clients experiencing:

- Depression and anxiety
- Trauma and childhood trauma
- Sexual assault and abuse
- Suicidal ideation
- Stress and burnout
- Vicarious trauma
- Complex trauma
- Domestic violence and coercive control
- Loss and bereavement
- Other complex mental health presentations

Through our services, individuals benefit from timely and professional support designed to reduce distress, build resilience, and promote long-term wellbeing.

As national demand for mental health services continues to grow, the challenge is particularly acute in Nottingham. National estimates suggest that around one in four adults experience mental health problems nottinghamshireinsight.org.uk, and local conditions such as deprivation and high-risk populations are significantly above the national average (data from [Nottinghamshireinsight.org.uk](https://nottinghamshireinsight.org.uk)).

In 2019, Nottingham was ranked the 11th most deprived district out of 317 in England based on the Index of Multiple Deprivation nottinghaminsight.org.uk. The city also has notably high levels of Severe Multiple Disadvantage (SMD)– this is people who are experiencing multiple interlinked issues such as mental health conditions, homelessness, substance misuse, and criminal justice involvement–placing it 8th highest in England, affecting over 5,000 residents (data from [Nottinghamshireinsight.org.uk](https://nottinghamshireinsight.org.uk)).

Nottingham Counselling Service

At Nottingham Counselling Service, we are here to offer support and guidance to asylum seekers as they navigate the challenges and uncertainties of building a new life.

SUPPORTING REFUGEE AND ASYLUM SEEKERS

We recognise the immense challenges faced by asylum seekers. We know that the journey can be overwhelming, and that's why we are offering free drop-in mental health sessions specifically designed to support you during this time.

DATES OUR DROP-INS WILL BE AVAILABLE:

Wednesdays	Thursdays
12.30pm - 1.30pm	5pm - 6pm
4th September	5th September
18th September	19th September
25th September	26th September
2nd October	3rd October

According to the 2021 Census, Nottingham's population is diverse: approximately 34% of residents identify as belonging to non-White ethnic groups (with 14.9% Asian and 10% Black) (data from Wikipedia). This diversity underscores the urgent need for culturally competent mental health services tailored to communities from ethnic minority backgrounds.

Following Nottingham City Council's declaration of bankruptcy in November 2023, significant cuts to jobs and services were approved to close a £53 million budget shortfall, placing further strain on already overstretched mental health support systems.

Who Benefits from Our Work

Our services are accessed by people from a wide range of backgrounds, including those facing financial hardship, marginalisation, or barriers to mainstream support. We provide tailored interventions to meet individual needs, ensuring equity of access and meaningful outcomes.

Where We Work and Number of Beneficiaries

NCS operates throughout the city of Nottingham and the wider Nottinghamshire area. We are located in Victoria Court, near Nottingham's city centre, and our facility includes nine individual therapy rooms, each designed to foster a calming and therapeutic atmosphere. Two of these rooms are on the ground floor, providing accessible spaces for clients with mobility issues.

During the last financial year, 670 individuals received in the region of 9,829 therapy hours and counselling sessions through NCS, marking a substantial increase compared to the previous year. However, the increased demand has also led to a rise in our waiting list, with on average, 30 individuals are now waiting for between 6-12 weeks before they can access their first therapy session.

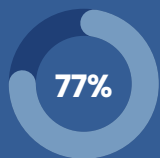
Service users benefit from one or more of the following:

- **Individual Counselling** – one-to-one therapy supporting personal recovery and growth.
- **Employee Assistance Programme (EAP)** – workplace wellbeing support for employees and employers.
- **Group Therapy** – shared therapeutic space fostering connection, resilience, and understanding.
- **Surviving Abuse Positively** – specialist support for survivors of abuse to rebuild confidence and identity.
- **Racialised communities Counselling Hub** – culturally responsive counselling addressing inequalities in mental health provision.
- **Specialist Therapeutic Support for Refugees and Asylum Seekers** – trauma-informed care for those rebuilding their lives after displacement.
- **Partnership with MTVH** – counselling services delivered in partnership with Metropolitan Thames Valley Housing, providing targeted support for residents in social housing.
- **Art Therapy** – creative therapeutic approaches to support expression, healing, and recovery.
- **Continuing Professional Development (CPD) Training** – specialist training opportunities for professionals, contributing to the growth and excellence of the counselling and mental health workforce.

The Difference We Make

At Nottingham Counselling Services (NCS), our mission is to break the cycle of mental illness—particularly for individuals affected by trauma and those facing complex barriers to accessing therapy. We work with diverse communities and are committed to delivering services that are culturally sensitive, inclusive, and accessible to all who need them.

To assess the effectiveness of our interventions, we use a combination of clinician-administered and self-reported tools. In a recent sample of 100 clients, evaluated using the Patient Health Questionnaire (PHQ-9), we observed significant improvements across key mental health outcomes:



77% reported improved coping strategies



71% experienced enhanced day-to-day functioning



81% demonstrated greater insight and understanding



92% showed improved emotional expression and problem articulation

These results reflect the transformative impact of our therapeutic approach. Unlike short-term models, our longer-term counselling enables deep healing, helping individuals to recover, rebuild, and break entrenched cycles of trauma and distress.

Despite ongoing challenges—including funding cuts and increasing demand—NCS continues to serve as a vital resource for Nottingham’s most vulnerable populations. We remain one of the few accessible therapy services in the region, addressing trauma, intersectionality, and complex mental health needs with compassion and expertise.

We place great importance on understanding the lived experiences of our clients. Feedback is collected at multiple stages—during assessments, throughout therapy, and upon completion—alongside recovery measures, social engagement scores, and physical and mental health indicators. This comprehensive approach allows us to evaluate the real-world impact of our services and continuously improve them.

We are also proud to be one of the largest providers of student placements in the region, supporting trainee counsellors on their journey to becoming qualified practitioners. Feedback from both clients and students plays a crucial role in shaping our services, ensuring they remain meaningful, effective, and responsive to evolving needs.

Client Experience & Impact

Post-Assessment Feedback

Clients consistently describe the assessment process as supportive and comfortable. One client shared:

“

The interview was relaxed and not pressured. I felt listened to, understood everything, and could ask questions. It really explored my hopes and expectations.

”

End-of-Therapy Feedback

Clients report meaningful personal change by the end of therapy. Average ratings include: 9/10 for overall experience.

9/10 for overall experience

9.5/10 for office environment

Common outcomes include:

- Reduced anxiety and depressive symptoms
- Greater acceptance of life circumstances
- Improved communication and openness
- Increased self-awareness and emotional understanding
- Reduced suicidal ideation
- Enhanced self-compassion

One client reflected:

“

I was anxious about many things, including medical treatments. Now I’m more accepting, more open with others, and treat myself with greater compassion.

”

Case Studies

Client A

(Afro-Caribbean male, 35–50, self-referred via BACP (British Association for Counselling and Psychotherapy (BACP)-funded project))

Faced with racial discrimination and past negative experiences with mental health services, Client A entered therapy feeling overlooked and mistrustful. Through counselling, he processed trauma, isolation, and inherited emotional burdens. With empathy and unconditional positive regard, he is rebuilding self-belief, resilience, and hope for meaningful relationships and stability.

Client B

(Female, 30–40, low-cost therapy model)

Initially presenting with restlessness, low motivation, and self-criticism, Client B sought to explore unresolved trauma and relationship issues. Therapy provided a safe space to process fear, shame, and loss. She is now moving forward with greater self-compassion, emotional clarity, and confidence in her inner strength.

Our Constitutions

The purpose of Nottingham Counselling Services (NCS), as outlined in the company's Memorandum and Articles of Association, is:

To promote charitable purposes for the benefit of the population primarily within Nottinghamshire and the East Midlands, with a particular focus on the furtherance of health and the relief of distress and sickness associated with emotional, personal, marital, family, or related problems.

In support of this purpose, NCS aims to:



Provide a high-quality, confidential, and accessible counselling service to individuals in need.



Build a community of therapists by supporting their education, training, and career development, fostering growth for counselling professionals.



Develop counselling resources based on internal learning from working with diverse cohorts, as well as external insights derived from the specific needs of the local area, to continuously enhance mental health support.

When shaping our objectives and planning activities, the trustees consistently consider the Charity Commission's guidance on public benefit. Each year, we carefully evaluate the balance between the financial resources required to maintain a sustainable and dependable service and the growing demand for mental health support in our community. We are committed to adapting to an ever-changing environment while ensuring that we continue to meet the needs of those we serve.

Who We Are

Our Constitution and Aims

The purpose of Nottingham Counselling Services (NCS), as outlined in the company's Memorandum and Articles of Association, is to promote charitable purposes for the benefit of the population primarily within Nottinghamshire and the East Midlands, with a focus on health and the relief of distress associated with emotional, personal, family, or related problems.

Our Vision

At NCS, we believe therapy is life-changing. It provides a pathway to wellbeing, healing, and hope. At Nottingham Counselling Services (NCS), we believe therapy is life-changing. It provides a vital pathway to emotional wellbeing, healing, and hope.

As a leading mental health charity with a long-standing presence in Nottingham and the wider region, we are proud to support individuals from all backgrounds. Our services are accessible, affordable, and rooted in clinical excellence and inclusion – because everyone deserves to be seen, heard, and supported.

We offer a wide range of therapy options to meet different needs and stages of life, including individual counselling (from six-month programmes to two-year long-term support), art therapy, and therapeutic groups. Therapy at NCS provides a safe and compassionate space for recovery, where wellbeing is nurtured through client-centred care.

Our Mission

We deliver high-quality, accessible counselling and psychotherapy for adults aged 17+ experiencing emotional distress or complex challenges.

Our Values

- **People First** – prioritising wellbeing with empathy and respect
- **Inclusion** – reducing inequality and stigma
- **Integrity** – upholding the highest ethical standards
- **Accessibility** – affordable, flexible therapy
- **Excellence** – striving for clinical excellence through innovation
- **Community** – collaboration and service to our city

Our Commitment

Despite ongoing challenges, NCS continues to grow and adapt, remaining a cornerstone of mental health support in Nottingham. Many of our referrals are from those who have had poor experiences of therapy often using mainstream or private services, NCS works on whole person systems and works alongside the complexity of the world today. To facilitate the changing landscape our therapists are supported by robust supervision, deliver clinically excellent care that meets a wide range of client needs. We are proud of the dedication and professionalism that drives our mission forward.

The feedback we receive affirms the transformative power of therapy and the life-changing impact of our work. We are deeply grateful to our therapeutic community, whose commitment continues to improve lives every day.

Public benefit

We carry out one to one counselling, couples, families, groups and lead on projects with those marginalised or disadvantaged.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Service Reach and Impact

April 2024 – March 2025

Nottingham Counselling Service (NCS) supported over 670 clients across a range of therapeutic services, reflecting both rising demand and our growing reputation as a trusted provider in Nottingham.

Service Delivery Overview

- Individual Counselling: Core service, supporting 670 clients and over 700 referrals
- Couples Therapy: Reached 12 couples, addressing relational wellbeing
- Refugee & Asylum Seeker Support: Provided 200+ sessions to 22 clients, offering trauma-informed care
- Racialised Communities Hub: Delivered 40 sessions, promoting culturally responsive therapy
- Employee Assistance Programmes (EAP): Supported staff wellbeing across local employers
- Partnerships:
 - With Metropolitan Thames Valley Housing (MTVH) and small businesses: 41 clients, 79 referrals
 - Referrals from Healthwatch strengthened ties with local health networks
- Client Demographics:
 - Age: Majority aged 20–39, with services spanning all adult age groups
 - Gender: Nearly two-thirds women, with strong engagement from men and non-binary clients
 - Ethnicity: While White British clients formed the largest group, we saw increasing engagement from Asian, Black, Mixed heritage, and refugee communities—reflecting our commitment to inclusive practice

Key insights

- Delivered 1,000+ additional therapy hours compared to the previous year
- Expanded reach through housing and community partnerships.
- Served a diverse client base, across age, gender, and ethnicity.
- Actively addressed inequality through targeted services for marginalised groups.



Above: BACP work and award

External Partnerships and Networks Involvement

This year has marked a period of celebration and strategic growth for Nottingham Counselling Services (NCS), showcasing the success of innovative projects and reinforcing our role as a leading mental health charity going as far back as 1875 addressing mental health and social inequality.

BACP-Funded Partnership with Himmah

A major milestone was securing two years of BACP funding to reach racialised communities through a pioneering partnership with Himmah. NCS, recognised as a pioneering organisation in improving therapy access, joined forces with Himmah—a trusted community leader in tackling racism and promoting social mobility.

Together, we launched a high-profile event featuring expert panellists and have delivered over 150 counselling sessions, directly addressing long-standing inequalities in mental health access. This partnership is creating a lasting legacy, strengthening NCS's capacity to serve marginalised groups.

Tackling Loneliness

In response to rising loneliness among therapy clients, NCS became a Community Health Champion in partnership with Public Health Nottingham. We developed innovative group programmes including:

- Arts-based and creative therapeutic approaches
- Psychoeducational groups for self-awareness and connection

These initiatives have helped individuals build resilience, confidence, and meaningful relationships, reducing isolation and improving wellbeing.

Suicide Prevention

Suicide prevention remains central to our mission. NCS provides critical support to individuals at high risk, offering compassionate, clinically robust care. We've upskilled therapists to meet growing community needs and expanded access for those with complex trauma.

In collaboration with Nottingham Forest Football Club (NFFC) and other partners, we are developing campaigns to engage men in mental health conversations, reduce stigma, and promote suicide prevention.

Mental Health Support for People Seeking Asylum and Refugees

NCS has delivered over 200 therapy sessions and 16 engagement events for asylum seekers and refugees—groups often excluded from mainstream mental health services. Working with city leaders, we've addressed access barriers and developed inclusive care models.

A number of clients who have been forcibly displaced experience higher rates of suicidal ideation, however they have also shown significant recovery and report renewed purpose, agency and wellbeing. The strong uptake reflects both urgent need and growing trust in NCS.

Clients who initially presented with high suicide risk have shown significant recovery, reporting renewed purpose, agency, and wellbeing. The strong uptake reflects both urgent need and growing trust in NCS.

Strategic Advocacy

Our CEO continues to represent NCS across regional and national platforms, advocating for smaller Voluntary and Community Sector (VCS) organisations, mental health services and for minority groups. These efforts, though beyond core duties, have elevated NCS's profile as a trusted and impactful provider of mental health services.



Above: Campaigns – YP mental health with Citizens and Switch up

Key Partnerships and Networks

Nottingham Counselling Services (NCS) is proud to collaborate with a wide range of partners across sectors, strengthening our impact and extending access to mental health support.

Corporate Support

We gratefully acknowledge the generous in-kind contributions from John Lewis, Ian Williamson Decorators, MTVH, Staffline, Shoosmiths, and Pitchin. Their support—ranging from furniture and equipment to fundraising—has enhanced our therapeutic environment, which in turn boosted morale, and supported our income generation ambition.

NCS Strategic and Clinical Networks

- The Survivors Trust – As an affiliate, NCS contributes to national strategies for supporting survivors of sexual violence.
- BACP (British Association for Counselling and Psychotherapy (BACP)) – Our regulator, ensuring ethical and professional standards across all services.
- Business in the Community (BITC) – Connecting corporate responsibility with community mental health needs.
- It's in Nottingham & East Midlands Chamber – Supporting local wellbeing initiatives and economic growth.
- Nottingham Forest Community Trust – Joint campaigns and workshops focused on mental health and suicide prevention.
- Metropolitan Thames Valley Housing Association (MTVH) – Contracted therapy provision for residents.
- Nottingham Trent University & University of Nottingham – Hosting student placements, delivering therapy, and collaborating on widening access and wellbeing projects.

Community and Voluntary Sector Partnerships

- Himmah – Co-delivering free therapy for BAME communities and supporting families with mental health needs.
- NCVS, Switch Up, Unite Nottz – Working together to support struggling families and improve voluntary sector collaboration.
- Nottingham Citizens – Partnering on campaigns for migrant justice and youth mental health, including client-led listening exercises.
- Nottingham & Nottinghamshire Refugee Forum (NNRF) & Belong Nottingham – Providing culturally sensitive therapy and community programmes for refugees and emerging communities.
- Public Health and System-Level Engagement
- Nottingham City Public Health – Collaborating on suicide prevention and refugee mental health strategies.

- Nottingham Social Prescribing Network – Mutual referrals to support mental health resilience through nature-based and therapeutic interventions.
- Financial Resilience Partnership – Collecting data on debt and mental health to inform funding and policy.
- Severe and Multiple Disadvantage (SMD) Coalition – Monthly collaboration to address trauma, addiction, homelessness, and inequality.
- Integrated Care and Mental Health Leadership

NCS plays an active role in shaping city-wide mental health strategy through:

- Nottingham City Integrated Care Partnership (ICP) Steering Group & Board Development
- Health and Wellbeing Board (HWBB) Mental Health Steering Group
- Mental Health Collaborative for Better Mental Health
- Voluntary Community Sector Alliance – Focusing on prevention and reducing health inequalities
- Severe Multiple Disadvantaged (SMD) Race Equity Workstream – Addressing racial disparities in mental health
- ICP BAME Health Inequalities Subgroup – Driving collective action on health equity
- Community Voice and Advocacy
- Notts Resolve Group & Nottingham Citizens – Supporting community-led campaigns and amplifying lived experience in local decision-making.



Above: Corporate support partners



Above: Strategic partnerships and activities

Summary of Significant Activities and Achievements Over the Past Twelve Months

Funding & Income

The primary focus over the past year was on ensuring the organisation's financial survival and resilience. Despite ongoing challenges, NCS has excelled and delivered results under extraordinary circumstances. Our financial performance reflects both the efforts made to recover and the robust measures we've implemented to secure the charity's future. With strengthened financial controls in place, we have successfully navigated turbulent times, demonstrating both the longevity and resilience of the organisation. These achievements mark a significant step forward in our mission, ensuring that we remain well-positioned for continued impact and sustainability.

Financial review

During the financial year, Nottingham Counselling Services generated a total income of £335,354 an improvement on last year's £319,790, still presenting a small fall against the projected budget of £392,000. While some income streams exceeded expectations, others fell below forecast due to external challenges and organisational transitions.

Income Breakdown of a few core areas:

Counselling Services

Income: £145,200 (below expectations an improvement on the previous year of £139,938)

Counselling remained the strongest performing area, consistently meeting or exceeding monthly targets.

Room Hire

Income: £45,145 (above expectations)

This additional income contributed positively to overall performance.

Assessments

Income: £6,776 (slightly below budget of £7,900)

Monthly income varied and remained consistently under target.

Contracts

Income: £36,370 (above budget)

Performance fluctuated throughout the year, resulting in a significant increase.

Grants

Income: Below budget

The shortfall was largely due to local funding challenges and a period of organisational instability following leadership changes and the loss of Leslie MacDonald, who was our long standing CEO.

Donations

Income: £9,295 Includes general donations, fundraising events, and Amazon Smile. All contributions provided a welcome boost to income.

While overall income fell slightly short of projections, strong performance in counselling and room hire helped offset underperformance in grants and contracts. The financial year reflects both resilience and adaptability during a period of transition, laying the groundwork for future stability, particularly with the newly secured five-year National Lottery funding.

Policy on reserves

The targeted reserves is 3-6 months of operating cost. How much would 3-6 months be? The targeted reserves is 3-6 months of operating cost which equates to between £83,286 (3 months) and £166,572 (6 months). We are in a position that we do hold these funds and whilst the majority of our reserves are restricted funds, we have almost doubled our unrestricted reserves from £18,574 (2024) to £36,764 (2025), which we intend to build on further to give us greater room to absorb financial shocks in the future.

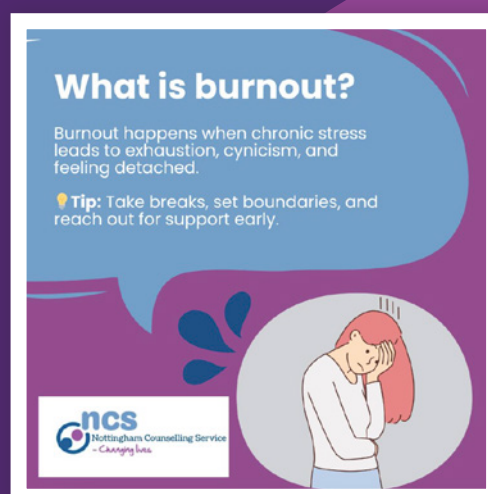
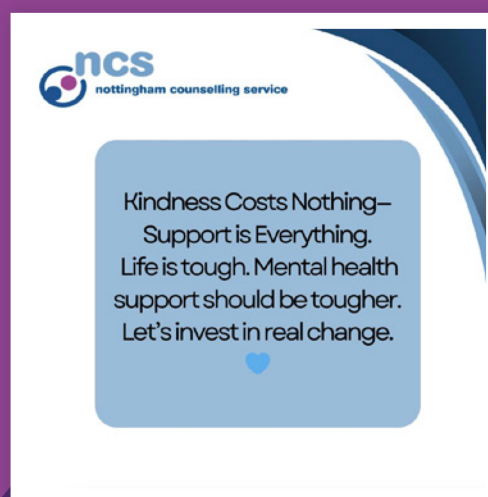
Principal risks and uncertainties

The Trustees have continued to actively review and monitor the risks faced by the charity. The CEO is responsible for maintaining and updating the organisation's Risk Register and monitors cash flow on a routine basis. Financial statements, including the Balance Sheet and Income and Expenditure Statement, are produced quarterly and presented to the Board for review. During this period, NCS has made significant improvements in its governance and financial management. Last year, the primary financial risk related to covering the costs of two Chief Executive salaries over a six-month period and associated interim Executive costs. This year, these challenges have been successfully addressed, and the organisation has secured a five-year funding settlement from the National Lottery, providing stability and enabling long-term planning.

Alongside financial improvements, governance has strengthened through the renewal of Trustees, the introduction of a skills audit, and enhancing strategic oversight and Board effectiveness. These developments ensure that NCS continues to deliver high-quality services to Nottingham's diverse communities while pursuing sustainable income streams and aligning funding with the organisation's long-term ambitions.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.



Above: Social media

Statement of Responsibilities

The trustees (who are also the directors of Nottingham Counselling Service for the purpose of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable account standard, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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 responsible steps for the 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 governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

The annual report was approved by the trustees of the charity on 23 / 12 / 2025 and signed on its behalf by:



Stephen Goode
Trustee



Above: Staff, trainees and volunteers



Independent Examiner's Report

Independent examiner's report to the trustees of Nottingham Counselling Service ('the Company')

I report to the charity trustees on my examination of the accounts of the company 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 Chartered Institute of Public Finance and Accountancy (CIPFA), 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 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.



Eva Stevens, BSc, CPFA, employee of Community Accounting Plus
member of the Chartered Institute of Public Finance and Accountancy (CIPFA)

Units 1 & 2 North West
41 Talbot Street Nottingham NG1 5GL

Date: 24 / 12 / 2025

Statement of Financial Activities for the Year Ended 31 March 2025

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2025 £	Total 2024 £
Income and Endowments from:					
Donations and legacies	2	41,822		41,822	50,548
Charitable activities	3	27,132	293,178	268,890	266,046
Investment income	5	354		354	352
Total income		308,222	27,132	335,354	319,790
Expenditure on:					
Charitable activities	6	(290,032)	(43,112)	(333,144)	(356,033)
Total expenditure		(290,032)	(43,112)	(333,144)	(356,033)
Net income/(expenditure)		18,190	(15,980)	2,210	(36,243)
Net movement in funds		18,190	(15,980)	2,210	(36,243)
Reconciliation of funds					
Total funds brought forward		18,574	332,989	351,563	387,806
Total funds carried forward	13	36,764	317,009	353,773	351,563

All of the charity's activities derive from continuing operations during the above two periods. The funds breakdown for the period is shown in note 13.

The notes on pages 20 to 29 form an integral part of these financial statements.

Statement of Financial Activities for the Year Ended 31 March 2025

(Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £
Income and Endowments from:				
Donations and legacies	2	50,548		50,548
Charitable activities	3	215,782	53,108	268,890
Investment income	5	352		352
Total income		266,682	53,108	319,790
Expenditure on:				
Charitable activities	6	(332,550)	(23,483)	(356,033)
Total expenditure		(332,550)	(23,483)	(356,033)
Net income/(expenditure)		(65,868)	29,625	(36,243)
Net movement in funds		(65,868)	29,625	(36,243)
Reconciliation of funds				
Total funds brought forward		84,442	303,364	387,806
Total funds carried forward	13	18,574	332,989	351,563

The notes on pages 20 to 29 form an integral part of these financial statements.

Balance Sheet as at 31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible assets	8	614,505	50,617,423
Current assets		53,108	268,890
Debtors	9	11,466	13,332
Cash at bank and in hand	10	38,838	44,352
		50,304	57,684
Creditors: Amounts falling due within one year	11	(36,636)	(42,777)
Net current assets		13,668	14,907
Total assets less current liabilities		628,173	632,330
Creditors: Amounts falling due after more than one year	12	(274,400)	(280,767)
Net assets		353,773	351,563
Funds of the charity:			
Restricted income funds			
Restricted funds	13	317,009	332,989
Unrestricted income funds			
Unrestricted funds		36,764	18,574
Total funds	13	353,773	351,563

For the financial year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 17 to 29 were approved by the trustees, and authorised for issue on 20 / 12 / 2025 their behalf by:



Dari Gfeller
Trustee

The notes on pages 20 to 29 form an integral part of these financial statements.

Notes to the Financial Statements for the Year Ended 31 March 2025

1. Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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 in October 2019) – (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

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

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement

Under the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity 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 charity 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.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Land and buildings	in accordance with the lease length (effective 0.1% straight line)
Furniture and equipment	25% reducing balance
Computer equipment	25% reducing balance

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

2. Income from donations and legacies

	Unrestricted funds General £	Total 2025 £	Total 2024 £
Donations and legacies:			
Donations from companies, trusts and similar proceeds	7,875	7,875	4,860
Donations from individuals	1,420	1,420	
Grants, including capital grants:	352		352
Government grants	32,527	32,527	30,688
Grants from other charities			15,000
	<u>41,822</u>	<u>41,822</u>	<u>50,548</u>

3. Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Assessments	6,776		6,776	6,013
Contracts	36,370		36,370	21,765
Counselling	145,200		145,200	139,938
Room hire	45,145		45,145	25,536
Training	30,105		30,105	21,839
Sundry	2,450		2,450	691
Grants & donations		27,132	27,132	53,108
	<u>18,574</u>	<u>332,989</u>	<u>293,178</u>	<u>268,890</u>

4. Grants & donations

	Unrestricted funds £	Restricted funds £	Total £
BACP		20,000	20,000
Tuntum Housing Association		2,632	2,632
Thomas Farr		2,500	2,500
J N Derbyshire		2,000	2,000
HMRC Gift Aid	17,466		17,466
Notts County Council	14,061		14,061
Shoosmiths	7,875		7,875
Nottingham City Council Public Health	1,000		1,000
Sundry grants & donations	1,420		1,420
	<u>41,822</u>	<u>27,132</u>	<u>68,954</u>

5. Investment income

	Unrestricted funds General £	Total 2024 £	Total 2024 £
Interest receivable and similar income:			
Interest receivable on bank deposits	<u>354</u>	<u>354</u>	<u>352</u>

6. Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2025 £	Total 2024 £
Advertising and Promotion	733		733	1,360
Assessment expenses		130	130	
Bank Charges	1,245	360	1,605	290
Cleaning	5,572		5,572	5,129
Computer Software	5,065		5,065	10,710
Consultancy	5,215		5,215	58,535
Event Expenses	981		981	120
Heat, Light & Other Utilities	12,235	623	12,858	12,605
Hospitality & Catering	854	250	1,104	1,116
Insurance	4,934		4,934	3,439
Internet, Website & Software	2,705		2,705	8,987
Legal & professional	10,980		10,980	11,640
Loan Interest	25,009		25,009	25,450
Non Staff Counselling	16,913	1,750	18,663	13,355
Wages, NI & pensions	131,683	38,454	170,137	135,104
Postage	47		47	102
Rates & Water	2,920		2,920	1,759
Repairs, Renewals & Maintenance	5,106		5,106	2,598
Room hire	1,150	300	1,450	
Service charge	4,943		4,943	
Stationery & Printing	1,061		1,061	994
Subscriptions	1,163		1,163	1,363
Sundry Expenses	281		281	4,283
Supervision Fees	38,645	745	39,390	44,974
Telephone	7,134		7,134	7,630
Training Expenses	540	500	1,040	805
Depreciation	2,918		2,918	3,685
	<u>290,032</u>	<u>43,112</u>	<u>333,144</u>	<u>356,033</u>

7. Staff costs

The aggregate payroll costs were as follows:

	2025 £	2024 £
Staff costs during the year were:		
Wages and salaries	158,517	124,966
Social security costs	8,288	7,420
Pension costs	<u>3,332</u>	<u>2,718</u>
Pension costs	<u>170,137</u>	<u>135,104</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024 No.	2024 No.
Average number of employees	7	6

6 (2024 - 7) of the above employees participated in the Defined Contribution Pension Schemes. Contributions to the employee pension schemes for the year totalled £3,332 (2024 - £2,718).

The number of employees whose emoluments fell within the following bands was:

	2024 No.	2024 No.
£60,001 - £70,000		

The total employee benefits of the key management personnel of the charity were £62,656 (2024 - £38,881). The chief executive officer, as the highest paid member of staff, received benefits totalling £62,656 (2024 - £27,570).

8. Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
Cost				
At 1 April 2024	616,194	88,517	42,954	747,665
At 31 March 2025	616,194	88,517	42,954	747,665
Depreciation				
At 1 April 2024	7,978	84,269	37,995	130,242
Charge for the year	616	1,062	1,240	2,918
At 31 March 2025	8,594	85,331	39,235	133,160
Net book value				
At 31 March 2025	607,600	3,186	3,719	614,505
At 31 March 2025	608,216	4,248	4,959	617,423

9. Debtors

	2025 £	2024 £
Trade debtors	7,114	12,577
Prepayments	4,225	628
Other debtors	127	127
	11,466	13,332

10. Cash and cash equivalents

	2025 £	2024 £
Cash on hand	62	62
Cash at bank	38,776	44,290
	<u>38,838</u>	<u>44,352</u>

11. Creditors: amounts falling due within one year

	2025 £	2024 £
Bank loans	8,086	8,086
Trade creditors	19,563	22,811
Other taxation and social security	3,223	5,296
Other creditors	1,424	629
Accruals	4,340	5,955
	<u>36,636</u>	<u>42,777</u>

12. Creditors: amounts falling due after one year

	2025 £	2024 £
Bank loans	<u>274,400</u>	<u>280,767</u>

13. Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Balance at 31 March 2025 £
Unrestricted funds				
General				
General	18,574	308,222	(290,032)	36,764
Restricted funds				
Social Investment Fund	303,009			303,009
Art Therapy		4,500	(4,500)	
Asylum & Refugee Trauma NCC	10,000		(10,000)	
The National Lottery Community Fund	19,980		(19,980)	
Tuntum Housing Comic Relief		2,632	(2,632)	
BACP		20,000	(6,000)	14,000
Total restricted funds	<u>332,989</u>	<u>27,132</u>	<u>(43,112)</u>	<u>317,009</u>
Total funds	<u>351,563</u>	<u>335,354</u>	<u>(333,144)</u>	<u>353,773</u>

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
General					
General	82,003	266,682	(332,550)	2,439	18,574
Designated					
Furniture	2,439			(2,439)	
Total unrestricted funds	<u>84,442</u>	<u>266,682</u>	<u>(332,550)</u>		<u>18,574</u>
Restricted					
Social Investment Fund	303,316		(307)		303,009
Asylum & Refugee Trauma NCC		10,000			10,000
The National Lottery Community Fund		19,980			19,980
Tuntum Housing Comic Relief		9,580	(3,022)		
Foundation Capital	48		(48)		
NHS Charities Trust		9,580	(9,580)		
Severn Trent Water		3,022	(3,022)		
Total restricted funds	<u>303,364</u>	<u>53,108</u>	<u>(23,483)</u>		<u>332,989</u>
Total funds	<u>387,806</u>	<u>319,790</u>	<u>(356,033)</u>		<u>351,563</u>

The specific purposes for which the funds are to be applied are as follows:

- **Social Investment Fund** – This represents the capital grant used to purchase Unit 5, Victoria Court. Art Therapy – funding toward creative therapies.
- **Asylum Trauma NCC** – funding toward sessional costs, overheads, lead therapist and the CEO's salary.
- **The National Lottery Community Fund** – funding toward sessional costs, overheads, lead therapist and the CEO's salary.
- **Tuntum Housing Comic Relief** – funding toward overall delivery costs of counselling at full cost recovery. BACP – funding toward improving access to therapies for racialised communities.

14. Analysis of net assets between funds

	Unrestricted General £	Restricted £	2025 Total funds £
Tangible fixed assets	6,905	607,600	614,505
Current assets	38,846	11,458	50,304
Current liabilities	(8,987)	(27,649)	(36,636)
Creditors over 1 year		(274,400)	(274,400)
Total net assets	<u>36,764</u>	<u>317,009</u>	<u>353,773</u>

	Unrestricted General £	Restricted £	2024 Total funds £
Tangible fixed assets	9,207	608,216	617,423
Current assets	21,247	36,437	57,684
Current liabilities	(11,880)	(30,897)	(42,777)
Creditors over 1 year		(280,767)	(280,767)
Total net assets	<u>18,574</u>	<u>332,989</u>	<u>351,563</u>

15. Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2025 £	2024 £
Independent examination	1,250	1,100
Other financial services	6,540	7,624
	<u>7,790</u>	<u>8,724</u>

16. Taxation

The charity is a registered charity and is therefore exempt from corporation taxation.

17. Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

18. Related party transactions

There were no related party transactions in the year.



(A company limited by guarantee)
Company registration number: 02948386
Charity registration number: 1045464

Unit 5, Victoria Court, Kent Street,
Nottingham, NG1 3LZ, UK

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www.nottinghamcounsellingcentre.org.uk

Accounts

Company registration number: 02948386

Charity registration number: 1045464

Nottingham Counselling Service

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

Community Accounting Plus
Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Nottingham Counselling Service

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Nottingham Counselling Service

Reference and Administrative Details

Trustees	Benjamin Waldram Maeve Fitzpatrick Martyn Groves-Williams Maria Arruda Michael Lees Samuel Nichols Christopher Julien Bouyer Sims Hilary Rapinet
Senior Management Team	Shoana Qureshi-Khan, CEO
Charity Registration Number	1045464
Company Registration Number	02948386
Registered Office	Unit 5 Victoria Court Kent Street Nottingham NG1 3LZ
Independent Examiner	John O'Brien, employee of Community Accounting Plus Units 1 & 2 North West 41 Talbot Street Nottingham NG1 5GL

Nottingham Counselling Service

Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements of the charitable company for the year ended 31 March 2024.

Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:	Benjamin Waldram (appointed 12 July 2023)
	Maeve Fitzpatrick
	Martyn Groves-Williams (appointed 12 July 2023)
	Maria Arruda
	Michael Lees (appointed 5 September 2023)
	Samuel Nichols (appointed 25 September 2023)
	Christopher Julien Bouyer Sims
	Hilary Rapinet

Structure, governance and management

Nature of governing document

The organisation is a charitable company limited by guarantee, registered as a Charity since 1983 and incorporated 14 July 1994. The company was established under a Memorandum of Association (amended 13 August 2013) which establishes the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members are required to contribute an amount not exceeding £1.

Organisational governance

The charity experienced a year bereft from grief and crisis due to the loss of Leslie Macdonald and an interim Executive director Graham Atkinson and the Trustees held 4 meetings in total. The members of the board are responsible for the strategic direction and policies of the charity. Board members are drawn from a variety of professional backgrounds, including the four new members appointed July/August 2023. The Company Secretary who is also the Executive Director sits on the board but has no voting rights.

The Executive Director and Service manager were the only full-time employees during the year. The Executive Director is responsible for all aspects of day to day operations, functional management and developing the services. Holds accountability to the Board of Trustees for governance and ensuring that the charity delivers the services specified in all contractual agreements. Other key operational management responsibilities include Quality Management, reviewing and monitoring the Risk Register, the achievements of Key Performance Outcomes, developing and implementing Digital and Communication Strategy, Fundraising and Financial Management and Partnership Development.

Nottingham Counselling Service

Trustees' Report

Induction and training of trustees

The Trustees have remained highly engaged in supporting the Executive Director with organisational developments and special thanks to Maeve Fitzpatrick as Chair of the board until January 2024 but remained a trustee, with the new appointment of chair Micheal Lees. A key figure in this process is Clinical Lead Martin Simpson, an experienced Clinical Supervisor approved by the British Association for Counselling and Psychotherapy (BACP). Martin plays an important advisory role, providing guidance to both the Executive Director and the Board, ensuring that clinical practice and governance are aligned with best practices and industry standards.

Director's Report

The Trustees are pleased to present their annual report, incorporating the Directors' Report and Financial Statements, for Nottingham Counselling Services (the "Charity") for the year ended 31 March 2024. This report has been prepared in accordance with the legal requirements set out for both the Trustees' Annual Report under the Charities Act and the Directors' Report and Accounts as required by the Companies Act. The Trustees take this opportunity to reflect on the Charity's performance over the past year, acknowledging both its financial health and the continued impact of its services on the local community.

In addition to statutory requirements, this report provides insights into the Charity's activities, its governance framework, and how we have navigated challenges, including the changing demands for mental health services. The Trustees wish to thank the entire team, including our dedicated staff, therapists, and volunteers, for their resilience, professionalism, and commitment to delivering high-quality counselling services throughout this period.

We hope this report accurately reflects the significant progress Nottingham Counselling Services (NCS) has made during a period of unprecedented challenges, including overcoming the impact of the pandemic, the ongoing cost of living crisis, and the profound loss of our esteemed leader, Leslie Macdonald.

In April 2023, we mourned the passing of Leslie, not only a guiding force for NCS but also a pivotal figure in Nottingham's mental health and social equality sectors. Under his visionary leadership, NCS became a key partner in addressing mental health inequalities and race issues in the city. During his 18 years of service, Leslie led the organisation through numerous changes with unparalleled resilience and commitment, particularly during years of turbulence when many similar charities were forced to close.

His leadership, characterised by fortitude and dedication, ensured NCS's survival and growth despite these external pressures. However, his loss left a profound impact on the organisation, resulting in a period of instability and collective grief. For several months, an interim Executive Director was in place to maintain continuity, and in October 2023, Shoana Qureshi-Khan was appointed as the new Chief Executive Officer to lead NCS into its next chapter.

After a year of unexpected costs, covering two leadership transitions and navigating an increasingly difficult financial climate, the organisation's achievements and performance have been exceptional. We are now in a far stronger financial position than could have been anticipated during such a difficult period. This success is a testament to the resilience of the entire team, and we look forward to continuing our vital work in supporting the mental health of the Nottingham community under Shoana's leadership.

Nottingham Counselling Service

Trustees' Report

Clinical Overview from Martin Simpson Clinical Lead

2023-2024 has been a year of significant change and reflection for Nottingham Counselling Services (NCS).

One of the most difficult moments was the loss of Leslie McDonald, our CEO of 18 years. His passing was deeply felt throughout the organisation and across the wider Nottingham community. Leslie's leadership was truly remarkable, guiding NCS through some of its toughest challenges. His legacy will undoubtedly live on in the work we do. I had the privilege of working closely with him throughout his time at NCS, and his impact on both the organisation and the community will never be forgotten.

To help us navigate this transition, the trustees brought in an interim director, and later in the year, we welcomed Shoana Qureshi-Khan as our new CEO. Shoana quickly stepped into her role, focusing on making NCS more sustainable in an ever-changing and challenging funding landscape.

Our main priority, as always, has been to maintain the high standard of clinical practice we offer to those who seek our help. This year, we fully integrated the CORE platform, allowing us to track client records and clinical evaluations more effectively.

Following the surge in demand for services post-COVID, we saw a continued rise in client numbers this year, although we were able to better predict patterns in demand. Claire managed the monthly recruitment of both placement and experienced counsellors, while Rob led the client assessment process and delivered training for new assessors to strengthen our team.

In May 2021, Leslie asked me to take on the role of interim clinical lead, which was expected to last around six months. However, it was decided to keep this role stable until Shoana's appointment brought more certainty to the organisation. A new clinical lead was appointed in February 2024 Lorna Wright.

Nottingham Counselling Service

Trustees' Report

Objectives and activities

Objects and aims

The Need We Are Addressing

Who benefits from our work: those aged 17+ across Nottingham City and Nottinghamshire.

We specialise in meeting the needs of clients experiencing depression, anxiety, trauma, childhood trauma, sexual assault and abuse, suicidal ideations, loss, and other presentations. Service users benefit from accessing one or more of the following services:

- Individual Counselling
- Couples Counselling
- Employee Assistance Program
- Group Therapy
- Surviving Abuse Positively
- Black, Asian and Minority Ethnic Counselling Hub
- Specialist therapeutic support for refugee and asylum seekers

As the demand for mental health services grows nationwide, the need is particularly acute in Nottingham. National estimates indicate that around 110,000 adults in Nottingham are affected by poor mental health. Contributing factors, such as deprivation and high-risk populations, are significantly above the national average. The 2019 Index of Multiple Deprivation ranked Nottingham as the 11th most deprived district out of 317 in England. High levels of deprivation are closely linked with poor mental health outcomes.

Furthermore, Nottingham City has a diverse population, with 43% of its residents from ethnic minority groups (2021 Census), highlighting the need for culturally competent mental health services that address the specific needs of these communities. Nottingham also ranks 8th highest in the country for levels of Severe Multiple Disadvantage (SMD), with many residents experiencing overlapping issues such as homelessness, substance abuse, and criminal justice involvement.

In November 2023, following the city's declaration of bankruptcy, Nottingham City Council approved cuts to jobs and services to fill a £53 million budget gap. This has further strained mental health services already grappling with increased demand and limited resources. Last year, Nottingham Counselling Services (NCS) saw record demand, with an increase of over 1,000 hours of therapy delivered over a 12-month period.

Where We Work and Number of Beneficiaries

NCS operates throughout the city of Nottingham and the wider Nottinghamshire area. We are located in Victoria Court, near Nottingham's city centre, and our facility includes nine individual therapy rooms, each designed to foster a calming and therapeutic atmosphere. Two of these rooms are on the ground floor, providing accessible spaces for clients with mobility issues.

During the last financial year, 670 individuals received in the region of 9,829 therapy hours and counselling sessions through NCS, marking a substantial increase of 4000 hours compared to the previous year. However, the increased demand has also led to a rise in our waiting list, with on average, 30 individuals are now waiting for around 6 and 12 weeks before they can access their first therapy session.

Nottingham Counselling Service

Trustees' Report

The Difference We Make

NCS is committed to breaking the cycle of mental illness, particularly for individuals dealing with post-trauma and those facing complex barriers to accessing therapy. We work with diverse groups and ensure our services are culturally sensitive and accessible to everyone who needs them.

To measure the effectiveness of our interventions, we use both clinician-administered and self-reported tools: A recent sample of 100 clients, measured using the Patient Health Questionnaire (PHQ-9), revealed significant improvements across various mental health outcomes. Specifically, 77% of clients reported better coping strategies, 71% showed improvements in day-to-day functioning, 81% demonstrated enhanced insight and understanding, and 92% exhibited better emotional expression and problem articulation.

NCS continues to play a vital role in addressing the mental health needs of Nottingham's most vulnerable populations, even as the challenges of funding cuts and rising demand persist. We remain one of the few remaining therapy services available and accessible in the local areas, addressing trauma, intersectionality, and complex needs. The therapeutic outcomes and results are transformative, our longer-term approach helps to repair, heal and break cycles which short term therapy is unable to address.

"I have become more aware of my feelings and what has happened in my life."

"I have addressed trauma from my childhood and been given the skills, knowledge and healing techniques to work on these."

"The counselling sessions have given me confidence to self-manage my anxiety and low moods."

"I have become more communicative and open with the people around me than I was, I know more about how my mind works and feel less depressed than when I started."

"My Counselling has been completely life changing. I did not understand that going through what started as grief counselling would have such a dramatic effect on every aspect of my life."

"I feel more confident about myself, improvement in my sleeping patterns, no more panic attacks."

"I feel happy and at peace with myself and I am more aware of my feelings and emotions."

"A sense of identity and self-compassion. A healthy and nurturing toolkit of approaches to dealing with life's challenges, two years sobriety."

Nottingham Counselling Service

Trustees' Report

Our constitutions

The purpose of Nottingham Counselling Services (NCS), as outlined in the company's Memorandum and Articles of Association, is:

- To promote charitable purposes for the benefit of the population primarily within Nottinghamshire and the East Midlands, with a particular focus on the furtherance of health and the relief of distress and sickness associated with emotional, personal, marital, family, or related problems.

In support of this purpose, NCS aims to:

- Provide a high-quality, confidential, and accessible counselling service to individuals in need.
- Build a community of therapists by supporting their education, training, and career development, fostering growth for counselling professionals.
- Develop counselling resources based on internal learning from working with diverse cohorts, as well as external insights derived from the specific needs of the local area, to continuously enhance mental health support.

When shaping our objectives and planning activities, the trustees consistently consider the Charity Commission's guidance on public benefit. Each year, we carefully evaluate the balance between the financial resources required to maintain a sustainable and dependable service and the growing demand for mental health support in our community. We are committed to adapting to the ever-changing environment while ensuring that we continue to meet the needs of those we serve.

Aims of the Charity

Our Vision

Our vision is to provide therapy services that are tailored to the needs of each individual, breaking down barriers to accessing therapy. We aim to pursue this vision with creativity and continuous learning, recognising the transformative impact that therapy can have on lives.

Our Mission

NCS's mission is to be an exemplar Counselling Centre serving the community. We provide a range of high-quality psychological counselling services for individuals aged 18 and over who face enduring and complex mental health challenges. Our goal is to ensure these services are meaningful and have a positive impact on individuals, communities, the economy, and wider society.

Social Value

During the period, we provided counselling support to over 600 individuals, contributing to improvements in family lives, employment, relationships, and social functioning. A key part of our work has focused on reaching and engaging hard-to-reach communities, particularly those from ethnic minority groups, individuals facing Severe Multiple Disadvantage (SMD), and those who have historically been underserved by mental health services. Our outreach efforts have been instrumental in building trust and breaking down the stigma associated with mental health, especially in marginalised communities.

Through dedicated outreach programmes and culturally competent counselling services, we have established strong connections with groups who might otherwise be reluctant to access therapy. By working closely with local organisations and community leaders, we have been able to tailor our services to meet the specific needs of these communities, enhancing both the accessibility and effectiveness of our support. This outreach has also helped foster long-term trust, encouraging continued engagement with our services and contributing to more sustainable mental health outcomes across the city and county.

Nottingham Counselling Service

Trustees' Report

Service Indicators and Metrics

1. Service Review Process: Regular evaluations conducted during board meetings, core staff meetings, and team meetings.

Objective: To ensure timely and responsive service delivery.

2. Referrals and Follow-Through: Total Referrals: Over 1,200 received annually.

Follow-Through Rate: More than one-third do not proceed, commonly due to: lack of awareness as many are unaware that the service is not free or from completion issues: difficulties in completing referral forms.

3. Support Initiatives: Follow-Up System: Implemented to assist individuals struggling with digital aspects of the referral process.

4. Counselling Sessions: Total Individual Sessions: 670 sessions delivered in the last period.

Weekly Average: 170-180 sessions conducted weekly.

5. Targeted Support: Students: Supported 60 students from local universities.

Couples: Provided counselling services to 40 couples.

Employee Wellbeing: Supported 35 individuals through employee wellbeing contracts.

6. Waiting Times Management: Monitoring: Diligently tracked waiting times and individuals on waiting lists.

Reduction Achieved: Waiting times reduced from six months to 6-12 weeks.

Initial Assessment: Average wait time for an initial assessment is approximately four weeks.

NCS Demographics and Reach

1. Gender Breakdown

Total Population:

- Males: 46% (approximately 159,000)
- Females: 54% (approximately 164,600)

This distribution aligns with Nottingham's overall population, where women outnumber men.

Transgender and Non-Binary Individuals:

Specific statistics for transgender individuals in Nottingham are generally not reported. National estimates from the Office for National Statistics indicate that 0.5-1% of the population identifies as transgender. Based on these figures, it is estimated that approximately 1,600 to 3,300 individuals in Nottingham may identify as transgender.

Other Gender Categories:

- Not Specified: 13%
- Identified as Other: 1.5%

2. Ethnic Diversity

Ethnicity Breakdown:

- White British: 69%
- Asian, Dual Heritage, Black Heritage: 31%

There are notably fewer individuals from Black African or Afro-Caribbean heritage within this demographic.

3. Commitment to Inclusion

Future Strategy:

NCS is dedicated to enhancing visibility and cultural understanding within the communities it serves. The organization plans to actively campaign and work towards addressing the specific needs of diverse populations in Nottingham.

Nottingham Counselling Service

Trustees' Report

Nottingham Counselling Service's percentages for employment status and student status

Employment Status:

- Full-Time Employment- 28.4%
- Not Working Due to Ill Health or Disability- 14.9%
- Part-Time Employment- 19.2%
- Retired- 2.1%
- Self-Employed -7.8%
- Student- 14.2%
- Unemployed- 12.5%

Nottingham Counselling Services (NCS) serves a vulnerable population facing multiple challenges. Many clients experience mental health issues linked to socioeconomic factors, such as unemployment (12.5%) and illness or disability (14.9%). A significant portion are students (14.2%) and part-time workers (19.2%), indicating pressure from education and financial instability. The need for understanding intersectionality for these groups is crucial, as they may encounter barriers in accessing services due to their diverse circumstances. NCS aims to tailor its approach, ensuring that support addresses the unique experiences of individuals, fostering trust and engagement to enhance therapeutic outcomes.

Public benefit

We carry out one to one counselling, couples, families, groups and lead on projects with those marginalised or disadvantaged.

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

Achievements and performance

Nottingham Counselling Services Projects

BAME Parents Partnership with Himmah Charity and Nottingham Counselling Services:

Over the last year, Nottingham Counselling Services (NCS) partnered with Himmah to support parents from BAME (Black, Asian, and Minority Ethnic) backgrounds who were struggling with their adolescent children's mental health and challenging behaviours. This project engaged 22 parents through hybrid group therapy sessions and one-on-one support, addressing a range of issues such as self-harm, low motivation, and aggression towards parents or carers. Despite the flexibility of in-person and online group sessions, many parents faced difficulties in attending due to the severity of challenges at home, prompting NCS to provide additional individual sessions and family therapy when needed.

Parents expressed deep concerns about their children's mental health struggles, echoing national trends. NHS data shows a significant rise in mental health difficulties among young people, with over 1.4 million children and adolescents currently in contact with mental health services in England. BAME communities often face additional barriers to accessing mental health care, which compounds these challenges. Many young people wait over six months for specialist support, leaving families without timely interventions. National statistics further reveal that self-harm among adolescents has increased by 68% over the past decade, while aggression in the home often goes unreported, particularly in minority communities, where cultural stigma or fear of external involvement may prevent families from seeking help.

Nottingham Counselling Service

Trustees' Report

Psychological research strongly supports the approach of engaging parents in addressing these challenges. Studies, such as those published in the Journal of Child Psychology and Psychiatry, show that when parents are actively involved in therapeutic interventions, outcomes for young people improve significantly. This is especially important for BAME families, who may experience cultural or systemic barriers when accessing mental health services, making tailored support crucial. By offering culturally sensitive therapy sessions, the project ensured that parents from diverse backgrounds could access the help they needed to manage complex mental health issues in their children.

Supporting the mental health of parents themselves is another critical component of this work. Research from the National Institute for Health and Care Excellence (NICE) stresses that addressing parental stress and well-being is key to improving outcomes for young people. Parents in BAME communities may face additional stresses, including racism, discrimination, or socio-economic barriers, which can further complicate their ability to support their children effectively. By offering one-on-one support and family therapy, NCS and Himmah helped parents navigate both the mental health challenges of their children and their own experiences of stress, creating a more stable and resilient family environment.

Through this partnership with Himmah, NCS offered essential, culturally informed support to parents from BAME backgrounds, helping them manage the complex mental health needs of their adolescents. The project's comprehensive approach, combining group sessions, individual support, family therapy, and psychoeducation, not only supported the well-being of the parents but also contributed to improving the mental health outcomes for their children. This work highlights the ongoing need for accessible and culturally sensitive mental health services, particularly for minority families facing both systemic and personal challenges in navigating their children's mental health care.

Mapping the mental health needs of refugees and Asylum seekers

Over the past year, Nottingham Counselling Services (NCS) undertook a project focused on mapping the mental health needs of asylum seekers and refugees. This project involved weeks of intensive collaboration with local stakeholders, including the Nottingham Refugee Forum, GPs, Public Health teams, and grassroots charities. The aim was to explore ways to engage with refugees and asylum seekers and to identify and address their mental health needs through tailored therapeutic interventions. This collaboration has been a crucial learning exercise, helping NCS develop effective strategies to reach these vulnerable individuals and offer therapy that aligns with their specific challenges.

Initially, the project anticipated that group therapy would be the primary mode of support. However, through the assessment process, it became evident that most refugees and asylum seekers required individual therapy. Clinically, this was considered the most beneficial and relevant approach for addressing their mental health needs. The highly individualised nature of their experiences, sexual abuse, including trauma, displacement, and loss, made one-on-one sessions more appropriate and effective.

Therapists working on the project reported that the therapy sessions were particularly challenging due to the profound lack of support these individuals faced. Many clients had unmet basic needs, including housing, legal support, and access to healthcare. This added layers of complexity to the therapeutic process, as it was difficult for individuals to engage fully in mental health interventions when their survival needs were not being met. Despite these challenges, the project found that integrating principles of signposting, multi-agency work, and ongoing support yielded outstanding outcomes. By connecting clients with local services that could address their immediate needs—such as housing, legal aid, and health care—therapists were able to help stabilise individuals, allowing them to better focus on their mental health and continue navigating the many challenges they face as asylum seekers and refugees.

Nottingham Counselling Service

Trustees' Report

The multi-agency approach proved essential in creating a comprehensive support system for clients. Collaborating with local organisations and agencies ensured that asylum seekers and refugees were not only receiving therapy but also accessing critical services that could address their broader social and economic needs. This holistic approach-combining therapeutic support with practical assistance-has been pivotal in fostering resilience and improving mental health outcomes for the individuals involved.

The project has demonstrated that, while individual therapy may be more resource-intensive, it is often the most appropriate intervention for refugees and asylum seekers facing complex trauma and extreme instability. This learning will inform future service delivery, ensuring that NCS continues to provide mental health support that is responsive to the unique needs of this community. Through ongoing collaboration with local partners, NCS is committed to improving access to culturally sensitive, trauma-informed therapy for refugees and asylum seekers, helping them build resilience and stability as they navigate their new lives in the UK.

External Partnerships and Networks Involvement (April 2023 - March 2024)

The NCS Executive Director continues to represent Nottingham Counselling Service (NCS) and advocate for smaller Voluntary and Community Sector (VCS) organisations and ethnic minority groups across various platforms. While not part of the core duties, these activities have grown in importance, positioning NCS as a trusted and leading provider of mental health and wellbeing services.

Key Partnerships and Networks

Himmah - we have previously worked together with Himmah to support families of young people from the BAME community with mental health issues. We are also going to be delivering free therapy sessions for people from BAME communities which will take place at a community centre managed by Himmah.

African Women's Empowerment Forum - working to support female asylum seekers experiencing mental health issues. This group has also been renting space in our building whilst they grew their own resources to be able to purchase their own centre.

Metropolitan Thames Valley Housing Association - NCS are contracted to provide therapy to MTVHA residents.

Nottingham Trent University and University of Nottingham - NCS hosts placements for students from both of these universities and also provides them with therapy sessions. We have also worked on projects focussed on widening access to university and delivered workshops at both institutions.

Nottingham Community and Voluntary Service (NCVS) - working to support mental health needs within the voluntary sector

Switch Up - strategic work looking into support for struggling families and how to support the community on a broader level.

Unit Nottz - Local collaboration initiated by Switch Up to bring voluntary sector partners together to improve joint working and reducing duplication across the city.

Nottingham Citizens - We have joined their teams organising campaigns on migrant justice and young people's mental health. Nottingham Citizens have also supported us to run listening campaigns with our clients which enables us to better understand their needs and the types of services they would like us to provide.

Notts Garden Project - we are undertaking an interim programme to bring groups of our patients into this project through a supported visit, to help our patients to benefit from growing food and working in a team to help build resilience.

Nottingham Counselling Service

Trustees' Report

Other boards and local structures that NCS collaborates with

Financial Resilience partnership - we are collecting data from our patients to understand the impact of negative budgets and debt on mental health which can then be used to support funding applications for NCS or the Financial Resilience Partnership.

Nottingham City Public Health - Work with this organisation is mainly around suicide prevention, mental health of refugees and general understanding of mental health in the city. NCS work on any new consultations or strategy development.

Nottingham Social Prescribing - these offer nature based support to help people to build social connections as a means to manage their ongoing mental health. Whilst we also refer people into this programme, the organisations involved in delivery are encouraged to refer people to NCS so that more formal therapeutic support can be given as a means to build mental health resilience.

Integrated Care Board - NCS feeds into this with information on, mapping the area, expertise on volunteer sector, and general health care across the area. NCS is involved in the Race Inequalities and Wellbeing sub-boards.

Place Based Partnerships (part of NHS) - We collaborate to ensure that the NHS locally is working in partnership with those they struggle to reach, and we feed into local risks and strategies. We provide and receive updates and support to help improve both health resources and health outcomes locally.

Severe and Multiple Disadvantage (SMD) Coalition - We attend monthly meetings where SMD operates where it brings different partners together to share updates on recent trends, areas where Nottingham is particularly struggling, are focused on mental health, addiction, homelessness, childhood trauma, crime and insecure accommodation. We work with multiple stakeholders across the city to find local solutions to prominent needs.

Referrals

We receive up to around 20 new referrals a week, which are either GP or self referrals largely but can also be from any of the organisations that we have been involved in developing partnerships with that are listed above. We also have secondary care referrals, which is often people who are coming to the end of NHS therapy as either talking therapy, inpatient or outpatient care, where they have ended what the NHS can provide but would still benefit from continuing therapy which we are able to provide.

Nottingham Counselling Services works alongside and on the following workstreams:

1. Nottingham City Integrated Care Partnership (ICP) Steering Group

a. The NCS Executive Director regularly attends ICP and Board Development meetings, representing smaller VCS providers on the Board. He is a member of the Health and Wellbeing Board (HWBB) Mental Health Steering Group and acts as a champion for mental health.

Nottingham Counselling Service

Trustees' Report

2. Nottingham City Mental Health Collaborative for Better Mental Health

a. This network comprises individuals and organisations working to prevent mental health issues and improve outcomes for those living with poor mental health. The NCS Executive Director is part of this advisory group, which reports to the Nottingham ICP, contributing to progress updates and recommendations.

3. Nottingham ICPB Mental Health Group

a. As part of the Nottingham City ICPB Programme Steering Group, this group involves a wide range of partners, including Primary Care Networks, focusing on mental health prevention and reducing health inequalities. Its primary focus is prevention and early intervention within the city, with ties to the Mental Health Collaborative.

4. Nottingham City Severe Multiple Disadvantage (SMD) Partnership

a. This partnership coordinates key local service providers for individuals facing severe multiple disadvantages. NCS plays a pivotal role in providing evidence on the needs of BAME and the landscape of mental health issues in our communities. Partnership's Race Equity Workstream, one of seven workstreams.

5. ICP BAME Health Inequalities Subgroup

a. This subgroup brings together ICP partners and BAME community representatives to form a collective response to addressing health inequalities. The group works directly with the ICP and partners to address health inequality priorities set by the ICP Board.

6. Nottingham Police & Crime Commissioner - Community Listening Group (CLG)

a. The CLG brings together service providers for the BAME community, forming a network that discusses crime, victimisation, offending, and policing concerns affecting the BAME population. This group offers a platform for stakeholders to voice concerns and collaborate on community safety solutions.

NottsResolve Group and Campaign Against Local Cuts

In addition to these formal partnerships, the NCS Executive Director has been actively involved with the NottsResolve group, a grassroots campaign fighting against local cuts to mental health and community services. This group, which gained significant traction locally, organised a petition that gathered over 11,000 signatures. The petition was delivered to Downing Street, raising national awareness of the devastating impact of funding cuts on vulnerable communities. The campaign received coverage in the local press, with the NCS Executive Director quoted in several articles highlighting the urgent need for sustainable mental health support. This advocacy has been especially pressing following Nottingham City Council's bankruptcy, which has further threatened the availability of vital services. Through these efforts, NCS continues to play a key role in advocating for the protection and restoration of local support services.

Campaigns on Refugee Care, and Early Intervention in Schools with Citizens UK and Nottingham Citizens

The NCS Executive Director has also been deeply involved in campaigns supporting Nottingham as a City of Sanctuary, advocating for refugees and displaced people in the region. This includes collaborating with local citizens, community groups, and national bodies to ensure that refugees receive the care and support they need. NCS has worked closely with local MPs, local business directors, universities, colleges, and primary schools to raise awareness and strengthen support systems for these communities. Advocacy efforts have led to increased recognition of the importance of early intervention in counseling within educational settings and a focused effort on having counsellors available in the education system. By partnering with local counsellors and educators, NCS has helped develop initiatives that embed mental health support earlier in students' academic journeys. These efforts aim to prevent long-term mental health issues by addressing them in the formative school years, ultimately improving outcomes for young people and reducing the future burden on mental health services.

Nottingham Counselling Service

Trustees' Report

Financial review

The primary focus over the past year was on ensuring the organisation's financial survival and resilience. Despite ongoing challenges, NCS has excelled and delivered remarkable results under extraordinary circumstances. Our financial performance reflects both the efforts made to recover and the robust measures we've implemented to secure the charity's future. With strengthened financial controls in place, we have successfully navigated turbulent times, demonstrating both the longevity and resilience of the organisation. These achievements mark a significant step forward in our mission, ensuring that we remain well-positioned for continued impact and sustainability.

For the financial year from April 2023 to March 2024, Nottingham Counselling Services saw a total income of £319,790, slightly below the projected budget of £328,253. The breakdown of income by categories is as follows:

Assessments

Income from assessments totaled £6,013, which fell short of the budgeted amount of £9,000. Although actual income varied month to month, it consistently remained below the target figure.

Contracts

Income from contracts came to £21,765 against a budget of £34,200. There was significant variation throughout the year, with some months performing better than others, but overall, income fell short of the forecast.

Grants

The performance of grant income for Nottingham Counselling Services from April 2023 to March 2024 can be summarised as follows: The total grant income expected in the budget for the year was £107,353. The actual grant income received (not including Gift Aid) during the same period was £79,281, which is £28,072 lower than the budget. This was mainly due to the current local climate and the charities' period of instability due to changes in directors and the loss of Leslie MacDonald.

Counselling

Counselling services, a core component of the organisation's income, generated £139,938, surpassing the budgeted amount of £134,315. This was one of the stronger performing areas, with most months coming close to or exceeding targets.

Donations

Total donations amounted to £4,860. This figure includes various sources such as general donations, fundraising events, and Amazon Smile. Donations were not budgeted, so all contributions provided a boost to the overall income.

Financial Review In Summary

From April 2023 to March 2024, the charity generated £319,790, falling short of its £328,253 target by 2.6%. Counselling services and room hire exceeded expectations, bringing in £139,938 and £25,536, respectively. Donations also performed well at £4,860 despite no budget allocation. However, major shortfalls occurred in grants (£79,281 vs. £107,353) and contracts (£21,765 vs. £34,200), significantly impacting overall income.

Policy on reserves

After the last financial year the plan is to build reserves as at present it is 2 months at best, we need to build towards 3-6 months of operating cost. I am building a reserves policy to help sustain the charity after such a turbulent and challenging 2 years, this will in turn contribute towards increased service demands.

Nottingham Counselling Service

Trustees' Report

Principal risks and uncertainties

During this period, the primary financial risk involved the costs of two Chief Executive salaries over a six-month period and the associated interim Executive costs. Despite these challenges, the focus remains on serving diverse client groups while working towards sustainable income streams and securing funding that aligns with the organisation's long-term ambitions.

The Trustees have continued to actively review and monitor the risks faced by the charity. The Executive Director is responsible for maintaining and updating the organisation's Risk Register and monitors cash flow on a routine basis. Financial statements, including the Balance Sheet and Income and Expenditure Statement, are produced quarterly and presented to the Board for review.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

Nottingham Counselling Service

Trustees' Report

Statement of Responsibilities

The trustees (who are also the directors of Nottingham Counselling Service for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland". The report and accounts have been prepared in accordance with the provisions in the Companies Act 2006 relating to small companies.

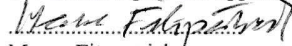
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its 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 apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards, comprising FRS 102 have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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.

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

The annual report was approved by the trustees of the charity on 14/01/25 and signed on its behalf by:



Maeve Fitzpatrick
Trustee

Nottingham Counselling Service

Independent Examiner's Report to the trustees of Nottingham Counselling Service ('the Company')

Independent examiner's report to the trustees of Nottingham Counselling Service ('the Company')

I report to the charity trustees on my examination of the accounts of the company 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.

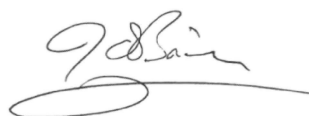
Independent examiner's statement

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 and Fellow of the Association of Charity Independent Examiners, 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 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.



.....
John O'Brien MSc, FAIA, FCCA, FCIE, employee of Community Accounting Plus
Fellow of the Association of Charity Independent Examiners

Units 1 & 2 North West
41 Talbot Street
Nottingham
NG1 5GL

Date: 16/01/2025.....

Nottingham Counselling Service

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2024 £	Total 2023 £
Income and Endowments from:					
Donations and legacies	2	50,548	-	50,548	14,527
Charitable activities	3	215,782	53,108	268,890	342,460
Investment income	5	352	-	352	92
Total income		<u>266,682</u>	<u>53,108</u>	<u>319,790</u>	<u>357,079</u>
Expenditure on:					
Charitable activities	6	<u>(332,550)</u>	<u>(23,483)</u>	<u>(356,033)</u>	<u>(415,746)</u>
Total expenditure		<u>(332,550)</u>	<u>(23,483)</u>	<u>(356,033)</u>	<u>(415,746)</u>
Net (expenditure)/income		<u>(65,868)</u>	<u>29,625</u>	<u>(36,243)</u>	<u>(58,667)</u>
Net movement in funds		(65,868)	29,625	(36,243)	(58,667)
Reconciliation of funds					
Total funds brought forward		<u>84,442</u>	<u>303,364</u>	<u>387,806</u>	<u>446,473</u>
Total funds carried forward	13	<u>18,574</u>	<u>332,989</u>	<u>351,563</u>	<u>387,806</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for the period is shown in note 13.

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

Nottingham Counselling Service

Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

These are the figures for the previous accounting period and are included for comparative purposes

	Note	Unrestricted funds £	Restricted funds £	Total 2023 £
Income and Endowments from:				
Donations and legacies	2	14,527	-	14,527
Charitable activities	3	221,963	120,497	342,460
Investment income	5	92	-	92
Total income		<u>236,582</u>	<u>120,497</u>	<u>357,079</u>
Expenditure on:				
Charitable activities	6	<u>(294,655)</u>	<u>(121,091)</u>	<u>(415,746)</u>
Total expenditure		<u>(294,655)</u>	<u>(121,091)</u>	<u>(415,746)</u>
Net expenditure		(58,073)	(594)	(58,667)
Transfers between funds		<u>(271)</u>	<u>271</u>	<u>-</u>
Net movement in funds		(58,344)	(323)	(58,667)
Reconciliation of funds				
Total funds brought forward		<u>142,786</u>	<u>303,687</u>	<u>446,473</u>
Total funds carried forward	13	<u><u>84,442</u></u>	<u><u>303,364</u></u>	<u><u>387,806</u></u>

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

Nottingham Counselling Service

(Registration number: 02948386)
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	8	617,423	621,108
Current assets			
Debtors	9	13,332	13,731
Cash at bank and in hand	10	44,352	78,838
		57,684	92,569
Creditors: Amounts falling due within one year	11	(42,777)	(39,141)
Net current assets		14,907	53,428
Total assets less current liabilities		632,330	674,536
Creditors: Amounts falling due after more than one year	12	(280,767)	(286,730)
Net assets		351,563	387,806
Funds of the charity:			
Restricted income funds			
Restricted funds	13	332,989	303,364
Unrestricted income funds			
Unrestricted funds		18,574	84,442
Total funds	13	351,563	387,806

For the financial year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the charity to obtain an audit of its accounts for the year in question in accordance with section 476; and
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements on pages 18 to 30 were approved by the trustees, and authorised for issue on 14/01/25, and signed on their behalf by:

M. R. Groves-Williams
Martyn Groves-Williams
Trustee

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

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

1 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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 in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Basis of preparation

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

Going concern

The financial statements have been prepared on a going concern basis.

The trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the charity to continue as a going concern. The trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

Exemption from preparing a cash flow statement

Under the exemption available to smaller charities the Board of Trustees has chosen not to include a Statement of Cash Flows within the financial statements.

Income and endowments

Voluntary income including donations, gifts, legacies and grants that provide core funding or are of a general nature is recognised when the charity has entitlement to the income, it is probable that the income will be received and the amount can be measured with sufficient reliability.

Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

Charitable activities

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.

Government grants

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

Taxation

The charity 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 charity 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.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Land and buildings	in accordance with the lease length (effective 0.1% straight line)
Furniture and equipment	25% reducing balance
Computer equipment	25% reducing balance

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

Trade debtors

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

Fund structure

Unrestricted income funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those grants for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

2 Income from donations and legacies

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Donations and legacies;			
Donations from companies, trusts and similar proceeds	4,860	4,860	3,354
Grants, including capital grants;			
Government grants	30,688	30,688	11,173
Grants from other charities	15,000	15,000	-
	<u>50,548</u>	<u>50,548</u>	<u>14,527</u>

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

3 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Assessments	6,013	-	6,013	-
Contracts	21,765	-	21,765	-
Counselling	139,938	-	139,938	-
Room hire	25,536	-	25,536	10,127
Training	21,839	-	21,839	-
Sundry	691	-	691	-
Sales	-	-	-	157,430
Services	-	-	-	11,380
Income in kind support	-	-	-	43,026
Grants & donations	-	53,108	53,108	120,497
	<u>215,782</u>	<u>53,108</u>	<u>268,890</u>	<u>342,460</u>

4 Grants & donations

	Unrestricted funds £	Restricted funds £	Total £
The National Lottery Community Fund	-	19,980	19,980
Tuntum Housing Association	-	10,526	10,526
Nottingham City Council	-	10,000	10,000
NHS Charities Trust	-	9,580	9,580
Severn Trent Water	-	3,022	3,022
HMRC Gift Aid	19,515	-	19,515
The David Riddell Memorial CIO	15,000	-	15,000
Nottinghamshire County Council	11,173	-	11,173
Sundry grants & donations	4,860	-	4,860
	<u>50,548</u>	<u>53,108</u>	<u>103,656</u>

5 Investment income

	Unrestricted funds General £	Total 2024 £	Total 2023 £
Interest receivable and similar income;			
Interest receivable on bank deposits	<u>352</u>	<u>352</u>	<u>92</u>

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

6 Expenditure on charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2024 £	Total 2023 £
Advertising and Promotion	1,360	-	1,360	26,283
Bank Charges	290	-	290	236
Cleaning	5,129	-	5,129	-
Computer Software	10,710	-	10,710	-
Consultancy	58,535	-	58,535	-
Event Expenses	120	-	120	-
Heat, Light & Other Utilities	12,605	-	12,605	4,833
Hospitality & Catering	1,116	-	1,116	-
Insurance	3,439	-	3,439	3,330
Internet, Website & Software	8,987	-	8,987	28,411
Legal & professional	11,640	-	11,640	-
Loan Interest	25,450	-	25,450	17,505
Non Staff Counselling	3,727	9,628	13,355	21,930
Wages, NI & pensions	135,104	-	135,104	178,636
Postage	102	-	102	505
Rates & Water	1,759	-	1,759	19
Repairs, Renewals & Maintenance	2,598	-	2,598	24,212
Stationery & Printing	994	-	994	-
Subscriptions	1,363	-	1,363	1,001
Sundry Expenses	4,283	-	4,283	7,119
Supervision Fees	31,426	13,548	44,974	80,214
Telephone	7,630	-	7,630	8,377
Training Expenses	805	-	805	-
Depreciation	3,378	307	3,685	4,705
Equipment hire	-	-	-	885
Travel	-	-	-	115
Governance costs	-	-	-	7,430
	332,550	23,483	356,033	415,746

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

7 Staff costs

The aggregate payroll costs were as follows:

	2024 £	2023 £
Staff costs during the year were:		
Wages and salaries	124,966	165,744
Social security costs	7,420	9,648
Pension costs	2,718	3,244
	<u>135,104</u>	<u>178,636</u>

The monthly average number of persons (including senior management team) employed by the charity during the year was as follows:

	2024 No	2023 No
Average number of employees	<u>6</u>	<u>8</u>

7 (2023 - 7) of the above employees participated in the Defined Contribution Pension Schemes.

Contributions to the employee pension schemes for the year totalled £2,718 (2023 - £3,244).

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £38,881 (2023 - £71,574).

8 Tangible fixed assets

	Land and buildings £	Furniture and equipment £	Computer equipment £	Total £
Cost				
At 1 April 2023	616,194	88,517	42,954	747,665
At 31 March 2024	<u>616,194</u>	<u>88,517</u>	<u>42,954</u>	<u>747,665</u>
Depreciation				
At 1 April 2023	7,362	82,853	36,342	126,557
Charge for the year	616	1,416	1,653	3,685
At 31 March 2024	<u>7,978</u>	<u>84,269</u>	<u>37,995</u>	<u>130,242</u>
Net book value				
At 31 March 2024	<u>608,216</u>	<u>4,248</u>	<u>4,959</u>	<u>617,423</u>
At 31 March 2023	<u>608,832</u>	<u>5,664</u>	<u>6,612</u>	<u>621,108</u>

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

9 Debtors

	2024 £	2023 £
Trade debtors	12,577	8,874
Prepayments	628	4,857
Other debtors	127	-
	<u>13,332</u>	<u>13,731</u>

10 Cash and cash equivalents

	2024 £	2023 £
Cash on hand	62	-
Cash at bank	44,290	78,838
	<u>44,352</u>	<u>78,838</u>

11 Creditors: amounts falling due within one year

	2024 £	2023 £
Bank loans	8,086	8,086
Trade creditors	22,811	20,928
Other taxation and social security	5,296	4,494
Other creditors	629	1,288
Accruals	5,955	4,345
	<u>42,777</u>	<u>39,141</u>

12 Creditors: amounts falling due after one year

	2024 £	2023 £
Bank loans	<u>280,767</u>	<u>286,730</u>

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

13 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Unrestricted funds					
<i>General</i>					
General	82,003	266,682	(332,550)	2,439	18,574
<i>Designated</i>					
Furniture	2,439	-	-	(2,439)	-
Total unrestricted funds	<u>84,442</u>	<u>266,682</u>	<u>(332,550)</u>	<u>-</u>	<u>18,574</u>
Restricted funds					
Social Investment Fund	303,316	-	(307)	-	303,009
Foundation Capital	48	-	(48)	-	-
NHS Charities Trust	-	9,580	(9,580)	-	-
Asylum & Refugee Trauma NCC	-	10,000	-	-	10,000
Severn Trent Water	-	3,022	(3,022)	-	-
The National Lottery Community Fund	-	19,980	-	-	19,980
Tuntum Housing Comic Relief	-	10,526	(10,526)	-	-
Total restricted funds	<u>303,364</u>	<u>53,108</u>	<u>(23,483)</u>	<u>-</u>	<u>332,989</u>
Total funds	<u><u>387,806</u></u>	<u><u>319,790</u></u>	<u><u>(356,033)</u></u>	<u><u>-</u></u>	<u><u>351,563</u></u>

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
Unrestricted funds					
<i>General</i>					
General	139,534	236,582	(293,842)	(271)	82,003
<i>Designated</i>					
Furniture	<u>3,252</u>	<u>-</u>	<u>(813)</u>	<u>-</u>	<u>2,439</u>
Total unrestricted funds	<u>142,786</u>	<u>236,582</u>	<u>(294,655)</u>	<u>(271)</u>	<u>84,442</u>
Restricted					
Social Investment Fund	303,623	-	(307)	-	303,316
Foundation Capital	64	-	(16)	-	48
NHS Charities Trust	-	36,328	(36,328)	-	-
Severn Trent Water	-	27,196	(27,196)	-	-
Tuntum Housing Comic Relief	-	27,483	(28,371)	888	-
Postcode Places Trust	-	24,490	(23,873)	(617)	-
The Jones 1986 Charitable Trust	<u>-</u>	<u>5,000</u>	<u>(5,000)</u>	<u>-</u>	<u>-</u>
Total restricted funds	<u>303,687</u>	<u>120,497</u>	<u>(121,091)</u>	<u>271</u>	<u>303,364</u>
Total funds	<u><u>446,473</u></u>	<u><u>357,079</u></u>	<u><u>(415,746)</u></u>	<u><u>-</u></u>	<u><u>387,806</u></u>

The specific purposes for which the funds are to be applied are as follows:

Social Investment Fund - This represents the capital grant used to purchase Unit 5, Victoria Court.

Foundation Capital - funding toward core costs.

NHS Charities Trust - funding toward core costs.

Asylum Trauma NCC - funding toward sessional costs, overheads, lead therapist and the CEO's salary.

Severn Trent Water - funding toward supervision costs.

The National Lottery Community Fund - funding toward sessional costs, overheads, lead therapist and the CEO's salary.

Tuntum Housing Comic Relief - funding toward overall delivery costs of counselling at full cost recovery.

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2024

14 Analysis of net assets between funds

	Unrestricted		2024
	General	Restricted	Total funds
	£	£	£
Tangible fixed assets	9,207	608,216	617,423
Current assets	21,247	36,437	57,684
Current liabilities	(11,880)	(30,897)	(42,777)
Creditors over 1 year	-	(280,767)	(280,767)
Total net assets	<u>18,574</u>	<u>332,989</u>	<u>351,563</u>

	Unrestricted			2023
	General	Designated	Restricted	Total funds
	£	£	£	£
Tangible fixed assets	12,276	-	608,832	621,108
Current assets	79,854	2,439	10,276	92,569
Current liabilities	(10,127)	-	(29,014)	(39,141)
Creditors over 1 year	-	-	(286,730)	(286,730)
Total net assets	<u>82,003</u>	<u>2,439</u>	<u>303,364</u>	<u>387,806</u>

15 Fees payable to independent examiner

During the period, the fees payable (excluding VAT) to the charity's independent examiner Community Accounting Plus are analysed as follows:

	2024	2023
	£	£
Independent examination	1,100	3,375
Other financial services	7,624	-
	<u>8,724</u>	<u>3,375</u>

16 Taxation

The charity is a registered charity and is therefore exempt from taxation.

17 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

18 Related party transactions

There were no related party transactions in the year.

Accounts

Charity registration number 1045464

Company registration number 02948386 (England and Wales)

NOTTINGHAM COUNSELLING SERVICE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

NOTTINGHAM COUNSELLING SERVICE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees Ms M M Fitzpatrick
Dr M A Borges Cursino De Freitas
Arruda
Mrs H J Rapinet
Mr C J B Sims

Secretary Mr L McDonald

Charity number 1045464

Company number 02948386

Principal address Unit 5
Victoria Court
Kent Street
Nottingham
Nottinghamshire
NG1 3LZ

Registered office Unit 5
Victoria Court
Kent Street
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Nottinghamshire
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Independent examiner Philip Handley FCA
HSKS Greenhalgh
Chartered Accountants
3rd Floor Butt Dyke House
33 Park Row
Nottingham
NG1 6EE

Bankers Cafcash Limited
Kingshill
West Mailing
Kent
ME19 4TA

The Co-operative Bank Plc
P O Box 200
Skelmersdale
Lancashire
WN8 6GH

The Charity Bank Limited
Fosse House
182 High Street
Tonbridge
TN9 1BE

NOTTINGHAM COUNSELLING SERVICE

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NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) *FOR THE YEAR ENDED 31 MARCH 2022*

The trustees are very pleased to present their report incorporating director's report and financial statements for the Charity for the year ended 31 March 2022, which are also prepared to meet requirements for the directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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 January 1,2016).

We hope the report accurately reflects the significant progress made during a challenging year, on all fronts as a result of the COVID-19 pandemic and lockdown. Our achievements and performance have been exceptional, and the organisation is now in a far stronger financial position than it could have hoped for given the circumstances.

The trustees acknowledge with thanks the hard work, goodwill, dedication and determination of the small committed staff comprised of the Executive Director, Senior Administrator, Finance Officer and new Clinical Services Manager for steering the organisation through this transformative period. We also recognise and value the work of our counselling workforce whom resolutely supported our vulnerable clients and responded positively to the new approach of delivering our services online.

Objectives and activities

The NCS activities focus on promoting excellent quality counselling services which support the local population to manage mental and emotional related wellbeing issues. The impact of our service can be measured in terms of a holistic process for sustainable: recovery, and management of psychological problems and other life's changes and challenges as presented by individual clients.

NCS provide a safe community friendly space in which local people with mental health challenges can have someone to talk to and help them to reflect on the issues affecting them. This results in improved mental and physical health and better day to day functioning for the individual as well as contributing to healthier communities.

NCS's purpose as set out in the objects contained in the company's Memorandum and Articles of association are:

- To promote charitable purposes for the benefit of the population primarily within the counties of Nottinghamshire and East Midlands and in particular but not exclusively the furtherance of health and the relief of distress and sickness associated with emotional, personal, marital, family or related problems
- In support of the above purposes, to provide a confidential counselling service, education, training and support for counselling, and to develop counselling resources.

In shaping our objectives and planning our activities the trustees have considered the charity commission's guidance on public benefit. Each year we consider carefully the balance between the financial resources we require in order to continue delivering a sustainable and reliable service in response to local demands in an ever-transforming environment.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Aims of the charity

Our vision

Our vision is that people from all walks of life should enjoy good mental health and well-being and have access to services tailored to their needs regardless of background, ethnicity or circumstances.

Our mission

NCS mission is to be an exemplar Counselling Centre serving the community, providing a range of quality psychological counselling services for adults with enduring and complex mental health that are meaningful and have a positive impact on individuals, communities, economy and wider society.

Social value

During the period we provided counselling support to 366 clients and delivered a total of 4,841 counselling sessions, for vulnerable adults that self-referred. The equivalent cost for therapy provided, would have the equivalent value of around £1.02m for IAPT delivered through the NHS. A programme of counselling has been shown to have a value to society over 12 months of at least £4,800 per client. We estimated value of our service to the public £1.76m during the period.

Awards and recognition

NCS has won another from SME News Midlands Enterprise Awards 2022, as the **Best Counselling Service in Nottinghamshire**. We were also pleased to receive from Nottingham City Council, Nottingham Star recognition for the support we provide to vulnerable adults during the National Mental Health Week, with special thank you from Cllr Rebecca Langton on behalf of Nottingham City Council. In addition, we were featured in the BACP Therapy Today Magazine, January 2022 edition, in recognition of our achievement as an accredited service.

Our values

We aim to treat people with dignity and respect, recognise cultural and other differences and work with diverse communities and service users. As an accredited counselling service and member of the BACP, NCS operates within the strict confidential guidelines and practice according to the BACP Ethical Framework for the Counselling Professions working to serve the community and change lives. These values are underpinned by the following goals:

- a warm, friendly and welcoming therapeutic environment
- a quality service personalised to each client's needs
- professional, reliable and trustworthy counselling personnel
- cross cultural workforce and client base

Achievements and performance

NCS routinely monitor six Key Performance Indicators (KPI's) and produce quarterly reports throughout the year for the Board of Trustees and other stakeholders. Also, we measure the social value of our work and the summary of both are below for the year:

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Key performance management indicators:

- **Counselling sessions** – a record year, 4,985 sessions delivered, closed the target the organisation to reach by 2024. This comprised of 4,706 sessions with individuals in long term counselling contracts, 144 Employee Counselling sessions and for 105 Couples counselling and 30 group sessions. The total was 228 more than last year.
- **Waiting times** (time taken to see a client from initial enquiry to assessment) the waiting time reduced from 31 days for the year.
- **Waiting list** at the year-end (number of assessed clients waiting to be assigned a counsellor) was just 11, which was much double last year's total.
- **Cost** (based on actual numbers of counselling sessions delivered) was £64.72 per session.
- **Income** from activities (based on total income divided by actual counselling sessions delivered) was £77.88 per session.

Social impact of NCS services locally - for the year 366 people received counselling from NCS. We estimate the value of the service to society to be in the region of £1.76 million and this saved the public purse £1.02m. For the period, our workforce of volunteer counsellors provided an estimated £373,875 of counselling/therapy support free of charge.

About the beneficiaries of our services

New referrals – During the period 1,026 clients registered with us for support, 506 more than last year 97%. The majority 92% was for individual support and 8% for couples counselling. Over a half (58%) 596 lived in Nottingham City. 430 referrals lived outside Nottingham City: 41 Ashfield borough (4%), 123 Broxtowe borough Council (12%), 92 from Gedling borough (9%), 89 Rushcliffe borough (8.7%), from, and 85 from Other areas (11%).

Profile of clients entering counselling & therapy support – over the period 366 individuals received one or more sessions of counselling support from NCS. 168 clients started during period and the end of the year we had a caseload of 198 clients continuing. The summary below shows the characteristics and diversity of the clients served:

- **Gender:** *Female* 57%; *Male* 35% and 8% *did not specify*
- **Age:** 20 and below (6%), 20-29 years old (39%), 30-39 years old (23%), 40-49 years old (23%), 50-64 years old (7%) and 64 years and older (2%). The average age was 33.5 years.
- **Ethnicity:** *White/ European* (81.2%), *Non-white* (18.8%);
- **Economic Status:** Employed Full-time (28.7%), Part-time Employment (9.6%), Unemployed (7.5%), Students (12.8%) Self-Employed (5%), Retired/Disabled and other (1.4%), preferred not to say (35%) .
- **Income:** < £17.5k pa (74%), £17.5- 29k pa (19%) and £30k pa and above (7%). The overwhelming majority of our clients (93%) had income below £30,000. They were from households with income below the average Household Income for Nottingham City. This demonstrates we are providing affordable access to counselling therapy which many would not otherwise be unable to access privately.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Outputs - During the year 366 clients received therapy. 161 clients started their counselling and 98 completed counselling. We delivered 4,706 counselling sessions relating to the NCS open-ended counselling service. The number of long-term counselling sessions was 79 more than last year representing an increase of 1.7%. We provided on average 252.6 days of support with each person attending 21.4 sessions of support for people completing therapy. The attendance rate on average was 89%.

Outcomes the key outcomes measure for our clients are below taken from CORE Net:

- 65% of clients completing therapy made reliable clinical/change
- 70% were helped to improve their decision making
- 63% day to day functioning improved
- 70% of clients recorded they develop coping strategies/techniques
- 84% of clients recorded they were able to explore their feelings/problems
- 73% of clients counselling helped to improved their personal insight/understanding

External partnerships and networks involvement

The NCS Executive Director represents NCS and acts as a voice for the other small VCS organisation and/or ethnic minority groups on a variety of platforms as summarised below. Although this is not part of his core work, these activities, nonetheless have become very important both for the positioning the organisation as a trusted and leading provider of mental health and wellbeing services. This has become more important since COVID-19 as call for action between VCS and mainstream providers was necessary to responded in timely manner to serve the community. Below are the key links and partnerships which we are involved which helps to raise our profile:

- **Nottingham City Health & Wellbeing Board (HWBB)** – the NCS Executive Director continued to regularly attended HWBB Board and Board Development meetings as the voice of smaller providers and representing the Voluntary and Community Sector Enterprises on the Board. He is a member of HWBB Mental Health Steering group and a champion for mental health.
- **Nottingham City – Integrated Care Partnership (ICP) Steering Group** - the NCS Executive Director continued to regularly attended ICP and Board Development meetings as the voice of smaller providers and representing the Voluntary and Community Sector Enterprises on the Board. He is a member of HWBB Mental Health Steering group and a champion for mental health.
- **Nottingham City Mental Health Collaborative for Better Mental Health** - is a network of individuals and organisations that aims to work together to prevent mental health problems and to improve the lives of people living with poor mental health. It is an advisory group to the Nottingham Integrated Care Partnership (ICP) - reporting progress, issues and making recommendations.
- **Nottingham ICPB Mental Health Group** - The group Nottingham City ICPB Programme Steering Group which has representation from a broad range of partners across the City. One of the objectives of this group is to foster closer working between ICPB partners (including Primary Care Networks) on mental health prevention and health inequalities. This group and most of the members are also linked to the mental health collaborative. This group focus on prevention and early intervention to services in the city.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

- **Nottingham City Severe Multiple Disadvantage (SMD) Partnership:** The bring together all key delivery partners in the city that provide services for people with SMD. It will lead ICP's priority for supporting this cohort of local service users. The partnership has secure £4m funding over the next two years to deliver the Changing Futures Programme. NCS played a leading role in providing evidence about the needs of people from BAME for the funding application. We expect to continue playing a leading role with this partnership. The Executive Director is leading the Partnership Race Equity Workstream which is one of seven workstream of the SMD Partnership.
- **ICP BAME Health Inequalities Subgroup:** Bring together ICP partners and representatives from BAME communities to establish a collective response to addressing health inequalities experienced by BAME communities in Nottingham.
- **Nottingham Together BAME Subgroup** – the group is led by community and third sector representatives. It aims and objectives are to examine key identified areas and then offer constructive advice and recommend actions to the Nottingham Together Board for it to promote. The ICP BAME Health Inequalities subgroup remit is to work with the ICP and partners to address the priorities identified by the ICP Board.
- **Nottingham Police & Crime Commissioner – Community Listening Group:** The CLG will involve individuals, organisations or groups that have a remit of providing services to the BAME community, coming together to form a network. The CLG will provide a mechanism for any stakeholder to discuss concerns and issues relating to crime, victimisation, offending and policing affecting the BAME community.

Financial review

The financial year showed a surplus of £65,631. The balance of reserves at 31 March 2022 was £446,471 made up of £303,687 restricted funds; £3,252 of designated funds and £139,532 of unrestricted reserves.

The summary of the significant activities and achievements over the past twelve months were as follows:

Funding & income

Our primary focus for the year was financial survival and resilience. Our achievements below show we had another exceptional year. Financially the achievements have been made during a continued challenging in which the organisation has excelled and delivered a very strong performance. This gives a great deal of satisfaction, assurance and confidence going into the new financial year. The achievements summarised as follows:

- **Grants & donations** - total receipts were £169,307 for the period. We are particularly grateful for to all our funders for their support: £52,803 from the Department of Health & Social Care (DHSC) – Suicide Prevention Scheme, £48,005 Social Enterprise Investment Scheme (SEIS), £12,000 Nottingham City Council – Covid-19, Tier 4 & Lockdown, £7,750 Nottinghamshire County Council -Local Improvement Scheme, £27,862 Comic Relief, £9,288 HMRC Job Retention scheme, £7,565 Kickstart. We also received £4,034 NHS Nottinghamshire Charities Together (NHSCT) part payment.
- **Income in-kind** - total amount was £74,470 this comprised of: Google AdGrant which allowed the organisation to for Pay Per Click advertizing (AdWords advertising). We spent the equivalent of £24,168 from this grant. The Transform Foundation and Raising IT £4,224 (40% subsidy) for our digital website platform plus from £3,600 Raising IT for the management of our AdWords Account. The University of Nottingham Digital Academy also provided two consultancy projects of 10 days each undertaken by a team of students. Plus, we had Mindfulness-based training for counsellors which was not charged for by Lesley Kidd, Bien-Etre Therapy.
We are acknowledged Nottingham City for the 100% Business Rates Relief £19,942 and HMRC £4,000 Small Employer compensation Allowance. These are not included in the accounts.
- **Service users contributions** for the period the amount received from service user's contributions was £109,76. We also claimed £6,938 Gift Aid from HMRC from those that client who signed the Gift Aid Declaration. During the period we've started to reclaim Gift Aid from client that make payment via our Stripe Account included in the above amount. The amount from Gift Aid is lower £ because of some eligible clients finishing therapy and no new donor have been signed up since lock down.
- **Income from investments** - due to the premises being close we generated Nil receipts from the property relating to room hire or rental. The premises have been closed since February 2020.
- **Employer assistance programme (EAP) & other services** - due to the pandemic, income from Employers and Other contracted services generated £10,060. This exclude £5K advance payment from the Nottingham MS Centre, to deliver therapy support for the service users during 2022/22. Income from other activities amounted to £14,096 for the period.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Reserves policy

The charity recognises the need to generate sufficient reserves so that the organisation can operate on a sound financial basis. It has an established policy whereby unrestricted investment funds not committed or invested in tangible fixed assets held by the organisation should be equivalent to or equal to three months of operational expenditure. At the end of the period the general funds showed reserves of £139,532.

Plans for future periods

The main focus of NCS over the coming financial year will be to deliver our promise to make counselling accessible for all and not restrict access due to a client's background or circumstances. The focus of our activities and approaches are outline below.

Continue delivering access to accredited counselling and therapy services for people from Black and Asian background under the age of 30 through the Milestone Partnership led by Tuntum Housing Association. The partnership had already secured over £450K through Comic Relief, to deliver the Headwize Project. This include retaining the Lamplight Database Administrator on behalf of the partnership to support their staff to engage with and maintain client's data for Headwize.

We will continue develop the Black & Asian Health Alliance Group (BHAG). This is the collective of five organisations (AWEF, BAC-IN, NCS, Pathways Housing & Support for Survivors). Through the SESF funding we will employ a Partnership Manager to develop capacity, joint working and co-production of services for ethnic communities.

Continue to make the services affordable for all client groups by securing grant funding to provide free/subsidised counselling for up to a year. Ethnic clients' now accounts for 40% of all clients supported by NCS. We want to ensure we can continue to maintain a diverse workforce and client base that is representative of the population in Nottingham City and Nottinghamshire. We will utilise funding received from Nottinghamshire County Council and Nottinghamshire NHS Charities Trust to develop the BAME Counselling Hub, supporting more ethnic clients and recruiting and retaining counsellors from diverse ethnic backgrounds. Making our services culturally respectful and appropriate. Working collaborative with the above

The organisation is positioned to play a significant role within the Nottingham City Integrated Care Partnership (ICP). NCS along with BAC-IN and Pathways Housing Association has played a major role in helping the ICP to secure £4m, Changing Futures funding to provide better support for people with Severe Multiple Disadvantages (SMD). Through the partnership with BHAG we were successful in securing commission to undertake "Rapid needs assessment for the ethnic minority communities" valued £3.5K. we were also commission to develop Race & Cultural Training Resources for the SMD Partnership working with the Product Development Unit, a learning resource managed by NCVS. The value of this work was £2k. Going forward. Given the above, we expect to continue having a major role with "Changing Futures, including delivering services/activities commissioned to address people from Black and Asian ethnic backgrounds through the BHAG collective.

The SMD Partnership has endorsed the NCS Executive Director to lead its RACE Equity Workstream well as continuing as a leading expert and member of the Nottingham ICPB-Health Inequalities working group and also the ICPB Mental Health Collaborative. NCS is also committed to developing further support and recognition for adult Survivors of Childhood Sexual Abuse. We will continue to work to develop the BAME Alliance Group (BAG) incorporating the Breaking the Silence Partners.

We will also seek ways to promote our time limited and solution focused services local employers and VCS organisations. This will contribute toward our plans to increase and improved earned income.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Priorities for the future

We will continue to implement our 2020-2024 Business Strategy. Our priorities over the next 12 months are as follows:

- Review and refresh our current strategic plans for 2020-2024
- To continue transforming our services, responding post COVID-19 challenges and opportunities
- Develop our blended service approach/offer (online and in-person counselling)
- Secure new grant funding to cover core staff and overheads, making the organisation more resilient
- Fully embed the Factorial and Cademi platforms used by all practitioners for communication
- Maintain ISO 9001 and BS76000 Quality Systems and BACP Accredited Service standards
- Work in partnership with Nottingham City ICPB as a key partner addressing health Inequalities
- Utilise the Google AdWords grant in order to promote NCS causes
- Facilitate Continuous Professional Development (CPD) opportunities for our practitioners
- The Executive Director will continue representing the organisation within the various partnership
- Developing further collaboration between NCS and local ethnic led organisations as appropriate
- Recruiting new Trustees to support and complement the existing team
- Consolidate the staffing structure especially clinical management of the services

Governing document

The organisation is a charitable company limited by guarantee, registered as a Charity since 1983 and incorporated 14 July 1994. The company was established under a Memorandum of Association (amended 13 August 2013) which establishes the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members are required to contribute an amount not exceeding £1.

Organisational governance

The period was relatively stable and the Trustees held 4 meetings in total. The members of the board are responsible for the strategic direction and policies of the charity. Board members are drawn from a variety of professional backgrounds, including the three new members appointed February 2022. The Company Secretary who is also the Executive Director sits on the board but has no voting rights.

The Executive Director and Senior Administrator were the only full-time employees during the year. The Executive Director is responsible for all aspects of day to day operations, functional management and developing the services. He is accountable to the Board of Trustees for governance and ensuring that the charity delivers the services specified in all contractual agreements. Other key operational management responsibilities include Quality Management, reviewing and monitoring the Risk Register, the achievements of Key Performance Outcomes, developing and implementing Digital and Communication Strategy, Fundraising and Financial Management and Partnership Development.

The charity operated with the extra paid employees. The Clinical Services Manager, Social Media Manager and AdWords Campaign Manager were contracted to provide support services. We did not provide cover for Administrative Assistant who had taken a second period of maternity leave and also the Receptionist has been on the Governments Furlough programme since April 2020. For the period the key personnel employed by the charity were as follows:

Leslie McDonald	Executive Director
Shaz Majid	Counselling Service Manager
Sylvia MacDougall	Finance Administrator (12/2021 Left)
Shameem Khan	Administrative Assistant (Maternity leave/Furloughed)
Louise Blonde	Senior Administrator (Furloughed)
Joseph McDonald	Digital Administrator – CORE Net
Adriane Mina	Database Administrator - Lamplight (Headwise Project)
Claire Barber	Development & Communications Manager (started 01/22)
Juliet Edwards	Social Media Management (External consultant) (Left 07/21)
Access Group	AdWords Campaign Management (External consultant)

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Mr L Edwards MBE	(Resigned 11 March 2022)
Ms J Gray	(Resigned 21 December 2021)
Ms M M Fitzpatrick	
Miss J Smith	(Resigned 21 December 2021)
Ms K Smith	(Resigned 21 December 2021)
Dr M A Borges Cursino De Freitas Arruda	
Mr C Udenze	(Resigned 21 December 2021)
Mrs H J Rapinet	
Mr C J B Sims	

Recruitment and appointment of board of trustees

The charity's work is focused on promoting access to quality accessible counselling and psychotherapy services for all, which is affordable to adults aged sixteen and over from all communities and backgrounds throughout Nottinghamshire and the East Midlands.

The Directors of the company are also charity Trustees. They are known as members of the Board of Trustees. For the purpose of charity law and under the company's articles of association and Articles of Association they are responsible for governing the organisation. The members are elected at the Annual General Meeting (AGM) .

All the Board members give their time voluntarily and receive no benefits or payments from the charity. The Board of Trustees seek to ensure that diversity is reflected within the trustee body. As shown above we sadly said goodbye to several long standing trustees, who due to personal circumstance during the COVID-19 pandemic had become inactive. We did not undertake any new appointments during the period.

Trustees induction, training & governance

The Trustees were highly active in supporting the Executive Director with developments. The role of Clinical Lead previously undertaken by Jinny Gray is now being undertaken indefinitely by Martin Simpson, one of our experienced Clinical Supervisors with the approval of the BACP. He acts as an adviser to both the Executive Director and Board.

Principal risks and uncertainties - The trustees continued to review and monitor the risks faced by the charity. The Executive Director maintains and monitors the organisation's Risk Register and monitors Cashflow routinely. Internally prepared Financial Statements including the Balance sheet are produced and presented Quarterly alongside the Income and Expenditure Statement by the Executive Director. There were no significant risks identified over this period. The focus remains on serving diverse client groups and to achieve sustainable income streams and funding to match the organisation's ambitions.

Clinical service development

This was a transformational year for the organisation, one in which we moved from deliver all services and activities from in person to online. During the period we appointed Nick Dear as Clinical Services Manager. This provided a focal point and some consistency in clinical approach, practices and administration which had had arisen as a result of the transformation from in-person service provisions to online. Jinny Gray, Trustee, continued the role of Clinical Lead until March 2022. But in March 2022 this position was relinquished. This role is currently held interim by Martin Simpson. There were no significant clinical issues.

We are very grateful to Nick Dear, for overseeing client's assessments, the training of new Assessors and supporting the Executive Director, and tireless support to the Counselling Services Manager.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Non-staff supervisors:

We were pleased to retain the services of the team of eight regular approved supervisors that support our clinical workforce of 32 experienced clinicians and 30 trainees/students. Caroline Phillip and Elizabeth Cooksley, external supervisor also contributed to the work of the regular team below.

Non-staff personnel:

Ian Boorn	Approved Clinical Supervisor
Alison Cooney	Approved Clinical Supervisor
Manisha Dickenson	Approved Clinical Supervisor (left 04/21)
Faith Hewitt	Approved Clinical Supervisor (left 08/21)
Rachel Keetley	Approved Clinical Supervisor
Martin Simpson	Approved Clinical Supervisor
Rob Spicer	Approved Clinical Supervisor
Sarah Chadderton	Trainee Clinical Supervisor

The Clinical Supervisors held bi-monthly meetings to share and exchange ideas and concerns. Martin Simpson Clinical Lead along with the above team, developed: consistent supervision approach, practice, safeguarding guidance, plus ongoing development of supervision practices. The Counselling Services Manager (Shaz) provided support to both the supervisors, counsellors and clients, managing the ongoing transition and development of our blended service (online and in-person).

Non-staff counsellors:

During the period we completed 184 assessments. It has been a record year surpassing expectation. 66 more sessions completed, representing 56% increase. Delivered by the pool of senior counselling personnel. Responding to increase demands and the needs of an increasing vulnerable clients with multiple and complex needs post COVID-19. The pool of trained and experienced counsellors below.

Helen Arnold	Assessor/Associate
Claire Barber	Assessor/ Associate
Stuart Barnes	Assessor/Associate
Katie Boyd	Assessor/Associate
Susan Bradley	Assessor
Sarah Chadderton	Assessor/Associate
Sharron Cotterill	Assessor/Associate
Sarah Crutchley	Assessor (left 05/21)
Rob Green	Associate/ Associate
Katrina Kirkbride	Associate
Karen Parsons	Assessor/Associate
Leila Simms	Assessor/Associate
Jo Solomon	Group Counsellor (left 12/21)
David Wilkes	Assessor/Associate
Mary Wilson	Couples Counsellor

Counselling workforce

During the period 66 counsellors practiced at NCS. The workforce comprised; a pool of 40 experienced counsellors and 26 trainee counsellors. 12 new counsellors started their placement, they were mainly from The Sherwood Psychological Training Institute (SPTI). For the financial ended 31 March, we lost the services of 14 experienced counsellors, who left for personal reasons.

NOTTINGHAM COUNSELLING SERVICE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Business development

Digital strategy – Our website hosted by Access Group is a pivotal part of our strategy. We have not employed a dedicated staff member to maintain and administer the platform. But in spite of this we've achieved a good year with increased new visitors and the key metrics showing up well for the period. This has been aided by spending using our Google AdWords Grant. Google my Business Page and limited social media postings. More about these below. We continued use CORE Net to record our clients contact and outcomes. All counsellors and clients are now engaged with the platform. We have commissioned four new digital platforms which will help deliver our services and improve operations. All this made possible through successful funding secured:

- **BT- One-line** broadband and phone system – giving better connectivity, flexibility and mobility
- **Zoom** – Corporate multiple licenses for counsellors to deliver online therapy
- **Cademi** – Learning Programmes and resources, including approved ROSPA CPD
- **Factorial** – HR & Personnel, maintain workforce information and help with onboarding

Website - www.nottinghamcounsellingcentre.org.uk had 15k users for the year, of which 14.7 were new. Of the visitors 44.4 % found us through organic search. The level of referrals increased by 38%.

Google AdWords grant – for the period we spent \$29.2 for online advertising to promote six campaigns to raise awareness of our services and causes.

Other marketing and promotion – We maintained our free entries in the local Nottinghamshire Help your Self and Ask LiON, plus Yell.com online Directories. Plus have free listings in the NG Healthcare Publications. We also continued to display our poster and leaflets at the Nottingham City Hospital.

Social media – We took over responsibility for our social media platforms which Juliet Edwards managed for us up to July 21. The Executive Director took over responsibility for this function. In spite of not having a dedicated professional support service for most of the year, support for the organisation grew significantly on all platforms. At the year-end, we had the following number of followers and supporter on our platforms as follows: 562 Facebook (68%), 238 on LinkedIn (42.5%) and 357 on Twitter (77%).

Memberships including: of BACP www.bacp.co.uk ; Chamber of Commerce www.dnccc.co.uk ; National Council for Voluntary Organisations (NCVO) and local Adult Providers Networks locally.

The Trustees report was approved by the Board of Trustees.

.....
Mr L McDonald
Trustee

Date:

NOTTINGHAM COUNSELLING SERVICE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF NOTTINGHAM COUNSELLING SERVICE

I report to the Trustees on my examination of the financial statements of Nottingham Counselling Service (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity'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 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 charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

Philip Handley FCA

HSKS Greenhalgh
Chartered Accountants
3rd Floor Butt Dyke House
33 Park Row
Nottingham
NG1 6EE

Dated:

NOTTINGHAM COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
	Notes					
<u>Income and endowments from:</u>						
Donations and legacies	3	43,807	-	27,862	71,669	56,422
Charitable activities	4	137,255	-	104,842	242,097	264,920
Other income	5	74,470	-	-	74,470	48,254
Total income		255,532	-	132,704	388,236	369,596
<u>Expenditure on:</u>						
Charitable activities	6	181,309	1,084	127,308	309,701	242,242
Other	10	12,902	-	-	12,902	11,118
Total expenditure		194,211	1,084	127,308	322,603	253,360
Net incoming resources before transfers		61,321	(1,084)	5,396	65,633	116,236
Gross transfers between funds		5,724	-	(5,724)	-	-
Net income/(expenditure) for the year/ Net movement in funds		67,045	(1,084)	(328)	65,633	116,236
Fund balances at 1 April 2021		72,489	4,336	304,015	380,840	264,604
Fund balances at 31 March 2022		139,534	3,252	303,687	446,473	380,840

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

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

NOTTINGHAM COUNSELLING SERVICE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Prior financial year

		Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	3	56,422	-	-	56,422
Charitable activities	4	124,406	-	140,514	264,920
Other income	5	48,254	-	-	48,254
Total income		229,082	-	140,514	369,596
<u>Expenditure on:</u>					
Charitable activities	6	99,947	1,445	140,850	242,242
Other	10	11,118	-	-	11,118
Total expenditure		111,065	1,445	140,850	253,360
Net incoming resources before transfers		118,017	(1,445)	(336)	116,236
Net income/(expenditure) for the year/ Net movement in funds		118,017	(1,445)	(336)	116,236
Fund balances at 1 April 2020		(45,528)	5,781	304,351	264,604
Fund balances at 31 March 2021		72,489	4,336	304,015	380,840

NOTTINGHAM COUNSELLING SERVICE

STATEMENT OF FINANCIAL POSITION

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	11		624,973		625,202
Current assets					
Debtors	12	12,403		6,908	
Cash at bank and in hand		145,764		101,325	
		<u>158,167</u>		<u>108,233</u>	
Creditors: amounts falling due within one year	14	<u>(43,451)</u>		<u>(51,210)</u>	
Net current assets			114,716		57,023
Total assets less current liabilities			739,689		682,225
Creditors: amounts falling due after more than one year	15		(293,216)		(301,385)
Net assets			<u>446,473</u>		<u>380,840</u>
Income funds					
Restricted funds	16	303,687		304,015	
Unrestricted funds - designated		3,252		4,336	
Unrestricted funds - general		139,534		72,489	
		<u>446,473</u>		<u>380,840</u>	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

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 members 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 were approved by the Trustees on

.....
Ms M M Fitzpatrick
Trustee

Company registration number 02948386

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Nottingham Counselling Service is a private company limited by guarantee incorporated in England and Wales. The registered office is Unit 5, Victoria Court, Kent Street, Nottingham, Nottinghamshire, NG1 3LZ.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and 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 (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, 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 financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Designated funds comprise funds which have been set aside at the discretion of the Trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds are subject to specific conditions by donors 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.

1.4 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 that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Donated goods and services are recognised as income when the charity has control over them with goods being valued at market value and services valued at the amount the charity would be willing to pay for them.

The monetary value of volunteer services are not recognised in the Statement of Financial Activities.

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings, they have been allocated to cost of raising funds and expenditure on charitable activities on the basis consistent with use of the resources. Overheads have been allocated on a basis of budgeted turnover.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold land and buildings	in accordance with the lease length
Fixtures and fittings	25% on reducing balance
Computers	25% on reducing balance

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

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

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.9 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.

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.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Impairment of financial assets

Financial assets, other than those held at fair value through income and expenditure, are assessed for indicators of impairment at each reporting date. Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected.

If an asset is impaired, the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in net income/(expenditure) for the year.

If there is a decrease in the impairment loss arising from an event occurring after the impairment was recognised, the impairment is reversed. The reversal is such that the current carrying amount does not exceed what the carrying amount would have been, had the impairment not previously been recognised. The impairment reversal is recognised in net income/(expenditure) for the year.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

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

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

1.10 Taxation

The charity is a registered charity and has no liability to corporation tax on its charitable activities under the Corporation Tax Act 2010 (chapters 2 and 3 of part ii, section 466 onwards) or Section 256 of the Taxation for Chargeable Gains Act 1992, to the extent surpluses are applied to its charitable purposes.

1.11 Retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds general 2021 £
Donations and gifts	7,204	-	7,204	18,719
Grant income	36,603	27,862	64,465	37,703
	<u>43,807</u>	<u>27,862</u>	<u>71,669</u>	<u>56,422</u>
Grants receivable for core activities				
Nottingham City Council	19,565	-	19,565	15,995
Coronavirus Job Retention Scheme	9,288	-	9,288	10,398
Nottinghamshire County Council	7,750	-	7,750	10,000
Comic Relief - COVID-19 fund	-	27,862	27,862	-
CAF Bank	-	-	-	1,310
	<u>36,603</u>	<u>27,862</u>	<u>64,465</u>	<u>37,703</u>

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

4 Charitable activities

	Counselling services 2022 £	Counselling services 2021 £
Sales within charitable activities	131,905	118,707
Services provided under contract	5,350	5,126
Performance related grants	104,842	140,514
Charitable rental income	-	573
	<u>242,097</u>	<u>264,920</u>
Analysis by fund		
Unrestricted funds - general	137,255	124,406
Restricted funds	104,842	140,514
	<u>242,097</u>	<u>264,920</u>

5 Other income

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Income in kind support	<u>74,470</u>	<u>48,254</u>

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

6 Charitable activities

	Counselling service 2022 £	Counselling service 2021 £
Staff costs	153,945	94,421
Depreciation and impairment	5,795	5,666
Hire of plant and machinery	3,546	4,456
Non staff counselling expenses	8,420	4,885
Rates and water	97	8,554
Insurance	3,052	2,877
Light and heat	2,667	2,181
Telephone	5,334	2,202
Postage and stationery	251	370
Advertising	26,242	35,110
Supervision	49,968	38,646
Bank charges	321	865
Repairs and maintenance	13,568	4,486
Internet and website	26,500	33,123
Travelling	30	126
Subscriptions	600	633
Other charitable expenditure	2,755	95
	<u>303,091</u>	<u>238,696</u>
Share of governance costs (see note 7)	6,610	3,546
	<u>309,701</u>	<u>242,242</u>
Analysis by fund		
Unrestricted funds - general	181,309	99,947
Unrestricted funds - designated	1,084	1,445
Restricted funds	127,308	140,850
	<u>309,701</u>	<u>242,242</u>

7 Support costs

	Support costs £	Governance costs £	2022 £	2021 £
Legal and professional	-	6,610	6,610	3,546
	<u>-</u>	<u>6,610</u>	<u>6,610</u>	<u>3,546</u>
Analysed between Charitable activities	-	6,610	6,610	3,546
	<u>-</u>	<u>6,610</u>	<u>6,610</u>	<u>3,546</u>

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

None of the Trustees (or any persons connected with them) were reimbursed any expenses during the year. (2021: £Nil)

9 Employees

The average monthly number of employees during the year was:

2022 Number	2021 Number
7	5

Employment costs

	2022 £	2021 £
Wages and salaries	143,909	90,391
Social security costs	7,715	2,387
Other pension costs	2,321	1,643
	153,945	94,421

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2022 Number	2021 Number
£60,000 to £70,000	1	-

10 Other

	Unrestricted funds general 2022	Unrestricted funds general 2021
Financing costs	12,902	11,118
	12,902	11,118

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

11 Tangible fixed assets

	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost				
At 1 April 2021	616,194	85,652	39,414	741,260
Additions	-	2,865	2,700	5,565
At 31 March 2022	616,194	88,517	42,114	746,825
Depreciation and impairment				
At 1 April 2021	6,130	78,447	31,481	116,058
Depreciation charged in the year	616	2,520	2,658	5,794
At 31 March 2022	6,746	80,967	34,139	121,852
Carrying amount				
At 31 March 2022	609,448	7,550	7,975	624,973
At 31 March 2021	610,064	7,206	7,932	625,202

12 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	3,950	505
Other debtors	4,161	4,162
Prepayments and accrued income	4,292	2,241
	12,403	6,908

13 Loans and overdrafts

	2022 £	2021 £
Bank loans	302,902	310,706
Payable within one year	9,686	9,321
Payable after one year	293,216	301,385
Amounts included above which fall due after five years:		
Payable by instalments	256,597	265,858

Bank loans are secured on a property located at Unit 5, Victoria Court, which has a carrying value of £609,448.

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

14 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Bank loans	13	9,686	9,321
Other taxation and social security		12,737	7,905
Trade creditors		15,995	30,203
Other creditors		1,155	948
Accruals and deferred income		3,878	2,833
		<u>43,451</u>	<u>51,210</u>

15 Creditors: amounts falling due after more than one year

	Notes	2022 £	2021 £
Bank loans	13	<u>293,216</u>	<u>301,385</u>

16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Resources expended £	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
				Incoming resources £	Resources expended £	Transfers £	
Suicide Prevention Fund (SPF)	-	-	-	52,803	(52,803)	-	-
Social Enterprise Support Fund (SESF)	-	-	-	48,005	(41,205)	(6,800)	-
NHS Charitable Trust (NHSCT)	-	-	-	4,034	(4,034)	-	-
Social investment fund	304,238	(113)	303,930	-	(307)	-	303,623
Foundation capital	113	(28)	85	-	(21)	-	64
Comic Relief	-	-	-	27,862	(28,938)	1,076	-
	<u>304,351</u>	<u>(141)</u>	<u>304,015</u>	<u>132,704</u>	<u>(127,308)</u>	<u>(5,724)</u>	<u>303,687</u>

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

17 Analysis of net assets between funds

	Unrestricted funds 2022 £	Designated funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:								
Tangible assets	-	3,252	621,721	624,973	-	4,336	620,866	625,202
Current assets/(liabilities)	139,534	-	(24,818)	114,716	72,489	-	(15,466)	57,023
Long term liabilities	-	-	(293,216)	(293,216)	-	-	(301,385)	(301,385)
	<u>139,534</u>	<u>3,252</u>	<u>303,687</u>	<u>446,473</u>	<u>72,489</u>	<u>4,336</u>	<u>304,015</u>	<u>380,840</u>

NOTTINGHAM COUNSELLING SERVICE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2022*

18 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

Accounts

DRAFT

**Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2021
For Nottingham Counselling Service**

HSKSG Greenhalgh
3rd Floor Butt Dyke House
33 Park Row
Nottingham
Nottinghamshire
NG1 6EE

Nottingham Counselling Service

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for the Year Ended 31 March 2021**

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NOTTINGHAM COUNSELLING SERVICE

COMPANY INFORMATION FOR THE YEAR ENDED MARCH 31, 2021

EXECUTIVE DIRECTOR	Leslie McDonald
REGISTERED OFFICE:	Unit 5, Victoria Court, Kent Street, Nottingham, NG1 3LZ
REGISTERED NUMBER:	02948386
CHARITY NUMBER:	1045464
INDEPENDENT EXAMINER:	Philip Handley FCA HSKS Greenhalgh Chartered Accountants 3rd Floor Butt Dyke House 33 Park Row Nottingham NG1 6EE
BANKERS:	Cafcash Limited Kingshill West Malling Kent ME19 4TA The Cooperative Bank Plc P O Box 200 Skelmersdale Lancashire WN8 6GH The Charity Bank Limited Fosse House 182 High Street Tonbridge TN9 1BE

**Nottingham Counselling Service
Report of the Trustees
for the Year Ended 31 March 2021**

**NOTTINGHAM COUNSELLING SERVICE
TRUSTEES REPORT FOR THE YEAR ENDED 31 MARCH 2021**

The trustees are very pleased to present their report incorporating director's report and financial statements for the Charity for the year ended 31 March 2021, which are also prepared to meet requirements for the directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, 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).

We hope the report accurately reflects the significant progress made during a challenging year, on all fronts as a result of the COVID-19 pandemic and lockdown. Our achievements and performance have been exceptional, and the organisation is now in a far stronger financial position than it could have hoped for given the circumstances.

The trustees acknowledge with thanks the hard work, goodwill, dedication and determination of the small but committed staff team, comprised of the Executive Director, Senior Administrator, Finance Officer and new Clinical Services Manager for steering the organisation through this transformative period. We also recognise and value the work of our clinical workforce who resolutely supported our vulnerable clients and responded positively to the new approach of delivering our services online.

Governing Document

The organisation is a charitable company limited by guarantee, registered as a Charity since 1983 and incorporated 14 July 1994. The company was established under a Memorandum of Association (amended 13 August 2013) which establishes the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up the members are required to contribute an amount not exceeding £1.

ORGANISATIONAL GOVERNANCE

The period was relatively stable and the Trustees held 4 meetings in total. The members of the board are responsible for the strategic direction and policies of the charity. Board members are drawn from a variety of professional backgrounds including the three new members appointed in February 2021. The Company Secretary who is also the Executive Director sits on the board but has no voting rights.

The Executive Director and Senior Administrator were the only full-time employees during the year. The Executive Director is responsible for all aspects of day to day operations, functional management and developing the services. He is accountable to the Board of Trustees for governance and ensuring that the charity delivers the services specified in all contractual agreements. Other key operational management responsibilities include: Quality Management, reviewing and monitoring the Risk Register, the achievements of Key Performance Outcomes, developing and implementing Digital and Communication Strategy, Fundraising and Financial Management and Partnership Development.

The charity operated with the extra paid employees. The Clinical Services Manager, Social Media Manager and AdWords Campaign Manager were contracted to provide support services. We did not provide cover for Administrative Assistant who had taken a second period of maternity leave and also the Receptionist has been on the Government's Furlough programme since April 2020. For the period the key personnel employed by the charity were as follows:

Employees:

- | | |
|---------------------|--|
| • Leslie McDonald | Executive Director |
| • Shaz Majid | Senior Administrator |
| • Sylvia Macdougall | Finance Administrator |
| • Shameem Khan | Administrative Assistant (Maternity leave/Furloughed) |
| • Louise Blonde | Receptionist/Administrative Assistant (Furloughed) |
| • Joseph McDonald | Digital Administrator – CORE Net |
| • Juliet Edwards | Social Media Management (External) |
| • Access Group | AdWords Campaign Management (External) |
| • Nick Dear | Clinical Services Manager (10/20 to 03/21) |

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

OBJECTIVES AND PUBLIC BENEFIT

The NCS activities focus on promoting excellent quality counselling services which support the local population to manage mental and emotional related wellbeing issues. The impact of our service can be measured in terms of a holistic process for sustainable: recovery, and management of psychological problems and other life's changes and challenges as presented by individual clients.

NCS provide a safe community friendly space in which local people with mental health challenges can have someone to talk to and help them to reflect on the issues affecting them. This results in improved mental and physical health and better day to day functioning for the individual as well as contributing to healthier communities.

NCS's purpose as set out in the objects contained in the company's Memorandum and Articles of association are:

- a. To promote charitable purposes for the benefit of the population primarily within the counties of Nottinghamshire and East Midlands and in particular but not exclusively the furtherance of health and the relief of distress and sickness associated with emotional, personal, marital, family or related problems
- b. In support of the above purposes, to provide a confidential counselling service, education, training and support for counselling, and to develop counselling resources.

In shaping our objectives and planning our activities the trustees have considered the charity commission's guidance on public benefit. Each year we consider carefully the balance between the financial resources we require in order to continue delivering a sustainable and reliable service in response to local demands in an ever-transforming environment.

Recruitment and appointment of Board of Trustees

The directors of the company are also charity trustees for the purpose of charity law and under the company's articles are known as members of the Board of Trustees. Under the requirements of the Memorandum and Articles of Association the members of the Board of Trustees are elected at the Annual General Meeting (AGM) and hold office until the next AGM following their election or re-election.

The trustees who served during the year and up to the date of this report were as follows:

- Le-Roy Edwards MBE (Chair)
- Jinny Gray
- Chris Udenze
- Dr Louise Boulter (Resigned June 2020)
- Dr Maeve Fitzpatrick (Vice Chair)
- Jodi Smith
- Katie Smith
- Dr Maria Arruda (Appointed February 2021)
- Chris Sims (Appointed February 2021)
- Hilary Rapinet (Appointed February 2021)
- Tony Bates (Resigned June 2020)
- Leslie McDonald (Company secretary)

The charity's work is focused on promoting access to quality accessible counselling and psychotherapy services for all, which is affordable to adults aged sixteen and over from all communities throughout Nottinghamshire and the East Midlands.

All members of the Board of Trustees give their time voluntarily and receive no benefits at all from the charity. The Board of Trustees seek to ensure that diversity is reflected within the trustee body. To enhance the pool of trustees, the charity continues to promote its vacancies via Volunteering England and through its own website and social media platforms. As can be seen above a total of eleven trustees supported the organisation. We sadly said goodbye to Louise Boulter and Tony Bates, and welcomed Maria Arruda, Hilary Rapinet and Chris Sims as new Board members.

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

TRUSTEES INDUCTION, TRAINING & GOVERNANCE

The Trustees were highly active in supporting the Executive Director with developments. Jinny Gray continued in the role as Clinical Lead (Honorary). This enabled the Trustees to meet its BACP Service Accreditation obligations by having a senior Clinician as accountable officer for the clinical management of the counselling service. This role continued up to May 2021. The role is now being undertaken indefinitely by Martin Simpson, one of our experienced Clinical Supervisors with the approval of the BACP.

Principal Risk and uncertainties – the trustees continued to review and monitor the risks faced by the charity especially those that are ongoing from previous financial periods. The Executive Director maintains and monitors the organisation's Risk Register and monitors Cashflow routinely. Internally prepared Financial Statements including the Balance sheet are produced and presented Quarterly alongside the Income and Expenditure Statement by the Executive Director. The revised Strategic Plan covering the period 2020-2024 was approved January 2020. The focus remains on serving diverse client groups and to achieve sustainable income streams and funding to match the organisation's ambitions.

OUR VISION

Our vision is that people from all walks of life should enjoy good mental health and well-being and have access to services tailored to their needs regardless of background, ethnicity or circumstances.

OUR MISSION

NCS mission is to be an exemplar Counselling Centre serving the community, providing a range of quality psychological counselling services for adults with enduring and complex mental health that are: meaningful and have a positive impact on individuals, communities, economy and wider society.

SOCIAL VALUE

During the period we provided counselling support to 347 clients and delivered 4,627 counselling sessions for vulnerable adults that self-referred. The equivalent cost for therapy provided, would have the equivalent value of around £972k for IAPT delivered through the NHS. A programme of counselling has been shown to have a value to society over 12 months of at least £4,800 per client. We estimated valued of our service to the public £1.67m during the period.

Awards and Recognition

NCS has won another from SME News Midlands Enterprise Awards 2021, as the Best Counselling Service in Nottinghamshire. We were also pleased to receive from Nottingham City Council #Nottingham Star recognition for the support we provide to vulnerable adults during the national mental health week, with special thank you from Cllr Rebecca Langton on behalf of Nottingham City Council. In addition, we were featured in the BACP Therapy Today Magazine, January 2021 edition, in recognition of our achievement as an accredited service.

OUR VALUES

We aim to treat people with dignity and respect, recognise cultural and other differences and work with diverse communities and service users. As an accredited counselling service and member of the BACP, NCS operates within the strict confidential guidelines and practice according to the BACP Ethical Framework for the Counselling Professions working to serve the community and change lives. These values are underpinned by the following goals:

- a warm, friendly and welcoming therapeutic environment
- a quality service personalised to each client's needs
- professional, reliable and trustworthy counselling personnel
- cross cultural workforce and client base

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

ACTIVITIES FOR THE YEAR

FINANCIAL REVIEW

The financial year showed a surplus of £116,236. The balance of reserves at 31 March 2021 was £380,840 made up of £304,015 restricted funds and £76,825 of unrestricted reserves.

RESERVES POLICY

The charity recognises the need to generate sufficient reserves so that the organisation can operate on a sound financial basis. It has an established policy whereby unrestricted investment funds not committed or invested in tangible fixed assets held by the organisation should be equivalent to or equal to three months of operational expenditure. At the end of the period the available funds showed reserves of £76,825.

The summary of the significant activities and achievements over the past twelve months were as follows:

FUNDING & INCOME

Our primary focus for the year was financial survival and resilience in the face of the COVID-19 pandemic and lockdown. Our financial performance and achievements below show that the organisation had excelled during this period. Unlike most similar organisations the organisation has delivered a strong performance and is assured going into the new financial year:

- **Grants & Donations** – total receipts were £188,217 for the period. We are particularly grateful for the following grants: £1,310 from the **CAF Bank**, £15,995 **Nottingham City Council** – Business Support Fund, £12,500 **Nottinghamshire County Council**-Local Improvement Scheme, £90,000 from **The National Lottery, Community Fund** - Coronavirus Community Support Fund, £26,545 **Nottinghamshire Police & Crime Commissioner**, **£23,954 Comic Relief**, £12,883 **HMRC Job Retention scheme**, **£9,500 NET Coronavirus Appeal Programme**. We also received £1,599 donations from one-off smaller donations.
- **Income In-Kind** – total amount was £39,752 this comprised of: **Google AdGrant** which allowed the organisation to for Pay Per Click advert (AdWords advertising). We spent the equivalent of £24,168 from this grant. **The Transform Foundation and Raising IT** £4,224 (40% subsidy) for our digital website platform plus from £3,600 **Raising IT** for the management of our AdWords Account. The University of **Nottingham Digital Academy** also provided two consultancy projects of 10 days each undertaken by a team of students. Plus, we had Mindfulness-based training for counsellors which was not charged for by Lesley Kidd, **Bien-Etre Therapy**.

We acknowledged **Nottingham City** for the 100% Business Rates Relief £19,942 which is not included in the accounts.

- **Service Users Contributions** – for the period the amount received from service user's contributions was £102,578. We also claimed £8,311 **Gift Aid** from HMRC from those clients who signed the Gift Aid Declaration. Due to the online nature of our provision we were not able to maximize Gift Aid as the scheme needs to be explained to get buy-in. We did not have the resources to follow up with tax paying clients.
- **Income from Investments** – due to the premises being closed we generated Nil receipts from the property relating to room hire or rental. The premises have been closed since February 2020.
- **Employer Assistance Programme (EAP) & Other Services** – income from Employers and Other contracted services generated £10,060. This included £5K advance payment from the Nottingham MS Centre, to deliver therapy support for the service users during 2021/22. Income from other activities amounted to £14,096 for the period.

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

CLINICAL SERVICE DEVELOPMENT

This was a transformational year for the organisation, one in which we moved from delivering all services and activities from in person to online. During the period we appointed Nick Dear as Clinical Services Manager. This provided a focal point and some consistency in clinical approach, practices and administration which had arisen as a result of the transformation from in-person service provisions to online. Jinny Gray, Trustee, continued the role of Clinical Lead until March 2021. But in March 2021 this position was relinquished. This role is currently held interim by Martin Simpson. There were no significant clinical issues.

We are very grateful to Nick Dear, for overseeing client's assessments, the training of new Assessors and supporting the Executive Director, and tireless support to the Senior Administrator.

Non-Staff Supervisors:

We were pleased to retain the services of the team of eight regular approved supervisors that support our clinical workforce of 40 experienced clinicians and 26 trainees/students. We also welcome Sarah Chadderton as Trainee Supervisor and Caroline Phillips and Elizabeth Cooksey for contributing the work of the regular team.

Non-Staff Personnel:

• Nick Dear	Clinical Services Manager (10/20 to 03/21)
• Ian Boorn	Approved Clinical Supervisor
• Alison Cooney	Approved Clinical Supervisor
• Manisha Dickenson	Approved Clinical Supervisor
• Faith Hewitt	Approved Clinical Supervisor
• Rachel Keetley	Approved Clinical Supervisor
• Martin Simpson	Approved Clinical Supervisor
• Rob Spicer	Approved Clinical Supervisor
• Sarah Chadderton	Trainee Clinical Supervisor
• Caroline Phillips	Clinical Supervisor
• Elizabeth Cooksey	Clinical Supervisor

The Clinical supervisors held bi-monthly meetings to share and exchange ideas and concerns in order to develop consistent supervision approach and practice, deal with safeguarding issues and ongoing developments of clinical practice at NCS. The Senior Administrator provided support to both the supervisors and counsellors in managing the ongoing transition and communication with clients.

Non-Staff Counsellors:

During the period we completed 118 assessments. These are undertaken by the pool of trained and experienced counsellors below.

• Claire Barber	Assessor
• Sarah Chadderton	Assessor/Associate
• Sarah Crutchley	Assessor
• Sharron Cotterill	Assessor
• Rob Green	Associate
• Karen Parsons	Assessor/Associate
• Jo Solomon	Group Counsellor
• Leila Simms	Assessor/Associate
• Mary Wilson	Couples Counsellor
• Katie Boyd	Assessor/Associate
• Susan Bradley	Assessor

Counselling Workforce –

During the period 66 counsellors practiced at NCS. The workforce comprised; a pool of 40 experienced counsellors and 26 trainee counsellors. Nine new counsellors started their placement, they were mainly from The Sherwood Psychological Training Institute (SPTI). For the financial year ended 31 March, we lost the services of 10 experienced counsellors, who left for personal reasons.

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

BUSINESS DEVELOPMENT

These were the main activities for the year.

- **Digital Strategy** – Our website hosted by Access Group was the pivotal part of our strategy. We did not employ a dedicated staff member to maintain and administer the platform. But in spite of this we still had a good year, with new visitors and the key metrics showing up well for the period. This has been aided by significant increased spending through the Google AdWords Grant account, Google my Business Page and social media postings.
- **Website** www.nottinghamcounsellingcentre.org.uk, had 11.7k users for the year, of which 11.6k were new. Of the visitors 50.36 % found us through organic search, 28.69% paid search, 15.78% direct search and 5.17% via referral. The level of referrals increased by 131% and paid search by 34%.
- **Google My Business Account** - for the year 65,513 people found out about NCS from this platform, which helps to direct traffic to our website above. This resulted in 1,601 visits to our website above and 216 telephone enquiries.
- **Google AdWords Grant** – for the period we spent \$32.8K for online advertising to promote six campaigns to raise awareness of our services and causes.
- **Other Marketing and promotion** – We maintained our free entries in the local Nottinghamshire Help your Self and Ask LiON, plus Yell.com online Directories. Plus have free listing in the NG Healthcare Publication. We also used paid advertising and features in various publications including: NG Healthcare Publication, poster and leaflets displayed at the Nottingham City Hospital. We also ran a seven months radio advert in leisure centers owned by the local authorities in Nottinghamshire.
- **Social Media** – Our social Media platforms and postings was managed by Juliet Edwards. 334 supporters on Facebook, 167 on LinkedIn and 202 followers on Twitter.
- **Memberships** including: of BACP www.bacp.co.uk ; Chamber of Commerce www.dnccc.co.uk ; National Council for Voluntary Organisations (NCVO) and local Adult Providers Networks locally.

ACHIEVEMENTS AND PERFORMANCE

NCS routinely monitor six Key Performance Indicators (KPI's) and produce quarterly reports throughout the year for the Board of Trustees and other stakeholders. Also, we measure the social value of our work and the summary of both are below for the year:

- **Key Performance Management – 1: Counselling sessions** the actual number of sessions attended by clients for the period 4,757 sessions. This comprised of 4,220 sessions with individuals in long term counselling contracts, 265 Employee Counselling sessions and for 52 Couples counselling and 220 group sessions. The total was 192 more than last year. **2: Waiting time** (time taken to see a client from initial enquiry to assessment) the waiting was 39 days for the year. **3: Waiting list** at the year-end (number of assessed clients waiting to be assigned a counsellor) was 11, which was double last year's total. **4: Cost** (based on actual numbers of counselling sessions delivered) was £50.24 per session. **5: Income** from activities (based on total income divided by actual counselling sessions delivered) was £78.81 per session.
- **Social Impact of NCS Services Locally** – for the year 347 people received counselling from NCS. We estimate the value of the service to society to be in the region of £1.67 million and this saved the public purse £972k. For the period, our workforce of volunteer counsellors provided an estimated £355,895 of counselling/therapy support free of charge.

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

ABOUT THE BENEFICIARIES OF OUR SERVICES

- **New referrals to the service** – During the period 907 clients registered with us for support up to 31 March 2021. The majority 89% was for individual. Over a half (56%) lived in **Nottingham City**. 399 referrals lived outside Nottingham City: 36 **Ashfield** (4%), 82 **Broxtowe** borough Council (9%), 109 from **Gedling** borough (12%), 72 **Rushcliffe** borough (8%), from, and 100 from **Other areas** (11%).
- **Profile of clients entering counselling services** – over the period 347 individuals received one or more sessions of counselling support from NCS. At the end of the year we had a caseload of 176 clients continuing with counselling in 2021/22. The summary below shows the characteristics and diversity of the clients served:

Gender 1: Female 57%; Male 36% and 7% did not specify

Age 2: 20 and below (6.5%), 20-30 years old (48%), 30-40 years old (27.5%), 40-50 years old (12.7%), 50 64 years old (5.25%) and 64 years and older (0.55%);

Ethnicity 3: White/ European (79.5%), Non-white (20.5%);

Economic Status 4: where recorded the employment status was as follows; Full-time Employment (48.3%), Part-time Employment (13.7%), Unemployed (12%), Students (14%) Self-Employed (6.7%) and Retired/Disabled and other (5.3%).

Income 5: < £17.5k pa (79%), £17.5- 29k pa (17%) and £30k pa and above (4%). The overwhelming majority of our clients (96%) had income below £30,000. They were from households with income below the average Household Income for Nottingham City. This demonstrates we are providing affordable access to counselling therapy which many would not otherwise be able to access privately.

Outputs - During the year 347 clients received therapy. 99 clients started their counselling and 68 completed counselling. We delivered 4,627 counselling sessions relating to the NCS open-ended counselling service. The number of long-term counselling sessions was 365 more than last year representing an increase of 8.6%. We provided on average 183.2 days of support with each person attending 17.8 sessions of support for people completing therapy. The **attendance rate** on average was **89%**.

Outcomes –the key outcomes measure for our our clients are below taken from CORE Net:

- 65% - of clients completing therapy made reliable clinical/change
- 67% - were helped to improve their decision making
- 69% - of clients recorded they developed coping strategies/techniques
- 81% - of clients recorded they were able to explore their feelings/problems
- 71% - of clients counselling helped to improved their personal insight/understanding
- 20% - of all referrals came directly from our website

EXTERNAL LOCAL PARTNERSHIP AND NETWORKS INVOLVEMENT

The NCS Executive Director represents NCS and acts as a voice for the other small VCS organisation on a variety of platforms as summarised below. Although this was not part of his core work, these activities, nonetheless have become very important both for the present and future strategic plans for NCS:

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

Nottingham City Health & Wellbeing Board (HWBB) – the NCS Executive Director continued to regularly attend HWBB Board and Board Development meetings as the voice of smaller providers and representing the Voluntary and Community Sector Enterprises on the Board. He is a member of HWBB Mental Health Steering group and a champion for mental health.

- **Nottingham City – Integrated Care Partnership (ICP) Steering Group**– the NCS Executive Director continued to regularly attend ICP and Board Development meetings as the voice of smaller providers and representing the Voluntary and Community Sector Enterprises on the Board. He is a member of HWBB Mental Health Steering group and a champion for mental health.
- **Nottingham City Mental Health Collaborative for Better Mental Health:** is a network of individuals and organisations that aims to work together to prevent mental health problems and to improve the lives of people living with poor mental health. It is an advisory group to the Nottingham Integrated Care Partnership (ICP) - reporting progress, issues and making recommendations.
- **Nottingham City ICP Mental Health Programme:** The programme will report to the ICP Programme Steering Group which has representation from a broad range of partners across the City. One of the objectives of this group is to foster closer working between ICP partners (including Primary Care Networks) on mental health prevention and health inequalities. This group and most of the members are also linked to the mental health collaborative.
- **Nottingham City Severe Multiple Disadvantage (SMD) Partnership:** Bring together all key delivery partners in the city that provide services for people with SMD. It will lead ICP's priority for supporting this cohort of local service users. The partnership has secured circa £4m funding over the next two years to deliver the Changing Futures Programme. NCS played a leading role in providing evidence about the needs of people from BAME for the funding application. We expect to continue playing a leading role with this partnership.
- **ICP BAME Health Inequalities Subgroup:** Bring together ICP partners and representatives from BAME communities to establish a collective response to addressing health inequalities experienced by BAME communities in Nottingham.
- **Nottingham Together BAME Subgroup** – the group is led by community and third sector representatives. Its aims and objectives are to examine key identified areas and then offer constructive advice and recommend actions to the Nottingham Together Board for it to promote. The ICP BAME Health Inequalities subgroup remit is to work with the ICP and partners to address the priorities identified by the ICP Board.
- **Nottingham Police & Crime Commissioner – Community Listening Group:** The CLG will involve individuals, organisations or groups that have a remit of providing services to the BAME community, coming together to form a network. The CLG will provide a mechanism for any stakeholder to discuss concerns and issues relating to crime, victimisation, offending and policing affecting the BAME community.

PLANS FOR FUTURE PERIODS

The main focus of NCS over the coming financial year will be to deliver our promise to make counselling accessible for all and not restrict access due to a client's background or circumstances. The focus of our activities and approaches are outlined below.

We aim to build on our success with the Black and Minority Ethnic (BME) Counselling Hub and our partnership with the Milestone Partnership led by Tuntum Housing Association. This partnership has already secured over £450K through Comic Relief, to deliver the Headwize Project. Also contribute to further development of the BAME Alliance Group (BAG) as a collaborative delivery partnership.

BAG as a collaborative the partnership aim to provide access to better mental health services for people of all ages living in Nottingham. For our part we are providing access to free/subsidised counselling for up to a year for some Black and Asian clients as a result of successful funding applications for this purpose. BAME clients accounts for 21% of all clients that self-refer and our Clinical workforce is also diverse with BAME clinicians representing 28% of our clinical workforce at the time of writing. This brings additional challenges to us but we recognise that people from these communities have different expectations and needs for services and we are responding accordingly.

Nottingham Counselling Service

Report of the Trustees (Continued) for the Year Ended 31 March 2021

We are well positioned to play a significant role within the Nottingham City Integrated Care Partnership (ICP). NCS along with BAC-IN and Pathways Housing Association had played a major role in helping the ICP to secure £4m, Changing Futures funding to provide better support for people with Severe Multiple Disadvantages (SMD). We expect to play a major role in the implementation of this programme locally as well as the local Mental Health Collaborative. NCS is also committed to developing further support and recognition for adult Survivors of Childhood Sexual Abuse. We will continue to work to develop the BAME Alliance Group (BAG) incorporating the Breaking the Silence Partners.

We will also seek ways to promote our time limited and solution focused services to local employers.

PRIORITIES FOR THE FUTURE

We will continue to implement our 2020-2023 Business Strategy. Our priorities over the next 12 months are as follows:

- ✓ Review and refresh our strategic plans for 2022-2025
- ✓ To continue transforming our services, responding to post COVID-19 challenges and opportunities
- ✓ To offer a blend of online and in-person counselling and therapy support tailored to needs
- ✓ Secure further grant funding to cover staff and overheads, making the organisation more resilient
- ✓ Fully embed the use of CORE Net System by all practitioners as a quality improvement tool
- ✓ Maintain ISO 9001 and BS76000 Quality Systems and BACP Accredited Service standards
- ✓ Work in partnership with Nottingham City ICP as a key partner addressing health Inequalities
- ✓ Utilize the Google AdWords grant in order to promote NCS causes
- ✓ Facilitate Continuous Professional Development (CPD) opportunities for our practitioners
- ✓ The Executive Director will continue representing the organisation within the local ICP structure
- ✓ Developing further collaboration between NCS and local BAME led organisations as appropriate
- ✓ Refreshing the Board and recruiting new Trustees
- ✓ Improving the staffing structure especially clinical management of the services

REFERENCE AND ADMINISTRATIVE DETAILS

Registered **Company number**
02948386 (England and Wales)

Registered **Charity number**
1045464

Registered office

Unit 5
Victoria Court
Kent Street
Nottingham
Nottinghamshire

Trustees

L Edwards MBE
J Gray
C Udenze
M Fitzpatrick
J Smith

K Smith
Dr M Augusta
H J Rapinet
C Sims

Company Secretary

L McDonald

Nottingham Counselling Service

**Report of the Trustees (Continued)
for the Year Ended 31 March 2020/21**

REFERENCE AND ADMINISTRATIVE DETAILS

Independent examiner

Philip Handley FCA
HSKS Greenhalgh
Chartered Accountants
3rd Floor
Butt Dyke House
33 Park Row
Nottingham
NG1 6EE

Approved by order of the board of trustees on and signed on its behalf by:

.....
L. McDonald – Company Secretary

**Independent Examiner's Report to the Trustees of
Nottingham Counselling Service**

Independent examiner's report to the trustees of Nottingham Counselling Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

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 examiners 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 ICAEW, 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 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

Philip Handley FCA
For and behalf of HSKS Greenhalgh
3rd Floor Butt Dyke House
33 Park Row
Nottingham
Nottinghamshire
NG1 6EE

Date:

Nottingham Counselling Service

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS					
Donations and legacies		169,711	140,514	310,225	144,140
Charitable activities	2	5,699	-	5,699	34,290
Other income		<u>53,673</u>	<u>-</u>	<u>53,673</u>	<u>23,181</u>
Total Income		<u>229,083</u>	<u>140,514</u>	<u>369,597</u>	<u>201,611</u>
EXPENDITURE					
Charitable activities					
Counselling Services		<u>112,511</u>	<u>140,850</u>	<u>253,361</u>	<u>223,151</u>
NET INCOME/(EXPENDITURE)		116,572	(336)	116,236	(21,540)
RECONCILIATION OF FUNDS					
Total funds brought forward		(39,747)	304,351	264,604	286,144
TOTAL FUNDS CARRIED FORWARD		<u>76,825</u>	<u>304,015</u>	<u>380,840</u>	<u>264,604</u>

The statement of activities includes all gains and losses in the year. All incoming resources and resources expended arise from continuing activities.

Nottingham Counselling Service

Balance Sheet At 31 March 2021

	Notes	Unrestricted funds £	Restricted funds £	Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	7	4,336	620,866	625,202	630,867
CURRENT ASSETS					
Debtors	8	-	6,908	6,908	8,097
Cash at bank and in hand		<u>72,489</u>	<u>28,836</u>	<u>101,325</u>	<u>10,840</u>
		72,489	35,744	108,233	18,937
CREDITORS					
Amounts falling due within one year		-	<u>(51,210)</u>	<u>(51,210)</u>	<u>(76,565)</u>
NET CURRENT ASSETS/(LIABILITIES)		<u>72,489</u>	<u>(15,466)</u>	<u>57,023</u>	<u>(57,628)</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		76,825	605,400	682,225	573,239
CREDITORS					
Amounts falling due after more than one year	10	-	<u>(301,385)</u>	<u>(301,385)</u>	<u>(308,635)</u>
NET ASSETS		<u>76,825</u>	<u>304,015</u>	<u>380,840</u>	<u>264,604</u>
FUNDS	13				
Unrestricted funds:					
General fund				72,489	(45,528)
Designated funds				<u>4,336</u>	<u>5,781</u>
				76,825	(39,747)
Restricted funds:					
Social investment fund				303,930	304,238
Foundation capital				<u>85</u>	<u>113</u>
				<u>304,015</u>	<u>304,351</u>
TOTAL FUNDS				<u>380,840</u>	<u>264,604</u>

Nottingham Counselling Service

**Balance Sheet - continued
At 31 March 2021**

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- a. ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- b. preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees on and were signed on its behalf by:

.....
M Fitzpatrick - Trustee

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The trustees have assessed the balance sheet and likely future cash flows at the date of approving these financial statements.

The trustees have a reasonable expectation that the company has adequate resources to continue in the operational existence and to meet its financial obligations as they fall due for at least 12 months from the date of signing these financial statements. Since the end of the year under review, the Covid-19 pandemic has become a significant emerging risk to the global economy. The directors continue to monitor the impact on the business on an ongoing basis. At the time of approving these financial statements, the directors do not consider Covid-19 to impact the company's ability to continue as a going concern. The trustees note this is a non-adjusting post balance sheet.

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Client contributions - are accounted for in the period which they are received.

Legacy income - are recognised as receivable once probate has been granted, provided that sufficient information has been received to enable valuation of the charity's entitlement.

Donated goods and services - are recognised as income when the charity has control over them with goods being valued at market value and services valued at the amount the charity would be willing to pay for them.

Expenditure

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

Expenditure on charitable activities included in the cost of services to women and other educational activities undertaken to further the purposes of the charity and their associated support costs; and

Other expenditure represents those items not falling into any other heading.

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

Grants offered subject to conditions which have not been met at the year-end date are noted as a commitment but not accrued as expenditure.

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Long leasehold	- in accordance with the lease length
Fixtures and fittings	- 25% on reducing balance
Computer equipment	- 25% on reducing balance

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Funds held by the charity are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are unrestricted funds which have been set aside for the trustees for particular purpose. The aim of each fund is set out in the notes to the accounts.

Restricted funds - these are funds that can only be used for particular restricted purpose within the objects of the charity. Restrictions arise when specified by the donor or when the funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Support costs are directly allocated to activities where possible, and costs of an indirect nature are allocated pro rata based on staff time.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight-line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors

Trade debtors and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid after taking into account any trade discounts due.

Creditors

Creditors are recognised where the charity had 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 obligations can be reliably measured.

Nottingham Counselling Service

Notes to the Financial Statements for the Year Ended 31 March 2021

1. ACCOUNTING POLICIES - continued

Cash at bank and in hand

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

2. CHARITABLE ACTIVITIES

	2021	2020
	£	£
Rental income	589	19,278
Service agreements and commission	<u>5,110</u>	<u>15,012</u>
	<u>5,699</u>	<u>34,290</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation - owned assets	5,665	7,344
Independent examiners remuneration	<u>2,472</u>	<u>2,460</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2021	2020
Number of staff	<u>5</u>	<u>5</u>

No employee earned in excess of £60,000.

The total employee benefits of the key management personnel of the charity were £41,881 (2020: £39,516).

Nottingham Counselling Service

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS			
Donations and legacies	137,140	7,000	144,140
Charitable activities	34,290	-	34,290
Other income	<u>23,181</u>	<u>-</u>	<u>23,181</u>
Total Income	194,611	7,000	201,611
 EXPENDITURE			
Charitable activities			
Counselling Services	<u>215,806</u>	<u>7,345</u>	<u>223,151</u>
Total expenditure	215,806	7,345	223,151
 NET INCOME/(EXPENDITURE)	(21,195)	(345)	(21,540)
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>(18,552)</u>	<u>304,696</u>	<u>286,144</u>
TOTAL FUNDS CARRIED FORWARD	<u>(39,747)</u>	<u>304,351</u>	<u>264,604</u>

7. TANGIBLE FIXED ASSETS

	Long leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020 and 31 March 2021	<u>616,194</u>	<u>85,652</u>	<u>39,414</u>	<u>741,260</u>
 DEPRECIATION				
At 1 April 2020	5,514	76,042	28,837	110,393
Charge for year	<u>616</u>	<u>2,405</u>	<u>2,644</u>	<u>5,665</u>
At 31 March 2021	<u>6,130</u>	<u>78,447</u>	<u>31,481</u>	<u>116,058</u>
 NET BOOK VALUE				
At 31 March 2021	<u>610,064</u>	<u>7,205</u>	<u>7,933</u>	<u>625,202</u>
At 31 March 2020	<u>610,680</u>	<u>9,610</u>	<u>10,577</u>	<u>630,867</u>

Tangible fixed assets with a carrying value of £610,064 (2020: £610,680) are pledged as security for the group's borrowing facilities.

Nottingham Counselling Service

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Trade debtors	505	2,763
Other debtors	4,162	4,779
Prepayments and accrued income	<u>2,241</u>	<u>555</u>
	<u>6,908</u>	<u>8,097</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021	2020
	£	£
Bank loans and overdrafts (see note 11)	9,321	16,431
Trade creditors	30,203	29,886
Social security and other taxes	7,905	9,524
Other creditors	948	17,538
Accrued expenses	<u>2,833</u>	<u>3,186</u>
	<u>51,210</u>	<u>76,565</u>

10. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2021	2020
	£	£
Bank loans (see note 11)	<u>301,385</u>	<u>308,635</u>

11. LOANS

An analysis of the maturity of loans is given below:

	2021	2020
	£	£
Amounts falling due within one year on demand:		
Bank overdraft	-	7,970
Bank loans	<u>9,321</u>	<u>8,461</u>
	<u>9,321</u>	<u>16,431</u>
Amounts falling between one and two years:		
Bank loans - 1-2 years	<u>41,050</u>	<u>20,648</u>
Amounts falling due between two and five years:		
Bank loans - 2-5 years	<u>260,335</u>	<u>270,998</u>

Nottingham Counselling Service

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

12. SECURED DEBT

The following secured debts are included within creditors:

	2021 £	2020 £
Bank loans	<u>310,706</u>	<u>317,096</u>

Bank loans are secured on a property located at Unit 5, Victoria Court, which has a carrying value of £610,064.

13. MOVEMENT IN FUNDS

	At 1 Apr 2020 £	Net movement in funds £	At 31 Mar 2021 £
Unrestricted funds			
General fund	(45,528)	118,017	72,489
Designated funds	<u>5,781</u>	<u>(1,445)</u>	<u>4,336</u>
	(39,747)	116,572	76,825
Restricted funds			
Social investment fund	304,238	(308)	303,930
Foundation capital	<u>113</u>	<u>(28)</u>	<u>85</u>
	<u>304,351</u>	<u>(336)</u>	<u>304,015</u>
TOTAL FUNDS	<u>264,604</u>	<u>116,236</u>	<u>380,840</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	229,083	(111,066)	118,017
Designated funds	<u>-</u>	<u>(1,445)</u>	<u>(1,445)</u>
	229,083	(112,511)	116,572
Restricted funds			
Social investment fund	-	(308)	(308)
National Lottery Fund	90,000	(90,000)	-
Notts Police and Crime Commission	26,545	(26,545)	-
Foundation capital	-	(28)	(28)
Other	<u>23,969</u>	<u>(23,969)</u>	<u>-</u>
	140,514	(140,850)	(336)
TOTAL FUNDS	<u>369,597</u>	<u>(253,361)</u>	<u>116,236</u>

Nottingham Counselling Service

Notes to the Financial Statements - continued for the Year Ended 31 March 2021

13. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1 April 2019 £	Net movement in funds £	At 31 Mar 2020 £
Unrestricted funds			
General fund	(26,261)	(19,267)	(45,528)
Designated funds	<u>7,709</u>	<u>(1,928)</u>	<u>5,781</u>
	(18,552)	(21,195)	(39,747)
Restricted funds			
Social investment fund	304,545	(307)	304,238
Foundation capital	<u>151</u>	<u>(38)</u>	<u>113</u>
	304,696	(345)	304,351
TOTAL FUNDS	<u>286,144</u>	<u>(21,540)</u>	<u>264,604</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	194,611	(213,878)	(19,267)
Designated funds	<u>-</u>	<u>(1,928)</u>	<u>(1,928)</u>
	194,611	(215,806)	(21,195)
Restricted funds			
Social investment fund	-	(307)	(307)
Nottinghamshire County Council	7,000	(7,000)	-
Foundation capital	<u>-</u>	<u>(38)</u>	<u>(38)</u>
	7,000	(7,345)	(345)
TOTAL FUNDS	<u>201,611</u>	<u>(223,151)</u>	<u>(21,540)</u>

Designated funds

The designated fund has arisen due to furniture being donated to Nottingham Counselling Services from Nottingham City Council and ACAS during their move to Unit 5, Victoria Court.

Restricted funds

The social investment fund - Has arisen due to a capital grant used to purchase Unit 5, Victoria Court.
 Nottingham County Council - Consultancy overhead
 Nottingham Police and Crime Commission - Contribution toward income and counselling costs.
 Comic relief - Consultancy and staff costs
 National Lottery Fund - Staff costs and other overheads

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.