

DRAFT

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

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 onand 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.