

FREEFLOW COUNSELLING SERVICES

England & Wales · Charity number 1077053

Details

Status Registered

Legal form Other

Registered 1999-08-17

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

Contact

Address Freeflow
The CVS Centre
62-64 Yorkshire Street
Burnley
Lancashire
BB11 3BT

Phone 01282915965

Email freeflowcounselling@yahoo.co.uk

Website www.freeflowcounsellingservice.co.uk

Activities

Objects: 1. TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF ALL WOMEN WHO LIVE OR WORK IN THE BURNLEY DISTRICT OF LANCASHIRE, AND SURROUNDING AREAS.2. THE PRESERVATION AND PROTECTION OF GOOD HEALTH, BY THE PROVISION OF A FREE AND CONFIDENTIAL COUNSELLING SERVICE

Activities: Counselling services - Burnley, Pendle, Ribble Valley, Rossendale area

Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Other Charitable Activities
- **What:** General Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** BURNLEY DISTRICT OF LANCASHIRE AND SURROUNDING AREAS
- Lancashire

Finances

Period end	Income	Expenditure	Assets	Employees
2024-08-31	£229,194	£223,227	-	-
2023-08-31	£234,932	£215,414	-	-
2022-08-31	£214,657	£183,279	-	-
2021-08-31	£156,240	£155,595	-	-
2020-08-31	£161,342	£140,282	-	-

Trustees

Name	Role	Appointed
Gordon John Howley		2013-08-31
Kirsty Street		2023-04-03
Lindsay Backhouse		2014-11-24
Mahvish Ayaz		2022-12-12

FREEFLOW COUNSELLING SERVICES

England & Wales - Charity number 1077053

Accounts

Freeflow

Counselling Service

Charity Number 1077053

**Annual Report and
Financial Statements**

Year ended 31st August 2024

Freeflow Counselling Services

Reference and administrative details

Trustee	Mr Gordon Howley Mrs Lindsay Cunningham Miss Mahvish Ayaz Ms Kirsty Street
Chief Executive Officer	Ms Edel McGinn
Principal address	BPRCVS 62-64 Yorkshire Street BURNLEY Lancashire BB11 3BT
Bankers	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
Registered Charity Number	1077053
Independent Examiner	M R Heaton FCCA FCIE DChA KM 1 st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT

The trustees present their report with the financial statements of the charity for the year ended 31 August 2024.

OBJECTIVES AND ACTIVITIES

The charity's objects as per its constitution are:

1. To promote any charitable purpose for the benefit of all women who live or work in the burnley district of Lancashire, and surrounding areas.
2. The preservation and protection of good health, by the provision of a free and confidential counselling service.

The objectives are:

To provide emotional and mental health support by the provision of counselling and supportive help to those in need.

To empower people to take control of their own lives and to make choices about their own direction.

To give support and information to those who ask for help.

To recruit and maintain appropriately trained counsellors and offer ongoing support and liaison with other training and supervision agencies.

PUBLIC BENEFIT

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding what activities the charity should undertake.

REVIEW OF THE YEAR

Freeflow continues to provide a free, confidential counselling service for men and women aged 16+. The service is going from strength to strength, and we are having excellent feedback from both service users and professionals.

We continue to take many referrals from various organisations throughout the community but encourage more self-referrals as this encourages the client to take responsibility for their therapy and reduces the amount of DNA's.

We currently have 3 bilingual counsellors and a team of 18 volunteer counsellors. We have seen a huge increase in requests for placements as we are the only local service offering face to face counselling. At the end of August 2024 we had 39 clients on our waiting list - significantly lower than previous years due to an increase in our volunteer workforce.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

Our main achievements during the year include: -

The ongoing attainment of the Schools Counselling Service. We have Counselling contracts with 19 local primary and secondary schools. These contracts range from 3 hrs per week to 46 hrs per week, combined we offer over 168 hours per week. This work continues to subsidise Freeflow, pay the school counselling team and their manager/supervisor.

We contracted with new schools due to our commitment to face to face work. Our manager, Edel, continued to adapt risk assessments to enable this work to continue. We also continued to offer the free service face to face throughout the year. Again, Edel continued to adapt and monitor risk assessments to support this work.

We continue to offer Talking Therapies to support the local ICS in partnership with Lancashire Women Centre. We are proud to have surpassed the target set for the year. We saw a total of 412 clients rather than the agreed 250. The ICS commended this achievement as did our partners. Subsequently they agreed to recontract and increased our target for 2023-2024.

This is of huge importance as it enables Freeflow to continue offering the free service to the community.

We currently have a passionate and committed team of 11 school counsellors and an equally dedicated hardworking team of 18 volunteer counsellors. Each of these counsellors deserve praise and recognition for their commitment to our charity and the professional way in which they work. Freeflow continues to thrive due to this admirable commitment.

Edel continues to review and update our policies and procedures to ensure Freeflow works within the expected guidelines of the NHS.

Edel and Judith Watson continually develop new assessment/monitoring sheets to help acquire the necessary data for the NHS for every client we complete a client assessment form which informs us: age, location, ethnicity, referral source, GP, physical and emotional health, dependent children/ older relatives, financial situation, employment, issues with drugs/alcohol and indication of issues. We also have a system in place to evaluate the counselling from the client's point of view; each client is asked to provide feedback on the service received, with the option of complete anonymity. These feedback sheets are closely monitored by the manager and are used to improve the service. These evaluations indicate that the service is highly appreciated and beneficial to the service users. Edel continues to maintain close links with other counselling services throughout the district.

We know that our work makes a difference not only to the children and adults who access our support but also their families and the wider community. We are immensely proud of the amazing referral network that we've established over the last 27 years. It is our collaboration with local authorities, schools, GP's and other residents within BPRCVS that enables us to reach those most in need.

We think you will agree that 27 years is an amazing achievement.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

THANKS

We are blessed to have fantastic and loyal volunteers supported by our CED and service manager Edel – a highly motivated and very talented team leader. As Chair, I would like to thank them and I also wish to recognise the wonderful support of the schools who buy in our service the NHS and the wider community. As we look back on a very worthwhile and successful year it seems as if the coming twelve months will be even more challenging for many and our strategy is to ensure that we are best placed to react accordingly. I know that we can rely on the teams support to help us deliver what is needed for those who turn to us for help.

Finally our thanks to everyone who is involved with Freeflow for all their hard work and continued support, it is greatly appreciated. Special thanks must go to Edel for keeping Freeflow going throughout the most difficult time. She ensured all the schools honoured their contracts and in doing so the school team continued to get paid and Freeflow continued to thrive. She continues to ensure the charity grows and supports those in need. I'd also like to thank Judith for her ongoing support to Edel to achieve the Talking therapies contract which enables the service to grow.

Freeflow will continue to offer young people adults, couples and families, the excellent, confidential service it is renowned for. Well done and thank you to everyone involved with Freeflow.

FINANCIAL REVIEW

The receipts and payments account are on page 6. This shows an excess of receipts of £5,967. Unrestricted fund balances are £108,930 at the year end. The charity's reserves policy is to maintain three months expenditure, which equates to approximately £54,000. The excess is held to further the work of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its constitution dated 27th October 1999 and is an unincorporated charity. The board of Freeflow Counselling Services are elected from the membership organisations which make up the network. The board meets on a regular basis to conduct the business of the Charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The charity ensures that all staff and counsellors comply with its safeguarding policy and appropriate DBS checks carried out.

Approved by the trustees on 23rd June 2025 and signed on its behalf by:

Mr Gordon Howley Chair of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FREEFLOW COUNSELLING SERVICES

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st August 2024.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('The Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

M R Heaton FCCA FCIE DChA
KM, Chartered Accountants
1st Floor, Block C,
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

23rd June 2025

FREEFLOW COUNSELLING SERVICES

RECEIPTS AND PAYMENTS ACCOUNT

Year ended 31st August 2024

	Unrestricted funds (£) 31.8.24	Unrestricted funds (£) 31.8.23
RECEIPTS		
Donations	2,861	2,460
School Income	144,279	150,175
Miscellaneous	155	943
Improving Access to Psychological Therapies	81,899	81,354
Total Receipts	229,194	234,932
PAYMENTS		
Staff costs (inc Employer NI, Pensions)	51,692	47,553
Supervision	11,318	8,595
Counselling fees	<u>136,913</u>	<u>135,262</u>
	199,923	191,410
Donation	750	114
Operating costs	21,054	22,552
Accountancy fees	1,260	1,110
Payroll fees	240	228
Total payments	223,227	215,414
Net of receipts (payments)	5,967	19,518
Cash funds brought forward	102,963	83,445
Cash funds carried forward	108,930	102,963

FREEFLOW COUNSELLING SERVICES
STATEMENT OF ASSETS AND LIABILITIES

As at 31st August 2024

CASH FUNDS	31.8.24	31.8.23
Bank current account	108,930	102,963
	<hr/>	<hr/>
LIABILITIES		
Independent examination/accountancy	1,000	1,000
PAYE, NIC & Pension	3,176	-
	<hr/>	<hr/>

Approved by the trustees on 23rd June 2025 and signed on its behalf by:

Mr Gordon Howley Chair of Trustees

FREEFLOW COUNSELLING SERVICES

NOTES TO THE FINANCIAL STATEMENTS

- 1 **Basis of preparation**
These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

- 2 **Fund Accounting:**
Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity.

- 3 **Taxation**
The charity is not liable to tax on its charitable activities.
The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

- 4 **Transactions with trustees**
No remuneration nor expenses were paid to trustees or any persons connected with them during the year or previous year.

- 5 **Related parties**
There were no related party transactions during the year.

FREEFLOW COUNSELLING SERVICES

England & Wales - Charity number 1077053

Accounts

Freeflow Counselling Services

Charity Number 1077053

**Annual Report and
Financial Statements**

Year ended 31st August 2023

Freeflow Counselling Services

Reference and administrative details

Trustees

Mr Gordon Howley
Mrs Lindsay Cunningham
Miss Mahvish Ayaz
Ms Kirsty Street

Chief Executive Officer Ms Edel McGinn

Principal address BPRCVS
62-64 Yorkshire Street
BURNLEY
Lancashire
BB11 2BT

Bankers Unity Trust Bank PLC
Nine Brindleyplace
Birmingham
B1 2HB

Registered Charity Number 1077053

Independent Examiner M R Heaton FCCA FCIE DChA
KM
1st Floor, Block C
The Wharf
Manchester Road
Burnley
Lancashire BB11 1J

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT

The trustees present their report with the financial statements of the charity for the year ended 31 August 2023.

OBJECTIVES AND ACTIVITIES

To provide emotional and mental health support by the provision of counselling and supportive help to those in need. To empower people to take control of their own lives and to make choices about their own direction. To give support and information to those who ask for help. To recruit and maintain appropriately trained counsellors and offer ongoing support and liaison with other training and supervision agencies.

PUBLIC BENEFIT

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding what activities the charity should undertake.

REVIEW OF THE YEAR

Freeflow continues to provide a free, confidential counselling service for men and women aged 16+. The service is going from strength to strength, and we are having excellent feedback from both service users and professionals.

We continue to take many referrals from various organisations throughout the community but encourage more self-referrals as this encourages the client to take responsibility for their therapy and reduces the amount of DNA's.

We currently have 2 bilingual counsellors and a team of 17 volunteer counsellors. We continue to see a huge increase in requests for placements as we are the only local service offering face to face counselling for 12 sessions and above. At the end of August 2023 we had 72 clients on our waiting list - significantly higher than previous years due to an increased demand as the stigma of accessing counselling diminishes.

Our main achievements during the year include:-

The ongoing attainment of the Schools Counselling Service. We have Counselling contracts with 19 local primary and secondary schools. These contracts range from 3 hrs per week to 46 hrs per week, combined we offer over 160 hours per week. This work continues to subsidise Freeflow, pay the school counselling team and their manager/supervisor. We contracted with new schools due to our commitment to face to face work. Our manager, Edel, continued to adapt risk assessments to enable this work to continue. We also continued to offer the free service face to face throughout the year. Again, Edel continued to adapt and monitor risk assessments to support this work.

We continue to offer IAPT work to support the local ICS in partnership with Lancashire Women Centre. Despite the continued impact of covid closure we surpassed the target set for the year. We saw a total of 420 clients rather than the agreed 275. The ICS commended this achievement as did our partners. Subsequently they agreed to recontract for 2 years and increased our target for 2023 -2025

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

This is of huge importance as it enables Freeflow to continue offering the free service to the community.

We currently have a passionate and committed team of 10 school counsellors and an equally dedicated hardworking team of 17 volunteer counsellors. Each of these counsellors deserve praise and recognition for the way they have continued to adapt their work during the continued restrictions. Freeflow continues to thrive due to this admirable commitment.

Edel continues to review and update our policies and procedures to ensure Freeflow works within the expected guidelines of the NHS. This has been more significant post pandemic to alleviate client anxieties.

Edel and Judith continually develop new assessment/monitoring sheets to help acquire the necessary data for the NHS for every client we complete a client assessment form which informs us: age, location, ethnicity, referral source, GP, physical and emotional health, dependent children/ older relatives, financial situation, employment, issues with drugs/alcohol and indication of issues. We also have a system in place to evaluate the counselling from the client's point of view; each client is asked to provide feedback on the service received, with the option of complete anonymity. These feedback sheets are closely monitored by the manager and are used to improve the service. These evaluations indicate that the service is highly appreciated and beneficial to the service users. Edel continues to maintain close links with other counselling services throughout the district.

We continue to be the longest established counselling and mental health charity in the area consistently supporting members of the community aged 5 upwards. On average we offer counselling and mental health support to approximately 1200 members of the community each year. We now have 2 satellite services - one in Padiham and one in Clitheroe. This makes the service more accessible to those relying on public transport. We hope that in time we will be able to do this in each area we support.

We know that our work makes a difference not only to the children and adults who access our support but also their families and the wider community. We are immensely proud of the amazing referral network that we've established over the last 26 years. It is our collaboration with local authorities, schools, Gp's and other residents within BPRCVS that enables us to reach those most in need.

We think you will agree that 26 years is an amazing achievement worth recognising.

Our Chair Kathryn Addison tendered her resignation in January 2023 due to family reasons and I, Gordon Howley was appointed as Chair until a time that she can return.

As always, I would like to take this opportunity as chairperson to thank everyone who is involved with Freeflow for all their hard work and continued support, it is greatly appreciated. Special thanks must go to Edel for her continued dedication to the charity, the team, school contracts and clients. Each year she reviews, evaluates and improves the service where necessary. This ensures each school renews their contract so the school team continue to get paid and Freeflow continues to thrive. She continues to support the entire team, including the committee when needed. The charity would not be where it is today without unwavering dedication. I'd also like to thank Judith for her ongoing support to Edel to achieve the IAPT contract which enables the service to grow.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

Freeflow will continue to offer young people adults, couples and families, the excellent, confidential service it is renowned for. Well done and thank you to everyone involved with Freeflow.

FINANCIAL REVIEW

The receipts and payments account is on page 9. This shows an excess of receipts of £19,518. Unrestricted fund balances are £102,963 at the year end. The charity's reserves policy is to maintain three months expenditure, which equates to approximately £54,000. The excess is held to further the work of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its constitution and is an unincorporated charity. The board of Freeflow Counselling Services are elected from the membership organisations which make up the network. The board meets on a regular basis to conduct the business of the Charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The charity ensures that all staff and counsellors comply with its safeguarding policy and appropriate DBS checks carried out.

Approved by the trustees on Friday 21st June 2024 and signed on its behalf by:

Mr Gordon Howley – Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FREEFLOW COUNSELLING SERVICES

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st August 2023.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

M R Heaton FCCA FCIE DChA
KM, Chartered Accountants
1st Floor, Block C,
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

26th June 2024

FREEFLOW COUNSELLING SERVICES

RECEIPTS AND PAYMENTS ACCOUNT

Year ended 31st August 2023

	Unrestricted funds (£) 31.8.23	Unrestricted funds (£) 31.8.22
RECEIPTS		
Donations	2,460	4,806
School Income	150,175	133,288
Miscellaneous	943	151
Improving Access to Psychological Therapies	81,354	76,412
Total Receipts	<u>234,932</u>	<u>214,657</u>
PAYMENTS		
Staff costs (inc Employer NI, Pensions)	47,553	46,347
Supervision	8,595	8,300
Counselling fees	<u>135,262</u>	<u>108,735</u>
	191,410	163,382
Donation	114	663
Operating costs	22,552	17,938
Accountancy fees	1,110	1,080
Payroll fees	228	216
Total payments	<u>215,414</u>	<u>183,279</u>
Net of receipts (payments)	<u>19,518</u>	<u>31,378</u>
Cash funds brought forward	<u>83,445</u>	<u>52,067</u>
Cash funds carried forward	<u>102,963</u>	<u>83,445</u>

FREEFLOW COUNSELLING SERVICES
STATEMENT OF ASSETS AND LIABILITIES

As at 31st August 2023

CASH FUNDS	31.8.23	31.8.22
Bank current account	102,963	83,445
	<hr/>	<hr/>
LIABILITIES		
Independent examination/accountancy	1,000	1,000
	<hr/>	<hr/>

These accounts were approved by the trustees on 21st June 2024

Trustee

FREEFLOW COUNSELLING SERVICES
NOTES TO THE FINANCIAL STATEMENTS

- 1 Basis of preparation
 These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

- 2 Fund Accounting:

 Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity

- 3 Taxation
 The charity is not liable to tax on its charitable activities.
 The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

- 4 Transactions with trustees
 No remuneration nor expenses were paid to trustees or any persons connected with them during the year or previous year.

FREEFLOW COUNSELLING SERVICES

England & Wales - Charity number 1077053

Accounts

Freeflow Counselling Services

Charity Number 1077053

**Annual Report and
Financial Statements**

Year ended 31st August 2022

Freeflow Counselling Services

Reference and administrative details

Trustees	Mrs Kathryn Addison Mr Gordon Howley Mrs Lindsay Backhouse
Chief Executive Officer	Ms Edel McGinn
Principal address	E L V S Resource Centre 62-64 Yorkshire Street BURNLEY Lancashire BB11 2BT
Bankers	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
Registered Charity Number	1077053
Independent Examiner	M R Heaton FCCA FCIE DChA KM 1 st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT

The trustees present their report with the financial statements of the charity for the year ended 31 August 2022.

OBJECTIVES AND ACTIVITIES

To provide emotional and mental health support by the provision of counselling and supportive help to those in need. To empower people to take control of their own lives and to make choices about their own direction. To give support and information to those who ask for help. To recruit and maintain appropriately trained counsellors and offer ongoing support and liaison with other training and supervision agencies.

PUBLIC BENEFIT

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding what activities the charity should undertake.

REVIEW OF THE YEAR

Freeflow continues to provide a free, confidential counselling service for men and women aged 16+. The service is going from strength to strength, and we are having excellent feedback from both service users and professionals.

We continue to take many referrals from various organisations throughout the community but encourage more self-referrals as this encourages the client to take responsibility for their therapy and reduces the amount of DNA's.

We currently have 3 bilingual counsellors and a team of 15 volunteer counsellors. We have seen a huge increase in requests for placements as we are the only local service offering face to face counselling. At the end of August 2022 we had 53 clients on our waiting list - significantly higher than previous years due to an increased demand to deal with Covid related issues.

Our main achievements during the year include:-

The ongoing attainment of the Schools Counselling Service. We have Counselling contracts with 18 local primary and secondary schools. These contracts range from 3 hrs per week to 42 hrs per week, combined we offer over 152 hours per week. This work continues to subsidise Freeflow, pay the school counselling team and their manager/supervisor. The school team maintained the restrictions implemented last year to enable them to continue offering such a valuable service. We contracted with new schools due to our commitment to face to face work. Our manager, Edel, continued to adapt risk assessments to enable this work to continue. We also continued to offer the free service face to face throughout the year. Again, Edel continued to adapt and monitor risk assessments to support this work.

We continue to offer IAPT work to support the local ICS in partnership with Lancashire Women Centre. Despite the continued impact of covid closure we surpassed the target set for the year. We saw a total of 338 clients rather than the agreed 250. The ICS commended this achievement as did our partners. Subsequently they agreed to recontract and increased our target for 2022-2023.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

This is of huge importance as it enables Freeflow to continue offering the free service to the community.

We currently have a passionate and committed team of 10 school counsellors and an equally dedicated hardworking team of 15 volunteer counsellors. Each of these counsellors deserve praise and recognition for the way they have continued to adapt their work during the continued restrictions. 2 have yet to return due to medical reasons but the rest of our team continued to prioritise the needs of our clients. Freeflow continues to thrive due to this admirable commitment.

Edel continues to review and update our policies and procedures to ensure Freeflow works within the expected guidelines of the NHS. This has been of more significance during the pandemic to ensure we could continue our support.

Edel and Judith Watson continually develop new assessment/monitoring sheets to help acquire the necessary data for the NHS for every client we complete a client assessment form which informs us: age, location, ethnicity, referral source, GP, physical and emotional health, dependent children/ older relatives, financial situation, employment, issues with drugs/alcohol and indication of issues. We also have a system in place to evaluate the counselling from the client's point of view; each client is asked to provide feedback on the service received, with the option of complete anonymity. These feedback sheets are closely monitored by the manager and are used to improve the service. These evaluations indicate that the service is highly appreciated and beneficial to the service users. Edel continues to maintain close links with other counselling services throughout the district.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

25TH ANNIVERSARY

Our biggest success of this year is that this is our 25th anniversary so have included an update of the last 25 years from the charity executive director Edel McGinn

25 years ago this August, Freeflow Counselling Service embarked on its journey to support those in need of mental health support, throughout Burnley & Pendle

Our track record spans back 25 year's but our mission remains the same: We want to give members of our community the opportunity to access free counselling/mental health support. We also want to support local people in their counselling training by offering placements

In 1997 our journey began with the need for both a free counselling service for women aged 16+ and a need for placements for trainee counsellors.

Fast forward 25 years and our charity has grown monumentally.

Highlights-

In 2000 we moved into BPRVCS and are now the longest established residents in the building. We continued to offer placements and free counselling to women throughout the local area.

In 2006 I took over the service with a colleague as it was forcing closure. We then opened the service to men and to the wider community to incorporate Rossendale, Hyndburn and The Ribble Valley

In 2007 we supported the Children's Trust in delivering a children and young people counselling service throughout Lancashire

In 2009 we received lottery funding to offer free counselling to all local high schools for 3 years

In 2012 many schools continued these contracts – we are currently in 19 schools

2014 I began managing the service alone with the support of Judith our data manager and the continued support of our trustees

2014 we signed a contract with the East Lancs Clinical Commissioning group to support them on the IAPT service

2017 we began offering couples counselling and a low-cost affordable counselling service

2018 we began offering family counselling

2022 we began supporting Burnley Council on their decluttering campaign

2022 plans in progress to offer a free counselling service in collaboration with The Hub Padiham

We are now the longest established counselling and mental health charity in the area consistently supporting members of the community aged 5 upwards. On average we offer counselling and mental health support to approximately 1000 members of the community each year.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

We know that our work makes a difference not only to the children and adults who access our support but also their families and the wider community. We are immensely proud of the amazing referral network that we've established over the last 25 years. It is our collaboration with local authorities, schools, Gp's and other residents within BPRCVS that enables us to reach those most in need.

We think you will agree that 25 years is an amazing achievement worth celebrating

Celebration plans:

26th Nov am The mayor will be unveiling a plaque in BPRCVS to commemorate 25 years

26th Nov pm Evening meal for the team and some previous members at Bistro 192

27th Tree planting at a local restored woodland

Talking bench date and location to be confirmed

Donation of 500 selection boxes to our colleagues Health & Wellbeing for Children & Families

Further plans for next year are – we are to start offering free counselling from a community hub in a neighbouring town. This is to make our service more accessible. We hope that in time we will be able to do this in each area we support. We also need to secure funding to offer free counselling and family therapy to local schools that need and want our service but are unable to due to lack of finances.

THANKS

Once again, I would like to take this opportunity as chairperson to thank everyone who is involved with Freeflow for all their hard work and continued support, it is greatly appreciated. Special thanks must go to Edel for keeping Freeflow going throughout the most difficult time. She ensured all the schools honoured their contracts and in doing so the school team continued to get paid and Freeflow continued to thrive. She has supported the team throughout the pandemic despite it affecting her personally. I'd also like to thank Judith for her ongoing support to Edel to achieve the IAPT contract which enables the service to grow.

Freeflow will continue to offer young people adults, couples and families, the excellent, confidential service it is renowned for. Well done and thank you to everyone involved with Freeflow.

FINANCIAL REVIEW

The receipts and payments account is on page 9. This shows an excess of receipts of £31,378. Unrestricted fund balances are £83,445 at the year end. The charity's reserves policy is to maintain three months expenditure, which equates to approximately £46,000. The excess is held to further the work of the charity.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT (continued)

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its constitution and is an unincorporated charity. The board of Freeflow Counselling Services are elected from the membership organisations which make up the network. The board meets on a regular basis to conduct the business of the Charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The charity ensures that all staff and counsellors comply with its safeguarding policy and appropriate DBS checks carried out.

Approved by the trustees on 20th June 2023 and signed on its behalf by:

Mrs Kathryn Addison – Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FREEFLOW COUNSELLING SERVICES

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st August 2022.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

M R Heaton FCCA FCIE DChA
KM, Chartered Accountants
1st Floor, Block C,
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

20th June 2023

FREEFLOW COUNSELLING SERVICES

RECEIPTS AND PAYMENTS ACCOUNT

Year ended 31st August 2022

	Unrestricted funds (£) 31.8.22	Unrestricted funds (£) 31.8.21
RECEIPTS		
Donations	4,806	1,347
School Income	133,288	100,086
Miscellaneous	151	1,461
Improving Access to Psychological Therapies	76,412	53,346
Total Receipts	<u>214,657</u>	<u>156,240</u>
PAYMENTS		
Staff costs (inc Employer NI, Pensions)	46,347	51,467
Supervision	8,300	6,205
Counselling fees	<u>108,735</u>	<u>87,245</u>
	163,382	144,917
Donation	663	620
Operating costs	17,938	8,792
Accountancy fees	1,080	1,080
Payroll fees	216	186
Total payments	<u>183,279</u>	<u>155,595</u>
Net of receipts (payments)	<u>31,378</u>	<u>645</u>
Cash funds brought forward	<u>52,067</u>	<u>51,422</u>
Cash funds carried forward	<u>83,445</u>	<u>52,067</u>

FREEFLOW COUNSELLING SERVICES
STATEMENT OF ASSETS AND LIABILITIES

As at 31st August 2022

CASH FUNDS	31.8.22	31.8.21
Bank current account	83,445	52,067
	<hr/>	<hr/>
LIABILITIES		
Independent examination/accountancy	1,000	1,000
	<hr/>	<hr/>

These accounts were approved by the trustees on June 2023

Mrs Kathryn Addison

Trustee

FREEFLOW COUNSELLING SERVICES
NOTES TO THE FINANCIAL STATEMENTS

- 1 Basis of preparation
 These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

- 2 Fund Accounting:

 Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity

- 3 Taxation
 The charity is not liable to tax on its charitable activities.
 The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

- 4 Transactions with trustees
 No remuneration nor expenses were paid to trustees or any persons connected with them during the year or previous year.

FREEFLOW COUNSELLING SERVICES

England & Wales - Charity number 1077053

Accounts

Freeflow Counselling Services

Charity Number 1077053

**Annual Report and
Financial Statements**

Year ended 31st August 2021

Freeflow Counselling Services

Reference and administrative details

Trustees	Mrs Kathryn Addison Mr Gordon Howley Mrs Lindsay Backhouse
Chief Executive Officer	Ms Edel McGinn
Principal address	E L V S Resource Centre 62-64 Yorkshire Street BURNLEY Lancashire BB11 2BT
Bankers	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
Registered Charity Number	1077053
Independent Examiner	M R Heaton FCCA FCIE DChA KM 1 st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT

The trustees present their report with the financial statements of the charity for the year ended 31 August 2021.

OBJECTIVES AND ACTIVITIES

To provide emotional and mental health support by the provision of counselling and supportive help to those in need. To empower people to take control of their own lives and to make choices about their own direction. To give support and information to those who ask for help. To recruit and maintain appropriately trained counsellors and offer ongoing support and liaison with other training and supervision agencies.

PUBLIC BENEFIT

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding what activities the charity should undertake.

ACHIEVEMENT AND PERFORMANCE

Freeflow continues to provide a free, confidential counselling service for men and women aged 16+. The service is well used and well respected by both service users and professionals. We continue to take many referrals from various organisations throughout the community but now ask them to request that clients make contact with us directly/selfrefer. This encourages the client to take responsibility for their therapy and has highlighted a significant reduction in DNA's. (Did Not Arrives)

We have a team of 15 volunteer counsellors, 2 of which are bilingual - Urdu, Punjabi & Polish. We also have a team of 11 school counsellors. At end of August 2021 we had 19 clients on our waiting list - significantly less than the previous years due to an the commitment of our team who increased their hours to deal with an increase in referrals with Covid related issues.

Our main achievements during the year include:-

The ongoing attainment of the Schools Counselling Service. We have Counselling contracts with 21 local primary and secondary schools. These contracts range from 3 hrs per week to 36hrs per week, combined we offer over 140 hours per week. This work continues to subsidise Freeflow, pay the school counselling team and their manager/supervisor. We managed to maintain these contracts during Covid despite closures of schools. Payments continued from the schools as the counsellors adapted to remote counselling or face to face work following restrictions. Our manager, Edel, compiled risk assessments to enable this work to continue. We also continued to offer the free service which reopened in July 2020 and remained open throughout. Again, Edel compiled a risk assessment to support this work and the counselling rooms were adapted accordingly.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT – CONTINUED

We continue to offer IAPT work to support the local CCG in partnership with Lancashire Women Centre. This contract was again increased in 2021 as we overachieved our target for April 2020-April 2021. We are now in a contract until April 2023. This is of significance as this enables Freeflow to continue offering the free service to the community. During the last financial year, we were the only counselling service in the area to offer face to face work something our team are immensely proud of.

Each of our counsellors deserve recognition for the way they have adapted their work during this difficult time. A few took time out but the majority placed their own issues to one side to continue to support the community. Freeflow continues because of this commitment.

Edel continues to review and update our policies and procedures to ensure Freeflow works within the expected guidelines of the NHS. This has been of more significance during the pandemic to ensure we could continue our support. We paused supporting volunteer counsellors on placements as they were requesting remote counselling which Edel felt unable to supervise safely. This increased as students were permitted to return to face to face work.

Edel and Judith Watson continually develop new assessment/monitoring sheets to help acquire the necessary data for the NHS for every client we complete a client assessment form which informs us: age, location, ethnicity, referral source, GP, physical and emotional health, dependent children/ older relatives, financial situation, employment, issues with drugs/alcohol and indication of issues. We also have a system in place to evaluate the counselling from the client's point of view; each client is asked to provide feedback on the service received, with the option of complete anonymity. These feedback sheets are closely monitored by the manager and are used to improve the service. These evaluations indicate that the service is highly appreciated and beneficial to the service users. Edel continues to maintain close links with other counselling services throughout the district.

We now offer group work – anxiety, depression and a men's group. The team continue to meet as a team once a month to offer emotional support and clinical supervision. Donations are at an all time high this past year. They are now compulsory and a recommendation is given based on personal circumstances.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT – CONTINUED

Freeflow has now been established for over 24 years and has developed significantly in that time. We are the longest running mental health charity in the local area. Despite being created to offer free counselling to women only, we now offer to men, children, couple's, families and group. We now have the use of a therapy room in 2 other towns which is helping us accommodate clients who struggle to access our main office.

Plans for the New Year are to secure funding to offer free counselling and family therapy to local schools that need and want our service but are unable to due to lack of finances.

Once again, I would like to take this opportunity as chairperson to thank everyone who is involved with Freeflow for all their hard work and continued support, it is greatly appreciated. Special thanks must go to Edel for keeping Freeflow going throughout this most difficult time. She ensured all the schools honoured their contracts and in doing so the school team continued to get paid and Freeflow continued to thrive. She has supported the team throughout the pandemic despite it affecting her personally. I'd also like to thank Judith for her ongoing support to Edel to achieve the IAPT contract which enables the service to grow.

In 2022, Freeflow will continue to offer young people adults, couples and families, the excellent, confidential service it is renowned for. Well done and thank you to everyone involved with Freeflow.

FINANCIAL REVIEW

The receipts and payments account is on page 7. This shows an excess of receipts of £645. Unrestricted fund balances are £52,067 at the year end. The charity's reserves policy is to maintain three months expenditure, which equates to approximately £39,000. The excess is held to further the work of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its constitution and is an unincorporated charity. The board of Freeflow Counselling Services are elected from the membership organisations which make up the network. The board meets on a regular basis to conduct the business of the Charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The charity ensures that all staff and counsellors comply with its safeguarding policy and appropriate DBS checks carried out.

Approved by the trustees on 24th June 2022 and signed on its behalf by:

Mrs Kathryn Addison - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FREEFLOW COUNSELLING SERVICES

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

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

M R Heaton FCCA FCIE DChA
KM, Chartered Accountants
1st Floor, Block C,
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

24th June 2022

FREEFLOW COUNSELLING SERVICES

RECEIPTS AND PAYMENTS ACCOUNT

Year ended 31st August 2021

	Unrestricted funds (£)	Unrestricted funds (£) 31.8.20
RECEIPTS		
Donations	1,347	441
School Income	100,086	59,017
Lancashire County Council	-	27,896
Lancashire Women's Centre	53,346	54,305
Miscellaneous	1,461	185
Pendle Vale College	-	4,923
The Pennine Trust	-	14,575
Total Receipts	156,240	161,342
PAYMENTS		
Staff costs (inc Employer NI, Pensions)	51,467	45,285
Supervision	6,205	4,274
Counselling fees	<u>87,245</u>	<u>77,034</u>
	144,917	126,593
Donation	620	624
Operating costs	8,792	11,805
Accountancy fees	1,080	1,080
Payroll fees	186	180
Total payments	155,595	140,282
Net of receipts (payments)	645	21,060
Cash funds brought forward	51,422	30,362
Cash funds carried forward	52,067	51,422

FREEFLOW COUNSELLING SERVICES
STATEMENT OF ASSETS AND LIABILITIES

As at 31st August 2021

CASH FUNDS	31.8.21	31.8.20
Bank current account	52,067	51,422
	<hr/>	<hr/>
LIABILITIES		
Independent examination/accountancy	1,000	1,000
	<hr/>	<hr/>

These accounts were approved by the trustees on 24th June 2022

Mrs Kathryn Addison

Trustee

FREEFLOW COUNSELLING SERVICES
NOTES TO THE FINANCIAL STATEMENTS

- 1 **Basis of preparation**
These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

- 2 **Fund Accounting:**

Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity

- 3 **Taxation**
The charity is not liable to tax on its charitable activities.
The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

- 4 **Transactions with trustees**
No remuneration nor expenses were paid to trustees or any persons connected with them during the year or previous year.

FREEFLOW COUNSELLING SERVICES

England & Wales - Charity number 1077053

Accounts

Freeflow Counselling Services

Charity Number 1077053

**Annual Report and
Financial Statements**

Year ended 31st August 2020

Freeflow Counselling Services

Reference and administrative details

Trustees	Mrs Kathryn Addison Mr Gordon Howley Mrs Lindsay Backhouse
Chief Executive Officer	Ms Edel McGinn
Principal address	E L V S Resource Centre 62-64 Yorkshire Street BURNLEY Lancashire BB11 2BT
Bankers	Unity Trust Bank PLC Nine Brindleyplace Birmingham B1 2HB
Registered Charity Number	1077053
Independent Examiner	M R Heaton FCCA FCIE DChA KM 1 st Floor, Block C The Wharf Manchester Road Burnley Lancashire BB11 1JG

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT

The trustees present their report with the financial statements of the charity for the year ended 31 August 2020.

OBJECTIVES AND ACTIVITIES

To provide emotional and mental health support by the provision of counselling and supportive help to those in need. To empower people to take control of their own lives and to make choices about their own direction. To give support and information to those who ask for help. To recruit and maintain appropriately trained counsellors and offer ongoing support and liaison with other training and supervision agencies.

PUBLIC BENEFIT

The trustees confirm that we have paid due regard to the Charity Commission guidance on public benefit reporting in deciding what activities the charity should undertake.

ACHIEVEMENT AND PERFORMANCE

Freeflow continues to provide a free, confidential counselling service for men and women aged 16+. The service is well used and well respected by both service users and professionals. We continue to take many referrals from various organisations throughout the community but encourage more self-referrals as this encourages the client to take responsibility for their therapy and reduces the amount of DNA's.

We have 2 bilingual counsellors and a team of 13 volunteer counsellors. This has reduced significantly during COVID as the counsellors had other commitments or /and health issues. At end of August 2020 we had 41 clients on our waiting list - significantly higher than previous years due to an increased demand to deal with Covid related issues.

Our main achievements during the year include:-

The ongoing attainment of the Schools Counselling Service. We have Counselling contracts with 16 local primary and secondary schools. These contracts range from 3 hrs per week to 15 hrs per week, combined we offer over 125 hours per week. This work continues to subsidise Freeflow, pay the school counselling team and their manager/supervisor. We managed to maintain these contracts during Covid despite closures of schools. Payments continued from the schools as the counsellors adapted to remote counselling or face to face work following restrictions. Our manager, Edel, compiled risk assessments to enable this work to continue. We also continued to offer the free service reopening in July. Again, Edel compiled a risk assessment to support this work and the counselling rooms were adapted accordingly.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT – CONTINUED

We continue to offer IAPT work to support the local CCG in partnership with Lancashire Women Centre. Despite the closure during March – July we still achieved our target for the first quarter of the year – April – July. This contract was increased in 2019 as we overachieved our target for April 2019-April 2020. This is of significance as this enables Freeflow to continue offering the free service to the community. During the months of July and August we were the only counselling service in the area to offer face to face work something our team are immensely proud of. Our contract with the CCG increased from 75 clients to 150 in the year 2019-2020 with talk of it increasing significantly April 2021, testament to the success and hard work of our volunteers.

We have a compassionate, hardworking team of 9 school counsellors and an equally dedicated hardworking team of 13 volunteer counsellors. Each of these counsellors deserve recognition for the way they have adapted their work during this difficult time. A few took time out but the majority placed their own issues to one side to continue to support the community. Freeflow continues because of this commitment.

Edel continues to review and update our policies and procedures to ensure Freeflow works within the expected guidelines of the NHS. This has been of more significance during the pandemic to ensure we could continue our support. We paused supporting volunteer counsellors on placements as they were requesting remote counselling which Edel felt unable to supervise safely – hence a smaller team than previous years. This will increase as students are permitted to return to face to face work.

Edel and Judith Watson continually develop new assessment/monitoring sheets to help acquire the necessary data for the NHS for every client we complete a client assessment form which informs us: age, location, ethnicity, referral source, GP, physical and emotional health, dependent children/ older relatives, financial situation, employment, issues with drugs/alcohol and indication of issues. We also have a system in place to evaluate the counselling from the client's point of view; each client is asked to provide feedback on the service received, with the option of complete anonymity. These feedback sheets are closely monitored by the manager and are used to improve the service. These evaluations indicate that the service is highly appreciated and beneficial to the service users. Edel continues to maintain close links with other counselling services throughout the district.

We secured a new group room in Feb 2020 but sadly we have been unable to use this as Covid and restrictions were imposed. This will be used for group supervision for the team, family work and group work. Donations have increased significantly which help pay for the additional fees for this room.

FREEFLOW COUNSELLING SERVICES

TRUSTEES ANNUAL REPORT – CONTINUED

Freeflow has now been established for 23 years and has developed significantly in that time. We were originally only accessible to women but then opened our doors to men & children in 2008 and this year we have developed even further to encompass, couples and families. Plans for the New Year are to continue to secure therapy rooms in other areas so we can offer the free service to many others in need of our invaluable, professional service. We also need to secure funding to offer free counselling and family therapy to local schools that need and want our service but are unable to due to lack of finances.

Once again, I would like to take this opportunity as chairperson to thank everyone who is involved with Freeflow for all their hard work and continued support, it is greatly appreciated. Special thanks must go to Edel for keeping Freeflow going throughout the most difficult time. She ensured all the schools honoured their contracts and in doing so the school team continued to get paid and Freeflow continued to thrive. She has supported the team throughout the pandemic despite it affecting her personally. I'd also like to thank Judith for her ongoing support to Edel to achieve the IAPT contract which enables the service to grow.

In 2021, Freeflow will continue to offer young people adults, couples and families, the excellent, confidential service it is renowned for. Well done and thank you to everyone involved with Freeflow.

FINANCIAL REVIEW

The receipts and payments account is on page 7. This shows an excess of receipts of £21,060. Unrestricted fund balances are £51,422 at the year end. The charity's reserves policy is to maintain three months expenditure, which equates to approximately £35,000. The excess is held to further the work of the charity.

STRUCTURE, GOVERNANCE AND MANAGEMENT

The charity is controlled by its constitution and is an unincorporated charity. The board of Freeflow Counselling Services are elected from the membership organisations which make up the network. The board meets on a regular basis to conduct the business of the Charity.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The charity ensures that all staff and counsellors comply with its safeguarding policy and appropriate DBS checks carried out.

Approved by the trustees on 8th June 2021 and signed on its behalf by:

Mrs Kathryn Addison - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF FREEFLOW COUNSELLING SERVICES

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31st August 2020.

Responsibilities and basis of report

As the charity's trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the charity's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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 charity as required by Section 130 of the Act; or
- (2) the accounts do not accord with those records.

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.

M R Heaton FCCA FCIE DChA
KM, Chartered Accountants
1st Floor, Block C,
The Wharf
Manchester Road
Burnley
Lancashire
BB11 1JG

8th June 2021

FREEFLOW COUNSELLING SERVICES

RECEIPTS AND PAYMENTS ACCOUNT

Year ended 31st August 2020

	Unrestricted funds (£) 31.8.20	Unrestricted funds (£) 31.8.19
RECEIPTS		
Donations	441	1,291
School Income	59,017	74,960
Lancashire County Council	27,896	32,333
Lancashire Women's Centre	54,305	7,500
Miscellaneous	185	-
Pendle Vale College	4,923	5,362
The Pennine Trust	14,575	15,317
Total Receipts	161,342	136,763
PAYMENTS		
Staff costs (inc Employer NI, Pensions)	45,285	39,781
Rent	5,550	3,924
Rates	-	225
Insurance	924	1,066
Telephone and mobiles	1,346	2,075
Stationery, printing and publications	2,670	518
Supervision	4,274	3,287
Counselling fees	77,034	81,367
Sundry expenses	707	1,004
Advertising	493	-
Accountancy fees	1,080	1,080
Payroll fees	180	360
Bank charges	115	72
Donation	624	624
Total payments	140,282	135,383
Net of receipts (payments)	21,060	1,380
Cash funds brought forward	30,362	28,982
Cash funds carried forward	51,422	30,362

**FREEFLOW COUNSELLING SERVICES
STATEMENT OF ASSETS AND LIABILITIES**

As at 31st August 2020

CASH FUNDS	31.8.20	31.8.19
Bank current account	51,422	30,362
	<hr/>	<hr/>
LIABILITIES		
Independent examination/accountancy	1,000	1,000
	<hr/>	<hr/>

These accounts were approved by the trustees on 8th June 2021.

Mrs Kathryn Addison

Trustee

FREEFLOW COUNSELLING SERVICES
NOTES TO THE FINANCIAL STATEMENTS

- 1 Basis of preparation
 These accounts have been prepared on the Receipts and Payments basis in accordance with the Charities Act 2011.

- 2 Fund Accounting:

 Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity

- 3 Taxation
 The charity is not liable to tax on its charitable activities.
 The charity is not registered for VAT. Irrecoverable VAT is included in the expense to which it relates.

- 4 Transactions with trustees
 No remuneration nor expenses were paid to trustees or any persons connected with them during the year or previous year.