



Registered Charity No. 1089632

Counselling
for adults and
young people

Annual Report and Accounts
2021 — 2022

Tilehouse Counselling, Registered Charity No: 1089632

Contact details

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Bankers

CAFCASH Ltd.
Kings Hill, West Malling
Kent ME19 4TA

Management Committee

Richard Hull BA Hons PGDip
Christine Skeen (Treasurer)
Dr Clare Grimshall
Roisin Mooney
Dr Leon Van Huyssteen Consultant Psychiatrist – resigned 01.03.2022
Peter Roberts

Independent Examiner – Martyn Smith The Mobile Accountant

Annual Report: Overview from the Chair of Trustees

Firstly, and most importantly, the trustees and I want to thank the hard work and invaluable contributions to the charity of the director of the service, Sue Barnes, and Kim Kirby, Maggie Kelly, Pamela Firth, and all our outstanding counsellors.

Given the extreme disruption and innumerable problems caused by COVID-19, things have continued to be hard but everyone rose to the challenge magnificently.

I was extremely proud that Tilehouse was able to continue offering its much-needed service (now more than ever!) throughout the pandemic. Thank you, everyone.

I was also extremely grateful to the efforts of the trustees this year, particularly Peter Roberts who has provided his vital expertise to the clinical governance committee. And as always, we continue to be eternally grateful for the input of our consultant fundraiser, Catherine Farrell.

I am delighted that the team was able to continue developing our new full fee-paying counselling service, which is essential, as long-term it will be required to further subsidise our charitable work.

The charity is also tremendously grateful for the support that we have received from funders, local businesses, patrons, benefactors, and anyone else who has been able to provide any kind of donation, large or small. We would not be able to offer our mental health services without you.



Richard Hull
Chair of Trustees

TILEHOUSE COUNSELLING

Tilehouse Counselling is a charity that provides professional, affordable counselling for adults and young people (aged 13 to 18) in Hitchin, North Hertfordshire and surrounding areas. All the counselling is provided by professionally trained counsellors with many years' experience.

Where we are

We are based in the centre of Hitchin within walking distance of the train station and bus stops. Our counselling rooms are pleasant, comfortable, and insulated from outside noise.

Seeking counselling

Over the past year adults and young people come to counselling for many different reasons including:

- Depression and anxiety
- Abuse and neglect
- Rape and sexual assault
- Bullying
- Issues around special education needs
- Eating disorders
- Bereavement and loss
- Self-harming and suicidal thoughts
- Drug and alcohol issues
- HIV related issues
- Relationship difficulties within and outside the family
- Issues around sexuality and gender

Most people contact us initially by 'phone, but we also get email enquiries and enquiries through a link from our website.

What we provide

- Professional counselling with qualified, experienced, BACP accredited counsellors.
- Weekly counselling sessions, each of which is at the same time with the same counsellor
- Time to reflect and think about difficult emotions
- An opportunity to be listened to without being judged
- Time to work through problems and difficulties that are negatively impacting on life
- Counselling for anything from four weeks up to a year, depending on need.
- Counselling beyond a year when appropriate and necessary.

Confidentiality

Counselling is confidential. The only circumstances in which a counsellor would speak with somebody else is if they have good reason to believe a client or person is at serious risk. This is to engage extra support for the person in counselling and is done with their full knowledge.

Who pays for the counselling?

Counselling is free for young people (13 to 18) with no income and an affordable contribution to the cost of counselling is asked of our adult clients—this is agreed with the counsellor during the first session.

Tilehouse Counselling is a charity and the majority of our funding has to be raised. We do this by applying for grants and seeking the support of individuals and organisations.

How our clients hear about us

Most adults and young people approaching Tilehouse Counselling have heard about us through their GP, health visitor, school, Community Mental Health Team, hospital or through word of mouth and our website. Others are signposted to us via Single Point of Access, Stevenage Wellbeing Team and CAMHS.

There is a noticeable increase in awareness of our service through the internet, and our website. In addition, many other local organisations in the voluntary sector pass on information about us and signpost adults and young people to our service.

Counselling contracts offered.

We saw clients for an initial two to four session assessment period after which we offered up to a year of further counselling. However, in some circumstances counselling was extended beyond the maximum contract period when there was a need. Shorter term work (four or twelve session contracts) enabled clients to do a more focused piece of work, knowing they could return to the centre if they wished to in the future.

The issues our clients brought to the Centre

Adults came to the Centre with a variety of issues, recurring themes being anxiety and depression, violence in relationships, and abuse/neglect in childhood and beyond. Young people had issues around drug and alcohol abuse, self-harm, poor school attendance, academic and exam pressure, bullying and isolation, gender identity, sexual risk taking and getting into trouble at school and/or with the Police. Typically, our clients reported low self-esteem and a lack of confidence, making it difficult to lead fulfilling lives or to function satisfactorily on a daily basis.

This year our clients are still experiencing additional difficulties as a direct result of the pandemic. Adults were presenting with extreme anxiety, stress, redundancies, financial difficulties and parenting issues. Young clients were reporting anxieties around home schooling, fears of school attendance, exam pressure, eating disorders and substance abuse.

Client contributions to the cost of our service

Counselling for young people is free. For our charitable core counselling adult service, we ask our clients to make an affordable contribution towards their weekly counselling sessions between £20.00 and £55.00.

Fees are negotiated in the first counselling session and reviewed at the four session assessment. If a client's circumstances change during the counselling then we do re-negotiate so that the client is able to continue with the work

Tilehouse Counselling

Trustees' Report for the year ended 31st March 2022

Review of the financial and salient features of the accounts

The charity's overall financial position was satisfactory over the year. At 31st March 2022, it held a total unrestricted fund balance of £200,633 detailed in note 10 of the accounts.

The trustees confirm that there have been no material events affecting the charity's finances between the balance sheet date and the signing of these accounts, and that the charity's funds are adequate to meet ongoing obligations.

Reserves

The trustees aim to hold unrestricted income funds in reserve to enable the organisation to continue operating when there are delays in grant aid decisions or payments. This is particularly important in relation to our commitment to counselling clients where it would be damaging and unethical to bring ongoing work to a premature conclusion. In the current funding climate, the Trustees attempt to hold in reserve 6 months operating funds, and will review these levels in the light of operating conditions.

Intangible income and gifts in kind.

Tilehouse Counselling has received various donations from supporters this year, for which we thank them.

Trustees responsibilities

The Charities Act 1993 and the Companies Act 2006 require the Trustees to prepare statements for each financial year, which give a true and fair view of the state of affairs of the Charity at the end of the financial year-end of incoming resources and application of resources in the year. In preparing those financial statements, the trustees are required to;

- 1 select suitable accounting policies and apply them consistently,
- 2 make judgements and estimates that are reasonable and prudent,
- 3 state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial accounts,
- 4 prepare the financial statements on the going concern basis unless it is inappropriate to assume that the charity will continue on that basis

Independent Examiner

Martyn Smith has expressed his willingness to act as the charity's independent examiner.

Approved by the Management Committee on 04th August 2022
and signed on their behalf by



Richard Hull
Chair of the Management Committee

TILEHOUSE COUNSELLING

STATEMENT OF FINANCIAL ACTIVITIES

(Incorporating an income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2022

				2022	2021
		Restricted	Unrestricted	Total	Total
Income and Expenditure					
	Notes	£	£	£	£
Income Resources					
Grants	2	203,013		203,013	272,611
Furlough Scheme				-	18,096
Fundraising Other Sources			12,508	12,508	29,140
Bank Interest			2	2	5
Rent			504	504	36
Service income - Donations			73,860	73,860	83,365
Service income - Fees			53,590	53,590	14,315
Total Incoming Resources		203,013	140,464	343,477	417,568
Resources Expended					
Direct Charitable Expenditure					
Counselling Project		287,535		287,535	304,654
		287,535	-	287,535	304,654
Other Expenditure					
Fundraising & Publicity		33,803		33,803	39,671
Charity Management & Admin		66,609		66,609	67,903
Total Resources Expended	3	387,948	-	387,948	412,228
Net Incoming/(Outgoing)					
Resources for the Year		(184,935)	140,464	(44,471)	5,339
Transfers Between Funds		184,935	(184,935)		-
Net Movement of Funds			(44,471)	(44,471)	5,339
Funds at 1 April 2021		-	245,104	245,104	
Funds at 31 March 2022		-	200,633	200,633	

TILEHOUSE COUNSELLING**BALANCE SHEET****AS AT 31 MARCH 2022**

			2022	2021
	Notes	£	£	£
Tangible Fixed Assets	7		0	0
Current Assets				
Debtors and Prepayments	8	435		3,108
Cash at Bank & in Hand		<u>246,608</u>		<u>290,298</u>
		247,043		293,406
Current Liabilities				
Creditors and Accruals	9	<u>46,411</u>		<u>48,302</u>
Current Assets Less Current Liabilities			<u>200,633</u>	<u>245,104</u>
Net Assets			<u>200,633</u>	<u>245,104</u>
Funds				
Unrestricted Funds				
General	10	200,633		245,104
		<u>200,633</u>		<u>245,104</u>
Restricted Funds	11	0		0
Total Funds	12	<u>200,633</u>		<u>245,104</u>

Audit exemption

For the year ended 31 March 2022, the company is entitled to an exemption from having its accounts audited in accordance with the Companies Act 2006, section 477, relating to small companies.

The director acknowledges her responsibilities for:

i) ensuring that the company keeps proper accounting records which comply with the requirements of the Companies Act 2006 with respect to the accounting records and the preparation of the accounts

ii) the members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small company regime.

Christine Skeen
Treasurer

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

1. Accounting Policies

- a) The accounts have been prepared in accordance with applicable accounting standards and follow the recommendations in Statement of Recommended Practice (SORP): Accounting by charities.
- b) Voluntary income is received by way of donations and gifts and is included in full in the statement of Financial Activities when received.
- c) Revenue grants are credited to incoming resources on the earlier date of when they are received or when they are receivable, unless they relate to a specified future period, in which case they are deferred.
- d) Grants for the purchase of fixed assets are credited to restricted incoming resources when receivable. Depreciation on the fixed asset purchased with such grants is charged against the restricted fund
- e) Support costs of charitable activities comprise costs incurred directly in support of expenditure on the objects of the charity.
- f) Fundraising and publicity costs comprise the costs in inducing others to make voluntary contributions to the charity.
- g) Charity management and administration costs comprise compliance costs together with bank charges and legal costs.
- h) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure, which meets these criteria, is identified to the funder, together with a fair allocation of management and administration costs.
- i) Unrestricted funds are donations and other income received or generated for the objects of the charity without further specified purpose, and are available as general funds.
- j) Designated funds are unrestricted funds earmarked by the Management Committee for particular purposes.
- k) Staff costs are allocated to activities on the basis of staff time spent on these activities. Overhead expenses are allocated to activities on the basis of activity level and usage.
- l) Fixed assets are for use by the charity in fulfilling its main charitable objectives and are capitalised and depreciated. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each as restricted funds over its estimated useful life, which in most cases is set at five years.
- m) All leases of equipment are considered to be operating leases, and the rentals are charged against revenue when incurred. No assets are held under purchase agreements.

2. Grants Receivable

All the grants listed are restricted income

2022

£

Herts C C Community Wellbeing	27,202
National Lottery	54,648
Herts C C Community Foundation	1,010
Herts C C Locality Budget	1,000
Garfield Weston	15,000
Letchworth Heritage Foundation	6,952
Hitchin Youth Trust	12,060
Jarvis	2,000
Children in Need	39,424
Valiant Charitable Trust	5,000
Robert McAlpine	11,667
Mercers	3,300
Mrs Smith & Mount Trust	3,750
SB and LS Foundation	5,000
Amateurs Trust	15,000

Total Grants

203,013

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

5. Staff Costs and Numbers

	2022	2021
	£	£
Salaries	272,108	290,217
Social Security Costs (Employer's NI)	16,079	17,951
Total Emoluments paid to Staff	<u>288,187</u>	<u>308,168</u>

The average number of staff employed during the year was:

	2022	2021
Director (full time)	1	1
Counsellors	13	13
Admin & finance co-ordinator (part time)	1	1
Cleaner (part time)	1	1
Counselling supervisor (part time)	1	1
	<u>17</u>	<u>17</u>

6. Trustees' Remuneration and Expenses

The trustees received no remuneration

No amounts were spent on Trustee training . No expenses were reimbursed to Trustees.

7. Tangible Fixed Assets

	Office Equipment £	Total £
Cost		
As at 1 April 2021	17,137	17,137
Additions in year	0	0
Disposals in Year	-	-
As at 31 March 2022	<u>17,137</u>	<u>17,137</u>
Depreciation		
As at 1 April 2021	17,137	17,137
Charge for year	0	0
Release on Disposals	-	-
As at 31 March 2022	<u>17,137</u>	<u>17,137</u>
Net Book Value		
At 31 March 2022	<u>0</u>	<u>0</u>

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2022

8. Debtors and Prepayments	2022	2021
	£	£
Accrued income	435	3,108
Debtors and Prepayments		
	<u>435</u>	<u>3,108</u>

9. Creditors and Accruals: Amounts Falling Due Within One Year	2022	2021
	£	£
Deferred income	40,014	38,934
Creditors and Accruals	<u>6,397</u>	<u>9,368</u>
	<u>46,411</u>	<u>48,302</u>

10. Unrestricted Funds	At 31 March 2021	Incoming Resources	Resources Expended	Transfers to Restricted Funds	At 31 March 2022
	£	£	£	£	£
General Funds	245,104	140,464		(184,935)	200,633
Total Unrestricted Funds	<u>245,104</u>	<u>140,464</u>	<u>-</u>	<u>(184,935)</u>	<u>200,633</u>

11. Restricted Funds	At 31 March 2021	Incoming Resources	Resources Expended	Transfers from Unrestricted Funds	At 31 March 2022
	£	£	£	£	£
Grants Received	0	203,013	387,948	184,935	-
Total Restricted Funds	<u>-</u>	<u>203,013</u>	<u>387,948</u>	<u>184,935</u>	<u>-</u>

**Report by the Independent Examiner to the Trustees
of Tilehouse Counselling**

I have examined the accounts and the financial statement on pages ~~3~~ to ~~8~~ which have been prepared on the basis of the accounting policies set out on page ~~5~~.

**Respective responsibilities of the Trustees and
examiner**

The Trustees of the charity are responsible for the preparation of accounts; they consider that the audit requirement under section 43(2) does not apply. I have been appointed under section 43 of the Charities Act 1993 and report in accordance with the regulation made under Section 44 of that Act. It is my responsibility to examine the accounts without performing an audit, and to report to the Trustees.

Basis of the Examiner's statement

This report is in respect of an examination carried out under Section 43 of the Charities Act 1993 and in accordance with the directions given by the Charity Commissioners under Section 43(7)(b). An examination includes a review of the accounting records kept by the charity Trustees and a comparison of the accounts presented with those records. It also includes a review of the accounts and making such enquires as are necessary for the purposes of this report. The procedures do not constitute an audit.

Examiners statement

Based on my examination, no matter has come to my attention which gives reasonable cause to believe that the accounting records have not been kept in accordance with Section 41 of the Charities Act 1993, or that the accounts presented do not accord with those records or comply with the accounting requirements of the Charities Act 1993. No matter has come to my attention in connection with my examination to which in my opinion, attention should be drawn to enable a proper understanding of the accounts.

In the opinion of the reporting accountant, the accounts for the financial year in question are in agreement with the accounting records kept by the company under Section 221, and having regard only to, and on the basis of, the information contained in those accounting records, those accounts have been drawn up in a manner consistent with the provisions of this Act specified in subsection (6), so far as applicable to the company. In the opinion of the reporting accountant, having regard only to, and on the basis of, the information contained in the accounting records kept by the company under Section 249A(5) for the financial year in question, and did not fall within Section 249B(1) (a) to (f) at any time within the financial year.



Martyn A Smith AFA