



Registered Charity No. 1089632

Counselling
for adults and
young people

Annual Report and Accounts 2022 — 2023

Tilehouse Counselling, Registered Charity No: 1089632

Contact details

The Coach House
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Hitchin Herts SG5 2DY

counselling@tilehouse.org
www.tilehouse.org
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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
Peter Roberts

Independent Examiner – Sarah Coombs IT All Figures Ltd

Annual Report: Overview from the Chair of Trustees

As always, and most importantly, the trustees and I want to thank the hard work and invaluable contributions to the charity of Sue Barnes, Pamela Firth, Kim Kirby, Maggie Kelly, and all our outstanding counsellors. We continue to be grateful for the input of our consultant fundraiser, Catherine Farrell.

Conditions remain tough post-pandemic with people's everyday pressures such as the cost of living crisis, but Tilehouse and its staff have been resilient and continued to offer our vital services throughout the year. Well done, everyone.

The charity is ever grateful for the support that we have received from everyone who has been able to provide any kind of donation, large or small. Tilehouse would not be able to operate and provide our essential mental health services without you.

A handwritten signature in black ink, appearing to read 'R Hull', with a long horizontal stroke extending to the right.

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?

We ask for an affordable contribution to the cost of counselling is asked of our adult clients and parents of young clients (aged 13 – 18). The fee is agreed with the counsellor during the first 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

For our charitable core counselling adult service, we ask our clients to make an affordable contribution towards their weekly counselling sessions between £21.00 and £55.00.

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.

Service Delivery

During the financial year (1st April 2022 to 31st March 2023) we worked with 187 adults and 209 young people totaling 396 clients. At the end of the year we had 11 adults and 47 young people on our waiting list.

We were providing an average of 120 appointments per week by March 2023.

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.

Again 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, social media pressure, eating disorders and substance abuse.

Tilehouse Counselling

Registered Number : 04266496

Accounts for the year ended 31 March 2023

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 the accounts in accordance with the requirements of the Charities Act 2011.

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Charities Act.

I have followed all the applicable Directions given by the Charities Commission under section 145 (5) (b) of the Act.

Independent Examiners statement

The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

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

the accounting records were not kept in accordance with section 130 of the Charities Act ; or
the accounts did not accord with the accounting records; or
the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a "true and fair" view which is not a matter considered as part of the independent examination.

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.

**Sarah Coombs FCCA
IT All Figures Ltd
22nd November 2023**

Sarah Coombs

Tilehouse Counselling

Trustees' Report for the year ended 31st March 2023

Review of the financial and salient features of the accounts

The charity's overall financial position was satisfactory over the year.
At 31st March 2023, it held a total unrestricted fund balance of £244,861 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 2011 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 policys 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 growing concern basis unless it is inappropriate to assume that the charity will continue on that basis

Independent Examiner

Martyn Smith has retired after many years of being our Independent Examiner.

Sarah Coombs has expressed her willingness to act as the charity's independent examiner.

Approved by the Management Committee on 1st November 2023
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 2023

				2023	2022
		Restricted	Unrestricted	Total	Total
Income and Expenditure	Notes	£	£	£	£
Income Resources					
Grants	2	273,567	95,956	369,523	203,013
Furlough Scheme				-	-
Fundraising Other Sources			4,942	4,942	12,508
Bank Interest			561	561	2
Rent			762	762	504
Service income - Donations			75,269	75,269	73,860
Service income - Fees			39,993	39,993	53,590
Total Incoming Resources		<u>273,567</u>	<u>217,483</u>	<u>491,050</u>	<u>343,477</u>
Resources Expended					
Direct Charitable Expenditure					
Counselling Project		342,502		342,502	287,535
		<u>342,502</u>	<u>-</u>	<u>342,502</u>	<u>287,535</u>
Other Expenditure					
Fundraising & Publicity		42,349		42,349	33,803
Charity Management & Admin		61,970		61,970	66,609
Total Resources Expended	3	<u>446,822</u>	<u>-</u>	<u>446,822</u>	<u>387,948</u>
Net Incoming/(Outgoing)					
Resources for the Year		(173,255)	217,483	44,228	(44,471)
Transfers Between Funds		<u>173,255</u>	<u>(173,255)</u>		<u>-</u>
Net Movement of Funds			44,228	44,228	(44,471)
Funds at 1 April 2022		-	200,633	200,633	
Funds at 31 March 2023		<u>-</u>	<u>244,861</u>	<u>244,861</u>	

TILEHOUSE COUNSELLING

BALANCE SHEET

AS AT 31 MARCH 2023

			2023	2022
	Notes	£	£	£
Tangible Fixed Assets	7		0	0
Current Assets				
Debtors and Prepayments	8	110		435
Cash at Bank & in Hand		397,167		246,608
		<u>397,277</u>		<u>247,043</u>
Current Liabilities				
Creditors and Accruals	9	152,416		46,411
Current Assets Less Current Liabilities			<u>244,861</u>	<u>200,633</u>
Net Assets			<u>244,861</u>	<u>200,633</u>
Funds				
Unrestricted Funds				
General	10	244,861		200,633
		<u>244,861</u>		<u>200,633</u>
Restricted Funds	11	0		0
Total Funds	12	<u>244,861</u>		<u>200,633</u>

Audit exemption

For the year ended 31 March 2023, 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 2023

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

2023

£

Herts C C Community Wellbeing	45,595
National Lottery	48,244
Wixamtree	12,000
NHDC	8,747
Henry Smith	32,868
Simon Gibson Charity Trust	1,250
Hitchin Youth Trust	12,445
Jarvis	1,000
Children in Need	39,924
Valiant Charitable Trust	15,000
Robert McAlpine	3,334
Mercers	4,950
Postcode Places Trust	24,960
Annette Duvolet Charity	12,000
W&M Morris Charitable Trust	2,500
Amateurs Trust	8,750

Total Grants

273,567

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

5. Staff Costs and Numbers

	2023	2022
	£	£
Salaries	305,356	272,108
Pension	3,642	3,676
Social Security Costs (Employer's NI)	22,888	16,079
Total Emoluments paid to Staff	<u>331,887</u>	<u>291,863</u>

The average number of staff employed during the year was:

	2023	2022
Director (full time)	1	1
Counsellors	12	13
Admin & finance co-ordinator (part time)	1	1
Cleaner (part time)	1	1
Admin assistant (part time)	1	1
	<u>16</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 2022	17,137	17,137
Additions in year	0	0
Disposals in Year	-	-
As at 31 March 2023	<u>17,137</u>	<u>17,137</u>
Depreciation		
As at 1 April 2022	17,137	17,137
Charge for year	0	0
Release on Disposals	-	-
As at 31 March 2023	<u>17,137</u>	<u>17,137</u>
Net Book Value		
At 31 March 2023	<u>0</u>	<u>0</u>

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2023

8. Debtors and Prepayments	2023	2022
	£	£
Accrued income	110	435
Debtors and Prepayments		
	<u>110</u>	<u>435</u>

9. Creditors and Accruals: Amounts Falling Due Within One Year	2023	2022
	£	£
Deferred income	140,883	40,014
Creditors and Accruals	11,533	6,397
	<u>152,416</u>	<u>46,411</u>

10. Unrestricted Funds	At 31 March 2022	Incoming Resources	Resources Expended	Transfers to Restricted Funds	At 31 March 2023
	£	£	£	£	£
General Funds	200,633	217,483		(173,255)	244,861
Total Unrestricted Funds	<u>200,633</u>	<u>217,483</u>	<u>-</u>	<u>(173,255)</u>	<u>244,861</u>

11. Restricted Funds	At 31 March 2022	Incoming Resources	Resources Expended	Transfers from Unrestricted Funds	At 31 March 2023
	£	£	£	£	£
Grants Received	0	273,567	446,822	173,255	-
Total Restricted Funds	<u>-</u>	<u>273,567</u>	<u>446,822</u>	<u>173,255</u>	<u>-</u>

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**Sarah Coombs FCCA
IT All Figures Ltd
22nd November 2023**

Sarah Coombs