

TILEHOUSE COUNSELLING

Tilehouse Counselling is a charity that provides professional, affordable regular 1-1 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, accredited counsellors with many years' experience.

In 23/24, we saw:

Young people (13-18)	124
<u>Adults (19+)</u>	<u>155</u>
Total during 23/24	279

Seeking counselling

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

- Depression and anxiety (both generalised and specific, such as social anxiety)
- Abuse and neglect
- Rape and sexual assault
- Bullying
- Eating disorders
- Bereavement and loss
- Self-harming and suicidal thoughts
- Drug and alcohol issues
- Relationship difficulties within and outside the family
- Issues around sexuality and gender
- Neurodiversity (both diagnosed and awaiting diagnosis)

Most people contact us initially either by phone or email (which has become increasingly common in recent years), but we also get enquiries through our website and occasionally in person.

What we provide

- Professional counselling with qualified, experienced, accredited counsellors.
- Weekly counselling sessions, each of which is at the same day & 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 other person is at serious risk. This is to engage extra support for the person in counselling and is done with their full knowledge if at all possible.

Who pays for the counselling?

Counselling is free for young people (13 to 18) although we do ask parents for an affordable contribution. Adult clients are asked to make a payment according to their income—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 word of mouth or are a returning client (139 this year), but other common sources of signposting include:

Other charities & counsellors	59
GP / CAMHS / MHT	58
School	17
Social Worker	6

Counselling duration

We see clients for an initial two to four session assessment period after which we offer up to a year of further counselling if we feel we can support the client adequately. However, in some circumstances counselling can be 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.

Client contributions to the cost of our service

For our charitable core counselling adult service, we ask our clients to make an affordable contribution towards their weekly counselling sessions between £23.00 and £71.00 per week. 1/3 of adult clients in 2023/24 were in the lowest income bracket (<£18,000 pa)

For young people's counselling we ask if parents are able to make an affordable contribution towards the cost of the sessions – this has varied from £71.00 down to £5 per week.

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 wherever possible.

Client Comments

'It was so good to talk – I definitely feel better since counselling.' (adult)

'Thank you to my counsellor for everything he did for me' (young person)

'I could talk about anything and I didn't feel judged.' (adult)

Tilehouse Counselling

Trustees' Report for the year ended 31st March 2024 **Review of the financial and salient features of the accounts**

The charity's overall financial position was satisfactory over the year. At 31st March 2024, it held a total unrestricted fund balance of £293854 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 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 growing concern basis unless it is inappropriate to assume that the charity will continue on that basis

Independent Examiner

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

Approved by the Management Committee on 20th October 2024
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 2024

				2024	2023
		Restricted	Unrestricted	Total	Total
Income and Expenditure					
	Notes	£	£	£	£
Income Resources					
Grants	2	209,132	112,444	321,576	369,523
Furlough Scheme				-	-
Fundraising Other Sources			14	14	4,942
Bank Interest			886	886	561
Rent			972	972	762
Service income - Donations			84,172	84,172	75,269
Service income - Fees			42,362	42,362	39,993
Total Incoming Resources		209,132	240,851	449,983	491,050
Resources Expended					
Direct Charitable Expenditure					
Counselling Project		318,295		318,295	342,502
		318,295	-	318,295	342,502
Other Expenditure					
Fundraising & Publicity		21,116		21,116	42,349
Charity Management & Admin		56,660		56,660	61,970
Total Resources Expended	3	396,072	-	396,072	446,822
Net Incoming/(Outgoing)					
Resources for the Year		(186,940)	240,851	53,911	44,228
Transfers Between Funds		186,940	(186,940)		-
Net Movement of Funds			53,911	53,911	44,228
Funds at 1 April 2023		-	244,861	244,861	
Funds at 31 March 2024		-	298,772	298,772	

TILEHOUSE COUNSELLING**BALANCE SHEET****AS AT 31 MARCH 2024**

			2024	2023
	Notes	£	£	£
Tangible Fixed Assets	7		0	0
Current Assets				
Debtors and Prepayments	8	1,134		110
Cash at Bank & in Hand		<u>317,851</u>		<u>397,167</u>
		318,985		397,277
Current Liabilities				
Creditors and Accruals	9	<u>20,213</u>		<u>152,416</u>
Current Assets Less Current Liabilities			<u>298,772</u>	<u>244,861</u>
Net Assets			<u>298,772</u>	<u>244,861</u>
Funds				
Unrestricted Funds				
General	10		298,772	244,861
			<u>298,772</u>	<u>244,861</u>
Restricted Funds	11		0	0
Total Funds	12		<u>298,772</u>	<u>244,861</u>

Audit exemption

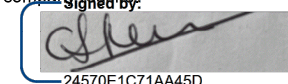
For the year ended 31 March 2024, the company is entitled to an exemption from having its accounts audited in accordance with the Companies Act 2006, section 477, relating to small companies.

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.



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Christine Skeen
Treasurer

TILEHOUSE COUNSELLING

NOTES TO THE ACCOUNTS

FOR THE YEAR ENDED 31 MARCH 2024

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.

TILEHOUSE COUNSELLING**NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31 MARCH 2024****2. Grants Receivable**

All the grants listed are restricted income

2024

£

Herts C C Community Wellbeing	38,576
Hertfordshire Community Foundation	5,000
Wixamtree	9,000
Henry Smith	59,232
Simon Gibson Charity Trust	1,750
Hitchin Youth Trust	6,825
Children in Need	30,000
Valiant Charitable Trust	10,000
Robert McAlpine	9,999
W&M Morris Charitable Trust	2,500
Childwick Trust	5,000
Mrs Smith & Mount Trust	5,000
Amateurs Trust	26,250

Total Grants**209,132****3. Total Resources Expended**

Resources expended represent the following direct and apportioned costs:

	Counselling Project £	Fundraisin g & Publicity £	Charity Mgt&Admi n £	2024 <i>Total</i> £	2023 <i>Total</i> £
Communications	5,659			5,659	5,306
Computers and software	2,183		-	2,183	11,328
General Office	2,930		2,397	5,328	5,750
Premises	46,087			46,087	44,370
Resources	533			533	36
Staffing costs	234,338	15,056	40,372	289,767	339,200
Supervision	22,814			22,814	23,327
Recruitment			5,996	5,996	-
Training & Development	951			951	425
Professional fees			2,586	2,586	-
Bank and credit card charges			2,507	2,507	1,700
Business Development		1,260		1,260	11,480
Management consultancy	2,802	4,800	2,802	10,403	3,900
	318,295	21,116	56,660	396,072	446,822

4. Net Incoming/(Outgoing) Resources

This is stated after charging/(crediting):

2023**2022**

£

£

Depreciation

0

0

TILEHOUSE COUNSELLING**NOTES TO THE ACCOUNTS****FOR THE YEAR ENDED 31 MARCH 2024****5. Staff Costs and Numbers**

	2024	2023
	£	£
Salaries	270,460	305,356
Pension	4,555	3,642
Social Security Costs (Employer's NI)	14,750	22,888
Total	<u>289,765</u>	<u>331,886</u>

The average number of staff employed during the year was:

	2024	2023
Director	1	1
Counsellors	11	12
Admin & finance co-ordinator (part time)	1	1
Cleaner (part time)	1	1
Admin assistant (part time)	1	1
	<u>15</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 2024**

8. Debtors and Prepayments	2024	2023
	£	£
Accrued income	- 1,134	110
Debtors and Prepayments		
	<u>- 1,134</u>	<u>110</u>

9. Creditors and Accruals: Amounts Falling Due Within One Year	2024	2023
	£	£
Deferred income	12,167	140,883
Creditors and Accruals	8,046	11,533
	<u>20,213</u>	<u>152,416</u>
	19,079	

10. Unrestricted Funds	At 31 March 2023	Incoming Resources	Resources Expended	Transfers to Restricted Funds	At 31 March 2024
	£	£	£	£	£
General Funds	244,861	240,851		(186,940)	298,772
Total Unrestricted Funds	<u>244,861</u>	<u>240,851</u>	<u>-</u>	<u>(186,940)</u>	<u>298,772</u>

11. Restricted Funds	At 31 March 2022	Incoming Resources	Resources Expended	Transfers from Unrestricted Funds	At 31 March 2023
	£	£	£	£	£
Grants Received	0	209,132	396,072	186,940	-
Total Restricted Funds	<u>-</u>	<u>209,132</u>	<u>396,072</u>	<u>186,940</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 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

Sarah Coombs FCCA
IT All Figures Ltd
8th November 2024