

**TILEHOUSE COUNSELLING
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**



**Tilehouse Counselling
Contents**

	Page
Trustees' Report	1—5
Independent Examiner's Report	6
Statement of Financial Activities (including Income and Expenditure Account)	7
Comparative Statement of Financial Activities (including Income and Expenditure Account)	8
Balance Sheet	9
Notes to the Financial Statements	10—15

The trustees present their report and the financial statements for the year ended 31 March 2025.

Objectives and Activities

Aims and Objectives

- To 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.

Public Benefit

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 counselling is delivered by experienced, professionally trained counsellors. The trustees confirm that they have complied with the requirements of Section 17 of the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

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 trauma-informed and pleasant, comfortable, and insulated from outside noise.

Over the past year adults and young people came 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 telephone, but we also get email enquiries and enquiries through a link from our website.

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
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Additional Note

This year has been a transitional year for Tilehouse Counselling, with a new Chair midway through and the executive team led by Pam Firth as Clinical Director. During the year, we attempted unsuccessfully to appoint a combined Charity Director/Clinical Lead, so we were very grateful to the team for managing so well, under challenging circumstances.

The challenges of running a small charity during a cost-of-living crisis cannot be overstated; client needs have been more pressing, whilst funding opportunities have been increasingly competitive. We recognise that during this year, our income has not kept pace with costs, resulting in a substantial deficit.

As we write this report, we have appointed Lisa Gagliani MBE as Interim Chief Executive, who has joined us to develop our strategy and boost fundraising capacity. We are grateful to loyal, long-term funders for their continued support such as Henry Smith Foundation, National Lottery, Hertfordshire County Council, Hitchin Youth Trust and Children in Need. We are proud that almost 25% of our income comes from client contributions and donations from the public including dozens of local businesses.

We have prioritised servicing clinical needs within our local community, strengthening governance and embedding youth voice. These will continue to be our core priorities in 2025/26 alongside developing a more sustainable funding strategy.

Achievements and Performance

Main Achievements

Service Delivery

During the financial year (1st April 2024 to 31st March 2025) we worked with 166 adults and 106 young people totaling 272 clients.

Impact statistics

272 unique individuals supported: 183 females (67%), 86 males (31%), 2 non-binary (<1%), 1 transgender (<0.5%)
106 were young people aged 13-18 years old (39%). 166 were adults (61%)

How our clients find us

45% word of mouth
19% internet
15% other
14% NHS/GP/CAMHS/Social services
1% local clubs & charities

Client survey data

100% found the initial contact response friendly and helpful and were happy with the service from the office overall.
97% felt their counsellor understood their problems
94% felt fully or mostly supported with their issues

When rating their ability to cope with life's difficulties on a scale of 1 (poor) to 10 (good) before counselling, 92% rated themselves as 5 or below. After counselling this dropped to 13% (87% rating themselves therefore at 6 or above)

81% said they felt an increase in self-awareness and self-esteem because of counselling
82% were less emotionally distressed after counselling
74% feel less isolated /alone
32% saw improved physical health because of counselling, including improved sleep, dietary habits and reduced pain
76% saw improvements in family life/relationships because of counselling

Main Achievements – continued

Client comments in response to 'What do you think might have happened if you hadn't come to counselling?'

"I dread to think. I've been in an awful low mood. Despite this being anonymous, I have to say that my therapist is amazing. She is adaptable when I need it, and she understands me and helps me put things into a much clearer perspective. I've had so much CBT in the past, but this form of therapy has been amazing."

"Would still be choked by certain situations, and unable to speak my mind, but now after taking about issues I buried for 30 years, I now have the confidence to start being the real me."

"I was very low with suicide ideation. I hate to think where that may have led."

"I recommend counselling to everyone as it has saved me."

"I don't believe I would be alive and, if I was, I would not be living life."

"I would've felt alone and trapped with bigger thoughts/issues."

"I would have had to have dropped out of college."

"I would still be very ill and probably had a breakdown."

"I think I would be crumbling now."

Charitable Activities

Our approach

We understand that every prospective client or relative of a prospective client contacts us when they are in a period of distress, frequently because of frustration at the lack of appropriate and timely interventions available to them via the NHS which is overwhelmed by the rising number of people affected by mental health difficulties.

Our Clinical team are required to balance clinical risk alongside operational and safeguarding risk; We do this by managing new intakes very carefully indeed and when necessary, we sometimes refer clients to more suitable, multidisciplinary teams or alternative third sector providers instead.

We were providing an average of 110 appointments per week by March 2025.

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.

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?

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 £65.00.

We piloted a 'full-fee' service option a few years ago, as part of our strategy to be more sustainable.

Tilehouse Counselling is a small charity, and most of our funding must be raised by voluntary donations. We do this by applying for grants and seeking the support of individuals and organisations.

**Tilehouse Counselling
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Financial Review

Financial Position

The charity's overall financial position was satisfactory over the year.

On 31st March 2025, it held a total fund balance of £185,664 detailed in note 13 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 Policy

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.

Principal Funding Sources

Grants Received

All the grants listed are restricted income:

Herts Community Council Community Wellbeing £9,644

IHCCT £31,310

National Lottery Reaching Communities £66,667

Wixamtree £3,000

Henry Smith £14,850

Hitchin Youth Trust £9,513

Children in Need £30,000

Robert McAlpine £9,167

Total Grants £174,151

**Tilehouse Counselling
Trustees' Report (continued)
For The Year Ended 31 March 2025**

Reference and Administrative Details

Trustees

Ms Roisin Mooney - Board Member (resigned 01/07/2025)
Dr Clare Grimsell - Board Member (resigned 30/06/2024)
Dr Judith Green - Clinical Trustee
Mr Richard Hull - Chair (resigned 01/12/2024)
Mrs Christina Skeen - Treasurer
Mrs Kim Sawyer - Chair (appointed 01/07/2024)
Mrs Jacqueline Fairey - Board Member (appointed 29/08/2025)
Miss Eleanor Graham - Board Member (appointed 29/08/2025)

Charity Number

1089632

Company Number

04266496

Principal Address

The Coach House
Rear of 84 Tilehouse Street
Hitchin
Herts
SG5 2DY

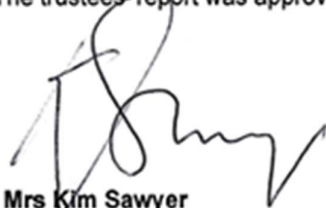
Independent Examiner

Sarah Coombs FCCA
14 Coningsbury Lane
Shortstown
Beds
MK42 0PW

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The trustees' report was approved by the board of trustees and signed on its behalf by:



**Mrs Kim Sawyer
Chair**

29/08/2025

Tilehouse Counselling
Independent Examiner's Report to the Trustees of Tilehouse Counselling
For The Year Ended 31 March 2025

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and Basis of Report

As the charity trustees of the Company (and also its directors for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ("the 2006 Act").

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent Examiner's Statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of The Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Sarah Coombs
Sarah Coombs FCCA
30/09/2025
14 Coningsbury Lane
Shortstown
Beds
MK42 0PW

Tilehouse Counselling
Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

				2025	2024
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM:					
Charitable activities:					
Counselling		113,507	174,151	287,658	449,082
Investments	4	2,731	-	2,731	886
Other	5	9,357	-	9,357	14
		<u>125,595</u>	<u>174,151</u>	<u>299,746</u>	<u>449,982</u>
EXPENDITURE ON:					
Raising funds	6	(8,042)	1	(8,041)	(21,117)
Charitable activities:	6				
Counselling		(3,846)	(368,882)	(372,728)	(318,295)
Charity Management		(32,083)	-	(32,083)	(56,660)
		<u>(43,971)</u>	<u>(368,881)</u>	<u>(412,852)</u>	<u>(396,072)</u>
NET (EXPENDITURE)/INCOME		81,624	(194,730)	(113,106)	53,910
Transfers between funds	14	(194,730)	194,730	-	-
NET MOVEMENT IN FUNDS		<u>(113,106)</u>	<u>-</u>	<u>(113,106)</u>	<u>53,910</u>
RECONCILIATION OF FUNDS:					
Total funds brought forward		298,772	-	298,772	244,861
TOTAL FUNDS CARRIED FORWARD	14	<u>185,666</u>	<u>-</u>	<u>185,666</u>	<u>298,771</u>

The notes on pages 11 to 16 form part of these financial statements.

Tilehouse Counselling
Comparative Statement of Financial Activities (including Income and Expenditure Account)
For The Year Ended 31 March 2025

				2024
		Unrestricted funds	Restricted funds	Total funds
	Notes	£	£	£
INCOME AND ENDOWMENTS FROM:				
Charitable activities:				
Counselling		239,950	209,132	449,082
Investments	4	886	-	886
Other	5	14	-	14
		<u>240,850</u>	<u>209,132</u>	<u>449,982</u>
EXPENDITURE ON:				
Raising funds	6	(21,116)	(1)	(21,117)
Charitable activities:	6			
Counselling		-	(318,295)	(318,295)
Charity Management		(56,660)	-	(56,660)
		<u>(77,776)</u>	<u>(318,296)</u>	<u>(396,072)</u>
NET INCOME		163,074	(109,164)	53,910
Transfers between funds	14	(109,164)	109,164	-
NET MOVEMENT IN FUNDS		53,910	-	53,910
RECONCILIATION OF FUNDS:				
Total funds brought forward		244,861	-	244,861
TOTAL FUNDS CARRIED FORWARD	14	<u>298,771</u>	<u>-</u>	<u>298,771</u>

The notes on pages 11 to 16 form part of these financial statements.

**Tilehouse Counselling
Balance Sheet
As At 31 March 2025**

				2025	2024
		Unrestricted funds	Restricted funds	Total funds	Total funds
	Notes	£	£	£	£
CURRENT ASSETS					
Debtors	11	7,753	-	7,753	110
Cash at bank and in hand		454,638	-	259,908	451,077
		462,391	-	267,661	451,187
Creditors: Amounts Falling Due Within One Year	12	(6,312)	(270,413)	(81995)	(152,416)
NET CURRENT ASSETS (LIABILITIES)		456,079	(270,413)	185,666	298,771
TOTAL ASSETS LESS CURRENT LIABILITIES		456,079	(270,413)	185,666	298,771
NET ASSETS		456,079	(270,413)	185,666	298,771
FUNDS OF THE CHARITY					
Unrestricted Funds				185,666	298,771
TOTAL FUNDS	14			185,666	298,771

For the year ending 31 March 2025 the charitable company was entitled to exemption from audit under section 479a of the Companies Act 2006 relating to subsidiary companies.

The members have not required the charitable company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

On behalf of the board



Mrs Christina Skeen
Treasurer

29/08/2025

The notes on pages 11 to 16 form part of these financial statements.

Tilehouse Counselling
Notes to the Financial Statements
For The Year Ended 31 March 2025

1. General Information

Tilehouse Counselling is a company limited by guarantee, incorporated in, registered number 04266496 and registered charity number 1089632. The registered office is:

The Coach House, Rear Of 84 Tilehouse Street, Hitchin, Hertfordshire, SG5 2DY

2. Accounting Policies

2.1. Basis of Preparation of Financial Statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)", Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Companies Act 2006.

The charitable company is a Public Benefit Entity as defined by FRS 102.

2.2. Fund Accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Designated funds comprise unrestricted funds that have been set aside by the trustees for a specific purpose.

Restricted funds are to be used for specific purposes as laid down by the donor.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

2.3. Incoming Resources

Incoming resources are recognised when the charity has entitlement to the funds and the amount can be measured with sufficient reliability.

Unrestricted donations and grants are recognised when received.

Regular giving through standing orders and cash are recognised when banked.

Government grants are recognised when the charity has fulfilled any performance conditions.

Trust and foundation grants are recognised when the award is confirmed in writing and any conditions precedent have been met.

Investment income is recognised when receivable.

2.4. Donated Goods and Services

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

2.5. Cash and Cash Equivalents

Cash and cash equivalents are basic financial assets and include cash in hand and deposits held at call with banks, other short-term highly liquid investments that mature in no more than three months from the date of acquisition and are readily convertible to a known amount of cash with insignificant risk of change in value, and bank overdrafts.

Tilehouse Counselling
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

2.6. Taxation

The charity is exempt from tax as all its income is charitable and applied for charitable purposes.

2.7. Pensions

The charitable company operates a defined pension contribution scheme. Contributions are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

2.8. Government Grant

Government grants are recognised in the statement of financial activities in an appropriate manner that matches them with the expenditure towards which they are intended to contribute.

Grants for immediate financial support or to cover costs already incurred are recognised immediately in the statement of financial activities. Grants towards general activities of the entity over a specific period are recognised in the statement of financial activities over that period.

Grants towards fixed assets are recognised over the expected useful lives of the related assets and are treated as deferred income and released to the statement of financial activities over the useful life of the asset concerned.

All grants in the statement of financial activities are recognised when all conditions for receipt have been complied with.

3. Income from Donations and Legacies

The following grants are included within the total income from donations and legacies above:

4. Investment Income

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Bank interest receivable	2,731	886

5. Other Income

	2025	2024
	Unrestricted funds	Unrestricted funds
	£	£
Fundraising -Other Sources	9,357	14

Tilehouse Counselling
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

6. Analysis of Expenditure

			2025
	Activities undertaken directly	Support costs	Total
	£	(see note 7)	£
Raising funds	-	8,041	8,041
Counselling	954	371,774	372,728
Charity Management	-	32,083	32,083
	<u>954</u>	<u>411,898</u>	<u>412,852</u>
			2024
			Support costs
			(see note 7)
			£
Raising funds			21,117
Counselling			318,295
Charity Management			56,660
			<u>396,072</u>

7. Support Costs

				2025
	Raising funds	Counselling	Charity Management	Total
	£	£	£	£
Employee costs	8,041	267,866	30,481	306,388
Premises expenses	-	46,517	-	46,517
General administration	-	57,391	1,482	58,873
Governance costs	-	-	120	120
	<u>8,041</u>	<u>371,774</u>	<u>32,083</u>	<u>411,898</u>
				2024
	Raising funds	Counselling	Charity Management	Total
	£	£	£	£
Employee costs	21,116	238,091	46,368	305,575
Premises expenses	-	41,687	-	41,687
General administration	1	38,517	10,292	48,810
	<u>21,117</u>	<u>318,295</u>	<u>56,660</u>	<u>396,072</u>

Tilehouse Counselling
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

8. Independent Examiner's Remuneration

	2025	2024
	£	£
Independent examination of the financial statements	120	120
Other assurance services	-	-
Tax advisory services	-	-
Other financial services	-	-
	<u>120</u>	<u>120</u>

9. Staff Costs

Staff costs were as follows:

	2025	2024
	£	£
Wages and salaries	<u>303,442</u>	<u>289,766</u>

No employees received employee benefits (excluding employer pension costs) for the reporting period of more than £60,000.

10. Average Number of Employees

Average number of employees during the year was as follows:

	2025	2024
Fundraising	-	1
Charitable Activities	11	13
Administration	2	1
	<u>13</u>	<u>15</u>

11. Debtors

	2025	2024
	£	£
Due within one year		
Prepayments and accrued income	7,753	-
Other debtors	-	110
	<u>7,753</u>	<u>110</u>

Tilehouse Counselling
Notes to the Financial Statements (continued)
For The Year Ended 31 March 2025

12. Creditors: Amounts Falling Due Within One Year

	2025	2024
	£	£
Trade creditors	2,075	-
Other creditors	460	11,533
Accruals and deferred income	79,460	140,883
	<u>81,995</u>	<u>152,416</u>

13. Deferred Income

Deferred income movements in the year were as follows:

	2025	2024
	£	£
Balance at the start of the period	12,167	-
Income deferred in the current period	75,683	12,167
Amounts released in income from previous periods	(12,167)	-
Balance at the end of the period	<u>75,683</u>	<u>12,167</u>

14. Movement in Funds

	As at 1 April 2024	Income	Expenditure	Transfers	As at 31 March 2025
	£	£	£	£	£
Unrestricted funds					
General:					
General unrestricted fund	298,772	125,595	(43,971)	(194,730)	185,666
Restricted funds					
Restricted Funds	-	174,151	(368,881)	194,730	-
Total funds	<u>298,772</u>	<u>299,746</u>	<u>(412,852)</u>	<u>-</u>	<u>185,666</u>
	As at 1 April 2023	Income	Expenditure	Transfers	As at 31 March 2024
	£	£	£	£	£
Unrestricted funds					
General:					
General unrestricted fund	244,861	240,850	(77,776)	(109,164)	298,771
Restricted funds					
Restricted Funds	-	209,132	(318,296)	109,164	-
Total funds	<u>244,861</u>	<u>449,982</u>	<u>(396,072)</u>	<u>-</u>	<u>298,771</u>

15. Transactions with Trustees

None of the trustees received any remuneration or any other benefits from an employment with the charity or a related entity during the current or previous year.

No trustee expenses have been incurred.

16. Related Party Disclosures

There have been no related party transactions in the reporting period that require disclosure.

17. Company limited by guarantee

The company is limited by guarantee and has no share capital.

Every member of the company undertakes to contribute to the assets of the company, in the event of a winding up, such an amount as may be required not exceeding £1.