

Charity registration number: 1102628

Company registration number: 04894920 (England and Wales)

CARRS LANE COUNSELLING CENTRE LIMITED (CLCC)

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

Carrs Lane Counselling Centre Limited (CLCC)

Legal and Administrative Information

Trustees	J Horwood (Chair)	
	C Codner	
	D Cottingham	
	E Cummings	
	A Harris	
	A Leo	Appointed 20 February 2024
	J McDonald	Appointed 11 June 2024
	D Pujara	Resigned 30 June 2024
	P Todman	Appointed 11 June 2024
	C Rinaldi	Appointed 8 October 2024
Secretary	A Leo	
Charity Number	1102628	
Company number	04894920	
Registered office	Carrs Lane Conference Centre Carrs Lane Birmingham B4 7SX	
Independent examiner	LMH Accountants Limited T/A Trevor Jones & Co Old Bank Chambers 582-586 Kingsbury Road Erdington Birmingham B24 9ND	
Bankers	CAF Bank 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ	

Carrs Lane Counselling Centre Limited (CLCC)
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Carrs Lane Counselling Centre Limited (CLCC)
Trustees Report (Including Directors Report)
For the Year Ending 31 March 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of 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 2015).

Objectives and activities

The principal object of the charity is to bring about the relief of persons in need, hardship or distress caused by loss, relationship issues, abuse and mental health issues caused by social or economic circumstances. It continues to develop and maintain a voluntary and confidential counselling service.

Significant activities

The Counselling Centre continues to fulfil its charitable objectives through the provision of no/low cost one to one counselling to people over the age of 18 to help them bring about effective change in them-selves and their lives and/or to enhance their wellbeing.

The changes made to the provision of services that were introduced during the COVID-19 Pandemic have endured, with significant numbers of clients preferring to continue with telephone or online counselling rather than face to face. All three methods are now embedded in our operational activities.

Clients continue to be signposted to the Counselling Centre by GPs, Mental Health Trusts, Social Services and other local agencies. There are no restrictions on who may benefit from the Counselling Centre's services and counselling is never refused except where more specialist assistance is required, when clients are signposted to more appropriate agencies.

During an initial telephone assessment, clients are assessed for their suitability for face to face, online or telephone counselling. Each counsellor also conducts an assessment, after which they report to their clinical supervisor for supervision of their assessment and to gain approval for contracting to counsel with the client. Counsellors, depending on their ability as assessed by their clinical supervisor, may counsel up to six clients. Probationary counsellors may counsel only two clients at any given time. A counselling session, whether face to face or telephone, lasts 50 minutes. Initial contracts are for six sessions with a follow-up review, after which contracting for a further six sessions may be

Following the curtailment of some activities in the year 2022/23, the Counselling Centre was able to re-sume the expected programme of Continuing Professional Development and to plan for the recruitment of volunteer counsellors later in the calendar year.

In line with understood timescales for the redevelopment of the site at Carrs Lane, significant research was undertaken with a view of establishing relocation options and likely costs. As a step towards providing an alternative location, the Counselling Centre took up an option on a small space in the Quayside House redevelopment on Broad Street in the City Centre for a peppercorn rent. This has the potential to provide a foothold into further space if and when this becomes available.

As previewed in last year's report we have taken the step of improving the interaction that volunteer counsellors have with the Counselling Centre and Board of Trustees by the establishment of three Counsellor Representatives. Drawn from the ranks of our volunteer counsellors, these three highly experienced individuals have already demonstrated their impact on the thinking of the Board and are a valuable addition to our team.

The Trustees are confident that the 2023/2024 accounts represent a true and accurate account of the finances of the Counselling Centre during that year.

An AGM of trustees and volunteers was held on 9th November 2024 at which time the Board of Directors was re-elected and the Annual Report for 2023/2024 approved by show of hands.

The charity continued to be recognised by the relevant professional body, The British Association for Counselling and Psychotherapy (BACP), as a "BACP Accredited Counselling Service".

Considerable grants have been received from bodies with whom we have an on-going relationship.

The Counselling Centre has maintained its object of providing a professional counselling service to members of the general public.

Carrs Lane Counselling Centre Limited (CLCC)

Trustees Report (Including Directors Report)

For the Year Ending 31 March 2024

During the period April 2023 to March 2024, the Counselling Centre provided a service to 162 clients (previous year 175 clients). 1343 counselling hours were delivered with a mean average of 8 counselling sessions per client.

These numbers are similar to last year with slightly fewer clients and slightly more hours, however 20% of counselling sessions were lost due to client absence. This is significantly higher than the numbers reported by the NHS for missed appointments although substantially less than reported in some studies in the US. As a result of this high level, the Counselling Centre has introduced a system that enables text reminders to be sent to clients and this is having the effect of reducing the level of missed appointments.

Income from Trust Fund donors recovered substantially in 2023/24 and this is reflected in the accounts.

Personnel changes

Apart from the addition of three volunteer counsellor representatives, there were no significant personnel changes in 2023/24, however the Trustees are intent on further increasing the strength and breadth of business expertise on the board and continue to look for suitable recruitment opportunities.

The stability and capability of the current Trustees and Volunteers has been welcome and has contributed greatly to the recovery of the Charity following the turbulence of the previous three years.

The volunteer counsellors continued to be supported by a team of Volunteer Clinical Supervisors, who are themselves supported by an external Supervisory Consultant, the Counselling Centre Manager/Clinical Lead and the Board of

The Counselling Centre recognises the need to continue to establish and maintain links with local mental health services, specialist agencies (e.g. safeguarding, domestic violence etc.), other third-sector counselling services and the Community Police.

Public benefit

In reviewing their activities, the trustees have referred to the general guidance from the Charity Commission on public benefit.

Trends in counselling needs, provision of the correct level of service and current legislation are continuously monitored by all those involved to ensure that the Counselling Centre remains at the forefront of counselling provision in

Future developments

As previously reported, The Church At Carrs Lane who are the Landlords of the Counselling Centre have given notice of their intention to sell the site for redevelopment. It continues to be the case that the re-developed site will have a Community facing facility within it however the nature and scale of the space is still unclear and is the subject of ongoing discussions. The timescale for the redevelopment is not yet established but has been significantly pushed back and it is likely that an alternative site for the Counselling Centre will not be required until at least the first half of 2026.

The Church At Carrs Lane has withdrawn the majority of its activities at the Carrs Lane site and the Counselling Centre has taken on the majority of the services that had been provided by The Church.

In 2024 the Counselling Centre will take on full responsibility for the payroll services for its two paid staff as well as the responsibility for administration of the Pensions Scheme.

Attention will be directed towards ensuring that IT and Communications systems can be readily transferable to the new location once this is identified and agreed. We will need to be creative in our use of resources and will continue to build a strong network so that we can offer a vital service as we transition to the new environment.

A new client management system will be installed that will enhance the efficiency of managing client/counsellor interaction and we will develop further measures to improve client attendance rates.

The trustees are confident that we will be able to offer counselling through different platforms so that the people of Birmingham can benefit from our services.

Although the financial deficit incurred over the previous two years has been reduced, it is clear that alternative income streams are necessary. Trustees will initiate a major review of strategy in the coming year to identify and capitalise on additional activities.

Carrs Lane Counselling Centre Limited (CLCC)

Trustees Report (Including Directors Report)

For the Year Ending 31 March 2024

Financial review

Detailed analysis is contained in the notes to the Financial Statements. The incoming resources for the year were £68,809 (2023: £44,994). The charity's activities have resulted in a surplus of £6,058 (2023: deficit of £22,331). At the balance sheet date, the Centre had £26,016 (2023: £14,828) in unrestricted funds. The analysis of income and expenditure reflects the classification of activities together with costs relating to support of those activities.

Reserves policy General funds are required to assist with the development of the service and help cover related support costs.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Structure, governance and management

The charity is registered as a charitable company limited by guarantee and was set up by a Memorandum of Association on 10 September 2003.

Recruitment and appointment of new trustees

The management of the charity is the responsibility of the trustees who are elected and co-opted in accordance with the Memorandum and Articles of Association.

The trustees act in a voluntary capacity and any fees paid are made in accordance with the Memorandum and Articles of Association and disclosed in note 4 to the financial statements. Any private benefit is incidental to our work. During the year no fees were received by any director of the charity.

Organisational structure

The Counselling Centre has a specified individual who holds clinical responsibility for the service. There is a clearly defined and effective management structure which includes:

- i) Counselling Centre Manager and Clinical Lead who is a qualified and experienced counsellor, has knowledge and experience of the counselling field and has overall responsibility for the operational and clinical management of the service.
- ii) An Administrative Assistant (part-time)
- iii) The voluntary Board of Trustees
- iv) A Supervisory Consultant (contractor)
- v) Voluntary Supervisors
- vi) Voluntary Counsellors

The Trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

J Horwood (Chair)	A Leo	Appointed 20 February 2024
C Codner	J McDonald	Appointed 11 June 2024
D Cottingham	D Pujara	Resigned 30 June 2024
E Cummings	P Todman	Appointed 11 June 2024
A Harris	C Rinaldi	Appointed 8 October 2024

Related parties

The Counselling Centre has a close relationship with The Church at Carrs Lane (formerly Carrs Lane Church Centre) even though it is registered as a separate charity. The Church continues to be supportive in our mission. Two trustees are appointed by the Church at Carrs Lane.

Carrs Lane Counselling Centre Limited (CLCC)
Trustees Report (Including Directors Report)
For the Year Ending 31 March 2024

Risk management

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the charity and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

Some of the key elements identified are:

Risk assessment and dealing with critical incidents continues to form part of the Induction and Training programme for employed and voluntary staff;

There are procedures to help all staff identify and deal with clients at risk to themselves or others;

The service is covered by professional indemnity and public liability insurance; and

BACP recommendations for registration of counsellors are monitored.

The Trustees' report was approved by the Board of Trustees

J Horwood
Trustee



P Todman
Trustee

9 November 2024

Independent examiners report to the trustees of Carrs Lane Counselling Centre Limited (CLCC)

I report to the Trustees on my examination of the financial statements of Carrs Lane Counselling Centre Limited (CLCC) (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

As the Trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 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 that in any material respect:

1. Accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. The financial statements do not accord with those records; or
3. The financial statements 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 financial statements 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 financial statements to be reached.

LMH Accountants Ltd

LMH Accountants Limited T/A Trevor Jones & Co
Old Bank Chambers
582-586 Kingsbury Road
Edlington
Birmingham
B24 9ND

Dated: *20/12/2024*

Carrs Lane Counselling Centre Limited (CLCC)
Statement of Financial Activities
For the Year Ending 31 March 2024

	Notes	2024			2023		
		Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Income from:							
Donations and legacies	3	11,184	-	11,184	14,334	-	14,334
Charitable activities	4	40,825	16,800	57,625	18,660	12,000	30,660
		52,009	16,800	68,809	32,994	12,000	44,994
Expenditure on:							
Charitable activities	5	(40,821)	(21,930)	(62,751)	(55,236)	(12,089)	(67,325)
Net movement in funds		11,188	(5,130)	6,058	(22,242)	(89)	(22,331)
Fund balances at 1 April 2023		14,828	5,130	19,958	37,070	5,219	42,289
Fund balances at 31 March 2024		26,016	-	26,016	14,828	5,130	19,958

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

Carrs Lane Counselling Centre Limited (CLCC)
Balance Sheet
As at 31 March 2024

	Notes	2024		2023	
		£	£	£	£
Fixed Assets					
Tangible assets	9		<u>22</u>		<u>76</u>
Current Assets					
Debtors	10	11,595		1,965	
Cash at bank and in hand		<u>32,534</u>		<u>39,610</u>	
			44,129		41,575
Creditors: Amounts falling due within one year	11		<u>(18,135)</u>		<u>(21,693)</u>
Net current assets			<u>25,994</u>		<u>19,882</u>
Total assets less current liabilities			<u>26,016</u>		<u>19,958</u>
Income funds					
Restricted funds			-		5,130
Unrestricted funds			<u>26,016</u>		<u>14,828</u>
			<u>26,016</u>		<u>19,958</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 9 November 2024

J Horwood
Trustee



P Todman
Trustee



Company registration number 04894920

Carrs Lane Counselling Centre Limited (CLCC)
Trustees Report (Including Directors Report)
For the Year Ending 31 March 2024

1. Accounting policies

Charity information

Carrs Lane Counselling Centre Limited (CLCC) is a private company limited by guarantee incorporated in England and Wales. The registered office is Carrs Lane Conference Centre, Carrs Lane, Birmingham, B4 7SX.

Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

Going Concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

Expenditure

Expenditure is recognised on an accruals basis in line with when the goods or services were received. Any uninvoiced amounts at the year end shown within Accruals and Deferred Income.

Expenditure in the Statement of Financial Activities is categorised as disclosed in Note 5.

Tangible Assets

Tangible Assets are recognised at historical cost.

Depreciation is charged by equal instalments over the expected life of the asset, commencing at date of acquisition.

Carrs Lane Counselling Centre Limited (CLCC)
Trustees Report (Including Directors Report)
For the Year Ending 31 March 2024

1. Accounting policies

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2. Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

Carrs Lane Counselling Centre Limited (CLCC)
Notes to the Financial Statements
For the Year Ending 31 March 2024

3. Donations and legacies

	2024	2023
	£	£
Donations and gifts	11,184	15,017
Gift aid	-	(827)
Donated goods and services	-	144
	11,184	14,334

All income from gifts and legacies relate to unrestricted funds

4. Income from charitable activities

	2024	2023
	£	£
Grants	57,625	12,000
Other grants	-	18,000
Membership fees	-	360
Training income	-	300
	57,625	30,660

Analysis by fund

Unrestricted funds	40,825	18,660
Restricted funds	16,800	12,000
	57,625	30,660

5. Expenditure on charitable activities

	2024	2023
	£	£
Staff costs	44,478	35,461
Depreciation and impairment	54	89
Advertising	-	418
Training costs	6,813	9,333
Room hire and licence fees	3,874	13,866
Subscriptions	725	323
Insurance	694	739
Printing, postage and stationery	1,480	1,155
Sundries	-	13
Bank charges	60	72
Computer costs	2,821	2,946
Caretaker	-	710
Accountancy fees	577	615
Independent examination fee	800	1,545
Legal and professional	375	40
	62,751	67,325

Analysis by fund

Unrestricted funds	40,821	55,236
Restricted funds	21,930	12,089
	62,751	67,325

Carrs Lane Counselling Centre Limited (CLCC)
Notes to the Financial Statements
For the Year Ending 31 March 2024

6. Trustees

None of the Trustees or any persons connected with them) received any remuneration or benefits from the charity during the year (2023: £Nil)

7. Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
	2	2
	2024	2023
	£	£
Employment costs:		
Wages and salaries	38,909	32,801
Social security costs	4,400	2,112
Other pension costs	1,169	548
	44,478	35,461

There were no employees whose annual remuneration was more than £60,000.

8. Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

9. Tangible Fixed Assets

	Fixtures and Fittings
	£
Cost	
At 1 April 2023 and 31 March 2024	11,442
Depreciation	
At 1 April 2023	11,366
Depreciation charged in the year	54
At 31 March 2024	11,420
Carrying amount	
At 31 March 2024	22
At 31 March 2023	76

Carrs Lane Counselling Centre Limited (CLCC)
Notes to the Financial Statements
For the Year Ending 31 March 2024

10. Debtors

	2024	2023
	£	£
Other debtors	11,332	173
Prepayments and accrued income	263	1,792
	11,595	1,965

11. Creditors: Amounts falling due within 1 year

	2024	2023
	£	£
Accruals and deferred income	18,135	21,693
	18,135	21,693

12. Analysis of net assets between funds

	2024			2023		
	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	£	£	£	£	£	£
Fund balances at 31 March are represented by:						
Tangible assets	22	-	22	76	-	76
Net current assets	25,994	-	25,994	14,752	5,130	19,882
	26,016	-	26,016	14,828	5,130	19,958

13. Related party transactions

There were no disclosable related party transactions during the year (2023: None).