

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 2025**

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COMPANIES HOUSE

## **Carrs Lane Counselling Centre Limited (CLCC)**

### **Legal and Administrative Information**

<b>Trustees</b>	J Horwood (Chair)	
	C Codner	
	D Cottingham	
	E Cummings	
	A Harris	
	A Leo	Resigned 4 February 2025
	J McDonald	Appointed 11 June 2024
	D Pujara	Resigned 30 June 2024
	P Todman	Appointed 11 June 2024
	C Rinaldi	Appointed 8 October 2024
	M Stokes	Appointed 4 February 2025
<b>Secretary</b>	C Rinaldi	Appointed 4 February 2025
	A Leo	Resigned 4 February 2025
<b>Charity Number</b>	1102628	
<b>Company number</b>	04894920	
<b>Registered office</b>	Carrs Lane Conference Centre Carrs Lane Birmingham B4 7SX	
<b>Independent examiner</b>	LMH Accountants Limited T/A Trevor Jones & Co Old Bank Chambers 582-586 Kingsbury Road Erdington Birmingham B24 9ND	
<b>Bankers</b>	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 2025**

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 2025. 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.

Clients are able to choose to have their counselling sessions face to face, by telephone or by video link. 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

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 possible. In exceptional circumstances additional sessions may be made available.

Recruitment and Continuing Professional Development of counsellors is a core activity and the Counselling Centre has a regular programme established with a number of educational establishments in the Birmingham area as part of the contact hours requirement for their courses.

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.

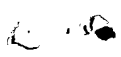
The timeline of redevelopment programme of the Carrs Lane site incurred significant slippage during the year and is not an immediate threat to the operation of the Counselling Centre. Work carried out last year has established a baseline of opportunities and cost involved but no decisions to move were required. The Counselling Centre has maintained its option on a small space in the Quayside House redevelopment on Broad Street in the City Centre for a peppercorn rent as a low-cost backstop.

The Trustees are confident that the 2024/2025 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 29th November 2025 at which time the Board of Directors was re-elected and the Annual Report for 2024/2025 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.



## **Carrs Lane Counselling Centre Limited (CLCC)**

### **Trustees Report (Including Directors Report)**

### **For the Year Ending 31 March 2025**

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

During the period April 2024 to March 2025, the Counselling Centre provided a service to 134 clients (previous year 162 clients). 1,387 counselling hours were delivered with a mean average of 6.8 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.

#### **Personnel changes**

Apart from the addition of three volunteer counsellor representatives, there were no significant personnel changes in 2024/25, 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 noted earlier, 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 redeveloped 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 2027.

We reported last year that The Church At Carrs Lane had withdrawn the majority of its activities at the Carrs Lane site and the Counselling Centre had taken on the majority of the services that had been provided by The Church. In 2024 the Counselling Centre also took on full responsibility for the payroll services for its two paid staff as well as the responsibility for administration of the Pensions Scheme.

IT and Communications systems were upgraded with a new provider during the year without disruption and are readily transferrable to a new location if required. Our IT resilience is much improved as a result.

A new client management system has been installed that has enhanced the efficiency of managing client/counsellor interaction and we continue to 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.

In order to improve visibility of our services, the Counselling Centre has expanded its presence in Social Media with regular postings on LinkedIn and Instagram.

The task of enhancing the business capabilities of the Board is critical to continued performance. In line with this objective a further four directors were recruited this year. All have strong business backgrounds and skills and have added much to the Counselling Centre.

# **Carrs Lane Counselling Centre Limited (CLCC)**

## **Trustees Report (Including Directors Report)**

### **For the Year Ending 31 March 2025**

#### **Financial review**

Detailed analysis is contained in the notes to the Financial Statements. The incoming resources for the year were £64,654 (2024: £68,809). The charity's activities have resulted in a deficit of £13,923 (2024: surplus of £6,058). At the balance sheet date, the Centre had £12,093 (2024: £26,016) in unrestricted funds. The analysis of income and expenditure reflects the classification of activities together with costs relating to support of those activities. This represents a significant improvement in the financial position of The Charity.

#### **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	Resigned 4 February 2025
C Codner	J McDonald	
D Cottingham	M Stokes	Appointed 4 February 2025
E Cummings	C Rinaldi	
A Harris	P Todman	
C Hickey	Appointed 27 February 2025, Resigned 22 April 2025	

#### **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 2025**

**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

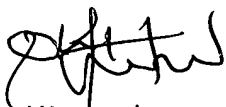
BACP recommendations for registration of counsellors are monitored.

**Reserves policy**

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 three month's expenditure. The Trustees then 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. Free reserves at 31 March 2025 £12,093 (2024: £26,016), against a spending of £72,577 (2024: £40,821) which meets the requirements, free reserves have been calculated as unrestricted funds. The Trustees will remain mindful of this target in making financial decisions and allocating resources during the current year.

The charity continues to try to source appropriate levels of activities for its purpose and will restore its reserves to its stated policy as soon as it is practicable to do so.

The Trustees' report was approved by the Board of Trustees



J Horwood  
Trustee



P Todman  
Trustee

**29 November 2025**

## **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 2025.

### **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  
Erdington  
Birmingham  
B24 9ND

Dated: 19/12/2025



**Carrs Lane Counselling Centre Limited (CLCC)**  
**Statement of Financial Activities**  
**For the Year Ending 31 March 2025**

	Notes	2025			2024		
		Unrestricted	Restricted	Total	Unrestricted	Restricted	Total
		funds	funds		funds	funds	
		£	£	£	£	£	£
<b>Income from:</b>							
Donations and legacies	3	16,104	-	16,104	11,184	-	11,184
Charitable activities	4	42,500	6,000	48,500	40,825	16,800	57,625
Bank interest		50	-	50	-	-	-
		<b>58,654</b>	<b>6,000</b>	<b>64,654</b>	<b>52,009</b>	<b>16,800</b>	<b>68,809</b>
<b>Expenditure on:</b>							
Charitable activities	5	(72,577)	(5,000)	(77,577)	(40,821)	(21,930)	(62,751)
<b>Net movement in funds</b>		<b>(13,923)</b>	<b>1,000</b>	<b>(12,923)</b>	<b>11,188</b>	<b>(5,130)</b>	<b>6,058</b>
Fund balances at 1 April 2024		26,016	-	26,016	14,828	5,130	19,958
<b>Fund balances at 31 March 2025</b>		<b>12,093</b>	<b>1,000</b>	<b>13,093</b>	<b>26,016</b>	<b>-</b>	<b>26,016</b>

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 2025**

		2025		2024	
	Notes	£	£	£	£
<b>Fixed Assets</b>					
Tangible assets	9		-		22
<b>Current Assets</b>					
Debtors	10	1,356		11,595	
Cash at bank and in hand		27,787		32,534	
			29,143		44,129
Creditors: Amounts falling due within one year	11		(16,050)		(18,135)
<b>Net current assets</b>			<b>13,093</b>		<b>25,994</b>
<b>Total assets less current liabilities</b>			<b>13,093</b>		<b>26,016</b>
<b>Income funds</b>					
Restricted funds			1,000		-
Unrestricted funds			12,093		26,016
			<b>13,093</b>		<b>26,016</b>

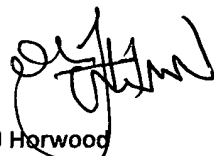
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2025.


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 29th November 2025

  
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 2025**

**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 2025**

**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 2025**

**3. Donations and legacies**

	2025	2024
	£	£
Donations and gifts	16,104	11,184
	<b>16,104</b>	<b>11,184</b>

All income from gifts and legacies relate to unrestricted funds

**4. Income from charitable activities**

	2025	2024
	£	£
Grants	48,500	57,625
	<b>48,500</b>	<b>57,625</b>

**Analysis by fund**

Unrestricted funds	42,500	40,825
Restricted funds	6,000	16,800
	<b>48,500</b>	<b>57,625</b>

**5. Expenditure on charitable activities**

	2025	2024
	£	£
Staff costs	52,380	44,478
Depreciation and impairment	22	54
Training and supervision	7,670	6,813
Accommodation costs	10,500	3,874
Subscriptions	-	725
Insurance	606	694
Office supplies	2,125	1,480
Bank charges	60	60
Computer costs	2,408	2,821
Accountancy fees	1,006	577
Independent examination fee	800	800
Legal and professional	-	375
	<b>77,577</b>	<b>62,751</b>

**Analysis by fund**

Unrestricted funds	72,577	40,821
Restricted funds	5,000	21,930
	<b>77,577</b>	<b>62,751</b>

**Carrs Lane Counselling Centre Limited (CLCC)**  
**Notes to the Financial Statements**  
**For the Year Ending 31 March 2025**

**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:

	2025 Number	2024 Number
	2	2
	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Employment costs:		
Wages and salaries	51,218	38,909
Social security costs	-	4,400
Other pension costs	1,162	1,169
	<b>52,380</b>	<b>44,478</b>

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 2024 and 31 March 2025

**11,442**

**Depreciation**

At 1 April 2024

11,420

Depreciation charged in the year

22

At 31 March 2025

**11,442**

**Carrying amount**

At 31 March 2025

-

At 31 March 2024

**22**

**Carrs Lane Counselling Centre Limited (CLCC)**  
**Notes to the Financial Statements**  
**For the Year Ending 31 March 2025**

**10. Debtors**

	2025 £	2024 £
Other debtors	1,277	11,332
Prepayments and accrued income	79	263
	<b>1,356</b>	<b>11,595</b>

**11. Creditors: Amounts falling due within 1 year**

	2025 £	2024 £
Accruals and deferred income	16,050	18,135
	<b>16,050</b>	<b>18,135</b>

**12. Analysis of net assets between funds**

	2025			2024		
	Unrestricted funds £	Restricted funds £	Total £	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March are represented by:						
Tangible assets	-	-	-	22	-	22
Net current assets	12,093	1,000	13,093	25,994	-	25,994
	<b>12,093</b>	<b>1,000</b>	<b>13,093</b>	<b>26,016</b>	<b>-</b>	<b>26,016</b>

**13. Related party transactions**

There were no disclosable related party transactions during the year (2024: None).