

# Accessible Counselling and Therapy Limited

England & Wales · Charity number 1103861

## Details

---

**Other names** Accessible Counselling Therapy Limited, BROMLEY COMMUNITY COUNSELLING SERVICE, BCCS

**Status** Registered

**Legal form** Charitable company

**Company number** [04942090](#)

**Registered** 2004-05-21

**Register** [View on the Charity Commission register](#)

## Contact

---

**Address** 121a Masons Hill  
Bromley  
BR2 9HT

**Phone** 02084607711

**Email** [finance@bccs.uk.com](mailto:finance@bccs.uk.com)

**Website** [www.actmentalhealth.org.uk](http://www.actmentalhealth.org.uk)

## Activities

---

**Objects:** A. TO RELIEVE THE MENTAL AND PHYSICAL SICKNESS OF PERSONS IN DISTRESS WHO ARE RESIDENT IN LONDON BOROUGH OF BROMLEY AND SURROUNDING AREAS, BY THE PROVISION OF PSYCHOLOGICAL THERAPY AND SUPPORT. B. TO PROMOTE SOCIAL INCLUSION FOR THE PUBLIC BENEFIT BY PREVENTING PEOPLE FROM BECOMING SOCIALLY EXCLUDED, RELIEVING THE NEEDS OF THOSE PEOPLE WHO ARE SOCIALLY EXCLUDED AND ASSISTING THEM TO INTEGRATE INTO SOCIETY. C. TO ADVANCE THE EDUCATION OF THE PUBLIC IN THE SUBJECT OF COUNSELLING AND PSYCHOTHERAPY. D. THE RELIEF OF FINANCIAL AND ECONOMIC HARDSHIP BY THE PROVISION OF FREE ADVICE AND ASSISTANCE TO PERSONS WHO, THROUGH LACK OF MEANS, WOULD OTHERWISE BE UNABLE TO OBTAIN SUCH EXPERT ADVICE

**Activities:** ACT provides a counselling service for the residents of the London Borough of Bromley that is affordable and accessible. It provides professional development opportunities for staff and volunteer counsellors working in the borough.

## Classification

---

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

## Geography

---

- **Area of benefit:** RESIDENTS OF THE LONDON BOROUGH OF BROMLEY
- Bromley
- City Of London
- Kent

## Finances

---

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£184,841	£180,357	-	-
2024-03-31	£151,428	£173,371	-	-
2023-03-31	£148,587	£173,490	-	-
2022-03-31	£173,469	£152,525	-	-
2021-03-31	£192,557	£161,539	-	-

## Trustees

---

Name	Role	Appointed
Venetia Cooper	Chair	2020-11-24
Charlotte Prior		2022-10-18
Chris Barrett		2016-02-11
David John Maskall		2025-02-12
Samantha Merry		2021-04-06

**Accessible Counselling and Therapy Limited**

England & Wales - Charity number 1103861

---

# Accounts

---

**REGISTERED COMPANY NUMBER: 04942090 (England and Wales)**

**REGISTERED CHARITY NUMBER: 1103861**

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**UNAUDITED FINANCIAL STATEMENTS**

**FOR THE YEAR ENDED 31 MARCH 2025**

Berringers LLP  
Chartered Accountants  
Lygon House  
50 London Road  
Bromley  
Kent  
BR1 3RA

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**CONTENTS OF THE FINANCIAL STATEMENTS  
for the year ended 31 March 2025**

	<b>Page</b>
<b>Report of the trustees</b>	1 to 5
<b>Independent examiner's report</b>	6
<b>Statement of financial activities</b>	7
<b>Balance sheet</b>	8 to 9
<b>Notes to the financial statements</b>	10 to 14
<b>Detailed statement of financial activities</b>	15

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**REPORT OF THE TRUSTEES  
for the year ended 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 2019).

Accessible Counselling & Therapy (ACT) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London South and Kent areas. The counselling service, which is a British Association for Counselling & Psychotherapy (BACP) Accredited Service, is provided for people who may be struggling with personal, emotional, or mental health difficulties. The staff at ACT assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed. There are many benefits of supporting individuals through periods of extreme stress and mental illness: families can be kept together, employment maintained or re-started, harmful behaviours avoided, and poor mental health addressed. For those who need it, long term counselling can be life-changing or even lifesaving.

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**REPORT OF THE TRUSTEES  
for the year ended 31 March 2025**

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

The charitable objects of ACT are as follows:

- The relief of psychological distress among the residents of the London South and Kent by the provision of counselling.
- The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- The advancement of the education of the public in the subjects of counselling and psychotherapy.
- The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice

**The Counselling Service**

ACT has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs. Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, NHS IAPT service, other local organisations, or by personal recommendation.

**Goals**

After completing a 2-year transformation plan, in January 2025, the service began a phase of expansion, which includes promotion of services, networking, and seeking unrestricted funding to support all communities with accessing therapy. The main plan is included in our marketing strategy. Marketing Objectives are:

**Volunteer Counsellor Placements**

1. Target CBT therapists to fill up the rooms in-house and recruit more online therapists. Aim to hire 3 CBT and 3 online therapists by June 2025, with the plan to start by October 2025. (DBS check & references taken into consideration).

**Customer Base Objectives**

2. Increase ACT's online counselling clientele from 27 to 36 by January 2025 (figures include data from the online service only)
3. Expand ACT's presence beyond just the borough of Bromley and tapping into the boroughs of Southwark, Lewisham & Greenwich by December 2025.

**Marketing Plan - Targeting Clients**

**1) Search Engine Optimisation**

**Blogs**

Produce blogs and articles on the website that further explain the services that ACT provides - history, method, case studies. The goal is to improve ACT's organic search ranking on Bing and Google. We will be able to increase website traffic from 50% by appearing in the top of the search results for inquiring prospects.

Objective: We will aim to produce a blog every 2 months and use tracking pixels to identify the source of the traffic.

**2) Social media**

Focused on the 3 current platforms: LinkedIn, Facebook and Instagram.

Videos and Real People Transition from images and vectors to posting videos of ACT's therapists. (NOT Sessions).  
Explainer videos that give the viewers a chance to better understand:

- 
- Why they are experiencing certain feelings
- What each service is best suited to aid

Videos will vary from explanation/educational videos to practical - even follow along videos. Sharing methods that can be incorporated without the need of supervision or a professional.

With the benefit of positioning ACT as an authority figure in the field.

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**REPORT OF THE TRUSTEES  
for the year ended 31 March 2025**

Objective: We aim to put out 1 video every 2 months to begin. With the goal of growing ACTfs engagement rate on each platform between 3-6% by the end of 2025.

**3) Website - User Experience**

Introducing a Chatbot & live chat feature onto the site will further improve users experience.

The chat bot will enable FAQs to be answered, using auto-suggested questions and auto responses based on keywords/phrases.

**Live Chat feature**

If a query needs a human touch users can opt for eNeed Human assistancef and be entered into a live chat portal where one of the admins will be notified by email and be able to join the chat.

**Out of Office hours**

Live chat features can be scheduled for working hours only. OOO hours - a message will pop up via the chatbot informing them of best contact details and opening hours.

Fast responses. Ideal for those on the fence and those that prefer text messaging over talking. Thus, reduce website drop-off rate. Increase sign ups.

We will be able to track the effectiveness by using the in-app statics showing us how many people engaged with the chatbot.

Objective: We aim to see a 50% increase in bookings for initial consultations by end of 2025.

**Marketing Plan - Targeting Counsellors**

**Facebook Groups**

Join Facebook groups for counsellors and volunteers. Engage and promote placement offers.

Objective: Join 2 Facebook groups with a minimum of 50 active participants in October 2025

**Public benefit**

The Trustees of Accessible Counselling and Therapy Limited confirm that they consider the charity's aims and objectives to deliver clear public benefit. This is in accordance with the requirements set out in the Charities Act 2022, ensuring that the organisation operates for the public good and in line with its charitable purposes.

**FINANCIAL REVIEW**

**Financial position**

Total incoming resources for the year amounted to £184,841 (2024: £151,428). Expenditure for the year increased from the previous year, with a total figure of £180,357 (2024: £173,371).

The result was a net surplus for the year of £4,484, compared to a net deficit in the previous year of £21,943 and funds carried forward of £85,914 (2024: £81,430).

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**REPORT OF THE TRUSTEES  
for the year ended 31 March 2025**

**FINANCIAL REVIEW**

**Reserves policy**

**Overview of ACT Reserves Policy 2024**

Accessible Counselling and Therapy Limited (ACT) has established a reserves policy to ensure financial resilience and responsible management of resources. The policy reflects the Trustees' legal duties to act in the charity's best interests, safeguard assets, and maintain accountability.

**Purpose of Reserves**

Reserves are unrestricted funds available for any charitable purpose, excluding:

- Tangible fixed assets (e.g., buildings)
- Programme-related investments
- Designated funds for future essential spending
- Unprovided commitments

**Why Reserves Are Needed**

Reserves are maintained to:

- Cover costs in case of unplanned closure
- Mitigate financial shocks
- Ensure continuity for beneficiaries, staff, and volunteers

**Early Warning Indicator**

Closure risk is flagged if income drops to 30% of the average (£4k/month) for six consecutive months, based on a 2023 average income of £12k/month.

**Reserve Levels**

- Minimum Reserve: £7.5k (six months' rent) + 20% contingency
- Target Reserve: £50.5k (includes costs for shocks and closure)
- Maximum Reserve: £53.5k (target + 10% of annual relevant costs)

**Use of Reserves**

Reserves may be drawn down only for:

- Charity closure
- Exceptional, unbudgeted payments aligned with ACT's objectives

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

**Recruitment and appointment of new trustees**

Trustees are recruited via a standard recruitment. Firstly, we advertise for the role on charities websites or BACP, then we select and shortlist applicants, followed by an interview with the Clinical Director and the Chair of Trustees. If offered the position, newly appointed trustees undertake a rigorous vetting procedure which requires DBS clearance, two references and adherence to our policies and procedures.

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Company number**

04942090 (England and Wales)

**Registered Charity number**

1103861

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**REPORT OF THE TRUSTEES  
for the year ended 31 March 2025**

**Registered office**

121 Masons Hill  
Bromley  
Kent  
BR2 9HT

**Trustees**

C Barrett Trustee  
Ms V Cooper Banker  
Ms S J Merry Counsellor  
Ms C Prior Banking Executive

**Company Secretary**

**Independent Examiner**

Ricky Hutson BSc FCCA ACA  
Berringers LLP  
Chartered Accountants  
Lygon House  
50 London Road  
Bromley  
Kent  
BR1 3RA

Approved by order of the board of trustees on ..... 16 December 2025 ..... and signed on its behalf by:

Signed by:

*Charlotte Prior*

.....E442CACE5CEF4BD.....

Trustee • C • Prior

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**Independent examiner's report to the trustees of Accessible Counselling And Therapy Limited ('the Company')**

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's 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**

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.



Ricky Hutson BSc FCCA ACA  
The Institute of Chartered Accountants in England and Wales

Berringers LLP  
Chartered Accountants  
Lygon House  
50 London Road  
Bromley  
Kent  
BR1 3RA

Date: 16 December 2025

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**STATEMENT OF FINANCIAL ACTIVITIES  
for the year ended 31 March 2025**

	Notes	2025 Unrestricted fund £	2024 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies		-	559
<b>Charitable activities</b>			
Counselling		183,691	149,635
Investment income	2	1,150	1,234
<b>Total</b>		<u>184,841</u>	<u>151,428</u>
 <b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Counselling		<u>180,357</u>	<u>173,371</u>
<b>NET INCOME/(EXPENDITURE)</b>		4,484	(21,943)
 <b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward		81,430	103,373
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>85,914</u></u>	<u><u>81,430</u></u>

The notes form part of these financial statements

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**BALANCE SHEET  
31 March 2025**

	Notes	2025 Unrestricted fund £	2024 Total funds £
<b>FIXED ASSETS</b>			
Intangible assets	7	2,182	2,618
Tangible assets	8	8,064	-
		<u>10,246</u>	<u>2,618</u>
<b>CURRENT ASSETS</b>			
Debtors	9	11,682	10,182
Cash at bank and in hand		76,541	70,690
		<u>88,223</u>	<u>80,872</u>
<b>CREDITORS</b>			
Amounts falling due within one year	10	(12,555)	(2,060)
		<u>75,668</u>	<u>78,812</u>
<b>NET CURRENT ASSETS</b>			
		<u>85,914</u>	<u>81,430</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			
		<u>85,914</u>	<u>81,430</u>
<b>NET ASSETS</b>			
		<u>85,914</u>	<u>81,430</u>
<b>FUNDS</b>			
Unrestricted funds	11	85,914	81,430
		<u>85,914</u>	<u>81,430</u>
<b>TOTAL FUNDS</b>			
		<u>85,914</u>	<u>81,430</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.


The notes form part of these financial statements

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**BALANCE SHEET - continued  
31 March 2025**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 16 December 2025 and were signed on its behalf by:

Signed by:  
  
.....6443CACE5CE94BD.....

Trustee - C. Prior

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS  
for the year ended 31 March 2025**

**1. ACCOUNTING POLICIES**

**Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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 financial statements have been prepared under the historical cost convention.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Computer software**

Computer software

**Depreciated over 8 years straight line**

**Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 20% on reducing balance

**Taxation**

The charity is exempt from corporation tax on its charitable activities.

**Fund accounting**

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
for the year ended 31 March 2025**

**2. INVESTMENT INCOME**

	2025 Unrestricted funds £	2024 Total funds £
Deposit account interest	<u>1,150</u>	<u>1,234</u>

**3. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2025 £	2024 £
Depreciation - owned assets	576	-
Computer software amortisation	<u>436</u>	<u>436</u>

**4. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

**5. STAFF COSTS**

	2025 £	2024 £
Wages and Salaries	96,614	81,917
Employers NI	909	312
Pension Contributions	<u>2,840</u>	<u>3,390</u>
	<u>100,363</u>	<u>85,619</u>

The average monthly number of employees during the year was as follows:

	2025	2024
Employees (part and full time)	<u>6</u>	<u>4</u>

The remuneration of the key management personnel, including employers NI and pension contributions was £38,105 (2024: £35,365).

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
for the year ended 31 March 2025**

<b>6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES</b>	Unrestricted fund £
<b>INCOME AND ENDOWMENTS FROM</b>	
Donations and legacies	559
<b>Charitable activities</b>	
Counselling	149,635
Investment income	1,234
<b>Total</b>	<u>151,428</u>
 <b>EXPENDITURE ON</b>	
<b>Charitable activities</b>	
Counselling	<u>173,371</u>
 <b>NET INCOME/(EXPENDITURE)</b>	 (21,943)
 <b>RECONCILIATION OF FUNDS</b>	
Total funds brought forward	103,373
 <b>TOTAL FUNDS CARRIED FORWARD</b>	 <u><u>81,430</u></u>
 <b>7. INTANGIBLE FIXED ASSETS</b>	Computer software £
<b>COST</b>	
At 1 April 2024 and 31 March 2025	<u>3,490</u>
<b>AMORTISATION</b>	
At 1 April 2024	872
Charge for year	<u>436</u>
At 31 March 2025	<u>1,308</u>
<b>NET BOOK VALUE</b>	
At 31 March 2025	<u><u>2,182</u></u>
At 31 March 2024	<u><u>2,618</u></u>

ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED

NOTES TO THE FINANCIAL STATEMENTS - continued  
for the year ended 31 March 2025

<b>8. TANGIBLE FIXED ASSETS</b>			Computer equipment £
			<u>8,640</u>
<b>COST</b>			
Additions			<u>8,640</u>
<b>DEPRECIATION</b>			
Charge for year			<u>576</u>
<b>NET BOOK VALUE</b>			
At 31 March 2025			<u><u>8,064</u></u>
At 31 March 2024			<u><u>-</u></u>
<b>9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
	2025	2024	
	£	£	
Trade debtors	15,906	11,706	
Bad debt provision	(4,224)	(4,224)	
Other debtors	-	2,700	
	<u>11,682</u>	<u>10,182</u>	
<b>10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			
	2025	2024	
	£	£	
Trade creditors	306	260	
Social security and other taxes	1,475	-	
Other creditors	1,544	-	
Accruals and deferred income	7,790	-	
Accrued expenses	1,440	1,800	
	<u>12,555</u>	<u>2,060</u>	
<b>11. MOVEMENT IN FUNDS</b>			
	At 1.4.24	Net movement in funds	At 31.3.25
	£	£	£
<b>Unrestricted funds</b>			
General fund	81,430	4,484	85,914
	<u>81,430</u>	<u>4,484</u>	<u>85,914</u>
<b>TOTAL FUNDS</b>	<u><u>81,430</u></u>	<u><u>4,484</u></u>	<u><u>85,914</u></u>

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
for the year ended 31 March 2025**

**11. MOVEMENT IN FUNDS - continued**

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	184,841	(180,357)	4,484
	<u>184,841</u>	<u>(180,357)</u>	<u>4,484</u>
<b>TOTAL FUNDS</b>	<u>184,841</u>	<u>(180,357)</u>	<u>4,484</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
<b>Unrestricted funds</b>			
General fund	103,373	(21,943)	81,430
	<u>103,373</u>	<u>(21,943)</u>	<u>81,430</u>
<b>TOTAL FUNDS</b>	<u>103,373</u>	<u>(21,943)</u>	<u>81,430</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	151,428	(173,371)	(21,943)
	<u>151,428</u>	<u>(173,371)</u>	<u>(21,943)</u>
<b>TOTAL FUNDS</b>	<u>151,428</u>	<u>(173,371)</u>	<u>(21,943)</u>

**12. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2025.

**ACCESSIBLE COUNSELLING AND THERAPY  
LIMITED**

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES  
for the year ended 31 March 2025**

	2025 £	2024 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	-	559
<b>Investment income</b>		
Deposit account interest	1,150	1,234
<b>Charitable activities</b>		
Services and fees	171,481	149,635
Grants	12,210	-
	183,691	149,635
<b>Total incoming resources</b>	184,841	151,428
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Wages	100,362	85,620
Other professional services	6,852	10,345
Rent & premises costs	14,544	14,544
Insurances	1,698	1,719
Staff training	968	253
Repairs & maintenance	11,432	15,321
Utilities	5,635	5,293
Office costs	4,178	5,000
Computer costs	2,130	3,176
Cleaning	2,638	2,181
Bank charges	60	60
Dues & subscriptions	4,396	4,164
Supervision costs	20,132	20,019
Deaf service	2,880	3,440
Amortisation of intangible fixed assets	436	436
Depreciation of tangible fixed assets	576	-
	178,917	171,571
<b>Support costs</b>		
<b>Governance costs</b>		
Independent Examination	1,440	1,800
<b>Total resources expended</b>	180,357	173,371
<b>Net income/(expenditure)</b>	4,484	(21,943)

This page does not form part of the statutory financial statements

**Accessible Counselling and Therapy Limited**

England & Wales - Charity number 1103861

---

# Accounts

---



# Annual Report and Accounts 2023/2024

REGISTERED COMPANY NUMBER: 4942090 (England and Wales)

REGISTERED CHARITY NUMBER: 1103861



<b>Reference and Administrative Information</b>	
<b>Name of Charity</b>	Accessible Counselling and Therapy
<b>Charity Registration Number</b>	1103861
<b>Company Registration Number</b>	4942090
<b>Address</b>	121 Masons Hill Bromley Kent BR2 9HT
<b>Trustees</b>	Venetia Cooper (Chair) Charlotte Prior (Treasurer) Christopher Barrett Laura Wodehouse Samantha Merry Frances Westerman (Advisor to the Board)
<b>Clinical Director</b>	Dr. Raffaella Katsanis
<b>Bankers</b>	CAF Bank Limited 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>Independent Examiner</b>	Dr. Shona F Wardrop C.A Chariot House Ltd 44 Grand Parade Brighton BN2 9QA
<b>Website</b>	<a href="http://www.actmentalhealth.org.uk">www.actmentalhealth.org.uk</a>
<b>Donations</b>	<a href="https://actmentalhealth.org.uk/donate/">https://actmentalhealth.org.uk/donate/</a>
<b>Contact Details</b>	020 8460 7711 <a href="mailto:team@actmentalhealth.org.uk">team@actmentalhealth.org.uk</a>

**Page 04**

Message from the Chair of Trustees

**Page 05**

Trustee Declaration

**Page 06**

Purpose

Objectives

**Page 07-13**

The Counselling Service

**Page 14**

Training and Development of Trustees and Staff

**Page 15**

Structure, Governance and Management

**Page 15-17**

Financial Review

**Page 18**

Independent Examiner's Report

**Page 19**

Statement of Financial Activities

**Page 20-21**

Balance Sheet

**Page 22-27**

Notes to the Financial Statements

**Page 28**

Detailed Statement of Financial Activities

**Contents**

## Message From the Chair of Trustees



The need for low-cost counselling and therapy has remained intense over the past year. The social and economic environment has put pressure on many in our communities, increasing the need for mental health support whilst putting it further from reach for many struggling with the cost of living. Against this backdrop, we are proud that ACT has delivered over 4,700 counselling and therapy sessions, the majority at well-below market prices, to help address these needs and help people and our community to thrive even in these difficult times.

We have invested significantly in our service over the past year. Physically,

our space has been upgraded and refurbished, providing a more welcoming and comfortable experience for clients and colleagues. Whilst still predominantly providing services face-to-face, we are pleased to have launched a permanently on-line offering, enabling us to expand our volumes and reach previously inaccessible clientele. We continue to train and develop cohorts of counsellors through our supervision system, reaching over 50 this year. Our re-branding to ACT has helped to raise our profile and our new-look website has received much positive feedback.


None of this would be possible without our dedicated team, and I would like to thank them all of behalf of the Trustees, the clients who have benefited from our services over the past year, and all our stakeholders. A particular thanks to Raffaella Katsanis, who has done a fantastic job running the organisation. I would also like to note the contribution of Charlotte Prior, who not only has ably managed our finances as Treasurer, but also led our re-branding project.

Thank you to all engaged with ACT for your support and belief in our mission. Together, we are making a profound difference in the lives of many. I am confident we will continue to go from strength-to-strength next year.

**Venetia**

## Declaration

The Trustees declare that they have approved the Trustees' Report, above. Signed on behalf of the Charity's Trustees:

<b>Signature</b>	
<b>Full Name</b>	<b>Venetia Cooper</b>
<b>Position</b>	<b>Chair of Trustees</b>
<b>Date</b>	13 December 2024   16:28 GMT

## Purpose

Accessible Counselling & Therapy (ACT) formerly known as Bromley Community Counselling Service (BCCS) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London South and Kent areas.

The counselling service, which is a British Association for Counselling & Psychotherapy (BACP)<sup>1</sup> Accredited Service<sup>2</sup>, is provided for people who may be struggling with personal, emotional, or mental health difficulties.

The staff at ACT assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed. There are many benefits of supporting individuals through periods of extreme stress and mental illness: families can be kept together, employment maintained or re-started, harmful behaviours avoided, and poor mental health addressed. For those who need it, long term counselling can be life-changing or even lifesaving.

The charity changed its legal name in December 2023. The reasons behind this change were due to the increasing demand for our service from people residing in other communities outside Bromley; and the recent clinical development within the service where the offer of therapeutic interventions is not limited to counselling but also now includes CBT and other short and long-term types of therapies.

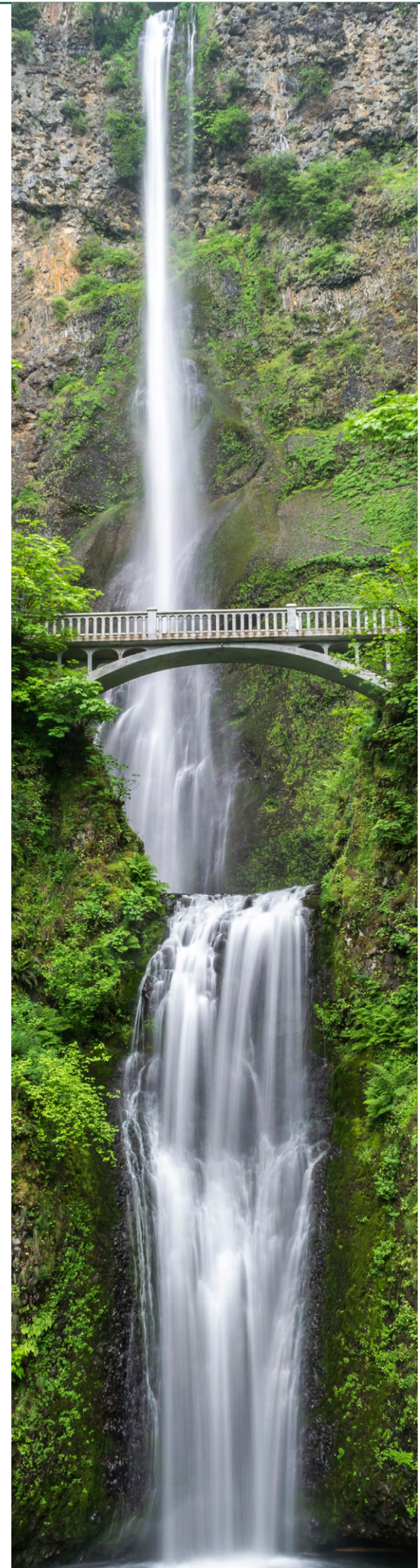
## Objectives

The charitable objects of ACT are as follows:

- The relief of psychological distress among the residents of the London South and Kent by the provision of counselling.
- The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- The advancement of the education of the public in the subjects of counselling and psychotherapy.
- The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice.

<sup>1</sup> British Association for Counselling & Psychotherapy: [www.bacp.co.uk](http://www.bacp.co.uk)

<sup>2</sup> BACP Accredited Counselling Service member no. 118757



## The Counselling Service

ACT has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs.

Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, NHS IAPT<sup>3</sup> service, other local organisation, or by personal recommendation.

### Overview

From April 2023 to March 2024, the demand for the service has expanded to other areas in South London including Croydon, Lewisham and Greenwich. To respond to the need from communities further out of Bromley, we developed an online therapy service. The project started as a pilot in April 2022, and after a successful year, we decided to make it a permanent offer to all individuals accessing the charity. This service has been extremely helpful in addressing difficulties in accessing therapy for people who work shifts, live a further distant from the ACT centre, or have a physical or psychological impairment that makes it challenging for them to reach the centre.

A huge amount of work has gone into a transformation of our services, from the digitalisation of all our systems to the refurbishment of our office. The aim was to create a safe and welcoming environment and minimise risks for all people accessing the charity including the employees, the volunteers and the clients. The new systems have increased accuracy and speed in the running of the service as well as in the outcomes and data analysis so crucial to understanding the effectiveness of the service, and the long-term impact. We have redesigned our website to make it easier for access and browsing, and we have opened social media accounts to increase our profile in the mental health professional network and reach out to wider communities.

As part of our 2-year strategic transformation plan set out in 2022, we designed a new team structure to facilitate progress in the stages of service development. At the beginning of 2024, we successfully recruited for the new roles. The service is now ready to begin a phase of expansion, which includes promotion of services, networking, and seeking unrestricted funding to support all communities with accessing therapy.

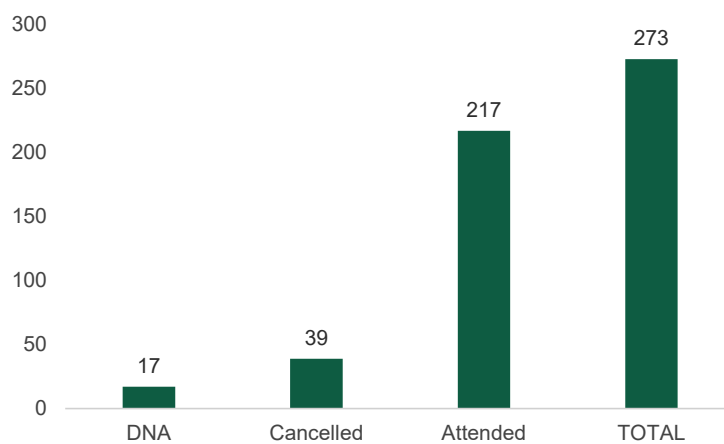
<sup>3</sup> 'Improving Access to Psychological Therapies': <http://www.iapt.nhs.uk/iapt/>



## Assessments

Between April 2023 and March 2024, we assessed 217 clients, of whom 183 entered counselling. This is a slight decrease from the previous two years as we continued to receive referrals where counselling or psychotherapy was not a suitable intervention at time of assessment. Our clinical assessment tool is proven very effective in formulating interventions tailored to the needs and presenting issues of the clients. The assessment process had evolved with practice and clinical supervision, and it has supported the service to become clinically more accurate and versatile. As a result, ACT offers short-, medium- and long-term counselling and psychotherapy, and short- or longer-term CBT.

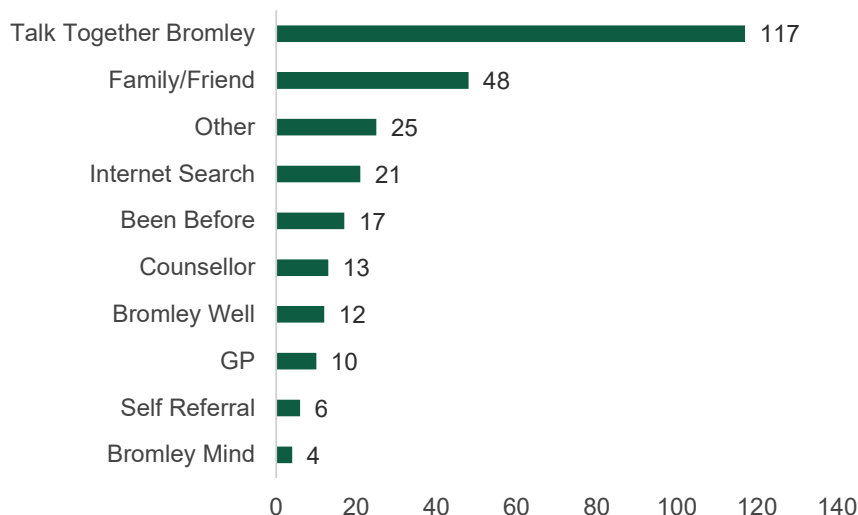
Chart 1: Initial Assessments



## Referral Sources

Chart 2 shows that most clients self-referred to the service, but many referrals continued to be sent from GPs and Talk Together Bromley (NHS IAPT service). Most clients referred by the NHS need longer-term support and have financial restraints to access private counselling. An increasing number of clients would like to access counselling to treat more complex psychological symptoms and structures, including borderline personality disorders. We received a proportion of referrals from our partnership with Women’s Aid, where we offered their clients short-term counselling and CBT.

Chart 2: Referral Sources



All data covers the period 01st April 2023 to 31st March 2024.

## Demographics

The figures below show a slight increase in the access to our counselling and therapy services from male clients (Chart 3), and a considerable increase in both male and female clients aged 25 to 34 compared to previous years (Chart 4). This change might be connected to our work to improve the ACT website and increase presence on social media, campaigning for increasing access to mental health support.

There is still a clear underrepresentation of ethnic minorities in accessing our service, though, as the figures show in Chart 5, around 40% of our client have not stated their ethnicity. The largest number in the ethnicity figures, like previous years, is 38% of White British ethnic background accessing our services. This is due to the service being well known to local GPs and in line with the demographic representation published by the IAPT NHS service, our main referral source.

Chart 3: Gender

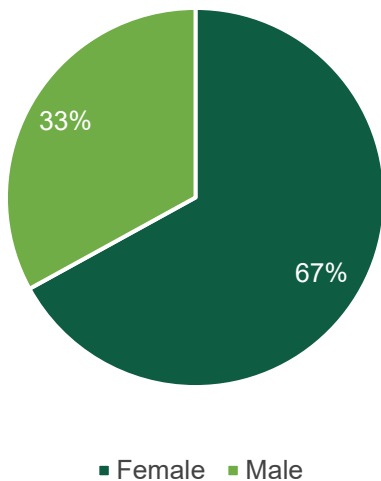


Chart 4: Age

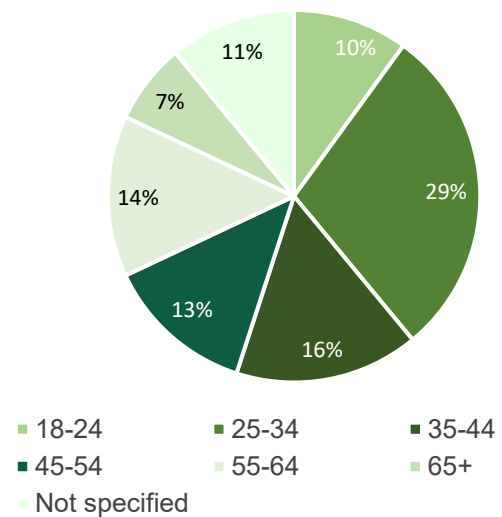
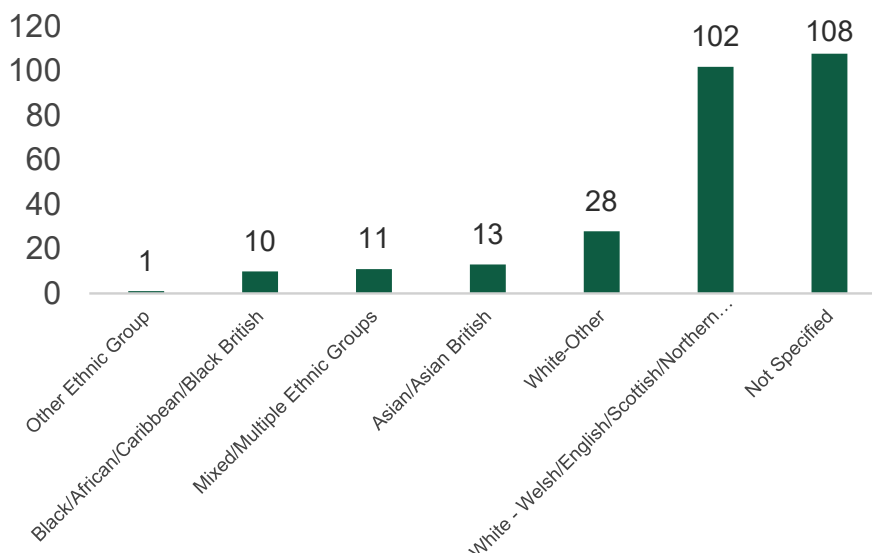


Chart 5: Ethnicity

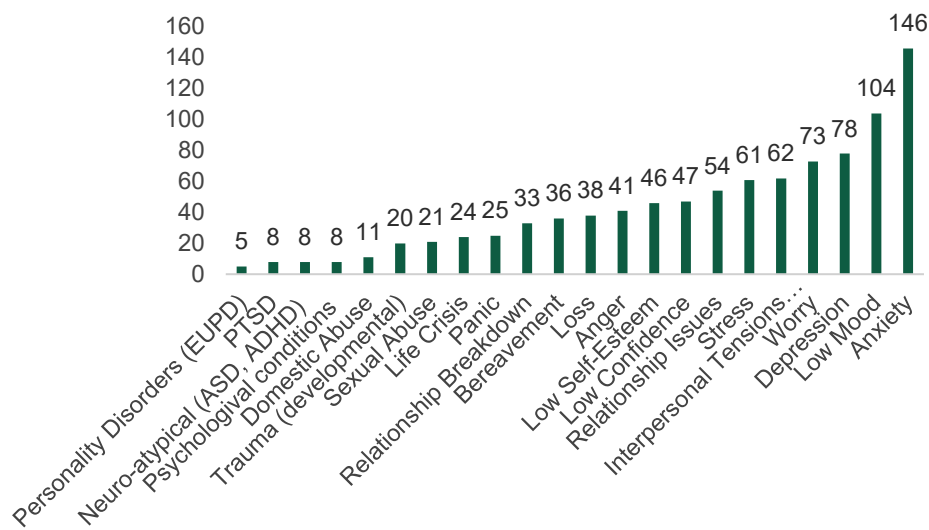


All data covers the period 01st April 2023 to 31st March 2024.

## Presenting Issues

It is evident that our clients mainly present with symptoms of anxiety and low mood (Chart 6). This has not changed from previous years. The number of clients presenting more complex clinical symptoms has also increased, bringing more clinical dilemmas in treatments to the suitability of counselling services for people who have been assessed by NHS mental health services and referred to ACT as in need of longer-term therapy; a treatment which is no longer offered by many public and third sector mental health organisations and charities. At assessment stage, we offered 69% long-term therapy, 20% online therapy, 10% CBT, and 1% short-term therapy.

Chart 6: Presenting Issues

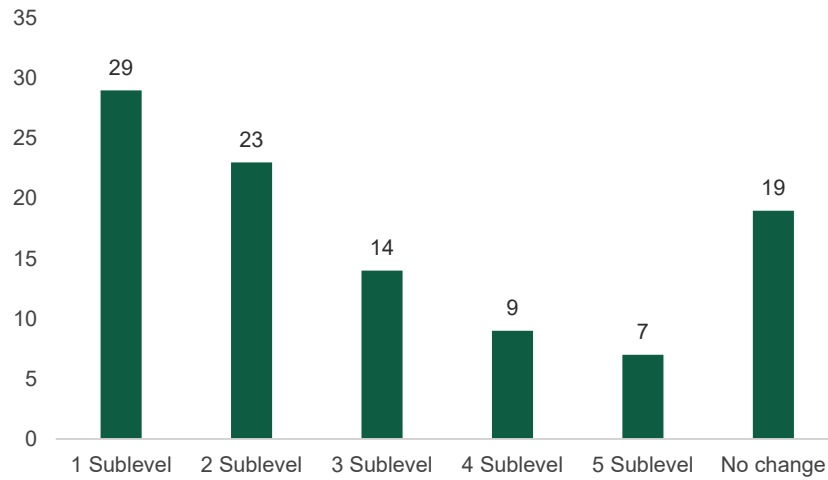


## Outcomes

ACT monitors outcomes regularly throughout counselling and at the final appointment. The Core 34 form is a psychological questionnaire used by many NHS services in the UK that measures levels of anxiety, depression, and overall functioning. It classifies people according to their score into 6 sub-levels: healthy, low, mild, moderate, moderately severe, and severe. The aim is for clients to drop down to healthy scores (i.e., in the non-clinical range) and a drop of at least 1 sublevel indicates clinical change. The data we have analysed in previous years shows that clients typically need to have around 20-24 sessions to achieve lasting improvement.

Over 80% of clients have completed pre, mid and post Core 34 form. The analysis of the data presented indicates that longer term therapy is proven to be effective with a reliable change of at least one sublevel. Around 70% of clients have shown this change from their collected scores (Chart 7). The change has been measured over the average period of 24 sessions as the clients were able to complete Core 34 forms at the start of therapy, after 12 sessions and at the end of the intervention, usually around 24 sessions. None of the clients have clinically deteriorated during the interventions. Only 0.5% of clients sought therapy again after 6 months from completing their first intervention with us, whether it was short or long-term therapy. In some cases, the clients felt they were not ready to explore their issues further and exited therapy prematurely, and then decided to start again after a break.

**Chart 7: Clinical Outcomes**



**Feedback**

At discharge, clients and counsellors leaving their placements are asked to complete an evaluation questionnaire, which gives them the opportunity to provide feedback to ACT. Below are some examples of feedback we have received, both from clients and therapists leaving their placements:

**Client:**

“I have found the counselling experience through ACT hugely beneficial and have already recommended it to friends. My journey has been slightly unusual in that my original counsellor had to leave unexpectedly part way through our sessions. I was contacted by a manager talking me through my options and, even though there was a break in my therapy and a slight delay to restarting, I was happy with the way this was managed and communicated.

I have subsequently had counselling sessions with another counsellor who has a different style. Although there was an adjustment to the change of personality and approach, I very quickly realised that that counsellor was very knowledgeable and had an amazing ability to quickly understand the key issues or challenges in the room. She was incredibly skilled at getting to the core of an issue, in summarising long conversations and being able to bring me back to key issues or questions. I also found addressing the feelings in the room on occasion very helpful. I have enjoyed working with my counsellor and will miss our sessions together.

So even though my journey was unconventional, ultimately, I feel very lucky to have been able to work with two different and skilled therapists. Both have helped me in different ways, and I am hugely grateful to both and to ACT for helping me to move forward.”

**Therapist:**

“In so many ways my experience at ACT has been formative and valued and has substantially shaped me as a practitioner. My knowledge, competence and confidence grew as a result of my time with you – from facing clients in the therapy room and developing skills as an assessor to my bi-weekly supervision, in particular with my supervisor, who has been a wonderfully supportive mentor”

**Client Feedback to ACT Therapist:**

“I just wanted to say thank you so much for all of your help over the past 8 months. The whole time I felt like you listened to what I was saying and really took the time to understand. I just wanted to say that I owe so much to you, if someone could have shown me how I would be now, 8 months ago, I wouldn't have believed it at all. I just wanted to express my gratitude and let you know that you are really are good at your job.”

**Client Feedback to ACT Team:**

“To everyone at ACT, I would like to say a big thank you for your service you provide, changing people's lives. You all should be so proud. Thank you.”



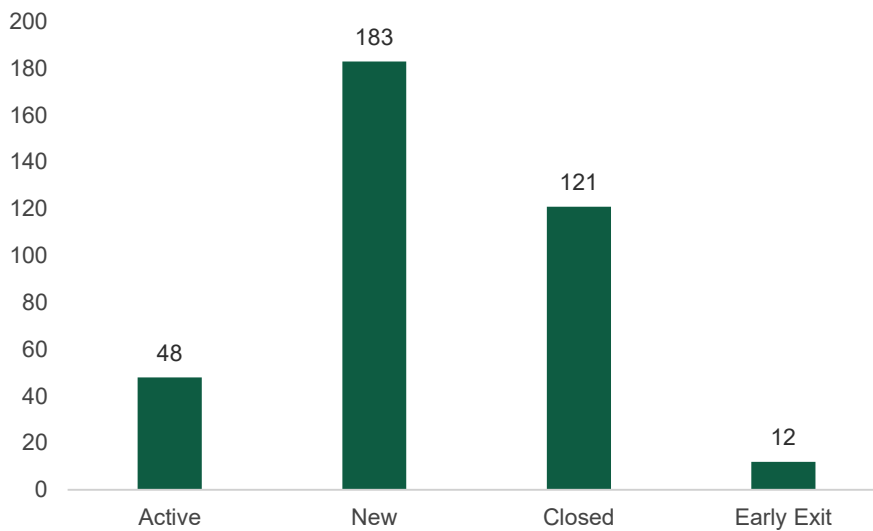
### Clinical Provision

ACT offers a wide range of therapies, and an explanation of the differences between different models of working can be found on our [website](#).

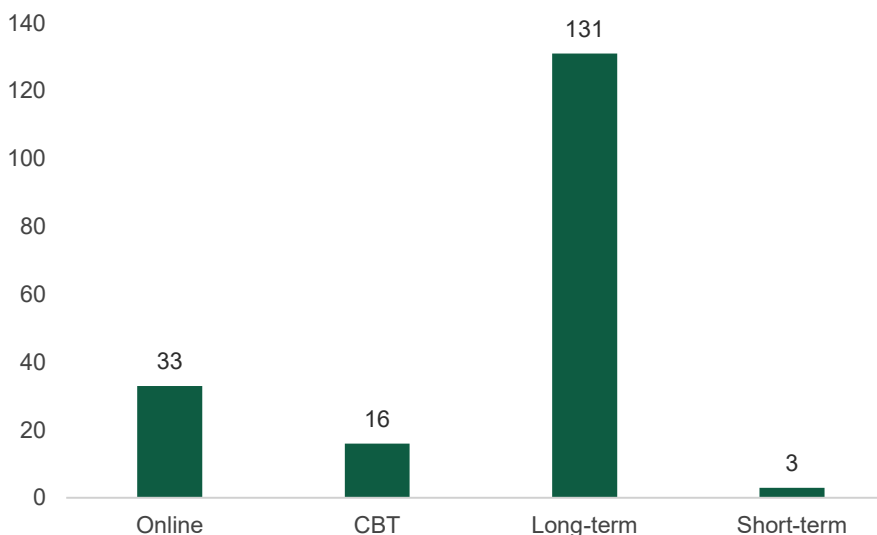
During 2023/2024, we offered 4,714 sessions with over 80% clients' attendance. The average length of therapy was between 24 and 30 sessions. At assessment stage, we continue to offer CBT, short and long therapy based on a variety of approaches including person centred, psychodynamic, integrative and Gestalt. As stated above, 70% of our clients achieved positive outcomes at the end of the interventions.

We continued to offer therapy for the deaf fully funded by the NHS. Referrals are received by GPs who seek funding via an application to their local Integrated Commissioning Board. Once funding is granted, the clients access free sessions with our qualified deaf psychotherapist who speaks BSL. Last year, we received 4 referrals from GPs in Bromley and Lewisham. The clients (age ranging 32-68, Black British and White British) all presented with depression and anxiety and were offered short to medium term psychotherapy (12 to 24 sessions). The outcome measures generally showed significant improvement at the end of the interventions. Clinical outcomes are shared with GPs and commissioners after discharge.

**Chart 8: Client Cases**



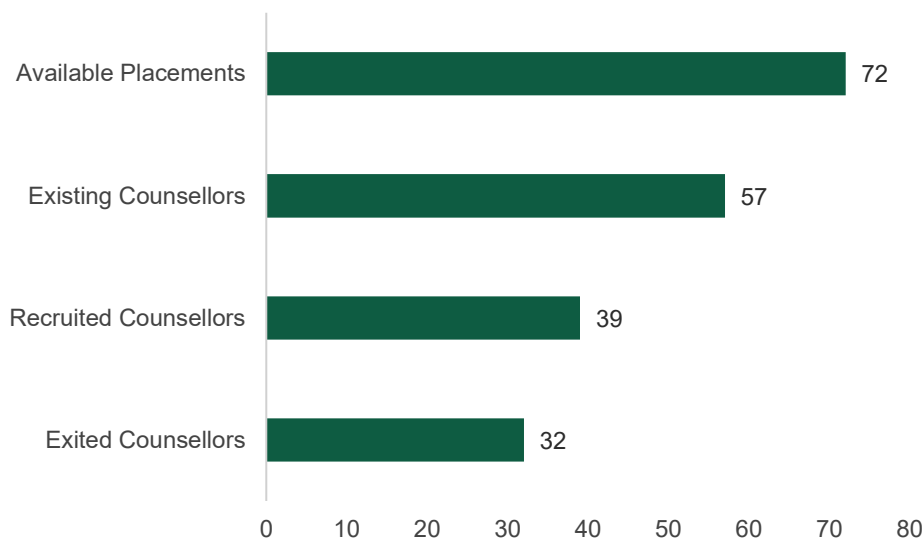
**Chart 9: Therapy Offered**



All data covers the period 01st April 2023 to 31st March 2024.

ACT provides high-quality clinical placements for therapist and counsellors in training or working towards accreditation to a professional body. In the year 2023/2024, many trainees came from London and Kent based training colleges/universities. This enables us to offer a range of interventions that ensure the most suitable therapeutic provision for clients. We have also offered clinical supervision to staff and volunteers from local charities including Lewisham, Greenwich & Bromley Mind, Together for Mental Wellbeing Southwark and Lewisham.

**Chart 10: Clinical Placements**



**Money Matters**

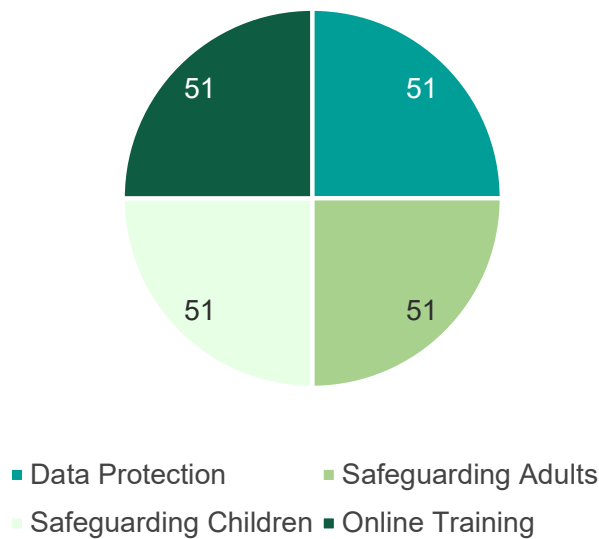
A major factor that influences access is the cost of therapy. The provision of accessible counselling and therapy is at the cornerstone of ACT’s ethos. In comparison with local private therapy (which ranges around £60-£90 per appointment) ACT provides a very cost-attractive service for our local community and in the 2023/2024 financial year, we offered counselling & therapy for a contribution as low as £22 per appointment for clients who are on a low income. We continue to seek local funding and grants to be able to offer the lowest fee scheme for clients on benefits or pension.

**Training and Development**

As part of the training policy and clinical governance, we request paid staff and volunteers to provide evidence of continuing professional development (CPD) and complete mandatory training on safeguarding children and adults, data protection/GDPR and working online. Completion of training and CPD is monitored by the Clinical and Management team via appraisals, supervision, line management meetings, and clinical audits.



Chart 11: Number of Counsellors Trained



## Structure, Governance and Management

ACT is a charity and company limited by guarantee which has no share capital. Each Trustee undertakes to contribute a sum not exceeding £10 in the event of ACT being unable to meet its liabilities. The Trustees bring a variety of skills and experience to the Board, providing knowledgeable leadership. The Board has ultimate responsibility for directing the affairs of ACT and ensuring that it is solvent, well-run, and meets its charitable objects. Trustees are elected to serve for a period of three years after which they retire by rotation and can be re-elected. There is no maximum number of Trustees but there is a minimum of three.

Name	Resigned
Venetia Cooper (Chair from 02 September 2022)	
Charlotte Prior (Treasurer)	
Samantha Merry	
Christopher Barrett	
Laura Wodehouse	
Frances Westerman (Advisor to the Board)	

## Financial Review

The financial year 2023/2024 has seen ACT invest money into the upgrading and refurbishment of the office and counselling rooms to make it a more welcoming environment for clients. This did lead us to go over budget for the year, as the costs were greater than expected, but as the refurbishment comes to an end in the new financial year, we hope to see the finances break even each month and reach the new budget target for the 2024/2025 financial year.

We have continued working with the financial system that was implemented in September 2022, which has been a huge asset to ACT as it enables us to keep a better track of expenses and client debts.

The use of this system has resulted in outstanding payments from clients kept to a minimum of between 1-3% each month, which previously could reach up to 14%.

As ACT continues to go from strength to strength, we aim to increase the number of counsellors to 72 and then in turn the number of clients to 200, which should lead to an increase in income each month. This extra income can then be invested in office equipment and the team to support ACT's growth and expansion.

A copy of the accounts for 2023/2024 has been approved by the Trustees and has been independently examined by an independent company.

### *Financial Reserves Policy*

The Financial Reserves Policy was updated to include more accurate figures to ensure that a sum of funds is readily available if:

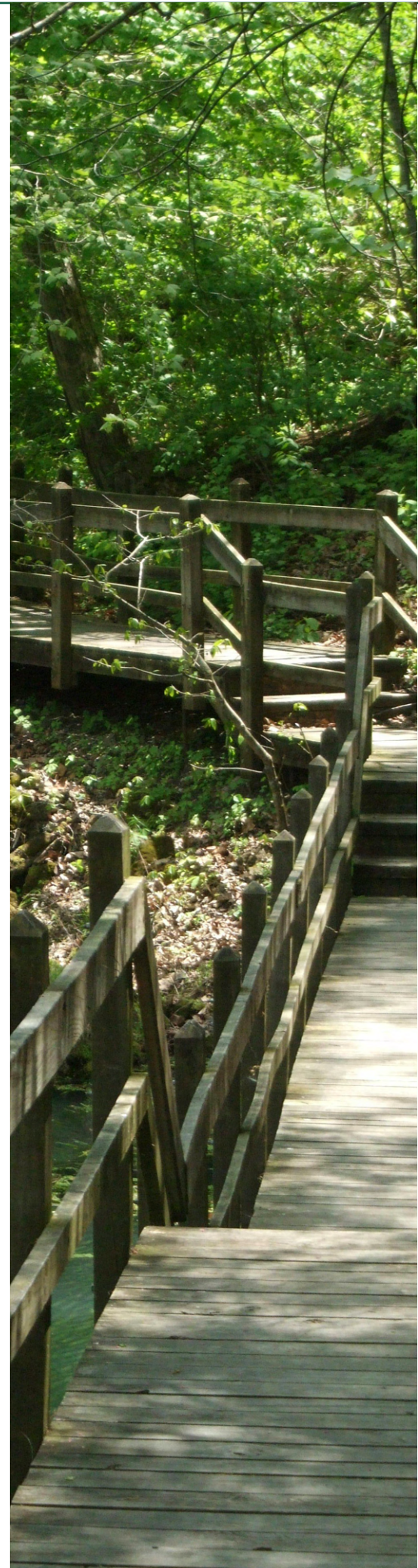
- A sum is needed to cover the risk of unplanned closure of the charity, and mitigating the impact of any such unplanned closure for our beneficiaries, staff and volunteers; or
- Potential shocks occur. ACT believes it is prudent to have readily accessible liquid assets that could be used if needed, and having reserves strengthens ACT's resilience to financial shocks.

The reserves policy includes 6 months' rent, plus an additional contingency of 20% of annual relevant costs in case of shocks, as well as end of organisation costs such as liquidation fees, redundancies and building refurbishment costs. The year 2020 was chosen to base our cost estimations on, given that provided a good indication of the balance sheet under a severe shock.

ACT has also set a maximum level of reserves, which is the minimum reserves plus an additional 10% of the annual relevant costs. This level was set based on a pragmatic estimate of the likely required contingency and recognises that if reserves are significantly above target, ACT is unlikely to be acting in the best interests of its current beneficiaries relative to future beneficiaries.

The reserves may only be drawn down for the following reasons:

- ACT being closed as a charity
- To make unbudgeted payments in support of ACT's charitable objectives or in the face of an unexpected drop in revenue unmatched by reduced spending requirements. This would only be in exceptional circumstances, and only then if the Trustees were confident about the long-term



resilience of the organisation, hence the likelihood of being able to make the figure back up to the minimum level within a reasonable timeframe.

This policy was approved by the Trustees and signed by the Chair of Trustees and Treasurer.

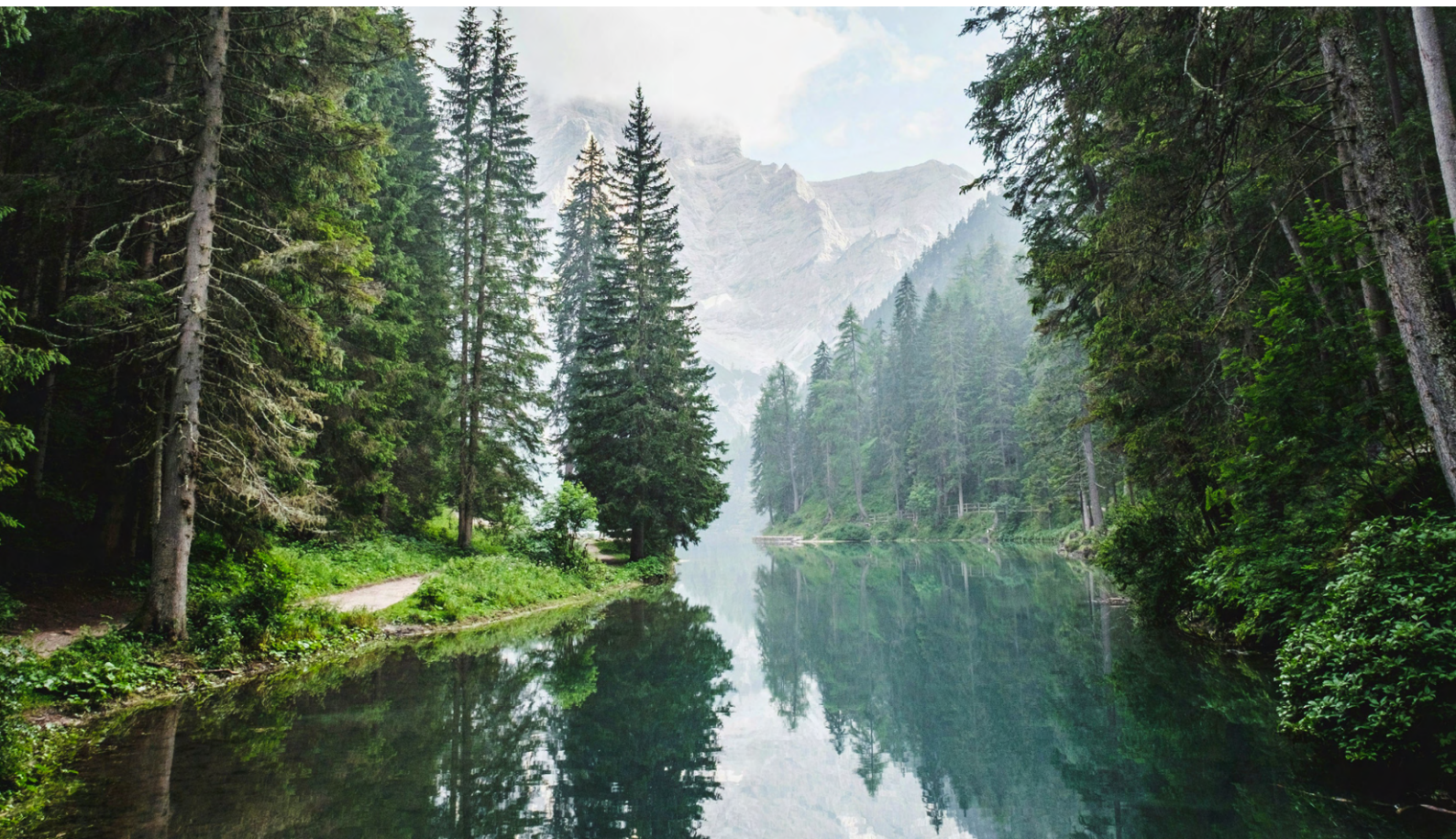
### ***Financial Risk Management.***

The Trustees actively review the major risks that the Charity faces on a regular basis, such as the financial viability of the organisation and the subsequent impact on staff and volunteers due to any lack of confidence and uncertainty about the future. Other risks that are regularly monitored include those that cover the professional reputation of ACT, such as a loss of confidence due to lengthy waiting lists and client numbers consequently dropping, or the impact on staff's confidence and competence due to the increased complexity in clients who are referred to our services, and risks relating to data protection and confidentiality. The Trustees have dealt with these risks by having adequate levels of reserves, taking out appropriate insurances and by setting policies, procedures and training that meet legislative and good practice requirements.

### ***Fundraising***

In 2023/2024 we were commissioned by the South London Integrated Commissioning Board to offer free therapy to deaf patients, and by Bromley, Greenwich/Lewisham Mind and Together for Mental Wellbeing Southwark and Lewisham to offer supervision to their teams. This was used to offer counselling with below market rate charges to wider communities.

We continued to seek funding by applying to local and national small grants. Our objective was to be awarded a grant to offer free therapy sessions to community groups where access to therapy is prevented by isolation and/or social-economic status.



## Independent Examiner's Report to the Trustees of Accessible Counselling and Therapy Limited ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

### *Responsibilities and basis of report*

As the charity's 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').

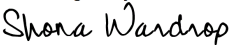
Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). 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*

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.

DocuSigned by:  
  
546B8EF59938436...

### **Dr Shona F Wardrop C.A.**

*The Institute of Chartered Accountants of Scotland*

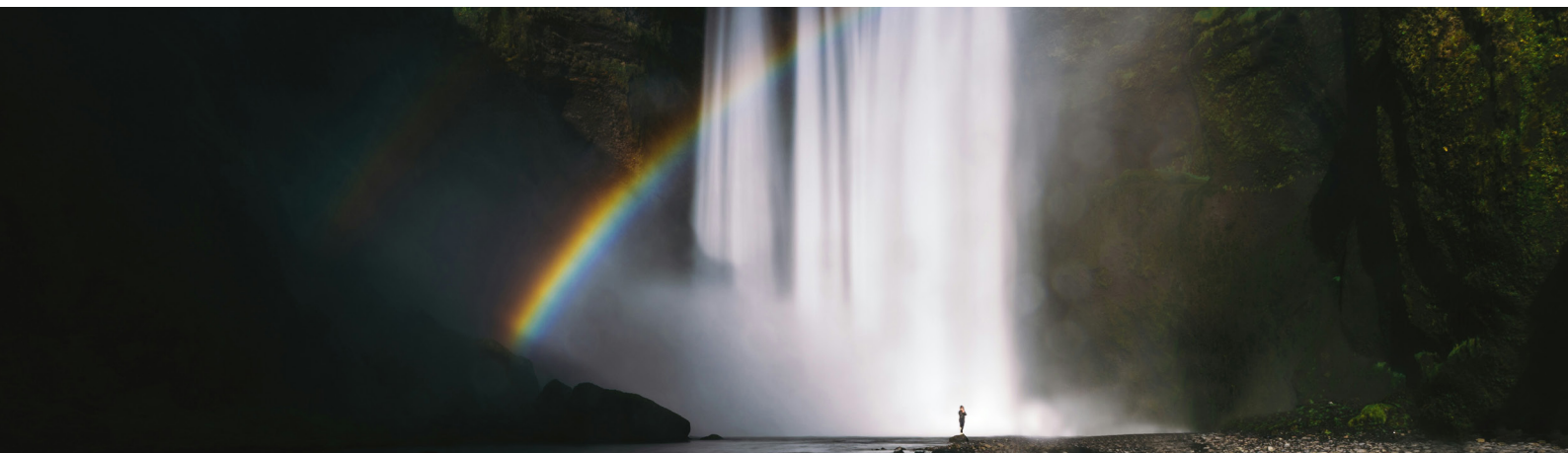
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: 13 December 2024 | 16:47 GMT

## Statement of Financial Activities (Incorporating an Income and Expenditure Account) for the Year Ended 31 March 2024

		2024	2023		
	Unrestricted Funds	Various Restricted Funds	Total Funds		
Notes	£	£	£		
<b>Income and Endowments From</b>					
Donations and Legacies	559	-	559	1,082	
<b>Charitable Activities</b>	3				
Counselling	149,635	-	149,635	147,044	
Investment Income	2	1,234	-	1,234	414
Other Income		-	-	-	47
<b>Total</b>	<b>151,428</b>	<b>-</b>	<b>151,428</b>	<b>148,587</b>	
<b>Expenditure On</b>					
<b>Charitable Activities</b>	4				
Counselling	173,371	-	173,371	173,490	
<b>Net Income (Expenditure)</b>	<b>(21,943)</b>	<b>-</b>	<b>(21,943)</b>	<b>(24,903)</b>	
<b>Reconciliation of Funds</b>					
Total Funds Brought Forward	103,373	-	103,373	128,276	
<b>Total Funds Carried Forward</b>	<b>81,430</b>	<b>-</b>	<b>81,430</b>	<b>103,373</b>	

The notes form part of these financial statements



## Balance Sheet 31 March 2024

		Unrestricted Funds	Various Restricted Funds	2024 Total Funds	2023 Total Funds
	Notes	£	£	£	£
<b>Fixed Assets</b>					
Intangible Assets	9	2,618	-	2,618	3,054
<b>Current Assets</b>					
Debtors	10	10,182	-	10,182	2,954
Cash at Bank and In Hand		70,690	-	70,690	103,450
		<u>80,872</u>	<u>-</u>	<u>80,872</u>	<u>106,404</u>
<b>Creditors</b>					
Amounts Falling Due Within One Year	11	<u>(2,060)</u>	<u>-</u>	<u>(2,060)</u>	<u>(6,085)</u>
Net Current Assets		<u>78,812</u>	<u>-</u>	<u>78,812</u>	<u>100,319</u>
<b>Total Assets Less Current Liabilities</b>		<u>81,430</u>	<u>-</u>	<u>81,430</u>	<u>103,373</u>
<b>Net Assets</b>		<u>81,430</u>	<u>-</u>	<u>81,430</u>	<u>103,373</u>
<b>Funds</b>					
Unrestricted Funds	12			<u>81,430</u>	<u>103,373</u>
<b>Total Funds</b>				<u>81,430</u>	<u>103,373</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

## Balance Sheet - Continued 31 March 2024

The trustees acknowledge their responsibilities for

1. ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
2. preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 12th December 2024 and were signed on its behalf by:

Signed by:

*Charlotte Prior*

E442CACE5CFF4BD

Charlotte Prior - Trustee

The notes form part of these financial statements



## Notes to the Financial Statements For the Year Ended 31 March 2024

### 1. Accounting Policies

#### *Basis of preparing the financial statements*

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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 financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The financial statements have been prepared on a going concern basis. The trustees have considered all relevant information, including annual budgets, forecast future cash flows and the impact of subsequent events in making their assessment.

Critical accounting judgements and key sources of estimation uncertainty in the application of the charity's accounting policies the trustees are required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

There were no significant estimates or judgements required in these accounts other than to estimate the life of certain intangible assets.

#### *Income*

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

#### *Expenditure*

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

#### *Computer software*

Computer Software

Depreciated over 8 years straight line

## Notes to the Financial Statements - Continued For the Year Ended 31 March 2024

### Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

### Fund accounting

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

	2024	2023
	£	£
<b>2. Investment Income</b>		
Deposit Account Interest	1,234	414
	<hr/>	<hr/>
<b>3. Income from Charitable Activities</b>		
Services and Fees	149,635	147,044
	<hr/>	<hr/>
<b>4. Charitable Activities Costs</b>		
		Direct Costs
Counselling		173,371
		<hr/>
<b>5. Net Income/(Expenditure)</b>		
Net income/expenditure is stated after charging/ (crediting):		
Computer Software Amortisation	436	436
	<hr/>	<hr/>

### 6. Trustees' Remuneration and Benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

### Trustees' Expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

## Notes to the Financial Statements - Continued For the Year Ended 31 March 2024

	2024	2023
	£	£
<b>7. Staff Costs</b>		
Wages and Salaries	81,917	68,787
Employers NI	312	4,478
Pension Contributions	3,390	690
	<u>85,619</u>	<u>73,955</u>
Employers national insurance in 2024 is stated net of the £5,000 employers national insurance allowance.		
The average monthly number of employees during the year was as follows:		
Employees (part and full time)	<u>4</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

The remuneration of the key management personnel, including employers NI and pension contributions was £35,365 (2023; £31,663).

## 8. Comparatives for the Statement of Financial Activities

	Unrestricted Funds	Various Restricted Funds	Total Funds
	£	£	£
<b><i>Income and Endowments From</i></b>			
Donations and Legacies	1,082	-	1,082
<b><i>Charitable Activities</i></b>			
Counselling	147,044	-	147,044
Investment Income	414	-	414
Other Income	47	-	47
<b>Total</b>	<u>148,587</u>	<u>-</u>	<u>148,587</u>
<b><i>Expenditure On</i></b>			
<b><i>Charitable Activities</i></b>			
Counselling	161,951	11,539	173,490
<b>Net Income/(Expenditure)</b>	(13,364)	(11,539)	(24,903)
<b>Reconciliation of Funds</b>			
Total Funds Brought Forward	116,737	11,539	128,276
<b>Total Funds Carried Forward</b>	<u>103,373</u>	<u>-</u>	<u>103,373</u>



## Notes to the Financial Statements - Continued

### For the Year Ended 31 March 2024

	Computer Software £		
<b>9. Intangible Fixed Assets</b>			
<b>Cost</b>			
At 1 April 2023 and 31 March 2024		3,490	
<b>Amortisation</b>			
At 1 April 2023		436	
Charge for Year		436	
At 31 March 2024		872	
<b>Net Book Value</b>			
At 31 March 2024		2,618	
At 31 March 2023		3,054	
<b>10. Debtors: Amounts Falling Due Within One Year</b>			
	2024	2023	
	£	£	
Trade Debtors	11,706	2,954	
Bad Debt Provision	(4,224)	-	
Other Debtors	2,700	-	
	<u>10,182</u>	<u>2,954</u>	
<b>11. Creditors: Amounts Falling Due Within One Year</b>			
Trade Creditors	260	-	
Accrued Expenses	1,800	6,085	
	<u>2,060</u>	<u>6,085</u>	
<b>12. Movement in Funds</b>			
	At	Net Move-	At
	01/04/2023	ment in Funds	31/03/2024
	£	£	£
<b>Unrestricted Funds</b>			
General Funds	103,373	(21,943)	81,430
<b>Total Funds</b>	<u>103,373</u>	<u>(21,943)</u>	<u>81,430</u>

## Notes to the Financial Statements - Continued For the Year Ended 31 March 2024

### 12. Movement in Funds - Continued

Net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
<b>Unrestricted Funds</b>			
General Fund	151,428	(173,371)	(21,943)
<b>Total Funds</b>	<b>151,428</b>	<b>(173,371)</b>	<b>(21,943)</b>

### Comparatives for Movement in Funds

	At 01/04/2022 £	Net Movement in Funds £	At 31/03/2023 £
<b>Unrestricted Funds</b>			
General Funds	116,737	(13,364)	103,373
<b>Restricted Funds</b>			
Various Restricted Funds	11,539	(11,539)	-
<b>Total Funds</b>	<b>128,276</b>	<b>(24,903)</b>	<b>103,373</b>

Comparative net movement in funds, included in the above are as follows:

	Incoming Resources £	Resources Expended £	Movement in Funds £
<b>Unrestricted Funds</b>			
General Funds	148,587	(161,951)	(13,364)
<b>Restricted Funds</b>			
Various Restricted Funds	-	(11,539)	(11,539)
<b>Total Funds</b>	<b>148,587</b>	<b>(173,490)</b>	<b>(24,903)</b>

## Notes to the Financial Statements - Continued For the Year Ended 31 March 2024

### 13. Employee Benefit Obligations

The charity operates a defined contribution pension scheme for all qualifying employees with NEST with the employer contributing 4% and employees 5%. Contributions to the scheme totalled £3,390.

### 14. Related Party Disclosures

There were no related party transactions for the year ended 31 March 2024.




## Detailed Statement of Financial Activities For the Year Ended 31 March 2024


	2024 £	2023 £
<b>Income and Endowments</b>		
<b><i>Donations and Legacies</i></b>		
Donations	559	1,082
<b><i>Investment Income</i></b>		
Deposit Account Interest	1,234	414
<b><i>Charitable Activities</i></b>		
Services and Fees	149,635	147,044
<b><i>Other Income</i></b>		
Training Fees and Sales	-	47
<b><i>Total Incoming Resources</i></b>	<b><u>151,428</u></b>	<b><u>148,587</u></b>
<b>Expenditure</b>		
<b><i>Charitable Activities</i></b>		
Wages and Staff Costs	85,620	73,995
Other Professional Services	10,345	13,877
Rent and Premises Costs	14,544	14,544
Insurances	1,719	1,759
Staff Training	253	1,004
Repairs and Maintenance	15,321	13,606
Utilities	5,293	3,587
Professional Fees	-	320
Office Costs	5,000	10,016
Advertising and Promotion	-	24
Computer Costs	3,176	2,928
Cleaning	2,181	2,265
Bank Charges	60	72
Dues and Subscriptions	4,164	854
Meals and Subsistence	-	194
Memberships	-	974
Independent Examination	1,800	1,800
Supervision Costs	20,019	20,810
Homeless Project	-	8,365
Deaf Service	3,440	2,060
Amortisation of Intangible Assets	436	436
<b><i>Total Resources Expended</i></b>	<b><u>173,371</u></b>	<b><u>173,490</u></b>
<b>Net Expenditure</b>	<b><u>(21,943)</u></b>	<b><u>(24,903)</u></b>



## Contact

 121 Masons Hill, Bromley, Kent, BR2 9HT

 <https://actmentalhealth.org.uk>

 020 8460 7711

 [team@actmentalhealth.org.uk](mailto:team@actmentalhealth.org.uk)

## Follow Us

**Accessible Counselling and Therapy Limited**

England & Wales - Charity number 1103861

---

# Accounts

---

**REGISTERED COMPANY NUMBER: 4942090 (England and Wales)**  
**REGISTERED CHARITY NUMBER: 1103861**

**REPORT OF THE TRUSTEES AND**  
**UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**  
**FOR**  
**BROMLEY COMMUNITY COUNSELLING SERVICE**  
**(A COMPANY LIMITED BY GUARANTEE)**

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**BROMLEY COMMUNITY COUNSELLING SERVICE**

**CONTENTS OF THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

	<b>Page</b>
<b>Report of the Trustees</b>	1 to 6
<b>Independent Examiner's Report</b>	7
<b>Statement of Financial Activities</b>	8
<b>Balance Sheet</b>	9 to 10
<b>Notes to the Financial Statements</b>	11 to 16
<b>Detailed Statement of Financial Activities</b>	17 to 18

---

## **BROMLEY COMMUNITY COUNSELLING SERVICE**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2023**

---

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 2023. 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 2019).

#### **OBJECTIVES AND ACTIVITIES**

##### **Objectives and aims**

Bromley Community Counselling Service (BCCS) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London Borough of Bromley and surrounding areas. The counselling service, which is a BACP1 Accredited Service, is provided for people who may be struggling with personal, emotional or mental health difficulties. The staff at BCCS assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed.

The benefits of supporting individuals through periods of extreme stress and mental illness are many - families can be kept together, employment maintained or re-started, harmful behaviours avoided, and poor mental health addressed. For those who need it, long term counselling can be life-changing or even lifesaving.

##### **The charitable objects of BCCS are as follows:**

- @ The relief of psychological distress among the residents of the London Borough of Bromley by the provision of counselling.
- @ The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- @ The advancement of the education of the public in the subjects of counselling and psychotherapy.
- @ The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice.

##### **Significant activities**

BCCS has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs.

Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, IAPT3 service, other local organisation, or by personal recommendation.

## **BROMLEY COMMUNITY COUNSELLING SERVICE**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **ACHIEVEMENT AND PERFORMANCE**

##### **Charitable activities**

In this report, we will refer to the Transformation plan prepared in November 2021 and to the Risk Register presented to the Trustees in September 2022, to highlight changes to the service, goals achieved and outstanding or unresolved matters.

#### **1.Phase 1 & Phase 2**

##### **1.1 Services:**

All operational tasks are now under the responsibility of the admin team and the Clinical Team. The Finance Manager is solely responsible for the smooth running of the financial system, suppliers' contracts and fundraising. Team structure, roles and responsibilities are clear to all staff members via job descriptions, delegation, and team meetings.

The service has increased the volume of referrals by circa 30% from last quarter and considerably improved the waiting time from assessment to first counselling session, specifically from 3 months to 2 weeks. The number of placements available have been kept between 60 and 65 due to the decision to defer recruitment of Clinical Manager until the summer.

We are currently setting up a pilot for our new online service to respond to the needs of clients who are not able to attend sessions in person due to physical disability, work patterns or distance. We will be monitoring the pilot for three months and evaluate outcomes to inform decision on launching an online service in June 2023 and continue expansion of all existing services in Bromley and wider areas, Lambeth, Southwark, Lewisham, Greenwich, with Bromley, all part of the newly established ICS (Integrated Care system).

#### **In Phase 2 of the Transformation Plan we set out three further objectives**

**1. Promotion and marketing** of new service via website and external links with local authorities, CCGs, third sector, training providers and professional bodies. Recruit a temporary marketing specialist (3 months contract) to improve website and lead on marketing campaign. Proposal to change organisation name to include wider scope of services and attract referrals from wider geographical areas.

Ongoing work has been planned with our new Treasurer, Charlotte Prior, to improve the website, engage with social media, plan campaign and involve trustees for consultation on new potential name for the organisation.

**2.Recruit a temporary bid writer** (6 months contract) to seek funding to start up the online counselling service. The funding will provide additional part time hours to the Clinical Manager role who will be line manage volunteer counsellors in the online service.

This objective will need further discussion at the Trustees meeting in March.

**3.Memorandum of understanding** to be drafted and presented to the trustees in May 2022. MOU will underpin protocols and practice with stakeholders in and outside Bromley.  
Clinical Governance document to be presented to the Trustees in May 2022.

The MOU and clinical Governance will be presented to the Trustees at the next meeting in June 2023.

##### **1.2 Staff:**

From May to December 2022 we completed restructure of Operations and Finance Team and part of the Clinical Team to sustain expansion of service and online pilot.

##### **The current structure includes:**

Clinical Director 22.5 hours

Clinical Manager (freelance 1 day per week)= 1 clinical supervision group (online)

**BROMLEY COMMUNITY COUNSELLING SERVICE**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

4 x Clinical Supervisors (freelance) =15 clinical supervision groups  
Finance Manager 22.5 hours  
2 x Admin/PA 22.5 hours each  
1 x Assistant Admin 10 hours

Currently 65 placements are available to volunteer counsellors. Between January and March 2023 higher turn over of counsellors. We are looking at recruiting 16 new trainees by the end of April.

**1.3 Equipment and Facilities:**

All clutter and potential hazards have been removed from the main office, counselling rooms, kitchen and toilets. We are undergoing a planned and phased-out refurbishment of all rooms and common spaces. Most repairs have been carried out and risks identified in the assessment have been addressed. Please see attached risk register for updated report.

**1.4 Systems and management:**

BCCS is almost a fully digital service. We have purchased a CRM called Views. Since October 2022, we have been implementing changes to the system, better tailor our counselling service and the way we capture data. The admin team have been working on the digitalisation of the service by transferring all clients data from paper files into the system, including existing, closed and new files. We are steadily building BCCS data profile and ability to analyse outcomes and produce reports. We anticipate we will be able to extrapolate reliable data by the end of May 2023. All existing counsellors have been trained to use the system and accessed files directly from a PC in the office or laptop.

The new Finance Digital System is up and running and works well. It has helped enormously in the management of finances and identifying shortfalls and clients' debts. More information is included in the Finance Report below.

## **BROMLEY COMMUNITY COUNSELLING SERVICE**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **FINANCIAL REVIEW**

##### **Financial position**

##### **2. Finance**

###### **2.1 Performance**

QuickBooks is fully integrated with all transactions from the beginning of this financial year which now gives us a clearer picture on how BCCS is performing. Financial reports and monthly returns are sent to the Director and Treasurer within a couple of days of the month closing. The use of this system has allowed finance procedures to be a lot quicker and efficient and it has free up more time for chasing payments of clients in arrears. This led to £3,982 surplus being made in January, which is the highest monthly surplus BCCS has made for the whole financial year.

The majority of the £8,640 that is outstanding is made up from clients that have left the service and have not responded to requests to bring their accounts up to date. The average fee paid per session between December 2022 and February 2023 is £24.96 which is a slight increase from the last quarter which was £24.53.

###### **2.2 Bank Account**

We have been working closely with our Treasurer, Charlotte Prior, to look at moving our accounts to a different bank as currently CAF Bank's long procedures and authorisation process are not providing a service that works well for the organisation. We believe that the Cooperative business account would be more suitable and convenient for BCCS.

###### **2.3 Payroll**

The Finance Manager has taken over payroll following a six month notice period to the external payroll agency which offered their services to BCCS for several years. The notice period allowed a smooth transitioning of the operation in to Quickbooks and tied in with the end of the financial year.

A decision was also made to change the salary payment date from the 20th to the 25th of each month, as the current date does not allow enough time for any payroll changes in the last part of the month. All staff were consulted on this proposed change and unanimously agreed to be paid on the 25th of each month as from April 2023.

###### **2.4 Forecast of Future Spending**

In the new financial year, we will be continuing with the refurbishment of the therapy rooms and common spaces and the necessary repairs to the roof and other parts of the building.

##### **Reserves policy**

The Board of Trustees regularly reviews its reserves requirement and has decided that between three and six months' operational costs are an appropriate level of reserves. This is to provide enough resources for the fulfilment of employment contracts and leasehold contracts, and to give the counsellors adequate time to structure an ending process with their clients should this become necessary.

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Governing document**

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

BCCS is a charity and company limited by guarantee which has no share capital. Each Trustee undertakes to contribute a sum not exceeding £10 in the event of BCCS being unable to meet its liabilities. The Trustees bring a variety of skills and experience to the Board, providing knowledgeable leadership. The Board has ultimate responsibility for directing the affairs of BCCS and ensuring that it is solvent, well-run, and meets its charitable objects.

##### **Recruitment and appointment of new trustees**

Trustees are elected to serve for a period of three years after which they retire by rotation and can be re-elected. There is no maximum number of Trustees but there is a minimum of three. The Trustees who have served during the year are: listed below.

## **BROMLEY COMMUNITY COUNSELLING SERVICE**

### **REPORT OF THE TRUSTEES** **FOR THE YEAR ENDED 31 MARCH 2023**

---

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT**

##### **Organisational structure**

The Board of Trustees meets every 12 weeks to review the strategic direction and performance of the charity.

Management of the counselling service is delegated to the Clinical Director, Dr Raffaella Katsanis, who carries responsibility for the day-to-day running of the organisation. All of the charity's paid staff are part-time and include five clinical supervisors, seven counselling assessors, a finance manager, and a small team of part time office administrators and receptionists. Volunteer counsellors, who are either qualified and working towards their eventual BACP/ UKCP accreditation or are counselling trainees on clinical placement, provide the counselling activity. All counsellors are recruited, selected, monitored and evaluated by the Clinical Director and the team of supervisors.

BCCS monitors its client base for diversity and accessibility as well as its staff recruitment practices. All policies are reviewed on a two-year rotation by the Clinical Director, who ensures they also meet the requirements of the Equality Act 2010. BCCS works actively to avoid any discriminatory practice to ensure equality of opportunity in the recruitment of staff, volunteers, the Board of Trustees, and its service to the public. In striving to implement, monitor and develop its Equality Policy, all new staff are asked to complete an Equality Impact Monitoring form, the completion of which is optional. The information gathered is anonymous and confidential and is used solely for monitoring and evaluation purposes.

The counselling rooms are situated at BCCS's registered office: 121 Masons Hill, BCCS actively seeks to be as widely accessible as possible to the public, and is committed to being proactive in its engagement with clients and staff to ensure that all clients and members of staff who have particular requirements because of their protected characteristic<sup>4</sup> can access its information, and perform their roles as equally as those who do not share their protected characteristic. The Accessibility Strategy is reviewed annually and is available on request.

##### **Induction and training of trustees and staff**

As part of our annual clinical audit, carried out towards the end of every financial year, staff provide evidence of continuing professional development (CPD) and, during their annual face-to-face appraisal interview, identify gaps in knowledge arising from feedback given by their clients, supervisors, and line managers. This contributes to the CPD workshops we organise, although because of the Pandemic there have only been two during the past year. We provided Assessment & Formulation training to more experienced counsellors who volunteered to work as Assessors for BCCS. We also provided Domestic Violence training (via the charity Women's Aid) to counsellors who were interested in working with these clients group.

##### **Risk management**

The Trustees actively review the major risks that the Charity faces on a regular basis, such as the financial viability of the organisation and the subsequent impact on staff and volunteers due to any lack of confidence and uncertainty about the future. Other risks that are regularly monitored include those that cover the professional reputation of BCCS, such as a loss of confidence due to lengthy waiting lists and client numbers consequently dropping, or the impact on staff's confidence and competence due to the increased complexity in clients who are accepted by us. The Trustees have dealt with these risks by having adequate levels of reserves, taking out appropriate insurances and by setting policies that meet legislative and good practice requirements.

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

##### **Registered Company number**

4942090 (England and Wales)

##### **Registered Charity number**

1103861

##### **Registered office**

121 Masons Hill  
Bromley  
Kent  
BR2 9HT

---

**BROMLEY COMMUNITY COUNSELLING SERVICE**

**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

**Trustees**

Charlotte Prior Banking Executive (appointed 18/10/2022)  
Nicola Talbot Civil Servant (resigned 2/12/2022)  
Laura Wodehouse (appointed 22/5/2023)  
Christopher Barrett Civil Servant  
Venetia Cooper Banker  
Samantha Jane Merry Counsellor

**Independent Examiner**

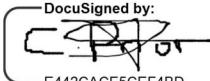
Dr Shona F Wardrop C.A.  
Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

**Clinical Director**

Dr Rafaella Katsanis

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

Approved by order of the board of trustees on 08th December 2023 and signed on its behalf by:

DocuSigned by:  


.....E442GACE5GEF4BD.....

Charlotte Prior - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF  
BROMLEY COMMUNITY COUNSELLING SERVICE**

---

**Independent examiner's report to the trustees of Bromley Community Counselling Service ('the Company')**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

**Responsibilities and basis of report**

As the charity's 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**

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.

DocuSigned by:  
  
546B8EF59938436...

Dr Shona F Wardrop C.A.  
The Institute of Chartered Accountants of Scotland

Chariot House Limited  
Chartered Accountants  
44 Grand Parade  
Brighton  
East Sussex  
BN2 9QA

Date: ..... 14 December 2023 .....

**BROMLEY COMMUNITY COUNSELLING SERVICE****STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

				2023	2022
	Notes	Unrestricted fund £	Various restricted funds £	Total funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	2	1,082	-	1,082	36,943
<b>Charitable activities</b>					
Counselling	4	147,044	-	147,044	132,225
Investment income	3	414	-	414	9
Other income		47	-	47	4,293
<b>Total</b>		<u>148,587</u>	<u>-</u>	<u>148,587</u>	<u>173,470</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Counselling	5	<u>161,951</u>	<u>11,539</u>	<u>173,490</u>	<u>152,525</u>
<b>NET INCOME/(EXPENDITURE)</b>		(13,364)	(11,539)	(24,903)	20,945
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>116,737</u>	<u>11,539</u>	<u>128,276</u>	<u>107,331</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>103,373</u></u>	<u><u>-</u></u>	<u><u>103,373</u></u>	<u><u>128,276</u></u>

The notes form part of these financial statements

**BROMLEY COMMUNITY COUNSELLING SERVICE****BALANCE SHEET****31 MARCH 2023**

				2023	2022
	Notes	Unrestricted fund £	Various restricted funds £	Total funds £	Total funds £
<b>FIXED ASSETS</b>					
Intangible assets	10	3,054	-	3,054	-
<b>CURRENT ASSETS</b>					
Debtors	11	2,954	-	2,954	-
Cash at bank and in hand		103,450	-	103,450	129,518
		<u>106,404</u>	<u>-</u>	<u>106,404</u>	<u>129,518</u>
<b>CREDITORS</b>					
Amounts falling due within one year	12	(6,085)	-	(6,085)	(1,242)
		<u>100,319</u>	<u>-</u>	<u>100,319</u>	<u>128,276</u>
<b>NET CURRENT ASSETS</b>					
		<u>103,373</u>	<u>-</u>	<u>103,373</u>	<u>128,276</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		<u>103,373</u>	<u>-</u>	<u>103,373</u>	<u>128,276</u>
<b>NET ASSETS</b>					
		<u>103,373</u>	<u>-</u>	<u>103,373</u>	<u>128,276</u>
<b>FUNDS</b>					
Unrestricted funds	13			103,373	116,737
Restricted funds				-	11,539
				<u>103,373</u>	<u>128,276</u>
<b>TOTAL FUNDS</b>					
				<u>103,373</u>	<u>128,276</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes form part of these financial statements

**BROMLEY COMMUNITY COUNSELLING SERVICE**

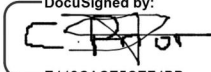
**BALANCE SHEET - continued**

**31 MARCH 2023**

---

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

The financial statements were approved by the Board of Trustees and authorised for issue on 08th December 2023 and were signed on its behalf by:

DocuSigned by:  
  
.....E442CACE66EF4BD.....

Charlotte Prior - Trustee

The notes form part of these financial statements

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2023**

---

**1. ACCOUNTING POLICIES****Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, 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 financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £1.

The financial statements have been prepared on a going concern basis. The trustees have considered all relevant information, including annual budgets, forecast future cash flows and the impact of subsequent events in making their assessment.

**Critical accounting judgements and key sources of estimation uncertainty**

in the application of the charity's accounting policies the trustees are required to make judgments, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. Actual results may differ from these estimates.

There were no significant estimates or judgements required in these accounts other than to estimate the life of certain intangible assets.

**Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

**Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

**Taxation**

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation Tax purposes. Accordingly the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**Fund accounting**

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

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2023****2. DONATIONS AND LEGACIES**

	2023	2022
	£	£
Donations	1,082	6,105
Grants	-	30,838
	<u>1,082</u>	<u>36,943</u>

Grants received, included in the above, are as follows:

	2023	2022
	£	£
Various grants	-	30,838
	<u>-</u>	<u>30,838</u>

**3. INVESTMENT INCOME**

	2023	2022
	£	£
Deposit account interest	414	9
	<u>414</u>	<u>9</u>

**4. INCOME FROM CHARITABLE ACTIVITIES**

	2023	2022
	£	£
Services and fees	147,044	132,225
Activity Counselling	<u>147,044</u>	<u>132,225</u>

**5. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £
Counselling	173,490
	<u>173,490</u>

**6. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Computer software amortisation	436	-
	<u>436</u>	<u>-</u>

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2023****7. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

**Trustees' expenses**

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

**8. STAFF COSTS**

	2023	2022
	£	£
Wages and salaries	73,995	118,431
	<u>73,995</u>	<u>118,431</u>
	2023	2022
Wages and salaries	68,787	110,155
Employers NI	4,478	8,276
Pension contributions	690	-
	<u>73,955</u>	<u>118,431</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Employees (part time)	<u>3</u>	<u>5</u>

No employees received emoluments in excess of £60,000.

The remuneration of the key management personnel, including employers NI was £31,663 (2022; £30,747).

**9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted fund £	Various restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	12,119	24,824	36,943
<b>Charitable activities</b>			
Counselling	132,225	-	132,225
Investment income	9	-	9
Other income	4,293	-	4,293
<b>Total</b>	<u>148,646</u>	<u>24,824</u>	<u>173,470</u>

**EXPENDITURE ON**

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2023****9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued**

	Unrestricted fund £	Various restricted funds £	Total funds £
<b>Charitable activities</b>			
Counselling	133,639	18,886	152,525
<b>NET INCOME</b>	15,007	5,938	20,945
<b>Transfers between funds</b>	6,945	(6,945)	-
<b>Net movement in funds</b>	21,952	(1,007)	20,945
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	94,785	12,546	107,331
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>116,737</u>	<u>11,539</u>	<u>128,276</u>

**10. INTANGIBLE FIXED ASSETS**

<b>COST</b>		Computer software £
Additions		3,490
<b>AMORTISATION</b>		
Charge for year		436
<b>NET BOOK VALUE</b>		
At 31 March 2023		<u>3,054</u>
At 31 March 2022		<u>-</u>

**11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Trade debtors	<u>2,954</u>	<u>-</u>

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 31 MARCH 2023****12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2023	2022
	£	£
Trade creditors	-	1,242
Accrued expenses	6,085	-
	<u>6,085</u>	<u>1,242</u>

**13. MOVEMENT IN FUNDS**

	At 1/4/22	Net movement in funds	At 31/3/23
	£	£	£
<b>Unrestricted funds</b>			
General fund	116,737	(13,364)	103,373
<b>Restricted funds</b>			
Various restricted funds	11,539	(11,539)	-
	<u>128,276</u>	<u>(24,903)</u>	<u>103,373</u>

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
<b>Unrestricted funds</b>			
General fund	148,587	(161,951)	(13,364)
<b>Restricted funds</b>			
Various restricted funds	-	(11,539)	(11,539)
	<u>148,587</u>	<u>(173,490)</u>	<u>(24,903)</u>

**Comparatives for movement in funds**

	At 1/4/21	Net movement in funds	Transfers between funds	At 31/3/22
	£	£	£	£
<b>Unrestricted funds</b>				
General fund	94,785	15,007	6,945	116,737
<b>Restricted funds</b>				
Various restricted funds	12,546	5,938	(6,945)	11,539
	<u>107,331</u>	<u>20,945</u>	<u>-</u>	<u>128,276</u>

**BROMLEY COMMUNITY COUNSELLING SERVICE****NOTES TO THE FINANCIAL STATEMENTS - continued**  
**FOR THE YEAR ENDED 31 MARCH 2023****13. MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	148,646	(133,639)	15,007
<b>Restricted funds</b>			
Various restricted funds	24,824	(18,886)	5,938
<b>TOTAL FUNDS</b>	<u>173,470</u>	<u>(152,525)</u>	<u>20,945</u>

**14. EMPLOYEE BENEFIT OBLIGATIONS**

The charity operates a defined contribution pension scheme for all qualifying employees with NEST with the employer contributing 4% and employees 5%. Contributions to the scheme totalled £626.

**15. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 31 March 2023.

**BROMLEY COMMUNITY COUNSELLING SERVICE****DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

	2023 £	2022 £
<b>INCOME AND ENDOWMENTS</b>		
<b>Donations and legacies</b>		
Donations	1,082	6,105
Grants	-	30,838
	<u>1,082</u>	<u>36,943</u>
<b>Investment income</b>		
Deposit account interest	414	9
<b>Charitable activities</b>		
Services and fees	147,044	132,225
<b>Other income</b>		
No description	-	200
Sundry income	-	755
No description	-	3,180
Training Fees and sales	47	158
	<u>47</u>	<u>4,293</u>
<b>Total incoming resources</b>	<u>148,587</u>	<u>173,470</u>
<b>EXPENDITURE</b>		
<b>Charitable activities</b>		
Wages and staff costs	73,995	118,431
Other professional services	13,877	-
Rent and premises costs	14,544	14,544
Insurances	1,759	-
Staff training	1,004	-
Repairs and maintenance	13,606	-
Utilities	3,587	-
Professional fees	320	-
Office costs	10,016	19,550
Advertising and promotion	24	-
Computer costs	2,928	-
Cleaning	2,265	-
Bank charges	72	-
Dues and subscriptions	854	-
Meals and subsistence	194	-
Memberships	974	-
Independent examination	1,800	-
Supervision costs	20,810	-
Homeless Project	8,365	-
Carried forward	<u>170,994</u>	<u>152,525</u>

This page does not form part of the statutory financial statements

**BROMLEY COMMUNITY COUNSELLING SERVICE****DETAILED STATEMENT OF FINANCIAL ACTIVITIES**  
**FOR THE YEAR ENDED 31 MARCH 2023**

	2023	2022
	£	£
<b>Charitable activities</b>		
Brought forward	170,994	152,525
Deaf service	2,060	-
Amortisation of intangible fixed assets	436	-
	<u>173,490</u>	<u>152,525</u>
Total resources expended	<u>173,490</u>	<u>152,525</u>
<b>Net (expenditure)/income</b>	<u>(24,903)</u>	<u>20,945</u>

This page does not form part of the statutory financial statements

**Accessible Counselling and Therapy Limited**

England & Wales - Charity number 1103861

---

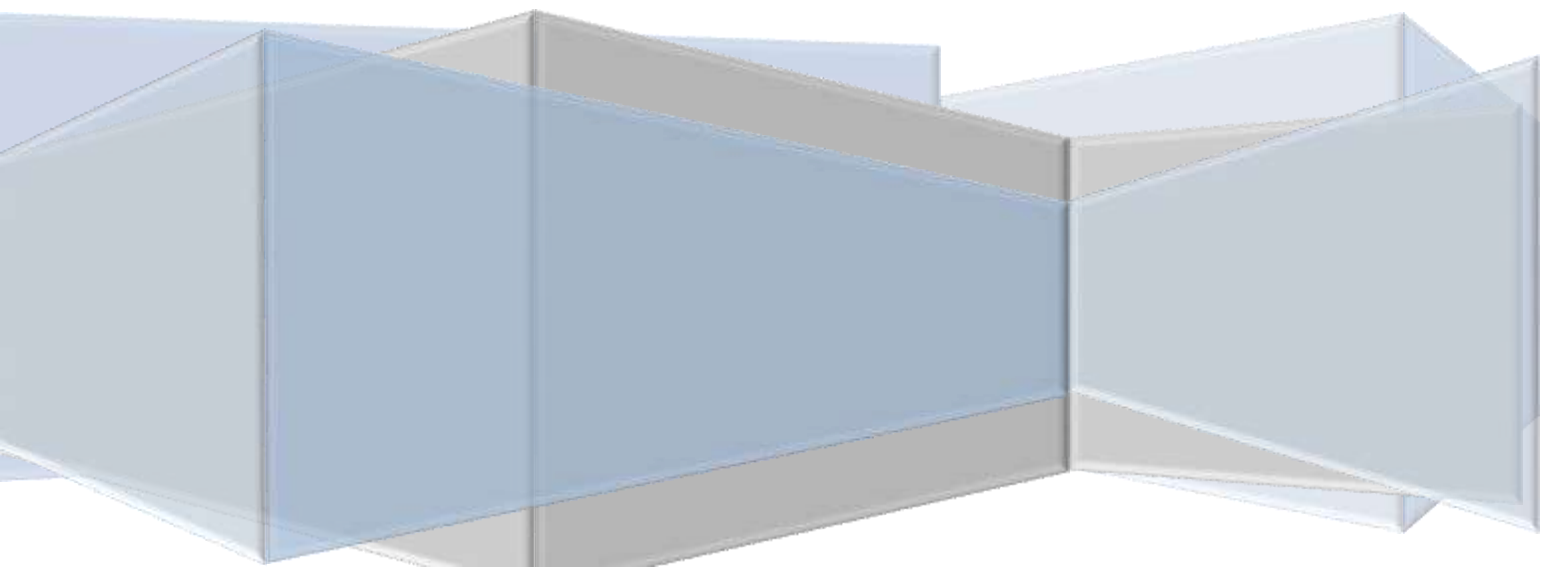
# Accounts

---



A vital service for people with mental health needs

# **ANNUAL REPORT & ACCOUNTS 2021/22**



# ACCOUNTS and ANNUAL REPORT OF THE TRUSTEES

For the year ended 31<sup>st</sup> March 2022

## REFERENCE & ADMINISTRATIVE INFORMATION as at 31<sup>st</sup> MARCH 2022

<b>1</b>	<b>NAME OF THE CHARITY</b>	BROMLEY COMMUNITY COUNSELLING SERVICE
<b>2.</b>	<b>CHARITY REGISTRATION No.</b>	1103861
<b>3.</b>	<b>COMPANY REGISTRATION No.</b>	4942090
<b>4.</b>	<b>ADDRESS</b>	121 Masons Hill BROMLEY Kent BR2 9HT
<b>5.</b>	<b>TRUSTEES</b>	Christopher Barrett ( <i>Chair</i> ) Venetia Bell Tony Catherall ( <i>Treasurer</i> ) Nicola Talbot Samantha Merry Frances Westerman (Advisor to the Board)
<b>6.</b>	<b>CLINICAL DIRECTOR</b>	Dr Raffaella Katsanis
<b>7.</b>	<b>BANKERS</b>	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
<b>8.</b>	<b>AUDITOR</b>	T.L. Huxtable, FCCA 11 Stanhope Grove Beckenham Kent BR3 3JB
<b>9.</b>	<b>WEBSITE</b>	<a href="http://www.bccs.uk.com">www.bccs.uk.com</a>
<b>11.</b>	<b>SOCIAL MEDIA</b>	<b>Twitter:</b> @BCCS121 <b>Facebook:</b> /bromley.community.counselling
<b>10.</b>	<b>JUST GIVING</b>	www.justgiving.com/ bromleycommunitycounsellingservice
<b>11.</b>	<b>CONTACT DETAILS</b>	0208 460 7711 contact@bccs.uk.com

## TABLE OF CONTENTS

REFERENCE & ADMINISTRATIVE INFORMATION as at 31 <sup>st</sup> MARCH 2022.....	2
TABLE OF CONTENTS.....	3
PURPOSE.....	4
OBJECTIVES.....	4
THE COUNSELLING SERVICE .....	4
STRUCTURE, GOVERNANCE, AND MANAGEMENT.....	9
FINANCIAL REVIEW.....	10
Financial Reserves Policy.....	11
Financial Risk Management .....	11
Fundraising.....	11
DECLARATION.....	12

## PURPOSE

Bromley Community Counselling Service (BCCS) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London Borough of Bromley and surrounding areas. The counselling service, which is a BACP<sup>1</sup> Accredited Service,<sup>2</sup> is provided for people who may be struggling with personal, emotional or mental health difficulties. The staff at BCCS assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed. The benefits of supporting individuals through periods of extreme stress and mental illness are many – families can be kept together, employment maintained or re-started, harmful behaviours avoided and poor mental health addressed. For those who need it, long term counselling can be life-changing or even life-saving.

## OBJECTIVES

**The charitable objects of BCCS are as follows:**

- The relief of psychological distress among the residents of the London Borough of Bromley by the provision of counselling.
- The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- The advancement of the education of the public in the subjects of counselling and psychotherapy.
- The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice.

## THE COUNSELLING SERVICE

BCCS has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs.

Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, IAPT<sup>3</sup> service, other local organisation, or by personal recommendation.

### Overview

For most of 2021-22 the service was still impacted by the global Covid-19 pandemic, all counsellors were continuing to deliver sessions online until October 2021. This meant reduced access for people who were not able to connect and use Zoom sessions, because of technology or lack of privacy. This, of course, had a significant impact on the organisation because fees are BCCS's main source of income. Counsellors had to engage in further training in techniques for working online because, although similar, there are significant differences and ethical challenges unique to working in this new way.

---

<sup>1</sup> British Association for Counselling & Psychotherapy: [www.bacp.co.uk](http://www.bacp.co.uk)

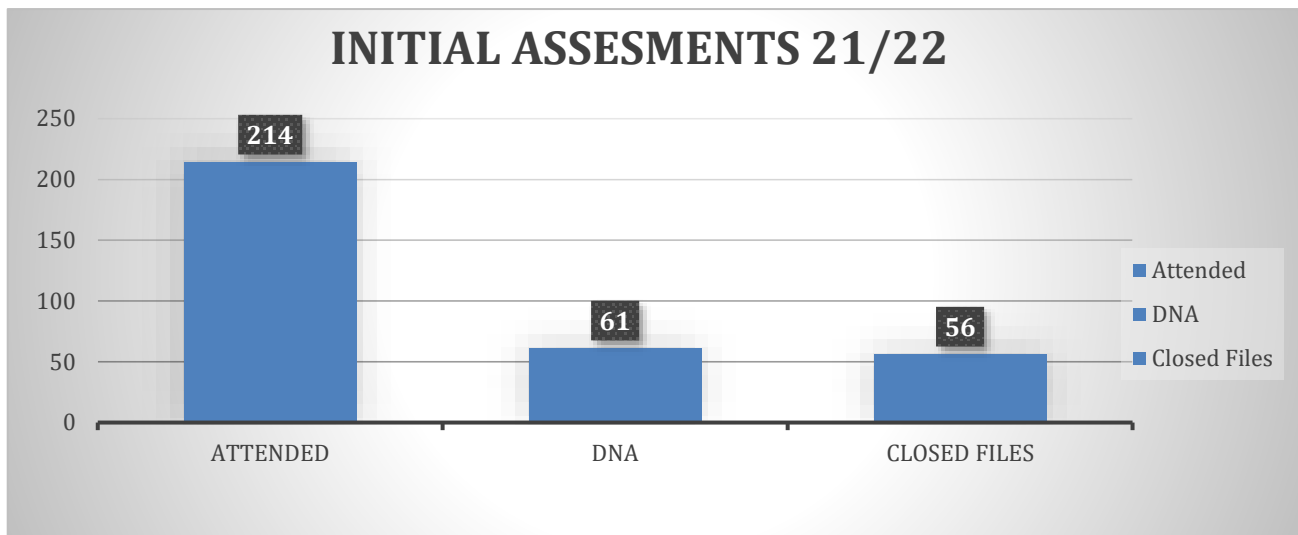
<sup>2</sup> BACP Accredited Counselling Service member no. 118757

<sup>3</sup> 'Improving Access to Psychological Therapies': <http://www.iapt.nhs.uk/iapt/>

Since October 2021, and with a new Clinical Director, BCCS has started a major transformation of the service. The plan included: reviewing of policies & procedures, digitalising clients and finance systems, prioritising health & safety for staff, counsellors and clients and increasing capacity of delivery from 45 to 90 counsellors, including a plan to launch an online service to cater for wider areas in London and Kent. We have improved operational and clinical policies and procedure to facilitate smooth running of the service by shortening waiting lists, recruiting volunteer assessors (trained by BCCS ) to increase capacity of access to the service. We have launched the couple counselling service and offered short term counselling to clients referred by Bromley & Croydon Women’s Aid.

**Assessments**

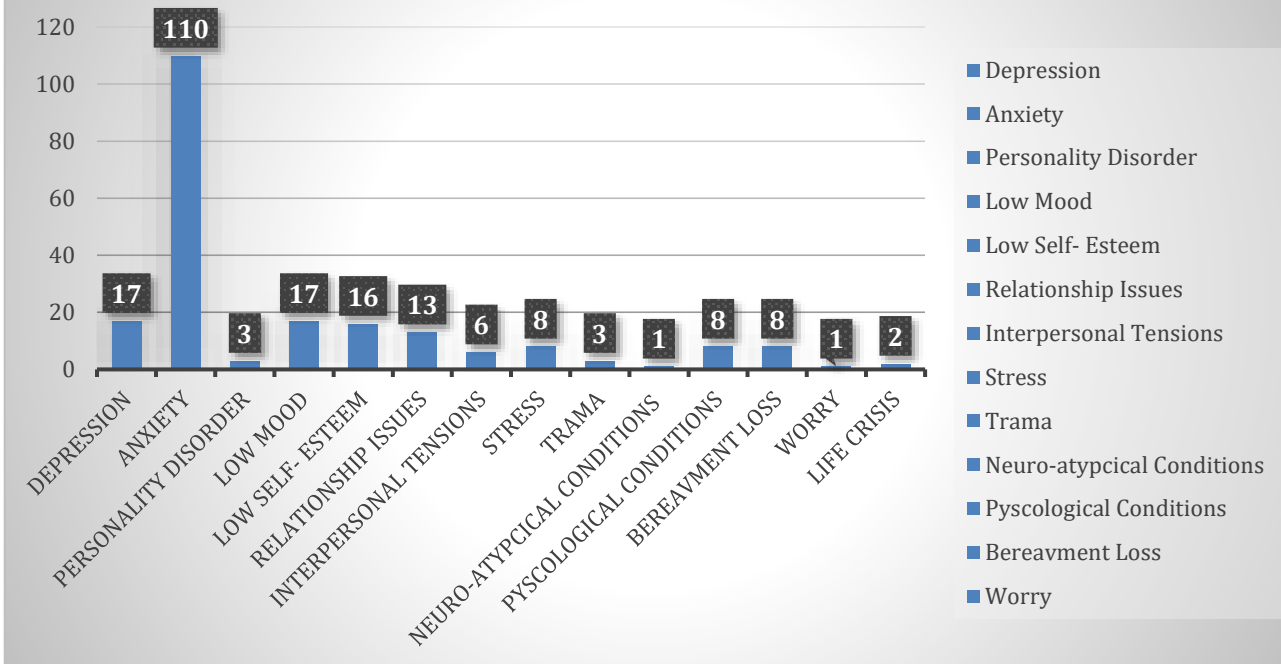
In the period between April 2021 and March 2022, we assessed 275 potential clients, of whom 214 entered counselling, which is a significant increase on last year’s total of 164. This is due to opening up our service face to face again in October 2021 and help clients who were not in a position to attend counselling online sessions to attend in person at BCCS office.



**Presenting Problems**

Anxiety was identified as the main presenting difficulty at time of assessment, followed by low mood and depression. Our assessors have been trained in using the 6 P model and formulate the most suitable intervention for the client based on presenting issues, predisposing factors and risks. 80% of formulations are for long term counselling, 15% CBT and 5% short term.

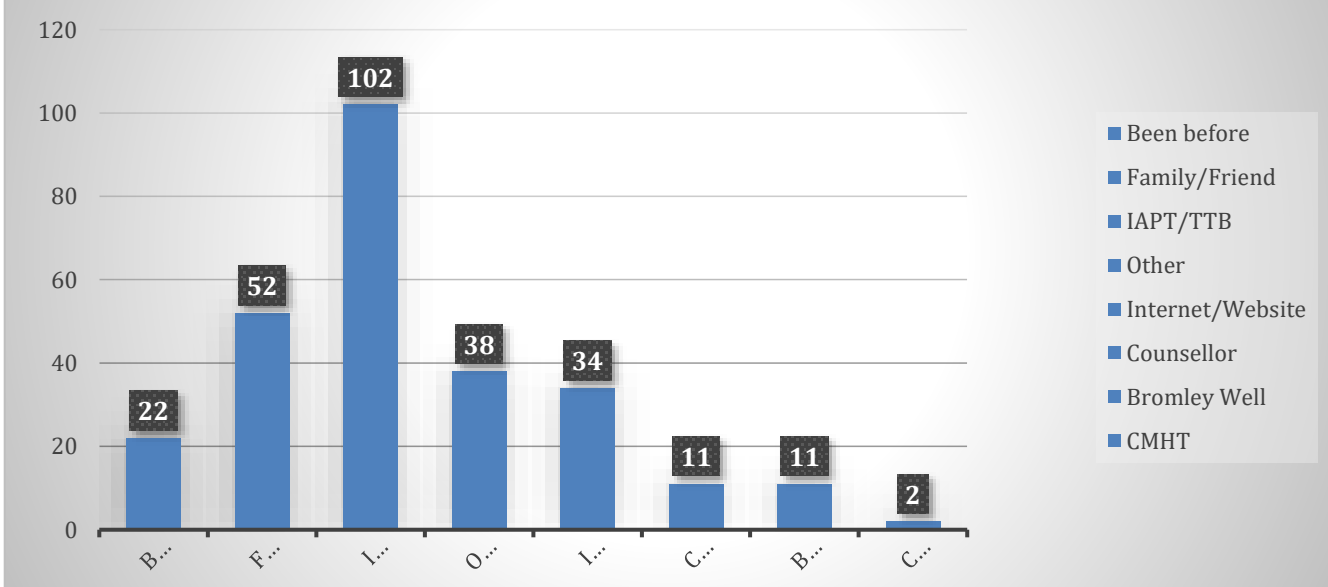
## Presenting Problems 2021-2022



### Referral Sources

The chart below shows that the majority of referrals came from NHS services, including GPs and Talk Together Bromley, where patients had been signposted to BCCS to avoid long waiting lists. Many clients need longer-term support than that provided by statutory services, and a small proportion of these NHS referrals had already received free treatment and wished to continue therapy in a longer-term more in-depth setting. Many patients were also referred for short term interventions and CBT. BCCS started offering these interventions since October 2021.

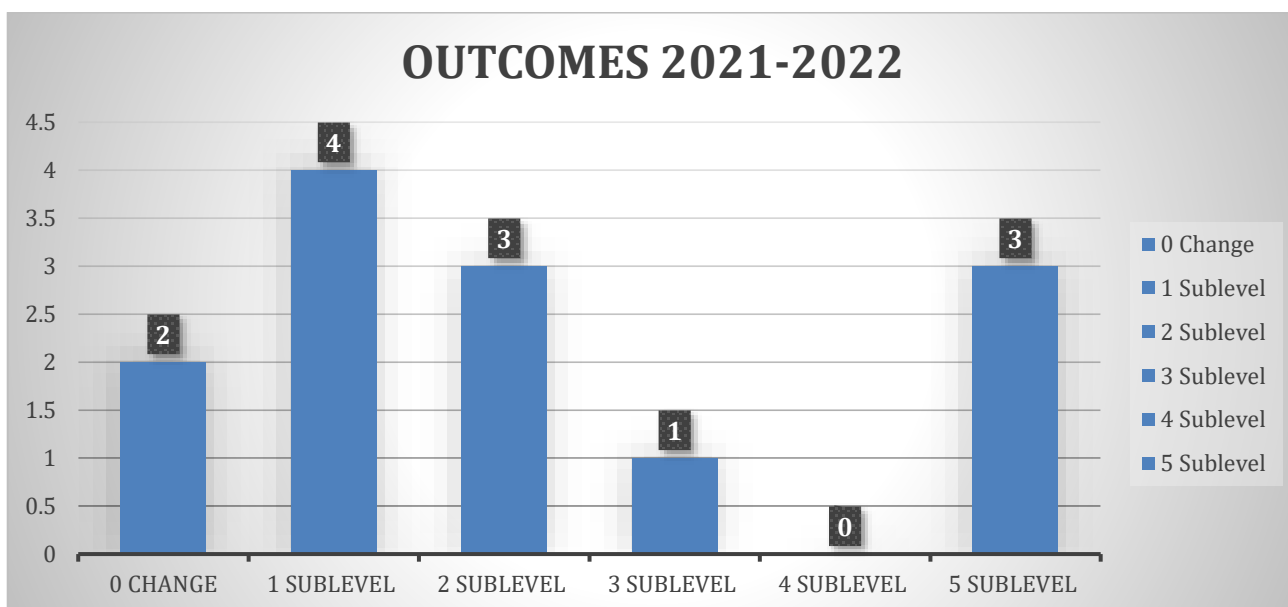
## REFERRAL SOURCES 2021-2022



## Outcomes

BCCS monitors outcomes monthly throughout counselling and at the final appointment. The CORE34 questionnaire is a psychological questionnaire used by many NHS services in the UK that measures levels of anxiety, depression and overall functioning. It classifies people according to their score into 6 sub-divisions: Healthy, Low, Mild, Moderate, Moderately-severe, and Severe. The aim is for clients to drop down to Healthy scores (i.e. in the non-clinical range), but a drop of at least 2 sublevels indicates not only clinical change (e.g. moderate, through low, to mild) but *reliable* change too. The data we have analysed in previous years shows that clients really need to have around 20-24 sessions to achieve lasting improvement.

56 clients ended their counselling between 1<sup>st</sup> April 2021 and 31<sup>st</sup> March 2022, having received up to a year of weekly sessions. The chart below indicates the number of clients who have completed outcome measures toll Core 34 from the beginning, throughout counselling and at the end, and have improved by various sub-levels. Overall, they have all clinically improved. More than 50% of clients have dropped down to at least 2 sublevels indicating a reliable change.



## Feedback

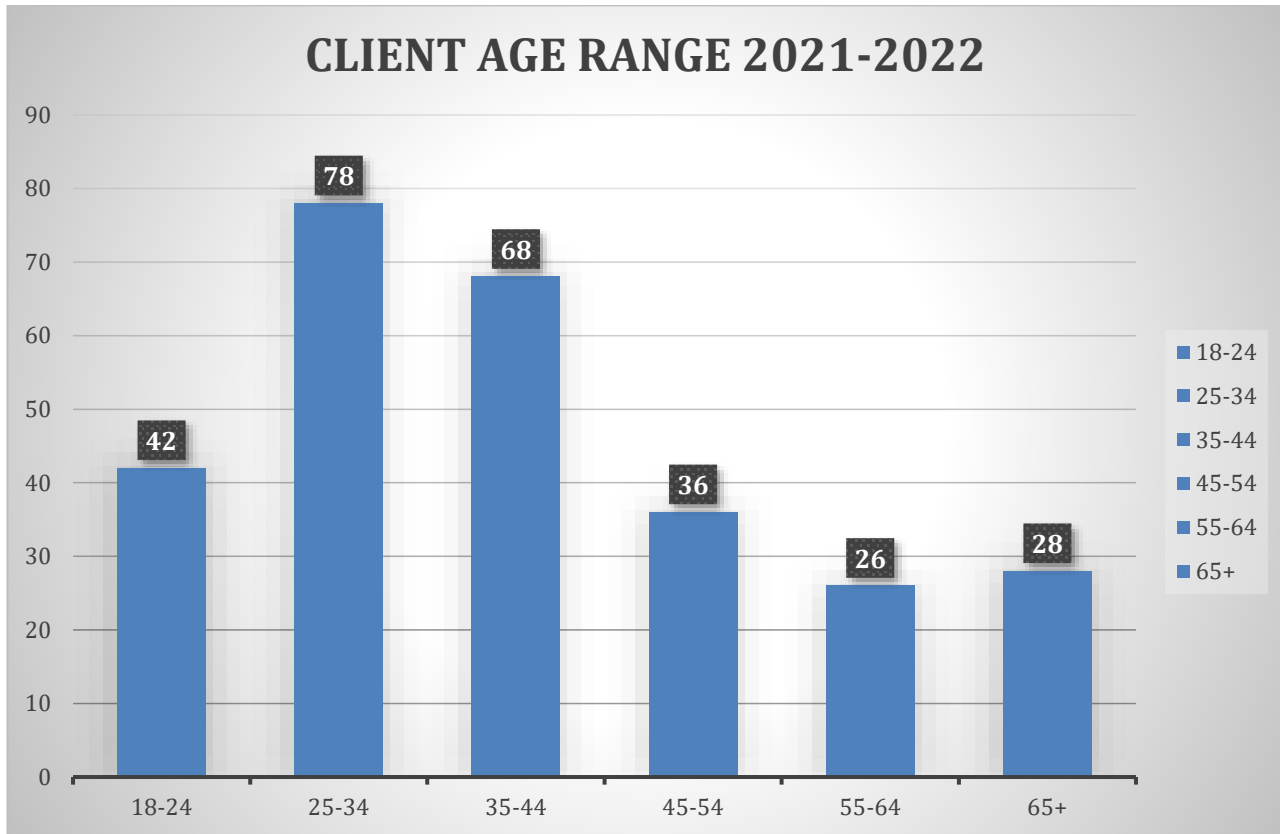
At discharge clients and counsellors leaving their placements are asked to complete an evaluation questionnaire, which gives them the opportunity to feedback personally. Below examples of typical of feedback we receive:

Counsellor: *'I am very grateful to have had my placement at BCCS. I've received really good support from my supervisors, there has been a constant supply of clients for when I have needed to take new ones on and the office staff have been very friendly and helpful. I've also deeply valued the input from other counsellors at BCCS and have become good friends with one of them, whom I know I will stay in touch with for a long time. It really has been a great start to my counselling career - thank you BCCS!'*

Client: *'Just wanted to express my love and appreciation for my first visit with my counsellor last week. Thank you for the phenomenal service you give to the community. I have just given you all a five star review ...!!'*

## Demographics

In 2021-22 our demographics show a considerable increase of clients age 25-34 seeking long term counselling. There is also an evident increase in the age range of over 65 with presenting issues surrounding bereavement and loss during the pandemic.



## Clinical Provision

BCCS provides high-quality clinical placements for counsellors-in-training who, in 2021-22, came from many London and Kent based training colleges/universities, and for qualified counsellors working towards their BACP or UKCP accreditation. This enables us to offer a range of interventions that ensure the best therapeutic provision for clients. It also provides clinical supervision to staff and volunteers from local charities that are working with vulnerable members of the public and who do not have a clinical qualification.

BCCS provide a wide range of therapies, and an explanation of the differences between different models of working can be found on our website (<https://bccs.uk.com/types-of-counselling/>). Although most of our therapists use an integrative model of working, drawing on different modalities to suit the needs of the client, some are trained in a pure model of therapy, such as psychodynamic therapy, Transactional Analysis, or Gestalt psychotherapy.

In October 2021 BCCS launched two new clinical provisions, Couple Therapy and CBT (Cognitive behavioural Therapy). Specialist therapists and clinical supervisors were recruited to effectively deliver these interventions and improve access to the community. Evidence and analysis of outcomes are being collated and will be presented in our next annual report.

## Money matters

A major factor that influences access is the cost of counselling. The provision of accessible counselling is at the cornerstone of BCCS's ethos. In comparison with local private counselling (which ranges around £50-£80 per appointment) BCCS provides a very cost-attractive service for our local community, and offers counselling for a contribution as low as £20 per appointment for clients who cannot afford a private therapist. It is the Trustees' aim to be able once again to provide counselling for £5 for those on welfare benefits. BCCS has been able to do this in the past year thanks to The National Lottery, whose generous funding has enabled us to provide time-limited therapy for up to 20 appointments at £5 each. Subject to receiving grants or donations this service will be made available to the community again.

## TRAINING & DEVELOPMENT OF TRUSTEES AND STAFF

As part of our annual clinical audit, carried out towards the end of every financial year, staff provide evidence of continuing professional development (CPD) and, during their annual face-to-face appraisal interview, identify gaps in knowledge arising from feedback given by their clients, supervisors, and line managers. This contributes to the CPD workshops we organise, although because of the Pandemic there have only been two during the past year. We provided Assessment & Formulation training to more experienced counsellors who volunteered to work as Assessors for BCCS. We also provided Domestic Violence training (via the charity Women's Aid) to counsellors who were interested in working with these clients group.

## STRUCTURE, GOVERNANCE, AND MANAGEMENT

BCCS is a charity and company limited by guarantee which has no share capital. Each Trustee undertakes to contribute a sum not exceeding £10 in the event of BCCS being unable to meet its liabilities. The Trustees bring a variety of skills and experience to the Board, providing knowledgeable leadership. The Board has ultimate responsibility for directing the affairs of BCCS and ensuring that it is solvent, well-run, and meets its charitable objects.

Trustees are elected to serve for a period of three years after which they retire by rotation and can be re-elected. There is no maximum number of Trustees but there is a minimum of three. The Trustees who have served during the year are:

Name	Resigned
Chris Barrett (Chair)	
Venetia Cooper	
Tony Catherall (Treasurer)	
Frederiek Chatfield	17.08.21
David Howarth	13.10.21
Dessa Miller	01.02.22
Sam Merry	
Nicky Talbot	

Advisor to the Board: Frances Westerman	
--	--

The Board of Trustees meets every 12 weeks to review the strategic direction and performance of the charity.

Management of the counselling service is delegated to the Clinical Director, Dr Raffaella Katsanis, who carries responsibility for the day-to-day running of the organisation. All of the charity's paid staff are part-time and include five clinical supervisors, seven counselling assessors, a finance manager, and a small team of part-time office administrators and receptionists. Volunteer counsellors, who are either qualified and working towards their eventual BACP/ UKCP accreditation or are counselling trainees on clinical placement, provide the counselling activity. All counsellors are recruited, selected, monitored and evaluated by the Clinical Director and the team of supervisors.

BCCS monitors its client base for diversity and accessibility as well as its staff recruitment practices. All policies are reviewed on a two-year rotation by the Clinical Director, who ensures they also meet the requirements of the Equality Act 2010. BCCS works actively to avoid any discriminatory practice to ensure equality of opportunity in the recruitment of staff, volunteers, the Board of Trustees, and its service to the public. In striving to implement, monitor and develop its Equality Policy, all new staff are asked to complete an Equality Impact Monitoring form, the completion of which is optional. The information gathered is anonymous and confidential and is used solely for monitoring and evaluation purposes.

The counselling rooms are situated at BCCS's registered office: 121 Masons Hill, although they have been closed for 6 months of the year 2021-2022. BCCS actively seeks to be as widely accessible as possible to the public, and is committed to being proactive in its engagement with clients and staff to ensure that all clients and members of staff who have particular requirements because of their protected characteristic<sup>4</sup> can access its information, and perform their roles as equally as those who do not share their protected characteristic. The Accessibility Strategy is reviewed annually and is available on request.

## FINANCIAL REVIEW

The financial year 2021-22 has seen BCCS start to recover from the global pandemic. Face to face sessions have resumed in the centre where they had been online during Covid pandemic. This has seen an increase in restricted fees by over 15%. The minimum fee charged to new clients has been increased from £16 to £20. We may need to increase this again in the near future to ensure income is at a sustainable level. We have also increased the initial assessment fee.

We received a grant for the Bromley Homeless Shelter of just over £7,000, a grant for the deaf service for £2,800 and nearly £6,500 for the National lottery grant.

With slightly increased profits, BCCS is now going from strength to strength following the pandemic. We are in a better position to build on this and increase recruitment of counsellors which will lead to more clients accessing the service.

A formal copy of the Accounts for 2021-2022 has been sent to all Trustees. The income and Expenditure account has been prepared on the basis that all operations are continuing operations.

---

<sup>4</sup> In accordance with The Equality Act 2010

### **Financial Reserves Policy**

The Board of Trustees regularly reviews its reserves requirement, and has decided that between three and six months' operational costs are an appropriate level of reserves. This is to provide enough resources for the fulfilment of employment contracts and leasehold contracts, and to give the counsellors adequate time to structure an ending process with their clients should this become necessary.

### **Financial Risk Management**

The Trustees actively review the major risks that the Charity faces on a regular basis, such as the financial viability of the organisation and the subsequent impact on staff and volunteers due to any lack of confidence and uncertainty about the future. Other risks that are regularly monitored include those that cover the professional reputation of BCCS, such as a loss of confidence due to lengthy waiting lists and client numbers consequently dropping, or the impact on staff's confidence and competence due to the increased complexity in clients who are accepted by us. The Trustees have dealt with these risks by having adequate levels of reserves, taking out appropriate insurances and by setting policies that meet legislative and good practice requirements.

### **Fundraising**

We are grateful to The National Lottery and Flowers for All for significant grants towards our low-cost counselling service, and to all our private donors – who have given generous contributions to help us continue the work of this charity.

We are also grateful to organisations that created a pathway for donations in 2020-21: Amazon Smile, PayPal Giving, The Giving Machine, and JustGiving.

Also our thanks go to those several clients, whom we cannot name because of confidentiality, who ended their therapy in 2021-22 and who made a donation to BCCS after their counselling had ended. All this help has made a significant contribution to BCCS and its work in the local community.

### **Message from the Chair of Trustees**

*BCCS has faced yet another year of challenges successfully. The second year of the Covid pandemic saw the continuing uptake of vaccinations amongst clients, counsellors, and office staff, enabling a shift back towards more face-to-face counselling. As with many other organisations, however, we now appreciate that the ability to meet safely and effectively online opens up opportunities.*


*This year we have seen the departure of our Clinical Director, Carolyn Couchman, and the appointment of her successor, Raffaella Katsanis. Carolyn has been the heart and soul of BCCS for years. She has built the reputation of BCCS for high quality counselling, and carried us through the shock of the first waves of Covid. We are immensely grateful and she will be missed.*

*Raffaella now has the task of taking BCCS into a new future – there will be bumps in the road, but I am confident she will succeed. The coming year will see the development and implementation of a new strategy to make BCCS sustainable in the long term, so it can continue to provide excellent support at low cost to people suffering with their mental health.*

## DECLARATION

The Trustees declare that they have approved the Trustees' Report, above.

Signed on behalf of the Charity's Trustees:

Signature	
Full name	CHRISTOPHER BARRETT
Position	CHAIR OF TRUSTEES
Date	23 <sup>rd</sup> November 2022

**BROMLEY COMMUNITY COUNSELLING SERVICE 2021-2022**

<b>Incoming Resources</b>	<b>Unrestricted £</b>	<b>Restricted £</b>	<b>Training £</b>
Fees	132,225		
Donations	6,105		
Grants		24,824	
Supervisors Reports	200		
Interest	9		
Sundries	755		
Govt Furlough	6,014		
Other Funding	3,180		
Training fees			158
<b>TOTAL</b>	<b>148,486</b>	<b>24,824</b>	<b>158</b>
<b>Resources Expended</b>			
Staff & Volunteer Costs	102,045	16,386	
Premises	13,544	1,000	
Office Expenses	5,371		
Fundraising	126		
Utilities	2,688	1,000	
Sundries	3,664		
Phone	2,638		
Insurance	1,204	500	
Training Costs			215
Building Work	362		
Office Equipment	1,313		
Office Covid	467		
Subscriptions			
<b>TOTAL</b>	<b>133,423</b>	<b>18,886</b>	<b>215</b>
<b>NET INCOME</b>	<b>15,063</b>	<b>5,938 -</b>	<b>57</b>
<b>B/F</b>	<b>93,535</b>	<b>12,546</b>	<b>1,250</b>
<b>TRANSFERS</b>	<b>6,945 -</b>	<b>6,945</b>	
<b>C/F</b>	<b>115,543</b>	<b>11,539</b>	<b>1,193</b>

**BROMLEY COMMUNITY  
COUNSELLING SERVICE 2021-2022**

<b>INCOME</b>	<b>£</b>
Fees	132225
Supervisors reports	200
Donations	6105
Training fees	158
Grants	24824
Interest	9
Sundries	755
Government Furlough	6014
Other funding	3180
<b>TOTAL</b>	<b>173469</b>

<b>EXPENDITURE</b>	
Staff	118431
Premises	14544
Support	19550
<b>TOTAL</b>	<b>152525</b>

b/f from March 2021	107331
c/f to April 2022	128275

**BROMLEY COMMUNITY**

**COUNSELLING SERVICE 2021-2022**

**Balance Sheet 31/3/22**                      **£**

Bank	129,258
Cash in Transit	260
<b>Total</b>	<b>129,518</b>

Trade creditors	1,243
-----------------	-------

**NET ASSETS**                                      **128,275**

---

**FUNDS**

Unrestricted	64,543
Restricted	12,732
Reserves	51,000
<b>TOTAL</b>	<b>128,275</b>

---

**INDEPENDENT EXAMINER'S STATEMENT**

Bromley Community Counselling Service  
(A Company Limited by Guarantee)

*Handwritten notes:*  
1. 10/1/2022  
2. 10/1/2022  
3. 10/1/2022

We have reviewed the financial statement of Bromley Community Counselling Services on the previous pages for the 12 month period ended 31st March 2022. The financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by Law, we do not accept or assume responsibility to anyone other than the Trustees as a body for our audit work, this report, or for the opinions we have formed.

**Respective responsibilities of Trustees and Auditors**

As described in the statement of Trustees' responsibilities, the Trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK & Ireland).

We report to you our opinions as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006. We also report to you if, in our opinion, the Trustees' report is not consistent with the financial statements, if the Company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding remunerations and transactions is not disclosed.

**Opinion**

In our opinion, the Trustees report is consistent with the financial statements and the financial statements give a true and fair view of the state of affairs at 31st March 2022 of the charity and of its surplus for the period ended 31st March 2022, and have properly prepared in accordance with the Companies Act 2006.

T L Huxtable FCCA  
11 Stanhope Grove  
Beckenham  
Kent  
BR3 3JB



Date 8th May 2022

**Accessible Counselling and Therapy Limited**

England & Wales - Charity number 1103861

---

# Accounts

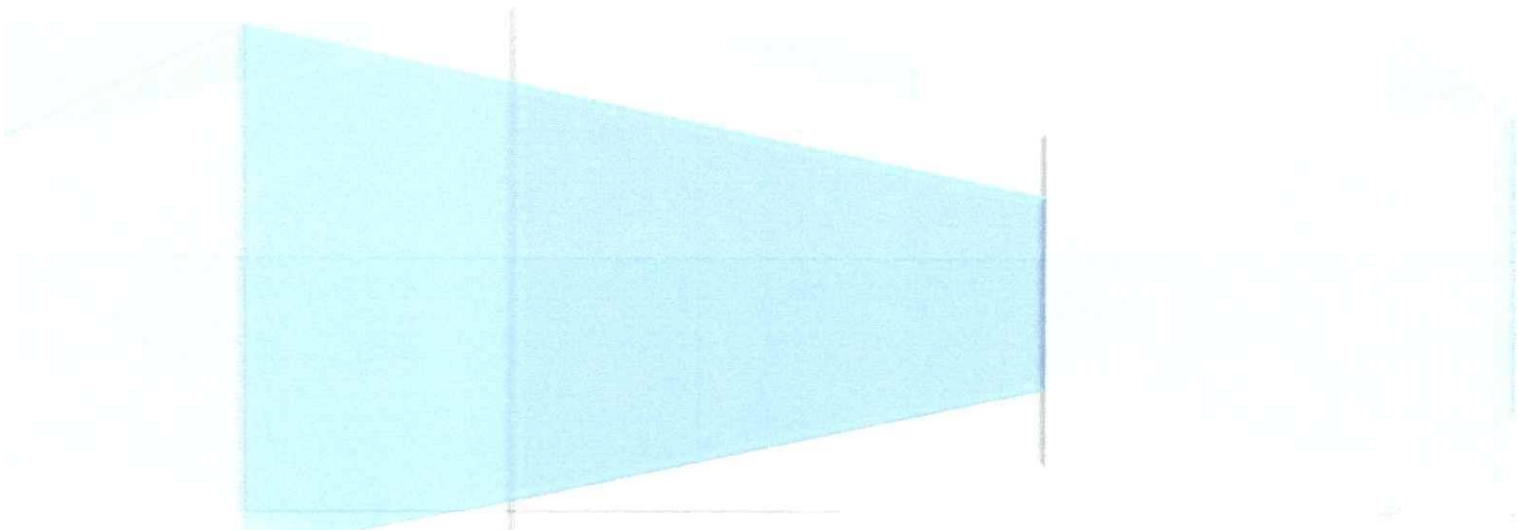
---



Providing Long Term Counselling Support

A vital service for people with mental health needs

**ANNUAL REPORT  
& ACCOUNTS  
2020/21**



# ACCOUNTS and ANNUAL REPORT OF THE TRUSTEES

For the year ended 31<sup>st</sup> March 2021

## REFERENCE & ADMINISTRATIVE INFORMATION as at 31<sup>st</sup> MARCH 2021

1	NAME OF THE CHARITY	BROMLEY COMMUNITY COUNSELLING SERVICE
2.	CHARITY REGISTRATION No.	1103861
3.	COMPANY REGISTRATION No.	4942090
4.	ADDRESS	121 Masons Hill BROMLEY Kent BR2 9HT
5.	TRUSTEES	Christopher Barrett ( <i>Chair</i> ) Venetia Cooper Tony Catherall ( <i>Treasurer</i> ) Frederiek Chatfield David Howarth Nicola Talbot Samantha Merry Dessa Miller Frances Westerman (co-opted)
6.	CLINICAL DIRECTOR (HEAD OF SERVICE)	Carolyn Couchman
7.	BANKERS	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
8.	AUDITOR	T.L. Huxtable, FCCA 11 Stanhope Grove Beckenham Kent BR3 3JB
9.	WEBSITE	<a href="http://www.bccs.uk.com">www.bccs.uk.com</a>
11.	SOCIAL MEDIA	<b>Twitter:</b> @BCCS121 <b>Facebook:</b> /bromley.community.counselling
10.	JUST GIVING	<a href="http://www.justgiving.com/bromleycommunitycounsellingservice">www.justgiving.com/ bromleycommunitycounsellingservice</a>
11.	CONTACT DETAILS	0208 460 7711 <a href="mailto:contact@bccs.uk.com">contact@bccs.uk.com</a>

## TABLE OF CONTENTS

REFERENCE & ADMINISTRATIVE INFORMATION as at 31 <sup>st</sup> MARCH 2021.....	2
TABLE OF CONTENTS.....	3
PURPOSE.....	4
OBJECTIVES.....	4
THE COUNSELLING SERVICE .....	4
DEBT ADVICE SERVICE (DAS) .....	9
STRUCTURE, GOVERNANCE, AND MANAGEMENT.....	10
FINANCIAL REVIEW.....	11
Financial Reserves Policy.....	11
Financial Risk Management.....	12
Fundraising .....	12
DECLARATION.....	13

*120 clients ended their counselling between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021. Overall, 77% of them showed improvement by their final appointment, and over half (57%) showed such significant improvement that it indicated not only clinical change but also reliable change.*

## PURPOSE

Bromley Community Counselling Service (BCCS) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London Borough of Bromley and surrounding areas. The counselling service, which is a BACP<sup>1</sup> Accredited Service,<sup>2</sup> is provided for people who may be struggling with personal, emotional or mental health difficulties. The staff at BCCS assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed. The benefits of supporting individuals through periods of extreme stress and mental illness are many – families can be kept together, employment maintained or re-started, harmful behaviours avoided and poor mental health addressed. For those who need it, long term counselling can be life-changing or even life-saving.

## OBJECTIVES

**The charitable objects of BCCS are as follows:**

- The relief of psychological distress among the residents of the London Borough of Bromley by the provision of counselling.
- The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- The advancement of the education of the public in the subjects of counselling and psychotherapy.
- The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice.

## THE COUNSELLING SERVICE

BCCS has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs. Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, IAPT<sup>3</sup> service, other local organisation, or by personal recommendation.

### Overview

2020-21 is the year that was deeply impacted by the global Covid-19 pandemic, which had a significant effect on our clients, our counsellors, and the counselling service as a whole. As soon as the Government imposed

<sup>1</sup> British Association for Counselling & Psychotherapy: [www.bacp.co.uk](http://www.bacp.co.uk)

<sup>2</sup> BACP Accredited Counselling Service member no. 118757

<sup>3</sup> 'Improving Access to Psychological Therapies': <http://www.iapt.nhs.uk/iapt/>

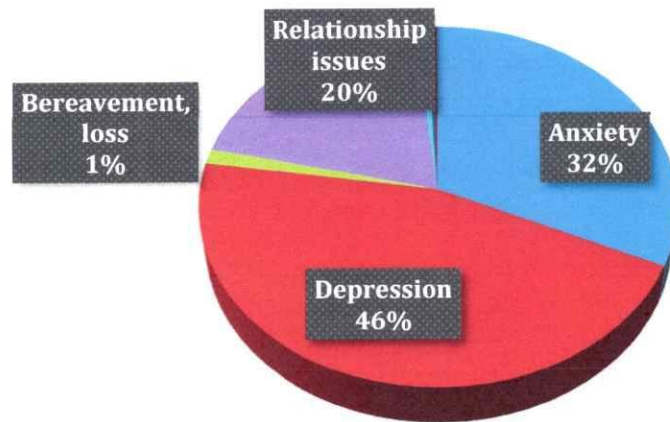
the first lockdown, the entire counselling service of 65 counsellors and around 175 clients had to transfer their talking therapy appointments online. Not everyone was able to, some because of the technology, others because of lack of privacy, and about one-third of our clients stopped their counselling, most of them hoping at the time that face-to-face sessions would recommence quickly. This, of course, had a significant impact on the organisation because fees are BCCS's main source of income. At the same time 3 out of our 5 paid part-time admin staff were put on furloughed leave under the Government's Job Retention Scheme. Counsellors rapidly had to engage in further training in techniques for working online because, although similar, there are significant differences and ethical challenges unique to working in this new way.

As the year went on, it became apparent that the pandemic was affecting the service in many different ways: initially fewer clients were enquiring about counselling, presumably because their priorities were about meeting basic needs, and other local charities were put under pressure by demands from the local population to get their more material needs met. People who were put on furloughed leave, or made redundant, turned to the free NHS services which became overwhelmed and so were signposted to BCCS, leading to around two-thirds of clients arriving via this route. Funders, similarly, turned their attention to providing grants to charities that were supporting people on a more material level, so our grants income petered out.

However, the public adjusted to different ways of living: working from home was life-changing for some. Schools and shops were shut, parents had to learn to home-school and children had open access to their parents 24/7. In many ways this was of huge benefit, but in turn it brought its own pressures and we saw an increase in men requesting counselling (nearly 40% of all clients), and a fifth of our referrals were about relationship difficulties. In the previous year, anxiety states had been the main presenting difficulty, but in the Pandemic Year (2020-21) low mood and depression accounted for 46% of all problems.

When the lockdown was lifted briefly in the summer of 2020, BCCS was unable to use all four counselling rooms because the smallest couldn't keep people 2m apart and so, although income had started to rise by September, our capacity never reached the previous year's because of this.

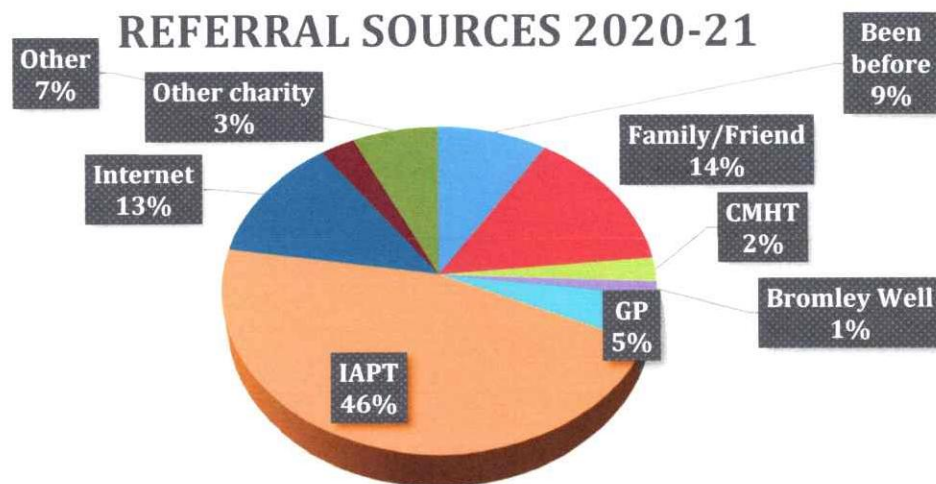
## PRESENTING PROBLEMS 20-21



### Assessment

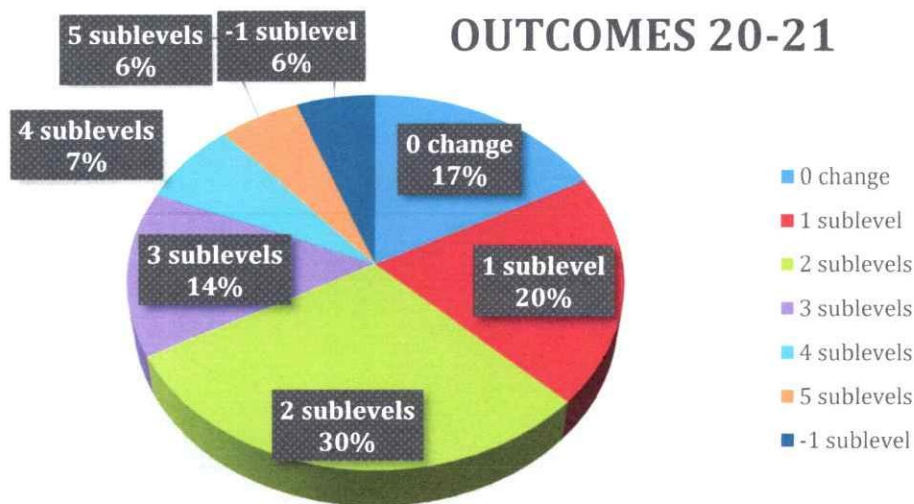
During the year BCCS was awarded Lottery funding to upgrade its computer system and website, making it possible for the first time for members of the public to book an initial assessment consultation themselves, choosing a time convenient to them and paying for it through the website. The initial consultation is delivered by an experienced practitioner, whose task is to identify the key issues for the client. The assessor gathers demographics and other information, as well as making a risk assessment of harm (by the client to him/herself or to others). This is achieved by the use of the CORE34 outcome measure together with a self-appraisal completed by the client before the appointment. BCCS employs four experienced and well-qualified therapists to implement the assessment and allocation procedure. They consult appropriately about potential clients who appear to be at risk of self-harm or harm to others before allocating them to work with more experienced clinicians, or signpost them to more appropriate local services. Every two weeks the Assessment Team meets with the Clinical Director to discuss their work. Due to the pandemic BCCS discontinued face-to-face initial consultations, which are now carried out by phone.

### Referral Sources



Because of the pandemic there was an initial drop in members of the public requesting counselling, and so overall numbers were significantly lower this year. We assessed 164 potential clients during the year, of whom 142 entered counselling, which is a significant drop on last year's total of 296. The chart shows that 54% of referrals came from NHS services, including GPs and Bromley Well, where patients had either been assessed as unsuitable for CBT<sup>4</sup> or other short-term treatments, or had been signposted to BCCS to avoid long waiting lists, which is an increase on last year. Many clients need longer-term support than that provided by statutory services, and a small proportion of these NHS referrals had already received free treatment and wished to continue therapy in a longer-term more in-depth setting. In addition, it is likely that the 13% who identified the internet as their source of information had been recommended to seek BCCS by an NHS practitioner and left to follow-up themselves. Personal recommendation (Family/Friend) is proving a significant source of recommendation, as are people returning for counselling after a break.

### Outcomes



BCCS monitors outcomes monthly throughout counselling and at the final appointment. The CORE34 questionnaire is a psychological questionnaire used by many NHS services in the UK that measures levels of anxiety, depression and overall functioning. It classifies people according to their score into 6 sub-divisions: Healthy, Low, Mild, Moderate, Moderately-severe, and Severe. The aim is for clients to drop down to Healthy scores (i.e. in the non-clinical range), but a drop of at least 2 sublevels indicates not only clinical change (e.g. moderate, through low, to mild) but *reliable* change too. The data we have analysed in previous years shows that clients really need to have around 20-24 sessions to achieve lasting improvement.

120 clients ended their counselling between 1<sup>st</sup> April 2020 and 31<sup>st</sup> March 2021, having received up to a year of weekly sessions. We have complete data for just over half of them and the chart below indicates the percentage of clients who had improved by various sub-levels at the end of therapy. Overall, of our clients who ended therapy by 31<sup>st</sup> March 2021, 77% showed improvement at their final appointment, and over half (57%) showed such significant improvement that it indicated not only clinical but also reliable change<sup>5</sup>, as demonstrated in the chart overleaf.

<sup>4</sup> Cognitive Behavioural Therapy

<sup>5</sup> using NHS nationally-recognised outcome measures

## Feedback

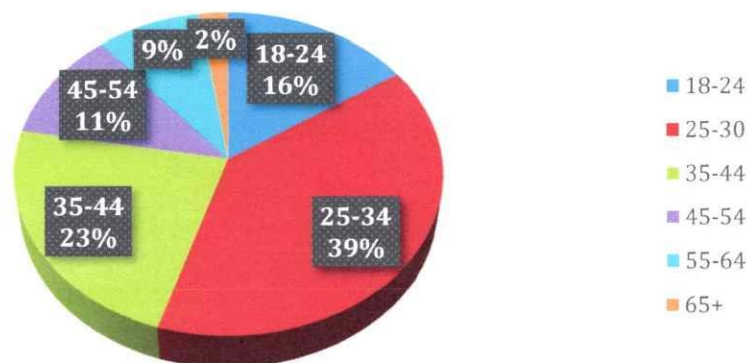
At discharge clients are asked to complete an evaluation questionnaire, which gives them the opportunity to feedback personally. These quotes are typical of those we receive, and come from the last quarter of the financial year:

- *“The service helped me through one of the most challenging periods of my life. The initial assessment was so insightful and made me feel that the service was professional and emotionally safe.”*
- *“It was clear that [my counsellor] understood what I was struggling to communicate. It has been an excellent service that has changed my entire outlook on life and have helped prevent me from doing serious harm to myself”.*

## Demographics

2020-21 saw a change in the balance of clients who sought counselling. 73% of clients who were experiencing life difficulties and came for an initial consultation fell within the 25-54 age range, with 5% increases in the numbers of both the 25-34 year olds and the 35-44 year olds.

## ANALYSIS OF CLIENTS' AGE RANGE



It is also evident that a significant proportion of clients have more complex pathology. These patients have mostly been assessed by NHS services as being unsuitable to be offered the brief low- or high- intensity therapy provided by local statutory services. As last year, we believe this clearly demonstrates that many clients need longer-term treatment that is not provided by statutory services and are therefore being forced to access support from the charitable or private sectors where they have to pay for their own therapy, which many cannot afford.

## Clinical Provision

BCCS provides high-quality clinical placements for counsellors-in-training who, in 2020-21, came from 23 different training colleges/universities, and for qualified counsellors working towards their BACP accreditation. This enables us to offer a range of interventions that ensure the best therapeutic provision for clients. It also provides clinical supervision to staff and volunteers from local charities that are working with vulnerable members of the public and who do not have a clinical qualification.

BCCS usually has a counselling staff team of between 60-70 counsellors, and from the clinical audit conducted in March 2021, 65% were qualified, and the remainder were still 'in training', although many had reached diploma equivalency and were continuing with their studies for a first, second, or third university degree. Over

a quarter of our counsellors are registered UKCP<sup>6</sup> or UKATA<sup>7</sup> members, with the remainder being members of BACP<sup>8</sup> and subject to the ethical standards and professional conduct procedures of these organisation.

BCCS is fortunate in being able to provide a wide range of therapies, and an explanation of the differences between different models of working can be found on our website (<https://bccs.uk.com/types-of-counselling/>). Half of our therapists use an integrative model of working, drawing on different modalities to suit the needs of the client, the other half are trained in a pure model of therapy, such as psychodynamic therapy, Transactional Analysis, or Gestalt psychotherapy.

### **Money matters**

A major factor that influences access is the cost of counselling. The provision of accessible counselling is at the cornerstone of BCCS's ethos. In comparison with local private counselling (which ranges around £40-£70 per appointment) BCCS provides a very cost-attractive service for our local community, and offers counselling for a contribution as low as £20 per appointment for clients who cannot afford a private therapist. It is the Trustees' aim to be able once again to provide counselling for £5 for those on welfare benefits (currently we charge £16), and BCCS has been able to do this in the past year thanks to The National Lottery, and The Merchant Taylors' Company, whose generous funding has enabled us to provide time-limited therapy for up to 20 appointments at £5 each.

## **DEBT ADVICE SERVICE (DAS)**

Our Debt Advice Service, which was established in 2013, closed in March 2020 due to the ill-health of our licensed debt advisor, Tony Catherall. Tony had been volunteering as a debt advisor in the London Borough of Bromley for several decades. Our respect and thanks go to him for all that he has done in his years as a licensed debt advisor, and for creating the Debt Advice Service for BCCS; and in particular for his commitment, his perseverance, and his tenacity on behalf of his clients.

## **TRAINING & DEVELOPMENT OF TRUSTEES AND STAFF**

As part of our annual clinical audit, carried out towards the end of every financial year, staff provide evidence of continuing professional development (CPD) and, during their annual face-to-face appraisal interview, identify gaps in knowledge arising from feedback given by their clients, supervisors, and line managers. This contributes to the CPD workshops we organise, although because of the Pandemic there have only been two during the past year. Our thanks go to Christiane Sanderson and Tony Buckley for agreeing to provide CPD workshops for our counsellors via Zoom.

---

<sup>6</sup> United Kingdom Council for Psychotherapy

<sup>7</sup> United Kingdom Association for Transactional Analysis

<sup>8</sup> British Association for Counselling & Psychotherapy

## STRUCTURE, GOVERNANCE, AND MANAGEMENT

BCCS is a charity and company limited by guarantee which has no share capital. Each Trustee undertakes to contribute a sum not exceeding £10 in the event of BCCS being unable to meet its liabilities. The Trustees bring a variety of skills and experience to the Board, providing knowledgeable leadership. The Board has ultimate responsibility for directing the affairs of BCCS and ensuring that it is solvent, well-run, and meets its charitable objects.

Trustees are elected to serve for a period of three years after which they retire by rotation and can be re-elected. There is no maximum number of Trustees but there is a minimum of three. The Trustees who have served during the year are:

<b>Name</b>	<b>Appointed</b>
TONY CATHERALL	December 2006
HELEN STOREY	July 2011, retired January 2021
LAURA WARREN	November 2013, retired January 2021
FREDERIEK CHATFIELD	November 2015
CHRIS BARRETT	February 2016
DAVID HOWARTH	November 2020
VENETIA COOPER	November 2020
NICKY TALBOT	January 2021
FRANCES WESTERMAN	January 2021 (co-opted for 1 year)
SAM MERRY	April 2021
DESSA MILLER	April 2021

The Board of Trustees meets every 12 weeks to review the strategic direction and performance of the charity.

Management of the counselling service is delegated to the Clinical Director, Carolyn Couchman, who, as Head of Service, carries responsibility for the day-to-day running of the organisation. All of the charity's paid staff are part-time and include five clinical supervisors, four counselling assessors, a finance manager, and a small team of part-time office administrators and receptionists. Volunteer counsellors, who are either qualified and working towards their eventual BACP accreditation or are counselling trainees on clinical placement, provide the counselling activity. All counsellors are recruited, selected, monitored and evaluated by the Clinical Director and the team of supervisors.

BCCS monitors its client base for diversity and accessibility as well as its staff recruitment practices. All policies are reviewed on a two-year rotation by the Clinical Director, who ensures they also meet the requirements of the Equality Act 2010. BCCS works actively to avoid any discriminatory practice to ensure equality of opportunity in the recruitment of staff, volunteers, the Board of Trustees, and its service to the public. In striving to implement, monitor and develop its Equality Policy, all new staff are asked to complete an Equality Impact Monitoring form, the completion of which is optional. The information gathered is anonymous and confidential and is used solely for monitoring and evaluation purposes.

The counselling rooms are situated at BCCS's registered office: 121 Masons Hill, although they have been closed for most of the year. Our satellite premises at the Locksbottom Clinic and Community House were also closed to the public and, because of the drop in client and counsellor numbers, BCCS has not continued to rent them. BCCS actively seeks to be as widely accessible as possible to the public, and is committed to being proactive in its engagement with clients and staff to ensure that all clients and members of staff who have particular requirements because of their protected characteristic<sup>9</sup> can access its information, and perform their roles as equally as those who do not share their protected characteristic. The Accessibility Strategy is reviewed annually and is available on request.

## FINANCIAL REVIEW

The financial year 2020-21 has been one that has seen BCCS considerably impacted by the global pandemic. For an organisation that relies on client fees for the majority of its income, the drop in client numbers was significant and as the financial year progressed Trustees became concerned about BCCS's ability to survive the pandemic and resulting loss of income from fees versus total expenditure.

Income from grant-making trusts and donations almost dried up, and BCCS had many funding applications turned down because Trusts seemed to be focusing on charities with more material issues. At the same time BCCS's employed fundraiser found other paid work and so not only was her expertise lost, but the steady flow of funding applications ceased.

During the year BCCS benefited from several different grants that were focused on surviving the Covid-19 crisis, including the Government's Job Retention Scheme and a grant of £10,000 from Bromley Council for small business rate relief.

At the end of the financial year, BCCS had restricted funds of £13,800, reserves of £51,000 and unrestricted funds of £42,500. In addition, BCCS had received £25,000 from the Government on the Job Retention scheme.

Income from grant-making trusts and donations amounted to £24,088 (grants) + £3,492 (donations & gifts). Total income was £192,557 with expenditure being £151,539, giving BCCS a small surplus for the third year running since fundraising became necessary. This has enabled BCCS to continue meeting the needs of adult residents in Bromley who cannot, for whatever reason, access NHS care or afford private treatment.

A formal copy of the Accounts for 2020-21 follows this report. The Income and Expenditure account has been prepared on the basis that all operations are continuing operations. There are no recognised gains and losses other than those passing through the profit & loss account.

Once again, our thanks go to Mr Huxtable for examining the books.

### **Financial Reserves Policy**

The Board of Trustees regularly reviews its reserves requirement, and has decided that between three and six months' operational costs are an appropriate level of reserves. This is to provide enough resources for the fulfilment of employment contracts and leasehold contracts, and to give the counsellors adequate time to structure an ending process with their clients should this become necessary.

---

<sup>9</sup> In accordance with The Equality Act 2010

### **Financial Risk Management**

The Trustees actively review the major risks that the Charity faces on a regular basis, such as the financial viability of the organisation and the subsequent impact on staff and volunteers due to any lack of confidence and uncertainty about the future. Other risks that are regularly monitored include those that cover the professional reputation of BCCS, such as a loss of confidence due to lengthy waiting lists and client numbers consequently dropping, or the impact on staff's confidence and competence due to the increased complexity in clients who are accepted by us. The Trustees have dealt with these risks by having adequate levels of reserves, taking out appropriate insurances and by setting policies that meet legislative and good practice requirements.

### **Fundraising**

We are grateful to The National Lottery and the Merchant Taylors' Company for significant donations towards our low-cost counselling service, and to The Shanly Foundation, Groundwork UK, Waitrose, The Charities Aid Foundation, The Mrs Smith & Mount Trust, and The Stella Symons Charitable Trust – all of whom have given grants to help us continue the work of this charity.

We are also grateful to organisations that created a pathway for donations in 2020-21: Amazon Smile, PayPal Giving, The Giving Machine, and JustGiving.

Also our thanks go to those several clients, whom we cannot name because of confidentiality, who ended their therapy in 2020-21 and who made a donation to BCCS after their counselling had ended. All this help has made a significant contribution to BCCS and its work in the local community.

### **Message from the Chair of Trustees**


At the end of an extraordinarily challenging year, BCCS is in a strong position to continue serving the mental health needs of its clients. Thanks to its excellent staff, ably led by Carolyn Couchman and supported by Karyn Carmen, BCCS has been flexible and innovative in its response to the pandemic. The whole service transferred online in an instant; Covid-secure policies and procedures were swiftly adopted in line with Government advice and BACP guidelines; but the quality of the care provided to those in need of mental health support has held firm. I believe that this is, in part, because our volunteer counsellors, our paid staff, and our Trustees all know that what BCCS does matters.

Looking ahead, we can expect another challenging year. We must strive to make high-quality, low-cost counselling available to all who need it, and we must adapt to whatever issues await. I am confident that we will do so.

Finally, I would like to thank Tony Catherall for his tireless work on the Debt Advice Service. He has helped many, many people in financial hardship, and has been an advocate for BCCS for many years. Although the Debt Advice Service has closed, I am grateful that Tony is continuing on the Board of Trustees.

## DECLARATION

The Trustees declare that they have approved the Trustees' Report, above.  
Signed on behalf of the Charity's Trustees:

Signature	
Full name	CHRISTOPHER BARRETT
Position	CHAIR OF TRUSTEES
Date	8 <sup>th</sup> June 2021

## INDEPENDENT EXAMINER'S STATEMENT

Bromley Community Counselling Service  
(A Company Limited by Guarantee)

We have reviewed the financial statement of Bromley Community Counselling Services on the previous pages for the 12 month period ended 31st March 2021. The financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by Law, we do not accept or assume responsibility to anyone other than the Trustees as a body for our audit work, this report, or for the opinions we have formed.

### **Respective responsibilities of Trustees and Auditors**

As described in the statement of Trustees' responsibilities, the Trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Accepted Accounting Practice).

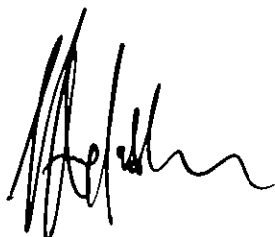
Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK & Ireland).

We report to you our opinions as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006. We also report to you if, in our opinion, the Trustees' report is not consistent with the financial statements, if the Company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding remunerations and transactions is not disclosed.

### **Opinion**

In our opinion, the Trustees report is consistent with the financial statements and the financial statements give a true and fair view of the state of affairs at 31st March 2021 of the charity and of its surplus for the period ended 31st March 2021, and have properly prepared in accordance with the Companies Act 2006.

T L Huxtable FCCA  
11 Stanhope Grove  
Beckenham  
Kent  
BR3 3JB



Date 2nd June 2021

## Statement Financial Affairs

For the year ended 31st March 2021

<b>INCOMING RESOURCES</b>	<b>2021</b>	<b>2020</b>
Fees	118478	125779
Supervision Reports	37881	19693
One-off Projects/Other Income	0	8245
Donations	3492	4488
Training Fees	1170	4010
Supervision Reports	400	480
Interest	36	128
Sundries	5753	40
Govert Furlough	25347	0
Sundries	0	
<b>TOTAL</b>	<b>192557</b>	<b>162863</b>

## CHARITABLE EXPENDITURE

Cost of Activities in the furtherance of the Charity's Objectives

Staff and Volunteer Costs	115663	112885
Premises	14604	18090
Support Costs	31272	30057
<b>TOTAL</b>	<b>161539</b>	<b>161032</b>

Net Incoming Resources	31018	1831
Brought Forward from March 2020	76313	74482
Carried Forward to 1st April 2021	107331	76313

**BCCS**  
**Bromley Community Counselling Service**

( A Company Limited by Guarantee)

Balance Sheet 31st March 2021

		2021	2020
<b>CURRENT ASSETS</b>			
Cash at Hand & in Bank			
Bank	105183		75172
Petty Cash	17		23
Cash in Transit	2131		1118
<b>TOTAL</b>		<b>107331</b>	<b>76313</b>
<b>CURRENT LIABILITIES</b>			
Grants in Advance	0		0
Trade Creditors	0		0
<b>TOTAL</b>		<b>0</b>	<b>0</b>
<b>NET ASSETS Less LIABILITIES</b>		<b>107331</b>	<b>76313</b>
<b>FUNDS</b>			
Unrestricted	42535		13756
Restricted	13796		11557
Reserves	51000		51000
<b>TOTAL FUNDS</b>		<b>107331</b>	<b>76313</b>

The Financial statements have been prepared in accordance with the special provisions of Part 15 of The Companies Act 2006 relating to small companies and with the Financial Reporting Standard for Small Entities (effective April 2008)

The financial statements were approved by the Board of Trustees on the 7/6/2021 and were signed on its behalf by:

Approved by the Trustees:

*(Barrett)*

*C BARRETT  
CHAIRMAN*

*M*  
*TRUSTEE*  
*TRUSTEE*

Date 7/6/21

## INCOME & EXPENDITURE

For the year ended 31st March 2021

INCOMING RESOURCES	£	£	£	£	2021	2020
	Unrestricted	Restricted	Debt Advice	Training		
Fees	118478				118478	125779
One-off Projects/Other Income	0				0	8245
Donations	3492				3492	4488
Grants	17650	20231			37881	19693
Supervision Reports	400				400	480
Interest	36				36	128
Sundries	3150				3150	40
Govt Furlough	25347				25347	
Sundries	2603				2603	
Training Fees				1170	1170	4010
<b>TOTAL</b>	<b>171156</b>	<b>20231</b>	<b>0</b>	<b>1170</b>	<b>192557</b>	<b>162863</b>

RESOURCES EXPENDED					2021	2020
Staff & Volunteer Costs	112533	3130			115663	112885
Premises	13604	1000			14604	18090
Office Expenses	2908	1146	95		4149	9180
Fundraising	366				366	7222
Utilities	2737	1000			3737	3155
Sundries	4629				4629	2681
Telephone	831	908	42		1781	2109
Insurance	1962	500	378		2840	2007
Communications					0	1000
Training Costs				1050	1050	1917
Building Work	800				800	303
Office Equipment		10000	30		10030	225
Office CV	1721				1721	
Subscriptions			169		169	258
<b>TOTAL</b>	<b>142091</b>	<b>17684</b>	<b>714</b>	<b>1050</b>	<b>161539</b>	<b>161032</b>

<b>Net Income</b>	29065	2547	-714	120	31018	1831
<b>B/F</b>	64756	10213	214	1130	76313	74482
<b>Transfer Funds</b>	-286	-214	500		0	0
<b>C/F</b>	93535	12546	0	1250	107331	76313

The income & Expenditure account has been prepared on the basis that operations are continuing operations. There are no recognised gains and losses other than those passing through the profit and loss account.