

Company no. 04754643
Charity no. 1109904
England and Wales

Gloucestershire Counselling Service
Annual Report and Unaudited Accounts
31 August 2020

Gloucestershire Counselling Service

Reference and administrative details

For the year ended 31 August 2020

Status	The organisation is a charitable company limited by guarantee, incorporated on 6 May 2003 and registered as a charity on 7 June 2005.	
Governing document	The company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association.	
Company number	04754643	
Charity number	1109904	
Registered office and operational address	Alma House 52-53 High Street Stroud Gloucestershire GL5 1AP	
Trustees	Julia Jones Emma Payne Nigel Brabbins Lynn Emslie Nicola Hermine De longh Katherine Rooksby Jim Laidlaw Svetlin Vrabtchev	Chair Vice Chair Treasurer (appointed 28 May 2020) (resigned 1 December 2019)
Company secretary	Ellen Edwards	
Chief executive	Emma Griffiths Ellen Edwards Fiona Phelps Amanda Cook Denise Kilgannon Mike Keating	Chief Executive Officer Head of Finance Head of Training (appointed 15 June 2020) Head of Counselling Head of Counselling (contracts) Head of Training (resigned from post 31 August 2020)
Independent examiner	Godfrey Wilson Ltd Chartered accountants and statutory auditors 5th Floor, Mariner House 62 Prince Street Bristol BS1 4QD	

Gloucestershire Counselling Service

Reference and administrative details

For the year ended 31 August 2020

Bankers

Santander UK plc
Bridle Road
Bootle
Merseyside
L30 4GB

Redwood Bank
The Nexus Building, Broadway
Letchworth Garden City
Hertfordshire
SG6 3TA

Hampshire Trust Bank
55 Bishopgate
Cornhill
London
EC2N 3AS

Monmouthshire Building Society
Monmouthshire House
John Frost Square
Newport
NP20 1PX

Aldermore
1st Floor, Block B
Western House
Lynch Wood
Peterborough
PE2 6FZ

Gloucestershire Counselling Service

Chief Executive Officer report

For the year ended 31 August 2020

THE YEAR IN REVIEW 2019 - 2020

This has been an exceptional year for GCS, we started the academic year with good sized training cohorts and growing demand for all of our counselling services, which put us in a confident position in terms of meeting our budget forecasts. During the first half of the year we also increased our fundraising activity and secured some vital funding for counselling subsidy which enabled us to redirect some income to providing in house training for counsellors. This training was designed to upskill counsellors in working with trauma and brief focused counselling so that we could build our capacity to enable us to effectively service our external NHS contract for victims of sexual violence. Providing staff development in this way has been a priority for the organization and it was well received by those involved, increasing morale and motivation within the workforce.

Our staffing arrangements for both clinical supervision and tutor roles associated with our training courses are set for the beginning of the academic year in September. We welcomed new training staff and clinical supervisors and said goodbye to those moving on to new challenges or retirement.

We have experienced unprecedented demand for our services across both counselling and training as well as achieving a step change in our fundraising activity, meaning we have supported more clients through subsidised counselling than ever before. Alongside this, we continued to improve our internal systems and procedures to ensure we are delivering efficient, but effectively monitored services that are compliant with external regulation.

During October 2019 we achieved reaccreditation of our counselling services through the British Association for Counselling and Psychotherapy (BACP) a marker of quality that we are proud of as a service which, alongside our expectation that counsellors also achieve personal professional accreditation, enables us to maintain this position of quality. This is an important marker for GCS as it demonstrates our commitment to high quality counselling provision within the County. We view this professional accreditation to be particularly important within the counselling profession as a benchmark of quality and good governance, as counselling services and the counselling profession are often perceived as being an under regulated activity. GCS can confidently state that we are experts in our field who will always champion best practice.

Many thanks to the Senior Leadership Team (SLT) who have continued to work proactively to take the service forward. Also huge thanks to the counsellors and supervisors who have gone the extra mile in supporting our growth in counselling services, moving rapidly to online work when Covid-19 struck alongside the huge effort to move training courses to online delivery. The whole GCS community really pulled together to make this happen very quickly, ensuring our survival and continuity of services for our service users. As a result of key emergency Covid-19 funding and local authority funds we were able to purchase IT equipment enabling office staff to work remotely, training in working effectively online for counsellors and supervisors and funding for those in severe financial hardship to ensure we could continue to offer affordable counselling at a time when our income streams were under threat.

We had a resignation and appointment within our board of trustees, this year, Svetlin Vrabtchev (Consultant Psychiatrist) stepped down and was replaced by Jim Laidlaw also a Consultant Psychiatrist. This presence of expertise on our board enables us to ensure high levels of clinical governance right through the organisation and compliments the other skills of the board. We are thankful for all that our board of trustees offer the organisation in terms of support which was most apparent during Covid-19 when we increased our meeting regularity and reporting, they truly have been alongside us during this challenging time and this steady presence has been reassuring to all.

Gloucestershire Counselling Service

Chief Executive Officer report

For the year ended 31 August 2020

GCS have a positive and proactive approach to partnership working and throughout the year we have built on our partnerships with the Clinical Commissioning Group, other voluntary sector organisations such as Gloucestershire Rape and Sexual Abuse Centre (GRASAC), Teens in Crisis (TiC+), Young Gloucestershire and Infobuzz. We have established new partnerships with Victims Support and are contracted to deliver counselling as part of their victims of crime work. During Covid-19 lockdown we were able to respond quickly to Gloucestershire County Council Covid-19 request to provide counselling to those in severe financial hardship suffering as a result of the pandemic.

As a result of additional funding, we have been able to implement our plans to renovate our Stroud premises enabling us to increase capacity with room modifications and also re-carpet and decorate throughout, taking advantage of the period of lockdown while the building was empty. We then secured further funding to enable us to install a complete audio/visual equipment system meaning we can safely deliver training both in person, blended with remote attendance effectively. This has been a crucial development at this point of Covid-19 as it has enabled us to grow our online presence and provision of training and CPD opportunities and also secure our cohort sizes required to achieve our budget and therefore sustainability. During the year we also moved premises in Cheltenham to a much improved environment, a long awaited development!

LOOKING AHEAD

We continue to work on the delivery of our Business Plan and Strategy for the coming 3 years. We implemented this plan in Sept 2019 and the key focus for the coming year is to increase our fundraising income, develop our impact reporting further and improve the marketing of both training and counselling services, to ensure we reach all sections of the community. We have adapted our plans to ensure that we effectively recover and build our sustainability in the new context of Covid-19 and the impact this is having on the mental health of our communities and economic stability. The need for our counselling services has never been more important to our communities and securing sufficient funding to enable access for all is vital. Equally the need for a growing, suitably qualified mental health workforce is stronger than ever and we are in a good position to respond to this need.

Some highlights of focus are:

- Development of training opportunities for Clinical Supervision to ensure we can sustain our services and meet growing demand to support other organisations with reflective thinking and supervision;
- Review and development of our counselling services, both in person and online to ensure they are well resourced to meet the increased demand on our services, without compromising the quality of provision;
- Developing tools internally to better measure our impact and to tell these stories in an engaging manner;
- Developing our Fundraising Strategy and increasing income generated through fundraising; and
- Developing our Marketing Strategy to ensure and expand our reach across the communities of Gloucestershire as per our charitable aims.

Without our staff, we would not be able to deliver our services and without the dedication and commitment to high quality and professionalism, we would not achieve the standards we do. Huge thanks and gratitude for all that the staff, trainees and trustees give to GCS, contributing to our success.

Emma Griffiths
Chief Executive Officer

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

The trustees present their report and the unaudited financial statements for the year ended 31 August 2020.

Reference and administrative information set out on page 1 and 2 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective January 2019).

Structure, governance and management

The charity is a company, limited by guarantee, as defined by the Companies Act 2006.

Gloucestershire Counselling Service (GCS) was first registered as a charity on 14 June 1984. The charity became a charitable company limited by guarantee, incorporated on 6 May 2003 and the company was registered as a charity on 5 June 2005. It was originally established under a Memorandum of Association, which established its objects and powers and was governed by its Articles of Association. New Articles of Association were adopted in 2018 (which incorporate the company's objects and powers) in order to bring them up to date with current legislation and to provide a more robust governance framework.

The recruitment of new trustees is by personal recommendation, through advertising vacancies and networking with other organisations. The existing trustees appoint new trustees and also appoint one of their number as Chair, Vice Chair and Treasurer.

New trustees are provided with a copy of the Gloucestershire Counselling Service's key documents, the Articles of Association, a copy of the latest annual report and accounts and minutes of recent trustee meetings. The induction includes:

- an explanation of the purposes and activities of GCS;
- the trusts and procedures which govern the trustees' actions;
- the organisation of GCS; and
- the source of funding and the nature of resources

The trustees are responsible for the strategic direction of the charity delegating the majority of the day to day decision making to the Chief Executive and senior management team.

GCS Adult Counselling Service is a British Association for Counselling and Psychotherapy (BACP) Accredited Service which requires the charity to adhere to high levels of professional standards and ethics. GCS is also a Member Institute of the British Psychoanalytic Council (BPC), who accredit the Diploma in Counselling and offer professional accreditation to qualified counsellors.

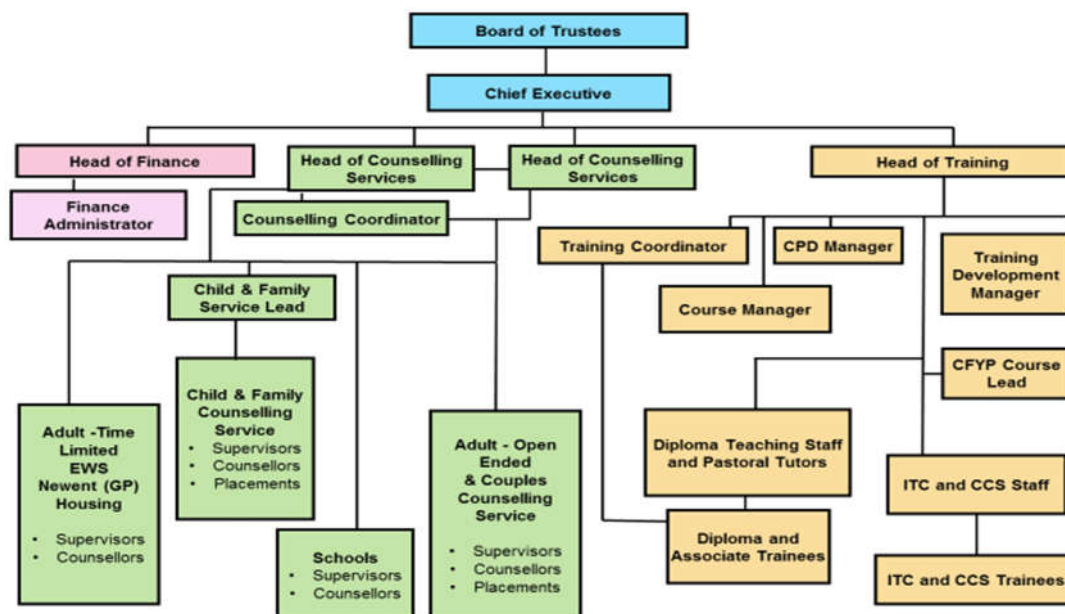
The trustee board review the pay rates of the organisation on an annual basis benchmarking against similar sized charitable organisations and organisations that undertake similar activities.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Organisational structure:



Objectives and activities

Our objectives:

1. To provide high quality counselling at affordable cost to the people of Gloucestershire and its surrounds; and
2. To provide professional training in counselling to the people of Gloucestershire and its surrounds so that there might be a greater resource of skilled counsellors available to those in need of psychological support.

The strategy for achieving our objectives is contained within our three-year business plan and service delivery plan which is delivered by the senior management team in consultation with the board. We will know that we have been successful in achieving our objectives by the continued high level of use of our counselling and training services, maintaining the standards required for service accreditation and through monitoring client feedback.

GCS delivers public benefit through the provision of affordable counselling services and professional counselling training to the people of Gloucestershire. In shaping our activities, the trustees have regard to the Charity Commission's guidance on public benefit. In order to ensure public benefit and to achieve our mission and objectives we deliver the following core activities:

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Our counselling services

Adult Counselling	Confidential counselling for individual adults experiencing personal, emotional or psychological difficulties. We offer both Open Ended Counselling and Time Limited Services (TL - up to 12 sessions). The general Adult TL Service offers solution-focused counselling to clients assessed as suitable. We also have increasing numbers of clients who benefit from 12 funded counselling sessions because of their particular history or situation e.g. clients with a history of sexual violence or domestic violence. Many of these clients go on to become Open Ended clients of GCS or can have the funding for their counselling extended.
Couples Counselling	For couples experiencing difficulties in their relationships.
Child & Family Counselling	For families experiencing difficulties resulting from, for example, separation, remarriage, stepfamilies, sexual abuse and trauma or the need to support a troubled child or young person in the family. We offer systemic family therapy as well as individual counselling.
School Counselling	We contract with several local schools to provide high quality counselling on site for individual pupils by experienced counsellors with extensive experience of counselling young people in a school setting. During the year we lost our contract with Dean Close schools as they took their counselling service in-house. We gained a contract with Stroud High School.
Employee Wellbeing	Short-term, solution-focused counselling to employees of a range of organisations, across Gloucestershire, for example Renishaw, Stroud District Council, Cheltenham Borough Council, The Nelson Trust, WSP Solicitors, Ultra Electronics, South Gloucestershire and Stroud College.
GP Contract	Holts Health Centre in Newent contract GCS to provide three surgery-based counsellors providing patients with up to 6 weeks of counselling.
Stroud District Council Homelessness Prevention	Contract GCS to provide counselling for residents of Stroud District to provide up to six weeks of funded counselling to young people and couples at risk of homelessness.
Other Professional Services	We have service level agreements with a range of agencies such as Infobuzz, Victims Support (Glos), Young Gloucestershire, to provide Clinical Supervision to their practitioners/therapists and Reflective Supervision to staff such as school pastoral teams, youth workers and mentors.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Our training services

Introductory and Certificate courses in Listening & Counselling Skills (ITC & CCS)	A 10 week and one-year course respectively, delivered in Stroud and Cheltenham throughout the year, soon to be in Gloucester too. In addition to this, we offer tailor-made programmes delivered in the workplace to school support staff, health care workers or managers looking to improve their listening skills.
Diploma in Psychodynamic Counselling	A three-year, comprehensive training programme for psychodynamic counsellors working with individual adult clients, taught in Stroud by a highly qualified and experienced teaching team.
Associate Programme	A post-diploma course offering further teaching in professional standards of counselling practice and counselling placement opportunity to achieve accreditation hours for counsellors seeking professional registration with organisations such as the BACP and BPC.
CPD Workshops	One day workshops and seminars for qualified and trainee therapists or those in related professions which cover topics of interest and learning for practitioners.
CPD Courses and reading groups	Short courses and reading/study groups of specialist interest to practitioners, providing detailed content on topics or the opportunity to cross-train. Courses include supervision and couples' therapy. Groups include Work Discussion of adolescent and child work, Freud and couples' therapy.
Tavistock & Portman Partnership	We have run the one-year PG Certificate in Child, Adolescent and Family Mental Well-Being (D24) since 2017. In 2019 we welcomed the first cohort of the MSc in Psychological Therapies with Children, Young People and Families (M34). Both these courses are accredited by the University of Essex, and the MSc is also accredited by the BPC.

Plans for future periods

We will continue with the work already underway to develop the organisation's ability to meet growing demand in a sustainable way, through ensuring that we are fit for purpose and progressing with developments to both counselling and training services.

The trustees fully support the priorities outlined below and have been instrumental in their development.

Organisation-wide priorities:

- To continue to develop our organisation, further nurturing service development, a positive culture and professionalism;
- To ensure maximum take up of counselling and training services, ensuring we have sufficient capacity to respond to ever increasing demand for our services, without compromising on the quality of provision;
- To deliver on the budget and achieve forecast and surplus, increasing our commerciality whilst remaining true to our charitable mission;
- To develop and implement a fundraising and marketing strategy in order to penetrate new and existing markets and to ensure our sustainability; and
- To improve organisational efficiencies and processes and improve data collection.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Counselling service development priorities:

- To broaden our reach and engagement of the adult service across the county;
- To recruit sufficient counsellors to meet increasing demand for services, maintaining our high standards of expectations of qualification and professional accreditation;
- To develop the clarity of the Child & Family Counselling Service offer and to support the development of placements; and
- To develop the provision of professional services to external agencies such as reflective supervision, clinical supervision and facilitated group work.

Training service development priorities:

- To continue to offer a portfolio of CPD events and short courses that are informed by sector and organisational needs, in turn securing adequate bookings and planned income generation;
- To review the Diploma curriculum and accreditation, to ensure that it is meeting current trainee and organisational needs;
- To develop the ITC, Associate and Supervision training curricula to ensure they meet market demand and organisational need;
- To develop further our partnership with the Tavistock and Portman NHS Trust; and
- To develop Alumni for our British Psychoanalytic Council (BPC) Member Institute Status and registration.

Achievements and performance

Organisation wide

This has been an unusual year with the arrival of a global pandemic, mid-way through. We aim to reflect on our achievements pre-Covid-19 and illustrate the impact of the pandemic on our organisation, as well as setting out our intentions for sustaining our response to our communities during this time of global crisis. We performed well across all services in the first half of the year and were able to address many of the priorities set out in last year's report. It goes without saying, that our attention and resources had to be diverted when the pandemic struck. It is testament to the solid foundations of our organisation that we were able to respond quickly to the immediate needs of our clients and trainees. Despite our worst fears, we have weathered Covid-19 lockdown well and with the vital support of funding from trusts and grants, were able to quickly move to remote working in both counselling and training delivery and continue to offer heavily subsidised counselling to those most in need.

We continue to focus on what GCS can do to help the communities of Gloucestershire, to thrive in a fundamentally changed reality. Alongside having a clear sustainable strategy, securing funding plays a large part in our future, as our income streams are inevitably restricted through the impact of Covid-19, as are our client's ability to pay for their counselling.

Counselling

Clients come to us with a range of presenting mental health issues from anxiety and depression through to struggling to cope as a result of specific traumatic events such as family breakdown, sexual abuse or significant life changing events. Under the current circumstance of Covid-19, we are experiencing increased demand for counselling, as well as an increased need for heavily subsidised counselling, as our community's incomes have been impacted upon through loss of income. We aim to never turn anyone away based on their ability to contribute toward the cost of counselling. Gloucestershire County Council contracted with us in June 2020 to provide free counselling to those in financial hardship and severely affected by Covid-19. This funding has been vital to enable us to continue to offer subsidised counselling at a time when our sustainability is challenged due to the current pandemic.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

In addition to this we have also been supported by the Office of the Police & Crime Commissioner (OPCC) and Ministry of Justice to respond to a growing demand for counselling from victims of sexual and domestic violence during Covid-19 as well as securing a range of funding that enables us to subsidise the cost of counselling across our adult and child and family services. Raising hardship funding such as this has enabled us to be there for our clients' mental health needs without the added anxiety of not being able to access due to cost.

Our intervention has enabled clients to improve their self-esteem, confidence and build resilience – equipping them with tools and capacity to reflect on their mental health and improve their relationships. We have seen clients reduce their clinical risk for suicide and in some cases reduce dependency on medication or self-harming as a coping mechanism. Family relationships have improved preventing potential family break up. Parents have reported a better understanding of the abuse experienced by their children, leading them to better parent and support their children's emotional wellbeing moving forwards. This can often lead to increased employability and engagement in the workplace, as well as improved family and personal relationships. Our clients report that counselling has been life changing.

We carefully monitor demand for counselling subsidy and in 2019/20 97% of sessions in the adult service paid less than the full fee of £53. This subsidy amounts to £137,000.

We will continue to fund the cost of subsidising counselling as it is core to our charitable aims to provide affordable counselling and we will continue to seek help with this. Our budgets are set on this basis and we exceeded our planned activity and outcomes last year, despite the impact of Covid-19.

Counselling service:	No. of sessions during 2018/19	No. of sessions during 2019/20
Adult Individual	6,317	6,949
Schools	2,570	2,600
Child and Family	386	600
Time Limited	337	338
Spot purchase/SLA funded	186	1,498
Couples	159	50

Client feedback:

"I cannot thank you enough with how the Counselling has helped me get to the place I am now. I am sleeping better and have come off all my medication for depression and anxiety. I feel very different in myself; I feel stronger and I feel that my resilience to hard times is much higher than ever. I am incredibly grateful to GCS for the funding to allow me to access counselling. It really has made a huge difference to my life and I will be forever grateful."

"The service was really easy to access on the phone for my counselling during lockdown, I thought I would need to end or postpone it. My counsellor supported me to work around my family and find a confidential time and space. If I hadn't have carried on with counselling, I would have really struggled to deal with life and look after my family too."

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

"The service I received at GCS was gentle, caring and compassionate. A neutral, safe space to be heard and not judged. The counsellor was not there to put things right for me but to empower me to put things right for myself.

Thank you"

"In a time of significant emotional turmoil counselling was the difference between now being in a stable position emotionally & better equipped to deal with future emotionally depressing periods or – down a possibly destructive attitude, even suicide."

"I was nervous about having counselling after so many years of trying to cope with childhood experiences on my own. I needn't have been, I was warmly welcomed and although difficult at times I was never made to feel that I was a failure."

Training

We started the year with healthy cohort sizes on all our courses, as well as a vibrant and attractive CPD program. We have developed a strong relationship with Worcester NHS, delivering several training workshops for their teams. We were also able to offer training events for local Head Teachers – widening our reach.

We were able to move all our training to remote delivery and complete the academic year smoothly. We embraced the use of technology further to run a range of online Training open day events and our experience opens up great possibilities for extending the reach of GCS training services. We were able to install new AV systems over the summer as a result of funding secured meaning we could future proof further our training offer for both online and in person events.

During 2019/20 we trained the following number of students/trainees compared to 2018/19, the drop in numbers for the Introduction to Counselling Skills and Continuous Professional Development (CPD) Event attendees reflects cuts made in response to Covid-19:

Training Course:	No. of Trainees 18/19	No. of Trainees 19/20
Introduction to Counselling Skills	26	8
Certificate in Counselling Skills	35	29
Diploma in Counselling Adults and Clinical Year Placements	27	29
Associate Year	6	9
Post Graduate Certificate in Child, Adolescent and Family Mental Wellbeing D24	13	13
CPD Module - Child, Adolescent and Family Mental Wellbeing D24	0	2
MSc in Psychological Therapies with Children, Young People and Families M34	0	5
Continuous Professional Development (CPD) events	270	205

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

CPD events that we offered during 2019/20
Working with Gender Diverse Young People - Philippa Beale
Attachment Theory: Closeness, Comfort, Self-Control & Social Comprehension - Robin Balbernie
How do we recognise the unconscious? Exploring Lacan - Conor McCormack
Boosting Resilience & Containment & Reducing Anxiety for Head Teachers – Anna Harvey
Growing older...and wiser? - Diana Russell
Working with Suicide and Risk - Kirsten Amis
Under the Skin – The Psychodynamics of Body Modification - Alessandra Lemma
Men's Issues in Psychotherapy & Counselling – Professor Andrew Samuels
Working with Couples: concepts & practice in contemporary couple psychoanalytic psychotherapy – Perrine Moran & Martha Doniach

Looking ahead, we are reassured that the demand for the 2020-21 training programme has not been diminished by the pandemic. However, in order to ensure that we are Covid-19 secure, we have had to limit cohort sizes on some courses and split groups on others, increasing our overheads.

Trainee feedback:

"The subject was truly thought provoking, and with the varied activities and collaboration, it was a very rewarding day"

"A really great accessible overview and refresher. A lovely brain workout. I enjoyed the day well beyond my expectations"

Significant achievements in 2019/20:

- We quickly adapted all our counselling services to being delivered remotely in response to Covid-19;
- Training to support the shift to remote counselling was resourced and practice guidelines produced and rolled out to all our counsellors and supervisors at short notice;
- We increased internal communications and engagement and increased team meeting provision during Covid-19 in order to support our staff and trainees working remotely;
- We've established and delivered on a major County Council funded counselling contract;
- In addition to our immediate Covid-19 response, we have continued to progress our longer-term plans and recruited to a number of key posts;
- We have upskilled our workforce by funding counsellor training in areas such as 'Working with Sexual Violence' and 'Brief Focused Counselling', enabling us to increase our capacity to respond to contracted work and maintain our high quality;
- Secured enough funding to enable us to equip office staff to work remotely and provided ongoing support and engagement through our IT platforms such as Teams Meetings, Coffee mornings and improved paperless systems;
- We developed our website in order to enable us to move to a cashless counselling system which further enabled us to support remote delivery of our services;

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

- We secured adequate hardship funding, to enable us to respond quickly to the increase in financial hardship amongst our clients, without compromising the sustainability of the organisation at a precarious time;
- Throughout the year, we developed and strengthened partnerships within the sector, including joint funding bids, peer support and sharing ideas for further development;
- Engagement in Statutory and Voluntary Sector Stakeholder events, Think Tanks and Covid-19 Impact forums enable us to contribute to County wide responses to Covid-19, sharing our expertise and knowledge whilst also raising our profile and increasing recognition for the need for our services;
- A pay review for counselling and training staff has been completed. This is supporting our focus on the professionalisation and accreditation of our workforce;
- Our partnership with the Tavistock & Portman (T&P) clinic is now well established and we launched the Master's level training in September 2019;
- We have strengthened our board and governance and maintain a good working relationship between the board/CEO/SLT enabling us to work together to develop our future road map; and
- Our CEO completed her Post Graduate Diploma in Leading Business and the Head of Finance completed Leadership training through Quolux on the LEAD programme.

Fundraising activities

Our aim was to maintain the level of income derived from fundraising this year, however as a result of new funding streams that became available as a result of the Covid-19 pandemic and the relevance of our services to the needs of the community, we have surpassed this target. We would like to express our sincere thanks and gratitude to all of our funders. Without this level of support during the pandemic, both our counselling and training services would have been disrupted. The funding has specifically facilitated us to work remotely both from an administration and delivery perspective, generate new income streams to ensure our sustainability and improve our workspaces to accommodate social distancing requirements.

Revenues from grants and donations made up 27% of our total income for 2019/20 as compared to 13% in the previous financial year. This was from a variety of sources, with significant contribution from the NHS to fund counselling for victims of sexual abuse. We are not overly reliant on any one funding stream thereby reducing the risk to the organisation when a funding stream ends.

It is key to our future success that we continue to build on this achievement going forwards and our aim is to secure 15-20% of our annual income through grants and donations. The more our services are recognised for being professionally delivered and managed, the higher profile we will achieve in the locality. In turn this positive picture will assist in our continuing search for new income generation from fundraising.

External factors

We draw heavily on research conducted and shared throughout the counselling and psychotherapy profession and wider mental health community of professionals. This enables us to ensure we are in touch with societal needs and trends and ensure that our services reflect those. In planning for the coming year, we must consider the implications of Covid-19 on the increased mental health needs of our communities. On 1/10/20, the Centre for Mental Health published 'Forecasting needs and risks in the UK' by Nick O'Shea:

"Nationally, in England, the model predicts that up to 10 million people (almost 20% of the population) will need either new or additional mental health support as a direct consequence of the crisis. 1.5 million of those will be children and young people under 18."

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Some groups are more at risk of experiencing mental ill health, including people with existing mental health conditions, NHS workers, ICU patients and their families, those who have been bereaved and those affected by unemployment. As further evidence becomes available, the figures may rise: for example, when the extent of the unequal effects of the pandemic on Black and minority ethnic communities, on care homes and disabled people becomes clear”.

In navigating the uncharted territory of the impact of a pandemic on our society, community and organisation we have had to work hard to be in touch with developments, understand research and be able to respond and react quickly. The strength of the voluntary sector and local funding organisations was apparent in this time and we quickly engaged with these forums so as to ensure we could grasp our situation quickly, make coherent effective plans, contribute to the County needs and also secure essential funding. The Barnwood Trust and the Gloucestershire Community Foundation have been two organisations who have provided particularly strong leadership to the voluntary sector at this time, not just funding but intelligence/research which aided the shaping of our response. These resources alongside nationally published papers have been essential tools to support the leadership and direction of the organisation during these uncertain times.

An example of this worth sharing, in that it also informs our context moving forwards, is in the following research the Barnwood Trust shared in their report ‘Coronavirus and Mental Health – A Digest of Studies and Literature July 2020’:

Since the first iteration of this repository (April 2020), it has been possible to see some developments in the findings related to the pandemic and mental health. These include:

- *Fluctuations in people’s mental health broadly in line with the stages of the pandemic;*
- *More attention to the economic impacts of the virus as the pandemic has progressed;*
- *The significance of the social impacts associated with the pandemic;*
- *The mental health impacts appear, on the whole, greater for those with pre-existing health conditions;*
- *Other groups that can be considered at high-risk include: single parents, the unemployed, those whose have been furloughed and young people; and*
- *Interestingly, government interventions such as the furlough scheme have been credited with abating a more serious mental health crisis. It will be interesting to see how these trends develop once these schemes are removed.*

These findings demonstrate not only the concerning impact on the mental health of our communities as a direct result of Covid-19 but also the intrinsic link between mental health and financial stability. Hence the need for us as a charity to focus on ensuring we can generate enough funds to meet the increased demand for our services whilst maintaining high quality of provision so that outcomes are effective for service users.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Financial review

As for many organisations 2019/20 was a year of great uncertainty for GCS. At the start of the pandemic we were concerned that we might lose significant portions of our income if training courses had to be cancelled and counselling went on hold. In the end we successfully managed to deliver most of our training courses remotely and over 85% of our counselling clients opted to continue their counselling via telephone and video. Only one of our employees, our cleaner, was furloughed. We were also fortunate to benefit from a number of funding streams that we successfully applied for, that have enabled us to continue offering counselling at heavily subsidised rates and in some cases fully funded.

Coming out of lockdown we have seen an increase in demand for our services and we expect this to continue going forwards. The pandemic has impacted on our community's mental health and we are seeing the results of this in an increase in registrations for counselling.

GCS receives its income from:

- Clients accessing counselling;
- Trainees on the counselling training courses and programmes;
- GP contract;
- EWS agreements with local companies for counselling their employees;
- Counselling for children, families and young people;
- School Counselling contracts; and
- Other Professional Services – SLA's to provide services to other agencies.

GCS' income is based on payment for services provided and we seek funding from external sources such as trust funds to ensure we can continue to offer an affordable and accessible service to individual clients. We continue to raise awareness with statutory authorities of the need for high quality counselling and training to increase capacity to respond to meet this growing demand. It is encouraging to be a part of the CCG funded pilot for work with victims of Sexual Violence in partnership with other voluntary sector agencies. Likewise, to have been contracted by Gloucestershire County Council Public Health Commissioners in their response to Covid-19 – both contracts may provide a model for future funded projects.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Funders 2019/20

Funder	Funder	Funder
Barnwood Trust	Ministry of Justice	Standard Life
Cheltenham Borough Council - Community Resilience Fund	National Lottery	Stroud District Council – Community Response Grant
Clothworkers Foundation	Notgrove Trust	Susilia Dharma Britain
Garfield Weston	Office of the Police & Crime Commissioner	Tesco Bags of Help Communities Fund
Gilbert Lane Trust	Gloucestershire Clinical Commissioning Group	Tewkesbury Borough Council
Gloucestershire Funders Group	Openwork Foundation	Thirty Percy
Gloucestershire Community Foundation	Renishaw	Waitrose – Community Matters Fund
Langtree Trust	Rowlands Trust	Western Power Distribution
Legal and General Community Fund	St James Place	Zurich Community Trust

The funding secured via these trusts and grants are restricted to covering or contributing toward the cost of specific activities such as our Counselling hardship fund to ensure equitable access regardless of client's ability to pay. We monitor carefully the allocation and spend associated to each fund and report, in a timely manner, to funders on the impact and outcome of any funding received, providing (where appropriate) client/trainee feedback.

GCS' income comes from a variety of sources with the majority of the income being self-generated. The risk to the organisation of losing a particular income stream is therefore minimised.

GCS is continually looking for new opportunities to further achieve its organisational objectives with any new projects being fully costed and risk assessed to ensure that they pose minimal risk to the organisation.

Key risks (and mitigation)

Governance and oversight

- Governance arrangements are not fit for purpose – adverse impact on oversight and accountability
(Structure of governance is defined and met with regular planned reviews);
- Skills / experience mix of trustees does not reflect business need
(Agenda item on strategy away day and board meetings, skills review completed); and
- Communication between trustees and Executive is poor, impacting on effectiveness of governance
(CEO/Chair/Vice Chair/Treasurer and trustees actively engaged in regular work with Executive including specific working groups).

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Finance and resources

- Insufficient resources to deliver priorities
(Resources required identified through business plan and budget);
- Unforeseen financial pressures have adverse impact on our capacity to deliver core services
(Financial exposure to risk constantly reviewed and any necessary mitigating actions determined);
- Demand for services exceeds capacity to deliver
(Counselling delivery model under review to maximise effectiveness of limited resources and recruitment); and
- Expenditure exceeds income for sustained period – with adverse impact on reserves
(Monthly monitoring of financial performance and standing item on the board's agenda).

Service delivery

- Quality of service delivery is poor, with adverse reputational impact
(Quality framework and reporting arrangements are in place);
- Staff turnover has adverse impact on quality and capacity of delivery to clients
(Building on employee engagement including performance management, pay review and staff feeling valued. Business plan addresses sustainability and succession planning. Ongoing recruitment of Accredited Counsellors);
- Covid-19 risk of second wave, staff burnout, sustainability and resilience, organisational change
(Enforcing annual leave, learning lessons from current wave, ensuring systematic review, increased communications, increasing resource, implementing staff counselling);
- Digitalisation and speed of change – lack of skills and training, ability to adapt to change, lack of systematic review
(Ensuring systematic review of what has changed, what needs to be kept and planning service for the future. Training and equipment); and
- Inability to respond effectively to market need
(Marketing and fundraising strategy in place and aligned to business plan. Reviewed through board meetings).

GCS invests its reserves in savings accounts with good interest rates. Wherever possible no account holds more than £85,000 ensuring that savings are covered by the financial services compensation scheme (FSCS).

GCS offers its employees a pension scheme with NEST. The majority of our staff team is part time therefore take up of the pension scheme is relatively low.

Reserves policy

Alma House is a Grade II listed building with a commercial full repair lease, with an obligation to carry out ongoing maintenance and repairs. Major roof repair works were carried out in the year ending 2016/17. With this in mind, we have designated £25,000 to cover any future maintenance and building repair costs.

It is considered prudent to hold a reserve of three to six months core operating costs. This is to enable the charity to continue to operate in the event of an interruption to its income streams and also to wind down its operations in a controlled manner should this become necessary. An amount has also been included to cover redundancy costs in the event of a winding up. The reserves held at the end of 2019/20 were £289,000 which is between 3 and 6 months of our core operating costs for 2019/20.

Gloucestershire Counselling Service

Report of the trustees

For the year ended 31 August 2020

Statement of responsibilities of the trustees

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustee board to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those financial statements the trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the applicable Charities SORP;
- Make judgements and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The total number of such guarantees at 20/11/20 was 7. The trustees are members of the charity, but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

Independent examiners

Godfrey Wilson were appointed as the charitable company's independent examiners during the year and have expressed their willingness to act in that capacity.

Approved by the trustees on 10 November 2020 and signed on their behalf by:



.....
Julia Jones – Chair of trustees

Independent examiners' report

To the trustees of

Gloucestershire Counselling Service

I report to the trustees on my examination of the accounts of Gloucestershire Counselling Service (the charitable company) for the year ended 31 August 2020, which are set out on pages 20 to 36.

Responsibilities and basis of report

As the trustees of the charitable 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 charitable 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 the charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

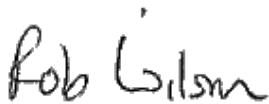
Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the charitable 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.



Date: 13 November 2020

Rob Wilson FCA

Member of the ICAEW

For and on behalf of:

Godfrey Wilson Limited

Chartered accountants and statutory auditors

5th Floor Mariner House

62 Prince Street

Bristol

BS1 4QD

Gloucestershire Counselling Service

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 August 2020

	Note	Restricted £	Unrestricted £	2020 Total £	2019 Total £
Income from:					
Donations	3	196,134	56,193	252,327	86,853
Charitable activities:					
Counselling		-	422,967	422,967	414,897
Training		-	146,089	146,089	162,945
Other trading activities	4	-	2,586	2,586	3,982
Investments		-	1,982	1,982	961
Other income		-	-	-	492
Total income		<u>196,134</u>	<u>629,817</u>	<u>825,951</u>	<u>670,130</u>
Expenditure on:					
Raising funds		-	6,126	6,126	6,782
Charitable activities:					
Counselling		114,163	372,658	486,821	400,873
Training		-	167,372	167,372	152,480
Total expenditure	6	<u>114,163</u>	<u>546,156</u>	<u>660,319</u>	<u>560,135</u>
Net income / (expenditure)		81,971	83,661	165,632	109,995
Transfers between funds		<u>(25,694)</u>	<u>25,694</u>	<u>-</u>	<u>-</u>
Net movement in funds	7	56,277	109,355	165,632	109,995
Funds at the start of the year		<u>28,541</u>	<u>242,904</u>	<u>271,445</u>	<u>161,450</u>
Funds at the end of the year		<u><u>84,818</u></u>	<u><u>352,259</u></u>	<u><u>437,077</u></u>	<u><u>271,445</u></u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movement in funds are disclosed above and in note 15 to the financial statements.

Gloucestershire Counselling Service

Balance sheet

As at 31 August 2020

	Note	£	2020 £	2019 £
Fixed assets				
Tangible fixed assets	10		38,699	18,364
Current assets				
Debtors	11	24,327		41,093
Cash at bank and in hand		438,307		268,845
		462,634		309,938
Creditors: amounts due within 1 year	12	(64,256)		(56,857)
Net current assets			398,378	253,081
Net assets	14		437,077	271,445
Funds	15			
Restricted funds			84,818	28,541
Unrestricted funds:				
Designated funds			25,000	14,900
General funds			327,259	228,004
Total funds			437,077	271,445

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477(2), and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibilities for:

- (i) ensuring that the Company keeps proper accounting records which comply with section 386 of the Act; and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the Company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the company.

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

Approved by the trustees on 10 November 2020 and signed on their behalf by:



Julia Jones
Chair of the Trustees

Gloucestershire Counselling Service

Statement of cash flows

For the year ended 31 August 2020

	2020 £	2019 £
Cash used in operating activities:		
Net movement in funds	165,632	109,995
<i>Adjustments for:</i>		
Depreciation charges	10,234	4,546
Investment income	(1,982)	(961)
Decrease / (increase) in debtors	16,766	2,330
Increase / (decrease) in creditors	7,399	(12,598)
Net cash provided by / (used in) operating activities	198,049	103,312
Cash flows from investing activities:		
Dividends, interest and rents from investments	1,982	961
Purchase of tangible fixed assets	(30,569)	(11,418)
Net cash provided by / (used in) investing activities	(28,587)	(10,457)
Increase / (decrease) in cash and cash equivalents in the year	169,462	92,855
Cash and cash equivalents at the beginning of the year	268,845	175,990
Cash and cash equivalents at the end of the year	438,307	268,845

The charity has not provided an analysis of changes in net debt as it does not have any long term financing arrangements.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

1. Accounting policies

a) Basis of preparation

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

Gloucestershire Counselling Service meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern. However, the COVID-19 pandemic has had a profound impact on the global economy, and has in turn affected the charity. The trustees have considered the impact of this issue on the charity's current and future financial position. On the basis of a robust end to the 19/20 financial year and increasing demand for our services the trustees consider that the charity has sufficient cash reserves to continue as a going concern for a period of at least 12 months from the date on which these financial statements are approved.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of provision of counselling or training services is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

1. Accounting policies (continued)

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support and governance costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Governance costs are the costs associated with the governance arrangements of the charity, including the costs of complying with constitutional and statutory requirements and any costs associated with the strategic management of the charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis, which is based on a proportion of direct costs:

	2020	2019
Raising funds	1.0%	1.0%
Counselling	74.0%	72.0%
Training	25.0%	27.0%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer equipment	3 years straight line
Office equipment	3 years straight line

Items of equipment are capitalised where the purchase price exceeds £100.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

1. Accounting policies (continued)

l) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

m) Pension costs

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the statement of financial activities. The total employer pension contributions payable in the year were £4,497 (2019: £2,829).

n) Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

o) Financial instruments

The charitable company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

p) Accounting estimates and key judgements

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

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

The key sources of estimation uncertainty that have a significant effect on the amounts recognised in the financial statements are depreciation as described in note 1 (h).

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

2. Prior period comparatives

	Restricted £	Unrestricted £	2019 Total £
Income from:			
Donations	67,639	19,214	86,853
Charitable activities:			
Counselling	-	414,897	414,897
Training	-	162,945	162,945
Other trading activities	-	3,982	3,982
Investments	-	961	961
Other: insurance claim	-	492	492
Total income	67,639	602,491	670,130
Expenditure on:			
Raising funds	-	6,782	6,782
Charitable activities:			
Counselling	49,729	351,144	400,873
Training	-	152,480	152,480
Total expenditure	49,729	510,406	560,135
Net income / (expenditure)	17,910	92,085	109,995
Transfers between funds	(4,500)	4,500	-
Net movement in funds	13,410	96,585	109,995

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

3. Donations

	Restricted £	Unrestricted £	2020 Total £
General donations	-	2,026	2,026
Grant income			
Awards for All	10,000	-	10,000
Barnwood Trust	27,782	5,000	32,782
Cheltenham Borough Council	2,000	-	2,000
The Clothworkers Foundation	5,000	-	5,000
Gloucestershire County Council	20,352	-	20,352
Gloucestershire Community Foundation	-	19,500	19,500
Garfield Weston	20,000	-	20,000
Legal & General	3,000	-	3,000
NHS Clinical Commissioning Group (CCG)	44,000	3,136	47,136
Notgrove Trust	4,000	-	4,000
Office of the Police & Crime Commissioner	45,000	2,500	47,500
The Openwork Foundation	-	10,000	10,000
The Rowlands Trust	1,500	-	1,500
Susila Dharma International Association	-	2,500	2,500
Stroud District Council	5,000	1,000	6,000
Tesco bags of help	4,000	-	4,000
Tewkesbury Borough Council	1,000	1,000	2,000
Thirty Percy	3,500	5,000	8,500
Western Power	-	2,000	2,000
Other grants < £1k	-	2,531	2,531
	196,134	56,193	252,327

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

3. Donations (continued) Prior period comparative

	Restricted £	Unrestricted £	2019 Total £
General donations	-	9,490	9,490
Grant income			
Awards for All	9,926	-	9,926
St James' Place	16,431	-	16,431
The Gilbert Lane Charitable Trust	-	2,000	2,000
Gloucestershire Community Foundation	4,869	-	4,869
MacFarlane Walker Trust	250	-	250
NHS - CCG	31,667	-	31,667
Rowlands Trust	2,000	-	2,000
Saintbury Trust and Pilkington Trust	-	3,000	3,000
The Sedbury Trust	2,496	-	2,496
Zurich - Child and Family hardship fund	-	3,500	3,500
Other grants < £1k	-	1,224	1,224
	<u>67,639</u>	<u>19,214</u>	<u>86,853</u>

4. Other trading activities

	Restricted £	Unrestricted £	2020 Total £	2019 Total £
Rent	-	1,951	1,951	3,982
Other trading activities	-	635	635	-
	<u>-</u>	<u>2,586</u>	<u>2,586</u>	<u>-</u>

All income from other trading activities in the prior period was unrestricted.

5. Government grants

The charitable company receives government grants, defined as funding from NHS Gloucestershire Clinical Commissioning Group (CCG) and Gloucestershire County Council, to fund charitable activities. The total value of such grants in the period ending 31 August 2020 was £67,488 (2019: £31,667). There are no unfulfilled conditions or contingencies attaching to these grants.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

6. Total expenditure

	Raising funds £	Counselling £	Training £	Support and governance £	2020 Total £
Staff costs (note 8)	-	312,977	107,603	78,101	498,681
HR and recruitment	-	-	-	214	214
Room hire, rent and service	-	-	-	47,248	47,248
Travel and subsistence	-	-	-	1,477	1,477
Stationery, postage and telephone	-	-	-	6,928	6,928
General administration	-	-	-	20,521	20,521
Subscriptions	-	-	-	4,091	4,091
Insurance	-	-	-	6,154	6,154
IT costs	-	-	-	15,644	15,644
Fundraising costs	40	-	-	-	40
Advertising	3,900	-	-	-	3,900
Repairs and maintenance	-	-	-	38,721	38,721
Professional fees	-	-	-	948	948
Accountancy	-	-	-	3,265	3,265
Bank charges	-	-	-	2,253	2,253
Depreciation	-	-	-	10,234	10,234
Sub-total	3,940	312,977	107,603	235,799	660,319
Allocation of support and governance costs	2,186	173,844	59,769	(235,799)	-
Total expenditure	6,126	486,821	167,372	-	660,319

Total governance costs were £1,966 (2019: £2,076)

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

6. Total expenditure (continued)

Prior year comparative

	Raising funds £	Counselling £	Training £	Support and governance £	2019 Total £
Staff costs (note 8)	-	265,650	101,424	65,424	432,498
Room hire, rent and service	-	-	-	52,943	52,943
Travel and subsistence	-	-	-	2,404	2,404
Stationery, postage and telephone	-	-	-	10,649	10,649
General administration	-	-	-	15,636	15,636
Subscriptions	-	-	-	4,110	4,110
Insurance	-	-	-	6,620	6,620
IT costs	-	-	-	6,557	6,557
Advertising	4,511	-	-	-	4,511
Repairs and maintenance	-	-	-	11,710	11,710
Professional fees	-	-	-	1,116	1,116
Accountancy	-	-	-	4,213	4,213
Bank charges	-	-	-	1,627	1,627
Depreciation	-	-	-	4,546	4,546
Bad debts	-	995	-	-	995
Sub-total	4,511	266,645	101,424	187,555	560,135
Allocation of support and governance costs	2,271	134,228	51,056	(187,555)	-
Total expenditure	6,782	400,873	152,480	-	560,135

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

7. Net movement in funds

This is stated after charging / crediting:

	2020 £	2019 £
Depreciation	10,234	4,546
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	46	216
Accountants' remuneration:		
▪ Independent examination	1,920	1,860

Trustees' reimbursed expenses represent payments to 1 trustee (2019: 2) for travel expenses.

8. Staff costs and numbers

Staff costs were as follows:

	2020 £	2019 £
Salaries and wages	477,355	417,593
Social security costs	16,829	12,076
Employer's pension	4,497	2,829
Total emoluments paid to staff were:	498,681	432,498

No employee earned more than £60,000 during the year.

The key management personnel of the charity are considered to be the trustees and senior leadership team which includes the Chief Executive, Head of Finance, two Heads of Counselling and Head of Training. The total employee benefits including employer national insurance contributions paid to the key management personnel in the year ending 31 August 2020 was £133,451 (2019: £110,918).

Staff numbers are as follows:

	2020 No.	2019 No.
Average head count	78.0	64.0
Full time equivalent	15.8	12.5

9. Taxation

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

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

10. Tangible fixed assets

	Office equipment £	Computer equipment £	Total £
Cost			
At 1 September 2019	10,739	29,136	39,875
Additions in year	-	30,569	30,569
At 31 August 2020	<u>10,739</u>	<u>59,705</u>	<u>70,444</u>
Depreciation			
At 1 September 2019	7,754	13,757	21,511
Charge for the year	<u>1,297</u>	<u>8,937</u>	<u>10,234</u>
At 31 August 2020	<u>9,051</u>	<u>22,694</u>	<u>31,745</u>
Net book value			
At 31 August 2020	<u>1,688</u>	<u>37,011</u>	<u>38,699</u>
At 31 August 2019	<u>2,985</u>	<u>15,379</u>	<u>18,364</u>

11. Debtors

	2020 £	2019 £
Trade debtors	6,275	16,042
Prepayments	3,590	6,273
Other debtors	<u>14,462</u>	<u>18,778</u>
	<u>24,327</u>	<u>41,093</u>

12. Creditors: amounts due within 1 year

	2020 £	2019 £
Trade creditors	11,099	14,064
Deferred income*	28,841	24,275
Accruals	15,000	12,990
PAYE and NI	<u>9,316</u>	<u>5,528</u>
	<u>64,256</u>	<u>56,857</u>

* Deferred income consists of fees received in advance of the provision of counselling services or training courses. These are deferred until future periods and released when the session or course is delivered.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

12. Creditors: amounts due within 1 year (continued)

	2020 £	2019 £
Balance at the start of the year	24,275	38,481
Amounts released to income	(24,275)	(38,481)
Amounts deferred in the year	28,841	24,275
Balance at the end of the year	28,841	24,275

13. Operating lease commitments

The charity had operating leases at the year end with total future minimum lease payments as follows:

	Property		Equipment	
	2020 £	2019 £	2020 £	2019 £
Due within 1 year	19,800	19,800	1,580	1,580
Due within 2 - 5 years	59,400	79,200	-	1,580
	79,200	99,000	1,580	3,160

14. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds £
Fixed assets	-	-	38,699	38,699
Net current assets	84,818	25,000	288,560	398,378
Net assets at 31 August 2020	84,818	25,000	327,259	437,077

Prior period comparatives

	Restricted funds £	Designated funds £	General funds £	Total funds £
Fixed assets	-	-	18,364	18,364
Net current assets	28,541	14,900	209,640	253,081
Net assets at 31 August 2019	28,541	14,900	228,004	271,445

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

15. Movements in funds

	At 1 September 2019 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2020 £
Restricted funds:					
Awards for All	8,905	10,000	(2,341)	(11,045)	5,519
Barnwood Trust	-	27,782	(11,990)	(604)	15,188
Cheltenham Borough Council	-	2,000	-	(2,000)	-
The Clothworkers Foundation	-	5,000	-	(5,000)	-
Gloucestershire Community Foundation	1,725	-	-	-	1,725
Gloucestershire County Council	-	20,352	(5,830)	-	14,522
Garfield Weston	-	20,000	-	-	20,000
Legal & General	-	3,000	(3,000)	-	-
NHS - CCG	17,255	44,000	(56,636)	-	4,619
Notgrove Trust	-	4,000	(4,000)	-	-
Office of the Police & Crime Commissioner	-	45,000	(25,255)	-	19,745
Stroud District Council	-	5,000	-	(5,000)	-
Tesco bags of help	-	4,000	(2,090)	(1,910)	-
Tewkesbury Borough Council	-	1,000	(865)	(135)	-
The Openwork Foundation	656	-	(656)	-	-
The Rowlands Trust	-	1,500	(1,500)	-	-
Thirty Percy	-	3,500	-	-	3,500
Total restricted funds	28,541	196,134	(114,163)	(25,694)	84,818
Unrestricted funds:					
<i>Designated funds</i>					
Building maintenance and repairs reserve	14,900	-	-	10,100	25,000
Total designated funds	14,900	-	-	10,100	25,000
<i>General funds</i>	228,004	629,817	(546,156)	15,594	327,259
Total unrestricted funds	242,904	629,817	(546,156)	25,694	352,259
Total funds	271,445	825,951	(660,319)	-	437,077

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

15. Movements in funds (continued)

Transfers between funds

Transfers made from restricted funds to general funds represent the release of restricted donations used to purchase fixed assets during the year. The fixed assets purchased are held for general purposes of the charitable company.

Purposes of restricted funds

Awards for All - funding to setup remote working following Covid-19.

Barnwood Trust - funding to setup remote working following Covid-19, training for counsellors to work remotely, IT improvements, remodelling and recarpeting rooms at Alma House and development of a new supervision training.

Cheltenham Borough Council - funding to setup remote working following Covid-19.

The Clothworkers Foundation - funding for IT improvements following Covid-19.

Gloucestershire County Council - 12 weeks fully funded counselling for victims of sexual abuse.

Garfield Weston - funding new staff posts.

Legal & General - 12 weeks fully funded counselling for victims of sexual abuse.

NHS Clinical Commissioning - 12 weeks fully funded counselling for victims of sexual abuse.

Notgrove Trust - 12 weeks fully funded counselling for victims of sexual abuse.

Office of the Police & Crime Commissioner - 12 weeks fully funded counselling for victims of sexual abuse, plus the overtime cost of moving the organisation to online delivery.

Stroud District Council - funding to setup remote working following Covid-19.

Tesco bags of help - funding equipment for the Child and Family service.

Tewkesbury Borough Council - funding to setup remote working following Covid-19.

The Openwork Foundation - funding to provide counselling sessions for young people of all genders who have been victims of sexual abuse, sexual assault or sexual violence.

The Rowlands Trust - funding new Cheltenham premises refurbishment.

Thirty Percy - funding for IT improvements following Covid-19.

Purposes of designated funds

Building maintenance and repairs reserve - to cover future maintenance and building repairs at Alma House.

Gloucestershire Counselling Service

Notes to the financial statements

For the year ended 31 August 2020

15. Movements in funds (continued)

Prior period comparatives

	At 1 September 2018 £	Income £	Expenditure £	Transfers between funds £	At 31 August 2019 £
Restricted funds:					
St James' Place	844	16,431	(17,275)	-	-
Awards for All	2,500	9,926	(1,021)	(2,500)	8,905
NHS - CCG	3,456	31,667	(17,868)	-	17,255
Summerfield Trust	457	-	(457)	-	-
Openwork Foundation	4,960	-	(4,304)	-	656
Bid writer support	2,914	-	(2,914)	-	-
Gloucestershire Community Foundation	-	4,869	(3,144)	-	1,725
MacFarlane Walker Trust	-	250	(250)	-	-
Rowlands Trust	-	2,000	-	(2,000)	-
The Sedbury Trust	-	2,496	(2,496)	-	-
Total restricted funds	15,131	67,639	(49,729)	(4,500)	28,541
Unrestricted funds:					
<i>Designated funds</i>					
Building maintenance and repairs reserve	14,900	-	-	-	14,900
Total designated funds	14,900	-	-	-	14,900
<i>General funds</i>	131,419	602,491	(510,406)	4,500	228,004
Total unrestricted funds	146,319	602,491	(510,406)	4,500	242,904
Total funds	161,450	670,130	(560,135)	-	271,445

16. Related party transactions

There were no related party transactions in the current or prior reporting period.