

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales · Charity number 1133079

Details

Other names	COUNSELLING AND FAMILY CENTRE, ALTRINCHAM, CFC
Status	Registered
Legal form	Charitable company
Company number	07003266
Registered	2009-12-03
Register	View on the Charity Commission register

Contact

Address	The Counselling & Family Centre 40 Mayors Road Altrincham WA15 9RP
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Phone	0161 941 7754
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Email	altrincham@thecfc.org.uk
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Website	http://thecfc.org.uk/
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Activities

Objects: THE CHARITY'S PURPOSE IS THE RELIEF OF THOSE IN NEED BY REASON OF YOUTH, AGE, ILL HEALTH, DISABILITY, FINANCIAL HARDSHIP OR OTHER DISADVANTAGE IN PARTICULAR BY PROVIDING A FAMILY AND COUNSELLING CENTRE.

Activities: CFC's mission is to improve the mental health of children, young people and adults of all ages. We currently offer 1 to 1 counselling, facilitated support groups, courses for service users and training for counsellors and related professionals. We strive to ensure our support is easy to access, flexible and responsive to need.

Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, Other Charitable Purposes
- **Who:** Children/young People, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, LOCAL
- Bury
- Cheshire East
- Manchester City
- Salford City
- Trafford

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£797,315	£866,908	£202,671	20
2023-12-31	£812,879	£809,567	£272,265	20
2022-12-31	£656,151	£749,360	£268,955	20
2021-12-31	£450,950	£541,379	£362,165	13
2020-12-31	£346,328	£348,176	-	-

Trustees

Name	Role	Appointed
Jonathan David Moore	Chair	2024-02-02
Andrew Fethers		2024-05-03
Luigi Salzano		2024-08-06
Owen Edward Hewson		2024-03-15
Penny Bullock		2024-02-02

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales - Charity number 1133079

Accounts

Company registration number: 07003266

Charity registration number: 1133079

The Counselling and Family Centre, Altrincham

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2024

Carter Collins & Myer
Chichester House
2 Chichester Street
Rochdale
Lancashire
OL16 2AX

The Counselling and Family Centre, Altrincham

Trustees Annual Report for year ended 31st December 2024

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1. Legal and Administrative Details

Trustees	Appointed	Resigned
Rosalind Allison-Calvert (Chair)	1 February 2017	22 March 2024
Paul Appelbe	22 April 2015	22 April 2024
Anna Lowe	7 November 2018	
Andrew Latham	8 March 2019	4 April 2024
Matthew Flukes	1 October 2022	
Andrew Wiseman	21 March 2023	2 April 2024
David Grant	2 February 2024	10 March 2024
Jonathan Moore	2 February 2024	
Penny Bullock	2 February 2024	
Owen Hewson	15 March 2024	
Eimear Strong	3 May 2024	
Andrew Fethers	3 May 2024	
Luigi Salzano	6 August 2024	
Maureen Brown	25 April 2023	2 April 2024

Management Team

Jo Allen	Chief Executive
Rukhsana Hemani	Clinical Services Manager
Sarah Barker	CYP Services Manager
Hayley Ward	Adult Services Manager
Alison Hambleton	Training Manager
Mark Busby	Operations Manager
Kevin Lau	Café Manager

Company Registration Number:

04697545

Charity Registration Number:

1104892

Registered Office:

40 Mayor's Road, Altrincham, Cheshire, WA15 9RP

Bankers:

Co-op Bank, P.O. Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

Independent Examiner

Carter Collins & Myer
Chichester House
2 Chichester St
Rochdale
Lancashire
OL16 2AX

2. Structure, Governance and Management

Governing document:

The Counselling and Family Centre (CFC) is a company limited by guarantee and not having share capital, governed by its Memorandum and Articles of Association, dated 9 November 2009.

Recruitment and appointment of trustees:

CFC has a trustee recruitment and appointment process. Adverts are placed locally and nationally for trustees and networks are used. Potential trustees have an initial informal meeting with the Chief Executive and The Chair of Trustees, are given information, and invited to attend trustee meetings as an observer. If they decide they would like to become a trustee and the board consider them acceptable, they are accepted after suitable references have been received. New Trustees are given an introductory pack containing details of formal trustee responsibilities as laid down in charity and company law; CFC's memorandum and articles of association, the latest set of accounts, and they are expected to familiarise themselves with the contents of the pack.

Organisational structure:

CFC's board has no set maximum number and currently consists of eight members, meeting every 2 months in person. A Chief Executive is appointed by the trustees. Together with other CFC employees, the Chief Executive manages the day to day operation of the charity. The Board has identified key areas of strategic and operational focus and has nominated a 'lead' Trustee to ensure that work progresses and appropriate updates are regularly provided to the board.

Risk management:

The Trustees maintain a risk register and regularly assess the major risks identified, in particular those relating to the operation and finance of the organisation, and are satisfied that procedures and systems are in place to mitigate our exposure to risk.

CFC's strategic plan:

This continues to form a part of risk management by providing a clear set of goals for the medium term (the next 3+ years) and has the following key objectives:

- To continue to focus on collaboration with other mental health and emotional well-being providers to build a high quality, flexible and truly responsive offer to those in need of support across Greater Manchester and thereby to become an 'influencer' rather than 'follower'.
- To broaden and grow existing services based at our Centres in Altrincham and Bury, at further local locations, and nationwide through the offer of remote support via telephone and internet to meet the changing demands of our current and potential service users.
- To focus on securing additional alternative unrestricted income sources to bolster and mitigate the risks associated with grant funding and counselling income.
- To maintain a clear focus on quality provision throughout all our expansion activities.

3. Objectives and Activities

Background to CFC

The CFC was founded in 1975 in response to a local need for easily accessible support for individuals and families experiencing intolerable stress. The charity now has over 50 years' experience of delivering counselling and therapeutic support mainly, but not exclusively, in Trafford Borough. Over time the organisation has evolved in terms of the focus and range of services offered, but it remains at the heart of its community providing high quality easily accessible services.

Over the past 12 months we have focussed on our collaborative work with other third sector organisations using our knowledge and experience of mental health and emotional well-being issues to add value to the support available for those in need in our communities. This has been achieved through our counselling offer, through expanding our group work and supportive clinical facilitation and by growing our ever-expanding training arm. We are also active participants on a number of boards and management groups, including the Trafford Community Collective.

Despite our expansion both geographically and in staff numbers we continue to operate in the spirit of a local charity, very much rooted in our respective communities. We do this by drawing from the specific geographic locations our large number of valued staff and volunteers who fulfil the whole spectrum of roles from reception to trustees, and by responding to the very specific needs of those communities.

CFC Ethos: Vision, Mission and Values

We are committed to providing support when it is needed, as quickly as is possible and in such a way that it is easy to access, flexible in its delivery and responsive to changing needs. We are here for:

Whatever Life Throws at You

Our doors are open to everyone - we won't turn anyone away because of where they live or how much they can afford to pay. Our core service is the provision of counselling. Our qualified counselling professionals tailor the service to each individual, couple or family so that we can be here for them when they need us, for as long as they need us, and no matter what is causing the problem. We can help to find a way forward, gain in confidence, lead a happier life, and break the cycle.

We are equally as responsive, flexible and inclusive in our approach to our staff and volunteers and are justifiably proud of our diversity. We are completely blind to anything other than competence or the promise of competence. We are a team, and we all work together. Standards are high but so, we like to think, is the training and support we offer.

CFC Core Values

We have 8 Core Values that underpin everything that we do. They provide a framework for the development of a healthy team, as well as informing the design and delivery of all CFC projects.

- **Integrity** We promote a culture of honesty, trust and respect throughout the organisation
- **Teamwork** We believe that we are stronger when we work together
- **Individuals** We recognise that each and every person has unique value
- **Quality** We are an outcomes-based organisation, committed to high quality standards
- **Equality** We believe in treating everybody equally and in equal access to opportunity
- **Creativity** We believe that creativity encourages individual and organisational growth
- **Choice** We believe that choices can change everything
- **Solution Focussed** We are committed to the possibility of positive change - be that the individual or the organisation.

CFC Vision Statement

We believe that our model as a mental health charity is one that is capable of replication across a wider geographical landscape. It is a model that will stand up to scrutiny in terms of how we operate for our staff and volunteers, in the outcomes for our service users and the wider community, and in the value for money we achieve for our funders.

Current work of CFC

CFC provides a range of counselling services in line with its vision, mission and key organisational aims from its Centres on Mayors Road, Altrincham and Parkhills Road, Bury.

In addition to this we provide counselling from Blue SCI's centre on the Broomwood Estate for CleanStart, at The Limelight Centre, Gorse Hill Studios and Out There which are all in Old Trafford and in junior, secondary and special schools and in colleges. We also supply counselling and additional support services under contract with both the statutory and third sectors.

The remote counselling services deployed as a result of the Covid pandemic have been retained and continue to grow, enabling us to work with clients across the UK.

We have a skilled team of approximately 50 counsellors, supported by 3 clinical practice supervisors who are themselves supported by the Clinical Services Manager. The background, breadth of knowledge and experience of our clinical team underpins CFC's ability to offer services in a range of languages and approaches and to ensure the best match to our service users' mental health and emotional well-being needs, and at the locations and times that fit best with the demands of their daily life.

We strive to offer a high quality professional service to all our clients, and our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

The majority of our clients self-refer and have a pre-start assessment. Our criteria for accepting clients are simply 'Are they psychologically available?' and 'Is there a focus for the work?' If these criteria are met and the client wishes to proceed, we offer an 8 week cycle of sessions and then re-assessment and re-contracting should the client wish to continue for longer. Demand for CFC services increases year on year as gaps in statutory provision continue to grow.

We have an internal referral procedure for clients beginning in one part of the service e.g. Couples, and finding they may be better supported in e.g. our Families service, or for clients who request a different counsellor. We offer all our services free of charge for an assessment and up to 8 counselling sessions for all households on a low income.

We offer counselling for:

- Adult Individuals
- Children and Young People
- Couples
- Families

Additional to our counselling service we offer a range of support groups, some online, some based in our Community café and at other locations:

Support groups include:

- Families coping with the addiction of a loved one
- Older people at risk of isolation
- Life after bereavement and loss
- Mindfulness
- Managing stress and anxiety

- Community Allotment project
- Art Club
- Men's Support Group

We also have a training arm:

CFC offers a range of training courses for business, counsellors and related professionals, members of the public. This includes, for example:

Mental Health First Aid (accredited programme)
 Working with PTSD issues
 Working with Neurodivergent issues
 Cultural Awareness
 Mental Well-Being at Work
 Managing Change

The majority of training, from half day workshops to 7 day courses, is delivered by an in house team of counsellors/trainers who bring an impressive array of skills and experience to the task. We have an annual programme of 1 day to 6 week courses, and are able to produce bespoke tailored courses on request.

Additionally we continue the collaboration between ourselves and the West Trafford Primary Care Network with the employment and support of a Children and Young Person's Social Prescriber role working with the GP practices in West Trafford.

Community Café

- Open seven days a week
- Associated café lounge hosting a variety of community group meetings and services, for example, ACOA, Smart Recovery and The Woodland Quilters.

Additional developments:

We continue to be actively involved with The Trafford Community Collective (TCC). TCC is a member-led organisation that supports the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in Trafford by promoting a collective and partnership approach to service development and delivery. The vision of the TCC sees the sector as an equal partner in improving the health and wellbeing of Trafford's residents, working with the statutory sector in taking an active part in the planning, commissioning and delivery of services. TCC has 5 sector leads across the North, West, Central and South borough neighbourhoods. CFC is the lead for South Trafford and the Mental Health Network.

CFC Outcomes

As a solution focused/outcomes-based organisation, it is essential that the need for any work we undertake is evidenced and that projects are deliberately designed to make an impact which can be measured.

Practically we work to achieve this through:

- A continuous 360 degree 'scrutiny loop' of procedures, policies and training programmes.
- A commitment to the challenge of an open-minded approach to new thinking and developments in our therapeutic field. We require all of our clinical team to engage in continuous professional development both within and outside of the organisation
- The continuous monitoring and evaluation of output data to ensure that where practicable we are offering a truly inclusive service and making informed decisions when we introduce change.
- Building relationships with other organisations to enable us to 'add value' rather than simply replicate existing services.

- Close adherence to the best practice guidelines as drawn up by our accrediting body, The British Association of counselling & Psychotherapy.

Despite increased demand we saw 50% of people in less than 2 weeks from their first contact with us. The most frequent presenting problem continues to be anxiety and stress, followed by bereavement and loss, interpersonal relationships, depression, trauma/abuse and issues around self-esteem. Secondary problems reveal anger management and parenting/family problems as frequent issues. The rise in the incidence of self-harm and suicidal ideation, particularly in young people is a marked and very worrying trend.

We have an excellent track record of delivering measurable positive change for people of all ages. For those completing their therapy in 2024:

- 97% showed improved wellbeing
- 84% experienced an improvement in their relationships
- 95% reported an improvement in their communication skills
- 96% reported better coping skills
- 88% reported better day-to-day functioning
- 92% reported better decision making and control over their lives
- 96% reported greater personal insight/understanding
- 87% reported better access to practical help
- 84% reported an improvement in symptoms

Reduction in symptoms:

- 69% of those at risk of suicide had a reduced risk by the end of therapy, with 100% reduction in severe risk
- 68% of those at risk of self-harm had a reduced risk by the end of therapy, with 67% reduction in severe risk
- 76% reduction in the number of people experiencing severe anxiety
- 74% reduction in the number of people experiencing severe symptoms of grief following bereavement/loss
- 88% reduction in the number of people experiencing severe depression
- 60% reduction in the number of people experiencing severe symptoms of an eating disorder
- 64% reduction in the number of people experiencing severe symptoms of post-traumatic stress

4. Public Benefit

We are committed to offering affordable, easy to access counselling and emotional well-being services at a time when demand is growing and statutory provision, particularly at a preventative level, is limited.

We listen to our service users, and we use their feedback to develop and refine everything we do. Most recently this has led to the development of courses to widen understanding around the impact of neurodiversity and to support those managing issues around suicide and self-harm.

We care deeply about the whole experience. We ask everyone 'What did we do well'? Some of the responses:

- I experience many moment of realisation and clarity during the course. For example, it was most useful to see the summary regarding the traps that parents fall into - seeing this info written large has had a significant impact on the way I deal with conflicts in my household. It has helped me to recognise the looming danger and change the script!
- The training gave me a really good insight into mental health and how important it is to have someone accesible with Mental Health First Aid training to those in need. I am now curious to carry on my journey into various other training courses surrounding mental health and counselling.

- It has been a great experience I have enjoyed coming every week I think it has really helped me I think I am definitely going to miss my counsellor she has been really understanding of me and helped me - you guys are amazing.
- Counselling has made me feel very safe and comfortable and really tailors and adapts their approach to an individual's needs and present mood. When I was thinking of starting counselling I was worried about being dehumanised and reduced down to my issues but these sessions have actually humanised me.
- Refurbishing has made the space warmer and less clinical, always felt welcomed and whole environment, the counsellor was friendly.
- I thoroughly enjoyed the experience. It is a very safe and trusting environment which allowed me to explore myself, my thoughts and my emotions with the guidance of my counsellor.

As a mental health charity, we are still experiencing the after effects of the 2020 global pandemic. This is exacerbated by the continuous financial stress experienced by so many in our communities and the pressures that exposure to social media places on so many of our young people. It has been manifest in the increasing levels of distress shared by service users and the subsequent resulting increase in the incidence of the need to work on a case-by-case basis with the statutory services to ensure the best possible support is provided.

5. Financial Review

On 8 November 2021 CFC signed an agreement to acquire the assets and operations of The Relationship Hub (TRH), another charity providing counselling services based in Bury. TRH's Income and costs since that date are included in CFC's figures.

Income

Incoming resources in the year ended 31 December 2024 were £797,314 (2023 £812,879), a decrease of 1.9%. Some 34.8% (2023 27.3%) of this was restricted income received in the form of grants. The remaining income comprised:

- Contributions from clients and supporters
- Rental from room hire to other community services
- Contracts with secondary and primary schools
- Training courses
- Sales from Community Café

Expenditure

Total expenditure in the year was £866,908 (2023 £809,567), a increase of 7.1%. There was a deficit on unrestricted funds in the year of £114,653 (2023 surplus £42,602), which when taken from unrestricted funds brought forward of £245,658 gives total unrestricted funds of £131,005 at the year end. From this the Trustees have set aside £44,061 into designated funds, for a sinking fund which the Trustees have set up. The Trustees have had estimates produced of the building works that are likely to be necessary over the next 15 years on the property which CFC occupies to ensure that it continues to meet the standards required under its lease and under Health and Safety Regulations. The total estimated costs originally estimated over a 20 year period were £100,000, and the Trustees are therefore setting aside £5,000 per annum to ensure that there are funds available as and when the work needs to be done. After deducting these designated funds, the general fund stands at £86,944.

Reserves Policy

The objective of the Trustees' reserves policy is to protect CFC and its charitable activities by ensuring adequate liquidity such that, should the need arise, CFC is able to close down or restructure all or part of its operations whilst still meeting all its financial obligations and without compromising CFC's core services. As a result, CFC has set a target of holding unrestricted reserves equating to a minimum of three months and a maximum of six months expenditure. Total unrestricted reserves at 31 December 2024 were £131,005, which is within the parameters set by the policy.

Funds Available

CFC will continue to work to secure further long-term grant funding and to nurture opportunities for additional sources of earned income. The Trustees regularly review funding projections for the current and future years to ensure the organisation makes any required changes in a proactive manner should significant funding reductions be experienced.

Financial Responsibilities and Accounting Procedures

CFC regularly reviews its financial processes and procedures to ensure that they remain appropriate to the size and nature of the charity's operations.

6. Statement of Trustees responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that year. In preparing the accounts the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,
- subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees, who are directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 3.

Company Status

The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £10 in the event of a winding-up.

Independent Examiner

Carter, Collins & Myer were appointed as the charitable company's independent examiner for 2020 and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:

A Fethers

A Fethers

Date:

17 Jun 2025

The Counselling and Family Centre, Altrincham

7. Independent Examiners Report

To the members on the unaudited accounts of the Counselling and Family Centre, Altrincham for the year ended 31st December 2024.

I report on the accounts of the company for the year ended 31st December 2024, which are set out on pages 14 to 24.

Respective responsibilities of trustee and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedure laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention

Basis of Independent Examiner's Report

My examination was carried out in accordance with general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement Report

No matters have come to my attention in the 2024 Financial Statements, which gives me

- (1) reasonable cause to believe that in any material respect the requirements:
to keep accounting records in accordance with section 386 of the Companies Act 2006, and
to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice – Accounting and Reporting by Charities
Have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

R Newman
Carter Collins and Myer Accountants

Date:

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2024

		Unrestricted Funds 2024	Restricted Funds 2024	Total 2024	Total 2023
	Note	£	£	£	£
Incoming resources					
Donations and grants	2	5,966	277,519	283,486	306,888
Income from charitable activities	3	513,829	-	513,829	505,991
Total incoming resources		519,795	277,519	797,314	812,879
Resources expended					
Cost of generating funds	4	-	6,000	6,000	6,600
Direct charitable expenditure	5	634,448	226,460	860,908	802,967
Total resources expended		634,448	232,460	866,908	809,567
Net movement in funds		(114,653)	45,059	(69,594)	3,312
Transfers between funds	15	-	-	-	-
Total funds brought forward		245,659	26,607	272,265	268,953
Total funds carried forward	15	131,005	71,666	202,671	272,265

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

All incoming resources and resources expended derive from continuing activities.

The Counselling and Family Centre, Altrincham

for the Year Ended 31 December 2024

	Note	2024 £	2023 £
Fixed Assets			
Tangible assets	11	85,270	95,152
Investments		20,666	20,666
		<u>105,936</u>	<u>115,818</u>
Current Assets			
Stock		212	268
Debtors	12	45,542	41,073
Cash at bank and in hand		82,789	150,808
		<u>128,544</u>	<u>192,149</u>
Creditors			
Amounts falling due in one year	13	<u>(31,809)</u>	<u>(35,703)</u>
Net Current Assets		<u>96,735</u>	<u>156,446</u>
Net Assets		<u>202,671</u>	<u>272,264</u>
Funds of the Charity			
Unrestricted funds		131,005	245,659
Restricted funds		71,666	26,606
		<u>202,671</u>	<u>272,265</u>
Total Funds	15	<u>202,671</u>	<u>272,265</u>

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

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

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

proved by the Board and signed on their behalf by:

A Fethers

A Fethers

Date:

17 Jun 2025

The Counselling and Family Centre, Altrincham

Statement of Cashflow for the Year Ended 31st December 2024

	Total 2024	Total 2023
	£	£
Cash flows from operating activities:		
Net Cash provided by / (used in) operating activities	(61,874)	23,132
Cash Flows from investing activities:		
Payments to acquire tangible fixed assets	(6,145)	(27,875)
Net cash provided by / (used in) investing activities	(68,019)	(4,743)
Cash and cash equivalents at the beginning of the reporting period	150,808	155,551
Cash and cash equivalents at the end of the reporting period	82,789	150,808
 Net income / (expenditure) for the reporting period	 (69,594)	 3,312
Adjustments for:		
Depreciation	16,028	11,541
Decrease / (increase) in stock	56	369
Decrease / (increase) in investment	-	-
Decrease / (increase) in debtors	(4,469)	(5,169)
(Decrease) / increase in creditors	(3,894)	13,079
Net cash provided by / (used in) operating activities	(61,873)	23,132
 Analysis of cash and cash equivalents		
Cash at Bank	82,789	150,808
Total cash and cash equivalents	82,789	150,808

The Counselling and Family Centre, Altrincham

Notes to the Financial Statements for the Year Ended 31st December 2024

1 Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006, and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, contributions and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is included as part of the expenditure to which it relates.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remains with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual items costing less than £500 are not capitalised.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Fixtures and fittings	25%
Computer equipment	25%
Café equipment	25%

Stock

Stock, which relates to items bought for resale in the Charity's café, is valued at the lower of cost and net realisable value.

Pensions

The charity operates a stakeholder pension scheme for its staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Details of the charity's contribution are given in Note 9 to these accounts.

2. Incoming resources from grants and donations

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
Grants				
BBC Children in need	-	27,640	27,640	22,914
Trafford Housing Trust - Limelight	-	20,070	20,070	20,070
Trafford Housing Trust - Collective	-	9,072	9,072	6,030
Manchester Airport	-	3,000	3,000	-
B&Q Foundation	-	8,800	8,800	-
Henry Smith	-	-	-	44,000
Pilgrim Trust	-	30,000	30,000	45,000
Masonic Charitable Foundation	-	39,926	39,926	-
Garfield Weston	-	-	-	25,000
National Lottery Fund RC NW Region	-	56,875	56,875	55,218
Achieve Asset Fund	-	14,955	14,955	-
Co-op	-	-	-	2,081
Cheadle Royal	-	15,000	15,000	-
Albert Gubay	-	15,000	15,000	-
Forever Manchester	-	-	-	750
Home Instead	-	-	-	700
Dowager Countess Eleanor Peel	-	5,000	5,000	-
ASDA Foundation	-	1,295	1,295	-
Awards for All	-	19,000	19,000	-
Manchester Guardian	-	3,000	3,000	-
Duchy of Lancaster	-	1,920	1,920	-
South Neighbourhood Pilot	-	4,868	4,868	-
Souter Charitable Trust	-	2,100	2,100	-
	-	277,519	277,519	221,762
Donations				
Other donations	5,966	-	5,966	85,126
Gifts	-	-	-	-
TOTAL	5,966	277,519	283,486	306,888

3. Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Counselling	326,351	-	326,351	312,156
Room hire	4,509	-	4,509	2,533
Placement contributions	21,760	-	21,760	16,124
Training	39,639	-	39,639	47,122
Consultancy	39,666	-	39,666	39,560
Café sales	80,708	-	80,708	87,317
Bank Interest Received	1,196	-	1,196	1,179
	513,829	-	513,829	505,991

4. Cost of generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Fundraising costs	-	6,000	6,000	6,600
	-	6,000	6,000	6,600

5. Direct charitable expenditure

	Counselling Services £	Café £	Total Unrestricted £	Restricted £	2024 Total £	2023 Total £
Staff Costs						
Salaries and wages	351,462	56,490	407,952	211,327	619,278	580,232
Café staff	-	13,405	13,405	-	13,405	10,658
Counsellors	37,699	-	37,699	-	37,699	34,301
Supervision	10,629	-	10,629	15,133	25,763	28,594
Training	11,718	24	11,742	-	11,742	8,511
Admin support	12,846	-	12,846	-	12,846	12,586
Children's service	18,282	-	18,282	-	18,282	14,637
Management expenses	1,426	-	1,426	-	1,426	2,216
	444,063	69,917	513,980	226,460	740,440	691,734
Premises Costs						
Rates	4,258	4,657	8,915	-	8,915	10,586
Light and heat	5,452	9,087	14,539	-	14,539	11,657
Cleaning and consumables	9,187	97	9,284	-	9,284	8,345
Repairs and maintenance	7,076	1,012	8,088	-	8,088	8,785
Insurance	3,017	989	4,006	-	4,006	6,342
	28,990	15,842	44,832	-	44,832	45,715

Office Costs

IT	6,780	-	6,780	-	6,780	8,494
Telephone and fax	3,487	-	3,487	-	3,487	3,417
Printing, postage and stationery	616	186	801	-	801	480
Equipment hire	4,057	1,410	5,466	-	5,466	4,380
Equipment depreciation	14,717	1,311	16,028	-	16,028	11,542
Subscriptions and licences	2,043	-	2,043	-	2,043	2,411
Sundry	2,348	-	2,348	-	2,348	1,394
	34,048	2,906	36,954	-	36,954	32,118
Advertising and marketing	2,349	-	2,349	-	2,349	732
Legal and professional	10,020	-	10,020	-	10,020	1,500
Finance costs	1,621	675	2,296	-	2,296	2,053
Café cost of sales	-	24,017	24,017	-	24,017	29,114
Total costs	521,091	113,357	634,448	226,460	860,908	802,967

6. Café

The charity has been operating a community café on its premises since March 2016. The result of the café included in the statement of financial activities on a full costs allocation basis is summarised below.

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Sales	80,708	-	80,708	87,317
Grants received	-	-	-	-
Total Income	80,708	-	80,708	87,317
Cost of Sales	24,017	-	24,017	29,114
Salaries and wages	69,917	-	69,917	50,134
Other costs	19,423	-	19,423	18,110
Net contribution	(32,649)	-	(32,649)	(10,041)

7. Taxation

The charity is exempt from tax on income and gains falling within S505 of the Income & Corporation Taxes Act 1988 (ICTA 1998) or S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

8. Net incoming / (outgoing) resources

	2024 £	2023 £
This is stated after charging:		
Depreciation	16,028	11,542
Accountancy fees	1,380	1,080

9. Staff costs

	2024 £	2023 £
Salaries and wages	565,004	535,714
Social security costs	34,359	31,958
Pension contributions	13,374	12,560
	<u>612,738</u>	<u>580,232</u>

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows;

	2024	2023
Clinical	12	12
Operational	8	8

10. Trustees remuneration and expenses

Expenses incurred by members of the Executive Committee in connection with their work for the charity totalling £ nil were reimbursed to them during the year (2023 £ nil).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2023 – £ nil).

11. Tangible Fixed Assets

	Land and Building £	Fixtures and Fittings £	Computer Equipment £	Café Fixtures & Equipment £	Total 2024 £
COST					
At 1 January 2024	84,915	74,124	34,792	63,463	257,293
Additions	-	5,679	-	467	6,145
Transfer Additions	-	-	-	-	-
Disposals	-	-	-	-	-
At 31 December 2024	<u>84,915</u>	<u>79,803</u>	<u>34,792</u>	<u>63,930</u>	<u>263,439</u>
DEPRECIATION					
At 1 January 2024	25,534	64,465	10,811	61,330	162,140
Transfer Depn b/f	-	-	-	-	-
Charges	-	6,449	8,268	1,311	16,028
Disposals	-	-	-	-	-
At 31 December 2024	<u>25,534</u>	<u>70,914</u>	<u>19,080</u>	<u>62,641</u>	<u>178,168</u>
NBV					
At 31 December 2024	<u>59,381</u>	<u>8,889</u>	<u>15,712</u>	<u>1,289</u>	<u>85,270</u>
At 31 December 2023	<u>59,381</u>	<u>9,659</u>	<u>23,980</u>	<u>2,133</u>	<u>95,153</u>

The capital costs of the cafe have been funded by grants (see note 15) which have been transferred to unrestricted funds. Depreciation has been charged on the assets from the month in which the café was opened.

12. Debtors

	2024	2023
	£	£
Trade Debtors	32,223	36,440
Prepayments	13,320	4,633
	45,542	41,073

13. Creditors: amounts falling due in less than one year

	2024	2023
	£	£
Trade Creditors	15,159	9,340
Accruals	3,193	2,613
Deferred Income	88	10,051
PAYE and NI	13,369	13,699
	31,809	35,703

14. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	85,270	-	85,270
Stock	212	-	212
Investment	20,666	-	20,666
Debtors	45,542	-	45,542
Cash at bank and in hand	11,123	71,666	82,789
Creditors	(31,809)	-	(31,809)
	131,005	71,666	202,671

15. Analysis of Net Assets Between Funds

	At 01.01.2024	Incoming resources	Outgoing resources	Transfers	At 31.12.2024
	£	£	£	£	£
Restricted funds					
The Henry Smith Charity	10,976	-	(10,976)	-	-
National Lottery Fund RC	7,788	56,875	(56,050)	-	8,612
Awards for All	-	19,000	(3,167)	-	15,833
B&Q Foundation	-	8,800	(8,800)	-	-
Children in Need	5,870	27,640	(29,219)	-	4,291
THT - Limelight	(9,656)	20,070	(10,414)	-	-
THT - Collective	(8,988)	9,072	(3,107)	-	(3,023)
Achieve Asset Fund	-	14,955	(14,955)	-	-
Co-op	3,531	-	(3,531)	-	0
Manchester Airport	-	3,000	(3,000)	-	-
Garfield Weston	18,750	-	(18,750)	-	-

Cheadle Royal	-	15,000	(5,833)	-	9,167
Masonic Charitable Foundation	(1,664)	39,926	(19,963)	-	18,299
Albert Gubay	-	15,000	(6,250)	-	8,750
Dowgess Countess Eleanor Peel	-	5,000	(2,500)	-	2,500
ASDA Foundation	-	1,295	(1,295)	-	-
Manchester Guardian	-	3,000	(750)	-	2,250
Duchy of Lancaster	-	1,920	(480)	-	1,440
South Neighbourhood Pilot	-	4,868	(3,245)	-	1,623
Souter Charitable Trust	-	2,100	(175)	-	1,925
Pilgrim Trust	-	30,000	(30,000)	-	-
	26,607	277,519	(232,460)	-	71,666
Unrestricted Funds					
General Funds	206,597	519,795	(634,448)	(5,000)	86,944
Designated Funds	39,061			5,000	44,061
	245,658	519,795	(634,448)	-	131,005
Total Funds	272,265	797,314	(866,908)	-	202,671

The table below provides a brief summary of the purpose for which each restricted fund is to be used.

Name of Restricted Fund	Nature and purpose of the Fund
The Henry Smith Charity	Contribution to counselling, supervision and administrative costs
National Lottery Fund RC North West Region	Contribution to counselling, supervision and administrative costs
Awards for All	Funding towards group support including allotment project
B&Q Foundation	Grant to refurbish counselling and training rooms
BBC Children in Need	Part time CYP Counsellor funding in Bury
Manchester Airport	New chairs for counselling rooms
Cheadle Royal	Set-up costs of neurodivergence service
Albert Gubay	Outreach counselling support in North Trafford
Countess Eleanor Peel	Outreach counselling support in North Trafford
ASDA Foundation	Grant towards café redecoration / refurbishment
Manchester Guardian	Group work (Stress and Anxiety)
Duchy of Lancaster	Group work (Affected by Addiction)
South Neighbourhood Pilot	Monday Winter Hearts Scheme
Souter Charitable Trust	Grant for the roll out of neurodivergence training for counsellors
Achieve Asset Fund	Funding towards group support
THT - Limelight	Contribution to counselling and administrative costs
THT - Collective	Grant to support allotment and marketing costs
Co-op Local	Grant to cover training cost
Garfield Weston	Grant to cover core costs
Masonic Charitable Foundation	Grant to support CYP counselling services in Trafford
Pilgrim Trust	Grant to support counselling for young women across Trafford

The transfers from restricted to unrestricted funds relate to grants received for the purchase of assets. Such grants are transferred to a designated fund to cover the depreciation on these assets over the life of the assets. A transfer is made each year to the General Fund to offset the depreciation charge for the year.

In addition, in 2015 a sinking fund was established to cover major refurbishment costs. An estimate of £100,000 was produced as the cost of the building works that are likely to be necessary over the 20 years (the period of CFC's lease – see note 16) from the date of establishment of the fund to ensure that it continues to meet the standards required under its lease and under Health and Safety regulations. £5,000 is being set aside each year and drawn on as and when the identified expenditure arises

The movement on these funds in the year is analysed below.

	At 01.01.2024	Transfers In	Transfers Out	At 31.12.2024
Designated Funds				
Sinking Fund	39,061	5,000	-	44,061
Total Funds	<u>39,061</u>	<u>5,000</u>	<u>-</u>	<u>44,061</u>

16. Lease Commitments

The charity no annual commitments under non-cancellable operating leases:

	2024 £	2023 £
Not later than one year		
Later than one year and not later than five years		
Later than five years	<u>-</u>	<u>-</u>

In addition, the building occupied by CFC is owned by Trafford County Council. On 8 March 2017 the Trustees signed a new 20 year lease with the Council. Under this lease the charity will pay a peppercorn rent for the first five years. Thereafter an annual rent will be payable based on 50% of any surplus arising in the preceding financial year, after taking account of any transfers to reserves required to maintain them at the level agreed by the Trustees.



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Parties involved with this document

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Tue, 17th Jun 2025 10:53:40 BST	Mr Andrew Fethers - Signer (10d7891d8c3974391f8e2aab2498c013)
Tue, 17th Jun 2025 10:53:40 BST	Matthew Law - Copied In (c6e13f59a9042e1a52197559f806dee6)

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Mon, 16th Jun 2025 9:28:53 BST	Mr Andrew Fethers has been assigned to this envelope. (35.176.231.177)
Mon, 16th Jun 2025 9:28:53 BST	Matthew Law has been assigned to this envelope. (35.176.231.177)
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Tue, 17th Jun 2025 10:53:40 BST	This envelope has been signed by all parties (82.30.197.189)
Tue, 17th Jun 2025 10:53:43 BST	Document emailed to party email

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales - Charity number 1133079

Accounts

Company registration number: 07003266

Charity registration number: 1133079

The Counselling and Family Centre, Altrincham

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2023

Carter Collins & Myer
Chichester House
2 Chichester Street
Rochdale
Lancashire
OL10 2BG

The Counselling and Family Centre, Altrincham

Trustees Annual Report for year ended 31st December 2023

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1. Legal and Administrative Details

Trustees

Rosalind Allison-Calvert (Chair)
Paul Appelbe
Tony Butterworth
Anna Lowe
Andrew Latham
Naomi Ledwith
Matthew Flukes
Andrew Wiseman
Maureen Brown

Appointed

1 February 2017
22 April 2015
15 June 2016
7 November 2018
8 March 2019
5 November 2021
1 October 2022
21 March 2023
25 April 2023

Resigned

10 January 2023

11-Oct-23

Management Team

Jo Allen	Chief Executive
Rukhsana Hemani	Clinical Services Manager
Sarah Barker	CYP Services Manager
Hayley Ward	Adult Services Manager
Alison Hambleton	Training Manager
Mark Busby	Operations Manager
Kevin Lau	Café Manager

Company Registration Number:

04697545

Charity Registration Number:

1104892

Registered Office:

40 Mayor's Road, Altrincham, Cheshire, WA15 9RP

Bankers:

Co-op Bank, P.O. Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

Independent Examiner

Carter Collins & Myer
Chichester House
2 Chichester St
Rochdale
Lancashire
OL16 2AX

2. Structure, Governance and Management

Governing document:

The Counselling and Family Centre (CFC) is a company limited by guarantee and not having share capital, governed by its Memorandum and Articles of Association, dated 9 November 2009.

Recruitment and appointment of trustees:

CFC has a trustee recruitment and appointment process. Adverts are placed locally and nationally for trustees and networks are used. Potential trustees have an initial informal meeting with the Chief Executive and The Chair of Trustees, are given information, and invited to attend trustee meetings as an observer. If they decide they would like to become a trustee and the board consider them acceptable, they are accepted after suitable references have been received. New Trustees are given an introductory pack containing details of formal trustee responsibilities as laid down in charity and company law; CFC's memorandum and articles of association, the latest set of accounts, and they are expected to familiarise themselves with the contents of the pack.

Organisational structure:

CFC's board has no set maximum number and currently consists of eight members, meeting every-month mainly via Microsoft Teams. A Chief Executive is appointed by the trustees. Together with other CFC employees, the Chief Executive manages the day to day operation of the charity. The Board has identified key areas of strategic and operational focus and has nominated a 'lead' Trustee to ensure that work progresses and appropriate updates are regularly provided to the board.

Risk management:

The Trustees maintain a risk register and regularly assess the major risks identified, in particular those relating to the operation and finance of the organisation, and are satisfied that procedures and systems are in place to mitigate our exposure to risk.

CFC's strategic plan:

This continues to form a part of risk management by providing a clear set of goals for the medium term (the next 3+ years) and has the following key objectives:

- To continue to focus on collaboration with other mental health and emotional well-being providers to build a high quality, flexible and truly responsive offer to those in need of support across Greater Manchester and thereby to become an 'influencer' rather than 'follower'.
- To broaden and grow existing services based at our Centres in Altrincham and Bury, at further local locations, and nationwide through the offer of remote support via telephone and internet to meet the changing demands of our current and potential service users.
- To focus on securing additional alternative unrestricted income sources to bolster and mitigate the risks associated with grant funding and counselling income.
- To maintain a clear focus on quality provision throughout all our expansion activities.

3. Objectives and Activities

Background to CFC

The CFC was founded in 1975 in response to a local need for easily accessible support for individuals and families experiencing intolerable stress. The charity has over 45 years' experience of delivering counselling and therapeutic support mainly, but not exclusively, in Trafford Borough. Over time the organisation has evolved in terms of the focus and range of services offered, but it remains at the heart of its community providing high quality easily accessible services.

Over the past 12 months we have focussed on our collaborative work with other third sector organisations using our knowledge and experience of mental health and emotional well-being issues to add value to the support available for those in need in our communities. This has been achieved through our counselling offer, through expanding our group work and supportive clinical facilitation and by growing our ever-expanding training arm. We are also active participants on a number of boards and management groups, including the Trafford Community Collective.

Despite our expansion both geographically and in staff numbers we continue to operate in the spirit of a local charity, very much rooted in our respective communities. We do this by drawing from the specific geographic locations our large number of valued staff and volunteers who fulfil the whole spectrum of roles from reception to trustees, and by responding to the very specific needs of those communities.

CFC Ethos: Vision, Mission and Values

We are committed to providing support when it is needed, as quickly as is possible and in such a way that it is easy to access, flexible in its delivery and responsive to changing needs. We are here for:

Whatever Life Throws at You

Our doors are open to everyone - we won't turn anyone away because of where they live or how much they can afford to pay. Our core service is the provision of counselling. Our qualified counselling professionals tailor the service to each individual, couple or family so that we can be here for them when they need us, for as long as they need us, and no matter what is causing the problem. We can help to find a way forward, gain in confidence, lead a happier life, and break the cycle.

We are equally as responsive, flexible and inclusive in our approach to our staff and volunteers and are justifiably proud of our diversity. We are completely blind to anything other than competence or the promise of competence. We are a team, and we all work together. Standards are high but so, we like to think, is the training and support we offer.

CFC Core Values

We have 8 Core Values that underpin everything that we do. They provide a framework for the development of a healthy team, as well as informing the design and delivery of all CFC projects.

- | | |
|----------------------------|--|
| • Integrity | We promote a culture of honesty, trust and respect throughout the organisation |
| • Teamwork | We believe that we are stronger when we work together |
| • Individuals | We recognise that each and every person has unique value |
| • Quality | We are an outcomes-based organisation, committed to high quality standards |
| • Equality | We believe in treating everybody equally and in equal access to opportunity |
| • Creativity | We believe that creativity encourages individual and organisational growth |
| • Choice | We believe that choices can change everything |
| • Solution Focussed | We are committed to the possibility of positive change - be that the individual or the organisation. |

CFC Vision Statement

We believe that our model as a mental health charity is one that is capable of replication across a wider geographical landscape. It is a model that will stand up to scrutiny in terms of how we operate for our staff and volunteers, in the outcomes for our service users and the wider community, and in the value for money we achieve for our funders.

Current work of CFC

CFC provides a range of counselling services in line with its vision, mission and key organisational aims from its Centres on Mayors Road, Altrincham and Parkhills Road Bury.

In addition to this we provide counselling from Blue SCI's centre on the Broomwood Estate, for CleanStart and at The Limelight Centre both in Old Trafford and in junior, secondary and special schools and in colleges. We also supply counselling and additional support services under contract with both the statutory and third sectors.

The remote counselling services deployed as a result of the Covid pandemic have been retained and continue to grow, enabling us to work with clients across the UK.

We have a skilled team of approximately 50 counsellors, supported by 3 clinical practice supervisors who are themselves supported by the Clinical Services Manager. The background, breadth of knowledge and experience of our clinical team underpins CFC's ability to offer services in a range of languages and approaches and to ensure the best match to our service users' mental health and emotional well-being needs, and at the locations and times that fit best with the demands of their daily life.

We strive to offer a high quality professional service to all our clients, and our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

The majority of our clients self-refer and have a pre-start assessment. Our criteria for accepting clients are simply 'Are they psychologically available?' and 'Is there a focus for the work?' If these criteria are met and the client wishes to proceed, we offer an 8 week cycle of sessions and then re-assessment and re-contracting should the client wish to continue for longer. Demand for CFC services increases year on year as gaps in statutory provision continue to grow.

We have an internal referral procedure for clients beginning in one part of the service e.g. Couples, and finding they may be better supported in e.g. our Families service, or for clients who request a different counsellor. We offer all our services free of charge for an assessment and up to 8 counselling sessions for all households on a low income.

We offer counselling for:

- Adult Individuals
- Children and Young People
- Couples
- Families

Additional to our counselling service we offer a range of support groups, some online, some based in our Community café and at other locations:

Support groups include:

- Families coping with the addiction of a loved one
- Older people at risk of isolation
- Life after bereavement and loss
- Mindfulness
- Managing stress and anxiety
- Community Allotment project
- Art Club

We also have a training arm:

CFC offers a range of training courses for business, counsellors and related professionals, members of the public. This includes, for example:

Mental Health First Aid (accredited programme)
Working with PTSD issues
Cultural Awareness
Mental Well-Being at Work
Managing Change

The majority of training, from half day workshops to 7 day courses, is delivered by an in house team of counsellors/trainers who bring an impressive array of skills and experience to the task. We have an annual programme of 1 day to 6 week courses, and are able to produce bespoke tailored courses on request.

Additionally we continue the collaboration between ourselves and the West Trafford Primary Care Network with the employment and support of a Children and Young Person's Social Prescriber role working with the GP practices in West Trafford.

Community Café

- Open seven days a week
- Associated café lounge hosting a variety of community group meetings and services, for example, ACOA, Smartt Recovery and U3A.

Additional developments:

We continue to be actively involved with The Trafford Community Collective (TCC). TCC is a member-led organisation that supports the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in Trafford by promoting a collective and partnership approach to service development and delivery. The vision of the TCC sees the sector as an equal partner in improving the health and wellbeing of Trafford's residents, working with the statutory sector in taking an active part in the planning, commissioning and delivery of services. TCC has 5 sector leads across the North, West, Central and South borough neighbourhoods. CFC is the lead for South Trafford.

During 2023 we have expanded our service to include working from Gorse Hill Studios and Out There, both in Stretford.

CFC Outcomes

As a solution focused/outcomes-based organisation, it is essential that the need for any work we undertake is evidenced and that projects are deliberately designed to make an impact which can be measured.

Practically we work to achieve this through:

- A continuous 360 degree 'scrutiny loop' of procedures, policies and training programmes.
- A commitment to the challenge of an open minded approach to new thinking and developments in our therapeutic field. We require all of our clinical team to engage in continuous professional development both within and outside of the organisation
- The continuous monitoring and evaluation of output data to ensure that where practicable we are offering a truly inclusive service and making informed decisions when we introduce change.
- Building relationships with other organisations to enable us to 'add value' rather than simply replicate existing services.
- Close adherence to the best practice guidelines as drawn up by our accrediting body, The British Association of counselling & Psychotherapy.

Despite increased demand we saw 50% of people in less than 2 weeks from their first contact with us. The most frequent presenting problem continues to be anxiety and stress, followed by bereavement and loss, interpersonal relationships, depression, trauma/abuse and issues around self-esteem. Secondary problems reveal anger management and parenting/family problems as frequent issues. The rise in the incidence of self-harm and suicidal ideation, particularly in young people is a marked and very worrying trend.

We have an excellent track record of delivering measurable positive change for people of all ages. For those completing their therapy in 2023:

- 92% showed improved wellbeing
- 77% experienced an improvement in their relationships
- 95% reported an improvement in their communication skills
- 89% reported better coping skills
- 89% reported better day-to-day functioning
- 89% reported better decision making and control over their lives

Reduction in symptoms:

- 76% reduction in the number of people experiencing severe anxiety
- 74% reduction in the number of people experiencing severe symptoms of grief following bereavement/loss
- 88% reduction in the number of people experiencing severe depression
- 60% reduction in the number of people experiencing severe symptoms of an eating disorder
- 64% reduction in the number of people experiencing severe symptoms of post-traumatic stress

4. Public Benefit

We are committed to offering affordable, easy to access counselling and emotional well-being services at a time when demand is growing and statutory provision, particularly at a preventative level, is limited.

We listen to our service users, and we use their feedback to develop and refine everything we do. Most recently this has led to the development of courses to widen understanding around the impact of neurodiversity and to support those managing issues around suicide and self-harm.

We care deeply about the whole experience. We ask everyone 'What did we do well'? Some of the responses:

- I really benefitted from being able to talk about my things & issues rather than them being all jumbled up in my head.
- The space is a calm and safe environment, staff are easy to contact, short/no wait list, free sessions for those on low income
- It was really helpful to have a calm space where we all listened to each other's feelings and didn't talk over each other. Also great to see how much our children enjoyed the experience. (Family Counselling)
- Promoting an atmosphere of openness and no judgement regarding circumstances. Allowed me to explore aspects of my past which felt closed off and untouchable.
- Very patient and understanding, showed empathy and kindness throughout the sessions.
- The CFC provides an invaluable service for those who can't afford to pay for private sessions and sadly can't access NHS mental health support due to excessively long waiting lists. I'm extremely grateful for the opportunity to attend sessions here.

As a mental health charity, we are still experiencing the after effects of the 2020 global pandemic. This is exacerbated by the continuous financial stress experienced by so many in our communities and the pressures that exposure to social media places on so many of our young people. It has been manifest in the increasing levels of distress shared by service users and the subsequent resulting increase in the incidence of the need to work on a case-by-case basis with the statutory services to ensure the best possible support is provided.

5. Financial Review

On 8 November 2021 CFC signed an agreement to acquire the assets and operations of The Relationship Hub (TRH), another charity providing counselling services based in Bury. TRH's Income and costs since that date are included in CFC's figures.

Income

Incoming resources in the year ended 31 December 2023 were £812,879 (2022 £656,151), an increase of 23.9%. Some 27.3% (2022 30.2%) of this was restricted income received in the form of grants. The remaining income comprised:

- Contributions from clients and supporters
- Rental from room hire to other community services
- Contracts with secondary and primary schools
- Training courses
- Sales from Community Café

Expenditure

Total expenditure in the year was £809,567 (2022 £749,360), a increase of 8%. There was a surplus on unrestricted funds in the year of £42,602 (2022 deficit £89,639), which when taken from unrestricted funds brought forward of £203,057 gives total unrestricted funds of £245,659 at the year end. From this the Trustees have set aside £39,060 into designated funds, for a sinking fund which the Trustees have set up. The Trustees have had estimates produced of the building works that are likely to be necessary over the next 15 years on the property which CFC occupies to ensure that it continues to meet the standards required under its lease and under Health and Safety Regulations. The total estimated costs originally estimated over a 20 year period were £100,000, and the Trustees are therefore setting aside £5,000 per annum to ensure that there are funds available as and when the work needs to be done. After deducting these designated funds, the general fund stands at £206,598.

Reserves Policy

The objective of the Trustees' reserves policy is to protect CFC and its charitable activities by ensuring adequate liquidity such that, should the need arise, CFC is able to close down or restructure all or part of its operations whilst still meeting all its financial obligations and without compromising CFC's core services. As a result, CFC has set a target of holding unrestricted reserves equating to a minimum of three months and a maximum of six months expenditure. Total unrestricted reserves at 31 December 2023 were £245,659, which is within the parameters set by the policy.

Funds Available

CFC will continue to work to secure further long term grant funding and to nurture opportunities for additional sources of earned income. The Trustees regularly review funding projections for the current and future years to ensure the organisation makes any required changes in a proactive manner should significant funding reductions be experienced.

Financial Responsibilities and Accounting Procedures

CFC regularly reviews its financial processes and procedures to ensure that they remain appropriate to the size and nature of the charity's operations.

6. Statement of Trustees responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that year. In preparing the accounts the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,
- subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees, who are directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 3.

Company Status

The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £10 in the event of a winding-up.

Independent Examiner

Carter, Collins & Myer were appointed as the charitable company's independent examiner for 2020 and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:

A Fethers

A Fethers

Date:

19 Sep 2024

The Counselling and Family Centre, Altrincham

7. Independent Examiners Report

To the members on the unaudited accounts of the Counselling and Family Centre for the year ended 31st December 2023.

I report on the accounts of the company for the year ended 31st December 2023, which are set out on pages 13 to 26.

Respective responsibilities of trustee and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedure laid down in the general Directions given by the Charity
- Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention

Basis of Independent Examiner's Report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement Report

No matters have come to my attention in the 2023 Financial Statements, which gives me

- (1) reasonable cause to believe that in any material respect the requirements:
to keep accounting records in accordance with section 386 of the Companies Act 2006, and
to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice – Accounting and Reporting by Charities
Have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



R Newman
Carter Collins and Myer Accountants

Date: 19 Sep 2024

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2023

		Unrestricted Funds 2023	Restricted Funds 2023	Total 2023	Total 2022
	Note	£	£	£	£
Incoming resources					
Donations and grants	2	85,126	221,762	306,888	205,596
Income from charitable activities	3	505,991	-	505,991	450,555
Total incoming resources		591,117	221,762	812,879	656,151
Resources expended					
Cost of generating funds	4	-	6,600	6,600	7,320
Direct charitable expenditure	5	548,515	254,452	802,967	742,040
Total resources expended		548,515	261,052	809,567	749,360
Net movement in funds		42,602	(39,290)	3,312	(93,209)
Transfers between funds	15	-	-	-	-
Total funds brought forward		203,057	65,896	268,953	362,164
Total funds carried forward	15	245,659	26,606	272,265	268,955

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

All incoming resources and resources expended derive from continuing activities.

The Counselling and Family Centre, Altrincham

for the Year Ended 31 December 2023

	Note	2023 £	2022 £
Fixed Assets			
Tangible assets	11	95,152	78,819
Investments		20,666	20,666
		<u>115,818</u>	<u>99,485</u>
Current Assets			
Stock		268	638
Debtors	12	41,073	35,904
Cash at bank and in hand		150,808	155,551
		<u>192,149</u>	<u>192,093</u>
Creditors			
Amounts falling due in one year	13	<u>(35,703)</u>	<u>(22,623)</u>
Net Current Assets		<u>156,446</u>	<u>169,470</u>
Net Assets		<u>272,264</u>	<u>268,955</u>
Funds of the Charity			
Unrestricted funds		245,659	203,057
Restricted funds		<u>26,606</u>	<u>65,898</u>
Total Funds	18	<u>272,265</u>	<u>268,955</u>

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

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

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Approved by the Board and signed on their behalf by:

A Fethers

A Fethers

Date:

19 Sep 2024

The Counselling and Family Centre, Altrincham

Statement of Cashflow for the Year Ended 31st December 2023

	Total 2023	Total 2022
	£	£
Cash flows from operating activities:		
Net Cash provided by / (used in) operating activities	23,132	(91,206)
Cash Flows from investing activities:		
Payments to acquire tangible fixed assets	(27,875)	(2,330)
Net cash provided by / (used in) investing activities	(4,743)	(93,536)
Cash and cash equivalents at the beginning of the reporting period	155,551	249,087
Cash and cash equivalents at the end of the reporting period	150,808	155,551
 Net income / (expenditure) for the reporting period	 3,312	 (93,209)
Adjustments for:		
Depreciation	11,541	11,997
Decrease / (increase) in stock	369	(260)
Decrease / (increase) in investment	-	-
Decrease / (increase) in debtors	(5,169)	(8,505)
(Decrease) / increase in creditors	13,079	(1,229)
Net cash provided by / (used in) operating activities	23,132	(91,206)
 Analysis of cash and cash equivalents		
Cash at Bank	150,808	155,551
Total cash and cash equivalents	150,808	155,551

The Counselling and Family Centre, Altrincham

Notes to the Financial Statements for the Year Ended 31st December 2023

1 Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006, and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, contributions and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is included as part of the expenditure to which it relates.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remains with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual items costing less than £500 are not capitalised.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Fixtures and fittings	25%
Computer equipment	25%
Café equipment	25%

Stock

Stock, which relates to items bought for resale in the Charity's café, is valued at the lower of cost and net realisable value.

Pensions

The charity operates a stakeholder pension scheme for its staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Details of the charity's contribution are given in Note 9 to these accounts.

2. Incoming resources from grants and donations

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Grants				
BBC Children in need	-	22,914	22,914	-
Trafford Housing Trust - Limelight	-	20,070	20,070	39,633
Trafford Housing Trust - Collective	-	6,030	6,030	6,730
Trafford Standing Together	-	-	-	4,960
Awards for All	-	-	-	10,000
Henry Smith	-	44,000	44,000	43,700
Pilgrim Trust	-	45,000	45,000	15,000
Masonic Charitable Foundation	-	-	-	19,963
Garfield Weston	-	25,000	25,000	25,000
National Lottery Fund RC NW Region	-	55,218	55,218	27,201
Trafford Inclusive Neighbourhoods	-	-	-	2,000
Co-op	-	2,081	2,081	1,749
Marks & Spenser	-	-	-	1,000
Trafford Council	-	-	-	546
Forever Manchester	-	750	750	100
Home Instead	-	700	700	-
Altrincham Healthcare Alliance	-	-	-	532
	-	221,762	221,762	198,114
Donations				
Other donations	85,126	-	85,126	7,482
Gifts	-	-	-	-
TOTAL	85,126	221,762	306,888	205,596

3. Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Counselling	312,156	-	312,156	317,979
Room hire	2,533	-	2,533	450
Placement contributions	16,124	-	16,124	-
Training	47,122	-	47,122	33,969
Consultancy	39,560	-	39,560	14,745
Café sales	87,317	-	87,317	83,412
Bank Interest Received	1,179	-	1,179	-
	<u>505,991</u>	<u>-</u>	<u>505,991</u>	<u>450,555</u>

4. Cost of generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Fundraising costs	-	6,600	6,600	7,320
	<u>-</u>	<u>6,600</u>	<u>6,600</u>	<u>7,320</u>

5. Direct charitable expenditure

	Counselling Services £	Café £	Total Unrestricted £	Restricted £	2023 Total £	2022 Total £
Staff Costs						
Salaries and wages	287,377	39,475	326,852	253,380	580,232	518,284
Café staff	-	10,658	10,658	-	10,658	13,407
Counsellors	34,301	-	34,301	-	34,301	39,794
Supervision	27,522	-	27,522	1,072	28,594	25,938
Training	8,511	-	8,511	-	8,511	6,620
Admin support	12,586	-	12,586	-	12,586	12,702
Children's service	14,637	-	14,637	-	14,637	12,335
Management expenses	2,216	-	2,216	-	2,216	1,119
	<u>387,149</u>	<u>50,133</u>	<u>437,282</u>	<u>254,452</u>	<u>691,734</u>	<u>630,199</u>
Premises Costs						
Rates	7,939	2,647	10,586	-	10,586	10,797
Light and heat	3,497	8,160	11,657	-	11,657	8,374
Cleaning and consumables	6,676	1,669	8,345	-	8,345	4,190
Repairs and maintenance	6,431	2,354	8,785	-	8,785	5,885
Insurance	4,757	1,585	6,342	-	6,342	4,665
	<u>29,301</u>	<u>16,415</u>	<u>45,716</u>	<u>-</u>	<u>45,716</u>	<u>33,911</u>

Office Costs						
IT	8,494	-	8,494	-	8,494	5,524
Telephone and fax	3,417	-	3,417	-	3,417	4,194
Printing, postage and station	480	-	480	-	480	608
Equipment hire	4,380	-	4,380	-	4,380	1,792
Equipment depreciation	11,542	-	11,542	-	11,542	11,997
Subscriptions and licences	2,366	45	2,411	-	2,411	2,807
Sundry	1,394	-	1,394	-	1,394	4,578
	32,074	45	32,119	-	32,119	31,500
Advertising and marketing	622	110	732	-	732	4,524
Legal and professional	1,500	-	1,500	-	1,500	9,682
Finance costs	513	1,540	2,053	-	2,053	4,493
Café cost of sales	-	29,114	29,114	-	29,114	27,731
Total costs	<u>451,159</u>	<u>97,357</u>	<u>548,515</u>	<u>254,452</u>	<u>802,967</u>	<u>742,040</u>

6. Café

The charity has been operating a community café on its premises since March 2016. The result of the café included in the statement of financial activities on a full costs allocation basis is summarised below.

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Sales	87,317	-	87,317	83,412
Grants received	-	-	-	55
Total Income	<u>87,317</u>	<u>-</u>	<u>87,317</u>	<u>83,467</u>
Cost of Sales	29,114	-	29,114	27,731
Salaries and wages	50,134	-	50,134	49,799
Other costs	18,110	-	18,110	20,342
Net contribution	<u>(10,041)</u>	<u>-</u>	<u>(10,041)</u>	<u>(14,405)</u>

7. Taxation

The charity is exempt from tax on income and gains falling within S505 of the Income & Corporation Taxes Act 1988 (ICTA 1998) or S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

8. Net incoming / (outgoing) resources

	2023 £	2022 £
This is stated after charging:		
Depreciation	11,542	11,997
Accountancy fees	1,080	1,080

9. Staff costs

	2023 £	2022 £
Salaries and wages	535,714	476,866
Social security costs	31,958	30,338
Pension contributions	12,560	11,080
	<u>580,232</u>	<u>518,284</u>

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows;

	2023	2022
Clinical	12	11
Operational	8	9

10. Trustees remuneration and expenses

Expenses incurred by members of the Executive Committee in connection with their work for the charity totalling £ nil were reimbursed to them during the year (2022 £ nil).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2022 – £ nil).

11. Tangible Fixed Assets

	Land and Building £	Fixtures and Fittings £	Computer Equipment £	Café Fixtures & Equipment £	Total 2023 £
COST					
At 1 January 2023	84,915	74,124	8,857	61,523	229,419
Additions	-	-	25,934	1,941	27,875
Transfer Additions	-	-	-	-	-
Disposals	-	-	-	-	-
At 31 December 2023	<u>84,915</u>	<u>74,124</u>	<u>34,791</u>	<u>63,464</u>	<u>257,294</u>
DEPRECIATION					
At 1 January 2023	25,534	59,966	6,946	58,154	150,600
Transfer Depn b/f	-	-	-	-	-
Charges	-	4,499	3,866	3,177	11,542
Disposals	-	-	-	-	-
At 31 December 2023	<u>25,534</u>	<u>64,465</u>	<u>10,812</u>	<u>61,331</u>	<u>162,142</u>
NBV					
At 31 December 2023	<u>59,381</u>	<u>9,659</u>	<u>23,979</u>	<u>2,133</u>	<u>95,152</u>
At 31 December 2022	<u>59,381</u>	<u>14,158</u>	<u>1,911</u>	<u>3,369</u>	<u>78,819</u>

The capital costs of the cafe have been funded by grants (see note 15) which have been transferred to unrestricted funds. Depreciation has been charged on the assets from the month in which the café was opened.

12. Debtors

	2023	2022
	£	£
Trade Debtors	36,440	34,959
Prepayments	4,633	945
	41,073	35,904

13. Creditors: amounts falling due in less than one year

	2023	2022
	£	£
Trade Creditors	9,340	7,800
Accruals	2,613	3,533
Deferred Income	10,051	141
PAYE and NI	13,699	11,149
	35,703	22,623

14. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	95,152	-	95,152
Stock	268	-	268
Investment	20,666	-	20,666
Debtors	41,073	-	41,073
Cash at bank and in hand	124,203	26,605	150,808
Creditors	(35,703)	-	(35,703)
	245,659	26,605	272,264

15. Analysis of Net Assets Between Funds

	At 01.01.2023	Incoming resources	Outgoing resources	Transfers	At 31.12.2023
	£	£	£	£	£
Restricted funds					
The Henry Smith Charity	10,621	44,000	(43,645)	-	10,976
National Lottery Fund RC	8,620	55,218	(56,050)	-	7,788
Awards for All	11,667	-	(11,667)	-	-
Trafford Inclusive Neighbourhoods	2,000	-	(2,000)	-	-
Children in Need	-	22,913	(17,044)	-	5,869
THT - Limelight	9,907	20,070	(39,633)	-	(9,656)
THT - Collective	(2,591)	6,030	(12,427)	-	(8,988)
Traff	1,240	-	(1,240)	-	-
Co-op	1,450	2,081	-	-	3,531
Forever Manchester	100	750	(850)	-	-
Garfield Weston	18,750	25,000	(25,000)	-	18,750
M&S	833	-	(833)	-	-
Masonic Charitable Foundation	18,299	-	(19,963)	-	(1,664)
Home Instead	-	700	(700)	-	-
Pilgrim Trust	(15,000)	45,000	(30,000)	-	-
	65,896	221,762	(261,052)	-	26,606
Unrestricted Funds					
General Funds	164,920	591,116	(548,514)	(924)	206,598
Designated Funds	38,137	-	-	924	39,061
	203,057	591,116	(548,514)	0	245,659
Total Funds	268,953	812,878	(809,566)	0	272,265

The table below provides a brief summary of the purpose for which each restricted fund is to be used.

Name of Restricted Fund	Nature and purpose of the Fund
The Henry Smith Charity	Contribution to counselling, supervision and administrative costs
National Lottery Fund RC North West	Contribution to counselling, supervision and administrative costs
Awards for All	Funding towards group support including allotment project
Trafford Inclusive Neighbourhoods	Grant to deliver a Perinatal Support Group
BBC Children in Need	Part time CYP Counsellor funding
THT - Limelight	Contribution to counselling and administrative costs
THT - Collective	Grant to support allotment and marketing costs
Trafford Standing Together	Grant to support Adult counselling
Co-op Local	Grant to cover training cost
Garfield Weston	One year grant to July 2020 to cover core costs.
M&S via Neighbourly	Grant to support CYP counselling services
Masonic Charitable Foundation	Grant to support CYP counselling services
Pilgrim Trust	Grant to support family counselling

The transfers from restricted to unrestricted funds relate to grants received for the purchase of assets. Such grants are transferred to a designated fund to cover the depreciation on these assets over the life of the assets. A transfer is made each year to the General Fund to offset the depreciation charge for the year.

In addition, in 2015 a sinking fund was established to cover major refurbishment costs. An estimate of £100,000 was produced as the cost of the building works that are likely to be necessary over the 20 years (the period of CFC's lease – see note 16) from the date of establishment of the fund to ensure that it continues to meet the standards required under its lease and under Health and Safety regulations. £5,000 is being set aside each year and drawn on as and when the identified expenditure arises

The movement on these funds in the year is analysed below.

	At 01.01.2023	Transfers In	Transfers Out	At 31.12.2023
Designated Funds				
Sinking Fund	38,136	5,000	(4,076)	39,060
Total Funds	<u>38,136</u>	<u>5,000</u>	<u>(4,076)</u>	<u>39,060</u>

16. Lease Commitments

The charity no annual commitments under non-cancellable operating leases:

	2023 £	2022 £
Not later than one year		
Later than one year and not later than five years		
Later than five years		
	<u>-</u>	<u>-</u>

In addition, the building occupied by CFC is owned by Trafford County Council. On 8 March 2017 the Trustees signed a new 20 year lease with the Council. Under this lease the charity will pay a peppercorn rent for the first five years. Thereafter an annual rent will be payable based on 50% of any surplus arising in the preceding financial year, after taking account of any transfers to reserves required to maintain them at the level agreed by the Trustees.



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THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales - Charity number 1133079

Accounts

Company registration number: 07003266

Charity registration number: 1133079

The Counselling and Family Centre, Altrincham

(A company limited by guarantee)

Annual Report and Financial Statements
for the Year Ended 31 December 2022

Carter Collins & Myer
Chichester House
2 Chichester Street
Rochdale
Lancashire
OL10 2BG

The Counselling and Family Centre, Altrincham

Trustees Annual Report for year ended 31st December 2022

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The Counselling and Family Centre, Altrincham

1. Legal and Administrative Details

Trustees	Appointed	Resigned
Rosalind Allison-Calvert (Chair)	1 February 2017	
Geoff Urwin	27 August 2009	16 September 2022
Paul Appelbe	22 April 2015	
Tony Butterworth	15 June 2016	10 January 2023
Anna Lowe	7 November 2018	
Andrew Latham	8 March 2019	
Alexia Roberts	5 November 2021	8 April 2022
Naomi Ledwith	5 November 2021	
Matthew Flukes	1 October 2022	
Andrew Wiseman	21 March 2023	
Maureen Brown	25 April 2023	

Management Team

Jo Allen	Chief Executive
Rukhsana Hemani	Clinical Services Manager
Sarah Barker	CYP Services Manager
Hayley Ward	Adult Services Manager
Alison Hambleton	Training Manager
Mark Busby	Operations Manager
Kevin Lau	Café Manager

Company Registration Number:

04697545

Charity Registration Number:

1104892

Registered Office:

40 Mayor's Road, Altrincham, Cheshire, WA15 9RP

Bankers:

Co-op Bank, P.O. Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

Independent Examiner

Carter Collins & Myer
Chichester House
2 Chichester St
Rochdale
Lancashire
OL16 2AX

The Counselling and Family Centre, Altrincham

2. Structure, Governance and Management

Governing document:

The Counselling and Family Centre (CFC) is a company limited by guarantee and not having share capital, governed by its Memorandum and Articles of Association, dated 9 November 2009.

Recruitment and appointment of trustees:

CFC has a trustee recruitment and appointment process. Adverts are placed locally and nationally for trustees and networks are used. Potential trustees have an initial informal meeting with the Chief Executive and The Chair of Trustees, are given information, and invited to attend trustee meetings as an observer. If they decide they would like to become a trustee and the board consider them acceptable, they are accepted after suitable references have been received. New Trustees are given an introductory pack containing details of formal trustee responsibilities as laid down in charity and company law; CFC's memorandum and articles of association, the latest set of accounts, and they are expected to familiarise themselves with the contents of the pack.

Organisational structure:

CFC's board has no set maximum number and currently consists of eight members, meeting every month, mainly via Microsoft Teams. A Chief Executive is appointed by the trustees. Together with other CFC employees, the Chief Executive manages the day to day operation of the charity. The Board has identified key areas of strategic and operational focus and has nominated a 'lead' Trustee to ensure that work progresses and appropriate updates are regularly provided to the board.

Risk management:

The Trustees maintain a risk register and regularly assess the major risks identified, in particular those relating to the operation and finance of the organisation, and are satisfied that procedures and systems are in place to mitigate our exposure to risk.

CFC's strategic plan:

This continues to form a part of risk management by providing a clear set of goals for the medium term (the next 3+ years) and has the following key objectives:

- To continue to focus on collaboration with other mental health and emotional well-being providers to build a high quality, flexible and truly responsive offer to those in need of support across Greater Manchester and thereby to become an 'influencer' rather than 'follower'.
- To broaden and grow existing services based at our Centres in Altrincham and Bury, at further local locations, and nationwide through the offer of remote support via telephone and internet to meet the changing demands of our current and potential service users
- To focus on securing additional alternative unrestricted income sources to bolster and mitigate the risks associated with grant funding and counselling income.
- To maintain a clear focus on quality provision throughout all our expansion activities.

3. Objectives and Activities

Background to CFC

The CFC was founded in 1975 in response to a local need for easily accessible support for individuals and families experiencing intolerable stress. The charity has over 45 years' experience of delivering counselling and therapeutic support mainly, but not exclusively, in Trafford Borough. Over time the organisation has evolved in terms of the focus and range of services offered, but it remains at the heart of its community providing high quality easily accessible services.

The Counselling and Family Centre, Altrincham

Over the past 12 months we have focussed on our collaborative work with other third sector organisations using our knowledge and experience of mental health and emotional well-being issues to add value to the support available for those in need in our communities. This has been achieved through our counselling offer, through expanding our group work and supportive clinical facilitation and by growing our ever-expanding training arm. We are also active participants on a number of boards and management groups, including the Trafford Community Collective.

Despite our expansion both geographically and in staff numbers we continue to operate in the spirit of a local charity, very much rooted in our respective communities. We do this by drawing from the specific geographic locations our large number of valued staff and volunteers who fulfil the whole spectrum of roles from reception to trustees, and by responding to the very specific needs of the those communities.

CFC Ethos: Vision, Mission and Values

We are committed to providing support when it is needed, as quickly as is possible and in such a way that it is easy to access, flexible in its delivery and responsive to changing needs. We are here for:

Whatever Life Throws at You

Our doors are open to everyone - we won't turn anyone away because of where they live or how much they can afford to pay. Our core service is the provision of counselling. Our qualified counselling professionals tailor the service to each individual, couple or family so that we can be here for them when they need us, for as long as they need us, and no matter what is causing the problem. We can help to find a way forward, gain in confidence, lead a happier life, and break the cycle.

We are equally as responsive, flexible and inclusive in our approach to our staff and volunteers and are justifiably proud of our diversity. We are completely blind to anything other than competence or the promise of competence. We are a team, and we all work together. Standards are high but so, we like to think, is the training and support we offer.

CFC Core Values

We have 8 Core Values that underpin everything that we do. They provide a framework for the development of a healthy team, as well as informing the design and delivery of all CFC projects.

- **Integrity** We promote a culture of honesty, trust and respect throughout the organisation
- **Teamwork** We believe that we are stronger when we work together
- **Individuals** We recognise that each and every person has unique value
- **Quality** We are an outcomes-based organisation, committed to high quality standards
- **Equality** We believe in treating everybody equally and in equal access to opportunity
- **Creativity** We believe that creativity encourages individual and organisational growth
- **Choice** We believe that choices can change everything
- **Solution Focussed** We are committed to the possibility of positive change - be that the individual or the organisation.

The Counselling and Family Centre, Altrincham

CFC Vision Statement

We believe that our model as a mental health charity is one that is capable of replication across a wider geographical landscape. It is a model that will stand up to scrutiny in terms of how we operate for our staff and volunteers, in the outcomes for our service users and the wider community, and in the value for money we achieve for our funders.

Current work of CFC

CFC provides a range of counselling services in line with its vision, mission and key organisational aims from its Centres on Mayors Road, Altrincham and Parkhills Road Bury.

In addition to this we provide counselling from Blue SCI's centre on the Broomwood Estate, for CleanStart in Old Trafford and in junior, secondary and special schools and in colleges. We also supply counselling and additional support services under contract with both the statutory and third sectors.

The remote counselling services deployed as a result of the Covid pandemic have been retained and continue to grow, enabling us to work with clients across the UK.

We have a skilled team of approximately 50 counsellors, supported by 3 clinical practice supervisors who are themselves supported by the Clinical Services Manager. The background, breadth of knowledge and experience of our clinical team underpins CFC's ability to offer services in a range of languages and approaches and to ensure the best match to our service users' mental health and emotional well-being needs, and at the locations and times that fit best with the demands of their daily life.

We strive to offer a high quality professional service to all our clients, and our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

The majority of our clients self-refer and have a pre-start assessment. Our criteria for accepting clients are simply 'Are they psychologically available?' and 'Is there a focus for the work?' If these criteria are met and the client wishes to proceed, we offer an 8 week cycle of sessions and then re-assessment and re-contracting should the client wish to continue for longer. Demand for CFC services increases year on year as gaps in statutory provision continue to grow.

We have an internal referral procedure for clients beginning in one part of the service e.g. Couples, and finding they may be better supported in e.g. our Families service, or for clients who request a different counsellor. We offer all our services free of charge for an assessment and up to 8 counselling sessions for all households on a low income.

We offer counselling for:

- Adult Individuals
- Children and Young People
- Couples
- Families

Additional to our counselling service we offer a range of support groups, some online, some based in our Community café and at other locations:

The Counselling and Family Centre, Altrincham

Support groups include:

- Families coping with the addiction of a loved one
- Older people at risk of isolation
- Life after bereavement and loss
- Mindfulness
- Managing stress and anxiety
- Community Allotment project
- Art Club

We also have a training arm:

CFC offers a range of training courses for business, counsellors and related professionals, members of the public. This includes, for example:

Mental Health First Aid (accredited programme)

Working with PTSD issues

Cultural Awareness

Mental Well-Being at Work

Managing Change

The majority of training, from half day workshops to 7 day courses, is delivered by an in house team of counsellors/trainers who bring an impressive array of skills and experience to the task. We have an annual programme of 1 day to 6 week courses, and are able to produce bespoke tailored courses on request.

A new initiative for 2022 has been a collaboration between ourselves and the West Trafford Primary Care Network to start the process of setting up a pilot Children and Young Person's Social Prescriber role working with the GP practices in West Trafford.

Community Café

- Open seven days a week
- Associated café lounge hosting a variety of community group meetings and services, for example, ACOA, Smartt Recovery and U3A.

Additional developments:

We continue to be actively involved with The Trafford Community Collective (TCC). TCC is a member-led organisation that supports the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in Trafford by promoting a collective and partnership approach to service development and delivery. The vision of the TCC sees the sector as an equal partner in improving the health and wellbeing of Trafford's residents, working with the statutory sector in taking an active part in the planning, commissioning and delivery of services. TCC has 5 sector leads across the North, West, Central and South borough neighbourhoods. CFC is the lead for South Trafford.

During 2023 we will be expanding our service to include working from Gorse Hill Studios and Out There, both in Stretford.

The Counselling and Family Centre, Altrincham

CFC Outcomes

As a solution focused/outcomes-based organisation, it is essential that the need for any work we undertake is evidenced and that projects are deliberately designed to make an impact which can be measured.

Practically we work to achieve this through:

- A continuous 360 degree 'scrutiny loop' of procedures, policies and training programmes.
- A commitment to the challenge of an open minded approach to new thinking and developments in our therapeutic field. We require all of our clinical team to engage in continuous professional development both within and outside of the organisation
- The continuous monitoring and evaluation of output data to ensure that where practicable we are offering a truly inclusive service and making informed decisions when we introduce change.
- Building relationships with other organisations to enable us to 'add value' rather than simply replicate existing services.
- Close adherence to the best practice guidelines as drawn up by our accrediting body, The British Association of counselling & Psychotherapy.

Despite increased demand we saw 50% of people in less than 2 weeks from their first contact with us. The most frequent presenting problem continues to be anxiety and stress, followed by bereavement and loss, interpersonal relationships, depression, trauma/abuse and issues around self-esteem. Secondary problems reveal anger management and parenting/family problems as frequent issues. The rise in the incidence of self-harm and suicidal ideation, particularly in young people is a marked and very worrying trend.

We have an excellent track record of delivering measurable positive change for people of all ages. For those completing their therapy in 2022:

- 92% showed improved wellbeing
- 90% showed improved coping skills
- 70% showed a reduced risk of harm
- 87% showed improved relationships
- 84% reduction in the number of people reporting severe anxiety

4. Public Benefit

We are committed to offering affordable, easy to access counselling and emotional well-being services at a time when demand is growing and statutory provision, particularly at a preventative level, is limited.

We listen to our service users, and we use their feedback to develop and refine everything we do. Most recently this has led to the development of courses to widen understanding around the impact of neurodiversity and to support those managing issues around suicide and self-harm.

The Counselling and Family Centre, Altrincham

We care deeply about the whole experience. We ask everyone 'What did we do well'? Some of the responses:

- My counsellor has not only listened to me and heard me, but she has also given me practical ways of helping myself deal with my situation / relationships. She has certainly helped me feel like a different woman. I am so much stronger.
- Everything from the initial call and appointment to counselling sessions has been organised and dealt with really well. All staff have made me feel at ease and my counsellor has been able to help me see and act differently in a far more positive sense. Thank You
- Particular coping strategies that really helped me focus and look at myself, building on my self-esteem, acknowledging that I matter.
- My counsellor really helped me, she has inspired me to go out there and take life by the horns.
- Awesome, soul lifting and comforting experience, my counsellor was really amazing with me.

As a mental health charity, we are still experiencing the after effects of the 2020 global pandemic. This is exacerbated by the continuous financial stress experienced by so many in our communities and the pressures that exposure to social media places on so many of our young people. It has been manifest in the increasing levels of distress shared by service users and the subsequent resulting increase in the incidence of the need to work on a case-by-case basis with the statutory services to ensure the best possible support is provided.

5. Financial Review

Income

The financial results include, for the first time, the full years operating income and costs of the former charity, The Relationship Hub ("TRH"), the operations of which were taken over and absorbed into CFC in November 2021. Incoming resources in the year ended 31 December 2022 were £656,151 (2021 £647,519), an increase of 1.3%. Some 30.2% (2021 30.4%) of this was restricted income received in the form of grants. The remaining income comprised:

- Contributions from clients and supporters
- Rental from room hire to other community services
- Contracts with secondary and primary schools
- Training courses
- Sales from Community Café

Expenditure

Total expenditure in the year was £749,360 (2021 £541,379), a increase of 38.42%. This principally reflects the costs associated with TRH's operations. There was a deficit on unrestricted funds in the year of £89,639 (2021 surplus £115,978), which when taken from unrestricted funds brought forward of £290,997 and increased by a release of £1,699 from restricted funds gives total unrestricted funds of £203,057 at the year end. From this the Trustees have set aside £ 38,136 into designated funds,for a sinking fund which the Trustees have set up. The Trustees have had estimates produced of the building works that are likely to be necessary over the next 15 years on the property which CFC occupies to ensure that it continues to meet the standards required under its lease and under Health and Safety Regulations. The total estimated costs originally estimated over a 20 year period were £100,000, and the Trustees are therefore setting aside £5,000 per annum to ensure that there are funds available as and when the work needs to be done. After deducting these designated funds, the general fund stands at £ 158,697.

The Counselling and Family Centre, Altrincham

Reserves Policy

The objective of the Trustees' reserves policy is to protect CFC and its charitable activities by ensuring adequate liquidity such that, should the need arise, CFC is able to close down or restructure all or part of its operations whilst still meeting all its financial obligations and without compromising CFC's core services. As a result, CFC has set a target of holding unrestricted reserves equating to a minimum of three months and a maximum of six months expenditure. Total unrestricted reserves at 31 December 2022 were £202,393, which is within the parameters set by the policy.

Funds Available

CFC will continue to work to secure further long term grant funding and to nurture opportunities for additional sources of earned income. The Trustees regularly review funding projections for the current and future years to ensure the organisation makes any required changes in a proactive manner should significant funding reductions be experienced.

Financial Responsibilities and Accounting Procedures

CFC regularly reviews its financial processes and procedures to ensure that they remain appropriate to the size and nature of the charity's operations.

6. Statement of Trustees responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that year. In preparing the accounts the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,
- subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees, who are directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 3.

The Counselling and Family Centre, Altrincham

Company Status

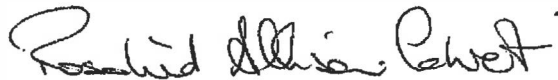
The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £10 in the event of a winding-up.

Independent Examiner

Carter, Collins & Myer were appointed as the charitable company's independent examiner for 2020 and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:



Rosalind Allison-Calvert
22 September 2023

The Counselling and Family Centre, Altrincham

7. Independent Examiners Report

To the members on the unaudited accounts of the Counselling and Family Centre for the year ended 31st December 2022.

I report on the accounts of the company for the year ended 31st December 2022, which are set out on pages 13 to 26.

Respective responsibilities of trustee and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedure laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention

Basis of Independent Examiner's Report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement Report

No matters have come to my attention in the 2022 Financial Statements, which gives me

- (1) reasonable cause to believe that in any material respect the requirements:
to keep accounting records in accordance with section 386 of the Companies Act 2006, and
to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice – Accounting and Reporting by Charities
Have not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



R Newman
Carter Collins and Myer Accountants
Date: 22nd September 2023

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2022

		Unrestricted Funds 2022	Restricted Funds 2022	Total 2022	Total 2021
	Note	£	£	£	£
Incoming resources					
Donations and grants	2	7,482	198,114	205,596	322,914
Income from charitable activities	3	450,555		450,555	324,605
Other income					
Total incoming resources		458,037	198,114	656,151	647,519
Resources expended					
Cost of generating funds	4	7,320		7,320	9,292
Direct charitable expenditure	5	540,356	201,684	742,040	532,087
Total resources expended		547,676	201,684	749,360	541,379
Net movement in funds		(89,639)	(3,570)	(93,209)	106,140
 Transfers between funds	15	1,699	(1,699)		
Total funds brought forward		290,997	71,167	362,164	256,025
Total funds carried forward	15	203,057	65,898	268,955	362,165

The statement of financial activities includes all gains and losses in the year.
All incoming resources and resources expended derive from continuing activities.

The Counselling and Family Centre, Altrincham

for the Year Ended 31 December 2022

	Note	2022 £	2021 £
Fixed Assets			
Tangible assets	11	78,819	88,486
Investments		<u>20,666</u>	<u>20,666</u>
		<u>99,485</u>	<u>109,152</u>
Current Assets			
Stock		638	379
Debtors	12	35,904	27,399
Cash at bank and in hand		<u>155,551</u>	<u>249,087</u>
		<u>192,093</u>	<u>276,865</u>
Creditors			
Amounts falling due in one year	13	<u>(22,623)</u>	<u>(23,852)</u>
Net Current Assets		<u>169,470</u>	<u>253,013</u>
Net Assets		<u>268,955</u>	<u>362,165</u>
Funds of the Charity			
Unrestricted funds		203,057	290,997
Restricted funds		<u>65,898</u>	<u>71,168</u>
Total Funds	18	<u>268,955</u>	<u>362,165</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2022.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 December 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Approved by the Board and signed on their behalf by:



Paul Appelbe
22 September 2023

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2022

	Total 2022 £	Total 2021 £
Cash flows from operating activities:		
Net Cash provided by / (used in) operating activities	(91,206)	134,180
Cash Flows from investing activities:		
Payments to acquire tangible fixed assets	(2,330)	(12,127)
Movement due to Merger with TRH	0	(111,379)
Net cash provided by / (used in) investing activities	(93,536)	10,674
Cash and cash equivalents at the beginning of the reporting period	249,087	238,413
Cash and cash equivalents at the end of the reporting period	155,551	249,087
 Net income / (expenditure) for the reporting period	 (93,209)	 106,140
Adjustments for:		
Depreciation	11,997	9,473
Decrease / (increase) in stock	(260)	(28)
Decrease / (increase) in investment	0	25,000
Decrease / (increase) in debtors	(8,505)	(9,609)
(Decrease) / increase in creditors	(1,229)	3,204
Net cash provided by / (used in) operating activities	(91,206)	134,180
 Analysis of cash and cash equivalents		
Cash at Bank	155,551	249,087
Total cash and cash equivalents	155,551	249,087

The Counselling and Family Centre, Altrincham

Notes to the Financial Statements for the Year Ended 31st December 2022

1 Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006, and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, contributions and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

The Counselling and Family Centre, Altrincham

Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is included as part of the expenditure to which it relates.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remains with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual items costing less than £500 are not capitalised.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Fixtures and fittings	25%
Computer equipment	25%
Café equipment	25%

Stock

Stock, which relates to items bought for resale in the Charity's café, is valued at the lower of cost and net realisable value.

Pensions

The charity operates a stakeholder pension scheme for its staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Details of the charity's contribution are given in Note 9 to these accounts.

The Counselling and Family Centre, Altrincham

2. Incoming resources from grants and donations

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Grants				
BBC Children in need			0	24,474
Trafford Housing Trust			0	50,000
National Lottery Fund RC NW Region		27,201	27,201	41,461
Awards for All		10,000	10,000	10,000
Henry Smith		43,700	43,700	43,300
ESF Community Grant			0	6,446
Trafford Winter Resilience			0	13,505
Trafford Inclusive Neighbourhoods		2,000	2,000	1,980
Gardening with Disability			0	354
Tesco Groundworks			0	1,000
Altrincham Healthcare Alliance		532	532	1,536
Tesco			0	500
Job Retention Scheme Grants			0	2,013
Trafford Housing Trust - Limelight		39,633	39,633	0
Trafford Housing Trust - Collective		6,730	6,730	0
Trafford Standing Together		4,960	4,960	0
Pilgrim Trust		15,000	15,000	0
Masonic Charitable Foundation		19,963	19,963	0
Garfield Weston		25,000	25,000	0
Co-op		1,749	1,749	0
Marks & Spenser		1,000	1,000	0
Trafford Council		546	546	0
Forever Manchester		100	100	0
	0	198,114	198,114	196,569
Donations				
Other donations	7,482		7,482	4,141
Gifts			0	122,204
TOTAL	7,482	198,114	205,596	322,914

The Counselling and Family Centre, Altrincham

3. Incoming resources from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Counselling	317,979		317,979	211,889
Room hire	450		450	300
Placement contributions			0	0
Training	33,969		33,969	30,979
Consultancy	14,745		14,745	10,417
Café sales	83,412		83,412	71,020
	<u>450,555</u>	<u>0</u>	<u>450,555</u>	<u>324,605</u>

4. Cost of generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Fundraising costs	7,320		7,320	9,292
	<u>7,320</u>	<u>0</u>	<u>7,320</u>	<u>9,292</u>

The Counselling and Family Centre, Altrincham

5. Direct charitable expenditure

	Counselling Services £	Café £	Total Unrestricted £	Restricted £	2022 Total £	2021 Total £
Staff Costs						
Salaries and wages	281,812	36,392	318,204	200,080	518,284	327,396
Café staff		13,407	13,407		13,407	13,787
Counsellors	39,794		39,794		39,794	52,464
Supervision	24,866		24,866	1,072	25,938	22,605
Training	6,620		6,620		6,620	15,121
Admin support	12,702		12,702		12,702	3,618
Children's service	12,335		12,335		12,335	8,865
Management expenses	1,119		1,119		1,119	1,365
	<u>379,248</u>	<u>49,799</u>	<u>429,047</u>	<u>201,152</u>	<u>630,199</u>	<u>445,221</u>
Premises Costs						
Rates	8,098	2,699	10,797		10,797	4,919
Light and heat	2,512	5,862	8,374		8,374	3,972
Cleaning and consumables	3,352	838	4,190		4,190	3,221
Repairs and maintenance	2,411	2,942	5,353	532	5,885	2,929
Insurance	3,499	1,166	4,665		4,665	3,878
	<u>19,872</u>	<u>13,507</u>	<u>33,379</u>	<u>532</u>	<u>33,911</u>	<u>18,919</u>
Office Costs						
IT	5,524		5,524		5,524	2,372
Telephone and fax	4,194		4,194		4,194	1,813
Printing, postage and stati	608		608		608	67
Equipment hire	1,792		1,792		1,792	286
Equipment depreciation	9,256	2,741	11,997		11,997	9,473
Subscriptions and licences	2,762	45	2,807		2,807	1,863
Sundry	4,578		4,578		4,578	353
	<u>28,714</u>	<u>2,786</u>	<u>31,500</u>	<u>0</u>	<u>31,500</u>	<u>16,227</u>
Advertising and marketin	3,845	679	4,524		4,524	2,076
Legal and professional	9,682		9,682		9,682	24,437
Finance costs	1,123	3,370	4,493		4,493	2,976
Café cost of sales		27,731	27,731		27,731	22,231
Total costs	<u>442,484</u>	<u>97,872</u>	<u>540,356</u>	<u>201,684</u>	<u>742,040</u>	<u>532,087</u>

The Counselling and Family Centre, Altrincham

6. Café

The charity has been operating a community café on its premises since March 2016. The result of the café included in the statement of financial activities on a full costs allocation basis is summarised below.

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Sales	83,412		83,412	71,020
Grants received	55		55	0
Total Income	83,467	0	83,467	71,020
Cost of Sales	27,731		27,731	22,231
Salaries and wages	49,799		49,799	33,274
Other costs	20,342		20,342	14,072
Net contribution	(14,405)	0	(14,405)	1,443

7. Taxation

The charity is exempt from tax on income and gains falling within S505 of the Income & Corporation Taxes Act 1988 (ICTA 1998) or S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

8. Net incoming / (outgoing) resources

	2022 £	2021 £
This is stated after charging:		
Depreciation	11,997	9,473
Accountancy fees	1,080	1,080

9. Staff costs

	2022 £	2021 £
Salaries and wages	476,866	314,180
Social security costs	30,338	18,753
Pension contributions	11,080	8,250
	518,284	341,183

The Counselling and Family Centre, Altrincham

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows;

	2022	2021
Clinical	11	7.5
Operational	9	5.3

10. Trustees remuneration and expenses

Expenses incurred by members of the Executive Committee in connection with their work for the charity totalling £ nil were reimbursed to them during the year (2021 £ nil).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2021 – £ nil).

11. Tangible Fixed Assets

	Land and Building £	Fixtures and Fittings £	Computer Equipment £	Café Fixtures & Equipment £	Total 2022 £
COST					
At 1 January 2022	84,915	74,124	7,529	60,521	227,089
Additions			1,328	1,002	2,330
Transfer Additions					
Disposals					
At 31 December 2022	84,915	74,124	8,857	61,523	229,419
DEPRECIATION					
At 1 January 2022	25,534	55,036	5,883	52,150	138,603
Transfer Depn b/f					
Charges		4,930	1,063	6,004	11,997
Disposals					
At 31 December 2022	25,534	59,966	6,946	58,154	150,600
NBV					
At 31 December 2022	59,381	14,158	1,911	3,369	78,819
At 31 December 2021	59,381	19,088	1,646	8,371	88,486

The capital costs of the cafe have been funded by grants (see note 15) which have been transferred to unrestricted funds. Depreciation has been charged on the assets from the month in which the café was opened.

The Counselling and Family Centre, Altrincham

12. Debtors

	2022	2021
	£	£
Trade Debtors	34,959	24,324
Accrued Income		
Sundry Debtors		1,447
Prepayments	945	1,628
	35,904	27,399

13. Creditors: amounts falling due in less than one year

	2022	2021
	£	£
Trade Creditors	7,800	11,135
Accruals	3,533	4,640
Deferred Income	141	
PAYE and NI	11,149	8,077
	22,623	23,852

14. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	78,819		78,819
Stock	638		638
Investment	20,666		20,666
Debtors	35,904		35,904
Cash at bank and in hand	89,653	65,898	155,551
Creditors	(22,623)		(22,623)
	203,057	65,898	268,955

15. Analysis of Net Assets Between Funds

	At 01.01.2022	Incoming resources	Outgoing resources	Transfers	At 31.12.2022
	£	£	£	£	£
Restricted funds					
The Henry Smith Charity	10,566	43,700	(43,645)		10,621
National Lottery Fund RC	10,365	27,201	(28,946)		8,620
Awards for All	10,000	10,000	(8,333)		11,667
Trafford Housing Trust	20,833		(20,833)		0
Trafford Inclusive Neighbourhoods	330	2,000	(330)		2,000
Trafford Winter Resilience	11,254		(11,254)		0
Children in Need	6,119		(6,119)		0

The Counselling and Family Centre, Altrincham

	At 01.01.2022	Incoming resources	Outgoing resources	Transfers	At 31.12.2022
THT - Limelight	0	39,632	(29,725)		9,907
THT - Collective	0	6,730	(9,320)		(2,590)
Trafford Standing Together	0	4,960	(3,720)		1,240
Co-op	0	1,749	(299)		1,450
Forever Manchester	0	100			100
Garfield Weston	0	25,000	(6,250)		18,750
M&S		1,000	(167)		833
Masonic Charitable Foundation	0	19,963	(1,664)		18,299
Trafford Council	0	546	(546)		0
Pilgrim Trust	0	15,000	(30,000)		(15,000)
Trafford Inclusive N'hoods	1,699			(1,699)	0
Altrincham Healthcare Alliance	0	532	(532)		0
	71,167	198,113	(201,683)	(1,699)	65,898
Unrestricted Funds					
General Funds	254,000	458,037	(547,676)	559	164,920
Designated Funds	36,997			1,140	38,137
	290,997	458,037	(547,676)	1,699	203,057
Total Funds	362,164	656,150	(749,359)	0	268,955

The table below provides a brief summary of the purpose for which each restricted fund is to be used.

Name of Restricted Fund	Nature and purpose of the Fund
The Henry Smith Charity	Contribution to counselling, supervision and administrative costs for 3 years.
National Lottery Fund RC	Contribution to counselling, supervision and administrative costs for 3 years.
Awards for All	Funding towards group support including allotment project
Trafford Housing Trust	Final 6 months of grant towards the cost of family counselling service.
Trafford Inclusive Neighbourhoods	Grant for outdoor furniture
Trafford Winter Resilience	Grant to support CYP counselling services
BBC Children in Need	Part time CYP Counsellor for 18 months
THT - Limelight	Contribution to counselling and administrative costs
THT - Collective	Grant to support allotment and marketing costs

The Counselling and Family Centre, Altrincham

Trafford Standing Together	Grant to support Adult counselling
Co-op	Grant for Group Support
Forever Manchester	Grant for equipment
Garfield Weston	One year grant to July 2020 to cover core costs.
M&S	Grant to support CYP counselling services
Masonic Charitable Foundation	Grant to support CYP counselling services
Trafford Council	Grant to support CYP counselling services
Pilgrim Trust	Grant to support family counselling
Altrincham Healthcare Alliance	Grant for allotment equipment

The transfers from restricted to unrestricted funds relate to grants received for the purchase of assets. Such grants are transferred to a designated fund to cover the depreciation on these assets over the life of the assets. A transfer is made each year to the General Fund to offset the depreciation charge for the year.

In addition, in 2015 a sinking fund was established to cover major refurbishment costs. An estimate of £100,000 was produced as the cost of the building works that are likely to be necessary over the 20 years (the period of CFC's lease – see note 16) from the date of establishment of the fund to ensure that it continues to meet the standards required under its lease and under Health and Safety regulations. £5,000 is being set aside each year and drawn on as and when the identified expenditure arises

The Counselling and Family Centre, Altrincham

The movement on these funds in the year is analysed below.

	At 01.01.2022	Transfers In	Transfers Out	At 31.12.2022
Designated Funds				
Depreciation	3,860	1,699	(5,559)	0
Sinking Fund	33,136	5,000		38,136
Total Funds	<u>36,996</u>	<u>6,699</u>	<u>(5,559)</u>	<u>0</u> <u>38,136</u>

16. Lease Commitments

The charity no annual commitments under non-cancellable operating leases:

	2022 £	2021 £
Not later than one year		
Later than one year and not later than five years		
Later than five years		
	<u>0</u>	<u>0</u>

In addition, the building occupied by CFC is owned by Trafford County Council. On 8 March 2017 the Trustees signed a new 20 year lease with the Council. Under this lease the charity will pay a peppercorn rent for the first five years. Thereafter an annual rent will be payable based on 50% of any surplus arising in the preceding financial year, after taking account of any transfers to reserves required to maintain them at the level agreed by the Trustees.

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales - Charity number 1133079

Accounts

Company registration number: 07003266

Charity registration number: 1133079

The Counselling and Family Centre, Altrincham

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 December 2021

**Carter Collins & Myer
Chichester House
2 Chichester Street
Rochdale
Lancashire
OL10 2BG**

The Counselling and Family Centre, Altrincham

Trustees Annual Report for year ended 31st December 2021

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The Counselling and Family Centre, Altrincham

1. Legal and Administrative Details

Trustees	Appointed	Resigned
Rosalind Allison-Calvert (Chair)	1 February 2017	
Geoff Urwin	27 August 2009	16 September 2022
Paul Appelbe	22 April 2015	
Tony Butterworth	15 June 2016	
Anna Lowe	7 November 2018	
Andrew Latham	8 March 2019	
Alexia Roberts	5 November 2021	8 April 2022
Naomi Ledwith	5 November 2021	
Matthew Flukes	1 October 2022	

Management Team

Jo Allen	Chief Executive
Rukhsana Hemani	Clinical Services Manager
Sarah Barker	CYP Services Manager
Hayley Ward	Adult Services Manager
Alison Hambleton	Training Manager
Alison Savage	Operations Manager
Pauline Oldham	Café Manager

Company Registration Number:
04697545

Charity Registration Number:
1104892

Registered Office:
40 Mayor's Road, Altrincham, Cheshire, WA15 9RP

Bankers:
Co-op Bank, P.O. Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

HSBC, 11 Stamford New Road, Altrincham, Cheshire. WA14 1BW

Independent Examiner
Carter Collins & Myer
Chichester House
2 Chichester St
Rochdale
Lancashire
OL16 4AX

The Counselling and Family Centre, Altrincham

2. Structure, Governance and Management

Governing document:

The Counselling and Family Centre (CFC) is a company limited by guarantee and not having share capital, governed by its Memorandum and Articles of Association, dated 9 November 2009.

Recruitment and appointment of trustees:

CFC has a trustee recruitment and appointment process. Adverts are placed locally and nationally for trustees and networks are used. Potential trustees have an initial informal meeting with the Chief Executive and The Chair of Trustees, are given information, and invited to attend trustee meetings as an observer. If they decide they would like to become a trustee and the board consider them acceptable, they are accepted after suitable references have been received. New Trustees are given an introductory pack containing details of formal trustee responsibilities as laid down in charity and company law; CFC's memorandum and articles of association, the latest set of accounts, and they are expected to familiarise themselves with the contents of the pack.

Organisational structure:

CFC's board has no set maximum number and currently consists of seven members, meeting bi-monthly. A Chief Executive is appointed by the trustees. Together with other CFC employees, the Chief Executive manages the day to day operation of the charity. The Board has identified key areas of strategic and operational focus and has nominated a 'lead' Trustee to ensure that work progresses and appropriate updates are regularly provided to the board.

Risk management:

The Trustees maintain a risk register and regularly assess the major risks identified, in particular those relating to the operation and finance of the organisation, and are satisfied that procedures and systems are in place to mitigate our exposure to risk.

CFC's strategic plan:

This continues to form a part of risk management by providing a clear set of goals for the medium term (the

- To continue to focus on collaboration with other mental health and emotional well-being providers to build a high quality, flexible and truly responsive offer to those in need of support across Greater Manchester and thereby to become an 'influencer' rather than 'follower'.
- To broaden and grow existing services based at our Centre, at further local locations, and nationwide through the offer of remote support via telephone and internet to meet the changing demands of our current and potential service users
- To focus on securing additional alternative unrestricted income sources to bolster and mitigate the risks associated with grant funding and counselling income.
- To maintain a clear focus on quality provision throughout all our expansion activities.

3. Objectives and Activities

Background to CFC

The CFC was founded in 1975 in response to a local need for easily accessible support for individuals and families experiencing intolerable stress. Originally known as Family Contact Line, the charity has over 45 years' experience of delivering counselling and therapeutic support mainly, but not exclusively, in Trafford Borough. Over time the organisation has evolved in terms of the focus and range of services offered, but it remains at the heart of its community providing high quality easily accessible services.

The Counselling and Family Centre, Altrincham

Over the past 12 months we have focussed on the formal process of bringing The Relationship Hub Bury, a similar but smaller charity, under our umbrella through the process of aligning services and thereby strengthening our support to an even wider community.

Despite our expansion both geographically and in staff numbers we continue to operate in the spirit of a local charity, very much rooted in our respective communities. We do this by drawing from the specific geographic locations our large number of valued staff and volunteers who fulfil the whole spectrum of roles from reception to trustees, and by responding to the very specific needs of those communities.

CFC Ethos: Vision, Mission and Values

We are committed to providing support when it is needed, as quickly as is possible and in such a way that it is easy to access, flexible in its delivery and responsive to changing needs. We are here for:

Whatever Life Throws at You

Our doors are open to everyone - we won't turn anyone away because of where they live or how much they can afford to pay. Our core service is the provision of counselling. Our qualified counselling professionals tailor the service to each individual, couple or family so that we can be here for them when they need us, for as long as they need us, and no matter what is causing the problem. We can help to find a way forward, gain in confidence, lead a happier life, and break the cycle.

We are equally as responsive, flexible and inclusive in our approach to our staff and volunteers and are justifiably proud of our diversity. We are completely blind to anything other than competence or the promise of competence. We are a team, and we all work together. Standards are high but so, we like to think, is the training and support we offer.

CFC Core Values

We have 8 Core Values that underpin everything that we do. They provide a framework for the development of a healthy team, as well as informing the design and delivery of all CFC projects.

- | | |
|----------------------------|--|
| • Integrity | We promote a culture of honesty, trust and respect throughout the organisation |
| • Teamwork | We believe that we are stronger when we work together |
| • Individuals | We recognise that each and every person has unique value |
| • Quality | We are an outcomes-based organisation, committed to high quality standards |
| • Equality | We believe in treating everybody equally and in equal access to opportunity |
| • Creativity | We believe that creativity encourages individual and organisational growth |
| • Choice | We believe that choices can change everything |
| • Solution Focussed | We are committed to the possibility of positive change - be that the individual or the organisation. |

CFC Vision Statement

We believe that our model as a mental health charity is one that is capable of replication across a wider geographical landscape. It is a model that will stand up to scrutiny in terms of how we operate for our staff and volunteers, in the outcomes for our service users and the wider community, and in the value for money we achieve for our funders.

The Counselling and Family Centre, Altrincham

Current work of CFC

CFC provides a range of counselling services in line with its vision, mission and key organisational aims from its Centres on Mayors Road, Altrincham and Parkhills Road Bury.

In addition to this we provide counselling from Blue SCI's centre on the Broomwood Estate, for CleanStart in Old Trafford and in junior, secondary and special schools and in colleges. We also supply counselling and additional support services under contract with both the statutory and third sectors.

The remote counselling services deployed as a result of the Covid pandemic have been retained and continue to grow, enabling us to work with clients across the UK.

We have a skilled team of approximately 50 counsellors, supported by 3 clinical practice supervisors who are themselves supported by the Clinical Services Manager. The background, breadth of knowledge and experience of our clinical team underpins CFC's ability to offer services in a range of languages and approaches and to ensure the best match to our service users' mental health and emotional well-being needs, and at the locations and times that fit best with the demands of their daily life.

We strive to offer a high quality professional service to all our clients, and our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

The majority of our clients self-refer and have a pre-start assessment. Our criteria for accepting clients are simply 'Are they psychologically available?' and 'Is there a focus for the work?' If these criteria are met and the client wishes to proceed, we offer an 8 week cycle of sessions and then re-assessment and re-contracting should the client wish to continue for longer. Demand for CFC services increases year on year as gaps in statutory provision continue to grow.

We have an internal referral procedure for clients beginning in one part of the service e.g. Couples, and finding they may be better supported in e.g. our Families service, or for clients who request a different counsellor. We offer all our services free of charge for an assessment and up to 8 counselling sessions for all households on a low income.

We offer counselling for:

- Adult Individuals
- Children and Young People
- Couples
- Families

Additional to our counselling service we offer a range of support groups, some online, some based in our Community café and at other locations:

Support groups include:

- Families coping with the addiction of a loved one
- Older people at risk of isolation
- Life after bereavement and loss
- Mindfulness
- Managing stress and anxiety
- Community Allotment project
- Art Club

The Counselling and Family Centre, Altrincham

We also have a training arm:

CFC offers a range of training courses for business, counsellors and related professionals, members of the public. This includes, for example:

Mental Health First Aid (accredited programme)
Working with PTSD issues
Cultural Awareness
Mental Well-Being at Work
Managing Change

The majority of training, from half day workshops to 7 day courses, is delivered by an in house team of counsellors/trainers who bring an impressive array of skills and experience to the task. We have an annual programme of 1 day to 6 week courses, and are able to produce bespoke tailored courses on request.

Community Café

- Open seven days a week
- Associated café lounge hosting a variety of community group meetings and services, for example, ACOA, Smartt Recovery and U3A.

Additional developments:

We continue to be actively involved with The Trafford Community Collective (TCC). TCC is a member-led organisation that supports the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in Trafford by promoting a collective and partnership approach to service development and delivery. The vision of the TCC sees the sector as an equal partner in improving the health and wellbeing of Trafford's residents, working with the statutory sector in taking an active part in the planning, commissioning and delivery of services. TCC has 5 sector leads across the North, West, Central and South borough neighbourhoods. CFC is the lead for South Trafford.

During 2022 we will be expanding our service to include working from The Limelight Centre in Old Trafford, offering all our counselling services 2 days per week. We will also be working collaboratively with Gorse Hill Studios, Stretford on a scheme funded by the Pilgrim Trust to support young women between 16 and 25 years.

CFC Outcomes

As a solution focused/outcomes-based organisation, it is essential that the need for any work we undertake is evidenced and that projects are deliberately designed to make an impact which can be measured.

Practically we work to achieve this through:

- A continuous 360 degree 'scrutiny loop' of procedures, policies and training programmes.
- A commitment to the challenge of an open minded approach to new thinking and developments in our therapeutic field. We require all of our clinical team to engage in continuous professional development both within and outside of the organisation
- The continuous monitoring and evaluation of output data to ensure that where practicable we are offering a truly inclusive service and making informed decisions when we introduce change.

The Counselling and Family Centre, Altrincham

- Building relationships with other organisations to enable us to 'add value' rather than simply replicate existing services.
- Close adherence to the best practice guidelines as drawn up by our accrediting body, The British Association of counselling & Psychotherapy.

Despite increased demand we saw 62% of people in less than 2 weeks from their first contact with us. The most frequent presenting problem continues to be anxiety and stress, followed by bereavement and loss, interpersonal relationships, depression, and trauma/abuse. Secondary problems reveal self-esteem, anger management and parenting/family problems as frequent issues. The rise in the incidence of self-harm and suicidal ideation, particularly in young people is a marked and very worrying trend.

We have an excellent track record of delivering measurable positive change for people of all ages. For those completing their therapy in 2021:

- 87% showed improved wellbeing
- 79% showed improved coping skills
- 75% showed a reduced risk of harm
- 75% showed improved relationships
- 81% reduction in the number of people reporting severe symptoms of trauma

4. Public Benefit

We are committed to offering affordable, easy to access counselling and emotional well-being services at a time when demand is growing and statutory provision, particularly at a preventative level, is limited.

We listen to our service users, and we use their feedback to develop and refine everything we do. Most recently this has led to the development of courses for parents and for carers, targeted support for men based on our allotment site and further art groups in our Community Lounge.

We care deeply about the whole experience. We ask everyone 'What did we do well'? Some of the responses:

- A very kind and friendly environment! Always a lovely smile when you walk in - very important when you're feeling stressed. Many thanks!
- My counsellor listened to me, let me get out what I had in my head. Gave me coping strategies, brought me full circle to feeling normal again and happy
- Moved us off the trivia we were determined to hang on to in the earlier sessions
- Maintained a calm and safe environment. Challenged us to see things in a different way and from other persons' perspective
- The experience has been an insight into understanding. I feel I have learned to communicate in an acceptable manner.

2020 was an unusual year, a global pandemic year. We suspended our volunteer and training programme and did not take on any student counsellors. Some staff were furloughed for part of the year, our café was closed and all face to face activity ceased. Our earned income disappeared overnight. Despite this, there was a huge amount of activity and the core counselling service continued. 2021 has seen us re-open for face to face services and start to rebuild the earned and grant income so vital to our commitment to the offer of free support to all in the greatest financial need.

The Counselling and Family Centre, Altrincham

5. Financial Review

On 8 November 2021 CFC signed an agreement to acquire the assets and operations of The Relationship Hub (TRH), another charity providing counselling services based in Bury. TRH's Income and costs since that date are included in CFC's figures.

Income

Incoming resources in the year ended 31 December 2021 were £647,518 (2020 £529,678), an increase of 22.2%. Some 30.4% (2020 65.4%) of this was restricted income received in the form of grants. The remaining income comprised:

- Contributions from clients and supporters
- Rental from room hire to other community services
- Contracts with secondary and primary schools
- Training courses
- Sales from Community Café

Expenditure

Total expenditure in the year was £541,379 (2020 412,614), a increase of 31.2%. There was a surplus on unrestricted funds in the year of £115,978 (2020 surplus £118,911), which when added to unrestricted funds brought forward of £ 171,629 and increased by a release of £3,390 from restricted funds gives total unrestricted funds of £ 290,997 at the year end. From this the Trustees have set aside £ 36,996 in two designated funds. £3,860 is to cover the depreciation of the café assets which has been funded by grants previously received. £33,136 has been put into a sinking fund which the Trustees have set up. The Trustees have had estimates produced of the building works that are likely to be necessary over the next 15 years on the property which CFC occupies to ensure that it continues to meet the standards required under its lease and under Health and Safety Regulations. The total estimated costs originally estimated over a 20 year period were £100,000, and the Trustees are therefore setting aside £5,000 per annum to ensure that there are funds available as and when the work needs to be done. After deducting these designated funds, the general fund stands at £ 254,000.

Reserves Policy

The objective of the Trustees' reserves policy is to protect CFC and its charitable activities by ensuring adequate liquidity such that, should the need arise, CFC is able to close down or restructure all or part of its operations whilst still meeting all its financial obligations and without compromising CFC's core services. As a result, CFC has set a target of holding unrestricted reserves equating to a minimum of three months and a maximum of six months expenditure. Total unrestricted reserves at 31 December 2021 were £290,997, which is slightly above the parameters set by the policy.

The Counselling and Family Centre, Altrincham

Funds Available

CFC will continue to work to secure further long term grant funding and to nurture opportunities for additional sources of earned income. The Trustees regularly review funding projections for the current and future years to ensure the organisation makes any required changes in a proactive manner should significant funding reductions be experienced.

Financial Responsibilities and Accounting Procedures

CFC regularly reviews its financial processes and procedures to ensure that they remain appropriate to the size and nature of the charity's operations.

6. Statement of Trustees responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that year. In preparing the accounts the Trustees are required to:

- select suitable accounting policies and then apply them consistently
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,
- subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees, who are directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 3.

The Counselling and Family Centre, Altrincham

Company Status

The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £10 in the event of a winding-up.

Independent Examiner

Carter, Collins & Meyer were appointed as the charitable company's independent examiner for 2020 and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:

Rosalind Allison-Calvert

15 December 2022

The Counselling and Family Centre, Altrincham

7. Independent Examiners Report

To the members on the unaudited accounts of the Counselling and Family Centre for the year ended 31st December 2021.

I report on the accounts of the company for the year ended 31st December 2021, which are set out on pages 13 to 27.

Respective responsibilities of trustee and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedure laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention

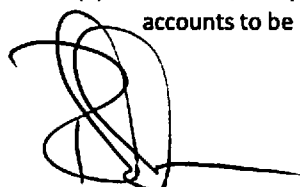
Basis of Independent Examiner's Report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement Report

No matters have come to my attention in the 2020 Financial Statements, which gives me

- (1) reasonable cause to believe that in any material respect the requirements:
 - to keep accounting records in accordance with section 386 of the Companies Act 2006, and to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice – Accounting and Reporting by CharitiesHave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



R Newman

Carter Collins and Myer Accountants

Date: 20th December 2022

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2021

		Unrestricted Funds 2021	Restricted Funds 2021	Total 2021	Total 2020
	Note	£	£	£	£
Incoming resources					
Donations and grants	2	126,345	196,569	322,914	354,331
Income from charitable activities	3	324,605		324,605	172,876
Other income					2,471
Total incoming resources		450,950	196,569	647,519	529,678
Resources expended					
Cost of generating funds	4	9,292		9,292	8,555
Direct charitable expenditure	5	325,681	206,406	532,087	404,059
Total resources expended		334,973	206,406	541,379	412,614
Net movement in funds		115,978	(9,837)	106,140	117,064
Transfers between funds	15	3,390	(3,390)		
Total funds brought forward		171,630	84,395	256,025	138,961
Total funds carried forward	15	290,997	71,168	362,165	256,025

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

All incoming resources and resources expended derive from continuing activities.

The Counselling and Family Centre, Altrincham

for the Year Ended 31 December 2021

	Note	2022 £	2021 £
Fixed Assets			
Tangible assets	11	88,486	20,120
Investments		20,666	0
		<u>109,152</u>	<u>20,120</u>
Current Assets			
Stock		379	350
Debtors	12	27,399	17,789
Cash at bank and in hand		249,087	238,413
		<u>276,865</u>	<u>256,552</u>
Creditors			
Amounts falling due in one year	13	<u>(23,852)</u>	<u>(20,647)</u>
Net Current Assets		<u>253,013</u>	<u>235,905</u>
Net Assets		<u>362,165</u>	<u>256,025</u>
Funds of the Charity			
Unrestricted funds		290,997	171,630
Restricted funds		<u>71,168</u>	<u>84,395</u>
Total Funds	18	<u>362,165</u>	<u>256,025</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for

The members have not required the charitable company to obtain an audit of its financial statements for the

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- 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 special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Approved by the Board and signed on their behalf by:

Paul Appelbe
15 December 2022

The Counselling and Family Centre, Altrincham

Statement of Financial Activities for the Year Ended 31st December 2021

	Total 2021 £	Total 2020 £
Cash flows from operating activities:		
Net Cash provided by / (used in) operating activities	134,180	124,333
Cash Flows from Investing activities:		
Payments to acquire tangible fixed assets	(12,127)	(8,429)
Movement due to Merger with TRH	(111,379)	
Net cash provided by / (used in) investing activities	10,674	115,904
Cash and cash equivalents at the beginning of the reporting period	238,413	122,509
Cash and cash equivalents at the end of the reporting period	249,087	238,413
 Net income / (expenditure) for the reporting period	 106,140	 117,063
Adjustments for:		
Depreciation	9,473	8,552
Decrease / (increase) in stock	(28)	38
Decrease / (increase) in investment	25,000	
Decrease / (increase) in debtors	(9,609)	896
(Decrease) / increase in creditors	3,204	(2,216)
Net cash provided by / (used in) operating activities	134,180	124,333
 Analysis of cash and cash equivalents		
Cash at Bank	249,087	238,413
Total cash and cash equivalents	249,087	238,413

The Counselling and Family Centre, Altrincham

Notes to the Financial Statements for the Year Ended 31st December 2021

1 Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006, and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, contributions and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

The Counselling and Family Centre, Altrincham

Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is included as part of the expenditure to which it relates.

Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remains with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual items costing less than £500 are not capitalised.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Fixtures and fittings	25%
Computer equipment	25%
Café equipment	25%

Stock

Stock, which relates to items bought for resale in the Charity's café, is valued at the lower of cost and net realisable value.

Pensions

The charity operates a stakeholder pension scheme for its staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Details of the charity's contribution are given in Note 9 to these accounts.

The Counselling and Family Centre, Altrincham

2. Incoming resources from grants and donations

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Grants				
BBC Children in need		24,474	24,474	12,237
Trafford Housing Trust		50,000	50,000	13,700
Trafford Housing Trust			0	50,000
Trafford Inclusive Communities			0	1,980
Trafford Cohesive Communities			0	4,780
National Lottery Fund RC NW Region		41,461	41,461	41,050
Cheadle Royal Hospital Charitable Trust			0	8,572
Awards for All		10,000	10,000	0
Henry Smith		43,300	43,300	0
Oglesby Trust			0	10,000
Trafford Partnership			0	
ESF		6,446	6,446	3,571
Charities Aid Foundation			0	10,000
Big Lottery (Awards for All)			0	9,880
Lloyds Bank			0	6,112
Trafford Winter Resilience		13,505	13,505	0
Garfield Weston			0	25,000
The Julia and Hans Rausching Trust			0	41,940
Zochonis			0	
Trafford Inclusive Neighbourhoods		1,980	1,980	0
Gardening with Disability		354	354	0
Tesco Groundworks		1,000	1,000	0
Altrincham Healthcare Alliance		1,536	1,536	0
				5,000
Trafford Crisis Fund			0	2,000
Co-op Community Fund			0	1,326
Co-op			0	1,000
Tesco		500	500	500
Lottery Covid Fund			0	48,688
Manchester Airport			0	3,000
Job Retention Scheme Grants		2,013	2,013	45,992
	0	196,569	196,569	346,328
Donations				
Other donations	4,141		4,141	8,002
Gifts	122,204		122,204	
TOTAL	126,345	196,569	322,914	354,331

The Counselling and Family Centre, Altrincham

3. Incoming resources from charitable activities

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Counselling	211,889		211,889	121,634
Room hire	300		300	873
Placement contributions			0	15,807
Training	30,979		30,979	4,280
Consultancy	10,417		10,417	
Café sales	71,020		71,020	30,282
	<u>324,605</u>	<u>0</u>	<u>324,605</u>	<u>172,876</u>

4. Cost of generating funds

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Fundraising costs	9,292		9,292	8,555
	<u>9,292</u>	<u>0</u>	<u>9,292</u>	<u>8,555</u>

The Counselling and Family Centre, Altrincham

5. Direct charitable expenditure

	Counselling Services	Café	Total Unrestricted	Restricted	2021 Total	2020 Total
	£	£	£	£	£	£
Staff Costs						
Salaries and wages	205,540	19,487	225,027	102,368	327,396	288,758
Café staff		13,787	13,787		13,787	1,288
Counsellors			0	52,464	52,464	32,124
Supervision			0	22,605	22,605	14,598
Training			0	15,121	15,121	1,991
Admin support			0	3,618	3,618	11,189
Children's service			0	8,865	8,865	10,215
Management expenses			0	1,365	1,365	846
	205,540	33,274	238,814	206,406	445,221	361,009
Premises Costs						
Rates	3,707	1,212	4,919		4,919	4,309
Light and heat	1,815	2,157	3,972		3,972	3,617
Cleaning and consumables	2,906	315	3,221		3,221	2,286
Repairs and maintenance	1,434	1,495	2,929		2,929	2,520
Insurance	2,909	969	3,878		3,878	2,911
	12,771	6,148	18,919	0	18,919	15,643
Office Costs						
IT	2,372		2,372		2,372	1,036
Telephone and fax	1,813		1,813		1,813	1,964
Printing, postage and stationery	67		67		67	222
Equipment hire	286		286		286	1,210
Equipment depreciation	3,130	6,343	9,473		9,473	8,552
Subscriptions and licences	1,688	175	1,863		1,863	1,554
Sundry	353		353		353	161
	9,709	6,518	16,227	0	16,227	14,699
Advertising and marketing	2,076		2,076		2,076	274
Legal and professional	24,437		24,437		24,437	1,080
Finance costs	1,570	1,406	2,976		2,976	1,782
Café cost of sales		22,231	22,231		22,231	9,572
Total costs	256,104	69,577	325,681	206,406	532,087	404,059

The Counselling and Family Centre, Altrincham

6. Café

The charity has been operating a community café on its premises since March 2016. The result of the café included in the statement of financial activities on a full costs allocation basis is summarised below.

	Unrestricted Funds	Restricted Funds	Total 2021	Total 2020
	£	£	£	£
Sales	71,020		71,020	30,282
Grants received	0		0	6,867
Total Income	71,020	0	71,020	37,149
Cost of Sales	22,231		22,231	(9,572)
Salaries and wages	33,274		33,274	(27,197)
Other costs	14,072		14,072	(6,355)
Net contribution	1,443	0	1,443	(5,975)

7. Taxation

The charity is exempt from tax on income and gains falling within S505 of the Income & Corporation Taxes Act 1988 (ICTA 1998) or S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

8. Net incoming / (outgoing) resources

	2021	2020
	£	£
This is stated after charging:		
Depreciation	9,473	8,552
Accountancy fees	1,080	1,080

9. Staff costs

	2021	2020
	£	£
Salaries and wages	314,180	268,433
Social security costs	18,753	13,202
Pension contributions	8,250	7,124
	341,183	288,759

The Counselling and Family Centre, Altrincham

No employee received emoluments of more than £60,000

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows;

	2021	2020
Clinical	7.5	7.1
Operational	5.3	4.6

10. Trustees remuneration and expenses

Expenses incurred by members of the Executive Committee in connection with their work for the charity totalling £nil were reimbursed to them during the year (2020 £13).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2020 – nil).

11. Tangible Fixed Assets

	Land and Building £	Fixtures and Fittings £	Computer Equipment £	Café Fixtures & Equipment £	Total 2021 £
COST					
At 1 January 2021		15,721	5,729	57,542	78,992
Additions		7,349	1,800	2,978	12,127
Transfer Additions	84,915	51,053			135,968
Disposals					0
At 31 December 2021	84,915	74,123	7,529	60,520	227,087
DEPRECIATION					
At 1 January 2021		7,699	5,366	45,807	58,872
Transfer Depn b/f	25,534	44,722			70,256
Charges		2,614	516	6,343	9,473
Disposals					0
At 31 December 2021	25,534	55,035	5,882	52,150	138,601
NBV					
At 31 December 2021	59,381	19,088	1,647	8,370	88,486
At 31 December 2020	59,381	8,022	363	11,735	20,120

The capital costs of the cafe have been funded by grants (see note 15) which have been transferred to unrestricted funds. Depreciation has been charged on the assets from the month in which the café was opened.

The Counselling and Family Centre, Altrincham

12. Debtors

	2021	2020
	£	£
Trade Debtors	24,324	14,701
Accrued Income		1,000
Sundry Debtors	1,447	1,177
Prepayments	1,628	911
	27,399	17,789

13. Creditors: amounts falling due in less than one year

	2021	2020
	£	£
Trade Creditors	11,135	14,598
Accruals	4,640	4,391
Deferred Income		96
PAYE and NI	8,077	1,563
	23,852	20,648

14. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	88,486		88,486
Stock	379		379
Investment	20,666		20,666
Debtors	27,399		27,399
Cash at bank and in hand	177,919	71,168	249,087
Creditors	(23,852)		(23,852)
	290,997	71,168	362,165

15. Analysis of Net Assets Between Funds

	At 01.01.2021	Incoming resources	Outgoing resources	Transfers	At 31.12.2021
	£	£	£	£	£
Restricted funds					
The Henry Smith Charity		43,300	(32,734)		10,566
BBC Children in Need	6,119	24,474	(24,474)		6,119
National Lottery Fund RC North West Region	10,263	41,461	(41,358)		10,366
Oglesby Trust	6,667		(6,667)		0
Awards for All	1,647	10,000	(1,647)		10,000
The Rausching Trust	27,960		(27,960)		0
Trafford Housing Trust	20,833	50,000	(50,000)		20,833

The Counselling and Family Centre, Altrincham

	At 01.01.2021	Incoming resources	Outgoing resources	Transfers	At 31.12.2021
Garfield Weston	14,583		(14,583)		0
Trafford Inclusive Neighbourhoods		1,980	(1,650)		330
Trafford Inclusive Neighbourhoods (EHW)	1,699				1,699
Gardening with Disability		354		(354)	0
Tesco Groundworks		1,000		(1,000)	0
Altrincham Healthcare Alliance		1,536		(1,536)	0
Trafford Winter Resilience		13,505	(2,251)		11,254
ESF Community	(7,538)	6,446	1,092		0
Co-op	417		(417)		0
Lloyds	1,746		(1,746)		0
Friday Club		500		(500)	0
Job Retention Scheme Grants		2,013	(2,013)		0
	84,396	196,569	(206,407)	(3,390)	71,168
Unrestricted Funds					
General Funds	136,180	450,950	(334,973)	1,843	254,000
Designated Funds	35,450			1,547	36,997
	171,630	450,950	(334,973)	3,390	290,997
Total Funds	256,026	647,519	(541,380)	0	362,165

The table below provides a brief summary of the purpose for which each restricted fund is to be used.

Name of Restricted Fund	Nature and purpose of the Fund
The Henry Smith Charity	Contribution to counselling, supervision and administrative costs for 3 years.
BBC Children in Need	Part time CYP Counsellor for 18 months
National Lottery Fund RC North West Region	Contribution to counselling, supervision and administrative costs for 3 years.
Oglesby Trust	Grant to deliver counselling support to those on higher tariff probation for 3 years to December 2020. Further 6 month grant of £10,000 awarded November 2020.
Trafford Housing Trust	Final 6 months of grant towards the cost of family counselling service.
Trafford Inclusive Communities	Provision of sessional counselling
Cheadle Royal Hospital Charitable Trust	Final instalment of a grant towards management costs for service expansion: Covid response grant to meet costs of returning to in-person delivery.
Awards for All	Funding towards group support including allotment project
The Rausching Trust	6 Month grant to cover supervision, management and administration costs

The Counselling and Family Centre, Altrincham

Trafford Housing Trust	New two year grant to May 2022 to cover counselling costs
Lloyds Bank Foundation	Two year grant to July 2020 to cover training costs.
Garfield Weston	One year grant to July 2020 to cover core costs.
St James's Place	Six months emergency funding to cover counselling costs
Trafford Crisis Fund	Six months emergency funding to cover counselling costs
Trafford Inclusive Neighbourhoods	Grant for three new laptops for remote delivery
Trafford Inclusive Neighbourhoods	Grant to deliver a Perinatal Support Group
Trafford Hate Crime	Provision of sessional counselling
Co-op Community	Variable grant from customer donations
ESF Community	Funding to February 2021 to cover counselling and training costs for partnership with WomenMATTER
Charities Aid Foundation	Emergency grant to cover counselling costs
Co-op	Grant to May 2021 to cover training cost
Tesco	3 months emergency funding
Lottery Covid Emergency Fund	6 months funding to cover Counselling, Supervision and Admin costs.
Lloyds	6 months funding to 31.1.21 to meet additional costs of returning to in-person delivery.
Manchester Airport	Grant to replace front doors of centre.

The transfers from restricted to unrestricted funds relate to grants received for the purchase of assets. Such grants are transferred to a designated fund to cover the depreciation on these assets over the life of the assets. A transfer is made each year to the General Fund to offset the depreciation charge for the year.

In addition, in 2015 a sinking fund was established to cover major refurbishment costs. An estimate of £100,000 was produced as the cost of the building works that are likely to be necessary over the 20 years (the period of CFC's lease – see note 16) from the date of establishment of the fund to ensure that it continues to meet the standards required under its lease and under Health and Safety regulations. £5,000 is being set aside each year and drawn on as and when the identified expenditure arises

The Counselling and Family Centre, Altrincham

The movement on these funds in the year is analysed below.

	At 01.01.2021	Transfers In	Transfers Out	At 31.12.2021
Designated Funds				
Depreciation	7,313	2,890	(6,343)	3,860
Sinking Fund	28,136	5,000		33,136
Total Funds	<u>35,450</u>	<u>7,890</u>	<u>(6,343)</u>	<u>0</u> <u>36,997</u>

16. Lease Commitments

The charity had the following annual commitments under non-cancellable operating leases:

	2021 £	2020 £
Not later than one year		1,162
Later than one year and not later than five years		
Later than five years		
	<u>0</u>	<u>1,162</u>

In addition, the building occupied by CFC is owned by Trafford County Council. On 8 March 2017 the Trustees signed a new 20 year lease with the Council. Under this lease the charity will pay a peppercorn rent for the first five years. Thereafter an annual rent will be payable based on 50% of any surplus arising in the preceding financial year, after taking account of any transfers to reserves required to maintain them at the level agreed by the Trustees.

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

England & Wales - Charity number 1133079

Accounts

Charity Number : 1133079

Company number: 07003266

THE COUNSELLING AND FAMILY CENTRE, ALTRINCHAM

(A company limited by guarantee)

Trustees' Report and Financial Statements

For the year ended 31st December 2020

Trustees' Annual Report for year ended 31st December 2019

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The Counselling and Family Centre, Altrincham

1. Legal and Administrative Information

Trustees	Appointed	Resigned
Rosalind Allison-Calvert (Chair)	1 February 2017	
Geoff Urwin	27 August 2009	
Paul Appelbe	22 April 2015	
Tony Butterworth	15 June 2016	
Anna Lowe	7 November 2018	
Hila Whitfield	11 January 2019	4 January 2021
Susan Hunt	8 March 2019	24 July 2020
Andrew Latham	8 March 2019	

Management Team

Jo Allen	Chief Executive
Rukhsana Hemani	Clinical Services Manager
Sarah Barker	CYP Services Manager
Alison Hambleton	Training Manager
Pauline Oldham	Café manager

Company Number: 07003266

Charity Number: 1133079

Registered Office:

40 Mayor's Road, Altrincham, Cheshire, WA15 9RP

Bankers:

Co-op Bank, P.O. Box 250, Delf House, Southway, Skelmersdale, WN8 6WT

HSBC, 11 Stamford New Road, Altrincham, Cheshire. WA14 1BW

Independent Examiner:

Stephanie Stevens FCA, Shaw House, 1 Shaw Street, Ashton-under-Lyne, Lancashire, OL6 6QJ

2. Structure, Governance and Management

Governing document: The Counselling and Family Centre (CFC) is a company limited by guarantee and not having a share capital, governed by its Memorandum and Articles of Association, dated 9 November 2009.

Recruitment and appointment of trustees: CFC has a trustee recruitment and appointment process. Adverts are placed locally and nationally for trustees and networks are used. Potential trustees have an initial informal meeting with the Chief Executive and The Chair of Trustees, are given information, and invited to attend trustee meetings as an observer. If they decide they would like to become a trustee and the board consider them acceptable, they are accepted after suitable references have been received. New Trustees are given an introductory pack containing details of formal trustee responsibilities as laid down in charity and company law; CFC's memorandum and articles of association, the latest set of accounts, and they are expected to familiarise themselves with the contents of the pack.

Organisational Structure: CFC's board has no set maximum number and currently consists of six members, meeting bi-monthly. A Chief Executive is appointed by the trustees. Together with other CFC employees, the Chief Executive manages the day to day operation of the charity. The Board has identified key areas of strategic and operational focus and has nominated a 'lead' Trustee to ensure that work progresses and appropriate updates are regularly provided to the board.

Risk Management: The Trustees maintain a risk register and regularly assess the major risks identified, in particular those relating to the operation and finance of the organisation, and are satisfied that procedures and systems are in place to mitigate our exposure to risk.

CFC's strategic plan: This continues to form a part of risk management by providing a clear set of goals for the medium term (the next 3+ years) and has the following key objectives:

- To continue to focus on collaboration with other mental health and emotional well-being providers to build a high quality, flexible and truly responsive offer to those in need of support across Greater Manchester and thereby to become an 'influencer' rather than 'follower'.
- To broaden and grow existing services based at our Centre, at further local locations, and nationwide through the offer of remote support via telephone and internet to meet the changing demands of our current and potential service users
- To focus on securing additional alternative unrestricted income sources to bolster and mitigate the risks associated with grant funding and counselling income.
- To maintain a clear focus on quality provision throughout all our expansion activities.

3. Objectives and Activities

Background to CFC

The CFC was founded in 1975 in response to a local need for easily accessible support for individuals and families experiencing intolerable stress. Originally known as Family Contact Line, the charity has over 40 years' experience of delivering counselling and therapeutic support mainly, but not exclusively, in Trafford Borough. Over time the organisation has evolved in terms of the focus and

The Counselling and Family Centre, Altrincham

range of services offered, but it remains at the heart of its community providing high quality easily accessible services.

Despite our growth we remain a local charity, very much rooted in our community, and drawing from it our large number of valued volunteers who fulfil the whole spectrum of roles: trustees, counsellors, receptionists, café assistants, fundraisers, facilitators, ambassadors. Indeed, the majority of the staff team began their association with CFC as volunteers.

CFC Ethos: Vision, Mission and Values

We are committed to providing support when it is needed, as quickly as is possible and in such a way that it is easy to access, flexible in its delivery and responsive to changing needs. We are here for:

Whatever Life Throws at You

Our doors are open to everyone - we won't turn anyone away because of where they live or how much they can afford to pay. Our core service is the provision of counselling. Our qualified counselling professionals tailor the service to each individual, couple or family so that we can be here for them when they need us, for as long as they need us, and no matter what is causing the problem. We can help to find a way forward, gain in confidence, lead a happier life, and break the cycle.

We are equally as responsive, flexible and inclusive in our approach to our staff and volunteers and are justifiably proud of our diversity. We are completely blind to anything other than competence or the promise of competence. We are a team, and we all work together. Standards are high but so, we like to think, is the training and support we offer.

CFC Core Values

We have 8 Core Values that underpin everything that we do. They provide a framework for the development of a healthy team, as well as informing the design and delivery of all CFC projects.

- **Integrity** We promote a culture of honesty, trust and respect throughout the organisation
- **Teamwork** We believe that we are stronger when we work together
- **Individuals** We recognise that each and every person has unique value
- **Quality** We are an outcomes-based organisation, committed to high quality standards
- **Equality** We believe in treating everybody equally and in equal access to opportunity
- **Creativity** We believe that creativity encourages individual and organisational growth
- **Choice** We believe that choices can change everything
- **Solution focussed.** We are committed to the possibility of positive change - be that the individual or the organisation.

CFC Vision Statement

We believe that our model as a mental health charity is one that is capable of replication across a wider geographical landscape. It is a model that will stand up to scrutiny in terms of how we operate for our staff and volunteers, in the outcomes for our service users and the wider community, and in the value for money we achieve for our funders.

Current Work of CFC

CFC provides a range of services in line with its vision, mission and key organisational aims from its Centre on Mayors Road, Altrincham. Due to the Covid pandemic we have temporarily halted the

The Counselling and Family Centre, Altrincham

delivery of services in the Kath Locke Centre, Manchester, BlueSCI's centres on the Broomwood Estate and at Seymour Grove in Old Trafford, the Manchester Probation Office, CleanStart Old Trafford, Trafford Domestic Abuse Service, and with Home-Start Trafford, Salford & Wigan. Those who had been supported at these locations have been given the opportunity to continue through the provision of remote support.

We have a skilled team of over 45 counsellors, supported by 4 clinical practice supervisors who are themselves supported by the Clinical Services Manager. The background, breadth of knowledge and experience of our clinical team underpins CFC's ability to offer services in a range of languages and approaches and to ensure the best match to our service users' mental health and emotional well-being needs, and at the locations and times that fit best with the demands of their daily life.

We strive to offer a high quality professional service to all our clients, and our counselling services are accredited by the British Association for Counselling and Psychotherapy (BACP).

The majority of our clients self-refer and have a pre-start assessment. Our criteria for accepting clients are simply 'Are they psychologically available?' and 'Is there a focus for the work?' If these criteria are met and the client wishes to proceed, we offer an 8 week cycle of sessions and then re-assessment and re-contracting should the client wish to continue for longer.

Demand for CFC services grows year on year and gaps in statutory provision continue to emerge. In 2020 when we asked people how they heard about us, nearly 25% cited GPs, other NHS services and organisations commissioned to deliver a statutory mental health service

We have an internal referral procedure for clients beginning in one part of the service e.g. Couples, and finding they may be better supported in e.g. our Families service, or for clients who request a different counsellor. We offer all our services free of charge for an assessment and up to 8 counselling sessions for all households on a low income.

We offer counselling for:

- Adult Individuals
- Children and Young people
- Couples
- Families

Support groups:

- Families coping with the addiction of loved one
- Older People at risk of isolation
- Those struggling with Peri-Natal issues
- Life after Bereavement & Loss
- Mindfulness
- Managing the Menopause
- Carers of Children with special needs
- Managing Stress and Anxiety
- Community Allotment Project
- Art Club

Training:

CFC offers a range of training courses for business, counsellors and related professionals and members of the public, in addition to running a mandatory programme for everyone at CFC which includes, for example, Safeguarding and Cultural Awareness.

The Counselling and Family Centre, Altrincham

The majority of training, from half day workshops to 7 day courses, is delivered by an in house team of counsellors/trainers who bring an impressive array of skills and experience to the task. We have an annual programme of 1 day to 6 week courses, and are able to produce bespoke tailored courses on request.

Community Café

- Open seven days a week
- Associated café lounge hosting a variety of community group meetings and services, for example, ACOA, Smart Recovery and U3A.

Recent developments:

This year we have begun working with The Relationship Hub, Bury, a similar but smaller charity, to bring services into alignment and thereby strengthen our support to the wider community.

We are also actively involved with The Trafford Community Collective (TCC). TCC is a member-led organisation that supports the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) sector in Trafford by promoting a collective and partnership approach to service development and delivery. The vision of the TCC sees the sector as an equal partner in improving the health and wellbeing of Trafford's residents, working with the statutory sector in taking an active part in the planning, commissioning and delivery of services. TCC has 5 sector leads across the North, West, Central and South borough neighbourhoods. CFC is the lead for South Trafford.

We have also expanded the number of schools and colleges for whom we provide 1:1 and group support.

CFC Outcomes

As a solution focused/outcomes-based organisation, it is essential that the need for any work we undertake is evidenced and that projects are deliberately designed to make an impact which can be measured.

Practically we work to achieve this through:

- A continuous 360 degree 'scrutiny loop' of procedures, policies and training programmes.
- A commitment to the challenge of an open minded approach to new thinking and developments in our therapeutic field. We require all of our clinical team to engage in continuous professional development both within and outside of the organisation.
- The continuous monitoring and evaluation of output data to ensure that where practicable we are offering a truly inclusive service and making informed decisions when we introduce change.
- The continuous monitoring and evaluation of outcome data to ensure our therapeutic efficacy and that we are making informed decisions when we introduce change.
- Building relationships with other organisations to enable us to 'add value' rather than simply replicate existing services.
- The undertaking to design and then action a longitudinal research project which will examine the efficacy of our 'talking therapy' interventions over a five year period.
- Close adherence to the best practice guidelines as drawn up by our accrediting body, The British Association of counselling & Psychotherapy.

The most frequent presenting problem continues to be anxiety and stress, followed by bereavement and loss, interpersonal relationships, depression, and trauma/abuse. Secondary problems reveal self-esteem, anger management and parenting/family problems as frequent issues.

The Counselling and Family Centre, Altrincham

Despite increased demand and the pressure of switching from an exclusively face to face to a hybrid working model in a hectic 2 week period, we saw 65% of people in less than 2 weeks from their first contact with us. For those completing their therapy in 2020, the average % change in mental health scores based on the difference between the score at assessment and the score at the end of therapy was over 68% increase in well-being, over 61% increase in overall mental health and a 70% reduction in risk factors.

4. Public Benefit

We are committed to offering affordable, easy to access counselling and emotional well-being services at a time when demand is growing and statutory provision, particularly at a preventative level, is limited.

We listen to our service users, and we use their feedback to develop and refine everything we do. Most recently this has led to the development of a wider range of support groups and an allotment project. We will also be starting a second group for those at risk of social isolation and another art club, both of which are community led.

We care deeply about the whole experience. We ask everyone 'What did we do well'? Some of the responses:

- Staff are always very friendly and supportive. My counsellor is such an understanding lovely person. I really appreciate the help that she gave to me through the darkest time of my life! Thankyou
- Built great rapport and enabled me to open up at a pace appropriate for me, resulting in me getting exactly what I wanted to achieve out of the service
- The whole process was full of kind, caring people - I honestly can't fault it

2020 was an unusual year. A Global pandemic year. We suspended our volunteer and training programme and did not take on any student counsellors. Some staff were furloughed for part of the year, our café was closed and all face to face activity ceased. Our earned income disappeared overnight

Despite this, there was a huge amount of activity. The core counselling service continued and the whole Centre was re-decorated by an enthusiastic army of paint brush wielding volunteers. Internally, a WhatsApp group and an increasingly informal, chatty weekly newsletter kept the team spirits up whilst we wrestled with our work and our home lives. Our Project Development worker brought in very welcome emergency funding which stabilised our otherwise precarious position and we benefitted from new sources of earned income as a direct result of moving to remote service delivery. By the close of the year our Community café had re-opened, all team members were back from furlough and we had set in motion the counsellor recruitment and training programmes for 2021.

5. Financial Review

Income

Incoming resources in the year ended 31 December 2020 were £529,677 (2019 £419,617), an increase of 26.2%. Some 65.4% (2019 36.5%) of this was restricted income received in the form of grants. The significant increase in grants reflects the charity's success in securing emergency funding

during the pandemic when income from usual sources was greatly reduced. The remaining income comprised:

- Contributions from clients and supporters
- Rental from room hire to other community services
- Contracts with secondary and primary schools
- Training courses
- Sales from the Community café
- Receipts under the Government's Job Retention Scheme

Expenditure

Total expenditure in the year was £412,614 (2019 473,090), a decrease of 12.8%. This was largely due to staff cost savings and lower occupancy costs arising from the lockdown. There was a surplus on unrestricted funds in the year of £118,911 (2019 deficit £21,565), which when added to unrestricted funds brought forward of £49,718 and increased by a release of £3,000 from restricted funds gives total unrestricted funds of £171,629 at the year end. From this the Trustees have set aside £35,450 in two designated funds. £7,313 is to cover the depreciation of the café assets which has been funded by grants previously received. £28,136 has been put into a sinking fund which the Trustees have set up. The Trustees have had estimates produced of the building works that are likely to be necessary over the next 15 years on the property which CFC occupies to ensure that it continues to meet the standards required under its lease and under Health and Safety Regulations. The total estimated costs originally estimated over a 20 year period were £100,000, and the Trustees are therefore setting aside £5,000 per annum to ensure that there are funds available as and when the work needs to be done. After deducting these designated funds, the general fund stands at £136,180.

Reserves Policy

The objective of the Trustees' reserves policy is to protect CFC and its charitable activities by ensuring adequate liquidity such that, should the need arise, CFC is able to close down or restructure all or part of its operations whilst still meeting all its financial obligations and without compromising CFC's core services. As a result, CFC has set a target of holding unrestricted reserves equating to a minimum of three months and a maximum of six months expenditure. Total unrestricted reserves at 31 December 2020 were £171,629, which is within the parameters set by the policy.

Funds available

The onset of the Covid-19 pandemic had a significant impact on the charity's activities and resulted in a significant drop in earned income. The charity took cost saving measures, including the furlough of staff members, and successfully reduced overall expenditure whilst simultaneously taking swift action to maintain its primary mental health support service by moving the delivery from face to face to remote counselling. Additionally, CFC was successful in procuring short term Covid-19 Emergency funding from a number of grant providers such that its financial position for at least the next twelve months is secure. CFC will continue to work to secure further long term grant funding and to nurture opportunities for additional sources of earned income. The Trustees regularly review funding projections for the current and future years to ensure the organisation makes any required changes in a proactive manner should significant funding reductions be experienced.

Financial Responsibilities and Accounting Procedures

The Counselling and Family Centre, Altrincham

CFC regularly reviews its financial processes and procedures to ensure that they remain appropriate to the size and nature of the charity's operations.

6. Statement of Trustees' responsibilities

Company Law requires the Trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that year. In preparing the accounts the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed,
- subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

The Trustees, who are directors for the purposes of company law, and trustees for the purposes of charity law, who served during the year and up to the date of this report are set out on page 3.

Company status The company is limited by guarantee and all members have agreed to contribute a sum not exceeding £10 in the event of a winding-up.

Independent Examiner

Stephanie Stevens was appointed as the charitable company's independent examiner for 2019 and has expressed her willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2005) and in accordance with the special provisions applicable to companies subject to the small companies' regime of the Companies Act 2006.

Approved by the Trustees and signed on their behalf by:



Rosalind Allison-Calvert (Chair)

14 October 2021

7. Independent Examiner's Report

To the members on the unaudited accounts of the Counselling and Family Centre for the year ended 31st December 2020.

I report on the accounts of the company for the year ended 31st December 2020, which are set out on pages 13 to 27.

Respective responsibilities of trustee and examiner

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 43(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedure laid down in the general Directions given by the Charity Commission under section 145 (5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention

Basis of Independent Examiner's Report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

Independent Examiner's Statement Report

No matters have come to my attention in the 2020 Financial Statements, which gives me

(1) reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006, and to prepare accounts which accord with the accounting records, comply with the accounting requirement of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice – Accounting and Reporting by Charities

Independent Examiner's Report (continued)

have not been met, or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Hobday-Stevens Chartered Accountants

14 October 2021.....

8. Financial Statements

Statement of Financial Activities (including Income and Expenditure account) for the year ending 31 December 2019

	Notes	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Total Funds 2019 £
Incoming resources					
Donations and grants	2	8,002	346,328	354,331	162,586
Income from charitable activities	3	172,876	-	172,876	256,951
Other income		2,471	-	2,471	80
Total incoming resources		183,349	346,328	529,677	419,617
Resources expended					
Cost of Generating Funds	4		8,555	8,555	8,543
Direct charitable expenditure	5	64,438	339,621	404,059	464,548
Total resources expended		64,438	348,176	412,614	473,090
Net movement in funds		118,911	(1,848)	117,063	(53,473)
Transfers between Funds	15	3,000	(3,000)	-	-
Total funds brought forward		49,718	89,243	138,961	192,434
Total funds carried forward	15	171,629	84,395	256,024	138,961

The statement of financial activities includes all gains and losses in the year. All incoming resources and resources expended derive from continuing activities.

The Counselling and Family Centre, Altrincham

Balance Sheet as at 31 December 2020

	Notes	2020	2019
		£	£
Fixed Assets			
Tangible Assets	11	20,120	20,244
Current Assets			
Stock		350	388
Debtors	12	17,789	18,685
Cash at bank and in hand		238,413	122,509
		256,552	141,581
Creditors: amounts falling due within one year	13	(20,648)	(22,864)
Net Current Assets			
		235,904	118,717
Net Assets			
		256,024	138,961
Unrestricted Funds	15	171,629	49,719
Restricted Funds	15	84,395	89,242
Total Funds			
		256,024	138,961

The Counselling and Family Centre, Altrincham

Statement of Cash Flows for the year ended 31 December 2020

	2020	2019
	£	£
Cash flows from operating activities:		
<i>Net Cash provided by/ (used in) operating activities</i>	124,333	(40,143)
Cash Flows from investing activities:		
Payments to acquire tangible fixed Assets	(8,429)	(20,338)
<i>Net Cash provided by/ (used in) investing activities</i>	115,904	(60,481)
 Cash and cash equivalents at the beginning of the reporting period	 122,509	 182,990
 Cash and cash equivalents at the end of the reporting period	 238,413	 122,509
 Net Income/ (expenditure) for the reporting period	 117,063	 (53,473)
Adjustments for:		
Depreciation	8,552	14,772
Decrease/ (increase) in stock	38	(164)
Decrease/ (increase) in debtors	896	(10,509)
(Decrease)/ increase in creditors	(2,216)	9,231
<i>Net Cash provided by/ (used in) operating activities</i>	124,333	(40,143)
 Analysis of cash and cash equivalents		
Cash at Bank	238,413	122,509
Total cash and cash equivalents	238,413	122,509

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2020.

The members have not required the charitable company to obtain an audit of its financial statements for the year ended 31 December 2020 in accordance with Section 476 of the Companies Act 2006.

The Counselling and Family Centre, Altrincham

The trustees acknowledge their responsibilities for

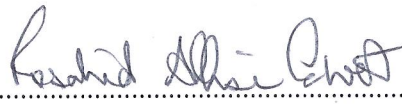
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and

(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.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies and with the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

Approved by the Board and signed on their behalf by:

Rosalind Allison-Calvert (Chair).....



Paul Appelbe (Trustee)



14 October 2021

Notes to the accounts for the year ending 31 December 2020

1. Accounting policies

The principal accounting policies adopted in the preparation of the financial statements are set out below. They have been applied consistently during the year, and in the preceding year.

(a) Basis of preparation

The financial statements have been prepared under the historic cost convention and in accordance with the Companies Act 2006, and the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

(b) Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the Executive Committee for particular purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

(c) Incoming resources

All incoming resources are included in the Statement of Financial Activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Voluntary income is received by way of grants, contributions and gifts and is included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts.
- Investment income is included when receivable.
- Incoming resources from charitable trading activity are accounted for when earned.
- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

The Counselling and Family Centre, Altrincham

(d) Resources expended

Expenditure is recognised on an accrual basis when a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is included as part of the expenditure to which it relates.

(e) Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remains with the lessor, are charged to the Statement of Financial Activities in the year in which they fall due.

(f) Tangible fixed assets

Fixed assets are stated at cost less accumulated depreciation. Individual items costing less than £500 are not capitalised.

Tangible fixed assets are depreciated on a straight line basis over their estimated useful lives as follows:

Asset Category	Annual rate
Fixtures and fittings	25%
Computer equipment	25%
Café Equipment	25%

(g) Stock

Stock, which relates to items bought for resale in the Charity's café, is valued at the lower of cost and net realisable value.

(h) Pensions

The charity operates a stakeholder pension scheme for its staff. The assets of the scheme are held separately from those of the charity in an independently administered fund. Details of the charity's contribution are given in Note 9 to these accounts.

The Counselling and Family Centre, Altrincham

2. Incoming resources from grants and donations

	Unrestricted	Restricted	2020 Total	2019 Total
	£	£	£	£
Grants				
BBC Children in Need	-	12,237	12,237	15,242
Trafford Housing Trust	-	13,700	13,700	13,700
Trafford Housing Trust	-	50,000	50,000	-
Trafford Inclusive Communities		1,980	1,980	-
Trafford Cohesive Communities		4,780	4,780	-
Big lottery (Reaching Communities)	-	41,050	41,050	40,644
Cheadle Royal Hospital Charitable Trust	-			10,000
Henry Smith	-	-	-	37,300
Oglesby Trust	-	10,000	10,000	20,908
Trafford Partnership	-	-	-	1,944
ESF	-	3,571	3,571	-
Charities Aid Foundation		10,000	10,000	-
Big Lottery (Awards for All)	-	9,880	9,880	
Lloyds Bank	-	6,112	6,112	7,050
St James's Place	-	5,000	5,000	-
Garfield Weston	-	25,000	25,000	-
The Julia and Hans Rausching Trust		41,940	41,940	-
-Zochonis		-	-	3,000
Trafford Inclusive Neighbourhoods		-	-	1,699
Trafford Inclusive Neighbourhoods		-	-	1,800
Trafford Crisis Fund	-	2,000	2,000	-
Co-op Community Fund	-	1,326	1,326	-
Co-op	-	1,000	1,000	-
Tesco	-	500	500	-
Lottery Covid Fund	-	48,688	48,688	-
Manchester Airport	-	3,000	3,000	-
Job Retention Scheme Grants	-	45,992	45,992	
	-	346,328	346,328	153,287
Donations				
Other donations	8,002	-	8,002	9,299

The Counselling and Family Centre, Altrincham

		8,002	-	8,002	9,299
TOTAL		8,002	346,328	354,331	162,586

3. Incoming resources from charitable activities

	Unrestricted	Restricted	2020 Total	2019 Total
	£	£	£	£
Counselling	121,634	-	121,634	149,156
Room hire	873	-	873	4,046
Placement contributions	15,807	-	15,807	16,900
Café Sales	30,282	-	30,282	72,245
Training	4,280	-	4,280	14,603
	172,876	-	172,876	256,951

4. Cost of Generating Funds

	Unrestricted	Restricted	2020 Total	2019 Total
	£	£	£	£
Fundraising Costs	-	8,555	8,555	8,543

The Counselling and Family Centre, Altrincham

5. Direct charitable expenditure

	Counselling Services	Café	Total Unrestricted	Restricted	2020 Total	2019 Total
	£	£	£	£	£	£
Staff Costs						
Salaries and Wages	7,966	25,909	33,875	254,383	288,758	254,764
Café Staff	-	1,288	1,288	-	1,288	16,171
Counsellors	-	-	-	32,124	32,124	57,514
Supervision	-	-	-	14,598	14,598	21,085
Training	-	-	-	1,991	1,991	20,759
Admin Support	-	-	-	11,189	11,189	14,479
Children's Service Management	-	-	-	10,215	10,215	-
Expenses	846	-	846	-	846	1,772
	8,812	27,197	36,009	325,000	361,009	386,543
Premises Costs						
Rates	1,453	1,077	2,530	1,779	4,309	5,080
Light & Heat	(978)	2,170	1,192	2,425	3,617	6,419
Cleaning & consumables	2,057	229	2,286	-	2,286	7,152
Repairs and Maintenance	1,382	1,382	2,764	-	2,764	4,644
Insurance	2,183	728	2,911	-	2,911	2,754
	5,975	5,464	11,440	4,204	14,699	26,051
Office Costs						
IT	302	-	302	734	1,036	980
Telephone & Fax	572	-	572	1,392	1,964	2,381
Printing, postage and stationery	65	-	65	157	222	730
Equipment hire	353	-	353	857	1,210	1,210
Equipment depreciation	2,491	-	2,491	6,060	8,552	14,722
Subscriptions and licences	453	-	453	1,101	1,554	2,473
Sundry	47	-	47	114	161	-
	4,282	-	4,282	10,417	14,699	22,546
Advertising and Marketing	274	-	274	-	274	1,464
Legal and Professional	1,080	-	1,080	-	1,080	3,493
Finance Costs	891	891	1,782	-	1,782	1,334
Café Cost of Sales	-	9,572	9,572	-	9,572	23,116

The Counselling and Family Centre, Altrincham

Total Costs	21,314	43,124	64,438	339,621	404,059	464,548
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6. Café

The charity has been operating a community café on its premises since March 2016. The result of the café included in the statement of financial activities on a full costs allocation basis is summarised below.

	2020			2019
	Restricted	Unrestricted	Total	
	£	£	£	£
Sales	-	30,282	30,282	72,245
Grants received	6,867	-	6,867	9,205
Total Income	6,867	30,282	37,149	81,450
Cost of Sales	-	(9,572)	(9,572)	(23,116)
Salaries and Wages	(6,867)	(20,330)	(27,197)	(40,532)
Other Costs	-	(6,355)	(6,355)	(9,577)
Net Contribution	-	(5,976)	(5,976)	8,225

7. Taxation

The charity is exempt from tax on income and gains falling within S505 of the Income & Corporation Taxes Act 1988 (ICTA 1998) or S256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

8. Net incoming/ (outgoing) resources

	2020	2019
	£	£
This is stated after charging:		
Depreciation	8,552	14,772
Accountancy fees	1,080	1,080

9. Staff costs

	2020	2019
	£	£
Salaries and wages	268,433	236,675
Social security costs	13,202	12,485
Pension Contributions	7,124	5,604
	288,758	254,764

The Counselling and Family Centre, Altrincham

No employee received emoluments of more than £60,000.

The average number of employees during the year, calculated on the basis of full time equivalents, was as follows:

	2020	2019
Clinical	7.1	5.9
Operational	4.6	4.6
	11.7	10.5

10. Trustees' remuneration and expenses

Expenses incurred by members of the Executive Committee in connection with their work for the charity totalling £13 were reimbursed to them during the year (2019 £13).

No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2019 – nil).

11. Tangible Fixed Assets

	Fixtures and fittings £	Computer equipment £	Café fixtures & equipment £	Total £
COST				
At 01.01.20	8,297	5,296	56,971	70,564
Additions	7,424	432	572	8,428
Disposals	-	-	-	-
At 31.12.20	15,721	5,729	57,542	78,992
DEPRECIATION				
At 01.01.20	7,106	5,296	37,918	50,320
Charge for the year	593	70	7,889	8,552
Disposals	-	-	-	-
At 31.12.20	7,699	5,366	45,807	58,872
NBV				
At 31.12.20	8,022	363	11,735	20,120
At 31.12.19	1,192	-	19,052	20,244

The capital costs of the cafe have been funded by grants (see note 15) which have been transferred to unrestricted funds. Depreciation has been charged on the assets from the month in which the café was opened.

The Counselling and Family Centre, Altrincham

12. Debtors

	2020	2019
	£	£
Trade debtors	14,701	16,543
Accrued Income	1,000	-
Sundry Debtors	1,177	1,000
Prepayments	911	1,142
	17,789	18,685

13. Creditors: amounts falling due in less than one year

	2020	2019
	£	£
Trade creditors	14,598	6,661
Accruals	4,391	2,906
Deferred Income	96	2,429
PAYE and NI	1,563	10,868
	20,648	22,864

14. Analysis of Net Assets Between Funds

	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£
Tangible Fixed Assets	20,120	-	20,120
Stock	350	-	350
Debtors	17,789	-	17,789
Cash at bank and in hand	154,018	84,395	238,413
Creditors	(20,648)	-	(20,648)
	171,630	84,395	256,024

15. Movement in Funds

	At 01.01.20	Incoming resources	Outgoing resources	Transfers	At 31.12.20
	£	£	£	£	£
Restricted funds					
The Henry Smith Charity	37,300	-	(37,300)	-	-
BBC Children in Need	-	12,237	(6,119)	-	6,119
Big Lottery (Reaching Communities)	10,161	41,050	(40,949)	-	10,263
Oglesby Trust	20,908	10,000	(24,421)	-	6,667
Trafford Housing Trust	13,700	13,700	(27,400)	-	-
Trafford Inclusive Communities	-	1,980	(1,980)	-	-
Cheadle Royal Hospital Charitable Trust	-	8,572	(8,572)	-	-
Awards for All	-	9,880	(8,233)	-	1,647
The Rausching Trust	-	41,940	(13,980)	-	27,960

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Trafford Housing Trust	-	50,000	(29,167)	-	20,833
Lloyds Bank Foundation	4,112		(4,112)	-	-
Garfield Weston	-	25,000	(10,417)	-	14,583
St James's Place	-	5,000	(5,000)	-	-
Crowdfunding	5,580	-	-	(5,580)	-
Trafford Crisis Fund	-	2,000	(2,000)	-	-
Trafford Inclusive Neighbourhoods	1,200	-	(1,200)	-	-
Trafford Inclusive Neighbourhoods	1,699	-	-	-	1,699
Trafford Hate Crime	162	-	(162)	-	-
Co-op Community	-	1,326	(1,326)	-	-
ESF Community	-	3,571	(11,109)	-	(7,538)
Charities Aid Foundation	-	10,000	(10,000)	-	-
Co-op	-	1,000	(583)	-	417
Tesco	-	500	(500)	-	-
Lottery Covid Emergency Fund	-	46,888	(46,888)	-	-
Lloyds	-	6,112	(4,366)	-	1,746
Manchester Airport	-	3,000	-	(3,000)	-
Job Retention Scheme Grants	-	45,992	(45,992)	-	-
	89,243	346,328	(348,176)	(3,000)	84,396
Unrestricted funds					
General Funds	14,381	183,349	(56,549)	(5,000)	136,180
Designated Funds	35,338	-	(7,889)	8,000	35,449
	49,719	183,349	(64,438)	3,000	171,629
Total funds	138,962	529,677	(412,614)	-	256,025

The table below provides a brief summary of the purpose for which each restricted fund is to be used.

Name of Restricted Fund	Nature and purpose of the Fund
The Henry Smith Charity	Contribution to counselling, supervision and administrative costs for 3 years.
BBC Children in Need	Part time CYP counsellor for 18 months
Big Lottery (Reaching Communities)	Contribution to counselling, supervision and administrative costs for 3 years.
Oglesby Trust	Grant to deliver counselling support to those on higher tariff probation for 3 years to December 2020. Further 6 month grant of £10,000 awarded November 2020.
Trafford Housing Trust	Final 6 months of grant towards the cost of family counselling service
Trafford Inclusive Communities	Provision of sessional counselling

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Cheadle Royal Hospital Charitable Trust	Final instalment of a grant towards management costs for service expansion: Covid response grant to meet costs of returning to in-person delivery.
Awards for All	Funding towards group support including allotment project
The Rausching Trust	6 Month grant to cover supervision, management and administration costs
Trafford Housing Trust	New two year grant to May 2022 to cover counselling costs
Lloyds Bank Foundation	Two year grant to July 2020 to cover training costs.
Garfield Weston	One year grant to July 2020 to cover core costs.
St James's Place	Six months emergency funding to cover counselling costs
Trafford Crisis Fund	Six months emergency funding to cover counselling costs
Trafford Inclusive Neighbourhoods	Grant for three new laptops for remote delivery
Trafford Inclusive Neighbourhoods	Grant to deliver a Perinatal Support Group
Trafford Hate Crime	Provision of sessional counselling
Co-op Community	Variable grant from customer donations
ESF Community	Funding to February 2021 to cover counselling and training costs for partnership with WomenMATTA
Charities Aid Foundation	Emergency grant to cover counselling costs
Co-op	Grant to May 2021 to cover training cost
Tesco	3 months emergency funding
Lottery Covid Emergency Fund	6 months funding to cover Counselling, Supervision and Admin costs.
Lloyds	6 months funding to 31.1.21 to meet additional costs of returning to in-person delivery.
Manchester Airport	Grant to replace front doors of centre.

The transfers from restricted to unrestricted funds relate to grants received for the purchase of assets for the charity's café (see Note 11 above). Such grants are transferred to a designated fund to cover the depreciation on these assets over the life of the assets. A transfer is made each year to the General Fund to offset the depreciation charge for the year.

In addition, in 2015 a sinking fund was established to cover major refurbishment costs. An estimate of £100,000 was produced as the cost of the building works that are likely to be necessary over the 20 years (the period of CFC's lease – see note 16) from the date of establishment of the fund to ensure that it continues to meet the standards required under its lease and under Health and Safety regulations. £5,000 is being set aside each year and drawn on as and when the identified expenditure arises.

The Counselling and Family Centre, Altrincham

The movement on these funds in the year is analysed below.

Designated Funds	At 01.01.20	Transfers In	Transfers Out	At 31.12.20
	£	£	£	£
Depreciation	12,202	3,000	(7,889)	7,313
Sinking Fund	23,136	5,000	-	28,136
	35,338	8,000	(7,889)	35,450

16. Lease commitments

The charity had the following annual commitments under non-cancellable operating leases:

	2020	2019
	£	£
Not later than one year	1,162	1,162
Later than one year and not later than five years		1,051
Later than five years	-	-
	1,162	1,162

In addition, the building occupied by CFC is owned by Trafford County Council. On 8 March 2017 the Trustees signed a new 20 year lease with the Council. Under this lease the charity will pay a peppercorn rent for the first five years. Thereafter an annual rent will be payable based on 50% of any surplus arising in the preceding financial year, after taking account of any transfers to reserves required to maintain them at the level agreed by the Trustees.