



Charity No: 1139135

Christian Counselling Centre

242 Margate Road,
Ramsgate, Kent
CT12 6AH
Tel: 07768 848045/07462 775535

e-mail: rita@bystillwaters.co.uk

TRUSTEES ANNUAL REPORT FOR THE YEAR 2020 - 2021

Trustee Names: Alan Hudson - Chair
Sue Woan - Treasurer
Maureen Francis

At the Annual AGM of the Trustees held on 8th October 2021, we reviewed the past year and this identified that a robust framework is in place to enable us to evaluate and monitor procedures and current legislation to promote good practice. All Policies and Procedures were reviewed at the Management Team Meeting in March 2021 and will be electronically distributed and reviewed annually at the end of each financial year. We continue to operate in line with the 2018 GDPR legislation on Data Protection Laws. All policies and procedures are regularly monitored to ensure good practice and new ones developed as situations change.

We received and discussed the accounts for the Year Ending 5th April 2021, the Trustees identified a Year End Bank Balance of £31,431.88 It was identified that technically we were still currently running at a loss each month and that this was eroding our credit balance. This was due to the current climate in which Still Waters were being referred clients from local NHS providers who were unable to see clients due to very long waiting lists and passing clients needing long term counselling to us. The majority of these clients were only able to make a small donation and, in some cases, were unable to pay at all. We also continue with the counselling provision at the Safe House, which is provided for free. However, in 2020-21 we have received several substantial covid -related grants from the National Lottery and Thanet Council, and other donations from local stores. Overall, we are in a better financial state than reported last year

The Trustees expressed confidence in the financial management of the Centre, which has a robust account and recording system and at each Management and Team meeting there are very clear statements of accounts provided giving a true balance of account at the end of each month and a record of year to date. Our treasurer is our Trustees (Rev Dr Sue Woan). Mr Roy Corker, Qualified Accountant has been passed the accounts to be audited.

This past year, with Covid restrictions in place, has presented unprecedented challenges for Still Waters to continue to support their current and new clients. The Management Team immediately put in place an Action Plan following a robust Risk Assessment. Policies having been reviewed and amended to cover counselling on line and by telephone. Training was given from outside agencies and internally to help counsellors transition to on line and telephone counselling from home.

We continue to be grateful to Friends of Still Waters for their ongoing prayers and financial support. We have had regular giving from Friends of Still Waters amounting now to £783 per month. This resource has been the subject of increased promotion and has increased our numbers to 57 and this provides a regular income that (in a full year) will total nearly £9400. Many of our Friends are tax-payers and so we are looking forward to receiving over £2000 in Gift Aid from HMRC in the months to come.

Funding has also been boosted by members of the team with Zoom fund raising events, which has provided additional income.
Still Waters TAR 20 -21 – continued.

Due to the demands on Still Waters for counselling, provisions for counselling prior to the pandemic required further venues alongside The New Life Family Centre, 8 Church Street, Margate, Kent where Still Waters rent counselling rooms. This venue has not been open during the pandemic and the date for reopening is still unknown. It is hoped to be able to return to this provision as it had been working well. There is good communication and a good working relationship with the Administration Team at NLFC, this has established a positive and secure environment to ensure safe practice within this setting. Venues at Queens Road Baptist Church, Broadstairs and Global Generation Church have also been closed during the pandemic and we await reopening guidance.

Still Waters has also provided voluntary counselling at a Safe House. There are now 4 counsellors providing counselling at the centre on a weekly basis. This provision also transitioned to Zoom counselling where appropriate.

Still Waters remains a Centre providing counselling and is led by a Management Team consisting of 7 members (including Trustees as observers). The Still Waters Team consist of 4 Supervisors, plus 1 external Supervisor and 17 qualified counsellors. We had 2 student counsellors on placement with us, 2 have become Still Waters counsellors on completion of their Diploma. We now have 6 student counsellors who are on placement with SW.

There are regular Zoom Management Meetings and Team Meetings and monthly Zoom Supervision to ensure that all counsellors are made aware of the current financial position, client availability, updates in policies and practice any issues raised on health and safety and to ensure communication between the Team members. We have an excellent volunteer who man's the telephone and takes information for initial referrals, which is all recorded and passed on for immediate action. Supervision is also offered to counsellors outside Still Waters. The regular communication within Still Waters promotes good practice and Zoom team building events continued to be organised to help to bring the team together and to fund the Centre. Trustees sit in as observers at both the Management and Team meetings whenever possible to ensure all areas are compliant with the policies and procedures of the Centre. They feel they have a good knowledge and understanding of the day-to-day running of the Centre and can address any issues should they arise.

We continue to provide Christian and secular counselling on a subsidised basis, reaching those in the community unable to afford or access other resources. The provision has been available for approximately 230 clients and providing about

3,000 counselling hours throughout the year, covering a spectrum of ages from children to senior adults and some couple/relationship work. Some existing clients decided to wait until face-to-face sessions can resume, but they are still receiving regular contact from their counsellors. Other clients are receiving one to one telephone or online counselling from their counsellors.

A regular newsletter is published and sent to interested parties; promoting fund raising events and awareness raising activities and has proved to be very informative to people.

Alan Hudson
Chair of Trustees



CHARITY COMMISSION
FOR ENGLAND AND WALES

Still Waters

1139135

Receipts and payments accounts

CC16a

For the period
from

06/04/2020

To

05/04/2021

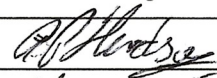

Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Counselling	30,011			30,011	33,955
Facilities (donations, sales)	40,278			40,278	15,702
Training	150			150	160
Supervision	2,345			2,345	2,450
Sub total (Gross income for AR)	72,784			72,784	52,267
A2 Asset and investment sales, (see table).					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	72,784	-	-	52,267	52,267
A3 Payments					
Counselling	40,700			40,700	43,185
Facilities (rent, other expenses)	3,564			3,564	4,084
Training	-			-	-
Supervision	6,270			6,270	5,770
		-	-		
		-	-		
		-	-		
Sub total	50,534	-	-	50,534	53,039
A4 Asset and investment purchases, (see table)					
	-	-	-	-	
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	50,534	-	-	50,534	53,039
Net of receipts/(payments)	22,250	-	-	22,250	- 772
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	22,250	-	-	22,250	- 772

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Lloyds	22,250	-	-
			-	-
			-	-
		22,250	-	-
	(agree balances with receipts and payments account(s))	OK	OK	OK
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	MR ALAN HUDSON	8/10/2021
	MAUREEN FRANCIS	8/11/2021



Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Still Waters

On accounts for the year
ended

April 5th 2021

Charity no
(if any)

1138135

Set out on pages

(remember to include the page numbers of additional sheets)

Respective
responsibilities of
trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed.

It is my responsibility to:

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

Basis of independent
examiner's statement

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 the 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

In connection with my examination, no matter has come to my attention ~~(other than that disclosed below)~~

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act 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.

* Please delete the words in the brackets if they do not apply.

Signed:

RU

Date:

06.10.21

Name:

ROY CORLER

Relevant professional
qualification(s) or body
(if any):

ACMA

Address:

54, DUMPTON PARK DRIVE
BROADSTAIRS
KENT CT10 1RJ

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.

Give here brief details of any items that the examiner wishes to disclose.