



Charity No: 1139135

Christian Counselling Centre

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Ramsgate, Kent
CT12 6AH

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TRUSTEES ANNUAL REPORT FOR THE YEAR 2021 - 2022

Trustee Names: Alan Hudson - Chair
Sue Woan
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 on 31st March 2022 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 2022, the Trustees identified a Year End Bank Balance of £37,397.48.

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. There is also a significant cost in providing supervision which is deemed to be a priority in safeguarding all counsellors. However, in 2021-22 we have received grants or donations from John Swire Trust, Holy Trinity Church, Margate, Harvest Church Broadstairs, the 12 Electric Company Charity and other donations from local stores. Significant donations were also made in memory of a close relative. The Team has also engaged in fund raising events, e.g. garden party, garage fayres, a community fayre. Funds have also been boosted through training for our counsellors in couple counselling which was also open to outside candidates. This helps boost the financial situation and to develop team building after the period of isolation during Covid. There is further fund raising planned and training in creative arts in the next financial year. Overall, we are in a good financial position.

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 one of our Trustees (Rev Dr Sue Woan). Mr Roy Corker, (Qualified Accountant) has audited the accounts and signed them as a true record.

At the start of the past year, with Covid restrictions still in place, we continued with unprecedented challenges for Still Waters to continue to support their current and new clients. At the outset of Covid the Management Team immediately put in place an Action Plan following a robust Risk Assessment to enable us to continue our counselling work within a safe working environment to meet the needs of our clients. Policies having been reviewed and amended to cover counselling online and by telephone. Training was given from outside agencies and internally to help counsellors transition to online and telephone

counselling from home. With the reduction in Covid restrictions counsellors moved quickly to resume face-to-face sessions to meet the needs of some clients. Some clients decided to remain with online counselling initially and counsellors worked with the clients at their pace to establish a safe environment in which to continue their work and to move forward to face-to-face counselling when appropriate. The setting at New Life Family Church was not able to continue with the existing provision we had, due to their Covid regulations and we were unable to re-establish our counselling provision there. Other venues were explored and an excellent provision was provided by Queen's Road Baptist Church, Broadstairs. This is currently hired on a three-month provision. It is currently being reviewed to establish a permanent provision which offers several rooms available for counselling, with an excellent administrative team on site. We have also opened a new provision at the Baptist Church in Birchington.

Still Waters also continues to provide voluntary counselling at a Safe House. There are now 3 counsellors providing counselling at the centre on a weekly basis.

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 to £750 per month. This resource is constantly promoted within the local community and it currently stands at 52 members and this provides a regular income that (in a full year) will total nearly £9000. Many of our Friends are tax-payers and we have recently received £2050 in Gift Aid from HMRC.

Still Waters remains a Centre providing counselling and is led by a Management Team consisting of 8 members (including Trustees as observers). The Still Waters Team consist of 5 Supervisors, plus 1 external Supervisor and 16 qualified counsellors. We had 7 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 were regular Zoom Management Meetings and Team Meetings during Covid restrictions but now these have reverted to face-to-face meetings for the majority of counsellors. This ensures that all counsellors are 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 as well as our own counsellors and students on placement. The regular communication within Still Waters promotes good practice and team building events continue 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 145 clients weekly and providing about 7000 counselling hours throughout the year, covering a spectrum of ages from children to senior adults and some couple/relationship work.

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

1109135

Receipts and payments accounts

CC16a

For the period
from

Period start date
06/04/2021

To

Period end date
05/04/2022

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	43,260	-	-	43,260	30,011
Training	1,165	-	-	1,165	150
Supervision	2,090	-	-	2,090	2,345
Facilities (donations, sales)	32,205	-	-	32,205	40,278
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	78,720	-	-	78,720	72,784
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	78,720	-	-	78,720	72,784
A3 Payments					
Counselling	58,270	-	-	58,270	40,700
Training	500	-	-	500	-
Supervision	9,375	-	-	9,375	6,270
Facilities (donations, sales)	6,585	-	-	6,585	3,564
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	74,730	-	-	74,730	50,534
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	74,730	-	-	74,730	50,534
Net of receipts/(payments)	3,990	-	-	3,990	22,250
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	-	-	-	-
Cash funds this year end	3,990	-	-	3,990	22,250

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		-	-	-
		-	-	-
		-	-	-
	Total cash funds	3,990	-	-
	(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			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	



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**

05.04.2022

**Charity no
(if any)**

1138135

Set out on pages

1-2

(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:

Date:

06.06.22

Name:

ROY WALKER

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

A.C.M.A.

Address:

54, DUMPTON PARK DRIVE
BROADSTAIRS
KENT CT10 1RJ

Section B

Disclosure

Only complete if the examiner needs to highlight material problems.