



Marches Counselling Service

ANNUAL REPORT 2022 - 2023

Trustees Introduction

The past year has seen acceptance nationally of an economic crisis for many. This has impacted charities, some sadly disappearing. For us it has seen our income from fees fall as those who come to us have been struggling more financially as well as emotionally. This has also been reflected in a slight reduction in the number of sessions we have provided and given us an additional reason for increasing our efforts to reach out further in to the community and raise additional funds to support the work we do.

It has been a year of many challenges. Although we were successful in raising initial funds to support the role of a Development Officer to facilitate our work going forward, unexpected family circumstances resulted in the post-holder's resignation. Finding further funding and the right person to replace them is now a priority for us. However, our new administrative assistant has stayed with us, becoming an integral part of the administrative team and contributing invaluable to the task of the installation of an online client management system which will, in the long-term, provide the means for more effective monitoring of our work. The networking needed to establish the group work for long-term health conditions to which we are committed is on-going. We have also been looking into the possibilities for art therapy group work with the asylum seekers now resident in Herefordshire hotels.

Despite the challenges there are also opportunities as concerns for mental health within our largely rural and often isolated community grow. Feedback from clients continues to give us confidence that we are meeting the needs of many who have been struggling with the increased pressures which this moment in time contains.

"I started counselling maybe feeling like a bit of a fraud - do I really need this? Am I ready for it? I finished having spent 6 weeks working through feelings and thought processes and feeling on much more of an even keel. Thank you!"

"Comfortable, safe environment. Left feeling like a weight had been lifted."

"The counsellor really helped me through the hardest time of my life. I really can't thank her enough"

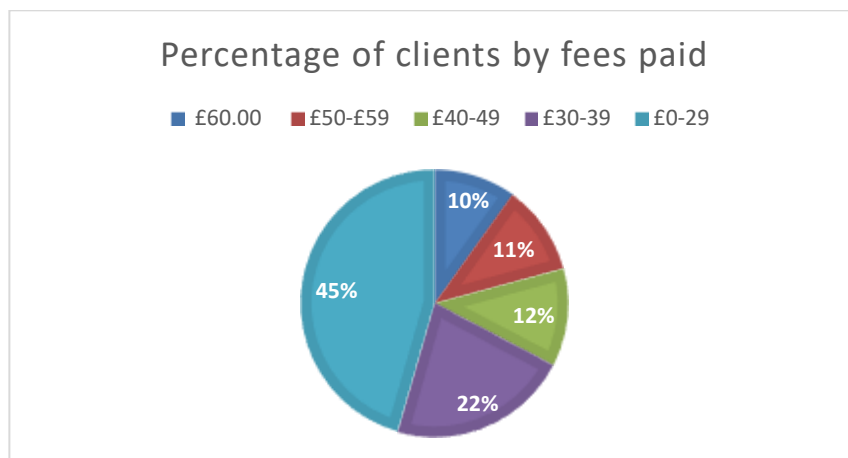
OUR SERVICE

Client Management System

This report is shorter than usual. The reason for this is the transitional state of our data bases as the administrative data sets, which had evolved over our 12 years of working as an independent charity, are being transferred to the new client management system (CMS). The system is active for all current clients, but the transfer of data to give us the historical perspective and understanding of trends we require is still in process. We have to thank both Di and Carys for the time needed to turn the standard Charitylog system into the bespoke vehicle which it is fast becoming; and for their dedication to accuracy, so important, but difficult to achieve when one is dealing with the volume of data present. We also have to thank Herefordshire Council for some of the funding to allow this to take place.

Client profiles and fees

Over the year we saw 108 clients and offered 1377 sessions of therapy. 90% of those seen were subsidised in order to attend the sessions, on average by £34 per client, over 50% of the basic fee to cover core costs, and this has increased the importance of grant funding – at a time when there is increased competition for reduced assets. It has also reinforced our strategic plan to broaden our funding streams.



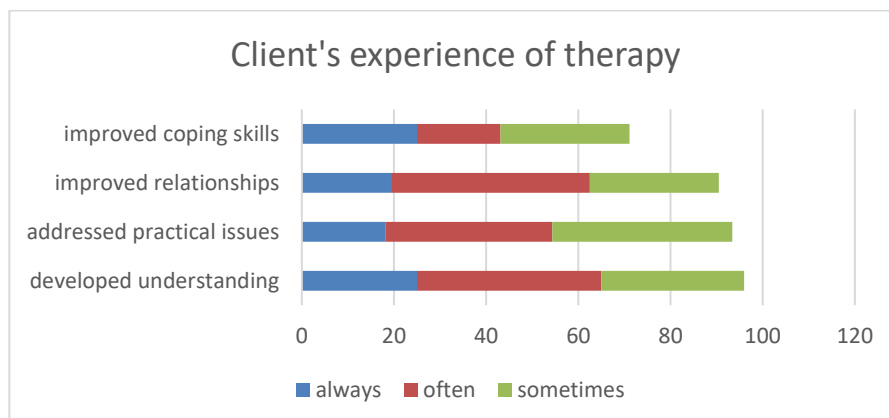
Client contacts

The number of client contacts has dipped a little from the previous year.

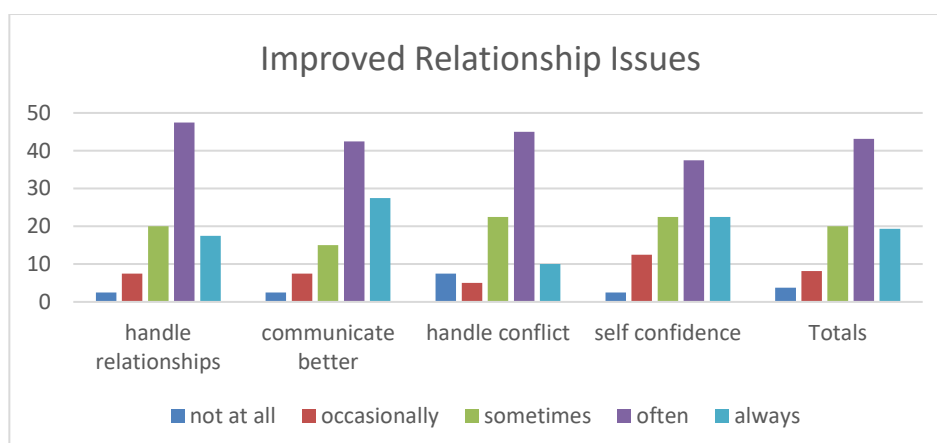


Client outcomes

Because our work is tailored to individual need the outcomes are many and varied. However, as can be seen below, an overview of feedback shows us that the majority of clients go away with an improved understanding of their personal situation and a sense of improved skills and relationships.



Whether we are providing therapy for an individual or working with a couple or family, our task is nearly always concerned with interpersonal dynamics and our approach relational. This can be seen in the chart below where some different aspects are surveyed.



As well as those who struggle with relationships per se, we are pleased that people are able to come to us at various stages in the experience of uncertainty and breakdown. We have people approach us prior to making a final commitment to beginning a shared life and starting a family; some who come when they feel the foundations of their relationship are beginning to shake; and others needing help to negotiate a parting which they have come to realise will be the only way forward for them. In each instance it is the acceptance and non-judgemental stance of our counsellors which creates a space for more mature reflection and decision making.

Staff payment review

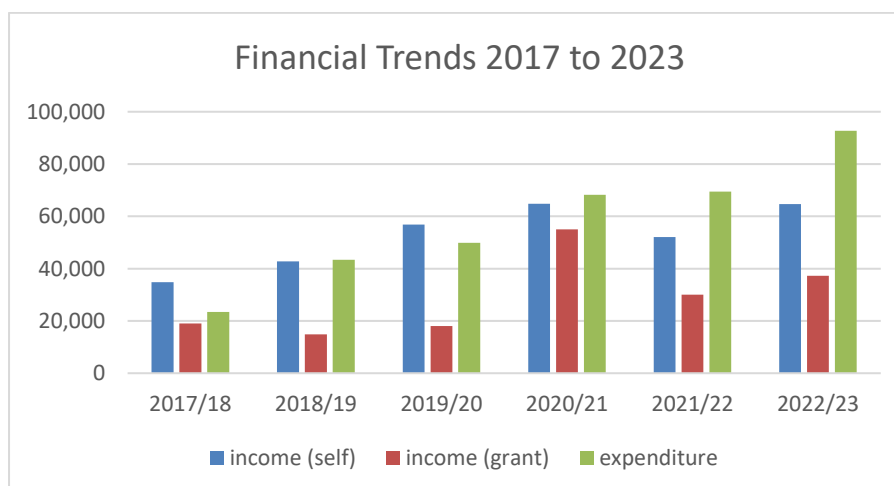
Our service has always relied upon the contribution of volunteers, both in the management of the workload through our working groups, and the clinical staff who come to us on placement. This year, recognizing that our staff as well as our clients are impacted by the rise in the cost of living, we have sought funding to support the volunteers working with us. One aspect of this has been to facilitate our ability to continue to offer travel expenses to those who live some distance from Hereford city. In a large geographical area such as ours, without so doing, some would be unable to travel the distances involved to see our clients. Although obliged to put up supervision fees for the coming year, our funding application will also help to reduce them back down.

Perhaps more importantly, in carrying out a payment review for all staff, the trustees decided that those who stay with us for a time after qualification should receive some remuneration for their client work, and this has been set at the level of the living wage. This will shift the balance from what is seen below for this coming financial year.

	Clinical Placement	Qualified volunteer	Paid experienced	Supervisor Assessor
number	13	3	6	3
clients	50	26	39	8
sessions	508	293	660	55
expenditure	2,404	1,968	13,040	1,490
income	16,972	10,858	20,505	2,565

Going forward: financial overview

As can be seen below the cost of living rise has impacted our service with expenditure increasing well over and above the monies spent on new staff. This latter expenditure will in effect cover itself once the expected increase in funding applications can be realised. We have calculated that for the coming year, in order to provide up to 2,000 client sessions, we would need to raise something in the region of £64,000 to sustain the service. Our strategic plan to broaden our funding streams and create the human resources to facilitate this, will thus be central to our development over the next year.



The cost to the service per counselling hour has increased over the past year and we are looking to increase the basic rate for our service to £65 per session. This will be piloted to see the impact upon the service. At the same time we are seeking additional funding to avoid the increase for most of our clients.

As was seen above, only 10% of sessions were unsubsidised, The constant search for external funding is on-going. However, we have been able to sustain the income from gift aid despite a decrease in the percentage of people in employment.

HOW TO CONTACT US

At MCS we welcome input from any interested people. This can be achieved formally by becoming a member of the organisation or a volunteer, or informally through contacting us via email at marches.counselling@gmail.com, and/or through a phone call: 01432 279906.

Charity number: 1140780
Company number: 07471763
(England and Wales)

Marches Counselling Service Ltd
Report of the Trustees and Unaudited Financial Statements
For the year ended 31 March 2023

Marches Counselling Service Ltd
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Marches Counselling Service Ltd
Report of the Trustees
For the year ended 31 March 2023

The Trustees, who are also directors for the purposes of company law, have pleasure in presenting their report and the financial statements for the charitable company for the year ended 31 March 2023. The Trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims

The relief of those in Herefordshire and the Marches who, because of mental or physical health, social or economic circumstances, or disability, are suffering from psychological distress and/or disorder through:

- a) the provision of a locally based, confidential, reliable and affordable counselling and psychotherapy service, with a fast and smooth transition from referral to assessment and allocated counsellor;
- b) the provision of a sign-posting service to local agencies, statutory, voluntary or private, for those who come for assessment but for whom counselling is inappropriate;
- c) the provision of a supportive and educative working environment for counsellors to raise and maintain professional standards and thereby benefit the recipients of therapy; and
- d) to further benefit the well-being of those needing psychological support through working against the stigma of mental illness and distress by education and raising awareness within the general public.

Statement on public benefit

Our core service is to offer counselling to those most in need including those who are unable to afford the full session fee which is set at cost to us. We have a concessionary fund to enable us to continue this activity. It also funds additional sessions for those who have begun counselling with us, but whose circumstances suddenly change, so that we may be able to bring our work with them to a satisfactory conclusion.

The trustees have considered the Charity Commission's guidance on public benefit, including the guidance 'public benefit: running a charity (PB2)'.

Social investments

We believe that the individuals who consult with us are usually empowered to contribute more effectively to their families, workplace, and community. This is our contribution to social investment.

Grantmaking

Although we are not a charity which makes grants available to individuals or groups, we have a concessionary fund which helps pay for counselling sessions for people on low incomes.

Volunteers

Many of the people working with us do so on a voluntary basis. Our service would be impossible to sustain without them.

Marches Counselling Service Ltd
Report of the Trustees Continued
For the year ended 31 March 2023

ACHIEVEMENTS AND PERFORMANCE

This year has continued to be one of economic decline within the local community as well as nationally and we are aware of many charities whose work has had to be brought to a close. Concerns around health have increased for many as services struggle to manage increased pressures and the impact of long-covid begins to be felt. Our initial responses have been to establish an online support group for those with long-term health conditions and to improve our resources for finding funding to support the increasing number of people in the community who are struggling both emotionally and financially. Of the 1,283 hours of therapy we provided for 108 clients this year only 18% were unsubsidised.

Most important in attracting clients has been our continued ability to see people promptly once they have contacted us. In contrast to the statutory services locally, an increase in staff numbers has allowed us to offer most clients a start date within days rather than months and to match their therapy to their needs. It is vital that people are able to access support at the right time for them. The average number of sessions was 12, the range was from 1 to 35 over the year.

"I appreciate you sorting out for me to see an assessor. I must say the lady I saw was lovely. I spent an hour chatting and felt much more comfortable with my situation. She did suggest 6 sessions but now knowing what triggers my depression /stress I feel I may be able to deal with it better. Therefore I will decline the sessions but if anything else changes maybe I could get back in contact with you."

"As sessions with my counsellor progressed and we got to know each other better the questions asked and the observations made got progressively deeper which enabled me to explore and to better understand the residual impact of childhood and early life experiences and the traumatic events of the last few years. I am extremely grateful for the skilled help and support I have received."

Alongside directly benefitting the client, our work has many indirect consequences dependent upon their situation. As well as affecting immediate family and friends, after therapy many clients are more able to function well in home, workplace and community. This is of particular importance with pressures upon families increasing and a growing understanding of adverse childhood experiences.

"I found the counselling to be very useful and actually looked forward to going. Some of my issues have been eased but my husband and I still have a number of ongoing problems which will eventually be sorted out; it's a question of time. It's good to know that I can use the service again should the need arise."

With the stigma of mental health issues lessening, more people are acknowledging their struggles which have been exacerbated by the economic situation and made many aware of the degree to which things in their life were already outside of their control. Re-establishing some sense of control can be empowering, but this often needs to be balanced by the reality of what we can control and what we cannot. As an organisation which puts the individual at the centre of its work and celebrates individual difference, we can often help clients achieve the right balance for them, something which many of the 'apps' and manualised programmes now available through the internet cannot achieve.

"I completed a 'Silver Cloud' programme CBT based prior to accessing this counselling. It was a good course but of limited benefit to me due to my pre-existing lifestyle and knowledge. Although there is no guarantee that I will never experience another breakdown in my mental health as I did last year (something else I have had to learn to accept), I now feel that is less likely and that I would be better equipped to face it and cope with it if it happened. My counsellor showed care and compassion alongside the necessary curiosity and willingness to challenge."

FINANCIAL REVIEW

Unfortunately, the person appointed as our Development Officer to look at our funding streams and pursue new initiatives, resigned. We are thus still looking for the right person. The new Client Management System is in place and is beginning to be cost effective in simplifying some administrative procedures. Eventually it will facilitate the monitoring of the service, but to transfer all our historic data for this purpose is a time consuming and thus costly activity. However, some funding was achieved for this purpose.

There is a constant search for external funding, which we recognise will be on-going. Grant giving bodies, as well as being overwhelmed by applications, are often impacted themselves by the economic climate with less resources at their disposal.

Reserves

We are aware that the reserves built up previously continue to be compromised by the on-going financial situation. Realistically it is unlikely that the situation will resolve other than slowly and intermittently over the next few years. We have thus continued to spend time in developing the strategic planning which can sustain the service as we go forward and have been aided in this by the input from new trustees with both financial and managerial experience.

Marches Counselling Service Ltd
Report of the Trustees Continued
For the year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Marches Counselling Service is a charity formed on 16 December 2010, limited by guarantee and governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

People believing in the organisation's ethos and having skills to offer may apply to become trustees. Potential trustees are initially co-opted onto the board to check that they can work effectively.

REFERENCE AND ADMINISTRATIVE INFORMATION

Name of Charity	Marches Counselling Service Ltd
Charity registration number	1140780
Company registration number	07471763
Principal address	57 St Owen Street Hereford HR1 2JQ

Trustees

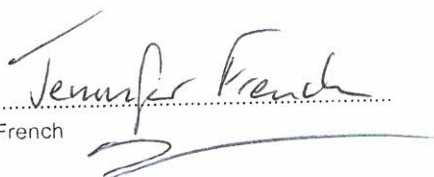
The trustees and officers serving during the year and since the year end were as follows:

Jennifer French
Lorraine Slane
Elizabeth Lloyd
Frankie Farrell
Marc Leppard
Graham Thomas
Tina Abbott
(Appointed: 09 November 2022)

Independent examiners

Cole Bishop & Co
Market Square Chambers
Bromyard
Herefordshire
HR7 4BP

Approved by the Board of Trustees and signed on its behalf by


Jennifer French

30 August 2023

Marches Counselling Service Ltd
Independent Examiners Report to the Trustees
For the year ended 31 March 2023

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

Responsibilities and basis of report

As the charity Trustees, who are also directors for the purposes of company law, are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiners statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Cole Bishop & Co
Market Square Chambers
Bromyard
Herefordshire
HR7 4BP

30 August 2023

Marches Counselling Service Ltd
Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2023

	Notes	Unrestricted funds £	2022 £
Income and endowments from:			
Donations and legacies	2	9,488	30,038
Charitable activities	3	70,219	63,179
Other trading activities	4	1,286	2,325
Investments	5	65	36
Total		81,058	95,578
Expenditure on:			
Charitable activities	6	(91,869)	(89,723)
Total		(91,869)	(89,723)
Net income/expenditure		(10,811)	5,855
Reconciliation of funds			
Total funds brought forward		96,868	91,013
Total funds carried forward		86,057	96,868

Marches Counselling Service Ltd
Statement of Financial Position
As at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	9	1,213	594
		1,213	594
Current assets			
Debtors	10	1,931	-
Cash at bank and in hand		88,891	102,427
		90,822	102,427
Creditors: amounts falling due within one year	11	(5,978)	(6,153)
Net current assets		84,844	96,274
Total assets less current liabilities		86,057	96,868
Net assets		86,057	96,868
The funds of the charity			
Unrestricted income funds	12	86,057	96,868
Total funds		86,057	96,868

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board and signed on its behalf by:

Jennifer French
Trustee

30 August 2023

Marches Counselling Service Ltd
Notes to the Financial Statements
For the year ended 31 March 2023

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention, except for investments which are included at market value and the revaluation of certain fixed assets and in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

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

Going concern

Tangible fixed assets

Tangible fixed assets are stated at cost or valuation less depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Equipment	25% Reducing balance
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2. Income from donations and legacies

	2023	2022
	£	£
Unrestricted funds		
Donations received	1,259	20,167
Grants received	8,229	9,871
	9,488	30,038

3. Income from charitable activities

	2023	2022
	£	£
Unrestricted funds		
<i>Counselling and supervision</i>		
Counselling fees	64,241	58,588
Supervision fees	5,978	4,591
	70,219	63,179
	70,219	63,179

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

4. Income earned from other activities

	2023	2022
	£	£
Unrestricted funds		
Room hire and sundry income	1,286	2,325
	1,286	2,325

5. Investment income

	2023	2022
	£	£
Unrestricted funds		
Bank interest receivable	65	36
	65	36

6. Costs of charitable activities by fund type

	2023	2022
	£	£
Unrestricted funds		
Counselling and supervision	37,929	43,255
Support costs	53,940	46,468
	91,869	89,723

7. Net income/(expenditure) for the year

This is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of owned fixed assets	405	198

8. Comparative for the Statement of Financial Activities

The comparative year values on the Statement of Financial Activities are for unrestricted funds.

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

9. Tangible fixed assets

	Plant and Machinery £
Cost or valuation	
At 01 April 2022	2,177
Additions	1,024
At 31 March 2023	3,201
Depreciation	
At 01 April 2022	1,583
Charge for year	405
At 31 March 2023	1,988
Net book values	
At 31 March 2023	1,213
At 31 March 2022	594

10. Debtors

	2023 £	2022 £
Amounts due within one year:		
Trade debtors	115	-
Other debtors	1,816	-
	1,931	-

11. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,534	4,823
Other creditors	700	700
Accruals and deferred income	744	630
	5,978	6,153

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

12. Movement in funds

Unrestricted Funds

	Balance at 01/04/2022 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31/03/2023 £
<i>Designated</i>					
Nationwide deposit account	22,633	65	-	(22,698)	-
<i>General</i>					
Accumulated general funds	74,235	80,993	(91,869)	22,698	86,057
	96,868	81,058	(91,869)	-	86,057

Unrestricted Funds - Previous year

	Balance at 01/04/2021 £	Incoming resources £	Outgoing resources £	Transfers £	Balance at 31/03/2022 £
<i>Designated</i>					
Nationwide deposit account	22,597	36	-	-	22,633
<i>General</i>					
Accumulated general funds	68,416	95,542	(89,723)	-	74,235
	91,013	95,578	(89,723)	-	96,868

Purpose of unrestricted Funds

Nationwide deposit account

The Nationwide deposit account was closed during the year and the balance transferred to the main bank account.

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

13. Analysis of net assets between funds

	Tangible fixed assets	Net current assets / (liabilities)	Net Assets
	£	£	£
Unrestricted funds			
<i>General</i>			
Accumulated general funds	1,213	84,844	86,057
<i>Designated</i>			
	1,213	84,844	86,057
Previous year			
	Tangible fixed assets	Net current assets / (liabilities)	Net Assets
	£	£	£
Unrestricted funds			
<i>General</i>			
Accumulated general funds	594	73,641	74,235
<i>Designated</i>			
Nationwide deposit account	-	22,633	22,633
	594	96,274	96,868

14. Company limited by guarantee

Marches Counselling Service Ltd is a company limited by guarantee and accordingly does not have a share capital.

Marches Counselling Service Ltd
Detailed Statement of Financial Activities
For the year ended 31 March 2023

	2023	2022
	£	£
INCOME AND ENDOWMENT		
Donations and legacies		
Donations	1,259	20,167
Grants receivable	8,229	9,871
	9,488	30,038
Charitable activities		
Counselling fees	64,241	58,588
Supervision fees	5,978	4,591
	70,219	63,179
Other trading activities		
Room hire and sundry income	1,286	2,325
	1,286	2,325
Investments		
Bank interest receivable	65	36
	65	36
Total incoming resources	81,058	95,578
EXPENDITURE		
Charitable activities		
Assessment	(5,060)	(3,090)
Supervision	(8,893)	(8,445)
Counsellors' fees	(19,629)	(27,500)
Volunteers' payments (expenses only)	(4,347)	(4,220)
	(37,929)	(43,255)
SUPPORT COSTS		
Establishment costs		
Rent	(9,060)	(9,185)
Lighting and heating	(4,968)	(2,211)
Repairs and renewals	(25)	(125)
	(14,053)	(11,521)
Administrative costs		
Administration	(28,449)	(24,185)
Clinical management	(5,043)	(5,479)
Recruitment and training costs	(364)	-
Public liability insurance	(100)	(100)
Subscriptions	(916)	(744)
Credit card charges	(33)	-
	(34,905)	(30,508)

Marches Counselling Service Ltd
Detailed Statement of Financial Activities Continued
For the year ended 31 March 2023

Communications and IT		
Telephone and internet	(1,065)	(979)
I.T. and software costs	(2,288)	(1,707)
	(3,353)	(2,686)
Accountancy fees		
Accountancy fees	(744)	(630)
	(744)	(630)
Other office costs		
Depreciation - owned assets	(405)	(198)
Postage and stationery	(379)	(651)
Advertising	-	(79)
General expenses	(101)	(195)
	(885)	(1,123)
Total resources expended	(91,869)	(89,723)
Net Expenditure	(10,811)	5,855

Charity number: 1140780
Company number: 07471763
(England and Wales)

Marches Counselling Service Ltd
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- b) the provision of a sign-posting service to local agencies, statutory, voluntary or private, for those who come for assessment but for whom counselling is inappropriate;
- c) the provision of a supportive and educative working environment for counsellors to raise and maintain professional standards and thereby benefit the recipients of therapy; and
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Marches Counselling Service Ltd
Report of the Trustees Continued
For the year ended 31 March 2023

ACHIEVEMENTS AND PERFORMANCE

This year has continued to be one of economic decline within the local community as well as nationally and we are aware of many charities whose work has had to be brought to a close. Concerns around health have increased for many as services struggle to manage increased pressures and the impact of long-covid begins to be felt. Our initial responses have been to establish an online support group for those with long-term health conditions and to improve our resources for finding funding to support the increasing number of people in the community who are struggling both emotionally and financially. Of the 1,283 hours of therapy we provided for 108 clients this year only 18% were unsubsidised.

Most important in attracting clients has been our continued ability to see people promptly once they have contacted us. In contrast to the statutory services locally, an increase in staff numbers has allowed us to offer most clients a start date within days rather than months and to match their therapy to their needs. It is vital that people are able to access support at the right time for them. The average number of sessions was 12, the range was from 1 to 35 over the year.

"I appreciate you sorting out for me to see an assessor. I must say the lady I saw was lovely. I spent an hour chatting and felt much more comfortable with my situation. She did suggest 6 sessions but now knowing what triggers my depression /stress I feel I may be able to deal with it better. Therefore I will decline the sessions but if anything else changes maybe I could get back in contact with you."

"As sessions with my counsellor progressed and we got to know each other better the questions asked and the observations made got progressively deeper which enabled me to explore and to better understand the residual impact of childhood and early life experiences and the traumatic events of the last few years. I am extremely grateful for the skilled help and support I have received."

Alongside directly benefitting the client, our work has many indirect consequences dependent upon their situation. As well as affecting immediate family and friends, after therapy many clients are more able to function well in home, workplace and community. This is of particular importance with pressures upon families increasing and a growing understanding of adverse childhood experiences.

"I found the counselling to be very useful and actually looked forward to going. Some of my issues have been eased but my husband and I still have a number of ongoing problems which will eventually be sorted out; it's a question of time. It's good to know that I can use the service again should the need arise."

With the stigma of mental health issues lessening, more people are acknowledging their struggles which have been exacerbated by the economic situation and made many aware of the degree to which things in their life were already outside of their control. Re-establishing some sense of control can be empowering, but this often needs to be balanced by the reality of what we can control and what we cannot. As an organisation which puts the individual at the centre of its work and celebrates individual difference, we can often help clients achieve the right balance for them, something which many of the 'apps' and manualised programmes now available through the internet cannot achieve.

"I completed a 'Silver Cloud' programme CBT based prior to accessing this counselling. It was a good course but of limited benefit to me due to my pre-existing lifestyle and knowledge. Although there is no guarantee that I will never experience another breakdown in my mental health as I did last year (something else I have had to learn to accept), I now feel that is less likely and that I would be better equipped to face it and cope with it if it happened. My counsellor showed care and compassion alongside the necessary curiosity and willingness to challenge."

FINANCIAL REVIEW

Unfortunately, the person appointed as our Development Officer to look at our funding streams and pursue new initiatives, resigned. We are thus still looking for the right person. The new Client Management System is in place and is beginning to be cost effective in simplifying some administrative procedures. Eventually it will facilitate the monitoring of the service, but to transfer all our historic data for this purpose is a time consuming and thus costly activity. However, some funding was achieved for this purpose.

There is a constant search for external funding, which we recognise will be on-going. Grant giving bodies, as well as being overwhelmed by applications, are often impacted themselves by the economic climate with less resources at their disposal.

Reserves

We are aware that the reserves built up previously continue to be compromised by the on-going financial situation. Realistically it is unlikely that the situation will resolve other than slowly and intermittently over the next few years. We have thus continued to spend time in developing the strategic planning which can sustain the service as we go forward and have been aided in this by the input from new trustees with both financial and managerial experience.

Marches Counselling Service Ltd
Report of the Trustees Continued
For the year ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Marches Counselling Service is a charity formed on 16 December 2010, limited by guarantee and governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

People believing in the organisation's ethos and having skills to offer may apply to become trustees. Potential trustees are initially co-opted onto the board to check that they can work effectively.

REFERENCE AND ADMINISTRATIVE INFORMATION

Name of Charity	Marches Counselling Service Ltd
Charity registration number	1140780
Company registration number	07471763
Principal address	57 St Owen Street Hereford HR1 2JQ

Trustees

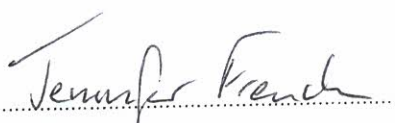
The trustees and officers serving during the year and since the year end were as follows:

Jennifer French
Lorraine Slane
Elizabeth Lloyd
Frankie Farrell
Marc Leppard
Graham Thomas
Tina Abbott
(Appointed: 09 November 2022)

Independent examiners

Cole Bishop & Co
Market Square Chambers
Bromyard
Herefordshire
HR7 4BP

Approved by the Board of Trustees and signed on its behalf by


Jennifer French

30 August 2023

Marches Counselling Service Ltd
Independent Examiners Report to the Trustees
For the year ended 31 March 2023

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

Responsibilities and basis of report

As the charity Trustees, who are also directors for the purposes of company law, are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiners statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Cole Bishop & Co
Market Square Chambers
Bromyard
Herefordshire
HR7 4BP

30 August 2023

Marches Counselling Service Ltd
Statement of Financial Activities (including Income and Expenditure Account)
For the year ended 31 March 2023

	Notes	Unrestricted funds £	2022 £
Income and endowments from:			
Donations and legacies	2	9,488	30,038
Charitable activities	3	70,219	63,179
Other trading activities	4	1,286	2,325
Investments	5	65	36
Total		81,058	95,578
Expenditure on:			
Charitable activities	6	(91,869)	(89,723)
Total		(91,869)	(89,723)
Net income/expenditure		(10,811)	5,855
Reconciliation of funds			
Total funds brought forward		96,868	91,013
Total funds carried forward		86,057	96,868

Marches Counselling Service Ltd
Statement of Financial Position
As at 31 March 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	9	1,213	594
		1,213	594
Current assets			
Debtors	10	1,931	-
Cash at bank and in hand		88,891	102,427
		90,822	102,427
Creditors: amounts falling due within one year	11	(5,978)	(6,153)
Net current assets		84,844	96,274
Total assets less current liabilities		86,057	96,868
Net assets		86,057	96,868
The funds of the charity			
Unrestricted income funds	12	86,057	96,868
Total funds		86,057	96,868

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts. These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements were approved and authorised for issue by the Board and signed on its behalf by:

Jennifer French
Trustee

30 August 2023

Marches Counselling Service Ltd
Notes to the Financial Statements
For the year ended 31 March 2023

1. Accounting Policies

Basis of accounting

The financial statements have been prepared under the historical cost convention, except for investments which are included at market value and the revaluation of certain fixed assets and in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), and the Companies Act 2006.

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

Going concern

Tangible fixed assets

Tangible fixed assets are stated at cost or valuation less depreciation and any provision for impairment. Depreciation is provided at rates calculated to write off the cost or valuation of fixed assets, less their estimated residual value, over their expected useful lives on the following basis:

Equipment	25% Reducing balance
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2. Income from donations and legacies

	2023	2022
	£	£
Unrestricted funds		
Donations received	1,259	20,167
Grants received	8,229	9,871
	9,488	30,038

3. Income from charitable activities

	2023	2022
	£	£
Unrestricted funds		
<i>Counselling and supervision</i>		
Counselling fees	64,241	58,588
Supervision fees	5,978	4,591
	70,219	63,179
	70,219	63,179

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

4. Income earned from other activities

	2023	2022
	£	£
Unrestricted funds		
Room hire and sundry income	1,286	2,325
	1,286	2,325

5. Investment income

	2023	2022
	£	£
Unrestricted funds		
Bank interest receivable	65	36
	65	36

6. Costs of charitable activities by fund type

	2023	2022
	£	£
Unrestricted funds		
Counselling and supervision	37,929	43,255
Support costs	53,940	46,468
	91,869	89,723

7. Net income/(expenditure) for the year

This is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of owned fixed assets	405	198

8. Comparative for the Statement of Financial Activities

The comparative year values on the Statement of Financial Activities are for unrestricted funds.

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

9. Tangible fixed assets

	Plant and Machinery £
Cost or valuation	
At 01 April 2022	2,177
Additions	1,024
At 31 March 2023	3,201
Depreciation	
At 01 April 2022	1,583
Charge for year	405
At 31 March 2023	1,988
Net book values	
At 31 March 2023	1,213
At 31 March 2022	594

10. Debtors

	2023 £	2022 £
Amounts due within one year:		
Trade debtors	115	-
Other debtors	1,816	-
	1,931	-

11. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,534	4,823
Other creditors	700	700
Accruals and deferred income	744	630
	5,978	6,153

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

12. Movement in funds

Unrestricted Funds

	Balance at 01/04/2022	Incoming resources	Outgoing resources	Transfers	Balance at 31/03/2023
	£	£	£	£	£
<i>Designated</i>					
Nationwide deposit account	22,633	65	-	(22,698)	-
<i>General</i>					
Accumulated general funds	74,235	80,993	(91,869)	22,698	86,057
	96,868	81,058	(91,869)	-	86,057

Unrestricted Funds - Previous year

	Balance at 01/04/2021	Incoming resources	Outgoing resources	Transfers	Balance at 31/03/2022
	£	£	£	£	£
<i>Designated</i>					
Nationwide deposit account	22,597	36	-	-	22,633
<i>General</i>					
Accumulated general funds	68,416	95,542	(89,723)	-	74,235
	91,013	95,578	(89,723)	-	96,868

Purpose of unrestricted Funds

Nationwide deposit account

The Nationwide deposit account was closed during the year and the balance transferred to the main bank account.

Marches Counselling Service Ltd
Notes to the Financial Statements Continued
For the year ended 31 March 2023

13. Analysis of net assets between funds

	Tangible fixed assets	Net current assets / (liabilities)	Net Assets
	£	£	£
Unrestricted funds			
<i>General</i>			
Accumulated general funds	1,213	84,844	86,057
<i>Designated</i>			
	1,213	84,844	86,057
Previous year			
	Tangible fixed assets	Net current assets / (liabilities)	Net Assets
	£	£	£
Unrestricted funds			
<i>General</i>			
Accumulated general funds	594	73,641	74,235
<i>Designated</i>			
Nationwide deposit account	-	22,633	22,633
	594	96,274	96,868

14. Company limited by guarantee

Marches Counselling Service Ltd is a company limited by guarantee and accordingly does not have a share capital.

Marches Counselling Service Ltd
Detailed Statement of Financial Activities
For the year ended 31 March 2023

	2023	2022
	£	£
INCOME AND ENDOWMENT		
Donations and legacies		
Donations	1,259	20,167
Grants receivable	8,229	9,871
	9,488	30,038
Charitable activities		
Counselling fees	64,241	58,588
Supervision fees	5,978	4,591
	70,219	63,179
Other trading activities		
Room hire and sundry income	1,286	2,325
	1,286	2,325
Investments		
Bank interest receivable	65	36
	65	36
Total incoming resources	81,058	95,578
EXPENDITURE		
Charitable activities		
Assessment	(5,060)	(3,090)
Supervision	(8,893)	(8,445)
Counsellors' fees	(19,629)	(27,500)
Volunteers' payments (expenses only)	(4,347)	(4,220)
	(37,929)	(43,255)
SUPPORT COSTS		
Establishment costs		
Rent	(9,060)	(9,185)
Lighting and heating	(4,968)	(2,211)
Repairs and renewals	(25)	(125)
	(14,053)	(11,521)
Administrative costs		
Administration	(28,449)	(24,185)
Clinical management	(5,043)	(5,479)
Recruitment and training costs	(364)	-
Public liability insurance	(100)	(100)
Subscriptions	(916)	(744)
Credit card charges	(33)	-
	(34,905)	(30,508)

Marches Counselling Service Ltd
Detailed Statement of Financial Activities Continued
For the year ended 31 March 2023

Communications and IT		
Telephone and internet	(1,065)	(979)
I.T. and software costs	(2,288)	(1,707)
	(3,353)	(2,686)
Accountancy fees		
Accountancy fees	(744)	(630)
	(744)	(630)
Other office costs		
Depreciation - owned assets	(405)	(198)
Postage and stationery	(379)	(651)
Advertising	-	(79)
General expenses	(101)	(195)
	(885)	(1,123)
Total resources expended	(91,869)	(89,723)
Net Expenditure	(10,811)	5,855

