

# NEW HOPE CHRISTIAN COUNSELLING

England & Wales · Charity number 1141104

## Details

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**Other names** NEW HOPE COUNSELLING

**Status** Registered

**Legal form** Charitable company

**Company number** 07501815

**Registered** 2011-04-04

**Register** [View on the Charity Commission register](#)

## Contact

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**Website** [newhopecounselling.org.uk](http://newhopecounselling.org.uk)

## Activities

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**Objects:** TO PROMOTE AND PROTECT THE MENTAL HEALTH OF THE PUBLIC, IN PARTICULAR THOSE LIVING IN WARWICK, LEAMINGTON AND THE SURROUNDING AREA THROUGH THE PROVISION OF COUNSELLING AND SUPPORT FOR PEOPLE IN NEED.

**Activities:** To promote and protect the mental health of the public, in particular those living in Warwick, Leamington and the surrounding area through the provision of counselling and support for people in need.

## Classification

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- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** The General Public/mankind

## Geography

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- Warwickshire

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£95,493	£93,958	-	-
2024-03-31	£71,321	£93,173	-	-
2023-03-31	£81,374	£78,393	-	-
2022-03-31	£64,349	£61,778	-	-
2021-03-31	£63,499	£62,189	-	-

## Trustees

Name	Role	Appointed
Alan Grant Harper		2020-09-23
Alison Suzanne Oliver		2015-06-30
IAN EDWARD MICHAEL TILFORD		2018-10-29
Ian Jonathan Greaves		2021-05-10

**NEW HOPE CHRISTIAN COUNSELLING**

England & Wales - Charity number 1141104

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# Accounts

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# Reports and Financial Statements

*For the year ended 31 March 2025*

## **New Hope Christian Counselling**

Registered in England and Wales

Registered Charity 1141104

Registered Company 07501815

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## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

The directors of New Hope Christian Counselling (“the charitable company”) are its trustees for the purpose of charity law and throughout this report are collectively referred to as its trustees. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2015). The trustees have pleasure in presenting the charitable company’s report and financial statements for the year ended 31 March 2025.

### **1. OBJECTIVES AND ACTIVITIES**

The object of the charity is:

To promote and protect the mental health of the public, in particular those living in Warwick, Leamington Spa, Kenilworth and Stratford Upon Avon and the surrounding area through the provision of counselling and support for people in need.

The trustees aim to pursue these objects through low-cost counselling, offered mainly by volunteers who are either qualified to Diploma Level and above or who are in the final years of their University/College course. New Hope has a number of qualified counsellors, many of whom undertook their placement with the charity and have stayed on as volunteers. There is a minimum charge of £20 per session introduced in July 2024 and an assessment fee of £10 (free to those on benefits). Any additional donations given on top of the minimum charge can be Gift Aided. There is a hardship fund for those clients who are unable to pay the minimum charge. New Hope also undertakes couple counselling for which the assessment fee is £20 and a set fee of £50 per session.

Counselling services are open to anyone aged 16 + living or registered with a GP in South Warwickshire who feel they may benefit from counselling. There are no restrictions on the grounds of any of the protected characteristics ie age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. After a robust telephone assessment, the client is placed on a waiting list and matched to a suitable counsellor when one is available. No preference is given to or discrimination made against clients.

#### **Public Benefit**

The trustees are committed to improving the organisation’s practice and ensuring that it delivers public benefit, as it fulfils its objectives through the provision of counselling services. The trustees have had regard to the guidance from the Charity Commission on reporting on Public Benefit. The service is open to all wishing to access counselling who live in South Warwickshire, including those of other faiths or none.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

### **2. ACHIEVEMENTS AND PERFORMANCE**

#### **2.1 Review of the activities of the Charity**

During the past year, the charity has counselled 263 clients with 2800 hours of counselling delivered either face-to-face, online or via telephone. The counselling team is flexible in its approach to address the individual needs of the clients and we are now open for two evenings in Warwick and the Stratford service also provides evening sessions. Our counselling service continues to be in demand with the waiting list throughout the year being between 8 and 12 weeks.

Counselling is provided for many different issues including depression, anxiety and stress, addictions, trauma and abuse, bereavement, relationship problems and self-esteem. There continues to be an increase in clients presenting with more complex trauma and a slight increase in those who have been involved with criminal justice system including time in prison.

All clients self-refer and are sign posted to New Hope Counselling through various statutory, community and charity organisations. During the year 72% of clients were signposted by NHS services such as GPs, social prescribers and community mental health teams.

Face to face counselling took place from three locations:

- The main office in Warwick at 70 Saltisford.
- 'Lifeways' in Stratford Upon Avon
- Kenilworth Methodist Church

All counsellors who volunteer at New Hope are qualified to Level 4 Diploma Level and above or trainees on placement as part of their University/College Course. Qualified counsellors are accredited with one of the counselling bodies that regulate counselling and psychotherapy. All counsellors, qualified and trainee, are required to be a member of a professional body. New Hope Counselling is an organisation member of Association of Christians in Counselling (ACC).

In Autumn 2024 we introduced art therapy as part of our service offer being fortunate to have a trainee art psychotherapist from Sheffield Hallam University join us on placement. She has undertaken both individual and group art therapy at Lifeways in Stratford and the SYDNI Centre in Leamington Spa.

#### **During the year 2024/25 we would like to report the following events and activities.**

The Trustees recognised that during Summer of 2024 the charity was encountering some extreme financial challenges and that some difficult decisions needed to be made to reduce the outgoings of the charity. It was decided to close the Leamington Service due to no additional funding having been secured to ensure it was not being delivered at a loss, therefore the contract of the Leamington Coordinator was not extended.

The decision was also made to make the position of Fundraiser redundant with the Manager taking on fund raising responsibilities. From July until December 2024, the Manager focused her time on funding bids (assisted by the Assistant Manager and Warwick Coordinator), resulting in significant funding success.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

### **Funding was received from the following organisations:**

- Warwick District Council – Cost of Living Grant
- King Henry VIII Endowed Trust – counselling for CV34 residents
- Kenilworth Town Council - counselling for CV8 residents
- Stratford Town Trust – counselling for CV37 residents
- Souter Trust - for Hardship Fund
- St James Place - for Hardship Fund and Suicide Awareness Training
- WPH – for core service
- John Lewis plc (Waitrose) - for core service
- Blakemore - for core service
- Rethink Mental Illness – on behalf of VCSE Mental Health Alliance for manager's time at meetings

We are grateful to Orbis Investment's Buchanan Programme team for another extremely generous donation which has enabled New Hope to continue to invest in Tacklit CRM system enabling us to implement further improvements and efficiencies to our day to day operation including online client invoicing.

Throughout the year we received ongoing support, including generous donations from Saltisford Church. Castle Hill Baptist Church also continued to generously donate throughout the year and we were the fortunate recipients of a fundraising quiz evening held by Radford Semele Baptist Church. We are most grateful for the generous support that these local churches have given to us, particularly at a time of financial challenge.

### **Volunteer Team**

Throughout the year we have had a dedicated team of 14 qualified volunteer counsellors, 34 trainee counsellors and 1 trainee art therapist. We held 3 volunteer CPD mornings which were well attended and greatly appreciated by both volunteers and staff. Workshops included one on creative therapy facilitated by the trainee art therapist, which was extremely well received, and requests have been made for a similar CPD session to be held next year. Volunteers particularly value the opportunity of meeting up with one another and the peer support that ensues. As part of the team, we also have two admin volunteers who provide invaluable support to the management team to ensure the effective delivery of New Hope services. Throughout the year a regular newsletter has been circulated to volunteers which includes updates on New Hope Counselling including good news stories, information regarding admin tasks required by volunteer counsellors mainly relating to Tacklit, forthcoming training and recommendations for books and podcasts relating to therapy.

### **Other activities and achievements**

- Warwick Town Council approached New Hope Counselling about participating in a project for students at secondary schools in Warwick – Warwick Wellness Wednesdays. The initiative was the idea of the Warwick Youth Forum and funded by Warwick Town Council to enable students from the different schools to participate in mental health and wellbeing activities such as yoga, meditation, walking and connecting with a therapy dog. New Hope organised an art therapy focused session which was extremely well received by participants. Over three Wednesdays, New Hope staff members, a volunteer counsellor with youth experience

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

three Wednesdays, New Hope staff members, a volunteer counsellor with youth experience and the trainee art therapist facilitated the workshop for approximately 20 students from 3 different secondary schools. It is hoped that a similar event will be held in 2026.

- Evening coordinator appointed for a Monday at Warwick due to funding from Warwick Town Council
- The trainee art psychotherapist is on placement for 2 days per week and it has been an extremely beneficial being able to offer art therapy as an alternative to counselling where appropriate. The art psychotherapist has delivered individual client work at Lifeways in Stratford and SYDNI Centre in Leamington Spa. This has led to a very positive partnership between New Hope Counselling and the SYDNI Centre resulting in a pilot art therapy group with referrals coming through the SYDNI Centre Wellbeing Coordinator. Feedback from clients attending the group was exceptional. New Hope is in discussion with SYDNI Centre to identify funding for further group work going forward.
- We have continued to implement Tacklit CRM system across New Hope's daily operations with the intention of becoming paper free by April 2025.
- We continue to review and update policies and procedures to include any legislative changes.
- The manager of New Hope Counselling continues to sit on the VCSE Mental Health Alliance Partnership Board. The Alliance is a forum providing a voice to influence mental health services across Coventry and Warwickshire and in particular, engagement with the statutory sector.
- The manager continues to be a member of the Counselling Networking group made up of counselling charities working across Coventry and Warwickshire. The group provides an opportunity to share good practice, discuss challenges faced by counselling agencies and is looking at joint training for staff and volunteers going forward.
- During the year New Hope Counselling has been represented at a number of local community and health events such as CAVA Networking Coffee and Chat and Warwick District Faiths Forum meetings and annual conference where we had a stand.

### **3. FINANCIAL REVIEW**

#### **3.1 Results**

Details of the financial results for the financial year are given in the Statement of Financial Activities on page 9, the Balance Sheet on page 10 and the Accompanying Notes on page 11.

The charity has the following main sources of funds:

- Income from client charges for counselling and assessments.
- Donations from clients in addition to the paid charge for counselling.
- Grants
- Church and other donations by supporters of New Hope Counselling
- Fundraising
- Gift Aid

The main expenditure of the charity is for the provision of day-to-day management and administration of counsellors and clients and of premises to carry out counselling services.

During the year ending 31st March 2025, income totalled £95,493 (23/24: £71,321.) Expenditure for the year was £93,958 (23/24: £93,173). So overall there was a total net increase in unrestricted and restricted funds during the financial year. Details of any related party transactions are as set out in note 11 to the accounts.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

### **3.2 Going Concern:**

Having reviewed the level of funds available together with the future projected cash-flow, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

### **3.3 Reserves Policy**

The charity seeks to hold reserves equal to three to six months of expenditure of between £19,000 and £38,000. The free reserves as at 31st March 2025 were £23,036 which equate to 3 months reserves. Whilst overall reserves remain healthy, during the year New Hope Counselling has received a greater proportion of restricted funding. The trustees recognise the ongoing need to encourage more donations and also to seek other sources of support and funding to ensure the continuing development of the service.

## **4. FUTURE DEVELOPMENT**

### **Specific future plans include:**

- Implementation of 5 Year Business Plan
- Further review and development of funding strategy to ensure future financial stability of the charity.
- Further development and implementation of 'Friends of New Hope', including a bi-annual newsletter to supporters of the charity.
- Development of training plan and continuation of Saturday morning CPD workshops and online training for volunteers and staff throughout the year.
- Ongoing strengthening of partnership working with local charities, churches and community groups.
- Continue to review and update policies and procedures.
- Trustee recruitment to widen the skill-set of the Board.

## **5. STRUCTURE, GOVERNANCE AND MANAGEMENT**

### **5.1 Constitution of the Charity and Status**

New Hope Christian Counselling is an incorporated charity limited by guarantee, having no share capital and is governed by its Articles of Association incorporated on 21/01/2011 as amended by special resolution dated 24/03/2011 and registered at Companies House on 01/04/2011. The company number is 07501815. The charity was registered with the Charity Commission on 4<sup>th</sup> April 2011 with the number 1141104. The charity is exempt from corporation tax under part 10 of the Income tax Act 2007. The charity also uses the name New Hope Counselling.

### **5.2 Trustees (Directors):**

The trustees (who are also directors for the purpose of Company Law), who held office during the year and to the date of this report are listed on page 6, Reference and Administrative Information.

Trustees are appointed and elected in accordance with the Articles of Association through a vote of members at the AGM and after an appropriate amendment to the Articles of Association are now able to stand for more than two, three year terms. All potential trustees are only nominated to stand for election following a skills analysis and suitable references.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025**

### **5.3 Trustee meetings and procedures**

All new trustees are given information relating to the responsibilities of trustees and orientation to the work of the Charity. All trustees are encouraged to read the guidance on public benefit issued by the Charities Commission and this is taken into account when making decisions about the charity's activities and in the day to day running of the counselling service.

The trustees normally schedule four meetings each year and are joined for most of the meetings by the manager. In addition, trustees meet for an extra-ordinary meeting to discuss strategy and staffing. The trustees have a programme to ensure that policies and procedures are regularly updated and reviewed. Legal advice is sought when necessary.

Current policies include:-

- Health and Safety Policy
- Safeguarding Policy
- Confidentiality and Data Protection
- Equality and Diversity policy
- Lone Working Policy
- Statement of Counselling Policy
- Volunteer Policy
- Grievance Procedure
- Disciplinary Procedure
- Complaints Procedure for clients

Related party issues are fully declared in the financial statements. The trustees have a clear procedure that if there is a potential conflict of interest on any matter, the trustee with the potential conflict of interest is asked to leave the room and take no part in the debate or decision.

### **5.4 Organisation of the Charity**

The operations of the charity are conducted in accordance with the policies and strategy approved by the trustees. There are no standing sub-committees and expert advice is sought as required. The trustees are responsible for the governance of the charity and delegate the day-to-day operation to the manager. The charity currently has a part-time paid staff team consisting of a manager, an assistant manager, Warwick coordinator & administrator, Kenilworth coordinator and Stratford coordinator, as well as volunteer and trainee counsellors and admin volunteers.

### **5.5 Risk Management**

The trustees review risk and seek to ensure all major risks to which the charity might be exposed are identified, in particular those relating to the operations and finances of the charity. The trustees are satisfied that there are systems in place to mitigate the exposure to major risks.

## **6. REFERENCE AND ADMINISTRATIVE INFORMATION**

### **Legal Registration**

Registered in England and Wales

Company limited by guarantee – Number 07501815

Registered Charity – Number 1141104

### **Trustees**

Alison Oliver (Chair)

Ian Greaves (Treasurer)

Alan Harper (Company Secretary)

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2025**

Ian Tilford  
Celia Hilgenberg

**Principal Address**

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CAF Bank Ltd  
25 Kings Hill Avenue  
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Kent ME19 4JQ

**Independent Examiner**

Ian English  
38 Sambourn Close  
Solihull B91 2SA

**7. STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its income and expenditure for the financial year. In preparing those financial statements, the trustees are required to:-

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

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

The financial statements have been prepared in accordance with the special provisions of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE TRUSTEES

*Alison Oliver*

Alison Oliver (Chair)

Date: 11-9-2025

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2025**

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
NEW HOPE CHRISTIAN COUNSELLING ('THE Company')  
YEAR ENDED 31 MARCH 2025**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025, which are set out on pages 10 to 14.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's statement**

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:

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 accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an 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.

Signed



**Ian English**  
**38 Sambourn Close**  
**Solihull**  
**B91 2SA**

Date:

11/09/2025

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025

### NEW HOPE CHRISTIAN COUNSELLING STATEMENT OF FINANCIAL ACTIVITIES (INCLUDING AN INCOME AND EXPENDITURE ACCOUNT) YEAR ENDED 31 MARCH 2025

	Note	2024/25			2023/24		
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds	Funds	2024/25	Funds	Funds	2023/24
		£	£	£	£	£	£
<b>INCOME FROM:</b>							
Donations, legacies and grants	2	66,962	26,410	93,372	53,304	16,801	70,105
Charitable activities	3	2,121	-	2,121	1,216	-	1,216
<b>TOTAL INCOME</b>		<b>69,083</b>	<b>26,410</b>	<b>95,493</b>	<b>54,520</b>	<b>16,801</b>	<b>71,321</b>
<b>EXPENDITURE ON:</b>							
Raising Funds		1,503	-	1,503	4,472	-	4,472
Charitable activities	4	71,565	20,890	92,455	47,018	41,683	88,701
<b>TOTAL EXPENDITURE</b>		<b>73,068</b>	<b>20,890</b>	<b>93,958</b>	<b>51,490</b>	<b>41,683</b>	<b>93,173</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS</b>		<b>(3,985)</b>	<b>5,520</b>	<b>1,535</b>	<b>3,030</b>	<b>(24,882)</b>	<b>(21,852)</b>
<b>RECONCILIATION OF FUNDS</b>							
Total funds brought forward		27,021	6,590	33,611	23,991	31,472	55,463
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>23,036</b>	<b>12,110</b>	<b>35,146</b>	<b>27,021</b>	<b>6,590</b>	<b>33,611</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025

### NEW HOPE CHRISTIAN COUNSELLING BALANCE SHEET AS AT 31 MARCH 2025

	Note	<u>2025</u>		<u>2024</u>	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	8	-	-	-	-
<b>CURRENT ASSETS</b>					
Debtors	6	1,060		1,179	
Cash at Bank and in hand		<u>34,250</u>		<u>32,785</u>	
		35,310		33,964	
<b>CREDITORS</b>					
Amounts falling due within one year	7	<u>164</u>		<u>353</u>	
<b>NET CURRENT ASSETS</b>			<u>35,146</u>		<u>33,611</u>
<b>NET ASSETS</b>			<b>35,146</b>		<b>33,611</b>
<hr/>					
<b>FUNDS</b>					
Unrestricted Funds			23,036		27,021
Restricted Funds			12,110		6,590
<b>TOTAL FUNDS</b>			<u><b>35,146</b></u>		<u><b>33,611</b></u>

The notes on pages 11 to 13 form part of these financial statements.

For the year ended 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

Responsibilities of directors/trustees:

(a) The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the accounts have been examined by an independent examiner whose report appears on page 7.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies 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.

These financial statements were approved by the Trustees on and signed on their behalf by :

Alison Oliver (Chair of Trustees)

*Alison Oliver*

DATE:

*11-9-2025*

# NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025

## NEW HOPE CHRISTIAN COUNSELLING NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025

### 1. ACCOUNTING POLICIES

#### 1.1. Status of the company

The charitable company is registered in England and is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

#### 1.2 Accounting Convention

The financial statements have been prepared in accordance with the Charities Statement of Recommended Practice (Charities SORP FRS 102) as amended by Update Bulletin 1, Financial Reporting Standard 102 (FRS 102) and the Charities Act 2011. The particular accounting policies adopted are described below.

The financial statements have been prepared under the historical cost convention. The charity meets the definition of a public benefit entity under FRS 102.

#### 1.3 Going concern

Having reviewed the level of funds available together with the future projected cashflows, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

#### 1.4. Income

Income is shown on an accruals basis. Donations are recognised when received. Income tax recoverable on Gift Aid donations is recognised when the income is recognised. Grants and legacies are accounted for as soon as any conditions for receipt have been met. Contractual income and performance related grants are only included in the SoFA once the related goods or services have been delivered.

Dividends and interest are accounted for when receivable and allocated to the appropriate fund.

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for use by the charity are included in income when receivable. Gifts in kind for sale or distribution are only included in the accounts when sold or distributed by the charity.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

#### 1.5 Expenditure

Expenditure is accounted for on an accruals basis. Charitable expenditure comprises of expenditure directly related to the objects of the Charity. Other than fundraising costs, all expenditure including ongoing support, administration and governance costs form an integral part of the cost of carrying out the direct charitable objectives of the charity.

Fundraising and publicity expenditure comprises all the expenditure in relation to fundraising and publicity for the Charity.

#### 1.6 Fixed Assets and Depreciation

Tangible Fixed Assets are stated at historical cost less depreciation. Depreciation is provided on all assets at 25% of cost per annum and is intended to write off the assets over their estimated useful lives. The percentage so written off is subject to annual review. Expenditure on the acquisition of fixed assets over £1,000 (approximately) is capitalised at cost. There are currently no fixed assets.

#### 1.7 Fund Accounting

Funds held by the charity are classified as one of:-

*Unrestricted General Funds* – These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated Funds* – These are funds set aside by the trustees out of unrestricted general funds for specific purposes or projects. There are currently no designated funds.

*Restricted Funds* – These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

#### 1.8 Debtors

Grants receivable and other debtors are included at the settlement amount due. Prepayments are valued at the amount prepaid.

#### 1.9 Cash at bank and in hand

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

#### 1.10 Creditors and provisions

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

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025

### NEW HOPE CHRISTIAN COUNSELLING NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2025

**2. DONATIONS AND SIMILAR INCOME**

	2024/25			2023/24		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£			£
Donations*	60,392	-	60,392	53,304	-	53,304
Grants	6,570	26,410	32,980	-	16,801	16,801
	<b>66,962</b>	<b>26,410</b>	<b>93,372</b>	<b>53,304</b>	<b>16,801</b>	<b>70,105</b>

\* Donations received gross of cost of raising funds.

**3. INCOME FROM CHARITABLE ACTIVITIES**

	2024/25			2023/24		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
Assessment fees	2,121	-	2,121	1,216	-	1,216
Supervision provided	-	-	-	-	-	-
Training courses	-	-	-	-	-	-
Charitable activities	2,121	-	2,121	1,216	-	1,216

**4. CHARITABLE EXPENDITURE**

	2024/25			2023/24		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
<b>Running Costs</b>						
Management Costs	44,756	20,890	65,646	18,998	41,683	60,681
Property Costs	12,769	-	12,769	13,558	-	13,558
Administration Costs	3,222	-	3,222	3,190	-	3,190
	60,747	20,890	81,637	35,746	41,683	77,429
<b>Counselling Costs</b>						
Supervision Costs	901	-	901	1,113	-	1,113
Counsellor training and expenses	173	-	173	1,196	-	1,196
Insurance & ACC affiliation	2,854	-	2,854	1,250	-	1,250
	3,928	-	3,928	3,559	-	3,559
<b>Other Charitable Costs</b>						
Other Costs	6,690	-	6,690	7,513	-	7,513
	6,690	-	6,690	7,513	-	7,513
<b>Governance Costs</b>						
Independent Examination Fee	200	-	200	200	-	200
Bank charges & GDPR	-	-	-	-	-	-
	200	-	200	200	-	200
<b>TOTAL CHARITABLE EXPENDITURE</b>	<b>71,565</b>	<b>20,890</b>	<b>92,455</b>	<b>47,018</b>	<b>41,683</b>	<b>88,701</b>

**5. STAFF AND TRUSTEES COSTS**

	2024/25	2023/24
	£	£
Salaries	65,275	63,568
Social security costs		
Pension costs	1,570	1,387
Expenses	302	577
	<b>67,147</b>	<b>65,532</b>

No remuneration was paid to, or waived by, any Trustee in respect of such office. No expenses were paid to any trustee (2023/24: £ nil).

**6. DEBTORS**

	2024/25	2023/24
	£	£
Gift Aid receivable	-	-
Prepayments	1,060	1,179
	<b>1,060</b>	<b>1,179</b>

**7. CREDITORS: Amounts falling due within one year**

	2024/25	2023/24
	£	£
General Creditors	164	353
	<b>164</b>	<b>353</b>

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2025

### NEW HOPE CHRISTIAN COUNSELLING NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) YEAR ENDED 31 MARCH 2025

#### 8. FIXED ASSETS

The charity currently holds no fixed assets that have been capitalised.

#### 9. MOVEMENTS OF RESTRICTED FUNDS

	<u>At 1 April</u> <u>2024</u> £	<u>Income</u> <u>2024/25</u> £	<u>Expenditure</u> <u>2024/25</u> £	<u>At 31 March</u> <u>2025</u> £
Warwickshire County Council Councillors	-	3,000	3,000	-
Kenilworth Town Council	-	5,000	3,500	1,500
King Henry V111 Endowment Trust	-	4,500	4,500	-
St James Place Charitable Foundation	-	2,500		2,500
Leamington Town Council	1,000		1,000	-
Heart of England Community Fund	-			-
Warks D C Cost of Living	910	1,500	1,410	1,000
Stratford Town Trust	-	6,910	1,300	5,610
 William A Cadbury Trust	 4,680		 4,680	 -
Souter Trust	-	3,000	1,500	1,500
	<b>6,590</b>	<b>26,410</b>	<b>20,890</b>	<b>12,110</b>

King Henry V111 Endowment Trust is for Warwick service

Kenilworth Town Council grant is for supporting those who live in CV8 (Kenilworth)

Stratford Town Trust is for Stratford service

Souter Trust & Warwick DC are for hardship funds

St James Place Charitable Foundation is for training & hardship funds

#### 10. ANALYSIS OF NET ASSETS BETWEEN FUNDS

Fund balances at 31 March are represented by:	<u>Unrestricted</u> <u>funds</u> £	<u>Restricted</u> <u>funds</u> £	<u>Total 31</u> <u>March 2025</u> £	<u>Unrestricted</u> <u>funds</u> £	<u>Restricted</u> <u>funds</u> £	<u>Total 31</u> <u>March 2024</u> £
Tangible fixed assets	-	-	-	-	-	-
Current assets	23,036	12,110	35,146	27,021	6,590	33,611
	<b>23,036</b>	<b>12,110</b>	<b>35,146</b>	<b>27,021</b>	<b>6,590</b>	<b>33,611</b>

#### 11. RELATED PARTY DISCLOSURES

Trustees register any related party interests before there is discussion on any grants and trustees do not take part in any decisions when there is a conflict of interest.

During the year gifts totalling £NIL (2023/24: £NIL) were received from trustees.

**NEW HOPE CHRISTIAN COUNSELLING**

England & Wales - Charity number 1141104

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# Accounts

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# Reports and Financial Statements

*For the year ended 31 March 2024*

## **New Hope Christian Counselling**

Registered in England and Wales

Registered Charity 1141104

Registered Company 07501815

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## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

The directors of New Hope Christian Counselling ("the charitable company") are its trustees for the purpose of charity law and throughout this report are collectively referred to as its trustees. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2015). The trustees have pleasure in presenting the charitable company's report and financial statements for the year ended 31 March 2024.

### **1. OBJECTIVES AND ACTIVITIES**

The object of the charity is:

To promote and protect the mental health of the public, in particular those living in Warwick, Leamington Spa, Kenilworth and Stratford Upon Avon and the surrounding area through the provision of counselling and support for people in need.

The trustees aim to pursue these objects through low-cost counselling, offered mainly by volunteers who are either qualified to Diploma Level and above or who are in the final years of their University/College course. New Hope has a number of qualified counsellors, many of whom undertook their placement with the charity and have stayed on as volunteers. No set fees are charged for individual counselling apart from an assessment fee of £10 (free to those on benefits) and clients are asked to give a donation when they commence therapy. New Hope also undertakes couple counselling for which the assessment fee is £20 and a set fee which this year was raised to £50 per session.

Counselling services are open to anyone aged 16 + living or registered with a GP in South Warwickshire who feel they may benefit from counselling. There are no restrictions on the grounds of any of the protected characteristics ie age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. After a robust telephone assessment, the client is placed on a waiting list and matched to a suitable counsellor when one is available. No preference is given to or discrimination made against clients. Currently we request that clients make a donation appropriate to what they are able to afford.

#### **Public Benefit**

The trustees are committed to improving the organisation's practice and ensuring that it delivers public benefit, as it fulfils its objectives through the provision of counselling services. The trustees have had regard to the guidance from the Charity Commission on reporting on Public Benefit. The service is open to all wishing to access counselling who live in South Warwickshire, including those of other faiths or none.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

### **2. ACHIEVEMENTS AND PERFORMANCE**

#### **2.1 Review of the activities of the Charity**

In the past year, the charity has counselled 290 clients (previous year 220). The majority of counselling sessions are face to face, although there continue to be clients who prefer online or telephone counselling as this provides flexibility with regard to work or caring responsibilities or for anyone who maybe housebound. The counselling team is flexible in its approach in order to address the individual needs of the clients. Our counselling service continues to be in great demand with the waiting list throughout the year being between 10 and 14 weeks.

Counselling is provided for many different issues including: depression, anxiety and stress, addictions, trauma and abuse, bereavement, relationship problems and self-esteem. A number of clients presenting with complex issues have been unable to access NHS therapy as they do not meet the criteria which has increased in recent years due to the pressure on local mental health services. When assessed by NHS services they are signposted to New Hope for counselling.

All clients self-refer and hear about the services of New Hope Counselling through various means with the majority being signposted by NHS services such as GPs, social prescribers and community mental health teams.

Face to face counselling took place from four locations:

- The main office in Warwick at 70 Saltisford.
- 'Lifeways' in Stratford Upon Avon
- Kenilworth Methodist Church
- Leamington Spa Baptist Church

All counsellors who volunteer at New Hope are qualified to Level 4 Diploma Level and above or trainees on placement as part of their University/College Course. Qualified counsellors are accredited with one of the counselling bodies that regulate counselling and psychotherapy. All counsellors, qualified and trainee, are required to be a member of a professional body. New Hope Counselling is an organisation member of Association of Christians in Counselling (ACC).

**During the year 2023/24 we are pleased to report:**

**Funding was received from the following organisations:**

- Coventry & Warwickshire Integrated Care Board (ICB) for Assistant Manager post
- Kenilworth Town Council - counselling for CV8 residents
- Local Giving for volunteers training
- Royal Leamington Spa Town Council for Leamington Service
- WCC Councillors Grant (Warwick District) for marketing materials

We are exceptionally grateful to Orbis Investment's Buchanan Programme team for their extremely generous donations which has enabled New Hope to invest in a specific CRM system thereby improving the efficiency of our client assessment and data collection.

Throughout the year we also received generous regular donations from Castle Hill Baptist Church and Saltisford Church for which we are most grateful.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

### **Volunteer Team**

We had a dedicated team of 9 qualified and 34 trainee counsellors. During the year we held 2 volunteer CPD mornings which were well attended and greatly appreciated by both volunteers and staff. In November 2023 we held a session on Working with Groups facilitated by trainer and therapist Deb Saunders which provided an overview of the topic. In March 2024 Sara King, an expert trainer and advocate on neurodiversity, delivered a fascinating session: "Autism and Understanding" – experiences from an autistic perspective and how this may affect counselling support. At these workshops volunteers particularly value the opportunity to network with one another and the peer support that they receive. As part of the team, we also have two admin volunteers who provide invaluable support to the management team to ensure the effective delivery of New Hope services.

### **Other activities and achievements**

- Trustees formally signed off the 2-Year Business Plan.
- An evening service was set up on a Monday and Wednesday at Warwick office in response to the number of potential clients who were seeking face to face counselling out of hours
- Leamington Service developed to deliver counselling on a Thursday and Friday, with a counselling coordinator appointed to line manage a team of both qualified and trainee counsellors.
- During the year time was invested into the implementation of Tacklit CRM system to increase the efficiency of client assessments and record keeping which the Assistant Manager continues to lead on.
- Work was undertaken by the management team to review and streamline recruitment processes for both paid staff and trainee placements. Following safer recruitment guidelines, the structure in place is more robust, including shortlisting and a number of scenario based questions at interview. Feedback from trainees in particular has been very positive who compare New Hope most favourably against other placement providers they have applied to.
- We continue to review and update policies and procedures to include any legislative changes.
- A joint strategy session for trustees and staff was held in October 2023 facilitated by Rob Allison of Factor Networking. The session fed into the development of the business plan and importantly provided an opportunity for Trustees and staff to come together which many felt was the a particularly beneficial aspect of the evening.
- The manager of New Hope Counselling continues to sit on the VCSE Mental Health Alliance Partnership Board. The Alliance is a forum providing a voice to influence mental health services across Coventry and Warwickshire and in particular, engagement with the statutory sector.
- The manager is a founding member of the Counselling Networking group made up of counselling charities working across Coventry and Warwickshire. The group provides an opportunity to share good practice, discuss challenges faced by counselling agencies and is looking at joint training for staff and volunteers going forward.
- The volunteer team at New Hope Counselling were awarded Highly Commended under the Health & Wellbeing Award category at the annual CAVA Volunteer Awards for their enormous commitment to the charity and the clients that we support. The Assistant Manager

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

and two of our two admin volunteers attended the awards evening held at The Old Shire Hall in Warwick in October 2023 and received the award on behalf of New Hope.

### **3. FINANCIAL REVIEW**

#### **3.1 Results**

Details of the financial results for the financial year are given in the Statement of Financial Activities on page 9, the Balance Sheet on page 10 and the Accompanying Notes on page 11.

The charity has the following main sources of funds:

- Voluntary donations made by clients receiving counselling
- Grants
- Church and other donations by supporters of New Hope Counselling
- Fundraising

The main expenditure of the charity is for the provision of day-to-day management and administration of counsellors and clients and of premises to carry out counselling services.

During the year ending 31st March 2023, income totalled £71,321 (22/23: £81,374). Expenditure for the year was £93,173 (22/23: £78,393). So overall there was a total net decrease in unrestricted and restricted funds of £21,852 (22/23: increase of £2,981) during the financial year. Details of any related party transactions are as set out in note 11 to the accounts.

#### **3.2 Going Concern:**

Having reviewed the level of funds available together with the future projected cash-flow, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

As the year progressed clients and counsellors continued to return to face to face counselling. Although the amount of online therapy decreased it is still available as an option and is often convenient for those who are disabled, housebound, carers, those living in rural areas, those in full-time employment.

#### **3.3 Reserves Policy**

The charity seeks to hold reserves equal to three to six months of expenditure of between £23,000 and £46,000. The free reserves as at 31st March 2024 were £27,021 which equate to just over 3 months reserves. Whilst overall reserves remain healthy, during the year New Hope Counselling has received a greater proportion of restricted funding. The trustees recognise the ongoing need to encourage more donations and also to seek other sources of support and funding to ensure the continuing development of the service.

### **4. FUTURE DEVELOPMENT**

**Specific future plans include:**

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

- Implementation of the 2 Year Business Plan.
- Development of 5 Year Business Plan
- Development and implementation of funding strategy to ensure financial stability of the charity.
- Increase the promotion of the charity including updating marketing materials and increase social media presence and the development of 'Friends of New Hope'.
- Ongoing strengthening of partnership working with local charities, churches and community groups.
- Joint workshop on Self-Audit and Planning for trustees and staff to be held in May 2024.
- Continue to review and update policies and procedures.
- Twice yearly Saturday morning CPD workshops for volunteers and staff.
- Further trustee recruitment to be undertaken to strengthen skill set of the Board.

### **5. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **5.1 Constitution of the Charity and Status**

New Hope Christian Counselling is an incorporated charity limited by guarantee, having no share capital and is governed by its Articles of Association incorporated on 21/01/2011 as amended by special resolution dated 24/03/2011 and registered at Companies House on 01/04/2011. The company number is 07501815. The charity was registered with the Charity Commission on 4<sup>th</sup> April 2011 with the number 1141104. The charity is exempt from corporation tax under part 10 of the Income tax Act 2007. The charity also uses the name New Hope Counselling.

#### **5.2 Trustees (Directors):**

The trustees (who are also directors for the purpose of Company Law), who held office during the year and to the date of this report are listed on page 6, Reference and Administrative Information.

Trustees are appointed and elected in accordance with the Articles of Association through a vote of members at the AGM and after an appropriate amendment to the Articles of Association are now able to stand for more than two, three year terms. All potential trustees are only nominated to stand for election following a skills analysis and suitable references.

#### **5.3 Trustee meetings and procedures**

All new trustees are given information relating to the responsibilities of trustees and orientation to the work of the Charity. All trustees are encouraged to read the guidance on public benefit issued by the Charities Commission and this is taken into account when making decisions about the charity's activities and in the day to day running of the counselling service.

The trustees normally schedule four meetings each year and are joined for most of the meetings by the manager. In addition, trustees meet for an extra-ordinary meeting to discuss strategy and staffing. The trustees have a programme to ensure that policies and procedures are regularly updated and reviewed. Legal advice is sought when necessary.

Current policies include:-

- Health and Safety Policy

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2024**

- Safeguarding Policy
- Confidentiality and Data Protection
- Equality and Diversity policy
- Lone Working Policy
- Statement of Counselling Policy
- Volunteer Policy
- Grievance Procedure
- Disciplinary Procedure
- Complaints Procedure for clients

Related party issues are fully declared in the financial statements. The trustees have a clear procedure that if there is a potential conflict of interest on any matter, the trustee with the potential conflict of interest is asked to leave the room and take no part in the debate or decision.

### **5.4 Organisation of the Charity**

The operations of the charity are conducted in accordance with the policies and strategy approved by the trustees. There are no standing sub-committees and expert advice is sought as required. The trustees are responsible for the governance of the charity and delegate the day-to-day operation to the manager. The charity currently has a part-time paid staff team consisting of a manager, an assistant manager, Warwick coordinator & administrator, Kenilworth coordinator, Stratford coordinator, Leamington Coordinator and a fundraiser, as well as volunteer and trainee counsellors and admin volunteers.

### **5.5 Risk Management**

The trustees review risk and seek to ensure all major risks to which the charity might be exposed are identified, in particular those relating to the operations and finances of the charity. The trustees are satisfied that there are systems in place to mitigate the exposure to major risks.

## **6. REFERENCE AND ADMINISTRATIVE INFORMATION**

### **Legal Registration**

Registered in England and Wales

Company limited by guarantee – Number 07501815

Registered Charity – Number 1141104

### **Trustees**

Alison Oliver (Chair)  
Ian Greaves (Treasurer)  
Alan Harper (Company Secretary)  
Ian Tilford  
Celia Hilgenberg  
Gavin Brannan (resigned July 2023)

### **Principal Address**

70 Saltisford  
Warwick  
CV34 4TT  
Tel: 07799 015650

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2024**

E-mail: [office@newhopecounselling.org.uk](mailto:office@newhopecounselling.org.uk)

Website: [newhopecounselling.org.uk](http://newhopecounselling.org.uk)

CAF Bank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent ME19 4JQ

**Independent Examiner**

Ian English  
38 Sambourn Close  
Solihull B91 2SA

**7. STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its income and expenditure for the financial year. In preparing those financial statements, the trustees are required to:-

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

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

The financial statements have been prepared in accordance with the special provisions of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE TRUSTEES

*Alison Oliver*

Alison Oliver (Chair)

Date: *6-9-2024*

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2024**

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
NEW HOPE CHRISTIAN COUNSELLING ('THE Company')  
YEAR ENDED 31 MARCH 2023**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023, which are set out on pages 9 to 13.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's statement**

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:

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 accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an 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.

Signed

**Ian English**  
**38 Sambourn Close**  
**Solihull**  
**B91 2SA**



Date:

2/9/24

**NEW HOPE CHRISTIAN COUNSELLING**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2024**

	Note	2023/24			2022/23		
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds	Funds	2023/24	Funds	Funds	2022/23
		£	£	£	£	£	£
<b>INCOME FROM:</b>							
Donations, legacies and grants	2	53,304	16,801	70,105	56,282	22,820	79,102
Charitable activities	3	1,216	-	1,216	2,272	-	2,272
<b>TOTAL INCOME</b>		<b>54,520</b>	<b>16,801</b>	<b>71,321</b>	<b>58,554</b>	<b>22,820</b>	<b>81,374</b>
<b>EXPENDITURE ON:</b>							
Raising Funds		4,472	-	4,472	4,472	-	4,472
Charitable activities	4	47,018	41,683	88,701	68,883	5,038	73,921
<b>TOTAL EXPENDITURE</b>		<b>51,490</b>	<b>41,683</b>	<b>93,173</b>	<b>73,355</b>	<b>5,038</b>	<b>78,393</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS</b>							
		<b>3,030</b>	<b>(24,882)</b>	<b>(21,852)</b>	<b>(14,801)</b>	<b>17,782</b>	<b>2,981</b>
<b>RECONCILIATION OF FUNDS</b>							
Total funds brought forward		23,991	31,472	55,463	38,792	13,690	52,482
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>27,021</b>	<b>6,590</b>	<b>33,611</b>	<b>23,991</b>	<b>31,472</b>	<b>55,463</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

**NEW HOPE CHRISTIAN COUNSELLING  
BALANCE SHEET  
AS AT 31 MARCH 2024**

	Note	<u>2024</u>		<u>2023</u>	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	8	-	-	-	-
<b>CURRENT ASSETS</b>					
Debtors	6	1,179	-	1,063	-
Cash at Bank and in hand		<u>32,785</u>	-	<u>54,980</u>	-
		33,964	-	56,043	-
<b>CREDITORS</b>					
Amounts falling due within one year	7	<u>353</u>	-	<u>580</u>	-
<b>NET CURRENT ASSETS</b>		<u>33,611</u>	-	<u>55,463</u>	-
<b>NET ASSETS</b>		<u>33,611</u>	-	<u>55,463</u>	-
<b>FUNDS</b>					
Unrestricted Funds		27,021	-	23,991	-
Restricted Funds		6,590	-	31,472	-
<b>TOTAL FUNDS</b>		<u>33,611</u>	-	<u>55,463</u>	-

The notes on pages 11 to 13 form part of these financial statements.

For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

Responsibilities of directors/trustees:

(a) The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the accounts have been examined by an independent examiner whose report appears on page 7.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies 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.

These financial statements were approved by the Trustees on and signed on their behalf by :

*Alison Oliver*

Alison Oliver (Chair of Trustees)

DATE: 6/9/2024

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024**

**1. ACCOUNTING POLICIES**

**1.1. Status of the company**

The charitable company is registered in England and is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

**1.2 Accounting Convention**

The financial statements have been prepared in accordance with the Charities Statement of Recommended Practice (Charities SORP FRS 102) as amended by Update Bulletin 1, Financial Reporting Standard 102 (FRS 102) and the Charities Act 2011. The particular accounting policies adopted are described below.

The financial statements have been prepared under the historical cost convention. The charity meets the definition of a public benefit entity under FRS 102.

**1.3 Going concern**

Having reviewed the level of funds available together with the future projected cashflows, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

**1.4. Income**

Income is shown on an accruals basis. Donations are recognised when received. Income tax recoverable on Gift Aid donations is recognised when the income is recognised. Grants and legacies are accounted for as soon as any conditions for receipt have been met. Contractual income and performance related grants are only included in the SoFA once the related goods or services have been delivered.

Dividends and interest are accounted for when receivable and allocated to the appropriate fund.

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for use by the charity are included in income when receivable. Gifts in kind for sale or distribution are only included in the accounts when sold or distributed by the charity.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

**1.5 Expenditure**

Expenditure is accounted for on an accruals basis. Charitable expenditure comprises of expenditure directly related to the objects of the Charity. Other than fundraising costs, all expenditure including ongoing support, administration and governance costs form an integral part of the cost of carrying out the direct charitable objectives of the charity.

Fundraising and publicity expenditure comprises all the expenditure in relation to fundraising and publicity for the Charity.

**1.6 Fixed Assets and Depreciation**

Tangible Fixed Assets are stated at historical cost less depreciation. Depreciation is provided on all assets at 25% of cost per annum and is intended to write off the assets over their estimated useful lives. The percentage so written off is subject to annual review. Expenditure on the acquisition of fixed assets over £1,000 (approximately) is capitalised at cost. There are currently no fixed assets.

**1.7 Fund Accounting**

Funds held by the charity are classified as one of:-

*Unrestricted General Funds* – These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated Funds* – These are funds set aside by the trustees out of unrestricted general funds for specific purposes or projects. There are currently no designated funds.

*Restricted Funds* – These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**1.8 Debtors**

Grants receivable and other debtors are included at the settlement amount due. Prepayments are valued at the amount prepaid.

**1.9 Cash at bank and in hand**

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

**1.10 Creditors and provisions**

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

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2024**

**2. DONATIONS AND SIMILAR INCOME**

	2023/24			2022/23		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£			£
Donations*	53,304	-	53,304	56,282	-	56,282
Grants	-	16,801	16,801	-	22,820	22,820
	<u>53,304</u>	<u>16,801</u>	<u>70,105</u>	<u>56,282</u>	<u>22,820</u>	<u>79,102</u>

\* Donations received gross of cost of raising funds.

**3. INCOME FROM CHARITABLE ACTIVITIES**

	2023/24			2022/23		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£	£	£	£
Assessment fees	1,216	-	1,216	2,024	-	2,024
Supervision provided	-	-	-	145	-	145
Training courses	-	-	-	103	-	103
Charitable activities	<u>1,216</u>	<u>-</u>	<u>1,216</u>	<u>2,272</u>	<u>-</u>	<u>2,272</u>

	2023/24			2022/23		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
	£	£	£	£	£	£
<b>4. CHARITABLE EXPENDITURE</b>						
<b>Running Costs</b>						
Management Costs	18,998	41,683	60,681	40,932	5,038	45,970
Property Costs	13,558	-	13,558	10,018	-	10,018
Administration Costs	3,190	-	3,190	5,502	-	5,502
	<u>35,746</u>	<u>41,683</u>	<u>77,429</u>	<u>56,452</u>	<u>5,038</u>	<u>61,490</u>
<b>Counselling Costs</b>						
Supervision Costs	1,113	-	1,113	2,011	-	2,011
Counsellor training and expenses	1,196	-	1,196	595	-	595
Insurance & ACC affiliation	1,250	-	1,250	2,271	-	2,271
	<u>3,559</u>	<u>-</u>	<u>3,559</u>	<u>4,877</u>	<u>-</u>	<u>4,877</u>
<b>Other Charitable Costs</b>						
Other Costs	7,513	-	7,513	6,956	-	6,956
	<u>7,513</u>	<u>-</u>	<u>7,513</u>	<u>6,956</u>	<u>-</u>	<u>6,956</u>
<b>Governance Costs</b>						
Independent Examination Fee	200	-	200	400	-	400
Bank charges & GDPR	-	-	-	198	-	198
	<u>200</u>	<u>-</u>	<u>200</u>	<u>598</u>	<u>-</u>	<u>598</u>
<b>TOTAL CHARITABLE EXPENDITURE</b>	<u>47,018</u>	<u>41,683</u>	<u>88,701</u>	<u>68,883</u>	<u>5,038</u>	<u>73,921</u>

**5. STAFF AND TRUSTEES COSTS**

	2023/24	2022/23
	£	£
Salaries	63,568	49,919
Social security costs		
Pension costs	1,387	522
Expenses	577	1,435
	<u>65,532</u>	<u>51,876</u>

No remuneration was paid to, or waived by, any Trustee in respect of such office. No expenses were paid to any trustee (2022/23: £ nil).

**6. DEBTORS**

	2023/24	2022/23
	£	£
Gift Aid receivable	-	-
Prepayments	1,179	1,063
	<u>1,179</u>	<u>1,063</u>

**7. CREDITORS: Amounts falling due within one year**

	2023/24	2022/23
	£	£
General Creditors	353	580
	<u>353</u>	<u>580</u>

**NEW HOPE CHRISTIAN COUNSELLING**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**YEAR ENDED 31 MARCH 2024**

**8. FIXED ASSETS**

The charity currently holds no fixed assets that have been capitalised.

**9. MOVEMENTS OF RESTRICTED FUNDS**

	<u>At 1 April</u>	<u>Income</u>	<u>Expenditure</u>	<u>At 31 March</u>
	<u>2023</u>	<u>2023/24</u>	<u>2023/24</u>	<u>2024</u>
	£	£	£	£
Warwickshire County Council Councillors	-	250	250	-
Kenilworth Town Council	820	3,500	4,320	-
King Henry V111 Endowment Trust	-			-
Coventry & Warwickshire Coop	11,685		11,685	-
Leamington Town Council	-	1,500	500	1,000
Heart of England Community Fund	-			-
Warks D C Cost of Living	2,000		1,090	910
Stratford Municipal Charities	1,667		1,667	-
William A Cadbury Trust	15,300		10,620	4,680
Coventry & Warwickshire Integrated Care		11,051	11,051	-
Local Giving		500	500	-
	<u>31,472</u>	<u>16,801</u>	<u>41,683</u>	<u>6,590</u>

Leamington Town Council is towards Leamington Service

Kenilworth Town Council grant is for supporting those who live in CV8 (Kenilworth)

WCC County Councillors Grant is for marketing materials

Coventry & Warwickshire Integrated Care is for Assistant Managers additional hours

Local Giving is for volunteer CPD sessions

**10. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Fund balances at 31 March are represented by:	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total 31</u>	<u>Unrestricted</u>	<u>Restricted</u>	<u>Total 31</u>
	<u>funds</u>	<u>funds</u>	<u>March 2024</u>	<u>funds</u>	<u>funds</u>	<u>March 2023</u>
	£	£	£	£	£	£
Tangible fixed assets	-	-	-	-	-	-
Current assets	27,021	6,590	33,611	38,792	13,690	52,482
	<u>27,021</u>	<u>6,590</u>	<u>33,611</u>	<u>38,792</u>	<u>13,690</u>	<u>52,482</u>

**11. RELATED PARTY DISCLOSURES**

Trustees register any related party interests before there is discussion on any grants and trustees do not take part in any decisions when there is a conflict of interest.

During the year gifts totalling £NIL (2021/22: £NIL) were received from trustees.

**NEW HOPE CHRISTIAN COUNSELLING**

England & Wales - Charity number 1141104

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# Accounts

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# Reports and Financial Statements

*For the year ended 31 March 2023*

## **New Hope Christian Counselling**

Registered in England and Wales

Registered Charity 1141104

Registered Company 07501815

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## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

The directors of New Hope Christian Counselling ("the charitable company") are its trustees for the purpose of charity law and throughout this report are collectively referred to as its trustees. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2015). The trustees have pleasure in presenting the charitable company's report and financial statements for the year ended 31 March 2023.

### **1. OBJECTIVES AND ACTIVITIES**

The object of the charity is:

To promote and protect the mental health of the public, in particular those living in Warwick, Leamington Spa, Kenilworth and Stratford Upon Avon and the surrounding area through the provision of counselling and support for people in need.

The trustees aim to pursue these objects through counselling, offered mainly by volunteers who are either qualified to Diploma Level and above or who are in the final years of their University/College course. New Hope also has a number of qualified counsellors, many of whom undertook their placement with the charity and have stayed on as volunteers. No set fees are charged for individual counselling apart from an assessment fee of £10 (free to those on benefits) and clients are asked to give a donation when they commence therapy. New Hope also undertakes couple counselling and currently there is a set fee of £35 per session although this will be reviewed going forward.

Counselling services are open to anyone from the local community who feel they may benefit from counselling. There are no restrictions on the grounds of any of the protected characteristics ie age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. After a robust telephone assessment, the client is placed on a waiting list and matched to a suitable counsellor when one is available. No preference is given to or discrimination made against clients. We request that clients make a donation appropriate to what they are able to afford and no one is refused counselling based on an inability to make a financial contribution.

#### **Public Benefit**

The trustees are committed to improving the organisation's practice and ensuring that it delivers public benefit, as it fulfils its objectives through the provision of counselling services. The trustees have had regard to the guidance from the Charity Commission on reporting on Public Benefit. The service is open to all wishing to access counselling who live in South Warwickshire, including those of other faiths or none.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

### **2. ACHIEVEMENTS AND PERFORMANCE**

#### **2.1 Review of the activities of the Charity**

In the past year, the charity has counselled 220 clients (previous year 206). The majority of counselling sessions are face to face, although there are clients who prefer online or telephone counselling as this provides flexibility with regard to work or caring responsibilities. The benefit of counsellors now being more comfortable with remote counselling is that the organisation can be flexible to a client's needs. Our counselling service continues to be in great demand and currently the waiting list stands at 16 weeks.

Counselling is provided for many different issues including: depression, anxiety and stress, addictions, trauma and abuse, bereavement, relationship problems and self-esteem. There has been a significant increase in clients presenting with complex trauma who have been unable to access NHS therapy as they do not meet the criteria which has increased due to the pressure on local mental health services.

Referrals came from a number of sources with the majority of clients coming via NHS which stood at 62% across the year with 72% in quarter 3. 12% of clients had accessed New Hope services previously and 15% were recommended by friends, relatives or colleagues who had personally used the service which was consistent with previous years.

Face to face counselling took place from three locations:

- The main office in Warwick at 70 Saltisford.
- 'Lifeways' in Stratford Upon Avon
- Kenilworth Methodist Church

All counsellors who volunteer at New Hope are qualified to Level 4 Diploma Level and above or are completing a student placement as part of their University/College Course. Qualified counsellors are accredited with one of the counselling bodies that regulate counselling and psychotherapy. All counsellors, qualified and trainee, are required to be a member of a professional body. The counselling team offer their counselling services voluntarily.

During the year 2022/23 we are pleased to report:

- That we had a dedicated team of 17 qualified and 26 trainee counsellors. During the year New Hope was able to reintroduce face to face CPD sessions for volunteers, these were greatly appreciated by attendees. At the first session in November 2022 time was spent understanding the structure of New Hope and plans for the future. At the session in March 2023 a Grief Recovery workshop was facilitated by Clare Spiers, Grief Recovery Specialist. At these days volunteers particularly value the opportunity to network with one another and the opportunity for peer support. As part of the team, we also have two admin volunteers who provide invaluable support to the staff to ensure the effective delivery of New Hope services.
- The Manager of New Hope Counselling sits on the board of the VCSE Mental Health Alliance which is a forum providing a voice to influence mental health services across Coventry and Warwickshire and engagement with the statutory sector. She is also a

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

founding member of the newly formed Counselling Partnership group set up as part of the Mental Health Transformation Programme.

- During the year the team at New Hope Counselling have attended events to promote the charity in recognition of the need to raise New Hope's profile across the communities of South Warwickshire. Events attended have included a health and wellbeing day at the Leamington Gurdwara; Coming Together to Support event for charities and professionals supporting parents and families after a child dies; Mental Health Transformation Programme Showcase event; Sherwood Psychotherapy Training Institute open day; Warwickshire College Group wellbeing event and various networking events hosted by Warwickshire CAVA.
- During the year the Trustees agreed to invest in a digital CRM platform, called Tacklit, which will improve the efficiency of client assessments and record keeping. Not only will this be of benefit to clients and counsellors but will also ensure more accurate statistics for reporting purposes and also reduce the amount of paperwork and files which will improve the charity's carbon footprint. The assistant manager has led on this exciting new piece of work and implementation will be completed by end of March 2024.
- A Monday evening service has been set up at 70 Saltisford and it is planned to extend this to additional evenings.
- Funding was received from the following organisations:
  - 29<sup>th</sup> May 1961 Charitable Trust – for core costs
  - WCC Councillors Grant, Warwick District – for safeguarding training
  - Kenilworth Town Council – counselling for CV8 residents
  - Stratford Municipal Charities – counselling for CV37 residents
  - Warwick District Council – for Warwick evening service
  - Warwickshire CAVA – digital support
  - William A. Cadbury Trust – for a service in Leamington Spa
- Fundraising: Throughout the year we received generous regular donations from Castle Hill Baptist Church and Saltisford Church for which we are most grateful. Other generous donations were received from others who support New Hope Counselling's work including Tentpeg Global, Ian Greaves from sponsorship for running the London Marathon and James Slough who undertook 50km Challenge.
- The volunteer team at New Hope Counselling received a Special Recognition for the Health & Wellbeing Award at the annual CAVA Volunteer Awards for their enormous commitment to the charity and the clients that we support. Two of our volunteer counsellors attended the awards evening held in Stratford-upon-Avon in October 2022 and received the award on behalf of New Hope.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

### **3. FINANCIAL REVIEW**

#### **3.1 Results**

Details of the financial results for the financial year are given in the Statement of Financial Activities on page 9, the Balance Sheet on page 10 and the Accompanying Notes on page 11.

The charity has the following main sources of funds:

- Voluntary donations made by clients receiving counselling
- Grants
- Church and other donations by supporters of New Hope Counselling
- Fundraising

The main expenditure of the charity is for the provision of day-to-day management and administration of counsellors and clients and of premises to carry out counselling services.

During the year ending 31st March 2023, income totalled £81,374 (21/22: £64,349). Expenditure for the year was £78,393 (21/22: £61,778). So overall there was a total net increase in unrestricted and restricted funds of £2,981 (21/22: £2,571) during the financial year. Details of any related party transactions are as set out in note 11 to the accounts.

#### **3.2 Going Concern:**

Having reviewed the level of funds available together with the future projected cash-flow, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

As the year progressed clients and counsellors continued to return to face to face counselling. Although the amount of online therapy decreased it is still available as an option and is often convenient for those who are disabled, housebound, carers, those living in rural areas, those in full-time employment.

#### **3.3 Reserves Policy**

The charity seeks to hold reserves equal to three to six months of expenditure of between £19,000 and £38,000. The free reserves as at 31st March 2023 were £23,991 which equate to just over 3 months reserves. Whilst overall reserves remain healthy, during the year New Hope Counselling has received a greater proportion of restricted funding. The trustees recognise the ongoing need to encourage more donations and also to seek other sources of support and funding to ensure the continuing development of the service.

### **4. FUTURE DEVELOPMENT**

#### **Specific future plans include:**

- Implementation of the 2 and 5 Year Business Plan.
- Joint strategy session for trustees and staff to be held in October 2023.
- Continue to create new opportunities and development for staff.
- Review and update policies and procedures.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

- Ongoing improvement of recruitment processes for paid staff and student placements.
- Improve promotion of the charity including updating marketing materials and increase social media presence.
- Diversification of service delivery to include group work.
- Continue increased utilisation of 70 Saltisford, including expansion of evening service.
- Continue development of a service in Leamington Spa.
- Review and update policies and procedures.
- Ongoing strengthening of partnership working aligned to the Mental Health Transformation Programme and with local charities and community groups.

### **5. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **5.1 Constitution of the Charity and Status**

New Hope Christian Counselling is an incorporated charity limited by guarantee, having no share capital and is governed by its Articles of Association incorporated on 21/01/2011 as amended by special resolution dated 24/03/2011 and registered at Companies House on 01/04/2011. The company number is 07501815. The charity was registered with the Charity Commission on 4<sup>th</sup> April 2011 with the number 1141104. The charity is exempt from corporation tax under part 10 of the Income tax Act 2007. The charity also uses the name New Hope Counselling.

#### **5.2 Trustees (Directors):**

The trustees (who are also directors for the purpose of Company Law), who held office during the year and to the date of this report are listed on page 6, Reference and Administrative Information.

Trustees are appointed and elected in accordance with the Articles of Association through a vote of members at the AGM and after an appropriate amendment to the Articles of Association are now able to stand for more than two, three year terms. All potential trustees are only nominated to stand for election following a skills analysis and suitable references.

#### **5.3 Trustee meetings and procedures**

All new trustees are given information relating to the responsibilities of trustees and orientation to the work of the Charity. All trustees are encouraged to read the guidance on public benefit issued by the Charities Commission and this is taken into account when making decisions about the charity's activities and in the day to day running of the counselling service.

The trustees normally schedule four meetings each year and are joined for most of the meetings by the manager. In addition, trustees meet for an extra-ordinary meeting to discuss strategy and staffing. In February 2023 the trustees attended a Governance Refresher Workshop facilitated by Rob Allison of Factor Networking.

The trustees have a programme to ensure that policies and procedures are regularly updated and reviewed. Legal advice is sought when necessary.

Current policies include:-

- Statement of Counselling Policy

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2023**

- Volunteer Policy
- Safeguarding Policy
- Confidentiality and Data Protection
- Privacy Policy
- Grievance Procedure
- Disciplinary Procedure
- Complaints Procedure for clients
- Equality and Diversity policy
- Lone Working Policy

Related party issues are fully declared in the financial statements. The trustees have a clear procedure that if there is a potential conflict of interest on any matter, the trustee with the potential conflict of interest is asked to leave the room and take no part in the debate or decision.

### **5.4 Organisation of the Charity**

The operations of the charity are conducted in accordance with the policies and strategy approved by the trustees. There are no standing sub-committees and expert advice is sought as required. The trustees are responsible for the governance of the charity and delegate the day-to-day operation to the manager. The charity currently has a part-time paid staff team consisting of a manager, an assistant manager, Warwick coordinator & administrator, Kenilworth coordinator, Stratford coordinator and a fundraiser, as well as volunteer counsellors and admin workers.

### **5.5 Risk Management**

The trustees review risk and seek to ensure all major risks to which the charity might be exposed are identified, in particular those relating to the operations and finances of the charity. The trustees are satisfied that there are systems in place to mitigate the exposure to major risks.

## **6. REFERENCE AND ADMINISTRATIVE INFORMATION**

### **Legal Registration**

Registered in England and Wales

Company limited by guarantee – Number 07501815

Registered Charity – Number 1141104

### **Trustees**

Alison Oliver (Chair)  
Ian Greaves (Treasurer)  
Alan Harper (Company Secretary)  
Ian Tilford  
Celia Hilgenberg  
Gavin Brannan

### **Principal Address**

70 Saltisford

Warwick

CV34 4TT

Tel: 07799015650

E-mail: [office@newhopecounselling.org.uk](mailto:office@newhopecounselling.org.uk)

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2023**

Website: [newhopecounselling.org.uk](http://newhopecounselling.org.uk)

CAF Bank Ltd  
25 Kings Hill Avenue  
West Malling  
Kent ME19 4JQ

**Independent Examiner**  
Ian English  
38 Sambourn Close  
Solihull B91 2SA

**7. STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its income and expenditure for the financial year. In preparing those financial statements, the trustees are required to:-

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

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

The financial statements have been prepared in accordance with the special provisions of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE TRUSTEES

*Alison Oliver*

*ALISON OLIVER*

Alison Oliver (Chair)

Date: 15/08/2023

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2023**

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
NEW HOPE CHRISTIAN COUNSELLING ('THE Company')  
YEAR ENDED 31 MARCH 2023**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023, which are set out on pages 9 to 13.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent Examiner's statement**

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:

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 accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an 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.

Signed

  
**Ian English**  
**38 Sambourn Close**  
**Solihull**  
**B91 2SA**

Date:

15/8/23

**NEW HOPE CHRISTIAN COUNSELLING**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2023**

	Note	2022/23			2021/22		
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds	Funds	2021/22	Funds	Funds	2020/21
		£	£	£	£	£	£
<b>INCOME FROM:</b>							
Donations, legacies and grants	2	56,282	22,820	79,102	42,100	19,560	61,660
Charitable activities	3	2,272	-	2,272	2,689	-	2,689
<b>TOTAL INCOME</b>		<b>58,554</b>	<b>22,820</b>	<b>81,374</b>	<b>44,789</b>	<b>19,560</b>	<b>64,349</b>
<b>EXPENDITURE ON:</b>							
Raising Funds		4,472	-	4,472	-	-	-
Charitable activities	4	68,883	5,038	73,921	54,788	6,990	61,778
<b>TOTAL EXPENDITURE</b>		<b>73,355</b>	<b>5,038</b>	<b>78,393</b>	<b>54,788</b>	<b>6,990</b>	<b>61,778</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS</b>		<b>(14,801)</b>	<b>17,782</b>	<b>2,981</b>	<b>(9,999)</b>	<b>12,570</b>	<b>2,571</b>
<b>RECONCILIATION OF FUNDS</b>							
Total funds brought forward		38,792	13,690	52,482	48,791	1,120	49,911
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>23,991</b>	<b>31,472</b>	<b>55,463</b>	<b>38,792</b>	<b>13,690</b>	<b>52,482</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

**NEW HOPE CHRISTIAN COUNSELLING  
BALANCE SHEET  
AS AT 31 MARCH 2023**

	Note	<u>2023</u>		<u>2022</u>	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	8	-	-	-	-
<b>CURRENT ASSETS</b>					
Debtors	6	1,063	-	2,554	-
Cash at Bank and in hand		54,980	-	50,188	-
		<u>56,043</u>	<u>-</u>	<u>52,742</u>	<u>-</u>
<b>CREDITORS</b>					
Amounts falling due within one year	7	580	-	280	-
<b>NET CURRENT ASSETS</b>		<u>55,463</u>	<u>-</u>	<u>52,482</u>	<u>-</u>
<b>NET ASSETS</b>		<u>55,463</u>	<u>-</u>	<u>52,482</u>	<u>-</u>
<b>FUNDS</b>					
Unrestricted Funds		23,991	-	38,792	-
Restricted Funds		31,472	-	13,690	-
<b>TOTAL FUNDS</b>		<u>55,463</u>	<u>-</u>	<u>52,482</u>	<u>-</u>

The notes on pages 11 to 13 form part of these financial statements.

For the year ended 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

Responsibilities of directors/trustees:

(a) The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the accounts have been examined by an independent examiner whose report appears on page 7.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies 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.

These financial statements were approved by the Trustees on and signed on their behalf by:

Alison Oliver (Chair of Trustees)

DATE:

15/08/2023

Alison Oliver

ALISON OLIVER

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2023**

## **1. ACCOUNTING POLICIES**

### **1.1. Status of the company**

The charitable company is registered in England and is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

### **1.2 Accounting Convention**

The financial statements have been prepared in accordance with the Charities Statement of Recommended Practice (Charities SORP FRS 102) as amended by Update Bulletin 1, Financial Reporting Standard 102 (FRS 102) and the Charities Act 2011. The particular accounting policies adopted are described below.

The financial statements have been prepared under the historical cost convention. The charity meets the definition of a public benefit entity under FRS 102.

### **1.3 Going concern**

Having reviewed the level of funds available together with the future projected cashflows, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

### **1.4. Income**

Income is shown on an accruals basis. Donations are recognised when received. Income tax recoverable on Gift Aid donations is recognised when the income is recognised. Grants and legacies are accounted for as soon as any conditions for receipt have been met. Contractual income and performance related grants are only included in the SoFA once the related goods or services have been delivered.

Dividends and interest are accounted for when receivable and allocated to the appropriate fund.

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for use by the charity are included in income when receivable. Gifts in kind for sale or distribution are only included in the accounts when sold or distributed by the charity.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

### **1.5 Expenditure**

Expenditure is accounted for on an accruals basis. Charitable expenditure comprises of expenditure directly related to the objects of the Charity. Other than fundraising costs, all expenditure including ongoing support, administration and governance costs form an integral part of the cost of carrying out the direct charitable objectives of the charity.

Fundraising and publicity expenditure comprises all the expenditure in relation to fundraising and publicity for the Charity.

### **1.6 Fixed Assets and Depreciation**

Tangible Fixed Assets are stated at historical cost less depreciation. Depreciation is provided on all assets at 25% of cost per annum and is intended to write off the assets over their estimated useful lives. The percentage so written off is subject to annual review. Expenditure on the acquisition of fixed assets over £1,000 (approximately) is capitalised at cost. There are currently no fixed assets.

### **1.7 Fund Accounting**

Funds held by the charity are classified as one of:-

*Unrestricted General Funds* – These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated Funds* – These are funds set aside by the trustees out of unrestricted general funds for specific purposes or projects. There are currently no designated funds.

*Restricted Funds* – These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

### **1.8 Debtors**

Grants receivable and other debtors are included at the settlement amount due. Prepayments are valued at the amount prepaid.

### **1.9 Cash at bank and in hand**

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

### **1.10 Creditors and provisions**

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

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2023**

**2. DONATIONS AND SIMILAR INCOME**

	2022/23			2021/22		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds	£	Funds	Funds	£
Donations*	56,282	-	56,282	42,100	-	42,100
Grants	-	22,820	22,820	-	19,560	19,560
	<b>56,282</b>	<b>22,820</b>	<b>79,102</b>	<b>42,100</b>	<b>19,560</b>	<b>61,660</b>

\* Including the £4500 donation re rent subsidy for No 70 Saltisford and donations received gross of cost of raising funds.

**3. INCOME FROM CHARITABLE ACTIVITIES**

	2022/23			2021/22		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds	£	Funds	Funds	£
Assessment fees	2,024	-	2,024	1,099	-	1,099
Supervision provided	145	-	145	1,395	-	1,395
Training courses	103	-	103	195	-	195
Charitable activities	<b>2,272</b>	<b>-</b>	<b>2,272</b>	<b>2,689</b>	<b>-</b>	<b>2,689</b>

**4. CHARITABLE EXPENDITURE**

	2022/23			2021/22		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds	£	Funds	Funds	£
<b>Running Costs</b>						
Management Costs	40,932	5,038	45,970	31,913	14,675	46,588
Property Costs	10,018	-	10,018	3,171	1,458	4,629
Administration Costs	5,502	-	5,502	4,867	2,238	7,105
	<b>56,452</b>	<b>5,038</b>	<b>61,490</b>	<b>39,951</b>	<b>18,371</b>	<b>58,322</b>
<b>Counselling Costs</b>						
Supervision Costs	2,011	-	2,011	1,289	592	1,881
Counsellor training and expenses	595	-	595	668	307	975
Insurance & ACC affiliation	2,271	-	2,271	120	55	175
	<b>4,877</b>	<b>-</b>	<b>4,877</b>	<b>2,077</b>	<b>954</b>	<b>3,031</b>
<b>Other Charitable Costs</b>						
Other Costs	6,956	-	6,956	-	-	-
	<b>6,956</b>	<b>-</b>	<b>6,956</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Governance Costs</b>						
Independent Examination Fee	400	-	400	400	-	400
Bank charges & GDPR	198	-	198	17	8	25
	<b>598</b>	<b>-</b>	<b>598</b>	<b>417</b>	<b>8</b>	<b>425</b>
<b>TOTAL CHARITABLE EXPENDITURE</b>	<b>68,883</b>	<b>5,038</b>	<b>73,921</b>	<b>42,445</b>	<b>19,333</b>	<b>61,778</b>

**5. STAFF AND TRUSTEES COSTS**

	2022/23	2021/22
	£	£
Salaries	49,919	46,588
Social security costs		
Pension costs	522	1,359
Expenses	1,435	2,181
	<b>51,876</b>	<b>50,128</b>

No remuneration was paid to, or waived by, any Trustee in respect of such office. No expenses were paid to any trustee (2021/22: £ nil).

**6. DEBTORS**

	2022/23	2021/22
	£	£
Gift Aid receivable	-	2,330
Prepayments	1,063	224
	<b>1,063</b>	<b>2,554</b>

**7. CREDITORS: Amounts falling due within one year**

	2022/23	2021/22
	£	£
General Creditors	580	260
	<b>580</b>	<b>260</b>

**NEW HOPE CHRISTIAN COUNSELLING**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**YEAR ENDED 31 MARCH 2023**

**8. FIXED ASSETS**

The charity currently holds no fixed assets that have been capitalised.

**9. MOVEMENTS OF RESTRICTED FUNDS**

	<u>At 1 April</u> <u>2022</u>	<u>Income</u> <u>2022/23</u>	<u>Expenditure</u> <u>2022/23</u>	<u>At 31 March</u> <u>2023</u>
	£	£	£	£
Warwickshire County Council Councillors		320	320	-
Kenilworth Town Council		2,500	1,680	820
King Henry V111 Endowment Trust	300		300	-
Coventry & Warwickshire Coop	11,940		255	11,685
WCAVA Digital Support		500	500	-
Heart of England Community Fund	1,450		1,450	-
Warks D C Cost of Living		2,000		2,000
Stratford Municipal Charities		2,000	333	1,667
William A Cadbury Trust		15,500	200	15,300
				-
				-
	<b>13,690</b>	<b>22,820</b>	<b>5,038</b>	<b>31,472</b>

William A Cadbury Trust grant towards Leamington Service

Kenilworth Town Council grant is for supporting those who live in CV8 (Kenilworth) and experience financial hardship

WCC County Councillors Grant is for Safeguarding Training

WCAVA Digital Support For IT Equipment

Warwickshire District Council Cost of Living grant for evening service provision

Stratford Municipal Charities For providing counselling to Stratford residents

**10. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Fund balances at 31 March are represented by:	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2023</u>	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2022</u>
	£	£	£	£	£	£
Tangible fixed assets	-	-	-	-	-	-
Current assets	23,991	31,472	55,463	38,792	13,690	52,482
	<b>23,991</b>	<b>31,472</b>	<b>55,463</b>	<b>38,792</b>	<b>13,690</b>	<b>52,482</b>

**11. RELATED PARTY DISCLOSURES**

Trustees register any related party interests before there is discussion on any grants and trustees do not take part in any decisions when there is a conflict of interest.

During the year gifts totalling £NIL (2021/22: £NIL) were received from trustees.

**NEW HOPE CHRISTIAN COUNSELLING**

England & Wales - Charity number 1141104

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# Accounts

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# Reports and Financial Statements

*For the year ended 31 March 2022*

## **New Hope Christian Counselling**

Registered in England and Wales

Registered Charity 1141104

Registered Company 07501815

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## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022**

The directors of New Hope Christian counselling ("the charitable company") are its Trustees for the purpose of charity law and throughout this report are collectively referred to as its Trustees. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2015). The Trustees have pleasure in presenting the charitable company's report and financial statements for the year ended 31 March 2022.

### **1. OBJECTIVES AND ACTIVITIES**

The object of the charity is:

To promote and protect the mental health of the public, in particular those living in Warwick, Leamington Spa, Kenilworth and Stratford Upon Avon and the surrounding area through the provision of counselling and support for people in need.

The trustees aim to pursue these objects through counselling, offered mainly by volunteers who are either qualified to Diploma Level and above or who are in the final years of their University/College course. New Hope has a number of qualified counsellors who offer counselling as well as other services to the charity. No set fees are charged for individual counselling apart from an assessment fee of £10 (free to those on universal credit) and clients are asked to give a donation towards the cost of their therapy. New Hope has provided training for some counsellors to undertake couple counselling and there is a set fee of £35 per session. A new Anger Management programme is being delivered at a cost of £150 for 6 sessions. Due to funding secured, some concessionary places are available for anyone on a low income.

Counselling services are open to anyone from the local community who feel they may benefit from counselling. There are no restrictions on the grounds of any of the protected characteristics ie age, disability, gender reassignment, marriage & civil partnerships, pregnancy & maternity, race, religion or belief, sex, and sexual orientation. If there are no counselling places available following an initial assessment, clients are placed on a waiting list and once a counsellor is available those who have been on the waiting list the longest will be seen first. No preference is given to or discrimination made against clients. We request that clients make a donation appropriate to what they are able to afford and no one is refused counselling based on an inability to make a financial contribution.

#### **Public Benefit**

The trustees are committed to improving the organisation's practice and ensuring that it delivers public benefit, as it fulfils its objectives through the provision of counselling services. The trustees have had regard to the guidance from the Charity Commission on reporting on Public Benefit. The service is open to all wishing to access counselling who live in South Warwickshire, including those of other faiths or none.

### **2. ACHIEVEMENTS AND PERFORMANCE**

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022**

### **2.1 Review of the activities of the Charity**

In the past year, the charity has counselled 206 people (Last year 204). The impact of Covid restrictions continued to have an impact with some clients and counsellors preferring to maintain online sessions, although as the year progressed more face-to-face sessions were delivered.

Counselling is provided for many different issues including: depression, anxiety and stress, addictions, trauma and abuse, bereavement, relationship problems and self-esteem. The mix of clients is similar to previous years with 122 female and 84 males accessing the service.

Referrals came from a number of sources with a notable increase in clients referred by NHS which stood at 60% (previous year 53%). The breakdown of this was IAPT 50%; GPs 35% and Mental Health services 15%. 11% of clients had accessed New Hope services previously and 16% were recommended by friends, relatives or colleagues who had personally used the service.

Face to face counselling took place from three locations:

- The main office in Warwick at 70 Saltisford.
- 'Lifeways' in Stratford Upon Avon
- Kenilworth Methodist Church

All counsellors who work at New Hope are qualified to Level 4 Diploma Level and above or are completing a student placement as part of their University/College Course. Qualified counsellors are accredited with one of the counselling bodies that regulate counselling and psychotherapy. All counsellors, qualified and trainee, are required to be a member of a professional body.

The counselling team offer their counselling services voluntarily with some of their supervision costs covered by the charity when funding permits. New Hope also provides the counselling team with opportunities for continuing professional development (CPD) through workshops and training such as suicide awareness and prevention; safeguarding; solution focused counselling. Online peer support sessions facilitated by a member of staff were held at regular intervals during the year.

### **2.2 Outcomes and Impact**

During the year 2021/22, we are pleased to report:

- A counselling team of 19 qualified and 23 trainee counsellors
- 4 admin volunteers who provide valuable support to the staff team to ensure the effective delivery of New Hope services
- Funding continues to be challenging with no regular core funding received and in response to this the trustees decided to employ a part-time fundraiser who commenced in September 2021. The investment in such a role is to ensure that the charity can continue to deliver its Mission of providing affordable counselling for all in need within the local area.
- Funding was received from the following organisations:

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022**

- King Henry VIII Endowed Trust – Training for delivery of an Anger Management Programme.
  - Police and Crime Commissioner for Warwickshire – for delivery of Anger Management Programme
  - 29<sup>th</sup> May 1961 Charitable Trust – for core costs
  - WCC Councillors Grant, Stratford District – Beyond Covid 19, A New Normal
  - Heart of England Community Foundation – providing counselling sessions for 10 adult clients with a background of Adverse Childhood Experiences.
  - Coventry & Warwickshire Cooperative Development Agency– provision of clinical supervision.
- Fundraising  
A number of donations were received during the year from those who support New Hope Counselling's work including an extremely generous donation of £10k from Orbis Investments and £1k raised by James Slough who undertook 100km Challenge.
  - The Manager of New Hope Counselling sits on the reference group of the VCSE Mental Health Alliance. The Alliance is a forum which provides a voice to influence mental health services across Coventry and Warwickshire and engagement with the statutory sector.
  - The benefit to those accessing the services is assessed using CORE (Clinical Outcomes in Routine Evaluation) sheets which measure the severity of emotional problems. These are completed by clients before and after counselling. In 2021/22 the improvement once again was an average of 52% of all clients completing therapy being on par with the previous year.

### **3. FINANCIAL REVIEW**

#### **3.1 Results**

Details of the financial results for the financial year are given in the Statement of Financial Activities on Page 9, the Balance Sheet on Page 10 and the accompanying notes on Pages 11-13.

The charity has four main sources of funds:

- Voluntary donations made by people receiving counselling
- Grants
- Fundraising
- Church Donations
- Other Donations by supporters of New Hope

The main expenditure of the charity is on the provision of day to day management and administration of counsellors and clients and of premises to carry out counselling services.

During the year ending 31st March 2022, income totalled £64,349(20/21: £63,499). Expenditure for the year was £61,778 (20/21: £62,189). So overall there was a total net increase in Unrestricted and Restricted Funds £2,571 (20/21: £1,310) during the financial year. Details of any related party transactions are as set out in note 11 to the accounts.

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022

### 3.2 Going Concern:

Having reviewed the level of funds available together with the future projected cash-flow, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

As the year progressed clients and counsellors began to feel more confident about returning to face to face counselling. Although the amount of online therapy decreased it is still available as an option and is often convenient for those who are disabled, housebound, carers, those living in rural areas, those in full-time employment. Hygiene measures continued to ensure the ongoing safety and wellbeing of clients, counsellors and staff.

### 3.3 Reserves Policy

The charity seeks to hold reserves equal to three to six months of expenditure of between £19,000 and £38,000. The free reserves as at 31st March 2022 were £38,792 which equate to more than six months running costs which it is estimated the charity requires. Grants received have enabled the charity to maintain healthy reserves. Increased staffing and associated costs will reduce these reserves and the Trustees are addressing the need to encourage more donations and seek other sources of support for the growing service.

## 4. FUTURE DEVELOPMENTS

The Trustees continue to focus on ensuring that staff and volunteer levels are sufficient as the impact of Covid and the impending cost of living crisis makes their mark on the service. The number of people seeking counselling and the complexity of the issues they present with continues to increase.

### Specific future plans include:

- Due to retirement of Manager a new leader to be recruited to commence June 2022.
- Development of a 1, 3 and 5 Year Business Plan.
- Creating new opportunities and development for staff
- Governance training for Trustees.
- Re-establish in person volunteer CPD days
- Increased promotion of the Couple Counselling and Anger Management Programmes.
- Greater utilisation of No. 70 Saltisford to include evening availability of counselling.
- Development of a service in Leamington Spa.
- Strengthening of partnership working aligned to the Mental Health Transformation Programme
- Review and update policies and procedures.
- Review of IT provision.
- Strengthening of partnership working, particularly that aligned to the Mental Health Transformation Programme and VCSE Mental Health Alliance and increased links with Coventry & Warwickshire Partnership Trust (CWPT)

## 5. STRUCTURE, GOVERNANCE AND MANAGEMENT

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022**

### **5.1 Constitution of the Charity and Status**

New Hope Christian Counselling is an incorporated charity limited by guarantee, having no share capital and is governed by its Articles of Association incorporated on 21/01/2011 as amended by special resolution dated 24/03/2011 and registered at Companies House on 01/04/2011. The company number is 07501815. The charity was registered with the Charity Commission on 4<sup>th</sup> April 2011 with the number 1141104. The charity is exempt from corporation tax under part 10 of the Income tax Act 2007. The charity also uses the name New Hope Counselling.

### **5.2 Trustees (Directors):**

The trustees (who are also directors for the purpose of Company Law), who held office during the year and to the date of this report are listed on page 6, Reference and Administrative Information.

Trustees are appointed and elected in accordance with the Articles of Association through a vote of members at the AGM and after an appropriate amendment to the Articles of Association are now able to stand for more than two, three year terms. All potential trustees are only nominated to stand for election following a skills analysis and suitable references.

### **5.3 Trustee meetings and procedures**

All new trustees are given information relating to the responsibilities of trustees and orientation to the work of the Charity. All trustees are encouraged to read the guidance on public benefit issued by the Charities Commission and this is taken into account when making decisions about the charity's activities and in the day to day running of the counselling service.

The trustees normally schedule four meetings each year and are joined for most of the meetings by the manager. In addition, trustees met for an extra-ordinary meeting to discuss strategy and staffing, including appointment of the new manager. An external recruitment process was undertaken for a new manager and successful appointment made to commence 6<sup>th</sup> June 2022. All meetings are fully recorded with clear decisions and action points.

The trustees have a programme to ensure that policies and procedures are regularly updated and reviewed. Legal advice is sought when necessary.

Current policies include:-

- Statement of Counselling policy
- Volunteer policy
- Safeguarding policy
- Confidentiality and Data Protection
- Employee Privacy notices for staff and volunteers, and for recruitment
- Grievance Procedure for employees and volunteers
- Disciplinary Procedure
- Complaints Procedure for clients
- Equality and Diversity policy
- Remote Working
- Working Alone Policy

## NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2022

Related party issues are fully declared in the financial statements. The trustees have a clear procedure that if there is a potential conflict of interest on any matter, the trustee with the potential conflict of interest is asked to leave the room and take no part in the debate or decision.

### 5.4 Organisation of the Charity

The operations of the charity are conducted in accordance with the policies and strategy approved by the trustees. There are no standing sub-committees and expert advice is sought as required. The trustees are responsible for the governance of the charity and delegate the day-to-day operation to the manager. The charity currently has a paid staff team consisting of a manager, an assistant manager, Warwick coordinator & administrator, Kenilworth coordinator, Stratford coordinator and fundraiser, as well as volunteer counsellors and administrative assistants. All paid staff are part-time.

### 5.5 Risk Management

The trustees review risk and seek to ensure all major risks to which the charity might be exposed are identified, in particular those relating to the operations and finances of the charity. The trustees are satisfied that there are systems in place to mitigate the exposure to major risks.

## 6. REFERENCE AND ADMINISTRATIVE INFORMATION

### Legal Registration

Registered in England and Wales  
Company limited by guarantee – Number 07501815  
Registered Charity – Number 1141104

### Trustees

Alison Oliver (Chair)  
Ian Greaves (Treasurer) (appointed 10<sup>th</sup> May 2021)  
Alan Harper (Company Secretary)  
Ian Tilford  
John Baly (resigned on 31<sup>st</sup> August 2021)  
Jane Haygreen (retired on 12<sup>th</sup> July 2021)  
Lindsay Davidson (appointed 12<sup>th</sup> July 2021 and resigned 28<sup>th</sup> January 2022)  
Celia Hilgenberg (appointed 21<sup>st</sup> February 2022)  
Gavin Brannan (appointed 29<sup>th</sup> March 2022)

### Principal Address

70 Saltisford  
Warwick  
CV34 4TT  
Tel: 07799015650  
E-mail: [office@newhopecounselling.org.uk](mailto:office@newhopecounselling.org.uk)  
Website: [newhopecounselling.org.uk](http://newhopecounselling.org.uk)

### Bankers

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2022**

HSBC  
126 The Parade  
Leamington Spa  
CV32 4BU

and

CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent ME19 4JQ

**Independent Examiner**

Ian English  
38 Sambourn Close  
Solihull  
B91 2SA

**7. STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its income and expenditure for the financial year. In preparing those financial statements, the trustees are required to:-

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

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

The financial statements have been prepared in accordance with the special provisions of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE TRUSTEES

*Alison Oliver*

Alison Oliver (Chair)

Date: *21/12/2022*

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2022**

**INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF  
NEW HOPE CHRISTIAN COUNSELLING ('THE Company')  
YEAR ENDED 31 MARCH 2021**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021, which are set out on pages 8 to 13.

**Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

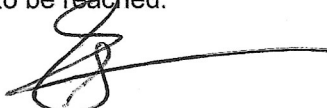
**Independent Examiner's statement**

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:

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 accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an 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.

Signed



**Ian English  
38 Sambourn Close  
Solihull  
B91 2SA**

Date: 21-12-22.

**NEW HOPE CHRISTIAN COUNSELLING**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2022**

	Note	2021/22			2020/21		
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds	Funds	2021/22	Funds	Funds	2020/21
		£	£	£	£	£	£
<b>INCOME FROM:</b>							
Donations, legacies and grants	2	42,100	19,560	61,660	47,075	13,280	60,355
Charitable activities	3	2,689	-	2,689	3,144	-	3,144
<b>TOTAL INCOME</b>		<b>44,789</b>	<b>19,560</b>	<b>64,349</b>	<b>50,219</b>	<b>13,280</b>	<b>63,499</b>
<b>EXPENDITURE ON:</b>							
Raising Funds		-	-	-	521	-	521
Charitable activities	4	42,445	19,333	61,778	42,503	19,165	61,668
<b>TOTAL EXPENDITURE</b>		<b>42,445</b>	<b>19,333</b>	<b>61,778</b>	<b>43,024</b>	<b>19,165</b>	<b>62,189</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS</b>		<b>2,344</b>	<b>227</b>	<b>2,571</b>	<b>7,195</b>	<b>(5,885)</b>	<b>1,310</b>
<b>RECONCILIATION OF FUNDS</b>							
Total funds brought forward		48,791	1,120	49,911	41,596	7,005	48,601
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>51,135</b>	<b>1,347</b>	<b>52,482</b>	<b>48,791</b>	<b>1,120</b>	<b>49,911</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

**NEW HOPE CHRISTIAN COUNSELLING  
BALANCE SHEET  
AS AT 31 MARCH 2022**

	Note	<u>2022</u>		<u>2021</u>	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	8	-		-	
<b>CURRENT ASSETS</b>					
Debtors	6	2,554		3,393	
Cash at Bank and in hand		<u>50,188</u>		<u>47,618</u>	
		52,742		51,011	
<b>CREDITORS</b>					
Amounts falling due within one year	7	<u>260</u>		<u>1,100</u>	
<b>NET CURRENT ASSETS</b>			<u>52,482</u>		<u>49,911</u>
<b>NET ASSETS</b>			52,482		49,911
<b>FUNDS</b>					
Unrestricted Funds			38,792		48,791
Restricted Funds			13,690		1,120
<b>TOTAL FUNDS</b>			<u>52,482</u>		<u>49,911</u>

The notes on pages 11 to 13 form part of these financial statements.

For the year ended 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

Responsibilities of directors/trustees:

(a) The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the accounts have been examined by an independent examiner whose report appears on page 7.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies 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.

These financial statements were approved by the Trustees on and signed on their behalf by:

Alison Oliver (Chair of Trustees)

DATE:

*Alison Oliver*

*21-12-2022*

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**1.1. Status of the company**

The charitable company is registered in England and is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

**1.2 Accounting Convention**

The financial statements have been prepared in accordance with the Charities Statement of Recommended Practice (Charities SORP FRS 102) as amended by Update Bulletin 1, Financial Reporting Standard 102 (FRS 102) and the Charities Act 2011. The particular accounting policies adopted are described below.

The financial statements have been prepared under the historical cost convention. The charity meets the definition of a public benefit entity under FRS 102.

**1.3 Going concern**

Having reviewed the level of funds available together with the future projected cashflows, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

**1.4. Income**

Income is shown on an accruals basis. Donations are recognised when received. Income tax recoverable on Gift Aid donations is recognised when the income is recognised. Grants and legacies are accounted for as soon as any conditions for receipt have been met. Contractual income and performance related grants are only included in the SoFA once the related goods or services have been delivered.

Dividends and interest are accounted for when receivable and allocated to the appropriate fund.

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for use by the charity are included in income when receivable. Gifts in kind for sale or distribution are only included in the accounts when sold or distributed by the charity.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

**1.5 Expenditure**

Expenditure is accounted for on an accruals basis. Charitable expenditure comprises of expenditure directly related to the objects of the Charity. Other than fundraising costs, all expenditure including ongoing support, administration and governance costs form an integral part of the cost of carrying out the direct charitable objectives of the charity.

Fundraising and publicity expenditure comprises all the expenditure in relation to fundraising and publicity for the Charity.

**1.6 Fixed Assets and Depreciation**

Tangible Fixed Assets are stated at historical cost less depreciation. Depreciation is provided on all assets at 25% of cost per annum and is intended to write off the assets over their estimated useful lives. The percentage so written off is subject to annual review. Expenditure on the acquisition of fixed assets over £1,000 (approximately) is capitalised at cost. There are currently no fixed assets.

**1.7 Fund Accounting**

Funds held by the charity are classified as one of:-

*Unrestricted General Funds* – These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated Funds* – These are funds set aside by the trustees out of unrestricted general funds for specific purposes or projects. There are currently no designated funds.

*Restricted Funds* – These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**1.8 Debtors**

Grants receivable and other debtors are included at the settlement amount due. Prepayments are valued at the amount prepaid.

**1.9 Cash at bank and in hand**

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

**1.10 Creditors and provisions**

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

**NEW HOPE CHRISTIAN COUNSELLING**  
**NOTES TO THE FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2022**

**2. DONATIONS AND SIMILAR INCOME**

	2021/22			2020/21		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Donations*	£ 42,100	£ -	£ 42,100	£ 47,075	£ -	£ 47,075
Grants	-	19,560	19,560	-	13,280	13,280
	<u>42,100</u>	<u>19,560</u>	<u>61,660</u>	<u>47,075</u>	<u>13,280</u>	<u>60,355</u>

\* Including the £4500 donation re rent subsidy for No 70 Saltisford and donations received gross of cost of raising funds.

**3. INCOME FROM CHARITABLE ACTIVITIES**

	2021/22			2020/21		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
Assessment fees	£ 1,099	£ -	£ 1,099	£ 1,161	£ -	£ 1,161
Supervision provided	1,395	-	1,395	1,273	-	1,273
Training courses	195	-	195	710	-	710
Charitable activities	<u>2,689</u>	<u>-</u>	<u>2,689</u>	<u>3,144</u>	<u>-</u>	<u>-</u>

**4. CHARITABLE EXPENDITURE**

	2021/22			2020/21		
	Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
<b>Running Costs</b>						
Management Costs	31,913	14,675	46,588	25,558	11,671	37,229
Property Costs	3,171	1,458	4,629	3,398	1,552	4,950
Administration Costs	4,867	2,238	7,105	8,138	3,716	11,854
	<u>39,951</u>	<u>18,371</u>	<u>58,322</u>	<u>37,094</u>	<u>16,939</u>	<u>54,033</u>
<b>Counselling Costs</b>						
Supervision Costs	1,289	592	1,881	1,504	686	2,190
Counsellor training and expenses	668	307	975	2,476	1,131	3,607
Insurance & ACC affiliation	120	55	175	816	372	1,188
	<u>2,077</u>	<u>954</u>	<u>3,031</u>	<u>4,796</u>	<u>2,189</u>	<u>6,985</u>
<b>Other Charitable Costs</b>						
Other Costs	-	-	-	84	37	121
	<u>-</u>	<u>-</u>	<u>-</u>	<u>84</u>	<u>37</u>	<u>121</u>
<b>Governance Costs</b>						
Independent Examination Fee	400	-	400	400	-	400
Bank charges & GDPR	17	8	25	129	-	129
	<u>417</u>	<u>8</u>	<u>425</u>	<u>529</u>	<u>-</u>	<u>529</u>
<b>TOTAL CHARITABLE EXPENDITURE</b>	<u>42,445</u>	<u>19,333</u>	<u>61,778</u>	<u>42,503</u>	<u>19,165</u>	<u>61,668</u>

**5. STAFF AND TRUSTEES COSTS**

	2021/22	2020/21
	£	£
Salaries	46,588	44,283
Social security costs		
Pension costs	1,359	174
Expenses	2,181	817
	<u>50,128</u>	<u>45,274</u>

No remuneration was paid to, or waived by, any Trustee in respect of such office. No expenses were paid to any trustee (2020/21: £ nil).

	2021/22	2020/21
<b>6. DEBTORS</b>	£	£
Gift Aid receivable	2,330	2,330
Prepayments	224	1,063
	<u>2,554</u>	<u>3,393</u>
<b>7. CREDITORS: Amounts falling due within one year</b>	£	£
General Creditors	260	1,100
	<u>260</u>	<u>1,100</u>

**NEW HOPE CHRISTIAN COUNSELLING**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**YEAR ENDED 31 MARCH 2021**

**8. FIXED ASSETS**

The charity currently holds no fixed assets that have been capitalised.

**9. MOVEMENTS OF RESTRICTED FUNDS**

	<u>At 1 April</u> <u>2021</u>	<u>Income</u> <u>2021/22</u>	<u>Expenditure</u> <u>2021/22</u>	<u>At 31 March</u> <u>2022</u>
	£	£	£	£
Warwickshire County Council Councillors		600	600	-
Kenilworth Town Council		2,260	2,260	-
King Henry V111 Endowment Trust		1,300	1,000	300
Coventry & Warwickshire Coop		12,500	560	11,940
Warwickshire County fund		200	200	-
Heart of England Community Fund		2,000	550	1,450
1 Warks CAVA BCA		700	700	-
COVID-19 Response	1,000		1,000	-
Warwickshire Police				-
Warwickshire County fund - Stratford				-
Stratford Town Trust	120		120	-
	<u>1,120</u>	<u>19,560</u>	<u>6,990</u>	<u>13,690</u>

Warwickshire County Council grant towards new office chairs, a laptop & phone

Kenilworth Town Council grant is for supporting those who live in CV8 (Kenilworth) and experience financial hardship

King Henry VIII Endowment Trust grant was given to subsidise anger management courses

Coventry & Warwickshire Coop grant was awarded to cover supervision costs

Warwickshire County fund was a payment for working with clients who have suffered adverse childhood experiences

Heart of England Community Fund grant was funding towards our bid writing position

1 Warks CAVA BCA funded an administrator to write bid applications

**10. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Fund balances at 31 March are represented by:	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2022</u>	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2021</u>
	£	£	£	£	£	£
Tangible fixed assets	-	-	-	-	-	-
Current assets	38,792	13,690	52,482	48,791	1,120	49,911
	<u>38,792</u>	<u>13,690</u>	<u>52,482</u>	<u>48,791</u>	<u>1,120</u>	<u>49,911</u>

**11. RELATED PARTY DISCLOSURES**

Trustees register any related party interests before there is discussion on any grants and trustees do not take part in any decisions when there is a conflict of interest.

During the year gifts totalling £NIL (2020/21: £NIL) were received from trustees.

**NEW HOPE CHRISTIAN COUNSELLING**

England & Wales - Charity number 1141104

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# Accounts

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# Reports and Financial Statements

*For the year ended 31 March 2021*

## **New Hope Christian Counselling**

Registered in England and Wales

Registered Charity 1141104

Registered Company 07501815

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## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES YEAR ENDED 31 MARCH 2021**

The directors of New Hope Christian counselling (“the charitable company”) are its Trustees for the purpose of charity law and throughout this report are collectively referred to as its Trustees. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and 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 (FRS102) (effective 1 January 2015). The Trustees have pleasure in presenting the charitable company’s report and financial statements for the year ended 31 March 2021.

### **1. OBJECTIVES AND ACTIVITIES**

The object of the charity is:

To promote and protect the mental health of the public, in particular those living in Warwick, Leamington Spa, Kenilworth and Stratford Upon Avon and the surrounding area through the provision of counselling and support for people in need.

The trustees aim to pursue these objects through counselling, offered mainly by volunteers who are either qualified to Diploma Level and above or who are in the final year of their University/College course. New Hope has a number of qualified counsellors who offer counselling as well as other services to the charity. No set fees are charged apart from an assessment fee of £10 (free to those on universal credit.) Donations are invited from clients towards the cost of their therapy.

Counselling services are open to anyone from the local community who feels they may benefit from counselling. There are no restrictions on the grounds of age, gender, ethnicity, religious beliefs etc. If there are no counselling places available following an initial assessment, clients are placed on a waiting list. When a counsellor is available those who have been on the waiting list the longest will be seen first. No preference is given to or discrimination made against clients. We request that clients make a donation appropriate to what they are able to afford. No one is refused counselling based on an inability to make a financial contribution.

#### **Public Benefit**

The trustees are committed to improving the organisation’s practice and ensuring that it delivers public benefit, as it fulfils its objectives through the provision of counselling services. The trustees have had regard to the guidance from the Charity Commission on reporting on Public Benefit. The Centre is open to all wishing to access its services, including those of other faiths or none.

### **2. ACHIEVEMENTS AND PERFORMANCE**

#### **2.1 Review of the activities of the Charity**

In the past year, the charity has counselled 204 people (Last year 288) The lower numbers this year were due to the service having to change from ‘in person’ sessions to remote working during the early stages of the pandemic. It took time to make our team ready for the provision of a remote service by providing them with the necessary training and ensuring they felt equipped and confident. Consequently, a smaller number of people were counselled between April 2020 and June 2020.

Counselling is provided for many different issues including: depression, anxiety and stress, addictions, trauma and abuse, bereavement and relationship problems.

The mix of clients is similar to previous years and this was 68% female and 32% male.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2021**

Referrals for counselling mainly came from:

- NHS – both GPs and IAPT (Improving Access to Psychological Therapy - 53% of referrals)
- Self (having used the service before)
- Friends, relatives and colleagues who have used the service
- Internet

Face to face counselling took place from three locations:

- The main office in Warwick at 70 Saltisford.
- 'Lifeways' in Stratford Upon Avon
- Kenilworth Methodist Church

As mentioned previously, most of the counselling was delivered remotely in 2020/21, due to COVID restrictions. Paid staff and volunteers undertook additional training in remote working to ensure their competency with this new way of working. Most worked from home but a few came into the Warwick office and delivered counselling via zoom or telephone, using New Hope equipment.

All the counsellors who work at New Hope are qualified to Level 4 Diploma Level and above or they are completing a student placement as part of their University/College Course. The qualified counsellors are Registered with one of the counselling organisations that operates a Professional Standards Authority Accredited Register. All of our counsellors, trainee or qualified, are members of a professional counselling organisation.

The counselling team offer their counselling services voluntarily but some of their supervision costs are covered by the charity. New Hope also provides the counselling team with up to three free training events each year. Recent training events have been provided online and have been on these topics: Complex Trauma, Suicide Awareness and Prevention.

### **2.2 Outcomes and Impact**

During the year 2020/21, we are pleased to report:

- The number of counsellors at the time of writing this report are: 14 qualified counsellors, 27 trainees. As trainee counsellors often leave once they complete their counselling placement and new trainees are regularly recruited the number of counsellors active at any one time can vary between 40 and 45.
- The generous grant from The King Henry VIII Endowed Trust received March 2020 was used to counsel those in financial need in the town of Warwick in 2020/21.
- New Hope have funded two qualified counsellors to train as couple counsellors. The funding came from a similar counselling service called The Centre for Relational Care, who have closed.
- New Hope successfully navigated the constraints imposed upon the service because of the pandemic and we were able to continue to support clients and to overcome obstacles to offering sessions, despite lockdown.
- We gained a number of COVID related grants from various sources:

**Government Community Fund** Survive and Thrive -Covid 19 and beyond - £4,000 Grant was for internet provision, training costs and additional rent.

**Heart of England** - Doing things differently - £1,630 Grant was for the recruitment and induction of new volunteer counsellors, telephone/online counselling training, IT and office equipment.

**Kenilworth Town Trust** - £1,000 Grant to provide counselling for 12 CV8 clients between March 2020 and March 2021. This was received in March 2020.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2021**

### **2.2 Outcomes and Impact (cont)**

**Police Commissioner Covid 19 Grant** - £4,150 Grant was for counselling clients with a background of complex trauma.

**Warwickshire County Councillors** - £1,000 Grant was for additional mobile phone and online counsellor training.

**Warwickshire County Fund – Stratford** - £500 to counsel 10 needy individuals between Nov 20 and Mar 21.

**Stratford Town Trust** - £1,000 Grant was towards the Stratford Co-ordinator salary.

**Tesco Bags of Help** – £1,000 Grant was for general Covid-19 support and additional laptop.

- When one of our Assistant Managers resigned due to poor health, we created two new 7 hours a week posts: Stratford Co-ordinator and Kenilworth Co-ordinator. We recruited two qualified counsellors for these posts who started in January 2021.
- Lyn Smailes is now a member of the Ethics and Risks Advisory Group of the Association of Christian Counsellors - an organisation with which New Hope Counselling is affiliated. The Group are writing a new code of Ethics and Practice for the ACC and also handling complaints.
- Continuing good relationships with Mental Health Services in Leamington Spa and Stratford upon Avon led to more referrals related to complex mental health issues. New Hope now provides some longer-term therapy to these clients.  
New Hope gained an additional voluntary supervisor having recruited a retired psychotherapist with experience in providing clinical supervision.
- The benefit to those accessing the services is assessed using CORE (Clinical Outcomes in Routine Evaluation) sheets which measure the severity of emotional problems. These are completed by clients before and after counselling. In 2020/21 the improvement was an average of 52% of all clients completing therapy. This is a substantial positive improvement and is over 10% better than last year's CORE average.

Client referrals have continued throughout the pandemic. Not surprisingly the most common reason given for coming to counselling in 2020/21 was anxiety (30% of all referrals.) The other main reasons are: low mood/depression 16% and relationship problems 13%.

The staff team adapted quickly to the challenges of lock-down and enabled counsellors to begin working remotely after organising on-line and telephone counselling. Training for this different way of working was offered and feedback from clients and counsellor experience, has led New Hope to see this as something to be adopted for the future. As detailed above, we applied for and received some funding for the purchase of additional laptops, phones, headphones, online and telephone training for all staff and qualified counsellors, PPE equipment and enhanced internet provision which enabled New Hope to continue to offer counselling all through this period. Risk assessments were undertaken prior to re-opening our head office for on-line and telephone counselling.

By the end of April 2021 New Hope re-started providing some face counselling sessions. Both clients and counsellors had to wear face coverings, social distancing was strictly observed and all surfaces sanitised after the sessions ended.

The demand for face to face counselling is likely to increase as restrictions lift. However, online and telephone working will remain as options because we have discovered that many clients actually prefer to work remotely. We have also discovered that offering remote working has meant we can provide a service to certain client groups who were previously unable to engage with our service or struggled to do so. Examples of such groups are: severely disabled and housebound, carers of the elderly or other vulnerable adults, those living in rural locations with poor access to transport and those who travel long distances to work and don't wish to travel again to get to a counselling appointment.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2021**

### **2.2 Outcomes and Impact (cont)**

Some members of our counselling team have also shown a preference for remote working rather than coming to the office to see clients in person. Remote working has encouraged a higher number of qualified counsellors to remain volunteering for us: 12 in total.

### **3. FINANCIAL REVIEW**

#### **3.1 Results**

Details of the financial results for the financial year are given in the Statement of Financial Activities on Page 9, the Balance Sheet on Page 10 and the accompanying notes on Pages 11-13.

The charity has four main sources of funds:

- Voluntary donations made by people receiving counselling
- Grants
- Church Donations
- Other Donations by supporters of New Hope

The main expenditure of the charity is on the provision of day to day management and administration of counsellors and clients and of premises to carry out counselling services.

During the year ending 31st March 2021, income totalled £63,499 (19/20: £79,105). Expenditure for the year was £62,189 (19/20: £81,473). So overall there was a total net increase in Unrestricted and Restricted Funds £1,310 (19/20: net shortfall of £2,368) during the financial year. Details of any related party transactions are as set out in note 11 to the accounts.

Saltisford Church, which owns the property that New Hope uses in Warwick provided the charity with a 'rent holiday' from April 2020 until August 2021. For the great part of this period the property was not being used for counselling or for administrative functions as it was considered safer for all staff to work from home. Kenilworth Methodist Church and Lifeways in Stratford were hardly being used by New Hope, so very little rent was paid which has of course brought financial benefits.

The main disadvantage of remote working has been that it has been harder to encourage clients to donate towards the costs of their therapy. We have started an online donation system via our website to make it easier for clients to donate.

#### **3.2 Going Concern:**

Having reviewed the level of funds available together with the future projected cash-flow, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

#### **3.3 Reserves Policy**

The charity seeks to hold reserves equal to three to six months of expenditure of between £19,000 and £38,000. The free reserves as at 31st March 2021 were £48,791. Grants received, in particular those in connection with Covid-19, have enabled the charity to maintain healthy reserves. Increased staffing, rental and associated costs will reduce these reserves and the Trustees are addressing the need to encourage more donations and seek other sources of support for the growing service.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2021**

### **4. FUTURE DEVELOPMENTS**

The Trustees continue to focus on ensuring that staff and volunteer levels are sufficient as the number of people using the services, continues to increase.

#### **Specific future plans include:**

- Strengthening the Trustee body. One of our Trustees stepped down on 12th July. We have recently recruited two new Trustees whose first official meetings were 10<sup>th</sup> May and 12<sup>th</sup> July 2021.
- Continuing a hybrid service offering on-line and telephone counselling alongside face to face with the possible addition of walk and talk therapy.
- The launch of a Couple Counselling service in June 2021.
- Recruitment of a part time fundraiser (7 hours per week) Advertisement has recently gone out and we are hoping to have someone in post by 1<sup>st</sup> September 2021.
- The establishment of an Anger Management Course for clients.

### **5. STRUCTURE, GOVERNANCE AND MANAGEMENT**

#### **5.1 Constitution of the Charity and Status**

New Hope Christian Counselling is an incorporated charity limited by guarantee, having no share capital and is governed by its Articles of Association incorporated on 21/01/2011 as amended by special resolution dated 24/03/2011 and registered at Companies House on 01/04/2011. The company number is 07501815. The charity was registered with the Charity Commission on 4<sup>th</sup> April 2011 with the number 1141104. The charity is exempt from corporation tax under part 10 of the Income tax Act 2007. The charity also uses the name New Hope Counselling.

#### **5.2 Trustees (Directors):**

The trustees (who are also directors for the purpose of Company Law), who held office during the year and to the date of this report are listed on page 6, Reference and Administrative Information.

Trustees are appointed and elected in accordance with the Articles of Association through a vote of members at the AGM and after an appropriate amendment to the Articles of Association are now able to stand for more than two three year terms. All potential trustees are only nominated to stand for election following a skills analysis and suitable references.

During 2020/21 John Baly stepped down as a trustee of New Hope and we appointed Alan Harper. Jane Haygreen retired in July 2021 and we have recruited Ian Greaves (Finance) and Lindsay Davidson who both have past experience of working with charitable organisations.

#### **5.3 Trustee meetings and procedures**

All new trustees are given information relating to the responsibilities of trustees and orientation to the work of the Charity. All trustees are encouraged to read the guidance on public benefit issued by the Charities Commission and this is taken into account when making decisions about the charity's activities and in the day to day running of the counselling service.

Trustees are encouraged to visit the counselling centre on a regular basis and are invited to attend staff Management meetings.

The trustees normally schedule four meetings each year and are joined for most of the meetings by the centre manager. In addition, trustees met for an extra-ordinary meeting to discuss strategy and staffing. All meetings are fully recorded with clear decisions and action points.

## **NEW HOPE CHRISTIAN COUNSELLING REPORT OF THE TRUSTEES (CONT'D) YEAR ENDED 31 MARCH 2021**

The trustees have a programme to ensure that policies and procedures are regularly updated and reviewed. Legal advice is sought when necessary.

Current policies include:-

- Statement of Counselling policy
- Volunteer policy
- Child Protection policy
- Vulnerable Adults policy
- Confidentiality and Data Protection
- Employee Privacy notices for staff and volunteers, and for recruitment
- Grievance Procedure for employees and volunteers
- Disciplinary Procedure
- Complaints Procedure for clients
- Equality and Diversity policy
- Safeguarding policy for remote working.

Related party issues are fully declared in the financial statements. The trustees have a clear procedure that if there is a potential conflict of interest on any matter, the trustee with the potential conflict of interest is asked to leave the room and take no part in the debate or decision.

### **5.4 Organisation of the Charity**

The operations of the charity are conducted in accordance with the policies and strategy approved by the trustees. There are no standing sub-committees but expert advice concerning a revision to the Articles of Association was sought and appropriate amendments are in the process of being agreed. The trustees are also actively involved in the running of the charity to try to keep overheads and costs as low as possible. Trustees help with interviewing paid staff, with finances, HR including appraisals of the manager and assistant managers and with negotiations around the lease of the Warwick head office. They seek to provide ongoing support to the paid management and volunteers. The charity currently has a centre manager, one assistant manager, an administrator, two counselling co-ordinators and one evening mentor, as well as volunteer counsellors and administrative assistants. All management personnel and administrators are part-time. The managers, co-ordinators, mentor and administrator receive payment for their services.

### **5.5 Risk Management**

The trustees review risk and seek to ensure all major risks to which the charity might be exposed are identified, in particular those relating to the operations and finances of the charity. The trustees are satisfied that there are systems in place to mitigate the exposure to major risks.

## **6. REFERENCE AND ADMINISTRATIVE INFORMATION**

### **Legal Registration**

Registered in England and Wales

Company limited by guarantee – Number 07501815

Registered Charity – Number 1141104

### **Trustees**

Alison Oliver (Chair)

Ian Tilford

John Baly (resigned 10<sup>th</sup> September 2020)

Alan Harper (appointed 23<sup>rd</sup> September 2020)

Ian Greaves (appointed 10<sup>th</sup> May 2021)

Jane Haygreen (retired on 12<sup>th</sup> July 2021)

Lindsay Davidson (appointed 12<sup>th</sup> July 2021)

**NEW HOPE CHRISTIAN COUNSELLING  
REPORT OF THE TRUSTEES (CONT'D)  
YEAR ENDED 31 MARCH 2021**

**Principal Address**

70 Saltisford  
Warwick  
CV34 4TT  
Tel: 07799015650  
E-mail: [lyn@newhopecounselling.org.uk](mailto:lyn@newhopecounselling.org.uk)  
Website: [newhopecounselling.org.uk](http://newhopecounselling.org.uk)

**Bankers**

HSBC  
126 The Parade  
Leamington Spa  
CV32 4BU

and

CAF Bank Ltd  
25 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent ME19 4JQ

**Independent Examiner**

Ian English  
38 Sambourn Close  
Solihull  
B91 2SA

**7. STATEMENT OF TRUSTEES' RESPONSIBILITIES**

Company law requires the trustees prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its income and expenditure for the financial year. In preparing those financial statements, the trustees are required to:-

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

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

The financial statements have been prepared in accordance with the special provisions of the Companies Act 2006 relating to small companies.

ON BEHALF OF THE TRUSTEES

Alison Oliver (Chair)

Date:

## **INDEPENDENT EXAMINERS REPORT TO THE TRUSTEES OF NEW HOPE CHRISTIAN COUNSELLING ('THE Company') YEAR ENDED 31 MARCH 2021**

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021, which are set out on pages 8 to 13.

### **Responsibilities and basis of report**

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the 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 as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

### **Independent Examiner's statement**

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:

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 accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an 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.

Signed

**Ian English**  
**38 Sambourn Close**  
**Solihull**  
**B91 2SA**

Date:

**NEW HOPE CHRISTIAN COUNSELLING**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**(INCLUDING AN INCOME AND EXPENDITURE ACCOUNT)**  
**YEAR ENDED 31 MARCH 2021**

	Note	2020/21			2019/20		
		Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
		Funds	Funds	2020/21	Funds	Funds	2019/20
		£	£	£	£	£	£
<b>INCOME FROM:</b>							
Donations, legacies and grants	2	47,075	13,280	60,355	64,710	14,395	79,105
Charitable activities	3	3,144	-	3,144	-	-	-
<b>TOTAL INCOME</b>		<b>50,219</b>	<b>13,280</b>	<b>63,499</b>	<b>64,710</b>	<b>14,395</b>	<b>79,105</b>
<b>EXPENDITURE ON:</b>							
Raising Funds		521	-	521	83	-	83
Charitable activities	4	42,503	19,165	61,668	74,000	7,390	81,390
<b>TOTAL EXPENDITURE</b>		<b>43,024</b>	<b>19,165</b>	<b>62,189</b>	<b>74,083</b>	<b>7,390</b>	<b>81,473</b>
<b>NET INCOME AND NET MOVEMENT IN FUNDS</b>		<b>7,195</b>	<b>(5,885)</b>	<b>1,310</b>	<b>(9,373)</b>	<b>7,005</b>	<b>(2,368)</b>
<b>RECONCILIATION OF FUNDS</b>							
Total funds brought forward		41,596	7,005	48,601	50,969	-	50,969
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>48,791</b>	<b>1,120</b>	<b>49,911</b>	<b>41,596</b>	<b>7,005</b>	<b>48,601</b>

The Statement of Financial Activities includes all gains and losses recognised in the year.

**NEW HOPE CHRISTIAN COUNSELLING  
BALANCE SHEET  
AS AT 31 MARCH 2021**

	Note	<u>2021</u>		<u>2020</u>	
		£	£	£	£
<b>FIXED ASSETS</b>					
Tangible Fixed Assets	8	-	-	-	-
<b>CURRENT ASSETS</b>					
Debtors	6	3,393		4,863	
Cash at Bank and in hand		<u>47,618</u>		<u>45,002</u>	
		51,011		49,865	
<b>CREDITORS</b>					
Amounts falling due within one year	7	<u>1,100</u>		<u>1,264</u>	
<b>NET CURRENT ASSETS</b>			<u>49,911</u>		<u>48,601</u>
<b>NET ASSETS</b>			<u>49,911</u>		<u>48,601</u>
<b>FUNDS</b>					
Unrestricted Funds			48,791		41,596
Restricted Funds			1,120		7,005
<b>TOTAL FUNDS</b>			<u>49,911</u>		<u>48,601</u>

The notes on pages 11 to 13 form part of these financial statements.

For the year ended 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2016 relating to small companies.

Responsibilities of directors/trustees:

(a) The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the accounts have been examined by an independent examiner whose report appears on page 7.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies 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.

These financial statements were approved by the Trustees on  
and signed on their behalf by :

Alison Oliver (Chair of Trustees)

DATE:

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2021**

**1. ACCOUNTING POLICIES**

**1.1. Status of the company**

The charitable company is registered in England and is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

**1.2 Accounting Convention**

The financial statements have been prepared in accordance with the Charities Statement of Recommended Practice (Charities SORP FRS 102) as amended by Update Bulletin 1, Financial Reporting Standard 102 (FRS 102) and the Charities Act 2011. The particular accounting policies adopted are described below.

The financial statements have been prepared under the historical cost convention. The charity meets the definition of a public benefit entity under FRS 102.

**1.3 Going concern**

Having reviewed the level of funds available together with the future projected cashflows, the trustees have reasonable expectation that the charity has adequate resources to continue its activities for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the financial statements.

**1.4. Income**

Income is shown on an accruals basis. Donations are recognised when received. Income tax recoverable on Gift Aid donations is recognised when the income is recognised. Grants and legacies are accounted for as soon as any conditions for receipt have been met. Contractual income and performance related grants are only included in the SoFA once the related goods or services have been delivered.

Dividends and interest are accounted for when receivable and allocated to the appropriate fund.

Gifts in kind are accounted for at a reasonable estimate of their value to the charity or the amount actually realised. Gifts in kind for use by the charity are included in income when receivable. Gifts in kind for sale or distribution are only included in the accounts when sold or distributed by the charity.

Donated services and facilities are only included in income (with an equivalent amount in expenditure) where the benefit to the charity is reasonably quantifiable, measurable and material. The value placed on these resources is the estimated value to the charity of the service or facility received. The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

**1.5 Expenditure**

Expenditure is accounted for on an accruals basis. Charitable expenditure comprises of expenditure directly related to the objects of the Charity. Other than fundraising costs, all expenditure including ongoing support, administration and governance costs form an integral part of the cost of carrying out the direct charitable objectives of the charity.

Fundraising and publicity expenditure comprises all the expenditure in relation to fundraising and publicity for the Charity.

**1.6 Fixed Assets and Depreciation**

Tangible Fixed Assets are stated at historical cost less depreciation. Depreciation is provided on all assets at 25% of cost per annum and is intended to write off the assets over their estimated useful lives. The percentage so written off is subject to annual review. Expenditure on the acquisition of fixed assets over £1,000 (approximately) is capitalised at cost. There are currently no fixed assets.

**1.7 Fund Accounting**

Funds held by the charity are classified as one of:-

*Unrestricted General Funds* – These are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

*Designated Funds* – These are funds set aside by the trustees out of unrestricted general funds for specific purposes or projects. There are currently no designated funds.

*Restricted Funds* – These are funds that can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

**1.8 Debtors**

Grants receivable and other debtors are included at the settlement amount due. Prepayments are valued at the amount prepaid.

**1.9 Cash at bank and in hand**

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

**1.10 Creditors and provisions**

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

**NEW HOPE CHRISTIAN COUNSELLING  
NOTES TO THE FINANCIAL STATEMENTS  
YEAR ENDED 31 MARCH 2021**

2. DONATIONS AND SIMILAR INCOME	2020/21			2019/20		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
Donations*	47,075	-	47,075	64,710	-	64,710
Grants	-	13,280	13,280	-	14,395	14,395
	<b>47,075</b>	<b>13,280</b>	<b>60,355</b>	<b>64,710</b>	<b>14,395</b>	<b>79,105</b>

\* Including the £4500 donation re rent subsidy for No 70 Saltisford and donations received gross of cost of raising funds.

3. INCOME FROM CHARITABLE ACTIVITIES	2020/21			2019/20		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
Assessment fees	1,161		1,161			
Supervision provided	1,273		1,273			
Training courses	710		710			
Charitable activities	3,144	-	3,144	-	-	-

4. CHARITABLE EXPENDITURE	2020/21			2019/20		
	Unrestricted	Restricted	Total Funds	Unrestricted	Restricted	Total Funds
	Funds	Funds		Funds	Funds	
	£	£	£	£	£	£
<b>Running Costs</b>						
Management Costs	25,558	11,671	37,229	40,214	4,039	44,253
Property Costs	3,398	1,552	4,950	15,648	1,572	17,220
Administration Costs	8,138	3,716	11,854	6,530	656	7,186
	37,094	16,939	54,033	62,392	6,267	68,659
<b>Counselling Costs</b>						
Supervision Costs	1,504	686	2,190	7,917	795	8,712
Counsellor training and expenses	2,476	1,131	3,607	2,013	202	2,215
Insurance & ACC affiliation	816	372	1,188	993	100	1,093
	4,796	2,189	6,985	10,923	1,097	12,020
<b>Other Charitable Costs</b>						
Other Costs	84	37	121	262	26	288
	84	37	121	262	26	288
<b>Governance Costs</b>						
Independent Examination Fee	400	-	400	400	-	400
Bank charges & GDPR	129	-	129	23	-	23
	529	-	529	423	-	423
<b>TOTAL CHARITABLE EXPENDITURE</b>	<b>42,503</b>	<b>19,165</b>	<b>61,668</b>	<b>74,000</b>	<b>7,390</b>	<b>81,390</b>

5. STAFF AND TRUSTEES COSTS	2020/21	2019/20
	£	£
Salaries	44,283	47,353
Social security costs		
Pension costs	174	238
Expenses	817	1,277
	<b>45,274</b>	<b>48,868</b>

No remuneration was paid to, or waived by, any Trustee in respect of such office. No expenses were paid to any trustee (2019/20: £ nil).

6. DEBTORS	2020/21	2019/20
	£	£
Gift Aid receivable	2,330	3,815
Prepayments	1,063	1,048
	<b>3,393</b>	<b>4,863</b>

7. CREDITORS: Amounts falling due within one year	£	£
	General Creditors	1,100
	<b>1,100</b>	<b>1,264</b>

**NEW HOPE CHRISTIAN COUNSELLING**  
**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**YEAR ENDED 31 MARCH 2021**

**8. FIXED ASSETS**

The charity currently holds no fixed assets that have been capitalised.

**9. MOVEMENTS OF RESTRICTED FUNDS**

	<u>At 1 April</u> <u>2020</u>	<u>Income</u> <u>2020/21</u>	<u>Expenditure</u> <u>2020/21</u>	<u>At 31 March</u> <u>2021</u>
	£	£	£	£
Warwickshire County Council (for Stratford long term)	265		265	-
Kenilworth Town Council	740		740	-
King Henry V111 Endowment Trust (for 2020/21)	6,000		6,000	-
Tesco Groundwork grant		500	500	-
Warwickshire County fund - for admin costs in Covid 19		1,000	1,000	-
Heart of England Community Fund		1,630	1,630	-
Tesco Groundwork grant (2nd application)		500	500	-
COVID-19 Response		4,000	3,000	1,000
Warwickshire Police		4,150	4,150	-
Warwickshire County fund - Stratford		500	500	-
Stratford Town Trust		1,000	880	120
	<b>7,005</b>	<b>13,280</b>	<b>19,165</b>	<b>1,120</b>

Warwickshire County Council grant for Stratford was awarded to part fund long term therapy work in Stratford.

Kenilworth Town Council grant is for supporting those who live in CV8 (Kenilworth) and experience financial hardship, including provision of a service in Kenilworth one day a week.

King Henry VIII Endowment Trust grant was given to subsidise counselling of residents in CV34 (Warwick) and to buy filing cabinets to retain paper documents for a longer period due to GDPR.

Tesco Groundwork UK grant was awarded for additional laptop for office to enable counsellors to offer on-line counselling when unable to do so from their home during Covid-19 lockdown

Warwickshire County fund grant was Covid-19 related and used to purchase a phone and training for on-line counselling.

Heart of England Community Fund grant was used to buy screens, PPE, recruitment costs, a lap top and courses to train counsellors to offer counselling on-line.

Covid-19 response grant funded by the government was used to improve internet provision at the head office, increased administrative and managerial costs and courses to train counsellors to offer counselling on-line.

Warwickshire Police funding was spent on another computer and counselling provision for 20 or more sessions of counselling for trauma related issues before 31st March 2021.

Warwickshire County Fund (Stratford) was for counselling provision in Stratford for 10 needy individuals face to face counselling from Nov-Mar

Stratford Town Trust grant was towards the new Stratford Counsellor Co-ordinator salary.

**10. ANALYSIS OF NET ASSETS BETWEEN FUNDS**

Fund balances at 31 March are represented by:	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2021</u>	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>Total 31</u> <u>March 2020</u>
	£	£	£	£	£	£
Tangible fixed assets	-	-	-	-	-	-
Current assets	48,791	1,120	49,911	41,596	7,005	48,601
	<b>48,791</b>	<b>1,120</b>	<b>49,911</b>	<b>41,596</b>	<b>7,005</b>	<b>48,601</b>

**11. RELATED PARTY DISCLOSURES**

Trustees register any related party interests before there is discussion on any grants and trustees do not take part in any decisions when there is a conflict of interest.

During the year gifts totalling £NIL (2019/20: £520) were received from trustees.