

**SORTED COUNSELLING SERVICES**  
**(A company limited by guarantee)**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

**Charity No: 1141928**  
**Company No: 07437471**

**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2022**

**Report of the Trustees**

The trustees present their report and financial statements for the year ended 31 March 2022.

**Legal status, governance and management**

Charity Name: Sorted Counselling Services  
Charity Registration number: 1141928  
Company registration number: 07437471  
Registered Office: Chiltern House  
81 High Street North  
Dunstable  
Beds LU6 1JJ

**Trustees:**

Tracy Palmer	Chair (Appointed 25 <sup>th</sup> October 2021)
Sheila Pembroke	Chair (Resigned 6 <sup>th</sup> September 2021)
Ginny Redmond	Resigned 6 <sup>th</sup> September 2021
Andy Perry	Resigned 25 <sup>th</sup> October 2021
Joy Simpson	
Will Randell	(Appointed 25 <sup>th</sup> October 2021)
Caron Kendall	(Appointed 25 <sup>th</sup> October 2021)

New Trustees are either recommended by existing Trustees or personally apply and undergo an interview process. Induction training is provided for all new trustees, where appropriate, and all trustees are encouraged to attend courses and conferences that would benefit them as trustees.

**Staff:**

Andy Perry	Director of Services (Appointed 1st August 2021)
Julie Bowes	Director of Services (Resigned 25 <sup>th</sup> July 2021)
Ann Day	Clinical Manager
Patrick Carroll	Database & Administration Officer
Janet Berry	Finance Officer
Annabel Agyare	Caseload Officer (Appointed 6 <sup>th</sup> December 2021)

**Bankers:** Barclays Bank, High Street, Dunstable

The governing document is the Memorandum & Articles dated 14 March 2011. Management is through an executive committee up to a maximum of 12, nominated from members and elected at the AGM. Trustee meetings are held on a bi-monthly basis.

**Objects of the charity**

Our charitable objectives are to promote the relief of poverty, sickness and distress amongst young persons between the ages of 5- to 25-year-olds. The charity meets its objects through the provision of one-to-one counselling, group work, workshops and school drop-ins.

To carry out these activities in the year to 31 March 2022 the organisation employed those persons listed above.

**Public Benefit**

The Trustees consider the charities activities, as set out in this report, are in compliance with their duty to ensure the public benefit. The positive impact of the Charity's activities on the lives of young people by improving their mental health enables young people to make informed decisions, and through developing life skills, not only benefits them but also benefits the wider community.



**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2022**

It has been a challenging year with more young people in need of our services and less counsellors to go around. So, it is a celebration that we have survived and indeed overcome most of these challenges. Recognition, and huge praise to all the staff as they continue to meet the demands on the service.

The Trustees acknowledge all the teams' contributors who continue to be resourceful and resilient as they meet the challenges head on. Our cohort of counsellors, volunteers and student trainees were both responsive and innovative, some have continued with the online sessions to meet client needs.

We have had quite a change on the board with Andy Perry taking on the role of managing the service. He has done a brilliant job ensuring we continue to meet the needs of the staff and clients with the changing demands for counsellors. The service has provided an amazing 1745 hours of counselling to 206 clients with Ann Day, Clinical Manager and Annabel Agyare, Clinical Assessor supporting the counselling team.

We have two other new members to the board Will Randell and Caron Kendall, both very welcome with extensive knowledge and contributing to the Sorted Counselling Services board.

Sorted has continued its partnership working with other local agencies and services including delivery through both the Children in Need and The National Lottery Community Fund Fortis projects. Our work with schools had initially reduced, but the demands on them for providing for young people we are hoping this will improve. The team is always looking for other options for funding and supporting where we can.

The Trustees have continued our regular cycle of meetings although, we have missed Joy Simpson, Trustee more recently due to ill health, but she has managed to still have an input supporting Ann Day with interviews.

My final thanks go every counsellor, volunteer, student, staff member and of course to my fellow Trustees, for part Andy, Joy, Caron and Will.

We hope to increase the counselling team and support more young people in the future.

Tracy Palmer

Chair

Sorted Counselling Services.

**Report of the Trustees (Cont'd)**

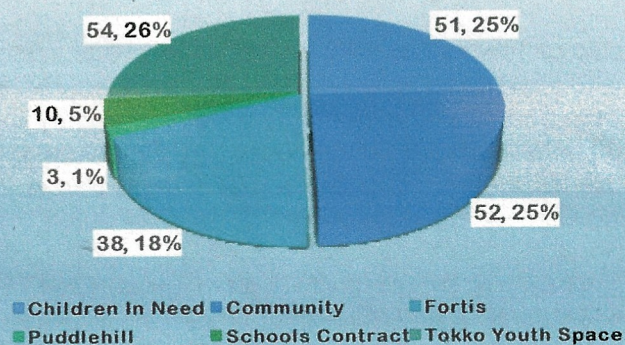


**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2022**

## Overview of Client Numbers and Hours

	Q1 & Q2	Q3 & Q4	Total
Total no of clients in period (those accessed)	<b>111</b>	<b>97</b>	<b>208</b>
Total no of counselling hours offered	<b>1,130</b>	<b>1,038</b>	<b>2,168</b>
Total no of hours DNA or Cancelled	<b>214</b>	<b>209</b>	<b>423</b>

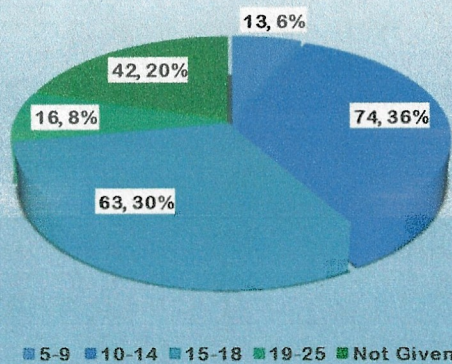
## Projects



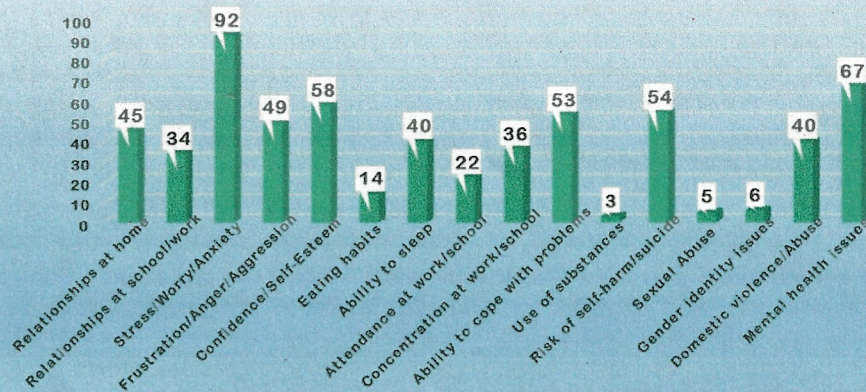


**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2022**

## Age Comparison

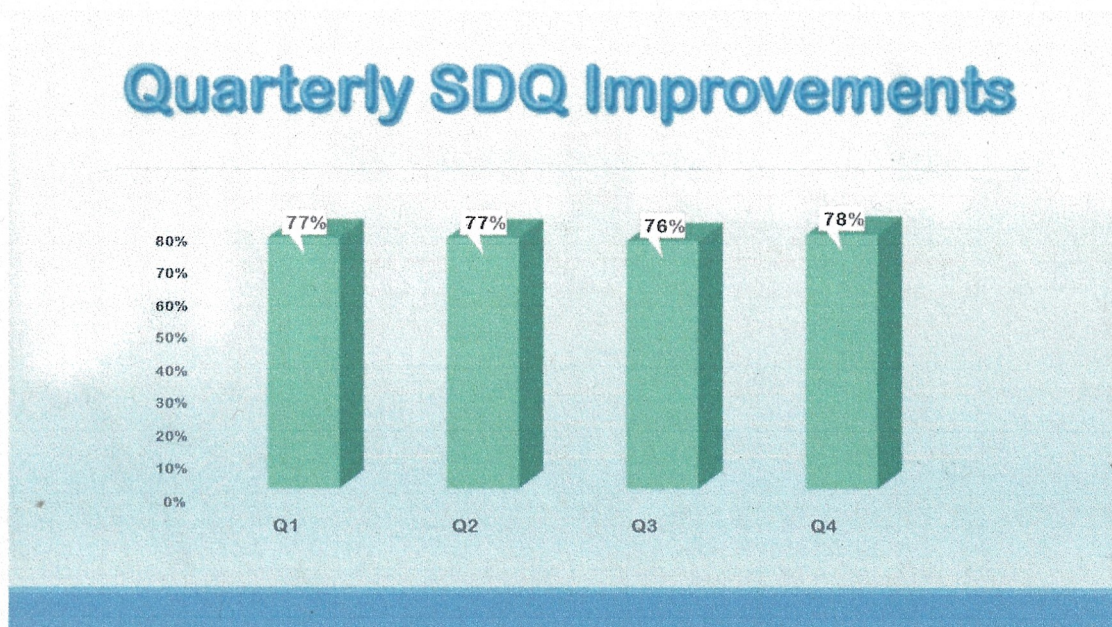


## Presenting Issues





**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2022**



#### **Financial Review and Reserves Policy**

The charity ended the year with a surplus of £182,851 (2021: £184,542). At 31 March 2022 we held cash at bank of £186,793 (2021: £187,658). The charity had £6,607 of restricted funds (2021: £4,570) and unrestricted funds of £136,244 (2021: £139,677) of which £40,000 are designated. The financial position continues to be carefully monitored and the cash position considered.

The level of reserves relates to the organisation's level of both current and projected activity.

Accordingly, the charity's Trustees are seeking to maintain sufficient reserves to continue operations in spite of challenges that may occur from any change in circumstances and to allow for an orderly reduction in activities or cessation of operations should this prove necessary.

The Trustees have determined a minimum of reserves as three months operating costs plus any long-term contractual liabilities that may be outstanding. The Trustees review this policy regularly and the policy itself annually. This year's unrestricted funds at 31 March 2022 total £136,244 and amounts to approximately 12 months budgeted expenditure.

The accounts have been prepared on a going concern basis which the Trustees believe is appropriate.

#### **Risk Management**

The Trustees keep the charity's activities under review, particularly with regard to any major risks that may arise from time to time. The major risks that are identified by this process have been mitigated to an acceptable level by internal control systems and other factors as appropriate.

Approved by the Trustees and signed on their behalf on 25/07/2022 by:

Tracy Palmer – Chair



## **Director report April 2021- March 2022**

From the early part of 2021 the UK Government started to ease COVID restrictions upon the UK which allowed our counselling service for children and younger persons to return to face to face interactions, albeit with all COVID protocols being strictly adhered to.

The general feedback the management team have received from counsellors and from referrers (mainly parents) is that the children, young persons and the counsellors themselves much prefer face-to-face interactions as opposed to using telephone or Zoom. This has been pleasing to hear as face-to-face counselling is the cornerstone of what Sorted is about. Retention of counsellors is a constant challenge, the need for counsellors far outweighs the supply of counsellors and we have found that our counsellors have been able to obtain better pay terms with other organisations who do not necessarily operate within the voluntary sector. This has been a frustration because our waiting lists for counselling remain full. We have continued with the operating model whereby we offer student placements for counsellors undertaking year 2 onwards in the Level 4 Diploma in Counselling or a Master's degree and once qualified and having undertaken a further period of unpaid counselling for Sorted we then offer paid work.

We continue to offer our counsellors regular training and during the year to March 31<sup>st</sup> 2022 the counsellors were offered formal training in Developing Resilience and Safeguarding training offered through the Local Children Safeguarding Board.

Clinical supervision has remained particularly important with all counsellors accessing this to ensure they are working safely and ethically through ever changing situation caused by the pandemic. We are grateful to our Supervisor Caroline McBride for her support.

The Trustee board have continued with their regular meetings throughout the year and have provided a good sounding board for the decisions made within the charity. Any financial decisions of note are routinely run past the Trustee board for their ratification or prior agreement. I would like to thank the Trustees for their continued endeavours on behalf of Sorted Counselling Services.

Counselling contracts with schools have been reduced during the year. We have discovered a different attitude to counselling in schools upon some of them changing to academy status where on occasions the finance operation for the school have asked to cancel the contract with us. Indeed, we have received some feedback that counselling is not seen as a core requirement for the school, but instead a luxury! We continue to try to change hearts and minds in this matter.

During the year to 31<sup>st</sup> March 2022 the service offered 2132 hours of counselling, of which 414 hours was for the Fortis programme that deals with cases of domestic abuse. A total of 186 children and young persons were seen by the service during that period. A total of 1716 hours of counselling took place.

Our funding continues to be provided in the main through the National Lottery Community Fund, Children in Need, the TOKKO Youth Centre in Luton and Houghton Regis Town Council, however, I would like to thank all supporters of Sorted Counselling Services. During the year we were also successful in obtaining a further £6.6k COVID relief grant from Central Beds Council and so thanks to them also for this valuable support.

I would like thank the staff team, Trustee Board and our team of counsellors who have continued to work tirelessly through this time that has been difficult for everyone with the Pandemic, putting the work we do first and always working for the best interests of the children and young people we support.

Andy Perry - Director



## **Independent Examiners Report to the Trustees of Sorted Counselling Services**

I report on the accounts of the company which are set out on pages following this report.

Respective responsibilities of trustee and examiner

The trustees are responsible for the preparation of the accounts.

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

It is my responsibility to:

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

Basis of independent examiner's statement

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

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:

- to keep accounting records in accordance with section 130 of the Charities Act; and section 386 of the Companies Act 2006
- to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Act

have not been met; or

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

**A S Jenkinson FCCA (Fellow of the Association of Chartered and Certified Accountants)**

**The Old Vicarage Carrhill Road Mossley OL5 0BL**

**Dated 9 July 2022**



Sorted Counselling Services				
Annual accounts for the period				
Period start date	01-Apr-21	To	Period end date	31-Mar-22

## Statement of financial activities

	Notes	Unrestricted funds	Restricted income funds	Endowment funds	Total funds	Prior year funds
		£	£	£	£	£
<b><u>Incoming resources</u></b>	<b>2</b>					
Donations		£5,662			£5,662	£17,309
Grants		£9,577	£58,902		£68,479	£114,127
Fees and other income		£5,915	£20,978		£26,893	£26,581
Rental income and bank interest		£2,938			£2,938	£1,155
<b>Total</b>		<b>£24,092</b>	<b>£79,880</b>	<b>£0</b>	<b>£103,972</b>	<b>£159,172</b>
<b><u>Resources expended</u></b>	<b>3</b>					
Charitable activities		£31,565	£73,273		£104,838	£104,853
<b>Total</b>		<b>£31,565</b>	<b>£73,273</b>	<b>£0</b>	<b>£104,838</b>	<b>£104,853</b>
<b><u>Net income/(expenditure) before other items</u></b>		<b>-£7,473</b>	<b>£6,607</b>	<b>£0</b>	<b>-£866</b>	<b>£54,319</b>
Change in accruals, creditors and debtors		-£531			-£531	£20
Sundry adjustment (prior year adjustment to 2021 reserves note 7 reversed)		-£294			-£294	
<b><u>Net income/(expenditure) after adjustment</u></b>		<b>-£8,298</b>	<b>£6,607</b>	<b>£0</b>	<b>-£1,691</b>	<b>£54,339</b>
Transfer from and closure of restricted fund						
Gains or losses on disposal of assets						
<b><u>Net movement in funds</u></b>		<b>-£8,298</b>	<b>£6,607</b>	<b>£0</b>	<b>-£1,691</b>	<b>£54,339</b>
<b><u>Reconciliation of funds:</u></b>						
<b>Total funds brought forward</b>		<b>£184,542</b>			<b>£184,542</b>	<b>£130,203</b>
<b>Total funds carried forward</b>		<b>£176,244</b>	<b>£6,607</b>	<b>£0</b>	<b>£182,851</b>	<b>£184,542</b>



## Balance sheet

	Notes	Unrestricted funds £	Restricted income funds £	Endowment funds £	Total this year £	Total last year £
<b><u>Fixed assets</u></b>						
Intangible assets					£0	£0
Tangible assets					£0	£0
Heritage assets					£0	£0
Investments					£0	£0
<b>Total fixed assets</b>		£0	£0	£0	£0	£0
<b><u>Current assets</u></b>						
Stocks					£0	£0
Debtors	4	£742			£742	£24
Investments					£0	
Cash at bank and in hand	5	£186,793			£186,793	£187,658
<b>Total current assets</b>		£187,535	£0	£0	£187,535	£187,682
<b><u>Creditors: amounts falling due within one year</u></b>						
	6	£4,684			£4,684	£3,435
<b>Net current assets/(liabilities)</b>		£182,851	£0	£0	£182,851	£184,247
<b>Assets less current liabilities</b>		£182,851	£0	£0	£182,851	£184,247
<b><u>Creditors: amounts falling due after one year</u></b>						
Provisions for liabilities		£0	£0	£0	£0	£0
<b>Total net assets or liabilities</b>		£182,851	£0	£0	£182,851	£184,247
<b><u>Funds of the Charity</u></b>						
Designated funds	7		£40,000		£40,000	£40,000
Restricted income funds			£6,607		£6,607	£4,570
Unrestricted funds		£136,244			£136,244	£139,677
Prior year adjustment						
<b>Total funds</b>		£136,244	£46,607	£0	£182,851	£184,247

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

Signature	Print Name	Date of approval



### **1.1 Basis of accounting**

*These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.*

*The accounts have been prepared in accordance with:*

- and with\* 

✓
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*the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014*
- and with\* 

✓
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*the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102)*
- and with the Charities Act 2011.

*The charity constitutes a public benefit entity as defined by FRS 102.\**

✓
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### **1.2 Income recognition**

*All incoming resources are included in the statement of financial activities when the charity becomes entitled to the income.*

### **1.3 Resources expended**

*Expenditure is recognised on an accruals basis when the liability falls due.*

### **1.4 Cash flow statement**

*The charity has taken advantage of the exemption in FRS1 from preparing a Cash Flow statement on the grounds that it is a small entity.*

### **1.5 Going concern**

*There are no material uncertainties related to events or conditions that cast significant doubt on the charity's ability to continue as a going concern.*



Note 2

Analysis of income

Analysis	Unrestricted funds	Restricted income funds	Endowment funds	Total funds	Prior year
				£	£
<b>Donations &amp; Grants</b>					
<u>Donations</u>				-	
Other donations	5,662			5,662	17,309
				-	-
Total Donations	5,662			5,662	17,309
Total					
<u>Grants</u>					
Children in Need		40,956		40,956	38,470
Big Lottery		13,947		13,947	26,952
Houghton Regis town council	2,000			2,000	2,000
Central Beds	7,577			7,577	46,000
Wixamtree Trust				-	-
Souter Charitable Trust				-	-
Beds & Luton Council Fund		4,000		4,000	705
				-	-
Total Grants	9,577	58,902	-	68,479	114,127

Total

Other trading activities:	Tokko		20,978		20,978	20,978
	Schools & PP contracts	5,915			5,915	4,630
	NHS East london				-	-
	Sundry income adjustment				-	973
					-	-
	Total from Counselling Services	5,915	20,978	-	26,893	26,581

Total

Interest income	70			70	267
room rental	2,868			2,868	888
to balance		-	-	1	-
Total Other	2,938			2,939	1,155

Total

TOTAL INCOME

24,092	79,880	-	103,972	159,172
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**Note 3 Analysis of expenditure**

Note 3.1

**Expenditure on charitable activities**

Analysis	Unrestricted funds	Restricted income funds	Endowment funds	Total funds	Prior year
				£	£
Staff costs	31,564	23,432	-	54,995	57,683
Sessional staff		20,266	-	20,266	17,874
Volunteer costs & training		7,655	-	7,655	5,743
	-	-	-	-	-
<b>Total expenditure on charitable activities</b>	<b>31,564</b>	<b>51,353</b>	<b>-</b>	<b>82,916</b>	<b>81,300</b>

**Expenditure on premises and support costs**

Premises		13,502	-	13,502	13,437
Insurance		1,214	-	1,214	1,061
Office supplies and consumable equipment		3,296	-	3,296	3,087
Publicity		411	-	411	1,966
Database		1,584	-	1,584	1,725
Subscriptions	-	240	-	240	480
to balance	-	-	-	-	-
<b>Total expenditure on charitable activities</b>	<b>-</b>	<b>20,247</b>	<b>-</b>	<b>20,247</b>	<b>21,756</b>

**Expenditure on governance**

Accountancy fees paid in the year		840	-	840	850
Payroll management		540	-	540	540
Other related (Zoom)	-	173	-	173	158
Bank charges		108	-	108	192
Sundry		13	-	13	57
<b>Total other expenditure</b>	<b>-</b>	<b>1,673</b>	<b>-</b>	<b>1,673</b>	<b>1,797</b>

**Total expenditure all categories**

31,564	73,273	-	104,837	104,853
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## Notes to the accounts

### **Note 3.2**      **Paid employees**

	<b><u>Current</u></b>	<b><u>Prior</u></b>
	<b>£</b>	<b>£</b>
Salaries and wages	48,288	49,366
Income tax & social security costs	3,908	5,458
Pension costs (defined contribution scheme)	1,544	2,078
Other employee benefits	1,256	781
<b>Total staff costs</b>	<b>54,996</b>	<b>57,683</b>

### **Note 3.3**      **Average head count in the year**

#### **Full time Equivalents**

The parts of the charity in which the employees work

	<b><u>Current</u></b>	<b><u>Prior</u></b>
	<b>Number</b>	<b>Number</b>
Fundraising	0.29	0.57
Charitable Activities	0.86	0.57
Governance (finance)	0.37	0.29
Other (data admin)	0.60	0.60
<b>Total</b>	<b>2.12</b>	<b>2.03</b>

### **Note 3.4**      **Corporation tax**

The charity is exempt from tax on income and gains falling within S505 of ICTA 1998 or section 256 of the taxation of chargeable gains act 1992 to the extent that these are applied to its charitable objects

### **Note 3.5**      **Trustees expenses and remuneration**

	<b><u>Current</u></b>	<b><u>Prior</u></b>
Trustee with the highest re-imbursed expense claims	<b>None claimed</b>	<b>None claimed</b>
All other Trustee re-imbursed expense claims	<b>None claimed</b>	<b>None claimed</b>
<b>Total</b>	<b>£0</b>	<b>£0</b>

No Trustee had any material interest in any transaction relating to the associations affairs, either directly or via a third party



**Note 4 Debtors and prepayments**

Amounts falling due within one year		Amounts falling due after more than one year	
<i>Current</i>	<i>Prior</i>	<i>Current</i>	<i>Prior</i>
£742	£24		
<b>Total</b>	<b>£742</b>	<b>N/A</b>	<b>N/A</b>

**Note 5 Cash at bank and in hand**

Short term deposits  
Cash at bank and on hand  
**Total**

<i>Current</i>	<i>Prior</i>
nil	nil
<b>£186,793</b>	<b>£187,658</b>
<b>£186,793</b>	<b>£187,658</b>

**Note 6 Creditors and accruals**

Trade creditors  
Accounting accruals  
Deposits held on behalf of third parties

Amounts falling due within one year		Amounts falling due after more than one year	
<i>Current</i>	<i>Prior</i>	<i>Current</i>	<i>Prior</i>
£3,804	£2,595		
£880	£840		
<b>Total</b>	<b>£4,684</b>	<b>N/A</b>	<b>N/A</b>

**Note 7 Movement in funds**

General fund  
Designated fund  
Restricted fund  
**Total**

1 April	Transfers In	Transfers Out	Adjustment	31 March
£139,972		-£3,728		£136,244
£40,000				£40,000
£4,570	£2,037			£6,607
<b>£184,542</b>				<b>£182,851</b>

**Note 8 Rental commitments**

The charities premises are rented under a 3 month rolling licence  
Notice period for the termination of the contract is 3 months.



As prepared by the client

## Restricted and Unrestricted spend

2021-22	Income Unrestricted	Income Restricted	Spent Unrestricted	Spent Restricted	C/F Unrestricted	C/F Restricted
School contracts	5915		3112.25		2802.75	
CIN		40955.5		35000		5955.5
Tokko		20977.5		20977.5		
Central Beds	7577		7577			
Big Lottery		13946.5		13795.5		151
BLCF		4000		3500		500
HRTC	2000				2000	
Other Income	8599.9		8599.9			
Deposit acc			11774.4			
Adjust by AI to agree to accs			500			
	24091.9	79879.5	31563.55	73273	4802.75	6606.5
Totals		103971.4		104836.55		11409.25