

**SORTED COUNSELLING SERVICES**  
**(A company limited by guarantee)**  
**REPORT AND FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2025**

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

**SORTED COUNSELLING SERVICES  
FOR THE YEAR ENDED 31 MARCH 2025**

**Report of the Trustees**

The trustees present their report and financial statements for the year ended 31 March 2025

**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:**

Will Randell  
Caron Kendall  
Joel Grufferty

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:**

Emma Spacek	Clinical Director (Job Role Change) Appointed 1 <sup>st</sup> January 2025
Patrick Carroll	Finance & Data Manager
Diane Jackson	Administrative Assistant
Gay Lane	Counsellor 27 <sup>th</sup> June 2025
Andy Perry	Director of Services Resigned 17 <sup>th</sup> December 2025

**Bankers:** Barclays Bank, 28 George Street, Luton, LU1 2AX

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 2025 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 2025**

For my Chair's report for this financial year, I firstly must thank the councillors who provide the face-to-face counselling for those who are need of our services.

Without you there would be no Sorted.

Behind the team of councillors, we have a small but dedicated team, who, along with our Director, ensure that all the necessary systems and processes are in place that enable Sorted to function.

This is a true team effort, and on behalf of the Trustee's we thank you all for your time and dedication.

In the past year Sorted have delivered training to both our councillors and have made this available to the wider counselling community.

We have been able to recruit and retain our councillors over the past year; this stability has enabled Sorted to focus on service provision and funding applications.

The greatest challenge, and threat to Sorted, remains funding.

We are making high quality applications, and this is fed back to us, however many other Charities are also applying for funding from the same "pots" of money for services that are assessed as being in greater financial need than Sorted.

Sorted need to maximise our income and we will be offering, in the last quarter of 2025 / 26 an option for those who are able to pay for our services with a reduced waiting time for access to services.

This decision was made following a review of other counselling providers and with the agreement of the Trustee's.

The demand for counselling for children and young people is increasing and Sorted will explore all avenues for funding so we can continue to make a difference.

Finally, thank you again the whole team at Sorted and the unheralded differences you make to those who use our services.

Will Randell

Chair

Sorted Counselling Services.

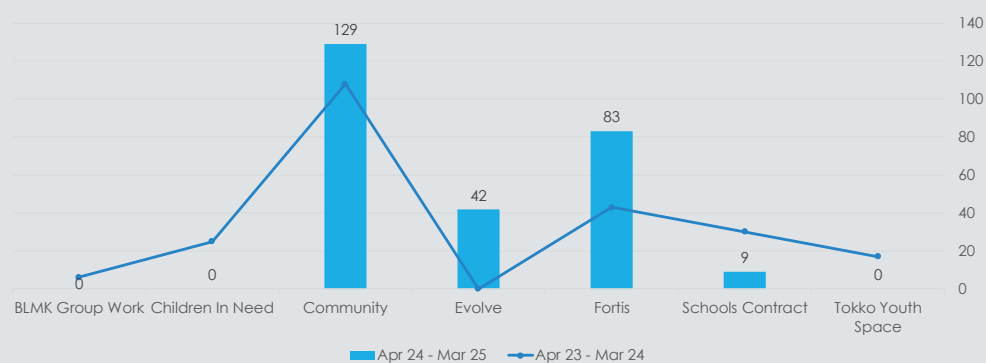
**Report of the Trustees**

## SORTED COUNSELLING SERVICES FOR THE YEAR ENDED 31 MARCH 2025

	Q1 Apr – Jun 24	Q2 Jul – Sept 24	Q3 Oct – Dec 24	Q4 Jan – Mar 25	Total This Year	Total Last Year
Total No of hours available	807	611	626	672	2716	2460
Total No of hours offered	753	610	590	664	2617	2316
Total No of hours dna/cancelled	104	130	70	104	408	489
Total No of hours cancelled by counsellors	63	79	62	32	236	222
Total No of hours with clients	586	401	458	528	1973	1605
Total No of clients seen	72	61	54	76	263	229

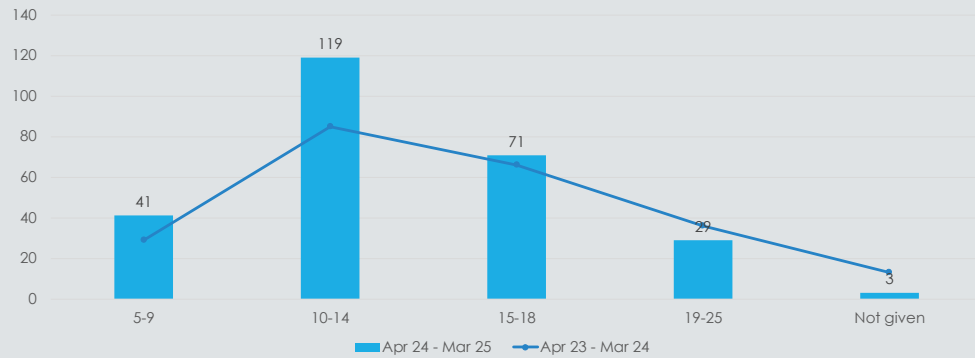
### OVERVIEW OF CLIENT NUMBERS AND HOURS

## PROJECTS



## SORTED COUNSELLING SERVICES FOR THE YEAR ENDED 31 MARCH 2025

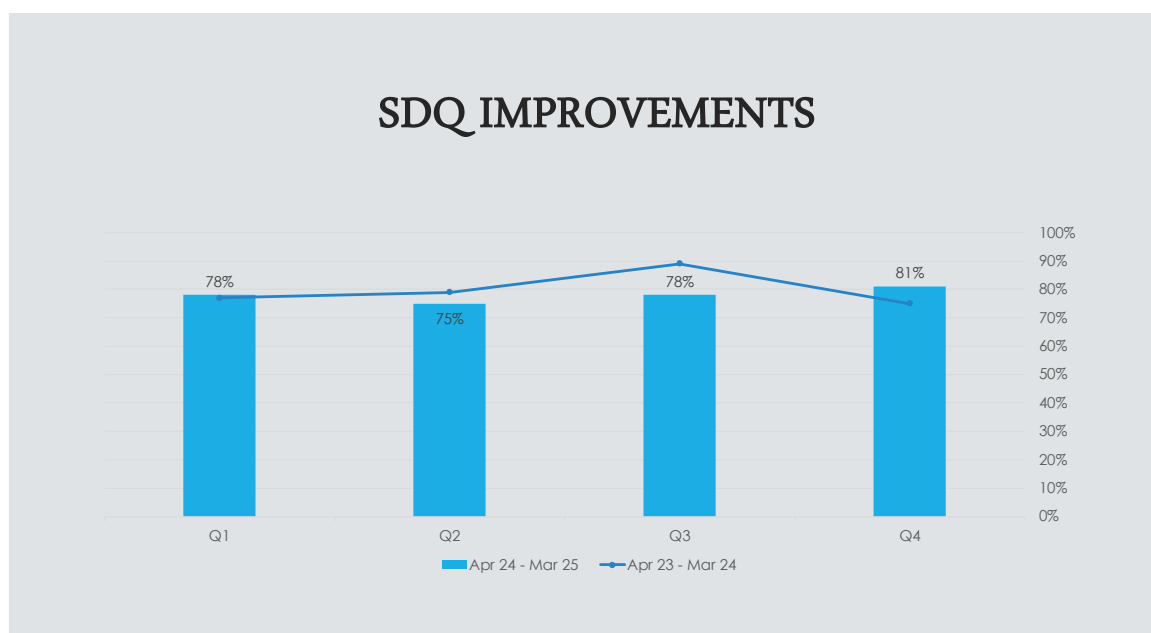
### AGE



### PRESENTING ISSUES



## SORTED COUNSELLING SERVICES FOR THE YEAR ENDED 31 MARCH 2025



### Financial Review and Reserves Policy

The charity ended the year with a surplus of £140,360 (2024: £178,858). At 31 March 2025 we held cash at bank of £140,833 (2024: £179,658). The charity had £57,368 of restricted funds (2024: £67,471) and unrestricted funds of £83,465 (2024: £112,187) 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 2025 total £83,465 and amounts to approximately 10 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 20 / 01 / 2026 by:

*Will Randell*

Will Randell – Chair

## **Director's report on the Annual Accounts for the year ended 31<sup>st</sup> March 2025**

As the Director of Sorted Counselling Services I am pleased to present my combined director/clinical report together with the financial statements for the year 1 April 2024 to 31 March 2025.

The charity remains committed to providing free, confidential, one-to-one therapeutic counselling to Children and Young People (CYP) across South-Central Bedfordshire. This year has seen significant growth in demand, the development of key partnerships, and the continued strengthening of our internal systems and clinical practice.

### **Schools and Local Presence**

We maintained strong relationships with schools in Dunstable and Houghton Regis, continuing to provide counsellors to four schools. Staff at these schools regularly report how valued and well-integrated the counselling has become.

### **Data, Collaboration and Partnerships**

Our data management system, introduced in 2024, has continued to strengthen collaboration with external partners, improving our workflow and communication. Our data management system continues to evolve, offering more sophisticated capabilities and ensuring the organisation operates in a modern, efficient, and secure way.

We remain in close dialogue with organisations including:

- East London NHS Foundation Trust
- CAMHS
- Bedfordshire & Milton Keynes ICB
- Central Bedfordshire Council
- Houghton Regis and Dunstable Town Councils

### **Training Providers and Trainees**

We continue to welcome trainee counsellors from local training centres, and our decision last year to accept Year 1 Diploma students is already showing benefits. Longer placements have improved continuity, strengthened relationships, and enhanced the quality of experience for both trainees and clients.

### **Managing Demand and Project Delivery**

Across our core projects — Fortis, VEPP, Fortis Align, and Community Counselling — we have continued to manage a consistent and steady flow of referrals. The demand for support remains high, particularly for children and young people, but through careful coordination and efficient use of our expanded counselling space, we have been able to reduce waiting times across all programmes. The team's flexibility and collaborative approach have ensured that referrals are processed promptly, assessments are completed in a timely manner, and young people are able to access support sooner. This reflects both the strong reputation of our services and the effectiveness of our internal systems in meeting the needs of the community.

### **Adapting for Younger Children**

We refined our approach to children aged 5–8, recognising that some were not developmentally ready for counselling. We now conduct three 30-minute assessment sessions to explore emotional readiness. This ensures counselling hours are used effectively, while still leaving the door open for younger children to return when ready.

### **Session Structure**

We continued with the revised model of 8 initial sessions, with scope to extend to 12 where needed. This structure has proven suitable for most young people and allows us to support more clients without compromising quality.

#### Director and Clinical Manager Role

The amalgamation of the Director and Clinical Manager roles has been effective, providing streamlined decision-making and consistent clinical oversight. However, due to continued growth in projects and demand, we anticipate the need to recruit additional staff or increase current hours in the coming year.

#### Referral Pressures

We remain in close dialogue with organisations including:

- East London NHS Foundation Trust
- CAMHS
- Bedfordshire & Milton Keynes ICB
- Central Bedfordshire Council
- Houghton Regis and Dunstable Town Councils

Referrals continue to arrive from CAMHS, Talking Therapies, schools, Children's Services, and IDVAs. We are finding an increase of referrals that are not suitable for Sorted and that the same challenges are being experienced in supporting CYP across the board and the most suitable service.

#### Team Cohesion and Shared Workspace

Since moving to a shared office in January 2025, the positive impact on our team has been clear. Working together in the same space has strengthened communication, improved day-to-day collaboration, and created a more supportive working environment. Being able to share ideas in real time, check in with one another, and respond quickly to emerging needs has enhanced both the quality and consistency of our service. The shared workspace has also contributed to a stronger team culture, improving morale and helping staff feel more connected, valued, and aligned in our purpose.

#### Expansion of Counselling Space

This year we also created a new counselling room within our office, designed specifically with our younger clients in mind. The space includes additional play resources, creative materials, and a more child-friendly layout, helping younger children feel safe, comfortable, and engaged in their sessions. Having this dedicated room has allowed us to increase the number of young people we can see each week, reducing waiting times and improving access to early support. It has also opened up further opportunities for private hire, and we anticipate this will contribute to increased revenue as awareness of the space and its specialist resources grows.

Emma Spacek – Clinical 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 Acthave 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 Financial Consultants Limited***

***Dated 27 June 2025***

<b>Sorted Counselling Services</b>				
Annual accounts for the period				
Period start date	01-Apr-24	To	Period end date	31-Mar-25


## 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		£5,519			£5,519	£6,772
Grants		£8,200	£64,061		£72,261	£54,468
Fees and other income		£5,890			£5,890	£5,230
Rental income and bank interest		£7,480			£7,480	£8,095
<b>Total</b>		<b>£27,089</b>	<b>£64,061</b>	<b>£0</b>	<b>£91,150</b>	<b>£74,565</b>
<b><u>Resources expended</u></b>	<b>3</b>					
Charitable activities		£129,975			£129,975	£119,285
<b>Total</b>		<b>£129,975</b>	<b>£0</b>	<b>£0</b>	<b>£129,975</b>	<b>£119,285</b>
<b><u>Net income/(expenditure) before other items</u></b>		<b>-£102,886</b>	<b>£64,061</b>	<b>£0</b>	<b>-£38,825</b>	<b>-£44,720</b>
Adjustments to prior year balances & rounding					£1	£0
<b><u>Net income/(expenditure) after adjustment</u></b>		<b>-£102,886</b>	<b>£64,061</b>	<b>£0</b>	<b>-£38,824</b>	<b>-£44,720</b>
Transfer from and closure of restricted fund						
Gains or losses on disposal of assets						
<b><u>Net movement in funds</u></b>		<b>-£102,886</b>	<b>£64,061</b>	<b>£0</b>	<b>-£38,824</b>	<b>-£44,720</b>
<b><u>Reconciliation of funds:</u></b>						
<b>Total cash and bank funds brought forward</b>		<b>£179,658</b>			<b>£179,658</b>	<b>£224,378</b>
<b>Total cash and bank funds carried forward</b>		<b>£76,772</b>	<b>£64,061</b>	<b>£0</b>	<b>£140,833</b>	<b>£179,658</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	
Tangible assets					£0	
Heritage assets					£0	
Investments					£0	
<b><i>Total fixed assets</i></b>		£0	£0	£0	£0	£0
<b><u>Current assets</u></b>						
Stocks					£0	
Debtors	4	£377			£377	
Investments					£0	
Cash at bank and in hand	5	£140,833			£140,833	£179,658
<b><i>Total current assets</i></b>		£141,210	£0	£0	£141,210	£179,658
<b><u>Creditors: amounts falling due within one year</u></b>	6	£850			£850	£800
<b><i>Net current assets/(liabilities)</i></b>		£140,360	£0	£0	£140,360	£178,858
<b><i>Assets less current liabilities</i></b>		£140,360	£0	£0	£140,360	£178,858
<b><u>Creditors: amounts falling due after one year</u></b>					£0	
Provisions for liabilities			£0	£0	£0	£0
<b><u>Total net assets or liabilities</u></b>		£140,360	£0	£0	£140,360	£178,858
<b><u>Funds of the Charity</u></b>						
Designated funds	7		£40,000		£40,000	£40,000
Restricted income funds			£17,368		£17,368	£27,471
Unrestricted funds		£83,465			£83,465	£112,187
Net adjustment to incorporate creditors and debtors	9	-£473			-£473	-£800
<b><i>Total funds</i></b>		£82,992	£57,368	£0	£140,360	£178,858

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

Signature	Print Name	Date of approval
	Mr William Randell	20/01/2022

### **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 October 2019*
- 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.*

## Section C

## Notes to the accounts

(cont)

## Note 2

## Analysis of income

		Unrestricted funds	Restricted income funds	Endowment funds	Total funds £	Prior year £
	Analysis					
Donations & Grants	<u>Donations</u>				-	-
	Other donations	5,519			5,519	6,772
	Total Donations	5,519			5,519	6,772
	Total					
	<u>Grants</u>					
	VERU (Evolve)		15,136		15,136	-
	Big Lottery		43,325		43,325	38,048
	Houghton Regis town council	1,100			1,100	2,000
	Ward Councillor Grant		1,500		1,500	-
	Beds & Luton Council Fund		5,600		5,600	5,600
	Dunstable Town Council		600		600	-
	The Albert Hunt Trust	5,000			5,000	-
	Total Grants	6,100	66,161	-	72,261	45,648
	Total					
Other trading activities:	Tokko				-	8,820
	Schools & PP contracts	5,890			5,890	5,230
	Sundry income adjustment				-	-
					-	-
	Total from Counselling Services	5,890	-	-	5,890	14,050
	Total					
	Interest income	5,655			5,655	5,367
	room rental	1,825			1,825	2,728
	to balance		-	-		
	Total Other	7,480			7,480	8,095
	Total					
TOTAL INCOME		24,989	66,161	-	91,150	74,565

<b>Section C</b>	<b>Notes to the accounts</b>	<b>(cont)</b>
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**Note 3**      **Analysis of expenditure**

		Unrestricted funds	Restricted income funds	Endowment funds	Total funds £	Prior year £
Analysis						
Note 3.1 Expenditure on charitable activities	Staff costs	63,814	3,513	-	67,327	58,948
	Sessional staff		28,716	-	28,716	27,028
	Volunteer costs & training		6,678	-	6,678	8,543
		-	-	-	-	-
	<b>Total expenditure on charitable activities</b>	<b>63,814</b>	<b>38,906</b>	<b>-</b>	<b>102,720</b>	<b>94,519</b>

Expenditure on premises and support costs	Premises		17,525	-	17,525	17,483
	Insurance		1,323	-	1,323	1,233
	Office supplies and consumable equipment		2,164	-	2,164	1,465
	Publicity		117	-	117	66
	Database		4,388	-	4,388	1,438
	Professional fees		249		249	2,006
	Subscriptions	-	545	-	545	35
	Bank charges		111		111	102
	Governance (acc fees in year)	-	834	-	834	938
	<b>Total expenditure on charitable activities</b>	<b>-</b>	<b>27,255</b>	<b>-</b>	<b>27,255</b>	<b>24,766</b>

<b>Total expenditure all categories</b>	<b>63,814</b>	<b>66,161</b>	<b>-</b>	<b>129,975</b>	<b>119,285</b>
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## Notes to the accounts

### **Note 3.2** Paid employees

	<b><i>Current</i></b> £	<b><i>Prior</i></b> £
Salaries and wages	56,854	52,088
Income tax & social security costs	5,542	3,138
Pension costs (defined contribution scheme)	4,013	2,290
Other employee benefits	918	1,432
<b>Total staff costs</b>	<b>67,327</b>	<b>58,948</b>

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

#### **Full time Equivalents**

The parts of the charity in which the employees work

	<b><i>Current</i></b> Number	<b><i>Prior</i></b> Number
Fundraising	0.10	0.24
Charitable Activities	1.24	1.34
Governance (finance)	0.34	0.29
Other (data admin)	0.57	0.63
<b>Total</b>	<b>2.25</b>	<b>2.50</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><i>Current</i></b>	<b><i>Prior</i></b>
Trustee with the highest re-imbursed expense claims	None claimed	None claimed
All other Trustee re-imbursed expense claims	None claimed	None claimed
<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>
£377	£0		
<b>Total</b> £377	£0	N/A	N/A

**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>£140,833</b>	<b>£179,658</b>
<b>£140,833</b>	<b>£179,658</b>

**Note 6 Creditors and accruals**

Trade creditors (of £1,406 are adjusted via un-presented chqs in the bank reconciliation)  
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>
£850	£800		
<b>Total</b> £850	£800	N/A	N/A

**Note 7 Movement in Cash funds**

**General fund** (incorporates un-presented cheques £1,406)  
**Designated fund**  
**Restricted fund**  
**Total**  
**Operating cash surplus in the year**

1 April	Transfers In	Transfers Out	Adjustment	31 March
£112,187		-£28,722		£83,465
£40,000				£40,000
£27,471		-£10,103		£17,368
<b>£179,658</b>				<b>£140,833</b>
	£0	-£38,825	£0	

**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.

**Note 9 accounting adjustment**

For control purposes the Statement of Financial Activities is drawn up on a cash basis which reconciles to the Cash at Bank figure in the Balance sheet  
The adjustment in the balance sheet of (£473) reflects debtors and creditors (£377 debtors, £850 creditor or net -£473)



As prepared by the client

Restricted and Unrestricted Income and Spend 2024-25 as completed by the client

2022-23	Income Unrestricted	Income Restricted	Spent Unrestricted	Spent Restricted	C/F Unrestrict ed	C/F Restricted
School contracts	5890		-5890		0	
Ward Counsellor grant		1500		-1500		0
Albert Hunt Foundation	5000		-5000		0	
The Big Lottery		43325		-43325		0
BLCF		5600		-5600		0
VERU (Evolve)		15136		-15136		0
DTC		600		-600		0
HRTC	1100		-1100		0	
Other Income	12999		-12999		0	
Reserves			-38825			
	24989	66161	-63814	-66161	0	0
Totals		91150		-129975		

**Restricted and Unrestricted Income and Spend 2023-24**

2023-24	Income Unrestricted	Income Restricted	Spent Unrestricted	Spent Restricted	C/F Unrestrict ed	C/F Restricted
School contracts	5230		5015		215	0
CIN				23506	0	-23506
Tokko		8820		8820	0	0
BLMK					0	0
Big Lottery		38048		38420	0	-372
BLCF		5600		5529	0	71
Deposit account			21841		-21841	0
HRTC	2000		2000		0	0
Other Income	14867		14155		712	0
	22097	52468	43011	76275	-20914	-23807
Totals		<b>74565</b>		<b>119286</b>		<b>-44720</b>