WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales · Charity number 1145377

Details

Other names	WCTS
Status	Registered
Legal form	Charitable company
Company number	07804583
Registered	2012-01-10
Register	View on the Charity Commission register

Contact

Address	43 Park Square North Leeds LS1 2NP
Phone	01132455725
Email	info@womenstherapyleeds.org.uk
Website	http://www.womenstherapyleeds.org.uk/

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY RESTRICTED TO THE FOLLOWING:(A) TO ESTABLISH AND MANAGE CENTRES AND TO EQUIP AND STAFF SAME FOR THE RELIEF OF SICKNESS, BY SUPPLYING ADVICE AND GUIDANCE, COUNSELLING AND PSYCHOTHERAPEUTIC TREATMENT FOR WOMEN AND GIRLS OF ALL AGES (AND THEIR FAMILIES WHERE NECESSARY), LIVING IN WEST, NORTH, AND SOUTH YORKSHIRE AND HUMBERSIDE, WHO ARE SUFFERING FROM PSYCHOLOGICAL PROBLEMS AND STRESS, AND THE PROVISION OF FACILITIES AND SUPPORT FOR SELF-HELP GROUPS.(B) TO ADVANCE EDUCATION OF THE GENERAL PUBLIC AND OF PSYCHOTHERAPISTS AND MENTAL HEALTH WORKERS IN PARTICULAR, IN THE CAUSES, EFFECTS, TREATMENT AND REDUCTION OF PSYCHOLOGICAL DISORDERS AND STRESS IN WOMEN AND GIRLS

Activities: WCTS supports mental health and emotional wellbeing of women in Leeds prioritising those on low income and those who struggle to access or engage with statutory services. Core activities: provision of individual and group counselling and psychotherapy in a women's service; peer support; partnerships with other services; contributing to a co-ordinated approach to service delivery to women.

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Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Other Charitable Activities
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Other Defined Groups

Geography

- Barnsley
- Bradford City
- Calderdale
- City Of Wakefield
- Doncaster
- East Riding Of Yorkshire
- Kirklees
- Leeds City
- North Yorkshire
- Sheffield City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,212,156	£1,181,308	£257,042	29
2024-03-31	£972,344	£1,021,396	£226,194	25
2023-03-31	£955,596	£912,405	£275,246	25
2022-03-31	£850,629	£822,022	£232,055	26
2021-03-31	£799,347	£804,364	£203,448	25

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Trustees

Name	Role	Appointed
Jacqueline Mary Whittle	Chair	2023-05-22
Ayesha Begum		2025-01-20
Dr ANN MARY WALKER		2012-01-10
Marta Tomlinson		2026-06-10
Netalie Shloim		2024-07-15
Sarah Lucas		2025-05-19

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WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales - Charity number 1145377

Accounts

Charity registration number 1145377 (England and Wales)

Company registration number 07804583

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

ANNUAL REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Sarah Lucas	(Appointed 19 May 2025)
	Cecil Rowe	(Appointed 16 September 2024)
	Ayesha Begum	(Appointed 20 January 2025)
	Ann Walker	
	Netalie Shloim	(Appointed 15 July 2024)
Secretary	Ayesha Begum	
Senior management		
	Andrea Campbell	Clinical Lead
	Freya Hirst	Operations Manager
	Mags Shevlin	Services Manager
	Nina Butterworth	Service Manager
	Gemma Ridge	Service Manager
Charity number	1145377	
Company number	07804583	
Registered office	43 Park Square North Leeds West Yorkshire England LS1 2NP	
Auditor	BK Plus Audit Limited 52 St Johns Lane Halifax West Yorkshire England HX1 2BW	
Bankers	National Westminster Bank plc Westgate Branch 31 Westgate Leeds LS1 2RF	

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

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WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

Trustees' Report for the Year Ended 31 March 2025

Chair's Report – WCTS Annual Statement 2024–2025

I am delighted to present this year's Chair's Report, reflecting on a transformative and purposeful year for WCTS. Over the course of 2024–2025, we finalised our new strategic direction, anchored by three core goals:

- Reaching women and girls who need support the most
- Building more holistic support through collaboration
- Growing stronger and more sustainable as an organisation

Alongside this, we refreshed our organisational values to better reflect who we are and what we stand for:

- **Empowering** – We support women and girls to take control of their futures.
- **Strong and Kind** – We balance resilience with compassion, enabling healing and growth.
- **Inclusive** – We foster a community where every voice is heard and everyone has the opportunity to thrive.

We continue to explore what it means to be a women's service – open to all who identity as such – in a society where the traditional binary categories of gender are expanding to reflect more of the reality of individual lives. We will continue to explore how to sustain a service that feels safe for females who have experienced gender-based violence and expand this sense of safety to more people who have experienced violence and discrimination around issues of sex and gender in the regions we work in.

To ensure long-term organisational sustainability, we entered discussions with Inspire North this year. We anticipate becoming a member of Inspire North by autumn 2025, a partnership that will strengthen our ability to reach women and girls who need support the most.

Looking ahead, I am excited about the organisation's potential and the opportunities that lie before us. I want to express my heartfelt thanks to everyone—employees, volunteers, partners, and supporters—who have worked tirelessly to make a positive difference in the lives of our beneficiaries.

While the economic and political climate continues to pose challenges, I remain confident. As society increasingly embraces counselling and therapy as vital tools for mental wellbeing, we will continue to focus on those excluded from mainstream services. Our work with the Leeds Women and Girls Alliance will remain central, as we strive to maximise the impact of city-wide strategies and respond to emerging opportunities.

Thank you for being part of this journey.

Jackie Whittle
WCTS Board Chair
October 2025

Objectives and activities

Our objectives are to:

- Provide advice and guidance, counselling and psychotherapeutic services including self-help support for women and girls of all ages (and their families where necessary), living in Yorkshire and Humberside, who are suffering from psychological/mental health problems

- Advance the education of the public and of psychotherapists and mental health workers in particular, in the causes, effects, treatment and reduction of psychological/mental health problems in women and girls.

We operate mainly in the Leeds area, and particularly in areas suffering from economic deprivation working with women and girls experiencing multiple disadvantages.

Ultimately, our aims are to support marginalised and vulnerable women recover from the impacts of negative life experiences and improve their life chances by: reducing their levels of psychological distress/mental health problems; improving their levels of self-esteem and confidence; increasing their resilience; empowering them with skills for dealing with problems or tackling difficult situations and relationships.

Helping women achieve these goals takes time, and we do it by providing access to trauma specialised long-term i.e. up to two years, psychotherapeutic services that are woman centred and increasingly intersectional specific: that is, services that take account of both gender and wider power structures in society, and the potential impact of severe and/or long-term adversity on development, capacity to form and sustain healthy relationships and resilience. Crucially, we provide a service that tolerates disrupted engagement, which is essential where issues of trust are critical, and where women are carers for children and or elders. We adapt to the needs of individuals too, by using texts and phone calls to secure therapeutic work, when necessary, by delivering therapy at the beneficiaries' preferred pace, and by providing practitioners from the same or different cultural identity, and with the same mother tongue.

Where appropriate specialised services for our beneficiary target group aren't generally available, we aim to develop and pilot them. These include outreach services to reach particularly marginalised and isolated women and extending our age range to include 16- and 17-year-olds (supported by funding from BBC Children in Need and the Pilgrim Trust). Supported by Comic Relief we continued to reach women aged 50+ at risk of violence and a core grant from the Ministry of Justice helped us increase capacity to work with survivors/victims of sexual harassment, abuse and violence as adults and or in childhood.

We continue to see how important the Service is. With the stark disproportionate impact of the pandemic on women and girls (including increases in gender-based violence) and particularly on those from diverse communities, services which recognise these intersectional impacts and offer specialised holistic support are essential.

Not surprisingly, in the face of growing demand and rising operational costs, and despite the commitment and generosity of partners, our funding limits those we can help. For example, our general counselling and therapy service can only work with around 85 women at any time. Demand for our services continues to rise, as rapidly as the previous year and the waiting list for our open access service was closed for more than three quarters of the year. A Leeds statutory service offering support to those with Moderate needs is currently holding a waiting list of over 1000 people. The harsh reality is that within our current budgets we can only help a few of the many women who need and seek support.

As part of our efforts to deliver the best possible service, we review our objectives and activities annually with ex-service users, staff and at Board level. These reviews look at the benefits we provide to women, and where we might achieve more. We refer to, and comply with, guidance from the Charity Commission on public benefit in these reviews, and whenever we plan future work.

This year we continued to host the Visible project (www.visibleproject.org.uk) funded by Leeds NHS CCG. Visible accelerates citywide system changes in organisational services' responses to those with histories of sexual abuse / violence in childhood.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Structure, Governance and Management

WCTS has operated continuously since 1982, initially as an Industrial and Provident Society with charitable objectives, and then as a charitable company limited by guarantee from 2011. WCTS is governed by articles of association.

The Board usually comprises between eight and twelve trustees, recruiting by open advertising, personal recommendation and direct approach, depending on the required expertise or skills. One third of trustees retires each Annual General Meeting and are welcome to stand for re-election. Officers in post during the year were the Chair and deputy, Treasurer and deputy. The CEO acts as the Company Secretary.

Potential trustees attend an initial introductory meeting with the Chair and two Board meetings as a guest. New trustees receive an induction pack, which includes Charity Commission guidance 'The Essential Trustee' and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board met eight times in the year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators such as clinical service / therapy outcomes, complaints, and staff wellbeing.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The two management teams meet fortnightly and comprise the Chief Executive, Clinical Lead and Operations Manager, and the Operations Manager, Services Managers and the Services Support Manager.

We regularly review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users.

Achievements and performance

- Summary
- Women who use the Service – profile and demographics
- Women's Outcomes – CORE Outcome Measures, qualitative evaluation, beneficiary feedback
- What the Service offers

Summary:

Without this service there would be no survival. FACT

My relationship with my counsellor was like finally finding a friend that knew me. I was always excited about seeing her. Her words often balanced my pain and altered my train of thought

This year was a good year for the charity continuing to reach significant numbers of women and girls and regain stability after the impacts of the pandemic on the UK workforce.

We worked with 418 women and young women in the year: a 6% reduction from previous year – due to the loss of some funding. Of these, 95% presented with clinical mental health problems: three quarters in the Moderate, Moderately Severe and Severe groupings. Over 80% of mental health problems / concerns have lasted over 12 months, recurring or continuous. These levels of psychological distress are profoundly debilitating affecting all areas of life. We continue to see significant proportion of women with experience of sexual violence.

A fifth of the women we work with are from Black, Asian, minoritised communities – a slight decrease from the previous year. This is due to reduction of funding that supports the additional costs of working in the community as well as our central premises (one bus ride away from anywhere in Leeds).

The length of support women engaged with, and their excellent mental health outcomes were maintained. Seven in ten showing clinical and/or reliable improvement i.e. significant recovery. Improvements across Psychological Domains average three (of four) clinical levels which is excellent particularly for this beneficiary group. Risk (of suicide or harm to self) reduced from clinical levels to non-clinical levels.

Feedback from women on the impacts of counselling is also excellent. With 99% of beneficiaries feeling they understand themselves better, 84% agreeing they tackle difficult situations better and 81% saying their relationships have improved and they cope better with their feelings.

She was empathetic, patient, She also challenges some of thinking which was helpful.

During the year we continue to offer the open access service, specialised services for pregnant women and new mothers, counselling for 16–25-year-olds and for those affected by Covid. Our service offering counselling supporting NHS Talking Therapies Step 3 work in the city continued. We worked hard to try and establish offering therapy from key venues in 'deprived' Leeds, alongside our city centre premises. Whilst, as a deeply relational services, we operate in the main face to face we do offer limited remote sessions to support accessibility.

We were very fortunate to be chose as Leeds Lord Mayor Charity of the Year from May 2024. Cllr Al Garthwaite a tireless activist for women and girls, and for communities led the fundraising efforts which resulted in over £64,350 being raised in the year.

The women we help: profile and demographics

Almost all of women and girls we support have mental health problems in the 'clinical population'. Before therapy, the average clinical score of the women we help is stable at 21 (2024: 19 2023: 21, 2022: 20,) equating to Moderately Severe mental health problems. Over 50% of women have needs normally only addressed in secondary services, but the women who use our Service can find it hard to access, engage with or recover within more mainstream services because of their complex needs and particularly as a consequence of gender-based violence experiences, and / or are excluded from them by limited accessibility.

The women we help continue to have an average of six problems/concerns at assessment with over 80% lasting for at least 12 months and recurring or continuous. Most commonly: anxiety / stress and depression (100%), self-esteem (80+%), interpersonal problems (70+%), trauma/abuse (90+%). Of these problems almost all (80+%) of each is in the Moderately Severe band.

Worryingly, all these problems appear to be far more prevalent than in the 2011 Primary Care national database, and levels of trauma/abuse at assessment remain over three times higher than the national average.

Monitoring of beneficiaries accessing the service show excellent reach into target beneficiary populations:

- 28% of beneficiaries are from postcode areas LS7, LS9, LS10, LS14 and LS15 ranked in the lowest 3% of wards in England in the multiple deprivation index. A further 16% from LS8, LS11 and LS12, ranked within the lowest 10% and having the highest rates of suicide within the city. Overall, more than half of beneficiaries live in Leeds's most deprived areas.

- 19% of beneficiaries are from BME communities

- 16% of beneficiaries who define their status consider themselves to have a disability and 11% of those who disclose their sexuality define as lesbian, gay, bisexual or transgender.

- The age range of women accessing the service is relatively stable with 15% aged 16-25 and 24% over 45 years old, 4% over 65.

- Of those who name a religious affiliation 18% are Muslim.

How women describe their goals at the start of counselling include:

Addressing self-harm as a coping mechanism for big emotions.
Managing coping strategies re catastrophizing with birth and having the new baby
To be able to make and maintain healthy relationships or at least have a healthy perspective on what relationships should look like
Being more certain of my own wants, needs and values.
Stabilisation of symptoms: flashbacks, panic, nightmares, hypervigilance, anxiety
Manage distress and anxiety better so that I can leave the house
To not have to live with anxiety every day
things without already having an outcome in place
I found the grounding techniques helpful and now don't worry as much. I'm also more reflective and present.

Changes in psychological Domains are:

- Commonly Experienced Problems: 26 (Severe) reducing to 14 (Mild)
- Wellbeing issues: 28 (Severe) reducing to 13 (Mild)
- Life/Social Functioning: 20 (Moderately Severe) reducing to 18 (Moderate)
- Risk: 4 (clinical population) reducing to 0 (non-clinical population)

Crucially, and equally positively, this recovery is also sustained. In 2012, we won an award from the British Association for Counselling and Psychotherapy for conducting research which revealed that 60% of participating beneficiaries were still experiencing reliable and significant change four years after their therapy. The longevity of these recoveries isn't just excellent for the individual service user herself: it also reduces their need for future interventions, which in turn frees up our services for other women.

Women attended for an average of 13 sessions with average of seven months contact with the Service – reduced from 21, due to the new NHS Talking Therapies Step 3 waiting list support work with a maximum of 16 sessions offered. 74% of all sessions were attended –excellent for the client group with their range of wider responsibilities and dependencies.

Analysis of Beneficiary feedback forms in March 2025 shows that 100% agreed or strongly agreed with the statements 'I felt understood by my counsellor' and 'I felt able to work with my counsellor'. Within 'Helpfulness of counselling' 99% of beneficiaries agreed or strongly agreed with the statement 'I feel I understand myself better' and 90% 'I cope better with my feelings'. 89% that they tackle difficult situations better; 90% that they had made changes in how they dealt with their problems, and 81% said their relationships have improved and the feel they have become a more effective parent.

Feedback around convenience and accessibility remained strong: 89% of beneficiaries found the venue convenient and accessible; felt that they were offered an appointment within a reasonable length of time; that they were offered appointments at convenient times; and found the written information helpful.

Some of the feedback from beneficiaries in 2024-25

Therapy has been very helpful and (Counsellor) has been understanding. I have been supported through my pain… I have a better outlook on life and don't have to worry as much.

More mindful of maybe how my actions could be perceived, and not doing everything, asking for help. Looking at things from objective view or from others' experience.

Being more forgiving of myself and stress I am under e.g. understandable that I had a chunk of time off post hospital stay.

It has been life changing having this space and support. EMDR has changed my memory to be less distressing and I'm so grateful.

We held two annual ex-beneficiary feedback events this year: one in person and one online. We are keen to hear about women's whole experience, the good and not so good. We find that there are many benefits to this piece of work, but the main ones are that in asking for their views we are making ourselves easier to reach and that, then, we become enriched by both receiving and acting on their feedback. This links back to one of our main values, that of empowerment, by seeking feedback we hope that both the clients and the service become empowered through this relational work.

Women told us:

My counsellor was lovely, patient and knowledgeable in her field
Seeing same person each time and being in same room was positive
I felt seen, heard, and understood
It helped me work out my thoughts
I felt supported and cared about

We continued to work with around 12 external clinical supervisors during the year. These experienced women offer additional thinking and warmth to our work. Helping us to 'see' the women we work with more clearly particularly through the strong dynamic women bring into the work as a result of multiple traumatic experiences.

One ex-service user served on the Board of Trustees during the year offering a unique perspective from their experiences.

What the Service offers

WCTS has saved my life
It was life changing for me
A women-only service keeps it safe. It wouldn't feel safe if it was mixed

WCTS offers uniquely safe, confidential and culturally sensitive spaces where women can speak openly and fully about their experiences, feelings and thoughts. Crucially, we're providing something women and girls usually can't access in any other area of their lives. In a society where we are understanding more about the prevalence, insidiousness and impacts of for example racism, misogyny and multi-generational poverty, this is vital to mental health.

I liked the building, everyone was kind. I felt heard and accepted.

The nature of working long term with trauma and the energies (powerful emotions, confused and confusing thoughts, strong often negative mind sets and self-beliefs, etc) can best be seen and 'held' in person. As the profession learns about the impacts of remote work in non-pandemic context, we believe it is safer for our client groups and staff to work face to face.

Our support enables women to express and resolve painful experiences, which in turn changes their often-complex attitude towards themselves and others. This vital opportunity reduces psychological distress and mental health problems, and it also increases women's resilience to everyday ups and downs as well as more challenging life events.

Our services are 'trauma specialised', which means they take account of the potential impact of severe and/or long-term adversity on development, resilience, and the capacity to form relationships. They also address the frequent mislabelling of people with histories of trauma as 'uncooperative, hard to engage, non-compliant or treatment resistant, needy or aggressive'.

Therapy has helped me (and is continuing to) be kind to myself, understand that the way I perceive/react to a situation could have been the result of a past experience, reflect on it, acknowledge and address it. It has hugely improved my tolerance of myself and others.

Essential casework support around wider health and social needs enables access to and engagement with counselling, enabling women to use the specialised therapy we offer to maximum benefit – it means they get 'added value' from their contact with us which has become even more important with the disproportionate severe impacts of cost of living on women.

Working holistically with women facing on average six identified long-term problems mean working with significant complexity. Whilst counselling works primarily with ways of thinking, feeling and behaving as 'processes' there is always 'content' to the work i.e. the social, health and interpersonal needs women are living with resulting from their experiences and histories. Working at one level on the 'what gets in the way (internally or externally)' in relation to this issue that is causing you difficulty in your life' counselling is always focused on supporting women live more of the lives they want / desire and so is intrinsically practical.

Aiming to support women towards the 'new skills, confidence, independence, security and/or agency'. Identifying goals at the beginning of work together and checking in with these regularly 'Are we talking about the things that matter most to you?' focuses the work on the changes that are most important to each individual woman.

Our approach is all about responsiveness to individual need and flexibility in understanding individual circumstances. Within a clear psychotherapeutic framework, guided by the BACP's Ethical Framework for Counselling Professions, our focus is on the relationship between beneficiary and therapist, or on relationships with other group members. It's in the context of these safe, understanding and thoughtfully challenging relationships that real and lasting change takes place.

WCTS employs a wide range of highly skilled counsellors/psychotherapists, offering counselling in four community languages and from different therapeutic modalities, including psychodynamic, humanistic, analytic, gestalt, person centred, and the creative arts therapies. Every modality acknowledges just how important establishing a sense of safety and trust is before the relationship between client and therapist can foster exploration, learning and change. Caseworkers sit alongside Counsellors to ensure the Service is as accessible as possible. Our receptionists play a vital role in making the service welcoming and accessible to distressed vulnerable women.

I feel better than I did before I started therapy, with being calmer and thinking about the future with more hope.

Managing anger better. Looking at more strategies to manage anger and feelings better.

Understandably, women continue to highlight the importance of confidentiality in their feedback: their need to trust someone enough to speak openly, and the profound impact of feeling supported and understood. They talk about feeling welcomed and accepted at WCTS: about their relief at having someone they can regularly express their often troubled or troubling thoughts and feelings with.

Importantly, providing a longer-term therapeutic relationship helps therapy progress at a pace that women with complex trauma histories can manage. It's significant that many women only gradually feel stable and trusting enough to begin talking in intimate detail about formative life events, and that's one of the key benefits of long-term therapy like ours. They identify and explore the ongoing impact of these experiences, and, over time, this enables them to make both small and huge changes in their understandings of themselves and their behaviours. In turn, this helps them begin to make choices that contribute to improving their lives and those of their children, families and communities.

Our service is unique in Leeds for its special mix of accessibility and long-term support. It's free, delivered in venues women can reach easily and feel safe in, and personalised to their unique needs, even with some travel, interpreter and childcare support where necessary. It's also long term, with counselling or psychotherapy lasting up to two years and delivered by fully qualified, accredited and experienced female staff. Both individual and group psychotherapy is offered, and some women complete a period of focused individual work before moving into group work to deepen their explorations of relationship with others. We offer 8-week psychoeducational courses too, designed to help women reflect upon their current difficulties, develop skills and strategies for managing their emotional wellbeing, and build their resilience to life's ups and downs.

I understand myself and other people a bit better, especially my family. I can recover quicker from my low days, and I'm more open to speaking to friends and my boyfriend when I feel upset.

I need to continue to practice the techniques that help me deal with feelings of anxiety + also have a journey to continue on regarding grief itself.

We offer an open access service for women in the beneficiary group. It's funded by Leeds City Council Adults and Health, the Bromley Trust, and Leathersellers Company Charitable Fund.

All women accessing this service are unable to access other services to meet their needs. They're not able to pay for counselling, they need a female therapist, and they're only able to feel safe enough to speak of their experiences – often years or decades of neglect, sexual or domestic abuse and/or violence – in a women's service. WCTS is a service that recognises their strengths, is compassionate about their challenges, and that supports them in their desire and efforts to make changes: together we celebrate them and their achievements, large and small.

We've successfully helped women deal with the consequences of fractured families, domestic abuse, children with challenging behaviours, traumatic labours and births, bereavement, and overcoming the negative impacts of aspects of their own childhoods, including multigenerational poverty.

Our perinatal work continues to see very positive results within the NHS Leeds Mental Wellbeing Service (LMWS) and capacity was increased during the year. A partnership of seven local organisations which supports a joined-up experience for service users. We also delivered Step 3 Talking Therapies work to help bring down the waiting list which had climbed to over 4000 during the pandemic. This new element of our work is producing excellent outcomes with women attending the service.

We also continued working with 16- and 17-year-olds, funded by BBC Children in Need within the 16–25-year-old specialism provided by the Service. We offer an elastic engagement for young women recognising that shorter contracts of six to twelve sessions with the opportunity to return several times supports engagement and a long-term nurturing connection with the service.

Wider work

We are delighted to continue hosting the Visible project funded by the West Yorkshire Integrated Care Board committing further funding into 2026. Visible is a pioneering city-wide initiative to improve services with, and for, adult survivors of child sexual abuse. Visible carries out this work in close partnership with Leeds Involving People, and there's more information at Visible - improving wellbeing outcomes with adult survivors of sexual abuse.

We play a part in the strengthened and co-ordinated approach to mental health service provision for the women of Leeds through our involvement in key city-wide forums like Forum Central (the Leeds voluntary sector mental health forum), the NHS Perinatal Mental Health Group and the Leeds Strategic Mental Health Partnership. Our CEO acts as Third Sector Advocate on sexual violence services to the West Yorkshire Mayor's Domestic Abuse and Sexual Violence Advisory from their experiences.

Board and is Deputy Chair of the Leeds Psychology Board. During the year she also became a Governor at Leeds and York Partnership Foundation Trust

Financial review

WTCS works hard to maintain and further diversify its funding base, operating a diverse range of funding streams. Careful financial management means we're increasingly able to respond flexibly in relation to emerging needs and opportunities – vital in such a complex and volatile operating environment. Incoming resources for the period from 1 April 2024 to 31 March 2025 were £1,212,156 (2024: £972,344) and expenditure of £1,181308 (2024: £1,021,396). Net movement of funds is a surplus of £30,848 (2024: deficit of £49,052). The reserves carried forward are £257,042 (2024: £226,194) :

Principal funding sources

The largest single funding stream is a contract with Leeds Community Healthcare (for LMWS) of £480,539 (2024 215,033) of income. Other contributions are from NHS CCGs which total; £317,527 (2024: £292,174) and from charitable trusts and foundations; £409,599 (2024: 461,331)

Reserves policy

The trustees continued to monitor progress against the reserves policy (i.e. that free reserves held by the charity should equate to 25-50% of agreed budgeted expenditure for the subsequent financial year). . Budgeted expenditure for 2025/26 is £978,565

The reserves target is £244,641 to £489,282

The reserves are needed to meet the working needs of the charity in the event of a significant drop in funding, to maintain provision for redundancy and legal costs or other untoward events. At present the free reserves amount to £245,377 (2024: £226,194) just over the lower limit of target. The Board is continuing to look at ways to build the reserves and has also considered contingency plans in the event of a significant reduction in finances in the short term.

Plans for future periods
Our three **Strategic Goals will be measured by**

Reaching women and girls who need support the most
- Increasing access to long term support
  - by at least 10 % annually
- Prioritising prevention and early intervention
  - re establishing our fast access 1 - 4 session work by 2027
- Raising awareness and publishing self-help mental health resources
  - at least one every year from 2025

Building more holistic support by working with others
- Addressing wider health and social impacts on mental health
  - Doubling our casework capacity by 2026
- Increasing our innovative outreach community partnerships
  - By at least one more each year

Growing stronger and more sustainable
- Expanding and diversifying our funding base
  - Doubling funding from trusts and foundations by 2028
- Securing and retaining the best people; ensuring their wellbeing at work
  - Undertaking a full review of benefits, terms and conditions in 2025
- Piloting services for unmet needs; influencing commissioning
  - Starting at least two substantive pilots in 2026

Our updated Values:

Empowering
We provide support to help women and girls recognise their inner strengths, build self-confidence, and cultivate resilience. By encouraging them to make informed decisions rooted in their own values and aspirations, we empower them to take control of their futures.

Strong and Kind
We co-create a safe space where women can confront challenges with courage while feeling supported and valued. A balance of strength and compassion enables them to heal and grow.

Inclusive
We work to ensures that everyone feels welcomed and respected. By valuing diversity, we create a supportive community where all voices are heard and everyone has the opportunity to thrive.

I have more strategies for my anxiety and have more confidence in building connections to hopefully create my 'village'.

Structure, governance and management

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Jules Blackwell	(Resigned 15 July 2024)
Andrea Bucknor	(Resigned 1 August 2024)
Sarah Dempsey	(Resigned 20 January 2025)
Molly Rushworth	(Resigned 16 September 2024)
Sarah Lucas	(Appointed 19 May 2025)
Cecil Rowe	(Appointed 16 September 2024)
Ayesha Begum	(Appointed 20 January 2025)
Ann Walker	
Netalie Shloim	(Appointed 15 July 2024)
Jacqueline Whittle (Chair)	

Potential trustees attend an initial introductory meeting with the Chair and two Board meetings as a guest. New trustees receive an induction pack, which includes Charity Commission guidance 'The Essential Trustee' and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board met six times in the year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators such as clinical service / therapy outcomes, complaints, and staff wellbeing.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The management teams meet fortnightly and comprise the Chief Executive, Clinical Lead and Services Managers.

We regularly review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users.

Risk Management

The trustees have reviewed the major risks to the charity, ;the risk register is updated as risks change and at least annually. Appropriate risk mitigation strategies are in place, and areas such as health & safety, safeguarding and finance are standing items on Board agendas. Included in its current policies, WCTS has a serious incident policy, a beneficiary confidentiality policy, and child and adult safeguarding policies.

The trustees consider the Chief Executive, the Clinical Lead, and the Operations Manager as key management personnel, in charge of directing and controlling the charity, and running and operating the charity on a day-to-day basis.

The pay of the charity's key management staff is reviewed annually and may be increased in accordance with national indicators like inflation or average earnings where financially possible and prudent. Remuneration is also benchmarked periodically with charities of a similar size and activity to ensure that it's fair and in line with that generally paid for similar roles.

Auditor

In accordance with the company's articles, a resolution proposing that BK Plus Limited be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

Ayesha Begum

Ayesha Begum
Trustee

Date: 10/12/2025

Jackie Whittle

Jacqueline Whittle (Chair)
Trustee

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The trustees, who are also the directors of Women's Counselling and Therapy Service Limited for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the trustees are required to:
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, 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 that the charity will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and 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.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

Opinion

We have audited the financial statements of Women's Counselling and Therapy Service Limited (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

A further description of our responsibilities is available on the Financial Reporting Council's website at: https://www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Other matters

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- The engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- We identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the industry sector;
- We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation and data protection, anti-bribery, employment, environmental and health and safety legislation;
- We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- Ensured laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- Making enquiries of management as to where they considered there was a susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- Understanding the design of the company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we;

- Performed analytical procedures to identify any unusual or unexpected relationships;
- Tested journal entries to identify unusual transactions
- Assessed whether judgements and assumptions made in determining the accounting estimates set out in note 2 were indicative of potential bias; and
- Investigated the rationale behind significant or unusual transactions.

In response to the risks of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- Agreeing financial statement disclosures to underlying supporting documentation;
- Reading the minutes of meetings of those charged with governance;
- Enquiring of management as to actual and potential litigation and claims; and
- Reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from the financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Victoria Atkinson FCA (Senior Statutory Auditor)
For and on behalf of BK Plus Audit Limited, Statutory Auditor
Chartered Accountants
52 St Johns Lane
Halifax
West Yorkshire
HX1 2BW
England
Date: 11 December 2025

BK Plus Audit Limited

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	104,452	106,936	211,388	100,989	180,050	281,039
Charitable activities	4	131,250	865,027	996,277	423,558	263,941	687,499
Investments	5	4,491	-	4,491	3,806	-	3,806
Total income		240,193	971,963	1,212,156	528,353	443,991	972,344
Expenditure on:							
Charitable activities	6	221,010	960,298	1,181,308	560,611	460,785	1,021,396
Total expenditure		221,010	960,298	1,181,308	560,611	460,785	1,021,396
Net income/(expenditure)		19,183	11,665	30,848	(32,258)	(16,794)	(49,052)
Transfers between funds		-	-	-	(5,875)	5,875	-
Net movement in funds	8	19,183	11,665	30,848	(38,133)	(10,919)	(49,052)
Reconciliation of funds:							
Fund balances at 1 April 2024		226,194	-	226,194	264,327	10,919	275,246
Fund balances at 31 March 2025		245,377	11,665	257,042	226,194	-	226,194

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Current assets					
Debtors	13	8,509		25,400	
Cash at bank and in hand		436,704		301,208	
		445,213		326,608	
Creditors: amounts falling due within one year	14	(188,171)		(100,414)	
Net current assets			257,042		226,194
The funds of the charity					
Restricted income funds	17		11,665		-
Unrestricted funds	18		245,377		226,194
			257,042		226,194

The financial statements were approved by the trustees on 10/12/2025

Ayesha Begum
.....
Ayesha Begum
Trustee

Jackie Whittle
.....
Jacqueline Whittle (Chair)
Trustee

Company registration number 07804583 (England and Wales)

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	23		131,005		(82,598)
Investing activities					
Investment income received		4,491		3,806	
Net cash generated from investing activities			4,491		3,806
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			135,496		(78,792)
Cash and cash equivalents at beginning of year			301,208		380,000
Cash and cash equivalents at end of year			436,704		301,208

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Women's Counselling and Therapy Service Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 43 Park Square North, Leeds, West Yorkshire, LS1 2NP, England.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)". The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% straight line
Computers	33% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies (Continued)

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2025	Restricted funds 2025	Total 2025	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£	£	£	£
Donations and gifts	39,952	-	39,952	4,457	-	4,457
Grants	64,500	106,936	171,436	96,532	180,050	276,582
	104,452	106,936	211,388	100,989	180,050	281,039

3 Income from donations and legacies (Continued)

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Grants						
Henry Smith Charity	-	43,030	43,030	-	38,800	38,800
Ministry of Justice	-	-	-	-	76,187	76,187
BBC Children in Need	-	33,648	33,648	-	32,164	32,164
Leeds Womens Aid	-	-	-	19,532	32,899	52,431
LCC Adults and Health	(24,850)	-	(24,850)	-	-	-
Lloyds Bank Foundation	-	-	-	25,000	-	25,000
Leathersellers	25,000	10,000	35,000	25,000	-	25,000
The Bromley Trust	-	-	-	20,000	-	20,000
Lord Mayor Charity	64,350	-	64,350	7,000	-	7,000
Pilgrim Trust	-	20,258	20,258	-	-	-
	64,500	106,936	171,436	96,532	180,050	276,582

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Charitable activities						
Other income	2,340	1,000	3,340	2,474	440	2,914
Performance related grants	128,910	864,027	992,937	421,084	263,501	684,585
	131,250	865,027	996,277	423,558	263,941	687,499

Performance related grants analysis

	Charitable activities 2025 £	Charitable activities 2024 £
Leeds City Council / Leeds Community Healthcare	926,977	616,585
Visible	65,960	68,000
Other	-	-
	992,937	684,585

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	4,491	3,806

6 Expenditure on charitable activities

	Charitable activities 2025 £	Charitable activities 2024 £
Direct costs		
Staff costs	938,909	775,591
Recruitment and DBS checks	3,728	7,828
Theraphy, supervision and freelance workers	33,333	21,050
Staff and volunteer training	13,041	26,365
Premises costs	117,876	101,678
Direct client costs	36,066	30,799
Postage and stationery	3,975	5,044
Travel and subsistence costs	10,102	7,257
Trustees expenses	-	200
	1,157,030	975,812
Share of support and governance costs (see note 7)		
Support	24,278	45,584
	1,181,308	1,021,396
Analysis by fund		
Unrestricted funds	221,010	560,611
Restricted funds	960,298	460,785
	1,181,308	1,021,396

7 Support costs allocated to activities

	2025 £	2024 £
Governance costs	24,278	45,584
Analysed between:		
Charitable activities	24,278	45,584

8 Net movement in funds

	2025	2024
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	7,500	4,800

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2025	2024
	Number	Number
Charity Manager	3	1
Therapy Managers and Staff	24	22
Charity and Therapy administation	2	3
Total	29	26

Employment costs	2025	2024
	£	£
Wages and salaries	824,235	690,213
Social security costs	77,051	58,655
Other pension costs	37,623	26,723
	938,909	775,591

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2025	2024
	Number	Number
£60,000-£70,000	-	1
£70,000-£80,000	1	-

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	2024
	£	£
Aggregate compensation	185,302	123,348

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2024	7,972	11,381	19,353
At 31 March 2025	7,972	11,381	19,353
Depreciation and impairment			
At 1 April 2024	7,972	11,381	19,353
At 31 March 2025	7,972	11,381	19,353
Carrying amount			
At 31 March 2025	-	-	-
At 31 March 2024	-	-	-

13 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Trade debtors	-	896
Prepayments and accrued income	8,509	24,504
	8,509	25,400

14 Creditors: amounts falling due within one year

	Notes	2025	2024
		£	£
Other taxation and social security		13,393	14,274
Deferred income	15	129,122	44,891
Other creditors		1,067	-
Accruals		44,589	41,249
		188,171	100,414

15 Deferred income

	2025	2024
	£	£
Other deferred income	129,122	44,891

Deferred income is included in the financial statements as follows:

	2025	2024
	£	£
Deferred income is included within:		
Current liabilities	129,122	44,891
Movements in the year:		
Deferred income at 1 April 2024	44,891	77,791
Released from previous periods	84,231	(32,900)
Deferred income at 31 March 2025	129,122	44,891

16 Retirement benefit schemes

Defined contribution schemes	2025	2024
	£	£
Charge to profit or loss in respect of defined contribution schemes	37,623	26,723

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

17 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
BBC Children in Need	-	33,648	(33,648)	-	-
Visible	-	66,960	(60,359)	-	6,601
Henry Smith 4	-	43,030	(43,030)	-	-
LMWS PNMH 2	-	136,630	(136,630)	-	-
LMWS WL Support 8-16 sessions	-	343,910	(343,910)	-	-
NHS - PNMH	-	317,527	(317,527)	-	-
Pilgrim Trust	-	20,258	(15,194)	-	5,064
Leatherseller's Fund	-	10,000	(10,000)	-	-
	-	971,963	(960,298)	-	11,665

17 Restricted funds (Continued)

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
BBC Children in Need	2,431	32,164	(40,470)	5,875	-
Henry Smith Charity	8,690	-	(8,690)	-	-
Ministry of Justice	-	76,187	(76,187)	-	-
Visible	(796)	68,440	(67,644)	-	-
Leeds Women's Aid	594	13,367	(13,961)	-	-
Henry Smith 4	-	38,800	(38,800)	-	-
LMWS PNMH 2	-	93,008	(93,008)	-	-
LMWS WL Support 8-16 sessions	-	122,025	(122,025)	-	-
	10,919	443,991	(460,785)	5,875	-

18 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Maternity Leave Fund	21,242	-	-	-	21,242
Future Service Development Fund	29,242	-	-	-	29,242
Contingency Fund	56,300	-	-	-	56,300
General Funds	119,410	136,133	(116,950)	-	138,593
LOC Adults and Health	-	104,060	(104,060)	-	-
	226,194	240,193	(221,010)	-	245,377

Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Maternity Leave Fund	21,242	-	-	-	21,242
Future Service Development Fund	29,242	-	-	-	29,242
Contingency Fund	56,299	-	-	-	56,299
40th Anniversary Research Fund	23,636	-	-	(23,636)	-
Building Fund	43,674	-	(47,441)	3,767	-
General funds	90,234	528,353	(513,170)	13,994	119,411
	264,327	528,353	(560,611)	(5,875)	226,194

19 Analysis of net assets between funds

	Unrestricted funds 2025	Restricted funds 2025	Total 2025
	£	£	£
At 31 March 2025:			
Current assets/(liabilities)	245,377	11,665	257,042
	245,377	11,665	257,042

	Unrestricted funds 2024	Restricted funds 2024	Total 2024
	£	£	£
At 31 March 2024:			
Current assets/(liabilities)	226,194	-	226,194
	226,194	-	226,194

20 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025	2024
	£	£
Within one year	32,975	32,975
Between two and five years	130,915	131,791
In over five years	128,400	160,500
	292,290	325,266

21 Events after the reporting date

Subsequent to the balance sheet date, the trustees have formally approved the commencement of legal and regulatory processes to become a subsidiary of Inspire North. Inspire North will become the sole member of WCTS. While the acquisition is not yet complete a collaboration agreement has been signed between both parties that outlines the services that Inspire North will provide WCTS in exchange for a management charge.

At the date of approval of these financial statements, the transaction remains subject to final contractual agreement. Accordingly, no adjustments have been made to the financial statements in respect of this event.

22 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

23	Cash generated from/(absorbed by) operations	2025 £	2024 £
	Surplus/(deficit) for the year	30,848	(49,052)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(4,491)	(3,806)
	Movements in working capital:		
	Decrease in debtors	16,891	4,892
	Increase/(decrease) in creditors	3,526	(1,732)
	Increase/(decrease) in deferred income	84,231	(32,900)
	Cash generated from/(absorbed by) operations	131,005	(82,598)

24 Analysis of changes in net funds

The charity had no material debt during the year.

WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales - Charity number 1145377

Accounts

Charity registration number 1145377

Company registration number 07804583 (England and Wales)

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Sarah Dempsey	
	Molly Rushworth	
	Netalie Shloim	(Appointed 15 July 2024)
	Ann Walker	
	Jacqueline Whittle (Chair)	(Appointed 22 May 2023)
Secretary	Tessa Denham	
Senior management	Tessa Denham	Chief Executive
	Andrea Campbell	Clinical Lead
	Freya Hirst	Operations Manager
	Mags Shevlin	Services Manager
	Nina Butterworth	Service Manager
	Gemma Ridge	Service Manager
	Anwaar Mahmood	Finance Manager
	Donna Cremin	Support Services Manager
Charity number	1145377	
Company number	07804583	
Registered office	43 Park Square North Leeds West Yorkshire England LS1 2NP	
Independent examiner	BK Plus Limited 52 St Johns Lane Halifax West Yorkshire England HX1 2BW	
Bankers	National Westminster Bank plc Westgate Branch 31 Westgate Leeds LS1 2RF	

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

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WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's [governing document], the Companies Act 2006 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 (FRS 102)" (effective 1 January 2019).

Objectives and activities
Our objectives are to:

- Provide advice and guidance, counselling and psychotherapeutic services including self-help support for women and girls of all ages (and their families where necessary), living in Yorkshire and Humberside, who are suffering from psychological/mental health problems

- Advance the education of the public and of psychotherapists and mental health workers in particular, in the causes, effects, treatment and reduction of psychological/mental health problems in women and girls.

We operate mainly in the Leeds area, and particularly in areas suffering from economic deprivation working with women and girls experiencing multiple disadvantages.

Ultimately, our aims are to support marginalised and vulnerable women recover from the impacts of negative life experiences and improve their life chances by: reducing their levels of psychological distress/mental health problems; improving their levels of self-esteem and confidence; increasing their resilience; empowering them with skills for dealing with problems or tackling difficult situations, relationships and, for some, mothering.

Helping women achieve these goals takes time, and we do it by providing access to trauma specialised long-term i.e. up to two years, psychotherapeutic services that are woman centred and increasingly intersectional specific: that is, services that take account of both gender and wider power structures in society, and the potential impact of severe and/or long-term adversity on development, capacity to form and sustain healthy relationships and resilience. Crucially, we provide a service that tolerates disrupted engagement, which is essential where issues of trust are critical, and where women are carers for children and or elders. We adapt to the needs of individuals too, by using texts and phone calls to secure therapeutic work, when necessary, by delivering therapy at the beneficiaries' preferred pace, and by providing practitioners from the same or different cultural identity, and with the same mother tongue.

Where appropriate specialised services for our beneficiary target group aren't generally available, we aim to develop and pilot them. These include outreach services to reach particularly marginalised and isolated women and extending our age range to include 16- and 17-year-olds (supported by funding from BBC Children in Need and the Pilgrim Trust). Supported by Comic Relief we continued to reach women aged 50+ at risk of violence and a core grant from the Ministry of Justice helped us increase capacity to work with survivors/victims of sexual harassment, abuse and violence as adults and or in childhood.

We continue to see how important the Service is. With the stark disproportionate impact of the pandemic on women and girls (including increases in gender-based violence) and particularly on those from diverse communities, services which recognise these intersectional impacts and offer specialised holistic support are essential.

Not surprisingly, in the face of growing demand and rising operational costs, and despite the commitment and generosity of partners, our funding limits those we can help. For example, our general counselling and therapy service can only work with around 85 women at any time. Demand for our services continues to rise, as rapidly as the previous year and the waiting list for our open access service was closed for more than three quarters of the year. A Leeds statutory service offering support to those with Moderate needs is currently holding a waiting list of over 3000 people. The harsh reality is that within our current budgets we can only help a few of the many women who need and seek support.

As part of our efforts to deliver the best possible service, we review our objectives and activities annually with ex-service users, staff and at Board level. These reviews look at the benefits we provide to women, and also where we might achieve more. We refer to, and comply with, guidance from the Charity Commission on public benefit in these reviews, and whenever we plan future work.

This year we continued to host the Visible project (www.visibleproject.org.uk) funded by Leeds NHS Clinical Commissioning Group. Visible accelerates citywide system changes in organisational services' responses to those with histories of sexual abuse / violence in childhood.

Public benefit

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Structure, Governance and Management
WCTS has operated continuously since 1982, initially as an Industrial and Provident Society with charitable objectives, and then as a charitable company limited by guarantee from 2011. WCTS is governed by articles of association.

The Board usually comprises between eight and twelve trustees, recruiting by open advertising, personal recommendation and direct approach, depending on the required expertise or skills. One third of trustees retires each Annual General Meeting and are welcome to stand for re-election. Officers in post during the year were the Chair and deputy, Treasurer and deputy. The CEO acts as the Company Secretary.

Potential trustees attend an initial introductory meeting with the Chair and two Board meetings as a guest. New trustees receive an induction pack, which includes Charity Commission guidance 'The Essential Trustee' and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board met eight times in the year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators such as clinical service / therapy outcomes, complaints, and staff wellbeing.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The two management teams meet fortnightly and comprise the Chief Executive, Clinical Lead and Operations Manager, and the Operations Manager, Services Managers and the Services Support Manager.

We regularly review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users.

Agenda Alliance in their *DISMANTLING DISADVANTAGE* Levelling up public services for women with multiple unmet needs report identify five ways in which services and systems can be redesigned to better meet the needs of women with multiple unmet needs. ***www.agendaalliance.org/our-work/projects-and-campaigns/transforming-services-for-womens-futures.*** Prioritising prevention and early intervention; Gender, trauma and culturally responsive support; Services working together; Co-production and addressing power dynamics; and Long-term and sustainable funding and commissioning. We plan to use these five areas as guiding principles.

A dual crisis - Centre for Mental Health - ***www.centreformentalhealth.org.uk/publications/a-dual-crisis -*** July publication explores the fact that living in poverty has a devastating impact on children's mental health. Money and mental health are inextricably linked; not having enough money leads to parental stress and guilt, which has a knock-on impact on children over the course of their lives. And with rates of poverty twice as high among Asian and Black families than white families, some children are 'overexposed' to the dual risks of poverty and poor mental health. We want to reach even more of Leeds' citizens living in poverty.

As we know Adverse Childhood Experiences (ACE's) are events or circumstances occurring in childhood that have been shown to increase the risk of trauma, poor mental health and in turn poor education, health and social outcomes. Modelling undertaken in Leeds based on Children's Commissioner estimates concluded 33,580 (19.8%) children and young people are estimated to live in households with any of the toxic trio of ACE's: domestic violence, poor parental mental health, and parental substance abuse and 1,994 (1.2%) children and young people are estimated to live in households with all three. We want to continue to increase our provision for teenage girls.

City Vision: For **Leeds to be a trauma informed city** that works to prevent the conditions that lead to trauma and responds compassionately and swiftly whenever trauma, or risk of trauma is present. (On a page) We are part of a city-wide conversation developing a Leeds strategy and action plan, design and nurture a trauma informed network and movement and work in partnership with West Yorkshire colleagues to ensure work to prevent and respond to ACE's and trauma is delivered in partnership.

We have been working with in the NHS's Talking Therapies (formerly Improving Access to Psychological Therapies) initiative since 2019. The NHS has ambitious plans for psychological therapies and 'Taken together The Five Year Forward View for Mental Health and The NHS Long Term Plan commit the NHS to further expand the NHS Talking Therapies, for anxiety and depression programme so that 1.9 million people per year will be able to access services by the end of 2023/4.' We are exploring how we might become more involved in this work and how it meets out beneficiary group needs.

A new NHS initiative 'Psychological therapies for people with severe mental health problems' (also referred to as severe mental illness) is a key part of the new integrated offer for adults and older adults, as set out in the NHS Long Term Plan. Severe Mental Health problems include psychosis, bipolar disorder, 'personality disorder' and eating disorders. All areas of the country are seeking to increase availability of these therapies as part of a wider transformation of adult and older adult community mental health services and we are exploring how we can be part of this offer for our particular client group as a Step 3-4 Service.

Achievements and performance

- Summary
- Women who use the Service – profile and demographics
- Women's Outcomes – CORE Outcome Measures, qualitative evaluation, beneficiary feedback
- What the Service offers

Summary:

Fantastic Service. Very lucky to received the outreach support and therapy. Highly Recommend.

I found talking to a professional about my past traumas very helpful. I can say that I believe I am a different person due to having therapy - in a good way

Sitting in the floor in a relaxed environment and being allowed to work through stuff visually has had a huge impact on my progress. We have worked through everything! Thank you!!

I was rock bottom when I first rang my GP. Counselling helped me to make sense of where I was and my power which I since used and felt amazing about.

This year was a successful one for the charity reaching significant numbers of women and girls in the context of the second year of recovering from the impacts of the pandemic.

We worked with 446 women and young women in the year: a 20% reduction from previous year – due to the loss of significant Ministry of Justice funding. Of these, 93% presented with clinical mental health problems: three quarters in the Moderate, Moderately Severe and Severe groupings. Over 80% of mental health problems / concerns have lasted over 12 months, recurring or continuous. These levels of psychological distress are profoundly debilitating affecting all areas of life. We continue to see significant proportion of women with experience of sexual violence – over half as an adult or child with two in five clients experiencing both. A quarter of the women we work with are from Black, Asian, minoritised communities – a slight decrease from the previous year. We will be looking at this further in the coming year.

The length of support women engaged with returned to pre pandemic levels and excellent mental health outcomes were maintained. Two thirds (64%) showing clinical and/or reliable improvement i.e. significant recovery. Improvements across Psychological Domains average two (of four) clinical levels which is excellent particularly for this beneficiary group. Risk (of suicide or harm to self) reduced from clinical levels (5) to non-clinical levels (2).

Feedback from women on the impacts of counselling is also excellent. With 100% of beneficiaries feeling they understand themselves better, 91% agreeing they tackle difficult situations better and 68% saying their relationships have improved and they cope better with their feelings.

Therapy has helped me to gain a better relationship with my son and I understand his complex needs better. His behaviour is still very challenging, but I have gained skills to deal with my own anxieties around this to help me better manage this.

During the year we offered the open access service plus expanded out specialised services for pregnant women and new mothers; for 16–25-year-olds; and for those affected by Covid. A new service offering counselling supporting NHS Talking Therapies Step 3 work in the city was established. We continued with our return post pandemic to offering therapy from key venues in 'deprived' Leeds, alongside our city centre premises. Whilst, as a deeply relational services, we operate in the main face to face we do offer limited remote sessions to support accessibility.

The women we help: profile and demographics:

Almost all of women and girls we support have mental health problems in the 'clinical population'. Before therapy, the average clinical score of the women we help is stable at 19 (2023: 21, 2022: 20, 2021: 19, 2020: 21) equating to Moderately Severe / Moderate mental health problems. Over 50% of women have needs normally only addressed in secondary services, but the women who use our Service can find it hard to access, engage with or improve within more mainstream services because of their complex needs and particularly as a consequence of gender-based violence experiences, and / or are excluded from them by limited accessibility.

The women we help have an increasing average of six problems/concerns at assessment with over 80% lasting for at least 12 months, and recurring or continuous. Most commonly: anxiety / stress and depression (100%), self-esteem (81%), interpersonal problems (76%), trauma/abuse (93%). Of these problems almost all (81%) of each is in the Moderately Severe band.

Worryingly, all these problems appear to be far more prevalent than in the 2011 Primary Care national database, and levels of trauma/abuse at assessment remain over three times higher than the national average. 35% of beneficiaries are at risk of suicide and 31% are at risk of self-harm; 5% are at risk of harming others.

Monitoring of beneficiaries accessing the service show excellent reach into target beneficiary populations:

- 27% of beneficiaries are from postcode areas LS7, LS9, LS10, LS14 and LS15 ranked in the lowest 3% of wards in England in the multiple deprivation index (26% 2019-20; 28% 2018-19); a further 20% (33% 2019-20; 26% 2018-19) come from LS8, LS11 and LS12, ranked within the lowest 10% and also having the highest rates of suicide within the city. Overall, more than half of beneficiaries live in Leeds' most deprived areas.
- 87% of women and girls living in the most affluent areas of Leeds are White; compared to 64% in the most deprived.
- 24% of beneficiaries are from BME communities (25% 2021- 22, 31% 2021-22; 32% 2020-21; 35% 2019-20) (Leeds BME population 21% Census 2011).
- Approximately 27% of women living the most (20%) deprived areas of Leeds are of Asian heritage compared with 13% in Leeds overall; 23% are Black compared with 7% overall.
- 21% of beneficiaries who define their status consider themselves to have a disability (21% 2022-23, 23% 2021-22; 27% 2020-21; 31% 2019-20).
- 12% of those who disclose their sexuality define as lesbian, gay, bisexual or transgender (11% 2022-23, 16% 2021-22).
- The age range of women accessing the service is relatively stable with 17% aged 16-25 (20% 2021-22; 27% 2020-21, 25% 2019-20) and 20% over 45 years old (24% 2021-22; 28% 2020-21, 31% 2019-20). The number of older women accessing the service continues to slightly increase – we worked with two women aged between 75 – 85 years old.
- We are (proportionally) reaching more Leeds young women living in the most deprived areas than older women. This reflects the national and local 'left shift' strategy of recent years to engage with mental health problems at an earlier point.
- Of those who name a religious affiliation 21% are Muslim.

How women describe their goals at the start of counselling include:

Wants to explore why she's scared of authority figures – especially men. Learn to ask for help. Be less guarded with husband, improve their relationship. Improve self-worth.

To be able to manage stress. To process memories of Dad's death.

Tackle fundamental things about life such as people around me being self-centred - no room or me in relationships. Explore what I'm doing with my life.

To not feel trapped in a box all the time.
To feel my body again.
To process my grief.

Building trusting relationships. Develop self-confidence, self-worth and self-esteem. Develop healthier coping strategies. Process traumas.
To stop the flashbacks and feeling the physical pain of the abuse.

To process the grief about my grandad and future grief of grandma (only months to live).
To work out why I feel so angry and stop the anger slipping out when I don't expect or want it to. To learn new coping strategies rather than relying on self-harm or overdosing.

To be less anxious and afraid in public.

Explore my thoughts about self-harm and learn how to manage them better.
Understand my feelings of anxiety, identify my triggers and learn to cope with them. Understand my feelings of depression, identify my triggers and learn to cope with them.
To stop self-harming To not feel sad all the time. To have more motivation to do things.

To understand why I feel as I do.
To be less reliant on my boyfriend. I wish to clarify in my head what happened to me.

I'd like to look at the different masks I wear with different people and understand why I do. this. I'd like to understand more about who I am underneath the masks. I'd like to be more comfortable with feeling my emotions instead of bottling them all up. To address my inner critic and have more self-compassion.

Being able to socialise as a couple again and on my own develop myself as a person again.
Quieten my inner voice and make it kinder. Be able to look in the mirror and like what I see.
Be okay with my body.

I need to have a closure for myself. I am studying criminology, and I don't want to call what happened to me; rape.
I need to process my whole childhood abuse because I believe it is affecting my entire present life. I am struggling everyday with my mental health and pretending to be happy, and functioning is no longer an option. I am tired of feeling vulnerable.

Have better judgement.

To be myself - come off medication, strength, confidence - not cry all the time. To learn how to manage my thoughts - empty my head a bit. To learn to trust - be out in the world more.

To sleep better. To accept what has happened and overthink less. Reduce fear.

Being able to speak to my brother about our childhood trauma.
To overcome my rape and miscarriage.
Process trauma around birth of child - try make sense of this.
Processing grief around the death of a friend by suicide. Processing impact of rape experience/past relationships on my current relationship security/sense of self/confidence.

The client wants to be able to take her son out more.
The client wants to be able to catch a bus herself.

Women's Outcomes:

We use two main tools to monitor beneficiary outcomes. The first is a clinical measure called Clinical Outcomes in Routine Evaluation (CORE): a rigorous system used throughout the NHS. The second is an equally useful feedback form completed at the end of therapy. Our CORE data is independently evaluated by CORE IMS at least bi-annually, while the client feedback is analysed annually.

While the average CORE score on entering our service was 18 (Moderately Severe – Moderate borderline), the average CORE score of women ending counselling during the year was 12 (Mild). This is an average improvement across two severity levels, clearly showing the full extent of our work's positive impact. Risk levels improved from average in the clinical population (5) to non-clinical populations (2).

Evaluation shows 63% of women and girls demonstrate clinical and/or reliable improvement i.e. significant recovery. This compares to 55% for similar services nationally, which means that we're typically achieving measurably excellent results for the women we work with.

Great service and has changed my life. Given me tools to work with. I can see light at the end of the tunnel some days.

I couldn't have asked for a better person to have helped me work through my issues. She gave me the safe space and time I needed.

Changes in psychological Domains are:

- Commonly Experienced Problems:
  - 26 (Severe) reducing to 16 (Moderate)
  - 88% experiencing improvements
- Wellbeing issues:
  - 26 (Severe) reducing to 17 (Moderate)
  - 79% experiencing improvements
- Life/Social Functioning:
  - 18 (Moderate) /40 reducing to 13 (Mild)
  - 79% of clients experiencing improvements
- Risk: 5 (clinical population) reducing to 2 (non-clinical population)
  - 53% experiencing improvements

Crucially, and equally positively, this recovery is also sustained. In 2012, we won an award from the British Association for Counselling and Psychotherapy for conducting research which revealed that 60% of participating beneficiaries were still experiencing reliable and significant change four years after their therapy. The longevity of these recoveries isn't just excellent for the individual service user herself: it also reduces their need for future interventions, which in turn frees up our services for other women.

Women attended for an average of 14 sessions over six months – reduced from 21, due to the new NHS Talking Therapies Step 3 waiting list support work with a maximum of 16 sessions offered. 80% of all sessions were attended –excellent for the client group with their range of wider responsibilities and dependencies.

Analysis of Beneficiary **feedback** forms in March 2024 shows that 100% agreed or strongly agreed with the statements 'I felt understood by my counsellor' and 97% 'I felt able to work with my counsellor'. Within 'Helpfulness of counselling' 100% of beneficiaries agreed or strongly agreed with the statement 'I feel I understand myself better' and 'I cope better with my feelings'. 91% that they tackle difficult situations better; 88% that they had made changes in how they dealt with their problems, and 68% said their relationships have improved.

Feedback around convenience and accessibility remained strong: 97% of beneficiaries found the venue convenient and accessible; 94% felt that they were offered an appointment within a reasonable length of time; 98% that they were offered appointments at convenient times; and 91% found the written information helpful.

Some of the feedback from beneficiaries in 2023-24:

My self-confidence has grown, and the ripple effect has changed my life.

Thank you. I am more grateful than I could even express.

I've learnt more about who I am as a person and what values I have and what I value in others.

I'm grateful for the fast response.

Recognising the link between the grief of losing my mum and the feeling of needing more support on becoming a mum myself.

The space has equipped me with a home inside I have felt so safe and supported.

Having someone to talk to that does not judge and pushes me to explore alternative ways of thinking.

I think it's fantastic that this service is available and am very grateful I've had access to it as the difficulties of accessing G.P appointments put me off accessing help through an alternative route.

Never felt cut off or a burden

It has helped me to challenge unhelpful/difficult thought patterns.

Being challenged about my own behaviours to help realise I have been enabling.

I now know that what I feel matters.

A real improvement in my relationship with my parents, recognising unhelpful patterns and working towards better friendships etc.

Really happy with the professional and warm service from admin staff

It's been an amazing service and a very good experience that has helped me to open up more than I ever have done. I trusted the therapist.

I have always felt comfortable and able to speak freely with my therapist.

I did not think you could help me as much as you did. Thank you.

Despite being short term therapy, it has helped me a lot. Helped me understand myself. I'm glad I have done it. Being able to talk about difficult experiences and traumatic experiences in a safe environment and being able to trust my counsellor.

Everyone has been very friendly and welcoming. It's been good to go at my own pace without feeling under pressure.

A weight has lifted.

I understand that I locked myself away as a child to protect myself from judgment and abuse and created a level of perfectionism as a way of staying invisible. I've realised that my entire life has been a masked projection in order to stay hidden and therefore avoid judgement and therefore rejection.

I felt held and heard by the therapist. She supported me through a very difficult and challenging time and I am very thankful for this. I have learnt many new skills to support myself and my wellbeing. I have tapped back into my own resilience and strengths with the help of the therapist

We held two annual ex-beneficiary feedback events this year: one in person and one online. We are keen to hear about women's whole experience, the good and not so good. We find that there are many benefits to this piece of work, but the main ones are that in asking for their views we are making ourselves easier to reach and that, then, we become enriched by both receiving and acting on their feedback. This links back to one of our main values, that of empowerment, by seeking feedback we hope that both the clients and the service become empowered through this relational work.

Women told us:

I phoned up to refer myself and the person answering the phone was friendly and it was easy to refer myself.

I had a very quick response.

Due to the cost of living crisis it had been good to have the city centre venue to get to and they were fairly easy to get to.

Accessible premises, easy to get to.

Reception staff are very polite and good at what they do. They always called me back when I left a message on your answerphone. I can't fault your reception staff.

I liked being in your reception area where I could have a cup of water, use the loo, and then decompress before my session. This was important to me.

Within 2 weeks I had a caseworker and then she worked with me for 6 months and then went into therapy. The caseworker was very supportive whilst I was waiting for therapy, she really helped me with my mental health as well as helping me to feel empowered in my employment situation.

When I had to call and cancel my appointment, due to being ill, it was so easy, they were kind and considerate towards me.

I joined a wellbeing group so did not have an assessment. However, it was wonderful to be met at your front door by my worker, I was quite nervous about coming in to your service but the worker really helped me to feel more settled.

The assessment was very accurate and it helped me to look forward to being in therapy as I felt I would be able to work on the things I really needed to.

Having an 'in-person' assessment was a good thing as it helped me to recognise that the right support was available to me.

I was very happy to discover how good art therapy is. It was a complete surprise.

I loved being in the small group, I felt so welcomed. At times it was difficult to contain my emotions but I did not say so to my worker.

When my group worker was away ill I felt that there was really good contact with me about what was happening. Someone called me regularly and kept me up to date.

It was fantastic that she sent me text message reminders about our sessions. This really helped me.

My caseworker was vey warm towards me; she is an inspiring person, knowledgeable. Not once did she make me feel like I knew nothing! The way she was with me was really good – she didn't demean me at any time which was a refreshing experience.

She was sensitive towards me, I never once felt judged which has helped me to be stronger in all of my relationships – I am worth something.

Therapy can be a tricky experience, it is not all rainbows and butterflies, I have learned this and understand it more now. In a funny way it helped me to be different with the people in my life.

Art therapy is really good for working with trauma, I did some amazing work, it was very clever.

Since my art therapy I have actually enrolled myself on other art courses which is something I thought was impossible for me.

Eventually it was really useful to have a safe space with my therapist. She is a down-to-earth person, really validating and kind. I off-loaded such a lot as I was getting through my first couple of months of motherhood.

You've got it nailed!

We continued to work with around 14 external clinical supervisors during the year. These experienced women offer additional thinking and warmth to our work. Helping us to 'see' the women we work with more clearly particularly through the strong dynamic women into the work as a result of multiple traumatic experiences.

Two ex-service users served on the Board of Trustees during the year offering a unique perspective from their experiences.

What the Service offers:

I think that being a women-only service is a part of WCTS' success, it is its strength.

Such care and attention.

WCTS offers uniquely safe, confidential and culturally sensitive spaces where women can speak openly and fully about their experiences, feelings and thoughts. Crucially, we're providing something women and girls usually can't access in any other area of their lives. In a society where we are understanding more about the prevalence, insidiousness and impacts of for example racism, misogyny and multi-generational poverty, this is vital to mental health.

It was good that the sessions were close by, (to where I lived), and it was a revelation to be understood.

The women on the reception desk were very kind and welcoming to me, even when I was distressed and had to ring up one day.

The nature of working long term with trauma and the energies (powerful emotions, confused and confusing thoughts, strong often negative mind sets and self-beliefs, etc) can best be seen and 'held' in person. As the profession learns about the impacts of remote work in non-pandemic context, we believe it is safer for our client groups and staff to work face to face.

Our support enables women to express and resolve painful experiences, which in turn changes their often-complex attitude towards themselves and others. This vital opportunity reduces psychological distress and mental health problems, and it also increases women's resilience to everyday ups and downs as well as more challenging life events.

Our services are 'trauma specialised', which means they take account of the potential impact of severe and/or long-term adversity on development, resilience, and the capacity to form relationships. They also address the frequent mislabelling of people with histories of trauma as 'uncooperative, hard to engage, non-compliant or treatment resistant, needy or aggressive'.

I felt a bit blurry at the time, I felt that I didn't deserve to have a service but the assessment meeting helped me to change that belief. I felt validated almost immediately.

I had no worries of being judged, I felt that she (the Counsellor) was on my side.

Essential casework support around wider health and social needs enables access to and engagement with counselling enabling women to use the specialised therapy we offer to maximum benefit – it means they get 'added value' from their contact with us which has become even more important with the disproportionate severe impacts of cost of living on women.

Working holistically with women facing on average six identified long-term problems mean working with significant complexity. Whilst counselling works primarily with ways of thinking, feeling and behaving as 'processes' there is always 'content' to the work i.e. the social, health and interpersonal needs women are living with resulting from their experiences and histories. Working at one level on the 'what gets in the way (internally or externally)' in relation to this issue that is causing you difficulty in your life' counselling is always focused on supporting women live more of the lives they want / desire and so is intrinsically practical. Aiming to support women towards the 'new skills, confidence, independence, security and/or agency'. Identifying goals at the beginning of work together and checking in with these regularly 'Are we talking about the things that matter most to you?' focuses the work on the changes that are most important to each individual woman.

Our approach is all about responsiveness to individual need and flexibility in understanding individual circumstances. Within a clear psychotherapeutic framework, guided by the BACP's Ethical Framework for Counselling Professions, our focus is on the relationship between beneficiary and therapist, or on relationships with other group members. It's in the context of these safe, understanding and thoughtfully challenging relationships that real and lasting change takes place.

WCTS employs a wide range of highly skilled counsellors/psychotherapists, offering counselling in four community languages and from different therapeutic modalities, including psychodynamic, humanistic, analytic, gestalt, person centred, and the creative arts therapies. Every modality acknowledges just how important establishing a sense of safety and trust is before the relationship between client and therapist can foster exploration, learning and change. Caseworkers sit alongside Counsellors to ensure the Service is as accessible as possible. Our receptionists play a vital role in making the service welcoming and accessible to distressed vulnerable women.

My confidence has grown with my trust in myself and empowerment to build boundaries and try to think more about my wellbeing than others' all the time."

Feel less overwhelmed having been able to talk. Life is still hard but I have more skills and strategies to cope with it.

Understandably, women continue to highlight the importance of confidentiality in their feedback: their need to trust someone enough to speak openly, and the profound impact of feeling supported and understood. They talk about feeling welcomed and accepted at WCTS: about their relief at having someone they can regularly express their often troubled or troubling thoughts and feelings with.

Importantly, providing a longer-term therapeutic relationship helps therapy progress at a pace that women with complex trauma histories can manage. It's significant that many women only gradually feel stable and trusting enough to begin talking in intimate detail about formative life events, and that's one of the key benefits of long-term therapy like ours. They identify and explore the ongoing impact of these experiences and, over time, this enables them to make both small and huge changes in their understandings of themselves and their behaviours. In turn, this helps them begin to make choices that contribute to improving their lives and those of their children, families and communities.

Our service is unique in Leeds for its special mix of accessibility and long-term support. It's free, delivered in venues women can reach easily and feel safe in, and personalised to their unique needs, even with some travel, interpreter and child care support where necessary. It's also long term, with counselling or psychotherapy lasting up to two years and delivered by fully qualified, accredited and experienced female staff. Both individual and group psychotherapy is offered, and some women complete a period of focused individual work before moving into group work to deepen their explorations of relationship with others. We offer 8-week psychoeducational courses too, designed to help women reflect upon their current difficulties, develop skills and strategies for managing their emotional wellbeing, and build their resilience to life's ups and downs.

I found art therapy, making art and looking at the art work, has really helped me to understand how I feel.

We offer an open access service for women in the beneficiary group, both from our city centre premises and venues across Leeds. During the year this was also offered remotely. It's funded by Leeds City Council Adults and Health, the Bromley Trust, Leathersellers Company Charitable Fund and Garfield Weston Foundation. A core grant from Ministry of Justice ended during the year. It supported the charity and enabled us to continue a sexual violence specialism offering much needed support to women dealing with the impacts of harassment, abuse and violence in childhood and or as adults.

All women accessing this service are unable to access other services to meet their needs. They're not able to pay for counselling, they need a female therapist, and they're only able to feel safe enough to speak of their experiences – often years or decades of neglect, sexual or domestic abuse and/or violence – in a women's service. WCTS is a service that recognises their strengths, is compassionate about their challenges, and that supports them in their desire and efforts to make changes: together we celebrate them and their achievements, large and small.

We've successfully helped women deal with the consequences of fractured families, domestic abuse, children with challenging behaviours, traumatic labours and births, bereavement, and overcoming the negative impacts of aspects of their own childhoods, including multigenerational poverty.

Our perinatal work continues to see very positive results within the NHS Leeds Mental Wellbeing Service (LMWS) and capacity was increased during the year. A partnership of seven local organisations which supports a joined up experience for service users. We also delivered Step 3 Talking Therapies work to help bring down the waiting list which had climbed to over 4000 during the pandemic. This new element of our work is producing excellent outcomes with women attending the service.

I feel more attuned to my baby.

The therapy has helped me to be more confident with thought processing. Learning and trusting own decisions more. Problem solving with diagrams was helpful and working creatively and especially with playdoh helped me to concentrate in the session. Think I learnt more about my own thinking style and how to work with it. Just a huge THANK YOU!

I've been coming here for a while now and each session has been saturated with support, information, empathy and all with the utmost dedication and professionalism. I can't comprehend how a service this fantastic and thorough is through a charity as many of us can't afford therapy. I'll be forever grateful.

Biggest thing is feeling understood and recognised. This was a new feeling Thank you :)

We also continued working with 16- and 17-year-olds, funded by BBC Children in Need within the 16–25-year-old specialism provided by the Service. We offer an elastic engagement for young women recognising that shorter contracts of six to twelve sessions with the opportunity to return several times supports engagement and a long-term nurturing connection with the service.

Wider work

We are delighted to continue hosting the Visible project funded by the West Yorkshire Integrated Care Board committing further funding into 2025. Visible is a pioneering city-wide initiative to improve services with, and for, adult survivors of child sexual abuse. Visible carries out this work in close partnership with Leeds Involving People, and there's more information at Visible - improving wellbeing outcomes with adult survivors of sexual abuse.

We play a part in the strengthened and co-ordinated approach to mental health service provision for the women of Leeds through our involvement in key city-wide forums like Forum Central (the Leeds voluntary sector mental health forum), the NHS Perinatal Mental Health Group and the Leeds Strategic Mental Health Partnership. Our CEO acts as Third Sector Advocate on sexual violence services to the West Yorkshire Mayor's Domestic Abuse and Sexual Violence Advisory Board and is Deputy Chair of the Leeds Psychology Board.

Financial review

WTCS works hard to maintain and further diversify its funding base, operating a diverse range of funding streams.

Careful financial management means we're increasingly able to respond flexibly in relation to emerging needs and opportunities – vital in such a complex and volatile operating environment. The Statement of Financial Activities shows net expenditure for the year of £49,052 (2023: £43,191 net income) with reserves totalling £226,194 at 31 March 2024 (2023: £275,246).

Principal funding sources

Incoming resources for the period from 1 April 2023 to 31 March 2024 were £972,344 (2023: £955,596).

The largest single funding stream is a contract with Leeds Community Healthcare (for LMWS) of £215,033 of income.

Other contributions are from NHS CCG's which total; £392,518 (2023: £210,382) and from charitable trusts and foundations; £357,422 (2023: £415,434). Donations amounted to £4,457 (2023: £521) and fees £2,914 (2023: £10,669).

Thank you seems too small a word.

Reserves policy

The trustees continued to monitor progress against the reserves policy (i.e. that free reserves held by the charity should equate to 25-50% of agreed budgeted expenditure for the subsequent financial year). Whilst reserves have been steadily built towards meeting this policy over recent years in 2023-24 the gap between the end of the significant MOJ funding and the replacement funding plus the promises move utilising designated Building Fund has resulted in a fall in reserves. . Budgeted expenditure for 2024/25 is £1,217,296 (2022/23: £877,883).

The reserves target is £304,324 to £608,648

The reserves are needed to meet the working needs of the charity in the event of a significant drop in funding, to maintain provision for redundancy and legal costs or other untoward events. At present the free reserves and designated funds amount to £226,194 (2023: £275,246) falling short of the lower limit of target. The Board is continuing to look at ways to build the reserves and has also considered contingency plans in the event of a significant reduction in finances in the short term.

Plans for future periods

Our new Strategy is likely to sees us aiming to broadening and deepening our remit around holistic support recognising interdependences of mental health, emotional health, physical health, social issues, aspirations, spirituality and religion. Our Goals and Priorities include:

Reaching women and girls who need support the most

- Increasing those who access support
- Prioritising prevention and early intervention
- Raising awareness and publish self-help mental health resources

Building more holistic support by working with others

- Addressing wider health and social impacts on women mental health
- Increasing our innovative outreach community partnerships
- Building lived experience leadership with service users and others

Growing stronger and more sustainable

- Expanding and diversifying our funding base
- Securing and retaining the best people for our work; ensuring their wellbeing
- Piloting services for unmet needs; influencing commissioning

We continue to explore what it means to be a women's service – open to all who identity as such – in a society where the traditional binary categories of gender are expanding to reflect more of the reality of individual lives. We will continue to explore how to sustain a service that offers perceived safety for females who have experienced gender-based violence and expand this safety to more people who have experienced violence and discrimination around issues of sex and gender in the regions we work in.
As society opens more to the idea of counselling and therapy as a common support for good mental health and helpful for us all we'll carry on focussing on developing support for those who are excluded from services too and continue to work in the Leeds Women and Girls Alliance, focussing on maximising the impact of city-wide priorities, strategies and policies, as well as responding to new opportunities.

It has helped me reduce the amount of checking I do of the door, and the gas cooker.

I now know how I can help my son build confidence and not develop anxiety. I feel good about talking about being a mum and how important that is to me and my son.

I feel heard and understood. I have really appreciated responses to my questions and long-standing issues. I'm just so very grateful. I have waited and asked for therapy for over 20 years.

Structure, governance and management

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Jules Blackwell	(Resigned 15 July 2024)
Andrea Bucknor	(Resigned 1 August 2024)
Sarah Dempsey	
Georgina Houston	(Resigned 15 January 2024)
Cecily Rowe	(Resigned 18 September 2023)
Molly Rushworth	
Netalie Shloim	(Appointed 15 July 2024)
Christine Simms	(Resigned 15 January 2024)
Shahina Swain	(Resigned 31 December 2023)
Ann Walker	
Jacqueline Whittle (Chair)	(Appointed 22 May 2023)

Risk Management
The trustees have reviewed the major risks to the charity and the risk register is updated annually. Appropriate risk mitigation strategies are in place, and areas such as health & safety, safeguarding and finance are standing items on Board agendas. Included in its current policies, WCTS has a serious incident policy, a beneficiary confidentiality policy, and child and adult safeguarding policies.

The trustees consider the Chief Executive, the Clinical Lead, the Operations and Services Managers and the Finance Manager as key management personnel, in charge of directing and controlling the charity, and running and operating the charity on a day-to-day basis.

The pay of the charity's key management staff is reviewed annually and may be increased in accordance with national indicators like inflation or average earnings where financially possible and prudent. Remuneration is also benchmarked periodically with charities of a similar size and activity to ensure that it's fair and in line with that generally paid for similar roles.

The trustees' report was approved by the Board of Trustees.

Jacqueline Whittle (Chair)
Trustee

23 October 2024

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

I report to the trustees on my examination of the financial statements of Women's Counselling and Therapy Service Limited (the charity) for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements 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 independent examination; or

4 the financial statements 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 financial statements to be reached.

BK Plus Limited

52 St Johns Lane
Halifax
West Yorkshire
HX1 2BW
England

Dated: 24 October 2024

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Income from:							
Donations and legacies	**3**	100,989	180,050	281,039	122,847	356,597	479,444
Charitable activities	**4**	423,558	263,941	687,499	405,024	68,000	473,024
Investments	**5**	3,806	-	3,806	3,128	-	3,128
Total income		528,353	443,991	972,344	530,999	424,597	955,596
Expenditure on:							
Charitable activities	**6**	560,611	460,785	1,021,396	488,013	424,392	912,405
Total expenditure		560,611	460,785	1,021,396	488,013	424,392	912,405
Net income/(expenditure)		(32,258)	(16,794)	(49,052)	42,986	205	43,191
Transfers between funds		(5,875)	5,875	-	-	-	-
Net movement in funds	**8**	(38,133)	(10,919)	(49,052)	42,986	205	43,191
Reconciliation of funds:							
Fund balances at 1 April 2023		264,327	10,919	275,246	221,341	10,714	232,055
Fund balances at 31 March 2024		226,194	-	226,194	264,327	10,919	275,246

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Current assets					
Debtors	**12**	25,400		30,292	
Cash at bank and in hand		301,208		380,000	
		326,608		410,292	
Creditors: amounts falling due within one year	**13**	(100,414)		(135,046)	
Net current assets			226,194		275,246
Net assets excluding pension liability			226,194		275,246
The funds of the charity					
Restricted income funds	**16**		-		10,919
Unrestricted funds			226,194		264,327
			226,194		275,246

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements were approved by the trustees on 23 October 2024

Jacqueline Whittle (Chair)
Trustee

Company registration number 07804583 (England and Wales)

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	2024 £	2023 £	2023 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	**21**		(82,598)		11,580
Investing activities					
Investment income received		3,806		3,128	
Net cash generated from investing activities			3,806		3,128
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(78,792)		14,708
Cash and cash equivalents at beginning of year			380,000		365,292
Cash and cash equivalents at end of year			301,208		380,000

1 Accounting policies

Charity information

Women's Counselling and Therapy Service Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 43 Park Square North, Leeds, West Yorkshire, LS1 2NP, England.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006, FRS 102 “The Financial Reporting Standard applicable in the UK and Republic of Ireland” (“FRS 102”) and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, [modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value]. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of the asset's use.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% straight line
Computers	33% straight line

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

1 Accounting policies **(Continued)**

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Income from donations and legacies

	Unrestricted funds 2024	Restricted funds 2024	Total 2024	Unrestricted funds 2023	Restricted funds 2023	Total 2023
	£	£	£	£	£	£
Donations and gifts	4,457	-	4,457	521	-	521
Grants received	96,532	180,050	276,582	122,326	356,597	478,923
	100,989	180,050	281,039	122,847	356,597	479,444

3 Income from donations and legacies **(Continued)**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Grants receivable for core activities						
Henry Smith Charity	-	38,800	38,800	-	66,700	66,700
Ministry of Justice	-	76,187	76,187	-	228,561	228,561
BBC Children in Need	-	32,164	32,164	-	17,563	17,563
Leeds Womens Aid	19,532	32,899	52,431	-	43,773	43,773
Government grants	-	-	-	122,326	-	122,326
Lloyds Bank Foundation	25,000	-	25,000	-	-	-
Leathersellers	25,000	-	25,000	-	-	-
The Bromley Trust	20,000	-	20,000	-	-	-
Other	7,000	-	7,000	-	-	-
	96,532	180,050	276,582	122,326	356,597	478,923

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Charitable activities						
Other income	2,474	440	2,914	10,669	-	10,669
Performance related grants	421,084	263,501	684,585	394,355	68,000	462,355
	423,558	263,941	687,499	405,024	68,000	473,024

Performance related grants analysis

	Charitable activities 2024 £	Charitable activities 2023 £
Leeds City Council / Leeds Community Healthcare	324,411	128,910
NHS Leeds Clinical Commissioning Group	292,174	265,445
Visible	68,000	68,000
Other	-	-
	684,585	462,355

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	3,806	3,128

6 Expenditure on charitable activities

	Charitable activities 2024 £	Charitable activities 2023 £
Direct costs		
Staff costs	775,591	615,105
Recruitment and DBS checks	7,828	1,660
Therapy, supervision and freelance workers	21,050	18,601
Partner costs	-	26,954
Staff and volunteer training	26,365	12,232
Premises costs	101,678	34,465
Direct client costs	30,799	21,209
Postage and stationery	5,044	1,015
Consultancy fees	-	9,198
Service user involvement	-	229
Travel and subsistence costs	7,257	-
Trustee expenses	200	-
	975,812	740,668
Share of support and governance costs (see note 7)		
Support	45,584	171,737
	1,021,396	912,405
Analysis by fund		
Unrestricted funds	560,611	488,013
Restricted funds	460,785	424,392
	1,021,396	912,405

7 Support costs allocated to activities

	2024	2023
	£	£
Governance costs	45,584	171,737
Analysed between:		
Charitable activities	45,584	171,737

8 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Fees payable for the independent examination of the charity's financial statements	4,800	4,800

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

10 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Charity Manager	1	1
Therapy Managers and Staff	22	21
Charity and Therapy administation	3	3
Total	26	25

Employment costs	2024	2023
	£	£
Wages and salaries	690,213	606,112
Social security costs	58,655	53,799
Other pension costs	26,723	22,012
	775,591	681,923

There were no employees whose annual remuneration was more than £60,000.

10 Employees **(Continued)**

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	267,435	208,095

11 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

12 Debtors

	2024	2023
Amounts falling due within one year:	£	£
Trade debtors	896	-
Prepayments and accrued income	24,504	30,292
	25,400	30,292

13 Creditors: amounts falling due within one year

	Notes	2024	2023
		£	£
Other taxation and social security		14,274	11,457
Deferred income	14	44,891	77,791
Other creditors		-	771
Accruals and deferred income		41,249	45,027
		100,414	135,046

14 Deferred income

	2024	2023
	£	£
Other deferred income	44,891	77,791

Deferred income is included in the financial statements as follows:

	2024	2023
	£	£
Deferred income is included within:		
Current liabilities	44,891	77,791

Movements in the year:

14 Deferred income **(Continued)**

Deferred income at 1 April 2023	77,791	-
Released from previous periods	(32,900)	-
Resources deferred in the year	-	77,791
Deferred income at 31 March 2024	44,891	77,791

15 Retirement benefit schemes

	2024	2023
Defined contribution schemes	**£**	**£**
Charge to profit or loss in respect of defined contribution schemes	26,723	22,012

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

16 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
BBC Children in Need	2,431	32,164	(40,470)	5,875	-
Henry Smith Charity	8,690	-	(8,690)	-	-
Ministry of Justice	-	76,187	(76,187)	-	-
Visible	(796)	68,440	(67,644)	-	-
Leeds Women's Aid	594	13,367	(13,961)	-	-
Henry Smith 4	-	38,800	(38,800)	-	-
LMWS PNMH 2	-	93,008	(93,008)	-	-
LMWS WL Support 8-16 sessions	-	122,025	(122,025)	-	-
	10,919	443,991	(460,785)	5,875	-

16 Restricted funds **(Continued)**

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
BBC Children in Need	-	17,563	(15,132)	-	2,431
Henry Smith Charity	10,714	66,700	(68,724)	-	8,690
Ministry of Justice	-	228,561	(228,561)	-	-
Visible	-	68,000	(68,796)	-	(796)
Leeds Women's Aid	-	43,773	(43,179)	-	594
	10,714	424,597	(424,392)	-	10,919

17 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Maternity Leave Fund	21,242	-	-	-	21,242
Future Service Development Fund	29,242	-	-	-	29,242
Contingency Fund	56,299	-	-	-	56,299
40th Anniversary Research Fund	23,636	-	-	(23,636)	-
Building Fund	43,674	-	(47,441)	3,767	-
General funds	90,234	528,353	(513,170)	13,994	119,411
	264,327	528,353	(560,611)	(5,875)	226,194

Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
Maternity Leave Fund	21,242	-	-	-	21,242
Future Service Development Fund	29,242	-	-	-	29,242
Contingency Fund	56,299	-	-	-	56,299
40th Anniversary Research Fund	23,636	-	-	-	23,636
Building Fund	43,674	-	-	-	43,674
General funds	47,248	530,999	(488,013)	-	90,234
	221,341	530,999	(488,013)	-	264,327

18 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Current assets/(liabilities)	226,194	-	226,194
	226,194	-	226,194

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:			
Current assets/(liabilities)	264,327	10,919	275,246
	264,327	10,919	275,246

19 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	32,975	-
Between two and five years	131,791	-
In over five years	160,500	-
	325,266	-

20 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

21	Cash generated from operations	2024 £	2023 £
	(Deficit)/surpus for the year	(49,052)	43,191
	Adjustments for:		
	Investment income recognised in statement of financial activities	(3,806)	(3,128)
	Movements in working capital:		
	Decrease/(increase) in debtors	4,892	(10,585)
	(Decrease) in creditors	(1,732)	(95,689)
	(Decrease)/increase in deferred income	(32,900)	77,791
	Cash (absorbed by)/generated from operations	(82,598)	11,580

22 Analysis of changes in net funds

The charity had no material debt during the year.

WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales - Charity number 1145377

Accounts

Charity registration number 1145377

Company registration number 07804583 (England and Wales)

Women's Counselling And Therapy Service Limited

Annual Report And Unaudited Financial Statements

For The Year Ended 31 March 2023

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Andrea Bucknor	
	Sarah Dempsey	
	Georgina Houston	
	Liane Langdon	(Resigned 18 May 2022)
	Barbara Lawton	(Resigned 20 February 2023)
	Celly Rowe	
	Christine Simms	
	Shahina Swain	
	Ann Walker	
	Molly Rushworth	(Appointed 22 May 2022)
	Jules Blackwell	(Appointed 20 February 2023)
	Jacqueline Whittle	(Appointed 22 May 2023)
Secretary	Tessa Denham	
Principal staff	Tessa Denham	Chief Executive
	Andrea Campbell (from 1 July 2021)	Clinical Lead
	Mags Shevlin	Services Manager
	Anwaar Mahmood (from February 2022)	Finance Manager
	Freya Hirst (from February 2022)	Services Manager
	Donna Cremin (from February 2022)	Operations office manager
Charity number	1145377	
Company number	07804583	
Registered office	Portland House 5 Portland Street Leeds LS1 3DR	
Independent Examiner	Jessica Lawrence Azets Audit Services Limited 33 Park Place Leeds LS1 2RY	
Bankers	National Westminster Bank plc Westgate Branch 31 Westgate Leeds LS1 2RF	

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

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WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charity's memorandum and articles of association, the Companies Act 2006 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 (FRS 102)" (effective from 1 January 2019).

The Legal and Administrative Information page forms part of this report.

WCTS has operated continuously since 1982, initially as an Industrial and Provident Society with charitable objectives, and then as a charitable company limited by guarantee from 2011. WCTS is governed by articles of association.

The Board usually comprises between eight and twelve trustees, recruiting by open advertising, personal recommendation and direct approach, depending on the required expertise or skills. One third of trustees retires each Annual General Meeting, and are welcome to stand for re-election. Officers in post during the year were the Chair and deputy, Treasurer and deputy. The CEO acts as the Company Secretary.

Potential trustees attend an initial introductory meeting with the Chair and three Board meetings as a guest. New trustees receive a comprehensive induction pack, which includes Charity Commission guidance 'The Essential Trustee', and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board met eleven times in the year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators such as clinical service / therapy outcomes, complaints, and staff wellbeing.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The management team meets fortnightly, and comprises the Chief Executive, Clinical Lead, Services Managers and the Services Support Manager.

We regularly review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users.

The Centre for Mental Health's work informs ours, for example, No Wrong Door which explores a vision for mental health, autism and learning disability services in ten years. It feels like being seen, which includes criteria we can use to assess whether we are effectively collaborating to support people's needs. This briefing highlights the need for a set of benchmarks for 'what good feels like' with 'what good looks like' to give local authorities and their partners a holistic and robust means to assess the quality of services, which complements their conventional metrics.

We closely follow The Agenda Alliance whose work focusing on the women and girls with the most complex unmet needs are consistently overlooked and harmed. A social movement, they campaign and produce reports highlighting need, issues and best practice. In a 2023 partnership with Changing Lives, they explored the ways in which public services could be redesigned post-pandemic to better meet the needs of women with multiple unmet needs. Also Rosa the women and girls support organisation and voice for change.

Leeds Joint Strategic Needs Assessments help us in understanding need and overlapping issues in Leeds. The Children and Families Health Needs Assessment in 2023 tells us that 'Nationally in 17-23-year-olds, 27% of young women and 13% of young men are likely to have a mental health disorder. When modelled to the Leeds 17-23 year-old population, this equates to 11,500 young women and 5,000 young men.' That the 'relationship between poor mental health and deprivation is clear. In Leeds, mental health service use, crisis service use and drop-out rates are higher for young people from deprived areas.' That around 20%, one in five of 'the Leeds population of 0-17 year-olds live in households with any of the so called 'toxic trio' (domestic abuse or mental ill health or substance misuse). This is 33,580 children and young people in Leeds.'

Funders are producing reports increasingly useful in our work. Lankelly Chase's report Gender Matters 'Perhaps the starkest finding of the report is the degree to which violence and abuse in the home are ongoing facts of life, from childhood onwards, for many people facing severe and multiple disadvantage, particularly women.' That '17,000 people experience homelessness, substance misuse, mental ill-health and domestic abuse at any one time. 70% of the 17,000 – that's nearly 12,000 – are women.' How to be Wrong from Lloyds Bank Foundation articulating 'a bigger discussion about what counts as success and the richness of learning that comes from getting things wrong,' which supports our thinking during the Strategic Review.

Risk Management
The trustees have reviewed the major risks to the charity and the risk register is updated annually. Appropriate risk mitigation strategies are in place, and areas such as health & safety, safeguarding and finance are standing items on Board agendas. Included in its current policies, WCTS has a serious incident policy, a beneficiary confidentiality policy, and child and adult safeguarding policies.

The trustees consider the Chief Executive, the Clinical Lead, the Services Managers and the Services Support and Finance Managers as key management personnel, in charge of directing and controlling the charity, and running and operating the charity on a day-to-day basis.

The pay of the charity's key management staff is reviewed annually, and may be increased in accordance with national indicators like inflation or average earnings where financially possible and prudent. Remuneration is also benchmarked periodically with charities of a similar size and activity to ensure that it's fair and in line with that generally paid for similar roles.

Objectives and activities
Our objectives are to:

1. Provide advice and guidance, counselling and psychotherapeutic services including self-help support for women and girls of all ages (and their families where necessary), living in Yorkshire and Humberside, who are suffering from psychological/mental health problems.

1. Advance the education of the public and of psychotherapists and mental health workers in particular, in the causes, effects, treatment and reduction of psychological/mental health problems in women and girls.

We operate mainly in the Leeds area, and particularly in areas suffering from economic deprivation working with women and girls experiencing multiple disadvantage.

Ultimately, our aims are to support marginalised and vulnerable women recovering from the impacts of negative life experiences and improve their life chances by: reducing their levels of psychological distress/mental health problems; improving their levels of self-esteem and confidence; increasing their resilience; empowering them with skills for dealing with problems or tackling difficult situations, relationships and, for some, mothering.

Helping women achieve these goals takes time, and we do it by providing access to trauma specialised long-term i.e. up to two years, psychotherapeutic services that are woman centred and increasingly intersectional specific: that is, services that take account of both gender and wider power structures in society, and the potential impact of severe and/or long-term adversity on development, capacity to form and sustain healthy relationships and resilience. Crucially, we provide a service that tolerates disrupted engagement, which is essential where issues of trust are critical, and where women are carers for children and or elders. We adapt to the needs of individuals too, by using texts and phone calls to secure therapeutic work when necessary, by delivering therapy at the beneficiaries' preferred pace, and by providing practitioners from the same or different cultural identity, and with the same mother tongue.

Where appropriate specialised services for our beneficiary target group aren't generally available, we aim to develop and pilot them. These include outreach services to reach particularly marginalised and isolated women, and extending our age range to include 16 and 17 year olds (supported by funding from BBC Children in Need and the Pilgrim Trust). Supported by Comic Relief we continued to reach women aged 50+ at risk of violence and a core grant from the Ministry of Justice helped us increase capacity to work with survivors/victims of sexual harassment, abuse and violence as adults and or in childhood.

We continue to see how important the Service is. With the stark disproportionate impact of the pandemic on women and girls (including increases in gender based violence) and particularly on those from diverse communities, services which recognise these intersectional impacts and offer specialised holistic support are essential.

Not surprisingly, in the face of growing demand and rising operational costs, and despite the commitment and generosity of partners, our funding limits those we can help. For example, our general counselling and therapy service can only work with around 85 women at any time. Demand for our services continues to rise, as rapidly as the previous year and the waiting list for our open access service was closed for more than three quarters of the year. A Leeds statutory service offering support to those with Moderate needs is currently holding a waiting list of over 3000 people. The harsh reality is that within our current budgets we can only help a few of the many women who need and seek support.

As part of our efforts to deliver the best possible service, we review our objectives and activities annually with ex-service users, staff and at Board level. These reviews look at the benefits we provide to women, and also where we might achieve more. We refer to, and comply with, guidance from the Charity Commission on public benefit in these reviews, and whenever we plan future work.

This year we continued to host the Visible project (www.visibleproject.org.uk) funded by Leeds NHS CCG. Visible accelerates citywide system changes in organisational services' responses to those with histories of sexual abuse / violence in childhood.

Achievements and Performance

- Summary
- Women who use the Service – profile and demographics
- Women's Outcomes – CORE Outcome Measures, qualitative evaluation, beneficiary feedback
- What the Service offers

Summary
This year was a successful one for the charity reaching increasing number of women and girls in the context of continuing to recover from the impacts of the pandemic.

The numbers of women we worked with increased to 558 (457 2021-22, 319 2020-21, 458 2019-20 and 388 2018-19). Of these, 94% presented with clinical mental health problems: three quarters in the Moderate, Moderately Severe and Severe groupings. Over 80% of mental health problems / concerns have lasted over 12 months, recurring or continuous. These levels of psychological distress are profoundly debilitating affecting all areas of life. We continue to see significant proportion of women with experience of sexual violence – as an adult (59%) or child (56%) with two in five clients experiencing both. We have seen some small but significant changes in the demographic profile of clients; possibly due to impacts from the pandemic, and or the cost of living crisis and or the inclusion of an NHS offer in the Service. We will be looking at this further in the coming year.

The length of support women engaged with returned to pre pandemic levels and excellent mental health outcomes were maintained. Two thirds (66%) showing clinical and/or reliable improvement i.e. significant recovery. Improvements across Psychological Domains average two (of four) clinical levels which is excellent particularly for this beneficiary group.

Feedback from women on the impacts of counselling is also excellent. With 100% of beneficiaries saying their relationships have improved, 97% feeling they understand themselves better and cope better with their feelings and 94% agreeing they tackle difficult situations better.

Counselling has really helped, being able to talk about everything. I have been able to talk openly without fear of being judged and that has allowed me to be honest. Thank you so much.

The women we help: profile and demographics

94% of women and girls we support have mental health problems in the 'clinical population'. Before therapy, the average clinical score of the women we help is stable at 21 (2022: 20 2021: 19, 2020: 21), equating to Moderately Severe mental health problems. Over 50% of women have needs normally only addressed in secondary services, but the women who use our Service can find it hard to access or engage with more mainstream services because of their complex needs, and / or are excluded from them by limited accessibility.

The levels of psychological distress severity is Severe at 18%, then Moderately Severe at 25% and Moderate at 33%, followed by Mild 19%, with non-clinical Low at 4% and Healthy 1%.

The women we help have an increasing average of six problems/concerns at assessment with over 80% lasting for at least 12 months, and recurring or continuous. Most commonly: anxiety / stress (96%), depression (90%), self-esteem (77%), interpersonal problems (44%), trauma/abuse (82%). Of these problems over 94% of each is in the Moderately Severe band.

Worryingly, all these problems appear to be far more prevalent than in the 2011 Primary Care national database, and levels of trauma/abuse at assessment remain over three times higher than the national average.

59% of clients have experienced sexual violence as an adult; 56% have experience child sexual abuse. 40% of all client have experienced both. 21% of beneficiaries are at risk of suicide and 25% are at risk of self-harm; 5% are at risk of harming others.

Monitoring of beneficiaries accessing the service show excellent reach into target beneficiary populations:

- 25% of beneficiaries are from postcode areas LS7, LS9, LS10, LS14 and LS15 ranked in the lowest 3% of wards in England in the multiple deprivation index (26% 2019-20; 28% 2018-19); a further 28% (33% 2019-20; 26% 2018-19) come from LS8, LS11 and LS12, ranked within the lowest 10% and also having the highest rates of suicide within the city. Overall, more than half of beneficiaries live in Leeds' most deprived areas.

- 87% of women and girls living in the most affluent areas of Leeds are White; compared to 64% in the most deprived.

- 25% of beneficiaries are from BME communities (31% 2021-22; 32% 2020-21; 35% 2019-20) (Leeds BME population 21% Census 2011).

- Approximately 27% of women living the most (20%) deprived areas of Leeds are of Asian heritage compared with 13% in Leeds overall; 23% are Black compared with 7% overall.

- 21% of beneficiaries who define their status consider themselves to have a disability (23% 2021-22; 27% 2020-21; 31% 2019-20).

- 11% of those who disclose their sexuality define as lesbian, gay, bisexual or transgender (16% 2021-22).

- The age range of women accessing the service is relatively stable with 19% aged 16-25 (20% 2021-22; 27% 2020-21, 25% 2019-20) and 20% over 45 years old (24% 2021-22; 28% 2020-21, 31% 2019-20). The number of older women accessing the service continues to slightly increase.
  We are (proportionally) reaching more Leeds young women living in the most deprived areas than older women. This reflects the national and local 'left shift' strategy of recent years to engage with mental health problems at an earlier point.

- Of those who name a religious affiliation 28% are Muslim.

Women's Outcomes

> *Words are not enough to say to you how thankful I am for the support you have given me. I appreciate your support, you don't know how much your support has meant to me.*

We use two main tools to monitor beneficiary outcomes. The first is a clinical measure called Clinical Outcomes in Routine Evaluation (CORE): a rigorous system used throughout the NHS. The second is an equally useful feedback form completed at the end of therapy. Our CORE data is independently evaluated by CORE IMS at least bi-annually, while the client feedback is analysed annually.

While the average CORE score on entering our service was 21 (Moderately Severe), the average CORE score of women ending counselling during the year was 13 (Mild). This is an average improvement across two severity levels, clearly showing the full extent of our work's positive impact.

Evaluation shows 65% of women and girls demonstrate clinical and/or reliable improvement i.e. significant recovery. This compares to 55% for similar services nationally, which means that we're typically achieving measurably excellent results for the women we work with.

Changes in psychological Domains are:

- Life/Social Functioning: 19 (Moderate) /40 reducing to 14 (Mild)
  79% of clients experiencing improvements
- Commonly Experienced Problems: 28 (Severe) reducing to 17 (Moderate)
  88% experiencing improvements
- Wellbeing issues: 25 (Severe) reducing to 18 (Moderate)
  79% experiencing improvements
- Risk: 5 (clinical population) reducing to 2 (non-clinical population)
  53% experiencing improvements

The five CORE items with greatest percentage of clients scoring any change

- 72% - I have felt despairing or hopeless (Depression)
- 70% - I have felt I have someone to turn to for support when needed (Relationships)
- 70% - I have had difficulty getting to sleep or staying asleep (Physical)
- 69% - Unwanted images or memories have been distressing me (Trauma)
- 68% - I have felt overwhelmed by my problems (Well-being)

Crucially, and equally positively, this recovery is also sustained. In 2012, we won an award from the British Association for Counselling and Psychotherapy for conducting research which revealed that 60% of participating beneficiaries were still experiencing reliable and significant change four years after their therapy. The longevity of these recoveries isn't just excellent for the individual service user herself: it also reduces their need for future interventions, which in turn frees up our services for other women.

Women attended for an average of 21 sessions over eight months; contact with the service is just eleven months. This is a return to pre pandemic averages. 79% of all sessions were attended –excellent for the client group with their range of wider responsibilities and dependencies.

Analysis of Beneficiary feedback forms in March 2023 shows that 100% agreed or strongly agreed with the statements 'I felt able to work with my counsellor' and 'I felt understood by my counsellor'. Within 'Helpfulness of counselling' 97% of beneficiaries agreed or strongly agreed with the statement 'I feel I understand myself better' and 'I cope better with my feelings'. 94% that they tackle difficult situations better; 85% that they had made changes in how they dealt with their problems, and 100% said their relationships have improved.

Feedback around convenience and accessibility remained strong: 100% of beneficiaries found the venue convenient and 98% that the counselling was accessible; 94% felt that they were offered an appointment within a reasonable length of time; 100% that they were offered appointments at convenient times; and 97% found the written information helpful.

Some of the feedback from beneficiaries in 2022 - 2023:

I couldn't have asked for a better therapist than ... She was just amazing.

Counselling has really helped, being able to talk about everything. I have been able to talk openly without fear of being judged and that has allowed me to be honest. Thank you so much.

To (Counsellor), thank you for being a strong female role model, listening to me rant, never judging and being a force of female empowerment!

(Counsellor) was absolutely amazing and I liked being able to do crafty things in the sessions

In my sessions, I have gained an insight to finding my self-worth, to talk about my trauma, to be able to find light at the end of the tunnel and how I cope in the future. Thank you

(Counsellor) was amazing at making my feelings normal and not like it was all in my head, she listened and understood

My therapist is very friendly, polite and helped me a lot finding the way to deal with my issues. I am very glad I have had an opportunity to work with (Counsellor)

Thank you to (Counsellor) for taking me on this journey to understand me.

We held two annual ex-beneficiary feedback events this year: one in person and one online. We are keen to hear about women's whole experience, the good and not so good. We find that there are many benefits to this piece of work but the main ones are that in asking for their views we are making ourselves easier to reach and that, then, we become enriched by both receiving and acting on their feedback. This links back to one of our main values, that of empowerment, by seeking feedback we hope that both the clients and the service become empowered through this relational work.

Women told us:

That first session was good, about 10 -15 minutes into the first session I felt that my Counsellor genuinely cared about me. She was willing to listen and I felt she accepted me as a person, and not as a diagnosis.

It was good that the sessions were close by, (to where I lived), and it was a revelation to be understood.

It was so helpful to set out the scope (of the counselling) and my goals. There were completely tailored to me, and this made me feel like counselling was not pre-determined and that she was working specifically with me as a unique person.

I wasn't made to feel guilty about accessing help. It was good that she (the Counsellor) called me without me having to chase her which had a really good effect on my mental health from the start.

The women on the reception desk were very kind and welcoming to me, even when I was distressed and had to ring up one day.

It turned out to be an amazing experience; I came to your service, initially, after being let down by many other services. I expected the same treatment from you. I was disheartened. But, I was really taken aback when the Therapist seemed to be really listening to me.

I felt so comfortable after a few moments, and I began to have the sense of hope that this would help me.

I felt a bit blurry at the time, I felt that I didn't deserve to have a service but the assessment meeting helped me to change that belief. I felt validated almost immediately.

I had no worries of being judged, I felt that she (the Counsellor) was on my side.

I think that being a women-only service is a part of WCTS' success, it is it strength.

We continued to work with around 12 external clinical supervisors during the year. These experienced women offer additional thinking and warmth to our work. Helping us to 'see' the women we work with more clearly particularly through the strong dynamic women in to the work as a result of multiple traumatic experiences.

Two ex-service users serve on the Board of Trustees offering a unique perspective from their experiences.

What the Service offers
WCTS offers uniquely safe, confidential and culturally sensitive spaces where women can speak openly and fully about their experiences, feelings and thoughts. Crucially, we're providing something women and girls usually can't access in any other area of their lives. In a society where we are understanding more about the prevalence, insidiousness and impacts of for example racism, misogyny and multi-generational poverty, this is vital to mental health.

> *The service was amazing, so inclusive, my therapist was brilliant and the staff at the location were very welcoming.*
>
> *These sessions have been life changing for me, I am a lot more happier in myself and my life!*
>
> *(Counsellor) has understood me and SEEN me, she has helped me a lot. I will highly recommend her to everyone!*

This year we returned to full in person work whilst retaining phone and digital inclusion for those who wouldn't otherwise be able to access the Service. The nature of working long term with trauma and the energies (powerful emotions, confused and confusing thoughts, strong often negative mind sets and self-beliefs, etc) can best be seen and 'held' in person. As the profession learns about the impacts of remote work in non-pandemic context we believe it is safer for our client groups and staff to work face to face.

Our support enables women to express and resolve painful experiences, which in turn changes their often complex attitude towards themselves and others. This vital opportunity reduces psychological distress and mental health problems, and it also increases women's resilience to everyday ups and downs as well as more challenging life events.

Our services are 'trauma specialised', which means they take account of the potential impact of severe and/or long-term adversity on development, resilience, and the capacity to form relationships. They also address the frequent mislabelling of people with histories of trauma as 'uncooperative, hard to engage, non-compliant or treatment resistant, needy or aggressive'.

Essential casework support around wider health and social needs enables access to and engagement with counselling enabling women to use the specialised therapy we offer to maximum benefit – it means they get 'added value' from their contact with us which has become even more important with the disproportionate severe impacts of cost of living on women.

Working holistically with women facing on average six identified long term problems means working with significant complexity. Whilst counselling works primarily with ways of thinking, feeling and behaving as 'processes' there is always 'content' to the work i.e. the social, health and interpersonal needs women are living with resulting from their experiences and histories. Working at one level on the 'what gets in the way (internally or externally)' in relation to this issue that is causing you difficulty in your life' counselling is always focused on supporting women live more of the lives they want / desire and so is intrinsically practical. Aiming to support women towards the 'new skills, confidence, independence, security and/or agency'. Identifying goals at the beginning of work together and checking in with these regularly 'Are we talking about the things that matter most to you?' focuses the work on the changes that are most important to each individual woman.

Our approach is all about responsiveness to individual need and flexibility in understanding individual circumstances. Within a clear psychotherapeutic framework, guided by the BACP's Ethical Framework for Counselling Professions, our focus is on the relationship between beneficiary and therapist, or on relationships with other group members. It's in the context of these safe, understanding and thoughtfully challenging relationships that real and lasting change takes place.

WCTS employs a wide range of highly skilled counsellors/psychotherapists, offering counselling in four community languages and from different therapeutic modalities, including psychodynamic, humanistic, analytic, gestalt, person centred, and the creative arts therapies. Every modality acknowledges just how important establishing a sense of safety and trust is before the relationship between client and therapist can foster exploration, learning and change. Caseworkers sit alongside Counsellors to ensure the Service is as accessible as possible. Our receptionists play a vital role in making the service welcoming and accessible to distressed vulnerable women.

> *The counsellor and staff at WCTS that I met or spoke to were lovely.*
>
> *This service proved to be the most invaluable I've had the privilege to experience and I can't thank you enough.*

Understandably, women continue to highlight the importance of confidentiality in their feedback: their need to trust someone enough to speak openly, and the profound impact of feeling supported and understood. They talk about feeling welcomed and accepted at WCTS: about their relief at having someone they can regularly express their often troubled or troubling thoughts and feelings with.

Importantly, providing a longer-term therapeutic relationship helps therapy progress at a pace that women with complex trauma histories can easily manage. It's significant that many women only gradually feel stable and trusting enough to begin talking in intimate detail about formative life events, and that's one of the key benefits of long-term therapy like ours. They identify and explore the ongoing impact of these experiences and, over time, this enables them to make both small and huge changes in their understandings of themselves and their behaviours. In turn, this helps them begin to make choices that contribute to improving their lives and those of their children, families and communities.

Our service is unique in Leeds for its special mix of accessibility and long-term support. It's free, delivered in venues women can reach easily and feel safe in, and personalised to their unique needs, even with some travel, interpreter and child care support where necessary. It's also long term, with counselling or psychotherapy lasting up to two years and delivered by fully qualified, accredited and experienced female staff. Both individual and group psychotherapy is offered, and some women complete a period of focused individual work before moving into group work to deepen their explorations of relationship with others. We offer 8-week psychoeducational courses too, designed to help women reflect upon their current difficulties, develop skills and strategies for managing their emotional wellbeing, and build their resilience to life's ups and downs.

We offer an open access service for women in the beneficiary group, both from our city centre premises and venues across Leeds. During the year this was also offered remotely. It's funded by Leeds City Council Adults and Health, the Bromley Trust, Leathersellers Company Charitable Fund and Garfield Weston Foundation. A core grant from Ministry of Justice supports the charity and enables us to continue a sexual violence specialism offering much needed support to women dealing with the impacts of harassment, abuse and violence in childhood and or as adults.

All women accessing this service are unable to access other services to meet their needs. They're not able to pay for counselling, they need a female therapist, and they're only able to feel safe enough to speak of their experiences – often years or decades of neglect, sexual or domestic abuse and/or violence – in a women's service. WCTS is a service that recognises their strengths, is compassionate about their challenges, and that supports them in their desire and efforts to make changes: together we celebrate them and their achievements, large and small.

We've successfully helped women deal with the consequences of fractured families, domestic abuse, children with challenging behaviours, traumatic labours and births, bereavement, and overcoming the negative impacts of aspects of their own childhoods, including multigenerational poverty.

Our perinatal work continues to see very positive results. This was the second of five full year of working within the NHS Leeds Mental Wellbeing Service partnership of seven local organisations which supports a joined up experience for service users.

> *In my sessions, I have gained an insight to finding my self-worth, to talk about my trauma, to be able to find light at the end of the tunnel and how I cope in the future.*
>
> *I found the person I saw to be absolutely brilliant. I have gained much and I am very grateful for being able to have the opportunity to take advantage of her expertise.*
>
> *(Counsellor) has been patient, understand and soft always. Her breath and body work were helpful and she was honest about the things she understood. Her booklet of info … was fantastic.*

We also continued working with 16 and 17-year olds, funded by BBC Children in Need within the 16–25-year-old specialism provided by the Service. We offer an elastic engagement for young women recognising that shorter contracts of six to twelve sessions with the opportunity to return several times supports engagement and a long term nurturing connection with the service.

During the year we produced a summary of external Evaluations: *40 years of learning* which can be found at Resources.

Wider work

We are delighted to continue hosting the Visible project: this follows on from the October 2015 city-wide conference *Childhood Sexual Abuse – the challenge to mental health services*. West Yorkshire Integrated Care Board committed to further funding to 2024. Visible is a pioneering city-wide initiative to improve services with, and for, adult survivors of child sexual abuse. Visible carries out this work in close partnership with Leeds Involving People, and there's more information at Visible - improving wellbeing outcomes with adult survivors of sexual abuse.

We play a big part in the strengthened and co-ordinated approach to mental health service provision for the women of Leeds through our involvement in key city-wide forums like Forum Central (the Leeds voluntary sector mental health forum), the NHS Perinatal Mental Health Group and the Leeds Strategic Mental Health Partnership. Our CEO acts as Third Sector Advocate on sexual violence services to the West Yorkshire PCC Domestic Abuse and Sexual Violence Advisory Board and sits on the newly formed Leeds Psychology Board.

Financial review

WTCS works hard to maintain and further diversify its funding base, operating a diverse range of funding streams. Careful financial management means we're increasingly able to respond flexibly in relation to emerging needs and opportunities – vital in such a complex and volatile operating environment. The Statement of Financial Activities shows net income for the year of £43,191 with reserves totalling £275,246 at 31 March 2023 (2022: £232,055).

Principal funding sources

Income for the year from 1 April 2022 to 31 March 2023 was £955,596 (2022: £850,629). The largest single funding stream is a contract with Leeds Community Healthcare of £128,910 (2022: £143,359). Other contributions are from NHS CCGs which total £265,723 (2022: £286,652) and from charitable trusts and foundations; £478,923 (2022: £366,878). Donations amounted to £521 (2022: £691) and fees of £10,699 (2022: £6,929).

Reserves policy

The trustees continued to monitor progress against the reserves policy (i.e. that free reserves held by the charity should equate to 25-50% of agreed budgeted expenditure for the subsequent financial year). Reserves have been steadily built towards meeting this policy over recent years. Budgeted expenditure for 2023/24 is £877,883 (2022/23: £904,370). The reserves target is £219,470 – £438,941. The reserves are needed to meet the working needs of the charity in the event of a significant drop in funding, to maintain provision for redundancy and legal costs or other untoward events. At present the free reserves and designated funds amount to £264,327 (2022: £221,341) just above of the lower limit of the target. The Board is continuing to look at ways to build the reserves and has also considered contingency plans in the event of a significant reduction in finances in the short term.

Plans for Future Periods

As we finalise these accounts we are nearing the end of the two year phase of 'Recovering and Renewing' (Lloyds Bank Foundation) from the crisis of the pandemic. We are feeding the learning from this period into our Strategic Review focusing on questions around what is needed from a mental health service in 2023 and for the next five to ten years. The Review will be published in the New Year and is likely to see us broadening and deepening our remit around holistic support recognising interdependences of mental health, emotional health, physical health, social issues, aspirations, spirituality and religion.

A focus for the next two years will be to further develop our reach into Leeds' diverse communities re-establishing access for some that was lost during the pandemic. We continue to deepen our understanding of our reach using Leeds Public Health data and work to address mental health inequalities. We will also look at any impact on client demographic of the inclusion of an NHS offer (perinatal) in the Service in recent years. We continue to what it means to be a women's service – open to all who identity as such – in a society where the traditional binary categories of gender are expanding to reflect more of the reality of individual lives. We will continue to explore how to sustain a service that offers perceived safety for females who have experienced gender based violence and expand this safety to more people who have experienced violence and discrimination around issues of sex and gender in the regions we work in.

Another focus is reviewing our Board and Governance structure. We intend decreasing the number of meetings in the year to six (from 11) to increase accessibility for many interested in trusteeship. Our new Chair will lead a programme of Board development under the new strategy.

We'll carry on focussing on developing support for those who are excluded from services too, and continue to work in the Leeds Women and Girls Alliance, focussing on maximising the impact of city-wide priorities, strategies and policies, as well as responding to new opportunities.

Fundraising

We strive to achieve the highest fundraising standards and we value our supportive funders.

We are staying up to date with developments in charity regulation, data protection and the Fundraising Preference Service (FPS) to make sure we are legally compliant and adhering to all guidelines. Our fundraisers follow the Institute of Fundraising's Code of Practice.

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and signed on behalf of the board by:

Jules Blackwell

.....

Chair of Trustees

Dated: 24/09/2023

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

I report to the trustees on my examination of the financial statements of Women's Counselling and Therapy Service Limited (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements 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 independent examination; or

4 the financial statements 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 financial statements to be reached.

Jessica Lawrence

Jessica Lawrence FCA CTA
Azets Audit Services Limited
33 Park Place
Leeds
LS1 2RY

Dated: 25/09/2023

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
Income from:					
Grants and donations	**4**	122,847	356,597	479,444	380,457
Charitable activities	**5**	405,024	68,000	473,024	469,404
Investments	**6**	3,128	-	3,128	768
Total income		530,999	424,597	955,596	850,629
Expenditure on:					
Charitable activities	**7**	488,013	424,392	912,405	822,022
Net income for the year and Net movement in funds		42,986	205	43,191	28,607
Fund balances at 1 April 2022		221,341	10,714	232,055	203,448
Fund balances at 31 March 2023		264,327	10,919	275,246	232,055

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 - 26 form part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2022 is shown at note 22.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Current assets					
Debtors	**13**	30,292		19,707	
Cash at bank and in hand		380,000		365,292	
		410,292		384,999	
Creditors: amounts falling due within one year	**14**	(135,046)		(152,944)	
Net current assets			275,246		232,055
Funds of the Charity					
Restricted funds	**17**		10,919		10,714
Unrestricted funds					
Designated funds	**18**	174,093		174,093	
General unrestricted funds		40,234		47,248	
			264,327		221,341
			275,246		232,055

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The members have not required the charitable company to obtain an audit of its financial statements for the year in question in accordance with section 476 of the Companies Act 2006.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 24/09/2023

Jules Blackwell

Jules Blackwell
Chair of Trustees
Company Registration No. 07804583

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	2023 £	2022 £	2022 £
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	**21**		11,580		(153,066)
Investing activities					
Investment income received		3,128		768	
Net cash generated from investing activities			3,128		768
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			14,708		(152,298)
Cash and cash equivalents at beginning of year			365,292		517,590
Cash and cash equivalents at end of year			380,000		365,292

1 Accounting policies

Charity information

Women's Counselling and Therapy Service Limited is a Company Limited by Guarantee and is also a registered charity. The registered office is Portland House, 5 Portland Street, Leeds, LS1 3DR.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

The financial statements have been prepared in accordance with 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 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Women's Counselling and Therapy Service Limited meets the definition of a public benefit entity under FRS102.

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity. Such funds may be held in order to finance both working capital and capital investment and include designated funds.

Designated funds comprise funds which have been set aside at the discretion of the trustees for specific purposes. The purposes and uses of the designated funds are set out in the notes to the financial statements.

Restricted funds represent grants, donations and legacies received which are allocated by the donor for particular project or activity.

1.4 Income

Income represents all resources which become available to the charity but excludes gains on investments. Grants, including government grants and donations are recognisable when the charity becomes entitled to receive the funds, when it is probable that the funds will be received and that they can be measured with sufficient accuracy.

Investment income is recognised on an accruals basis and comprises of interest receivable during the accounting period.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Support costs include those costs incurred in supporting the work of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% straight line
Computers	33% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Individual fixed assets costing £1,000 or more are capitalised.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a maturity within the 12 months after the balance sheet date.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS102 to all of its financial instruments.

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid.

Other financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

1 Accounting policies **(Continued)**

Impairment of financial assets

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. Any impairment loss is recognised in the income and expenditure account.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfers of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement value after allowing for any discounts which may be due.

Other financial liabilities

Amounts recognised as provisions are best estimates of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation.

Derecognition of financial liabilities

Financial Liabilities are only derecognised when, and only when, the charity's obligations are discharged, cancelled or they expire.

1.9 Taxation

Women's Counselling and Therapy Services is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the Charity is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.10 Employee benefits

The costs of short term employee benefits are recognised as a liability and an expense where settlement of obligations does not fall within the same period.

1.11 Retirement benefits

The charity has made arrangements for a defined contribution scheme for the members of staff. The assets of the scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent contributions payable by the charity in the year.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees are of the opinion that there are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

3 Net movement in funds

	2023	2022
	£	£
Net movement in funds is stated after charging		
Fees paid to independent examiner		
- Independent examination	1,900	1,650
- Other accountancy, VAT and consultancy services	2,100	2,125
Operating lease charges	31,819	31,819

4 Grants and donations

	Unrestricted funds	Restricted funds	Total	Total
	2023	2023	2023	2022
	£	£	£	£
Donations and gifts	521	-	521	691
Grants	122,326	356,597	478,923	379,766
	122,847	356,597	479,444	380,457

In the current year restricted grants were £356,597 (2022: £366,878), unrestricted grants, including government grants totalled £122,326 (2022: £12,888). All donations and gifts are unrestricted in both the current and previous financial year.

	2023	2022
	£	£
Grants receivable for core activities		
Bromley Trust	-	15,000
Comic Relief	-	45,072
Henry Smith Charity	66,700	54,600
Ministry of Justice	228,561	189,244
Big Lottery - Community Fund	-	16,320
BBC Children in Need	17,563	8,585
The Pilgrim Trust	-	7,539
Leeds Women's Aid	43,773	10,518
Garfield Weston	-	20,000
	356,597	366,878

The Charity benefits greatly from the involvement and enthusiastic support of a number of volunteers, details of which are given in our annual report. In accordance with FRS102 the economic contribution of volunteers is not recognised in the financial statements.

5 Charitable activities

	2023	2022
	£	£
Grants	462,355	462,475
Other income	10,669	6,929
	473,024	469,404
Performance related grants		
Leeds City Council Adults and Health	128,910	143,359
NHS Leeds CCG	265,723	286,652
Visible	68,000	32,464
	462,355	462,475

In the current year restricted grants were £68,000 (2022: £32,646), unrestricted grant totalled £394,355 (2022: £430,011). All other income are unrestricted in both the current and previous financial year.

6 Investments

	2023	2022
	£	£
Interest receivable	3,128	768

7 Charitable activities

	2023	2022
	£	£
Staff costs	615,105	600,622
Recruitment, DBS checks	1,660	6,536
Therapy, supervision, freelance workers	18,601	16,081
Partner costs	26,954	6,646
Staff and volunteer training	12,232	9,515
Premises costs	34,465	34,369
Direct client costs	21,209	12,851
Postage and stationery	1,015	1,146
Consultancy fees	9,198	17,186
Service user involvement	229	30
	740,668	704,982
Share of support costs (see note 8)	171,737	117,040
	912,405	822,022

8 Support costs

	2023	2022
	£	£
Staff costs	66,818	42,742
Premises costs	11,488	11,457
Insurance	3,877	3,148
Administrative costs	40,305	31,883
Travel and subsistence	2,535	915
Books and subscriptions	1,809	1,370
Accountancy fees	4,800	4,200
Other professional fees	29,718	16,816
Office equipment	10,387	4,509
	171,737	117,040

Accountancy fees include fees paid to the independent examiner of £1,900 (2022: £1,650), and accountancy fees of £2,100 (2022: £2,125).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the current or preceeding year.

No trustees claimed expenses during the year (2022: No trustees).

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Charity Manager	1	1
Therapy Managers and staff	21	22
Charity and Therapy administration	3	3
Total	25	26

Employment costs	2023 £	2022 £
Wages and salaries	606,112	579,789
Social security costs	53,799	48,680
Other pension costs	22,012	14,895
	681,923	643,364

The charity participates in a defined contribution pension arrangement for the benefit of its employees. Unpaid contributions totalled £3,873 at 31 March 2023 (2022: £2,765).

The key management personnel of Women's Counselling and Therapy Service Limited are the trustees; Chief Executive, Clinical Lead, Services Manager, Finance Manager, Services Manager, Operations Office Manager.

The total employee benefits of the key management personnel of the charity were £248,649 (2022: £208,095).

The number of employees whose annual remuneration was more than £60,000 is as follows:

	2023 Number	2022 Number
£60,000 - £70,000	1	-

11 Taxation

Women's Counselling and Therapy Service Limited is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the charity is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising. Given this, no tax charge arises on the charity.

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2022	11,381	7,972	19,353
At 31 March 2023	11,381	7,972	19,353
Depreciation			
At 1 April 2022	11,381	7,972	19,353
At 31 March 2023	11,381	7,972	19,353
Net book value			
At 31 March 2023	-	-	-
At 31 March 2022	-	-	-

13 Debtors

	2023	2022
Amounts falling due within one year:	£	£
Other debtors	21,036	18,105
Prepayments and accrued income	9,256	1,602
	30,292	19,707

14 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		11,457	16,226
Deferred income	**15**	77,791	93,317
Other creditors		771	-
Accruals and deferred income		45,027	43,401
		135,046	152,944

15 Deferred income

	2023	2022
	£	£
Balance brought forward	93,317	226,420
Released to income	(93,317)	(226,420)
Deferred at year end	77,791	93,317
	77,791	93,317

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	4,375	1,364

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			Movement in funds		
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£	£
BBC Children In Need	-	8,585	(8,585)	-	17,563	(15,132)	2,431
Big Lottery Fund - Community Fund	-	16,320	(16,320)	-	-	-	-
Bromley Trust	-	15,000	(15,000)	-	-	-	-
Charles Hayward Foundation	-	45,072	(45,072)	-	-	-	-
Henry Smith Charity	9,322	54,600	(53,208)	10,714	66,700	(68,724)	8,690
Henry Smith Charity - Covid	-	189,244	(189,244)	-	-	-	-
Ministry of Justice	-	-	-	-	228,561	(228,561)	-
The Pilgrim Trust	-	7,539	(7,539)	-	-	-	-
Visible	-	32,464	(32,464)	-	68,000	(68,796)	(796)
Leeds Women's Aid	-	10,518	(10,518)	-	43,773	(43,179)	594
	9,322	379,342	(377,950)	10,714	424,597	(424,392)	10,919

Purposes of restricted funds:

BBC Children in Need - to support a project working with 16 and 17 year olds.

Big Lottery Fund Community Fund - to provide outreach support to isolated and vulnerable women of Leeds living in areas of deprivation including a focus on provision for south Asian women.

Charles Hayward Foundation - funding towards the general therapy services.

Comic Relief - to fund psychological therapies and associated case work for wider health and social needs for women aged 50+ at risk of violence.

Henry Smith Charity - funding towards the running costs of providing therapy for the beneficiaries.

Ministry of Justice - a core cost grant providing funding for services to victims/survivors of sexual violence.

Pilgrim Trust - to fund psychological therapies for 16-25 year olds.

Visible - to fund a project supporting improvements in Leeds health and wellbeing services with adult survivors of child sexual abuse

Women's Lives Leeds - funding as part of the Big Lottery Fund across Leeds, and initiative to support the most vulnerable women and girls with a focus on complex needs to ensure that many more women and girls in Leeds are empowered to live healthier and safer lives.

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021	Transfers	Balance at 1 April 2022	Balance at 31 March 2023
	£	£	£	£
Maternity Leave Fund	17,000	4,242	21,242	21,242
Future Service Development Fund	25,000	4,242	29,242	29,242
Contingency Fund	56,299	-	56,299	56,299
40th Anniversary Research Fund	20,000	20,000	23,636	23,636
Building Fund	43,674	15,000	43,674	43,674
	161,973	12,120	174,093	174,093

Purposes of designated funds:

Maternity Leave Fund - Provision for supporting maternity leave.

Future Service Development Fund - Provision for developing services for marginalised groups who are not served by mental health services with a view to evidencing outcomes.

Contingency Fund - Provision to respond in short term to unforeseen circumstance.

40th Anniversary Research Fund - Provision for additional research.

Building Fund - Provision to secure stable sustainable premises for the Service.

19 Analysis of net assets between funds

	Net current assets 2023	Total 2023	Net current assets 2022	Total 2022
	£	£	£	£
Restricted Funds	10,919	10,919	10,714	10,714
Unrestricted Funds	40,234	40,234	47,248	47,248
Designated Funds	174,093	174,093	174,093	174,093
	225,246	225,246	232,055	232,055

20 Related party transactions

There were no related party transactions during the year (2022 - no transactions).

21	Cash generated from operations	2023 £	2022 £
	Surplus for the year	43,191	28,607
	Adjustments for:		
	Investment income recognised in statement of financial activities	(3,128)	(768)
	Movements in working capital:		
	(Increase) in debtors	(10,585)	(7,235)
	(Decrease) in creditors	(17,898)	(173,670)
	Cash generated from/(absorbed by) operations	11,580	(153,066)

The charity had no debt during this or the previous year.

22 Comparative Statement of Financial Activities

	Unrestricted funds £	Restricted funds £	Total 2022 £
Income from:			
Grants, donations and legacies	13,579	366,878	380,457
Charitable activities	436,940	32,464	469,404
Investments	768	-	768
Total income	451,287	399,342	850,629
Expenditure on:			
Charitable activities	424,072	397,950	822,022
Gross transfers between funds	-	-	-
Net movement in funds	27,215	1,392	28,607
Fund balances at 1 April 2021	194,126	9,322	203,448
Fund balances at 31 March 2022	221,341	10,714	232,055

WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales - Charity number 1145377

Accounts

Charity registration number 1145377

Company registration number 07804583 (England and Wales)

Women's Counselling And Therapy Service Limited

Annual Report And Unaudited Financial Statements

For The Year Ended 31 March 2022

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Carol Burns	(Resigned 5 November 2021)
	Andrea Bucknor	
	Sarah Dempsey	
	Georgina Houston	
	Liane Langdon	(Resigned 17 May 2022)
	Barbara Lawton	
	Celly Rowe	
	Christine Simms	
	Shahina Swain	
	Ann Walker	
Secretary	Tessa Denham	
Principal staff	Tessa Denham	Chief Executive
	Nicola Vantoch-Wood (to July 2021)	Clinical Lead/Services Manager
	Andrea Campbell (from 1 July 2021)	Clinical Lead
	Angela Higgins (to March 2022)	Operations Manager
	Emma Marsh	Services Manager
	Helen Wilson (to February 2022)	Services Manager
	Kathy Engler (to December 2021)	Services Manager
	Mags Shevlin	Services Manager
	Anwaar Mahmood (from February 2022)	Finance Manager
	Freya Hirst (from February 2022)	Services Manager
	Donna Cremin (from February 2022)	Operations office manager
Charity number	1145377	
Company number	07804583	
Registered office	Portland House 5 Portland Street Leeds LS1 3DR	
Independent Examiner	Laura Masheder FCA DChA Azets Audit Services Limited Triune Court York YO32 9GZ	
Bankers	National Westminster Bank plc Westgate Branch 31 Westgate Leeds LS1 2RF	

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

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WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2022

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the Charity's memorandum and articles of association, the Companies Act 2006 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 (FRS 102)" (effective from 1 January 2019).

The Legal and Administrative Information page forms part of this report.

WCTS has operated continuously since 1982, initially as an Industrial and Provident Society with charitable objectives, and then as a charitable company limited by guarantee from 2011. WCTS is governed by articles of association.

The Board usually comprises between eight and twelve trustees, recruiting by open advertising, personal recommendation and direct approach, depending on the required expertise or skills. One third of trustees retires each Annual General Meeting, and are welcome to stand for re-election. Officers in post during the year were the Chair and deputy, Treasurer and deputy. The CEO acts as the Company Secretary.

Potential trustees attend an initial introductory meeting with the Chair and three Board meetings as a guest. New trustees receive a comprehensive induction pack, which includes Charity Commission guidance 'The Essential Trustee', and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board meets eleven times a year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators such as clinical service / therapy outcomes, complaints, and staff wellbeing.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The management team meets weekly, and comprises the Chief Executive, Clinical Lead, Services Managers and the Services Support Manager.

We regularly review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users.

For example Leeds Mental Health Strategy 2020-2025, the Mental Health Foundation's 2021 report Loneliness and Mental Health report which explores what it's like to be lonely: its causes, consequences, the strong links between loneliness and mental health and the Closing-the-Revolving-Door the final report from the seven year Lottery funded WiFi project focusing on young people experiencing multiple disadvantage. WiFi findings show that women with multiple needs need a range of support services with a focus on safety (eg suitable and secure housing) and positive outcome. They found that emotional wellbeing and mental health services are essential in women engaging in services.

2021 research by Agenda reveals a "future crisis in women's mental health". Pandemic research by Women's Lives Leeds, of which we're a part, provides insights into the disproportionate impact of the pandemic on women, including those in keyworker roles with inadequate protection, school closures affecting job security, severe financial instability, the emotional burden of "holding it all together" and the increased risk of domestic violence. Clients tell us lockdown brought severe financial pressures, increased child/elder care and existing abuse/violence was exacerbated.

Leeds Joint Strategic Needs Assessment 2021 shows the city's population has continued to become more diverse, in terms of age, countries of origin and ethnicity. Noting there is more work to do in understanding and responding to the relationship between ethnicity, deprivation, social mobility and health and wellbeing. The city's population is ageing, with the 80+ age group growing fastest. The older population is also becoming more diverse, as the wider demographic trends are increasingly reflected in our older generation.

Risk Management

The trustees have reviewed the major risks to the charity and the risk register is updated annually. Appropriate risk mitigation strategies are in place, and areas such as health & safety, safeguarding and finance are standing items on Board agendas. Included in its current policies, WCTS has a serious incident policy, a beneficiary confidentiality policy, and child and adult safeguarding policies. During the year the Covid Risk Assessment was updated periodically along with an Issues Log and presented to the Board.

The trustees consider the Chief Executive, the Clinical Lead, the Services Managers and the Services Support and Finance Managers as key management personnel, in charge of directing and controlling the charity, and running and operating the charity on a day-to-day basis.

The pay of the charity's key management staff is reviewed annually, and may be increased in accordance with national indicators like inflation or average earnings where financially possible and prudent. Remuneration is also benchmarked with charities of a similar size and activity to ensure that it's fair and in line with that generally paid for similar roles.

Objectives and activities
Our objectives are to:

1. Provide advice and guidance, counselling and psychotherapeutic services including self-help support for women and girls of all ages (and their families where necessary), living in Yorkshire and Humberside, who are suffering from psychological/mental health problems.

2. Advance the education of the public and of psychotherapists and mental health workers in particular, in the causes, effects, treatment and reduction of psychological/mental health problems in women and girls.

We operate mainly in the Leeds area, and particularly in areas suffering from economic deprivation, working with women and girls experiencing multiple disadvantage.

Ultimately, our aims are to support marginalised and vulnerable women recover from the impacts of negative life experiences and improve their life chances by: reducing their levels of psychological distress/mental health problems; improving their levels of self-esteem and confidence; increasing their resilience; empowering them with skills for dealing with problems or tackling difficult situations, relationships and, for some, mothering.

Helping women achieve these goals takes time, and we do it by providing access to trauma specialised long-term, i.e. up to two years, psychotherapeutic services that are woman centred and increasingly intersectional specific: that is, services that take account of both gender and wider power structures in society, and the potential impact of severe and/or long-term adversity on development, capacity to form and sustain healthy relationships and resilience. Crucially, we provide a service that tolerates disrupted engagement, which is essential where issues of trust are critical, and where women are carers for children and or elders. We adapt to the needs of individuals too, by using texts and phone calls to secure therapeutic work when necessary, by delivering therapy at the beneficiaries' preferred pace, and by providing practitioners from the same or different cultural identity, and with the same mother tongue.

Where appropriate specialised services for our beneficiary target group aren't generally available, we aim to develop and pilot them. These include outreach services to reach particularly marginalised and isolated women, and extending our age range to include 16 and 17 year olds (supported by funding from BBC Children in Need and the Pilgrim Trust). Supported by Comic Relief we continued to reach women aged 50+ at risk of violence and a core grant from the Ministry of Justice helped us increase capacity to work with survivors/victims of sexual harassment, abuse and violence as adults and or in childhood.

We continue to see how important the Service is. With the stark disproportionate impact of the pandemic on women and girls (including increases in gender based violence) and particularly on those from diverse communities, services which recognise these intersectional impacts and offer specialised holistic support are essential. This second year of the pandemic exacerbated already serious health inequalities.

Not surprisingly, in the face of growing demand and rising operational costs, and despite the commitment and generosity of partners, our funding limits those we can help. For example, our general counselling and therapy service can only work with around 85 women at any time. Demand for our services continues to rise, as rapidly as the previous year and the waiting list for our open access service was closed for more than three quarters of the year. A Leeds statutory service offering support to those with Moderate needs is currently holding a waiting list of over 4000 people. The harsh reality is that within our current budgets we can only help a few of the many women who need and seek support.

As part of our efforts to deliver the best possible service, we review our objectives and activities annually with ex-service users, staff and at Board level. These reviews look at the benefits we provide to women, and also where we might achieve more. We refer to, and comply with, guidance from the Charity Commission on public benefit in these reviews, and whenever we plan future work. Specifically, the trustees consider how our work contributes to the strategic goals and objectives they've set, and published, in the strategic plan 'Looking backwards, facing forward'.

This year we continued to host the Visible project (www.visibleproject.org.uk) funded by Leeds NHS CCG. Visible accelerates citywide system changes in organisational services' responses to those with histories of sexual abuse / violence in childhood.

Achievements and Performance

- Summary
- Women who use the Service – profile and demographics
- Women's Outcomes – CORE Outcome Measures, qualitative evaluation, beneficiary feedback
- What the Service offers

Summary

This has been an extremely difficult year for the charity (as for many others); however, one we have weathered well. As we noted last year without doubt the impact of Covid on women and girls lives is profound. We continued to adapt services and learn; working hard to maintain the compassionate support - with the support of all our partners - in the face of ongoing 'threat' and resultant trauma responses.

The Service proved resilient, over the second year of the pandemic, building on the hard work and unswerving focus of previous years. Staff adapted to changes in social distancing restrictions, new lockdowns, home schooling, IT issues, physical health needs etc to deliver a high quality remote and face to face service. They increased their flexibility to meet needs of service users facing similar issue to ensure access and sustainable engagement. Staff provided a steady presence for women and girls as services were inaccessible and fractured – continuing to support women to build or re build healthy attachment and relationship.

The number of women accessing our Service during the year returned to pre-pandemic levels however the length of support shortened, yet very good mental health outcomes were maintained. Given the range of drivers on these areas it is not possible to identify more detailed 'causes' than – the pandemic. We instead worked to maintain our excellence across the Service, and to address the wide ranging impacts on the organisation.

The numbers of women we worked with increased to 457 (319 (2020-21), 458 (2019-20) and 388 (2018-19)). Of these, 90% presented with clinical mental health problems: three quarters in the Moderate, Moderately Severe and Severe groupings. Over 80% women and girls present with histories of trauma and abuse (more disclose during counselling). 86% of mental health problems / concerns have lasted over 12 months, recurring or continuous. These levels of psychological distress are profoundly debilitating affecting all areas of life. We aim to work with each woman's unique experience and need.

Conversely to last year, this year women engaged in counselling for fewer sessions. However, we've continued to have excellent success in terms of outcomes, two thirds (64%) showing clinical and/or reliable improvement i.e. recovery. Improvements across Psychological Domains average two (of four) clinical bands which is excellent particularly for this beneficiary group. Feedback from women on the impacts of counselling is also excellent.

We offered services remotely and face to face during this period: the open access service; specialised services for pregnant women and new mothers; 16-17 year olds; older women at risk of violence; and survivors/victims of sexual and violence. Unfortunately, lockdowns and social distancing restrictions severely limited our face to face highly specialised psychotherapy provision that reaches the most isolated women, working closely with *Hamara*, *Bangladeshi Centre* and *Asha*. However, during the year we continued with our return to offering therapy from key venues in 'deprived' Leeds, alongside our city centre premises.

We continued to work with what it means to be an anti-racist / anti-discriminatory inclusive organisation. During the year we held a number of internal workshops and externally facilitated grounding sessions for the work. A Race Support Peer Group was established and an action plan for improvement work. We were successful in securing further Lloyds Bank Foundation funding which comes with *Enhance* support – which will aid us in taking this work further.

The unique Visible initiative continues to work citywide, accelerating improvements to health and wellbeing outcomes for adult survivors of child sexual abuse.

We continued to work as a founding partner to the National Lottery funded *Women's Lives Leeds* project supporting women and girls with complex needs, providing invaluable opportunities for their voices to influence and inform the city's priorities, strategies and policies. During the year the initiative received a further four-year grant.

The women we help: profile and demographics

Before therapy, the average clinical score of the women we help is stable at 20 (2021: 19, 2020: 21; 2019: 22), equating to Moderately Severe mental health problems. Over 50% of women have needs normally only addressed in secondary services, but the women who use our Service can find it hard to access or engage with more mainstream services because of their complex needs, and / or are excluded from them by limited accessibility.

The levels of psychological distress severity is Severe at 20%, then Moderately Severe at 23% and Moderate at 30%, followed by Mild 16%, with non-clinical Low at 8% and Healthy 2%.

The women we help have an increasing average of seven problems/concerns at assessment, increased from five to six in previous years. Most commonly: anxiety / stress (100%), depression (95%), self-esteem (77%), interpersonal problems (77%), trauma/abuse (80%) and addictions (17%). Of these problems over 94% of each is in the Moderately Severe band. With 86% lasting for at least 12 months, and recurring or continuous.

Worryingly, all these problems appear to be far more prevalent than in the 2011 Primary Care national database, and levels of trauma/abuse at assessment remain over three times higher than the national average.

27% of beneficiaries are at risk of suicide and 33% are at risk of self-harm; 7% are at risk of harming others.

Monitoring of beneficiaries accessing the service show excellent reach into target beneficiary populations:

- 100% of WCTS beneficiaries are on low incomes (i.e. below the DWP Median Net Family and Household income figure adjusted for household composition) or live in poverty.

- 21% of beneficiaries are from postcode areas LS7, LS9, LS10, LS14 and LS15 ranked in the lowest 3% of wards in England in the multiple deprivation index (26% 2019-20; 28% 2018-19); a further 33% (33% 2019-20; 26% 2018-19) come from LS8, LS11 and LS12, ranked within the lowest 10% of wards and also having the highest rates of suicide within the city. Overall, more than half of beneficiaries live in Leeds' most deprived areas.

  87% of women and girls living in the most affluent areas of Leeds are White; compared to 64% in the most deprived.

- 31% of beneficiaries are from BME communities (32% 2020-21; 35% 2019-20; 29% 2018-19) (Leeds BME population 18.9% Census 2011).

  Approximately 27% of women living in the most (20%) deprived areas of Leeds are of Asian heritage compared with 13% in Leeds overall; 23% are Black compared with 7% overall.

- 23% of beneficiaries who define their status consider themselves to have a disability (27% 2020-21; 31% 2019-20; 25% 2018-19).

- 16% of those who disclose their sexuality define as lesbian, gay, bisexual or transgender.

- The age range of women accessing the service is relatively stable after a significant change in 2017, with 20% aged between 16-25 (27% 2020-21, 25% 2019-20; 23% 2018-19) and 24% over 45 years old (28% 2020-21, 31% 2019-20; 28% 2018-19). The number of older women accessing the service continues to slightly increase.

  We are (proportionally) reaching more Leeds young women living in the most deprived areas than older women. This reflects the national and local 'left shift' strategy of recent years to engage with mental health problems at an earlier point.

- As in previous years around two thirds of beneficiaries are mothers; over half of whom have responsibility for children under 16. One in ten have experienced having a child(ren) removed into care.

- Of those who name a religious affiliation 40% are Muslim.

Women's Outcomes

We use two main tools to monitor beneficiary outcomes. The first is a clinical measure called Clinical Outcomes in Routine Evaluation (CORE): a rigorous system used throughout the NHS. The second is an equally useful feedback form completed at the end of therapy. Our CORE data is independently evaluated by CORE IMS at least bi-annually, while the client feedback is analysed annually.

While the average CORE score on entering our service was 20 (Moderately Severe), the average CORE score of women ending counselling during the year was 13 (Mild). This is an average improvement across two severity levels, clearly showing the full extent of our work's positive impact.

Evaluation shows 63% of women and girls demonstrate clinical and/or reliable improvement i.e. recovery. This compares to 55% for similar services nationally, which means that we're typically achieving measurably excellent results for the women we work with. This improvement is comparable to last year however; this does represent a reduction in 'recovery' outcomes (from 75+% in previous years when we used the CORE34 measure – we started using a shorter CORE10 measure to reduce the admin burden on beneficiaries however the measure is less sensitive).

Changes in psychological Domains are:

- Functioning: 19 (Moderate) /40 reducing to 14 (Mild)
- Problems: 25 (Severe) reducing to 17 (Moderate)
- Wellbeing issues: 26 (Severe) reducing to 18 (Moderate)
- Risk: 5 (clinical population) reducing to 3 (borderline non-clinical population)

Crucially, and equally positively, this recovery is also sustained. In 2012, we won an award from the British Association for Counselling and Psychotherapy for conducting research which revealed that 60% of participating beneficiaries were still experiencing reliable and significant change four years after their therapy. The longevity of these recoveries isn't just excellent for the individual service user herself: it also reduces their need for future interventions, which in turn frees up our services for other women.

Women attended for an average of 15 sessions over six months; contact with the service is just over ten months. This is a reduction from previous year average of 20 sessions and is likely due to impacts of the pandemic. We are working to ensure support for women to attend counselling is available.

Analysis of Beneficiary feedback forms in March 2022 shows that 100% agreed or strongly agreed with the statements 'I felt able to work with my counsellor' and 'I felt understood by my counsellor'. Within 'Helpfulness of counselling' 98% of beneficiaries agreed or strongly agreed with the statement 'I feel I understand myself better' and 'I look after myself better'. Within the context of a global pandemic 93% said that they tackle difficult situations better; 96% said that they had made changes in how they dealt with their problems, and 93% said their relationships have improved, for some including becoming more effective parents 96%.

Feedback around convenience and accessibility remained strong: 100% of beneficiaries found the venue convenient and 98% felt that the counselling was accessible; 98% felt that they were offered an appointment within a reasonable length of time; 91% felt that they were offered appointments at convenient times; and 91% found the written information helpful.

Some of the feedback from beneficiaries in 2021 - 2022:

> *Great service and helped me lots, amazing.*
>
> *I am extremely grateful for WCTS, I am certain I would be in a much worse place in my life if it weren't for your service.*
>
> *Best thing I've ever done to help myself.*
>
> *My Councillor (sic) was so lovely and helpful, she always had the time and patience to help me.*

For women who are / have been recently pregnant and new mums...

> *I am so grateful for the help and support that has been offered, I spoke to the Counsellor for an assessment the day before I lost my baby where I had to terminate for medical reasons, the day after I got back from Hospital, I had my first appointment after losing my baby, the support during this time and whilst being in lockdown was invaluable and a lifeline, It was so reassuring that someone was there to hold space for me during this time, and help me make sense of things, thank you.*

And for group work...

> *(Counsellor) was really good at remembering individual issues we were facing and highlighting methods of handling these as we came across them for each individual. Despite it being a group therapy I was made to feel heard and acknowledged as an individual. I have come away feeling positive about the work I have done and how to continue this.*
>
> *I found my counsellor really understood my situation and took time to listen to the full story. I felt really understood and heard ...*

> *... I would do the course again and recommend it to others (in lieu of a longer offer) and it was expertly facilitated. (Counsellor) was warm, caring, compassionate and astute throughout.*

And finally ...

> *(Counsellor) was really helpful, sincere and talented. I felt supported, believed, liked, understood and she helped me understand myself somewhat and some of my history.*
>
> *I want to say a big thank you for giving me this opportunity to work on myself. I can honestly say you saved my life. Keep helping people. I will remember this experience forever and help other women whenever I can. Thank you so much.*

We were unable to hold the annual ex-beneficiary event due to Covid restrictions and risk. Previous year's events continued to emphasise the value of the service to women and the importance of women-only space. A face to face feedback event took place in June 2022.

Two ex-service users serve on the Board of Trustees offering a unique perspective from their experiences.

What the Service offers

WCTS offers a safe, confidential and culturally sensitive space where women can speak openly and deeply about their experiences, feelings and thoughts. Crucially, we're providing something women and girls usually can't access in any other area of their lives. In a society where we are understanding more about the prevalence, insidiousness and impacts of misogyny and racism this is vital to mental health.

> *Everyone was lovely and listened to me, respected me, I felt safe.*
>
> *(Counsellor) was really helpful, sincere and talented. I felt supported, believed, liked, understood and she helped me understand myself somewhat and some of my history.*

This year we continued to focus on phone and digital inclusion sourcing phones and tablets to enable women to access support remotely, whilst also equipping the offices to be Covid Secure and returning to face to face counselling.

Our support enables women to express and resolve painful experiences, and to begin to review and change their attitude towards themselves and others. This vital opportunity reduces psychological distress and mental health problems, and it also increases women's resilience to everyday ups and downs as well as more challenging life events.

Our services are 'trauma specialised', which means they take account of the potential impact of severe and/or long-term adversity on development, resilience, and the capacity to form relationships. They also address the frequent mislabelling of people with histories of trauma as 'uncooperative, hard to engage, non-compliant or treatment resistant, needy or aggressive'.

Essential casework support around wider health and social needs enables access to and engagement with counselling enabling women to use the specialised therapy we offer to maximum benefit – it means they get 'added value' from their contact with us. Working holistically with women facing on average seven identified long term problems means working with significant complexity. Whilst counselling works primarily with ways of thinking, feeling and behaving as 'processes' there is always 'content' to the work i.e. the social, health and interpersonal needs women are living with resulting from their experiences and histories. Working at one level on the 'what gets in the way (internally or externally)' in relation to this issue that is causing you difficulty in your life' counselling is always focused on supporting women live more of the lives they want / desire and so is intrinsically practical. Aiming to support women towards the 'new skills, confidence, independence, security and/or agency'. Identifying goals at the beginning of work together and checking in with these regularly 'Are we talking about the things that matter most to you?' focuses the work on the change that is most important to each individual woman.

Our approach is all about responsiveness to individual need and flexibility in understanding individual circumstances. Within a clear psychotherapeutic framework, guided by the BACP's Ethical Framework for Counselling Professions, our focus is on the relationship between beneficiary and therapist, or on relationships with other group members. It's in the context of these safe, understanding and thoughtfully challenging relationships that real and lasting change takes place.

WCTS employs a wide range of highly skilled counsellors/psychotherapists, offering counselling in five community languages and from different therapeutic modalities, including psychodynamic, humanistic, analytic, gestalt, person centred, and the creative arts therapies. Every modality acknowledges just how important a sense of safety and trust is before the relationship between client and therapist can foster exploration, learning and change. Caseworkers sit alongside Counsellors to ensure the Service is as accessible as possible.

Understandably, women continue to highlight the importance of confidentiality in their feedback: their need to trust someone enough to speak openly, and the profound impact of feeling supported and understood. They talk about feeling welcomed and accepted at WCTS: about their relief at having someone they can regularly express their often troubled or troubling thoughts and feelings with.

Importantly, providing a longer-term therapeutic relationship helps therapy progress at a pace that traumatised women can easily manage. It's significant that many women only gradually feel stable and trusting enough to begin talking in intimate detail about formative life events, and that's one of the key benefits of long-term therapy like ours. They identify and explore the ongoing impact of these experiences and, over time, this enables them to make both small and huge changes in their understandings of themselves and their behaviours. In turn, this helps them begin to make choices that contribute to improving their lives and those of their children, families and communities.

Our service is unique in Leeds for its special mix of accessibility and long-term support. It's free, delivered in venues women can reach easily and feel safe in, and personalised to their unique needs, even with some interpreter and child care support where necessary. It's also long term, with counselling or psychotherapy lasting up to two years and delivered by fully qualified, accredited and experienced female staff. Both individual and group psychotherapy is offered, and some women complete a period of focused individual work before moving into group work to deepen their explorations of relationship with others. We offer 8-week psychoeducational courses too, designed to help women reflect upon their current difficulties, develop skills and strategies for managing their emotional wellbeing, and build their resilience to life's ups and downs.

We offer an open access service for women in the beneficiary group, both from our city centre premises and venues across Leeds. During the year this was also offered remotely. It's funded by Leeds City Council Adult and Health department, the Bromley Trust, and Garfield Weston Foundation. The core grant from Ministry of Justice supports the charity and enables us to continue a sexual violence socialism offering much needed support to women dealing with the impacts of harassment, abuse and violence in childhood and or as adults. Comic Relief funded work with women over 50 at risk of violence.

All women accessing this service are unable to access other services to meet their needs. They're not able to pay for counselling, they need a female therapist, and they're only able to feel safe enough to speak of their experiences – often years or decades of neglect, sexual or domestic abuse and/or violence – in a women's service. WCTS is a service that recognises their strengths, is compassionate about their challenges, and that supports them in their desire and efforts to make changes: together we celebrate them and their achievements, large and small.

We've successfully helped women deal with the consequences of fractured families, domestic abuse, children with challenging behaviours, traumatic labours and births, bereavement, and overcoming the negative impacts of aspects of their own childhoods, including multigenerational poverty.

Our perinatal work continues to see very positive results, and we received a Maternal Mental Health Alliance award for Diversity and Inclusion in August 2018. This was the first full year of working within the Leeds Mental Wellbeing Service partnership. We also continued working with 16 and 17-year olds for the first time, funded by BBC Children in Need within the 16–25-year-old specialism provided by the Service, The Pilgrim Trust funded part of this work. We offered these young women shorter contracts of six to twelve sessions.

Evaluation Reports of our work can be found at www.womenstherapyleeds.org.uk The most recent, March 2022, covers the Comic Relief funded work with women 50+ at risk of violence.

Wider work

We are delighted to continue hosting the Visible project: this follows on from the October 2015 city-wide conference *Childhood Sexual Abuse – the challenge to mental health services*. Leeds North CCG committed to further funding for 2021 - 23. Visible is a pioneering city-wide initiative to improve services with, and for, adult survivors of child sexual abuse. Visible carries out this work in close partnership with Leeds Involving People, and there's more information at visibleproject.org.uk

We play a big part in the strengthened and co-ordinated approach to mental health service provision for the women of Leeds through our involvement in key city-wide forums like Volition (the Leeds voluntary sector mental health forum), the NHS Perinatal Mental Health Group and the Leeds Strategic Mental Health Partnership. Our CEO acts as Third Sector Advocate on sexual violence services to the West Yorkshire PCC Domestic Abuse and Sexual Violence Advisory Board.

Financial review

WTCS has responded to this extremely challenging operating environment by maintaining and further diversifying its funding base, operating with a diverse range of funding streams. In Spring 2022 we were awarded a new five-year contract for £129,000 annually from Leeds City Council Adults & Health. Careful financial management means we're increasingly able to respond flexibly in relation to emerging needs and opportunities – vital in such a complex and volatile operating environment. The Statement of Financial Activities shows net income for the year of £28,607 with reserves totalling £232,055 at 31 March 2022 (2021: £203,448).

Principal funding sources

Income for the year from April 2021 to 31 March 2022 were £850,629 (2021: £799,347). The largest single funding stream is a contract with Leeds Community Healthcare of £143,359 (2021: £143,235). Other contributions are from NHS CCGs which total £313,546 (2021: £210,382) and from charitable trusts and foundations; £366,878 (2021: £415,434). Donations amounted to £691 (2021: £275) and fees of £6,929 (2021: £18,278).

Reserves policy
The trustees continued to monitor progress against the reserves policy (i.e. that free reserves held by the charity should equate to 25-50% of agreed budgeted expenditure for the subsequent financial year).

Reserves have been steadily built towards meeting this policy over recent years. Budgeted expenditure for 2022/23 is £904,370 (2021/22: £817,582). The reserves target is £226,092 – 452,185 (2021: £210,000). The reserves are needed to meet the working needs of the charity in the event of a significant drop in funding, to maintain provision for redundancy and legal costs or other untoward events. At present the free reserves and designated funds amount to £221,341 (2021: £194,126) just short of the lower limit of target. The Board is continuing to look at ways to build the reserves and has also considered contingency plans in the event of a significant reduction in finances in the short term.

Plans for Future Periods

As we finalise these accounts we are focusing on both offering a safe secure Service in relation to the Covid-19 pandemic, for example continuing to increase face-to-face support, and on the 'What have we learnt? What are women and girls telling us? How have needs changed? What does it mean that remote services are helpful in the face of limited or non-existent childcare services?'.

Lloyds Bank Foundation speaks of how charities are 'Reacting, Recovering and Renewing' from the crisis of the pandemic. This helpful reflects WCTS' approach. In the long term we'll keep remote services as part of our offer, recognising the increased accessibility that it brings for some. However, evidence is extremely limited particularly with our beneficiary population and we need to better understand the interdependencies between needs, risk, face-to-face or remote and outcomes.

We will continue to work on anti-racist / discriminatory practice with the aim that **all** women in Leeds feel WCTS is for them as much as anyone. And has equal access to the same high quality service specifically appropriate to them and their needs. We will continue to deepen our understanding of our reach using Leeds Public Health data and work to address mental health inequalities. We will work to reach more Black women.

In 2021, we will publish a 10-year plan as part of celebrating 40 years of service. We'll continue to consolidate our growth and aim to maximise any opportunities to meet the anticipated increase in demand. In this we will re-examine user involvement and coproduction in the context of a service intention of psychological change and the optimum conditions for this.

We'll carry on focussing on developing support for those who are excluded from services too, and continue to work in the Women's Lives Leeds Alliance, focussing on maximising the impact of city-wide priorities, strategies and policies, as well as responding to new opportunities.

Fundraising

We strive to achieve the highest fundraising standards and we value our supportive funders.

We are staying up to date with developments in charity regulation, data protection and the Fundraising Preference Service (FPS) to make sure we are legally compliant and adhering to all guidelines. Our fundraisers follow the Institute of Fundraising's Code of Practice.

Small Company Rules
This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and signed on behalf of the board by:

C. E. Rowe

Chair of Trustees
Dated: 18 July 2022

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

I report to the trustees on my examination of the financial statements of Women's Counselling and Therapy Service Limited (the charity) for the year ended 31 March 2022.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2 the financial statements do not accord with those records; or
3 the financial statements 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 independent examination; or
4 the financial statements 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 financial statements to be reached.

Laura Masheder

Laura Masheder FCA DChA
Azets Audit Services Limited
Triune Court
York
YO32 9GZ

Dated: 09/08/2022

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT *FOR THE YEAR ENDED 31 MARCH 2022*

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Income from:					
Grants and donations	3	13,579	366,878	380,457	422,731
Charitable activities	4	436,940	32,464	469,404	376,120
Other trading activities	5	-	-	-	380
Investments	6	768	-	768	116
Total income		451,287	399,342	850,629	799,347
Expenditure on:					
Charitable activities	7	424,072	397,950	822,022	804,364
Net income/(expenditure) and net movement in funds		27,215	1,392	28,607	(5,017)
Fund balances at 1 April 2021		194,126	9,322	203,448	208,465
Fund balances at 31 March 2022		221,341	10,714	232,055	203,448

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 15 - 29 form part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2021 is shown at note 22.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
Current assets					
Debtors	**13**	19,707		12,472	
Cash at bank and in hand		365,292		517,590	
		384,999		530,062	
Creditors: amounts falling due within one year	**14**	(152,944)		(326,614)	
Net current assets			232,055		203,448
Funds of the Charity					
Restricted funds	**17**		10,714		9,322
Unrestricted funds					
Designated funds	**18**	174,093		161,973	
General unrestricted funds		47,248		32,153	
			221,341		194,126
			232,055		203,448

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The members have not required the charitable company to obtain an audit of its financial statements for the year in question in accordance with section 476 of the Companies Act 2006.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on 18 July 2022

C. E. Rowe

Celly Rowe
Chair of Trustees
Company Registration No. 07804583

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	Notes	2022 £	2022 £	2021 £	2021 £
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	21		(153,066)		167,097
Investing activities					
Interest received		768		116	
Net cash generated from investing activities			768		116
Net (decrease)/increase in cash and cash equivalents			(152,298)		167,213
Cash and cash equivalents at beginning of year			517,590		350,377
Cash and cash equivalents at end of year			365,292		517,590

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Charity information

Women's Counselling and Therapy Service Limited is a Company Limited by Guarantee and is also a registered charity. The registered office is Portland House, 5 Portland Street, Leeds, LS1 3DR.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

The financial statements have been prepared in accordance with 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 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Women's Counselling and Therapy Service Limited meets the definition of a public benefit entity under FRS102.

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2 Going concern

The trustees have prepared financial projections, taking into consideration the current economic climate and its potential impact on the sources of income and planned expenditure. They have a reasonable expectation that adequate financial resources are available to enable the charity to continue in operational existence for the next 12 to 18 months, and have adequate contingency plans in the event that income streams are reduced. Whilst the global economy has been significantly impacted by the COVID-19 virus, the charity still has reserves sufficient to meet its immediate requirements. Consequently the accounts have therefore been prepared on the basis that the charity is a going concern.

1.3 Charitable funds

Unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity. Such funds may be held in order to finance both working capital and capital investment and include designated funds.

Restricted funds represent grants, donations and legacies received which are allocated by the donor for particular project or activity.

1.4 Income

Income represents all resources which become available to the charity but excludes gains on investments. Grants and donations are recognisable when the charity becomes entitled to receive the funds, when it is probable that the funds will be received and that they can be measured with sufficient accuracy.

Investment income is recognised on an accruals basis and comprises of interest receivable during the accounting period.

1 Accounting policies **(Continued)**

1.5 Expenditure

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Support costs include those costs incurred in supporting the work of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% straight line
Computers	33% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

Individual fixed assets costing £1,000 or more are capitalised.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a maturity within the 12 months after the balance sheet date.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS102 to all of its financial instruments.

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid.

Other financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

1 Accounting policies **(Continued)**

Impairment of financial assets

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. Any impairment loss is recognised in the income and expenditure account.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfers of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement value after allowing for any discounts which may be due.

Other financial liabilities

Amounts recognised as provisions are best estimates of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation.

Derecognition of financial liabilities

Financial Liabilities are only derecognised when, and only when, the charity's obligations are discharged, cancelled or they expire.

1.9 Taxation

Women's Counselling and Therapy Services is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the Charity is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.10 Employee benefits

The costs of short term employee benefits are recognised as a liability and an expense where settlement of obligations does not fall within the same period.

1.11 Retirement benefits

The charity has made arrangements for a defined contribution scheme for the members of staff. The assets of the scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent contributions payable by the charity in the year.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

2 Critical accounting estimates and judgements **(Continued)**

The Trustees are of the opinion that there are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

3 Grants and donations

	Unrestricted funds	Restricted funds	Total	Total
	2022	2022	2022	2021
	£	£	£	£
Donations and gifts	691	-	691	275
Grants	12,888	366,878	379,766	422,456
	13,579	366,878	380,457	422,731

In the current year restricted grants were £366,878 (2021: £415,434), unrestricted grant totalled £12,888 (2021: £7,297). All donations and gifts are unrestricted in both the current and previous financial year.

	2022	2021
	£	£
Grants receivable for core activities		
Bromley Trust	15,000	15,000
Charles Hayward Foudation	-	3,000
Comic Relief	45,072	24,955
Comic Relief COVID 19 Funding	-	40,000
Henry Smith Charity	54,600	56,300
Ministry of Justice	189,244	138,600
Big Lottery - Community Fund	16,320	70,720
Ministry of Justice Covid Funding	-	37,341
BBC Children in Need	8,585	29,518
The Pilgrim Trust	7,539	-
Leeds Women's Aid	10,518	-
Garfield Weston	20,000	-
	366,878	415,434

The Charity benefits greatly from the involvement and enthusiastic support of a number of volunteers, details of which are given in our annual report. In accordance with FRS102 the economic contribution of volunteers is not recognised in the financial statements.

4 Charitable activities

	2022	2021
	£	£
Grants	462,475	357,842
Other income	6,929	18,278
	469,404	376,120
Leeds City Council Adults and Health	143,359	143,235
NHS Leeds CCG	281,082	202,308
Visible	32,464	8,074
Women's Lives Leeds	-	4,225
	462,475	357,842

In the current year restricted grants were £32,646 (2021: £12,299), unrestricted grant totalled £430,011 (2021: £345,543). All other income are unrestricted in both the current and previous financial year.

5 Other trading activities

	2022	2021
	£	£
Fundraising events	-	380

6 Investments

	2022	2021
	£	£
Interest receivable	768	116

7 Charitable activities

	2022 £	2021 £
Staff costs	600,622	553,073
Recruitment, DBS checks	6,536	2,424
Therapy, supervision, freelance workers	16,081	19,818
Partner costs	6,646	10,116
Staff and volunteer training	9,515	6,383
Premises costs	34,369	29,571
Direct client costs	12,851	4,441
Postage and stationery	1,146	1,362
Consultancy fees	17,186	52,730
Service user involvement	30	300
Volunteer expenses	-	196
	704,982	680,414
Share of support costs (see note 9)	117,040	123,950
	822,022	804,364
Analysis by fund		
Unrestricted funds	424,072	330,491
Restricted funds	397,950	473,873
	822,022	804,364

8 Net movement in funds

	2022 £	2021 £
Net movement in funds is stated after charging		
Fees paid to independent examiner		
- Independent examination	1,600	1,200
- Other accountancy, VAT and consultancy services	1,900	1,650
Operating lease charges	31,819	31,819

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

9 Support costs

	2022	2021
	£	£
Staff costs	42,742	36,071
Premises costs	11,457	9,857
Insurance	3,148	3,987
Administrative costs	31,883	24,325
Travel and subsistence	915	801
Books and subscriptions	1,370	2,607
Accountancy fees	4,200	3,420
Other professional fees	16,816	19,348
Office equipment	4,509	23,534
	117,040	123,950

Accountancy fees include fees paid to the independent examiner of £1,900 (2021: £1,420), accountancy fees of £1,600 (2021: £1,155) and tax fees of £nil (2021: £275).

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

No trustees claimed expenses during the year (2021: No trustees).

11 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Charity Manager	1	1
Therapy Managers and staff	22	20
Charity and Therapy administration	3	4
	26	25

Employment costs	2022 £	2021 £
Wages and salaries	579,789	528,256
Social security costs	48,680	38,601
Other pension costs	14,895	22,287
	643,364	589,144

The charity participates in a defined contribution pension arrangement for the benefit of its employees. Unpaid contributions totalled £2,765 at 31 March 2022 (2021: £3,090).

The key management personnel of Women's Counselling and Therapy Service Limited are the trustees, Tessa Denham; Chief Executive, Nicola Vantoch-Wood (until July 2021); Clinical Lead/Services Manager, Andrea Campbell (from 1 July 2021); Clinical Lead, Angela Higgins (until March 2022); Operations Manager, Helen Wilson (until Feb 2022); Services Manager, Kathy Engler (until Dec 2021); Services Manager, Mags Shevlin; Services Manager, Anwaar Mahmood (from Feb 2022); Finance Manager, Freya Hirst (from Feb 2022); Services Manager, Donna Cremin (from Feb 2022); Operations Office Manager.

The total employee benefits of the key management personnel of the charity were £208,095 (2021: £206,334).

There were no employees whose annual remuneration was £60,000 or more (2021: No employees).

12 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2021	11,381	7,972	19,353
At 31 March 2022	11,381	7,972	19,353
Depreciation			
At 1 April 2021	11,381	7,972	19,353
At 31 March 2022	11,381	7,972	19,353
Net book value			
At 31 March 2022	-	-	-
At 31 March 2021	-	-	-

13 Debtors

	2022	2021
Amounts falling due within one year:	£	£
Other debtors	18,105	10,872
Prepayments and accrued income	1,602	1,600
	19,707	12,472

14 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Other taxation and social security		16,226	11,782
Deferred income	15	93,317	226,420
Accruals and deferred income		43,401	88,412
		152,944	326,614

15 Deferred income

	2022	2021
	£	£
Balance brought forward	226,420	108,918
Released to income	(226,420)	(108,918)
Deferred at year end	93,317	226,420
	93,317	226,420

16 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	1,364	22,600
Between two and five years	-	1,364
	1,364	23,964

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds				Movement in funds		
	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 1 April 2021	Income	Expenditure	Balance at 31 March 2022
	£	£	£	£	£	£	£	£
BBC Children In Need	4,824	29,518	(34,342)	-	-	8,585	(8,585)	-
Big Lottery Fund - Community Fund	11,114	70,720	(81,834)	-	-	16,320	(16,320)	-
Bromley Trust	15,000	15,000	(30,000)	-	-	15,000	(15,000)	-
Charles Hayward Foundation	12,000	3,000	(15,000)	-	-	45,072	(45,072)	-
Comic Relief	10,869	24,955	(35,824)	-	-	-	-	-
Comic Relief Covid-19 Funding	-	40,000	(40,000)	-	-	-	-	-
Henry Smith Charity	-	56,300	(46,978)	-	9,322	54,600	(53,208)	10,714
Ministry of Justice	-	138,600	(138,600)	-	-	189,244	(189,244)	-
Ministry of Justice - Covid Funding	-	37,341	(37,341)	-	-	-	-	-
NHS Leeds CCG	26,638	-	-	(26,638)	-	-	-	-
The Pilgrim Trust	1,655	-	(1,655)	-	-	7,539	(7,539)	-
Visible	-	8,074	(8,074)	-	-	32,464	(32,464)	-
Leeds Women's Aid	-	4,225	(4,225)	-	-	10,518	(10,518)	-
	82,100	427,733	(473,873)	(26,638)	9,322	379,342	(377,950)	10,714

17 Restricted funds **(Continued)**

Purposes of restricted funds:

BBC Children in Need - to support a project working with 16 and 17 year olds.

Big Lottery Fund Community Fund - to provide outreach support to isolated and vulnerable women of Leeds living in areas of deprivation including a focus on provision for south Asian women.

Bromley Trust - funding towards core costs.

Charles Hayward Foundation - funding towards the general therapy services.

Comic Relief - to fund psychological therapies and associated case work for wider health and social needs for women aged 50+ at risk of violence.

Comic Relief Covid-19 Funding - Towards organisational stability and survival during the initial stages of the pandemic including training and equipment to enable staff to work and offer services safely and securely remotely; upgrading systems; equipment for service users to access services remotely; additional management costs; PPE, screens and partitions; staff wellbeing and support; etc.

Garfield Weston - core funding towards the running costs of providing therapy for the beneficiaries.

Henry Smith Charity - funding towards the running costs of providing therapy for the beneficiaries.

Ministry of Justice - a core cost grant providing funding for services to victims/survivors of sexual violence.

Ministry Of Justice Covid-19 Funding - Towards organisational stability and survival during the initial stages of the pandemic including training and equipment to enable staff to work and offer services safely and securely remotely; upgrading systems; equipment for service users to access services remotely; additional management costs; PPE screens and partitions; staff wellbeing and support; etc.

NHS Leeds CCG – This relates to a service contract which was included in restricted funds in 2020 in error and has since been transferred to unrestricted funds in 2021.

Pilgrim Trust - to fund psychological therapies for 16-25 year olds.

17 Restricted funds **(Continued)**

Visible - to fund a project supporting improvements in Leeds health and wellbeing services with adult survivors of child sexual abuse

Women's Lives Leeds - funding as part of the Big Lottery Fund across Leeds, and initiative to support the most vulnerable women and girls with a focus on complex needs to ensure that many more women and girls in Leeds are empowered to live healthier and safer lives.

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020	Transfers	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Maternity Leave Fund	17,000	-	17,000	4,242	21,242
Future Service Development Fund	10,000	15,000	25,000	4,242	29,242
Contingency Fund	55,299	1,000	56,299	-	56,299
40th Anniversary Research Fund	20,000	20,000	20,000	3,636	23,636
Building Fund	15,000	15,000	43,674	-	43,674
	117,299	44,674	161,973	12,120	174,093

Purposes of designated funds:

Maternity Leave Fund - Provision for supporting maternity leave.

Future Service Development Fund - Provision for developing services for marginalised groups who are not served by mental health services with a view to evidencing outcomes.

Contingency Fund - Provision to respond in short term to unforeseen circumstance.

40th Anniversary Research Fund - Provision for additional research.

Building Fund - Provision to secure stable sustainable premises for the Service.

19 Analysis of net assets between funds

	Net current assets 2022	Total 2022	Net current assets 2021	Total 2021
	£	£	£	£
Restricted Funds	10,714	10,714	9,322	9,322
Unrestricted Funds	41,678	41,678	32,153	32,153
Designated Funds	174,093	174,093	161,973	161,973
	232,055	232,055	203,448	203,448

20 Related party transactions

There were no related party transactions during the year (2021 - no transactions).

21 Cash generated from operations

	2022 £	2021 £
Surplus/(deficit) for the year	28,607	(5,017)
Adjustments for:		
Investment income recognised in statement of financial activities	(768)	(116)
Movements in working capital:		
(Increase) in debtors	(7,235)	(11,144)
(Decrease)/increase in creditors	(173,670)	183,374
Cash (absorbed by)/generated from operations	(153,066)	167,097

The charity had no debt during this or the previous year.

22 Comparative Statement of Financial Activities

	Unrestricted funds £	Restricted funds £	Total 2021 £
Income from:			
Grants, donations and legacies	7,297	415,434	422,731
Charitable activities	363,821	12,299	376,120
Other trading activities	380	-	380
Investments	116	-	116
Total income	371,614	427,733	799,347
Expenditure on:			
Charitable activities	330,491	473,873	804,364
Net income/(expenditure) before transfers	41,123	(46,140)	(5,017)
Gross transfers between funds	26,638	(26,638)	-
Net movement in funds	67,761	(72,778)	(5,017)
Fund balances at 1 April 2020	126,365	82,100	208,465
Fund balances at 31 March 2021	194,126	9,322	203,448

WOMEN'S COUNSELLING AND THERAPY SERVICE LTD

England & Wales - Charity number 1145377

Accounts

Charity Registration No. 1145377

Company Registration No. 07804583 (England and Wales)

Women's Counselling And Therapy Service Limited

Annual Report And Financial Statements

For The Year Ended 31 March 2021

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Carol Burns	
	Sarah Dempsey	
	Georgina Houston	
	Liane Langdon	
	Barbara Lawton	
	Dr Celly Rowe FRCPsych FRCP	
	Christine Simms	
	Shahina Swain	
	Ann Walker	
	Andrea Bucknor	(Appointed 21 September 2020)
Secretary	Tessa Denham	
Principal staff	Tessa Denham	Chief Executive
	Liz Ballinger (to January 2021)	Clinical Lead
	Nicola Vantoch-Wood (from January 2021)	Clinical Lead/Services Manager
	Angela Higgins	Operations Manager
	Emma Marsh	Services Manager
	Helen Wilson	Services Manager
	Kathy Engler	Services Manager
	Mags Shevlin	Services Manager
Charity number	1145377	
Company number	07804583	
Registered office	Portland House 5 Portland Street Leeds LS1 3DR	
Independent Examiner	Laura Masheder FCA DChA Garbutt & Elliott LLP Chartered Accountants 33 Park Place Leeds LS1 2RY	
Bankers	National Westminster Bank plc Westgate Branch 31 Westgate Leeds LS1 2RF	

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

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WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021

The Legal and Administrative Information page forms part of this report.

WCTS has operated continuously since 1982, initially as an Industrial and Provident Society with charitable objectives, and then as a charitable company limited by guarantee from 2011. WCTS is governed by articles of association.

The Board usually comprises between eight and twelve trustees, recruiting by open advertising, personal recommendation and direct approach, depending on the required expertise or skills. One third of trustees retire each Annual General Meeting, and are welcome to stand for re-election. Officers in post during the year were the Chair, deputy Chair and Treasurer. The CEO acts as the Company Secretary and Membership Secretary.

Potential trustees attend an initial introductory meeting with the Chair and three Board meetings as a guest. New trustees receive a comprehensive induction pack, which includes Charity Commission guidance 'The Essential Trustee', and are invited to attend an induction session with the Chair and Chief Executive. This session covers areas like legal responsibility; the Articles; services; and finances. Board responsibilities are reviewed annually. An experienced Board member mentors and works with each new Board member for up to a year, while a system of formal annual Board appraisals is undertaken biannually.

The Board meets eleven times a year and receives regular reports from the Chief Executive, covering financial performance and other key performance indicators like clinical service / therapy outcomes.

A scheme of delegation (reviewed annually) is also in place, and day-to-day responsibility for the provision of services rests with the Chief Executive, supported by the Clinical Lead. The Chief Executive is responsible for ensuring WCTS delivers the services specified, and that key performance indicators are met. The Clinical Lead has responsibility for the framework of clinical services. The executive management team meets weekly, and comprises the Chief Executive, Clinical Lead, Services Managers and the Operations Manager.

We continually review our employee remuneration and reward packages to make sure we always attract and retain the best possible staff for our work.

WCTS is guided by local, regional and national policy and strategy, and informed by input and feedback from service users. For example Leeds Mental Health Strategy 2020-2025 and Closing the Revolving Door the final report from the 7 year Lottery funded WiFi project focusing on young people experiencing multiple disadvantage. WiFi findings show that women with multiple needs need a range of support services with a focus on safety (eg suitable and secure housing) and positive outcome. They found that emotional wellbeing and mental health services are essential in women engaging in services.

This year, research from *Agenda* revealed a "deeply concerning increase in poverty and destitution and a growing future crisis in women and girls' mental health". The experiences of 150 community organisations highlighted mental health problems worsening, an increasing complexity of need (including those related to multiple traumas), and the deep and demonstrable connection between financial problems and mental health.

Alarmingly, 85% of surveyed organisations think the pandemic will cause long-term mental health problems for women and girls, creating further strain for already overstretched statutory mental health services . With the risk of a 'lost generation', WCTS fully supports *Agenda's* call for a social recovery strategy to prevent further long-term damage to the most vulnerable women and girls.

A Leeds survey in 2020 *Voices in Lockdown* from Women's Lives Leeds Alliance gave us worrying but invaluable insights into the disproportionate impact of the pandemic on women and girls, particularly BAME women. Negative impacts included women in keyworker roles with inadequate protection, school closures affecting job security, severe financial instability, the emotional burden of 'holding it all together' (including little or no support for caring responsibilities), and the increased risk of domestic violence. Women were deeply concerned about a backwards movement in terms of gender inequality. It was also clear that those women hardest hit by austerity are most likely to be affected by the pandemic. The UK now has around 5 million children living in poverty, of which 46 per cent are BAME children.

Risk Management

The trustees have reviewed the major risks to the charity and the risk register is updated annually. Appropriate risk mitigation strategies are in place, and areas such as health & safety, safeguarding and finance are standing items on Board agendas. Included in its current policies, WCTS has a serious incident policy, a beneficiary confidentiality policy, and child and adult safeguarding policies. During the year a Covid Risk Assessment was developed and updated monthly long with an Issues Log – these were presented to the Board bi monthly.

The trustees consider the Chief Executive, the Clinical Lead, the Services Managers and the Operations Manager as key management personnel, in charge of directing and controlling the charity, and running and operating the charity on a day-to-day basis.

The pay of the charity's key management staff is reviewed annually, and may be increased in accordance with national indicators like inflation or average earnings where financially possible and prudent. Remuneration is also benchmarked with charities of a similar size and activity to ensure that it's fair and in line with that generally paid for similar roles.

Objectives and activities
Our objectives are to:

1. Provide advice and guidance, counselling and psychotherapeutic services including self-help support for women and girls of all ages (and their families where necessary), living in Yorkshire and Humberside, who are suffering from psychological/mental health problems

2. Advance the education of the public and of psychotherapists and mental health workers in particular, in the causes, effects, treatment and reduction of psychological/mental health problems in women and girls.

We operate mainly in the Leeds area, and particularly in areas suffering from economic deprivation working with women and girls experiencing multiple disadvantage.

Ultimately, our aims are to support marginalised and vulnerable women recover from the impacts of negative life experiences and improve their life chances by: reducing their levels of psychological distress/mental health problems; improving their levels of self-esteem and confidence; increasing their resilience; empowering them with skills for dealing with problems or tackling difficult situations, relationships and, for some mothering.

Helping women achieve these goals takes time, and we do it by providing access to trauma specialised long-term psychotherapeutic services that are woman centred and increasingly intersectional specific: that is, services that take account of both gender and wider power structures in society, and the potential impact of severe and/or long-term adversity on development, capacity to form and sustain healthy relationships and resilience. Crucially, we provide a service that tolerates disrupted engagement, which is essential where issues of trust are critical, and where women are carers. We adapt to the needs of individuals too, by using texts and phone calls to secure therapeutic work when necessary, by delivering therapy at the beneficiaries' preferred pace, and by providing practitioners from the same or different cultural identity, and with the same mother tongue.

Where appropriate specialised services aren't available, we aim to develop and pilot them. These include outreach services to reach particularly marginalised and isolated women, and extending our age range to include 16 and 17 year olds (supported by funding from BBC Children in Need and the Pilgrim Trust). Supported by Comic Relief we continued to reach women aged 50+ at risk of violence and a core grant from the Ministry of Justice helped us increase capacity to work with survivors/victims of sexual harassment, abuse and violence.

This year showed us just how important the Service is. With the stark disproportionate impact of the pandemic on women and girls (including increase in gender based violence) and particularly those from diverse communities services which recognise these intersectional impacts and offer specialised holistic support are essential. This year has exacerbated already serious health inequalities.

Not surprisingly, in the face of growing demand and rising operational costs, and despite the commitment and generosity of partners, our funding limits those we can help. For example, our general counselling and therapy service can only work with around 85 women at any time. Demand for our services continues to rise, even more rapidly this year and the waiting list for our open access service was closed for more than three quarters of the year. A Leeds statutory service offering support to those with Moderate needs is currently holding a waiting list of over 2500 people. The harsh reality is that within our current budgets we can only help a few of the many women who need and seek support.

As part of our efforts to deliver the best possible service, we review our objectives and activities annually with ex-service users, staff and at Board level. These reviews look at the benefits we provide to women, and also where we might achieve more. We refer to, and comply with, guidance from the Charity Commission on public benefit in these reviews, and whenever we plan future work. Specifically, the trustees consider how our work contributes to the strategic goals and objectives they've set, and published, in the strategic plan 'Looking backwards, facing forward'.

This year we continued to host the Visible project (www.visibleproject.org.uk) which accelerates citywide system changes in organisational services' responses to those with histories of sexual abuse / violence in childhood. A further two years funding (2021-23) was secured during the year for core elements of this work from the Leeds NHS CCG.

Achievements and Performance

- Summary
- Women who use the Service – profile and demographics
- Women's Outcomes – CORE Outcome Measures, qualitative evaluation, beneficiary feedback
- What the Service offers

Summary

What a year! Shock, stress and pressure, bereavement, unfolding understanding, acceptance. Crisis management, business continuity, adaptation, learning, and reset towards recovery and emergence of improved offers / Service. Without doubt the impact of Covid on women and girls lives is profound. *Voices in Lockdown* 2020 told us what women and girls were dealing with and informed our responses.

2020/21 was the most challenging year in the charity's 39-year history. Ultimately it was a successful year for the charity, where services were adapted and compassionate support for women maintained / improved – with the support of all out partners - in the face of 'threat' and resultant trauma responses.

The Service proved resilient, building on the hard work and unswerving focus of previous years. Staff adapted to lockdowns, home schooling, IT issues, physical health needs etc to deliver a high quality remote service. They increased their flexibility to meet needs of service users facing similar issue to ensure access and sustainable engagement. Staff provided a steady presence for women and girls as services became more inaccessible and fractures – continuing to support women to build or re build health attachment and relationship. The number of women accessing our Service decreased but the length of support they received increased and excellent mental health outcomes were maintained.

This year we engaged more fully with what it means to be an anti-racist / discriminator organisation. We hope the tragic deaths of George Floyd and Breonna Taylor – as well as many others before and since – marks a turning point in the global north's relationship with racism, racial trauma and injustice. At WCTS, we took taking steps to face the challenge of reflecting upon our individual and organisational parts in oppression.

Over the past year we held monthly staff discussions, implementing focused training on unconscious bias, privilege, diversity and intersectionality. Staff now have the opportunity to come together in a Race and Diversity peer support group, and we've commissioned an organisation, *Words of Colour*, to facilitate an audit of our practice and a re-visioning exercise as we go into our 40th year of service next year.

This progress has helped us look at how our work can better support women dealing with racism and its impacts, and all forms of discrimination. It is enabling us to work better as a team and also together with our partners in addressing racist behaviour.

Importantly, the work is encouraging us to be more explicit about centring the service within a social justice perspective by directly acknowledging factors like poverty, discrimination and exclusion: factors our clients often face, and which we can link to their wellbeing and the mental health problems they are experiencing.

The numbers of women we worked with decreased by a quarter to 319 (458 2019 -20 and 388 2018-19). Of these, 90% presented with clinical mental health problems: three quarters in the Moderate, Moderately Severe and Severe groupings. Over two thirds of women and girls present with histories of trauma and abuse (more disclose during counselling). 94% of problems / concerns have lasted over 12 months, a quarter continuously, and 80% are Moderate, Moderately Severe, Severe. These levels of psychological distress are profoundly debilitating affecting all areas of live. We aim to work with each woman's unique experience and need.

Conversely, this year women engaged in counselling for an average of 20 sessions over 8 months (up from 16 sessions in 6 months). We've continued to have excellent success in terms of outcomes too, with two thirds who attend for one to one support showing clinical and/or reliable improvement i.e. recovery.

Changes in psychological Domains are:

- Functioning: 21 (Moderately Severe) /40 reducing to 13 (Mild)
- Problems: 25 (Severe) reducing to 15 (borderline Mild-Moderate)
- Wellbeing issues: 25 (Severe) reducing to 16 (Moderate)
- Risk: 7 (clinical population) reducing to 1 (non-clinical population)

84% of women say they counselling has helped with understanding themselves better and, crucially, 97% with looking after themselves better. 84% say they can tackle difficult situations better. Their relationships have improved (83%) too, including becoming more effective parents: a very positive knock-on effect that in turn reduces the chance of their children needing help. 100% of respondents said they felt able to work with their counsellor.

We provided all services remotely and face to face during this period, the open access service, specialist access services for vulnerable mothers, including pregnant women, new mothers, 16-17 year olds, women who've had successive removals of children into care, older women at risk of violence, and survivor/victims of sexual harassment, abuse and violence. Unfortunately, lockdowns and social distancing restrictions severely limited our face to face highly specialised psychotherapy provision that reaches the most isolated women, working closely with *Hamara*, *Bangladeshi Centre* and *Asha*. However from summer 2020 we returned to offering therapy from key venues in 'deprived' Leeds, as well as our city centre premises.

The unique new Visible initiative continues to work citywide, accelerating improvements to health and wellbeing outcomes for adult survivors of child sexual abuse.

We continued to work as a founding partner to the £2m Big Lottery funded *Women's Lives Leeds* project supporting women and girls with complex needs, providing invaluable opportunities for their voices to influence and inform the city's priorities, strategies and policies.

The women we help: profile and demographics

Before therapy, the average clinical score of the women we help is stable at 19 (2020: 21; 2019: 22), meaning borderline Moderate - Moderately Severe mental health problems. 50% of women have needs normally addressed in secondary services, but the women who use our Service find it hard to access or engage with more mainstream services because of their complex needs, or are excluded from them by limited accessibility.

The most common level of psychological distress severity is Severe at 20%, then Moderately Severe at 28% and Moderate at 27%, followed by Mild 18%, Low 7%, Healthy 2%.

The women we help have an average of five problems/concerns at assessment, most commonly: anxiety / stress (93%), depression (77%), self-esteem (63%), interpersonal problems (61%), and trauma/abuse (61%). Of these five problems over 94% of each is in the Moderately Severe. With over 90% lasting for at least 12 months, and over two thirds recurring or continuous.

Worryingly, all these problems appear to be far more prevalent than in the 2011 Primary Care national database, and levels of trauma/abuse at assessment remain over three times higher than the national average.

35% of beneficiaries are at risk of suicide and 37% are at risk of self-harm; 5% are at risk of harming others.

Monitoring of beneficiaries accessing the service show excellent reach into target beneficiary populations:

- 100% of WCTS beneficiaries are on low incomes (i.e. below the DWP Median Net Family and Household income figure adjusted for household composition) or live in poverty. Three in five are long-term unemployed: a significant proportion are on incapacity or sickness benefits.

- 25% of beneficiaries are from postcode areas LS7, LS9, LS10, LS14 and LS15 ranked in the lowest 3% of wards in England in the multiple deprivation index (26% 2019-20; 28% 2018-19); a further 31% (33% 2019-20; 26% 2018-19) come from LS8, LS11 and LS12, ranked within the lowest 10% of wards and also having the highest rates of suicide within the city.
  Overall, almost two thirds of beneficiaries live in Leeds' most deprived areas.

- 87% of women and girls living in the most affluent areas of Leeds are White; compared to 64% in the most deprived.

- 32% of beneficiaries are from BME communities (35% 2019-20; 29% 2018-19) (Leeds BME population 18.9% Census 2011).

- Approximately 27% of women living the most (20%) deprived areas of Leeds are of Asian heritage compared with 13% in Leeds overall; 23% are Black compared with 7% overall.

- 27% of beneficiaries who define their status consider themselves to have a disability (31% 2019-20; 25% 2018-19).

- 20% of those who disclose their sexuality define as lesbian, gay, bisexual or transgender.

- The age range of women accessing the service is stable after a significant change in 2017, with 27% aged between 16-25 (25% 2019-20; 23% 2018-19) and 28% over 45 years old (31% 2019-20; 28% 2018-19). The number of older women accessing the service continues to slightly increase. We are (proportionally) reaching more Leeds young women living in the most deprived areas than older women. This reflects the national and local 'left shift' – aim to engage with mental health problems at an earlier point.

- As in previous years around two thirds of beneficiaries are mothers; over half of whom have responsibility for children under 16. One in ten have experienced having a child(ren) removed into care.

- Of those who name a religious affiliation 47% are Muslim and 40% Christian.

Women's Outcomes

We use two main tools to monitor beneficiary outcomes. The first is a clinical measure called Clinical Outcomes in Routine Evaluation (CORE): a rigorous system used throughout the NHS. The second is an equally useful feedback form completed at the end of therapy. Our CORE data is independently evaluated by CORE IMS at least bi-annually, while the client feedback is analysed annually.

While the average **CORE score** on entering our service was 19 (borderline Moderate / Moderately Severe), the average **CORE score** of women ending counselling during the year 2019/20 is 12 (Mild). This is an average improvement across two severity levels, clearly showing the full extent of our work's positive impact.

Independent Evaluation shows 64% of women and girls demonstrate clinical and/or reliable improvement i.e. recovery. Increasing to 70% for those accessing at least 6 sessions. Improvement increased with number of sessions attended. This compares to 55% for similar services nationally, which means that we're typically achieving measurably excellent results for the women we work with. This improvement is comparable to last year however, this does represent a reduction in 'recovery' outcomes (from 75+% in previous years when we used the CORE34 measure – we started using a shorter CORE10 measure to reduce the admin burden on beneficiaries however the measure is less sensitive).

Changes in psychological Domains are:

- Functioning: 21 (Moderately Severe) /40 reducing to 13 (Mild)
- Problems: 25 (Severe) reducing to 15 (borderline Mild-Moderate)
- Wellbeing issues: 25 (Severe) reducing to 16 (Moderate)
- Risk: 7 (clinical population) reducing to 1 (non-clinical population)

Crucially, and equally positively, this recovery is also sustained. In 2012, we won an award from the British Association for Counselling and Psychotherapy for conducting research which revealed that 60% of participating beneficiaries were still experiencing reliable and significant change four years after their therapy. The longevity of these recoveries isn't just excellent for the individual service user herself: it also reduces their need for future interventions, which in turn frees up our services for other women.

Women attend for an average of 20 sessions over eight months; contact with the service is just over ten months.

Analysis of Beneficiary **feedback** forms in March 2021 shows that 100% agreed or strongly agreed with the statements 'I felt able to work with my counsellor' and 'I felt understood by my counsellor'. Within 'Helpfulness of counselling' 84% of beneficiaries agreed or strongly agreed with the statement 'I feel I understand myself better'. Within the context of a global pandemic 84% that they tackle difficult situations better; 75% reported they were looking after themselves better, 75% that they had made changes in how they dealt with their problems, and 83% said their relationships have improved, for some including becoming more effective parents.

Feedback around convenience and accessibility remained strong: 100% of beneficiaries found the venue convenient and the counselling was accessible; 93% felt that they were offered an appointment within a reasonable length of time; 94% that they were offered appointments at convenient times; and 92% found the written information helpful.

Some of the feedback from beneficiaries in 2020/2021:
Thank you so much for all your help! Really, seriously life changing. I've been offered such a brilliant service. Such a honour I'm so lucky!

(Helpful) knowing that I would receive the telephone call at a specific time on a specific day

I have really enjoyed my time using the service. It has helped me come out of a dark place.

I feel very privileged to have been able to access your service during the pandemic ….. I feel I know have more skills to use during difficult situations and I am able to understand others better in relation to different situations and how I can react.

I found my therapy sessions extremely beneficial and helped me to feel better. My sessions helped me to understand patterns in my life and how I respond to difficult situations. I felt listened to and my therapist was non-judgmental she really helped to break down the issues and each week we set targets. This service is extremely needed and I have recommended it to friends.

If anything, current circumstances are more difficult than when I started and there have been negative changes, mostly due to Covid-19. ***The counselling provided by WCTS have been an invaluable resource to me over the course of one year. I*** *have learnt a lot about myself and how to cope better and have greatly improved my mental health. While many of the problems are still there, I feel that I can cope better and understand how to help myself more after therapy and I'm extremely grateful for the opportunity to have such effective therapy, I could not otherwise afford.*

I'm so grateful for this service, for having the time to slowly build trust and be able to access my own feelings. I could not have done this in short term counselling. And I'll be forever grateful to my counsellor, who was brilliant - kind, insightful, challenging + patient!

We were unable to hold the annual ex-beneficiary event. Previous year's events continued to emphasise the value of the service to women and the importance of women-only space. Women continue to feel strongly that they were coming because it is women's counselling – The name is what drew me in. They talked about being a client and the welcome they received. It was nice to see the same Receptionist each time. I had a brilliant experience and always found the Reception staff very friendly and professional.

Quotes from the 2019 event show how much the service continues to mean to women, after they've left:

The service was invaluable and I recommend it to anyone who needs it.

It pretty much saved my life. It was the first time I've probably ever trusted anybody.

It's been life changing for all of us at the most difficult points in our lives.

It was invaluable. I can't tell you how much.

Having two years changed my mind-set of opening up and letting anyone in for the first time ever.

I lived week for week for my counselling session.

If I won the lottery, I would fund this place.

Two ex-service users serve on the Board of Trustees offering a unique perspective from their experiences.

What the Service offers

WCTS offers a safe, confidential and culturally sensitive space where women can speak openly and deeply about their experiences, feelings and thoughts. Crucially, we're providing something women and girls usually can't access in any other area of their lives.

A listening ear

Not judgemental or prescriptive - support for whatever I was going through

I felt I had complete understanding and empathy

This year we additionally focused on phone and digital inclusion – with support of partners Ministry of justice and Comic Relief we were able to source phones and tablets to enable women to access support remotely.

I didn't like the thought of telephone counselling at all, but I'm surprised at how well it's worked. It was difficult at first at home, to find the time and space, but me and the counsellor made it work, and that felt good.

I'd always prefer face-to-face, but being able to have counselling on the telephone meant that I didn't have to worry about taxis or fares or child care.

Our support enables women to express and resolve painful experiences, and to begin to review and change their attitude towards themselves and others. This vital opportunity reduces psychological distress and mental health problems, and it also increases women's resilience to everyday ups and downs as well as more challenging life events.

Casework support around wider health and social needs enables women to use the therapy we offer to maximum benefit – it means they get ‘added value’ from their contact with us.

Our services are 'trauma specialised’, which means they take account of the potential impact of severe and/or long-term adversity on development, resilience, and the capacity to form relationships. They also address the frequent mislabelling of people with histories of trauma as uncooperative, hard to engage, non-compliant or treatment resistant, needy or aggressive.

Our approach is all about responsiveness to individual need and flexibility in understanding individual circumstances. Within a clear psychotherapeutic framework, guided by the BACP's Ethical Framework for Counselling Professions, our focus is on the relationship between beneficiary and therapist, or on relationships with other group members. It’s in the context of these safe, understanding and thoughtfully challenging relationships that real and lasting change takes place.

WCTS employs a wide range of highly skilled counsellors/psychotherapists, offering counselling in five community languages and from different therapeutic modalities, including psychodynamic, humanistic, analytic, gestalt, person centred, and the creative arts therapies. Every modality acknowledges just how important a sense of safety and trust is before the relationship between client and therapist can foster exploration, learning and change.

Understandably, women continue to highlight the importance of confidentiality in their feedback: their need to trust someone enough to speak openly, and the profound impact of feeling supported and understood. They talk about feeling welcomed and accepted at WCTS: about their relief at having someone they can regularly express their often troubled or troubling thoughts and feelings with.

Importantly, providing a longer-term therapeutic relationship helps therapy progress at a pace that traumatised women can easily manage. It’s significant that many women only gradually feel stable and trusting enough to begin talking in intimate detail about formative life events, and that’s one of the key benefits of long-term therapy like ours. They identify and explore the ongoing impact of these experiences and, over time, this enables them to make both small and huge changes in their understandings of themselves and their behaviours. In turn, this helps them begin to make choices that contribute to improving their lives and those of their children, families and communities.

Our service is unique in Leeds for it’s special mix of accessibility and long-term support. It’s free or low cost, delivered in venues women can reach easily and feel safe in, and personalised to their unique needs, even with some interpreter and child care support where necessary. It’s also long term, with counselling or psychotherapy lasting up to two years and delivered by fully qualified, accredited and experienced female staff. Both individual and group psychotherapy is offered, and some women complete a period of focused individual work before moving into group work to deepen their explorations of relationship with others. We offer 12-week psychoeducational courses too, designed to help women reflect upon their current difficulties, develop skills and strategies for managing their emotional wellbeing, and build their resilience to life’s ups and downs.

Casework, or key working, is offered whenever there’s a need for wider support to maximise the benefit to be gained from the psychotherapy we offer.

We offer an open access service for women in the beneficiary group, both from our city centre premises and venues across Leeds. During the year this was also offered remotely. It’s funded by Leeds City Council Adult Social Care, the Pilgrim Trust, Garfield Weston Foundation and the Big Lottery Fund. The core grant from Ministry of Justice supports the charity and enables us to continue offering much needed support to those dealing with the impacts of sexual harassment, abuse and violence.

All women accessing this service are unable to access other services to meet their needs. They're not able to pay for counselling, they need a female therapist, and they're only able to feel safe enough to speak of their experiences – often years or decades of neglect, sexual or domestic abuse and/or violence – in a women's service. WCTS is a service that recognises their strengths, is compassionate about their challenges, and that supports them in their desire and efforts to make changes: together we celebrate them and their achievements, large and small.

We've successfully helped women deal with the consequences of fractured families, domestic abuse, children with challenging behaviours, traumatic labours and births, bereavement, and overcoming the negative impacts of aspects of their own childhoods, including multigenerational poverty.

Our perinatal work continues to see very positive results, and we received a Maternal Mental Health Alliance award for Diversity and Inclusion in August 2018. We also continued working with 16 and 17-year olds for the first time, within the 16–25-year-old specialism provided by the Service. We offered these young women shorter contracts of six to twelve sessions.

16 and 17 year olds told us:
It was positive because I didn't feel rushed to talk, I was able to take my time as talking is difficult for me.
It's changed me as a person for the better. I look at a situation more carefully now before jumping in. I'm also more aware of the possible triggers that could set off my mental health issues.
I've been able to talk to people with more confidence and I haven't had any breakdowns since starting.
I've been able to talk to my Mum a lot more and I don't get upset as easily I find things easier to cope a bit better.
Therapy has helped with my confidence and how I deal with stress and anxiety. I've learnt how to cope with my voices to make them quieter and easier to deal with.
Now much more comfortable talking about myself/my feelings without fear of judgement.
I was able to do a lot of things I never dreamed of doing a year ago. Being social, going out.

Wider work

Evaluation Reports of our work can be found at www.womenstherapyleeds.org.uk

We are delighted to continue hosting the Visible project: this follows on from the October 2015 city-wide conference *Childhood Sexual Abuse – the challenge to mental health services*. Leeds North CCG committed to further funding for 2021 - 23. Visible is a pioneering city-wide initiative to improve services with, and for, adult survivors of child sexual abuse. Visible carries out this work in close partnership with Leeds Involving People, and there's more information at visibleproject.org.uk

We play a big part in the strengthened and co-ordinated approach to mental health service provision for the women of Leeds through our involvement in key city-wide forums like Volition (the Leeds voluntary sector mental health forum), the NHS Perinatal Mental Health Group and the Leeds Strategic Mental Health Partnership. Our CEO acts as Third Sector Advocate on sexual violence to the West Yorkshire PCC Domestic Abuse and Sexual Violence Advisory Board.

Financial review
WTCS has responded to this extremely challenging operating environment by maintaining and further diversifying its funding base, operating with a diverse range of funding streams. In November 2019 we were awarded a five-year contract for £240,000 annually, within the NHS Leeds Wellbeing Service for specialised psychological therapies for women within the perinatal period. Careful financial management means we're increasingly able to respond flexibly in relation to emerging needs and opportunities – vital in such a complex and volatile operating environment. The Statement of Financial Activities shows a net deficit for the year of £5,017 with reserves totalling £203,448 at 31 March 2021 (2020: £208,465).

Principal funding sources
Income for the year to 31 March 2021 was £799,347 (2020: £745,201). The largest single funding stream is a contract with Leeds Community Healthcare of £143,235 of income (2020: £143,340). Other contributions are from NHS CCGs which total £210,382 (2020: £153,863) and from charitable trusts and foundations £415,434 2020: £396,880). Donations amounted to £275 (2020: £5,659) and fees £10,872 (2020: £1,230).

Reserves policy

The trustees continued to monitor progress against the reserves policy (i.e. that free reserves held by the charity should equate to at least 50% of future years' unfunded commitments eg building lease, and three months' running costs, based on the agreed budgeted expenditure for the subsequent financial year. Reserves have been steadily built towards meeting this policy over recent years. Budgeted expenditure for 2021/22 is £817,582 (2020/21: £880,636). The reserves target is £210,000 (2020: £244,000). The reserves are needed to meet the working needs of the charity in the event of a significant drop in funding, to maintain provision for redundancy and legal costs or other untoward events. At present the free reserves, after accounting for the designated funds amount to £32,153 (2020: £9,066) which falls short of the target of £210,000. The Board is continuing to look at ways to build the reserves and has also considered contingency plans in the event of a significant reduction in finances in the short term.

Plans for Future Periods

As we finalise these accounts we are focusing on both offering a safe secure Service in relation to the Covid-19 pandemic, for example continuing to increase face-to-face support, and on the 'What have we learnt? What are women and girls telling us? How have needs changed? What does it mean that remote services are helpful in the face of limited or non-existent childcare services?'

Lloyds Bank Foundation speaks of how charities are 'Reacting, Recovering and Renewing' from the crisis of the pandemic. This helpful reflects WCTS' approach. In the long term we'll keep remote services as part of our offer, recognising the increased accessibility that it brings for some. However, evidence is extremely limited particularly with our beneficiary population and we need to better understand the interdependencies between needs, risk, face-to-face or remote and outcomes.

We will continue to work on anti-racist / discriminatory practice with the aim that **all** women in Leeds feel WCTS is for them as much as anyone. And has equal access to the same high quality service specifically appropriate to them and their needs. We will continue to deepen our understanding of our reach using Leeds Public Health data and work to address mental health inequalities. We will work to reach more Black women.

In 2021, we will publish a 10-year plan as part of celebrating 40 years of service. We'll continue to consolidate our growth and aim to maximise any opportunities to meet the anticipated increase in demand. In this we will re-examine user involvement and coproduction in the context of a service intention of psychological change and the optimum conditions for this.

We'll carry on focussing on developing support for those who are excluded from services too, and continue to work in the Women's Lives Leeds Alliance, focussing on maximising the impact of city-wide priorities, strategies and policies, as well as responding to new opportunities.

Fundraising

We strive to achieve the highest fundraising standards and we value our supportive funders.
We are staying up to date with developments in charity regulation, data protection and the Fundraising Preference Service (FPS) to make sure we are legally compliant and adhering to all guidelines. Our fundraisers follow the Institute of Fundraising's Code of Practice.

Small Company Rules

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

Approved and signed on behalf of the board by:

.....
Liane Langdon

Dated: .....

STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2021

Company law requires the trustees to prepare financial statements for each financial period which give a true and fair view of the state of affairs of the Charitable Company as at the end of the financial period and of the surplus or deficit of the Charitable Company for that period.

In preparing those financial statements the Board is required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgements and estimates that are reasonable and prudent;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Company will continue in business.

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

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

I report to the trustees on my examination of the financial statements of Women's Counselling and Therapy Service Limited (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2 the financial statements do not accord with those records; or

3 the financial statements 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 independent examination; or

4 the financial statements 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 financial statements to be reached.

Laura Masheder FCA DChA
Garbutt & Elliott LLP
Chartered Accountants
33 Park Place
Leeds
LS1 2RY

Dated: .....

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income from:					
Grants, donations and legacies	**3**	7,297	415,434	422,731	402,539
Charitable activities	**4**	363,821	12,299	376,120	341,496
Other trading activities	**5**	380	-	380	-
Investments	**6**	116	-	116	1,166
Total income		371,614	427,733	799,347	745,201
Expenditure on:					
Charitable activities	**7**	330,491	473,873	804,364	672,074
Net income/(expenditure) before transfers		41,123	(46,140)	(5,017)	73,127
Gross transfers between funds		26,638	(26,638)	-	-
Net income/(expenditure) and net movement in funds		67,761	(72,778)	(5,017)	73,127
Fund balances at 1 April 2020		126,365	82,100	208,465	135,338
Fund balances at 31 March 2021		194,126	9,322	203,448	208,465

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 16 - 29 form part of these financial statements.

A fully detailed Statement of Financial Activities for the year ended 31 March 2020 is shown at note 21.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	**12**	12,472		1,328	
Cash at bank and in hand		517,590		350,377	
		530,062		351,705	
Creditors: amounts falling due within one year	**13**	(326,614)		(143,240)	
Net current assets			203,448		208,465
Funds of the Charity					
Restricted funds	**17**		9,322		82,100
Unrestricted funds					
Designated funds	**18**	161,973		117,299	
General unrestricted funds		32,153		9,066	
			194,126		126,365
			203,448		208,465

For the financial year ended 31 March 2021 the company was entitled to exemption from audit under section 477 Companies Act 2006. No member of the company has deposited a notice, pursuant to section 476, requiring an audit of these financial statements under the requirements of the Companies Act 2006.

The trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The notes on pages 18-31 form part of these financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

The financial statements were approved by the Trustees on .....

Liane Langdon
Chair of Trustees
Company Registration No. 07804583

WOMEN'S COUNSELLING AND THERAPY SERVICE LIMITED

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	2021 £	2020 £	2020 £
Cash flows from operating activities					
Cash generated from operations	**20**		167,097		83,102
Investing activities					
Interest received		116		1,166	
Net cash generated from investing activities			116		1,166
Net increase in cash and cash equivalents			167,213		84,268
Cash and cash equivalents at beginning of year			350,377		266,109
Cash and cash equivalents at end of year			517,590		350,377

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Charity information
Women's Counselling and Therapy Service Limited is a Company Limited by Guarantee and is also a registered charity. The registered office is Portland House, 5 Portland Street, Leeds, LS1 3DR.

Each member of the company has undertaken to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member, or within one year after he or she ceases to be a member.

1.1 Accounting convention

The financial statements have been prepared in accordance with 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 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £1.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

Women's Counselling and Therapy Service Limited meets the definition of a public benefit entity under FRS102.

Assets and liabilities are initially recognised at cost or transaction value unless otherwise stated in the relevant accounting policy notes.

1.2 Going concern

The trustees have prepared financial projections, taking into consideration the current economic climate and its potential impact on the sources of income and planned expenditure. They have a reasonable expectation that adequate financial resources are available to enable the charity to continue in operational existence for the next 12 to 18 months, and have adequate contingency plans in the event that income streams are reduced. Whilst the global economy has been significantly impacted by the COVID-19 virus, the charity still has reserves sufficient to meet its immediate requirements. Consequently the accounts have therefore been prepared on the basis that the charity is a going concern.

1.3 Charitable funds

Unrestricted funds represent funds which are expendable at the discretion of the Trustees in the furtherance of the objects of the charity. Such funds may be held in order to finance both working capital and capital investment and include designated funds.

Restricted funds represent grants, donations and legacies received which are allocated by the donor for particular project or activity.

1 Accounting policies **(Continued)**

1.4 Income

Income represents all resources which become available to the charity but excludes gains on investments. Grants and donations are recognisable when the charity becomes entitled to receive the funds, when it is probable that the funds will be received and that they can be measured with sufficient accuracy.

Investment income is recognised on an accruals basis and comprises of interest receivable during the accounting period.

1.5 Expenditure

Expenditure is recognised in the period in which it is incurred and includes attributable VAT which cannot be recovered.

Charitable expenditure comprises those costs incurred by the charity in the deliverance of its activities and services for its beneficiaries. It includes both costs that can be directly allocated to such activities and those costs of an indirect nature necessary to support them.

Support costs include those costs incurred in supporting the work of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	15% straight line
Computers	33% straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

Individual fixed assets costing £1,000 or more are capitalised.

1.7 Cash and cash equivalents

Cash at bank and cash in hand includes cash and short term highly liquid investments with a maturity within the 12 months after the balance sheet date.

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 ‘Basic Financial Instruments’ and Section 12 ‘Other Financial Instruments Issues’ of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1 Accounting policies **(Continued)**

Basic financial assets

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS102 to all of its financial instruments.

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid.

Other financial assets

Financial assets, other than those held at fair value through profit and loss, are assessed for indicators of impairment at each reporting end date.

Impairment of financial assets

Financial assets are impaired where there is objective evidence that, as a result of one or more events that occurred after the initial recognition of the financial asset, the estimated future cash flows have been affected. Any impairment loss is recognised in the income and expenditure account.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

Basic financial liabilities

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfers of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement value after allowing for any discounts which may be due.

Other financial liabilities

Amounts recognised as provisions are best estimates of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation.

Derecognition of financial liabilities

Financial Liabilities are only derecognised when, and only when, the charity's obligations are discharged, cancelled or they expire.

1.9 Taxation

Women's Counselling and Therapy Services is a registered charity and as such is a charity within the meaning of schedule 6 of the Finance Act 2010. Accordingly, the Charity is potentially entitled to tax exemption under part 11 of the Corporation Tax Act 2010 or section 256 of the Taxation of Chargeable Gains Act 1992 in respect of income and gains arising.

1.10 Employee benefits

The costs of short term employee benefits are recognised as a liability and an expense where settlement of obligations does not fall within the same period.

1.11 Retirement benefits

The charity has made arrangements for a defined contribution scheme for the members of staff. The assets of the scheme are held separately from those of the charity. Pension costs charged in the Statement of Financial Activities represent contributions payable by the charity in the year.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

The Trustees are of the opinion that there are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

3 Grants, donations and legacies

	Unrestricted funds	Restricted funds	Total	Total
	2021	2021	2021	2020
	£	£	£	£
Donations and gifts	275	-	275	5,659
Grants	7,022	415,434	422,456	396,880
	7,297	415,434	422,731	402,539

In the previous year restricted grants were £387,473 and restricted donations were £nil. Unrestricted grants in the current year include £7,022 of furlough government grant income (2020 - £nil).

	2021	2020
	£	£
Grants receivable for core activities		
The Brelm's Trust CIO	-	3,000
Bromley Trust	15,000	15,000
Charles Hayward Foudation	3,000	12,000
Comic Relief	24,955	47,436
Comic Relief COVID 19 Funding	40,000	-
Henry Smith Charity	56,300	20,000
Lloyds Bank Foundation for England and Wales	-	42,583
Jimbo's Fund	-	2,500
Ministry of Justice	138,600	92,400
Big Lottery - Community Fund	70,720	98,328
Ministry of Justice Covid Funding	37,341	-
BBC Children in Need	29,518	34,149
The Pilgrim Trust	-	15,077
Together Women Projects	-	9,407
Garfield Weston	-	5,000
	415,434	396,880

3 Grants, donations and legacies (Continued)

The Charity benefits greatly from the involvement and enthusiastic support of a number of volunteers, details of which are given in our annual report. In accordance with FRS102 the economic contribution of volunteers is not recognised in the financial statements.

4 Charitable activities

	2021	2020
	£	£
Performance related grants	357,842	340,266
Other income	18,278	1,230
	376,120	341,496

Performance related grants

Leeds City Council Adults and Health	143,235	143,340
NHS Leeds CCG	210,382	153,863
Women's Lives Leeds	4,225	43,063
	357,842	340,266

5 Other trading activities

	2021	2020
	£	£
Fundraising events	380	-

6 Investments

	2021	2020
	£	£
Interest receivable	116	1,166

7 Charitable activities

	2021 £	2020 £
Staff costs	553,073	473,838
Recruitment, DBS checks	2,424	2,739
Therapy, supervision, freelance workers	19,818	19,824
Partner costs	10,116	10,644
Staff and volunteer training	6,383	8,602
Premises costs	29,571	26,228
Direct client costs	4,441	9,724
Postage and stationery	1,362	3,595
Consultancy fees	52,730	17,260
Service user involvement	300	902
Volunteer expenses	196	245
	680,414	573,601
Share of support costs (see note 8)	123,950	98,473
	804,364	672,074
Analysis by fund		
Unrestricted funds	330,491	135,051
Restricted funds	473,873	537,023
	804,364	672,074

8 Support costs

	2021	2020
	£	£
Staff costs	36,071	34,807
Premises costs	9,857	8,742
Insurance	3,987	2,825
Administrative costs	24,325	21,038
Travel and subsistence	801	5,322
Books and subscriptions	2,607	414
Accountancy fees	3,420	2,940
Other professional fees	19,348	12,830
Office equipment	23,534	9,555
	123,950	98,473

Accountancy fees include fees paid to the independent examiner of £1,420 (2020: £1,350), accountancy fees of £1,155 (2020: £1,100) and tax fees of £275 (2020: £nil).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

No trustees claimed expenses during the year (2020: No trustees).

10 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Charity Managers	1	1
Therapy Managers and staff	20	19
Charity and Therapy administration	4	3
	25	23

Employment costs	2021 £	2020 £
Wages and salaries	528,256	461,322
Social security costs	38,601	34,740
Other pension costs	22,287	12,583
	589,144	508,645

The charity participates in a defined contribution pension arrangement for the benefit of its employees. Unpaid contributions totalled £3,090 at 31 March 2021 (2020: £2,300).

The key management personnel of Women's Counselling and Therapy Service Limited are the trustees, Tessa Denham; Chief Executive, Liz Ballinger; Clinical Lead, Nicola Vantoch-Wood; Clinical Lead/ Services Manager, Angela Higgins; Operations Manager, Emma Marsh; Services Manager, Helen Wilson; Services Manager, Kathy Engler; Services Manager, Mags Shevlin; Services Manager.

The total employee benefits of the key management personnel of the charity were £206,334 (2020: £182,524).

There were no employees whose annual remuneration was £60,000 or more (2020 - No employees).

11 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
Cost			
At 1 April 2020	11,381	7,972	19,353
At 31 March 2021	11,381	7,972	19,353
Depreciation			
At 1 April 2020	11,381	7,972	19,353
At 31 March 2021	11,381	7,972	19,353
Net book value			
At 31 March 2021	-	-	-
At 31 March 2020	-	-	-

12 Debtors

	2021	2020
Amounts falling due within one year:	£	£
Other debtors	10,872	-
Prepayments and accrued income	1,600	1,328
	12,472	1,328

13 Creditors: amounts falling due within one year

	Notes	2021	2020
		£	£
Other taxation and social security		11,782	10,023
Deferred income	**14**	226,420	108,918
Accruals and deferred income		88,412	24,299
		326,614	143,240

14 Deferred income

	2021	2020
	£	£
Balance brought forward	108,918	147,250
Released to income	(108,918)	(147,250)
Deferred at year end	226,420	108,918
	226,420	108,918

15 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021	2020
	£	£
Within one year	22,600	28,069
Between two and five years	1,364	23,965
	23,964	52,034

16 Related party transactions

There were no disclosable related party transactions during the year (2020 - no disclosable transactions).

17 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

		Movement in funds			
Current year	Balance at 1 April 2020	Income	Expenditure	Transfers	Balance at 31 March 2021
	£	£	£	£	£
BBC Children In Need	4,824	29,518	(34,342)	-	-
Big Lottery Fund - Community Fund	11,114	70,720	(81,834)	-	-
Bromley Trust	15,000	15,000	(30,000)	-	-
Charles Hayward Foundation	12,000	3,000	(15,000)	-	-
Comic Relief	10,869	24,955	(35,824)	-	-
Comic Relief Covid-19 Funding	-	40,000	(40,000)	-	-
Henry Smith Charity	-	56,300	(46,978)	-	9,322
Ministry of Justice	-	138,600	(138,600)	-	-
Ministry of Justice -Covid Funding	-	37,341	(37,341)	-	-
NHS Leeds CCG	26,638	-	-	(26,638)	-
The Pilgrim Trust	1,655	-	(1,655)	-	-
Visible	-	8,074	(8,074)	-	-
Women's Lives Leeds	-	4,225	(4,225)	-	-
	82,100	427,733	(473,873)	(26,638)	9,322

17 Restricted funds **(Continued)**

In the prior year, NGS Leeds CCG was incorrectly allocated to restricted funds, and has been transferred out into unrestricted general funds.

Purposes of restricted funds:

BBC Children in Need - to support a project working with 16 and 17 year olds.

Big Lottery Fund Community Fund - to provide outreach support to isolated and vulnerable women of Leeds living in areas of deprivation including a focus on provision for south Asian women.

Bromley Trust - funding towards core costs.

Charles Hayward Foundation - funding towards the general therapy services.

Comic Relief - to fund psychological therapies and associated case work for wider health and social needs for women aged 50+ at risk of violence.

Comic Relief Covid-19 Funding - Towards organisational stability and survival during the initial stages of the pandemic including training and equipment to enable staff to work and offer services safely and securely remotely; upgrading systems; equipment for service users to access services remotely; additional management costs; PPE, screens and partitions; staff wellbeing and support; etc.

Henry Smith Charity - funding towards the running costs of providing therapy for the beneficiaries.

Ministry of Justice - a core cost grant providing funding for services to victims/survivors of sexual violence.

Ministry Of Justice Covid-19 Funding - Towards organisational stability and survival during the initial stages of the pandemic including training and equipment to enable staff to work and offer services safely and securely remotely; upgrading systems; equipment for service users to access services remotely; additional management costs; PPE screens and partitions; staff wellbeing and support; etc.

NHS Leeds CCG – This relates to a service contract which was included in restricted funds in 2020 in error and has since been transferred to unrestricted funds in 2021.

Pilgrim Trust - to fund psychological therapies for 16-25 year olds.

Visible - to fund a project supporting improvements in Leeds health and wellbeing services with adult survivors of child sexual abuse

Women's Lives Leeds - funding as part of the Big Lottery Fund across Leeds, and initiative to support the most vulnerable women and girls with a focus on complex needs to ensure that many more women and girls in Leeds are empowered to live healthier and safer lives.

17 Restricted funds **(Continued)**

Prior year	Balance at 1 April 2019	Movement in funds Income	Expenditure	Transfers	Balance at 31 March 2020
	£	£	£	£	£
Invest and Transform Programmes	3,733	42,583	(46,316)	-	-
BBC Children in Need	5,437	34,149	(34,762)	-	4,824
Henry Smith Charity	15,000	20,000	(35,000)	-	-
Community Fund	9,745	98,328	(96,959)	-	11,114
Charles Hayward Foundation	-	12,000	-	-	12,000
NHS Leeds CCG	-	153,863	(127,225)	-	26,638
Garfield Weston	-	5,000	(5,000)	-	-
Jimbo's Fund	809	2,500	(3,309)	-	-
Women's Lives Leeds	-	43,063	(43,063)	-	-
The Brelm's Trust CIO	-	3,000	(3,000)	-	-
Bromley Trust	-	15,000	-	-	15,000
Comic Relief	-	47,436	(36,567)	-	10,869
Ministry of Justice	-	92,400	(92,400)	-	-
The Pilgrim Trust	-	15,077	(13,422)	-	1,655
	34,724	584,399	(537,023)	-	82,100

18 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2019	Transfers	Balance at 1 April 2020	Transfers	Balance at 31 March 2021
	£	£	£	£	£
Maternity Leave Fund	-	17,000	17,000	-	17,000
Future Service Development Fund	-	10,000	10,000	15,000	25,000
Contingency Fund	-	55,299	55,299	1,000	56,299
40th Anniversary Research Fund	-	20,000	20,000	-	20,000
Building Fund	-	15,000	15,000	28,674	43,674
	-	117,299	117,299	44,674	161,973

Purposes of designated funds:

Maternity Leave Fund - Provision for supporting maternity leave.

Future Service Development Fund - Provision for developing services for marginalised groups who are not served by mental health services with a view to evidencing outcomes.

Contingency Fund - Provision to respond in short term to unforeseen circumstance.

40th Anniversary Research Fund - Provision for additional research.

Building Fund - Provision to secure stable sustainable premises for the Service.

19 Analysis of net assets between funds

	Net current assets 2021	Total 2021	Net current assets 2020	Total 2020
	£	£	£	£
Restricted Funds	9,322	9,322	82,100	82,100
Unrestricted Funds	32,153	32,153	9,066	9,066
Designated Funds	161,973	161,973	117,299	117,299
	203,448	203,448	208,465	208,465

20	Cash generated from operations	2021 £	2020 £
	(Deficit)/surplus for the year	(5,017)	73,127
	Adjustments for:		
	Investment income recognised in statement of financial activities	(116)	(1,166)
	Movements in working capital:		
	(Increase)/decrease in debtors	(11,144)	42,288
	Increase/(decrease) in creditors	183,374	(31,147)
	Cash generated from operations	167,097	83,102

The charity had no debt during this or the previous year.

21 Comparative Statement of Financial Activities

	Unrestricted funds £	Restricted funds £	Total 2020 £
Income from:			
Grants, donations and legacies	15,066	387,473	402,539
Charitable activities	144,570	196,926	341,496
Investments	1,166	-	1,166
Total income	160,802	584,399	745,201
Expenditure on:			
Charitable activities	135,051	537,023	672,074
Net movement in funds	25,751	47,376	73,127
Fund balances at 1 April 2019	100,614	34,724	135,338
Fund balances at 31 March 2020	126,365	82,100	208,465