

FAMILIES MATTER Counselling and Support Services Operating Report after year 8

Introduction.

This report outlines the activity of Families Matter Counselling And Support Services over the last year, December 2019 to December 2020. The service provides Counselling And Support Services to children primarily but also to their families.

Families Matter Counselling and Support Services provide free counselling for children and families in the Furness and South Lakes area. We work with families who are in need of but would be excluded from if they had to pay for, counselling. We have just reached the end of our eighth year. Families Matter is a constituted Registered Company Ltd by guarantee (Number 08208848) with charitable aims and also a registered Charity (Number 1153446).

Service Philosophy And Counselling Approach.

Counselling offers a range of interventions, the purpose of which is to contact, support and mobilise the inner resources of the client. Sometimes this involves counselling more than one member of the family especially in our service as often our clients are children and don't have the same level of autonomy as adults.

Contact between client and Counsellor is the foundation of the counselling process. The therapeutic relationship aims to create a safe environment for the client to explore their problems and pain and to take steps towards a solution and healing. The quality of the relationship is the primary therapeutic tool in the counselling.

In an effective therapeutic relationship, Counsellors support clients in accessing their emotional, cognitive, physical and spiritual resources for living so that they can take fuller charge of themselves and their lives, and approach both current and future problems from a stronger and more resourceful state.

The mobilisation of a persons inner resources can enable them to make creative and appropriate changes in their lives, and to heal past emotional wounds. They can take from counselling, not only solutions to, or acceptance of current difficulties, but also the ability and confidence to live more fully and happily in the future.

Often with Families Matter the client is the family. When we see the family system as the client it looks at everyone and with the work we do it sheds some light on hidden family dynamics and issues, once these are highlighted it allows the whole family system to breathe better and with the new awareness make positive changes.

The counselling that we provide is primarily short-term and in the main restricted to six sessions. The main exception to this is if the counselling is being paid for by another agency or the individual. This is made clear at the beginning of the counselling relationship. A small proportion of clients do go beyond these six sessions, by negotiating with the Clinical lead, when both the client and the Counsellor consider there is good therapeutic benefit to do so. The counselling takes place at a variety of venues that Families Matter use free of charge usually the place where the referral came from e.g. School or doctors surgery. The counsellors work with the whole range of issues brought to counselling.

Families Matter Organisation.

Families matter has a strong board of Trustees who all come from backgrounds of working with children and families and six qualified sessional Counsellors who are experienced in working with children / young people and families.

Trustees x 4
Clinical Lead Counsellor x 1
Counsellors x 6

All the Counsellors have one and a half hours of clinical supervision monthly and follow the British Association For Counselling And Psychotherapy code of ethics and are members of the BACP. The therapists have regular therapists meetings together. All Counsellors and Trustees have been DBS cleared and have insurance.

We have defined the core skills needed by our team, and have mapped where training is needed to develop and extend these skills. We hope this year to access some funding possibilities to help fund the training needs of the counsellors to be able to provide a fuller menu particularly to children and Families. We would like to train one or more of the counsellors to become a traditional systemic Family psychotherapist. We would also like to train one or more of the counsellors in family mediation. I will go into this further in the section about Families Matter future.

The individual Counsellors continue to be committed to their professional development and attend CPD training at their own cost in line with guidance of the BACP. This year again we have also funded the counsellors to access the BACP CPD hub. This is an online resource for therapists to access CPD from the BACP web site.

Our business model is such that almost all our funding is spent on seeing clients. We have developed a system for recording statistical data.

We have continued to work hard this year to manage waiting times and to reduce wasted appointments in our service. We are still, on the whole, managing to see people within two weeks of receiving the referral (often much sooner). We have adopted an opt in approach to all non self referrals. We tell the client that we have received a referral for them. We ask them to fill in and return the opt in slip. If we don't hear back from them, we discharge them. Also if the client misses an appointment, we write and ask them to get in touch if they still require our service. This has helped streamline our service but remain loyal to the person centred ethos, empowering the client. It is still clear that those referrals we receive from individuals themselves are the ones where we have percentages in the high nineties of attendance.

Working with other organisations.

We have worked closely with CAMHS all year again, taking referrals, negotiating what is appropriate and what is not for Families Matter to take via the spot purchase agreement. Over the last twelve months we have had a lot of referrals from CAMHS under the spot purchase agreement. This has worked well for everyone involved especially the client. CAMHS have been able to get on with the tier three work and speeded up appointments offered to tier three. Families Matter have been able to offer tier two patients an appointment usually in significantly less time than two weeks. The clients are offered as many sessions as they need to work through their emotional distress. Families Matter offer a model of family therapy based on the work of Bert Hellinger's Family Constellations model. This is used in the sessions with both families and individuals.

Families Matter has been able to generate an income to use with clients who have come to the service through other routes.

Families Matter continue to refer on to other agencies if the other services meets the needs of clients more specifically than Families Matter.

All the income generated in this way is used to fund free counselling and support to families who would not otherwise access the support they need.

We are receiving more and more referrals from agencies that either don't offer the Family therapy that Families Matter offer or they are so stretched themselves that they are looking for other agencies to offer support that they cant offer. This is a good system on one hand but also has the potential for Families Matter to become a victim of their own success. Families Matter have limited resources too and if we take all the work on that they get asked to take on by other agencies, then Families Matter could not sustain this. So we very carefully gate-keep the referral system.

Monitoring & Evaluation.

The information taken from the referral form and Client feedback forms is taken and input onto a database so as to monitor outcomes. This data has been used to measure the effectiveness of the service both for Families Matter and also for funders.

We are currently looking at our outcomes, with a view to tighten this up and gain more measurable outcomes, we have developed and are using a new more robust data base system.

Referrals.

Referrals are taken over the phone, via our website or by post. Families Matter have again this year also taken referrals from other agencies. When we take a referral from an agency that we have a spot purchase agreement with, this has generated an income to help us support Families Matter.

Referrals are taken by the clinical lead and then given to the most appropriate counsellor for the client.

Pandemic & poverty

At the beginning of this year came the Covid-19 pandemic. This brought about unimaginable difficulties. We were no longer able to see clients face to face or run groups. We continued to see clients over various platforms on the internet and over the telephone. This was a new way of working for most. We managed to on the whole make it work. In some ways it had the benefit of some clients being more able to take risks early on, talking about things easier, as they weren't sat with you and didn't feel as awkward at the start as some can do. It also had the downside of possibility missing some of the unsaid things and our molecules not mixing in the same space and all that comes with that.

The pandemic also brought home the level and depth of poverty that some of our local community are living in. When these families were faced with feeding the children that were on free school lunches themselves, the panic was like another pandemic of its own. When families already on the breadline were having their wages subsidised up to 80%, this meant that so many families went under and had to start missing meals and in some cases, missing more meals than already experiencing. We gave out food and food vouchers to some families, we even crowdfunded to raise money to support doing this. We have used some of that money to buy (from In Kind direct) essential hygiene items (such as toilet rolls, hand wash, sanitary products, shampoo, toothpaste, kitchen and bathroom cleaning products, washing up liquid, toilet cleaner, clothes washing liquid, baby wipes, hand sanitiser, body wash, face masks and hand sanitiser etc).

Since the lockdown began in March, we have provided the hygiene essentials for many local families in need (£1500 worth of goods), provided a fridge/freezer and a washing machine and have given Tesco/Asda/Aldi vouchers when families have literally had no food in the house. We are coming across families every week who are struggling to meet even their most basic needs, people who have lost their jobs, people who have reached their limit of being helped three times by the food bank, people who are in genuine need. If the basic needs are not being met, how can people work through other issues? Being hungry is the primary issue. We latched onto other organisation who were giving out food and other help to help feed the families we were in contact with. One of the grants we were awarded was for running groups that we were no longer able to run, we are currently in discussion about how to proceed until the end of the pandemic where we will be able to re-introduce our group work.

Summary of year eight of Families Matter.

We received a generous donation of £10000 from Francis C Scott, who have kindly supported us since we opened.

The Sir John Fisher Foundation kindly donated £10000, who have also supported us for a very long time.

Orsted awarded us £30000 to work specifically with male clients. The project is as follows: a gap was evident in the support for males experiencing emotional distress. Families Matter reach a higher than average percentage of males. This outcome seems facilitated by access to our team of skilled predominantly male therapists. The project uses four layers to fill the gap and aim to reduce male suicide.

1. Group work specifically for new fathers. New fathers experience post natal depression having a trans-generational effect on the children in adulthood, this groupwork would break the cycle.

2. Group work with fathers and children together.

3. Work with adolescent males to train them in the use of counselling skills/listening skills. This is a 30 hour training programme filling the gap seen where young people feel the need to be supported securely whilst their peers are not sufficiently emotionally mature to fill this gap.

4. Groupwork with men, a robust programme to support men in being a man.

The Covid virus interrupted this programme starting and Families Matter are currently in discussion with ORSTED about how to proceed.

Liz Jackson, Tony Waitson, Margaret Mawdsley & Jane Steventon, our trustees and one of our previous trustees, kindly donated towards this year's Christmas gifts for children.

Two of the counsellors donated £50 each towards Christmas presents for children.

We have seen 289 families this year, providing counselling for children, counselling for children and families together, and individual and relationship counselling for parents and other family members. This is a decrease in the yearly amount of families seen, this is largely due to the decrease in referrals from CAMHS using the spot purchase. The demand for the service is high and we gate-keep the service very well to make sure the services is accessed by families that would benefit from the service whilst making sure statutory services still fulfil their obligation and not pass the burden to Families Matter of plugging a gap that should be filled by themselves. This is now becoming very tricky. It seems families are being advised to self refer and circumvent any spot purchase agreements in place.

We have been working with children and family members in schools, community centres, and children's centres to work right within the community, and this reduces our outgoings. Over 90% of the income of Families Matter has been used on the counselling and group work that we have provided.

We will continue to fundraise in order to be able to offer our services in the community. and are making links with other organisations. We are still commissioned by CAMHs to undertake some of the work. Mainly we have been focusing on our work with the families. We have been fortunate to receive some very good support during the year, that has enabled us to provide counselling and support services where it is needed.

This year we have seen from December 2019 to December 2020

Clients seen: 289

Female: 135

Male: 154

Age of clients:

0-4: 11

5-9: 30

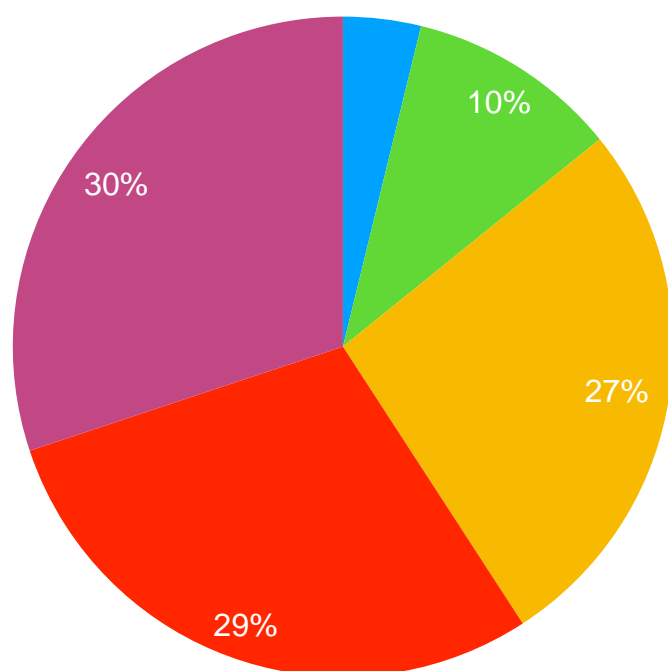
10-15: 77

16-18: 84

Adults: 87

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■ 0-4yrs ■ 5-9yrs ■ 10-15yrs ■ 16-18yrs ■ Adult



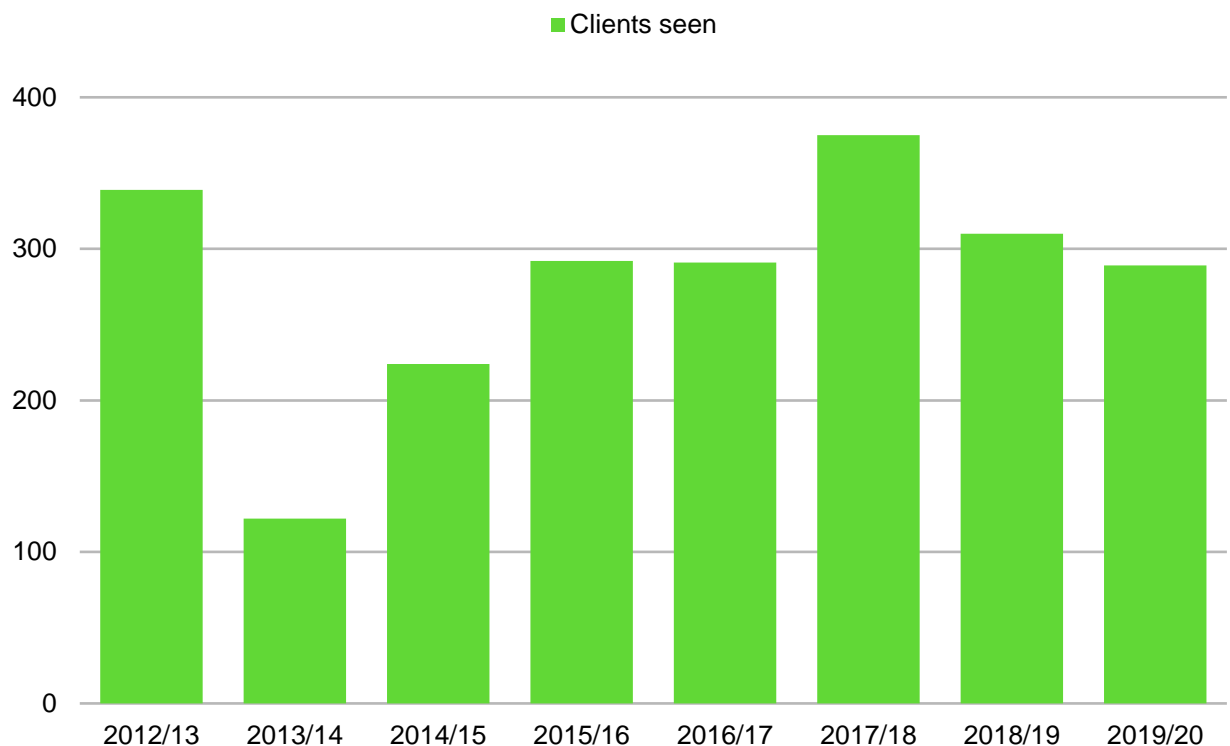
Referred by:
 Self: 131
 School: 80
 Social care: 22
 Health: 56

Since starting we have seen

	2012/13	2013/14	2014/15	2015/16	2016/17.	2017/18	2018/19	2019/20	To- tal
Clients	339	122	224	292	291	375	310	289	2242
Male	110	60	78	129	145	197	180	154	1053
Female	229	62	146	163	146	178	130	135	1189
0-4 years old	6	0	0	2	7	11	15	11	52
5-9 years old	37	20	28	36	30	37	39	30	257
10-15 years old	89	48	113	172	156	158	98	77	911
16-18 years old	10	16	19	37	32	99	98	84	395
Adults	197	38	64	45	66	69	60	87	627
Referred by									
Self	200	60	106	99	165	171	120	131	1052

School	110	52	47	44	54	91	90	80	568
Social care	20	8	4	11	12	26	14	22	117
Health	9	2	67	138	60	87	86	56	505

They have all been seen in Furness / South Lakes.



In our previous annual reports, we highlighted the way men are at risk, particularly when they are 4 out of 5 suicides. We noticed that we continued to get a higher percentage of males referred to our service this year too. I highlighted in the year before last years report how perhaps men need at times to see a man and I used the example how so many other cultures the men spend time together and talk about things in their life and get support (emotional and practical) from each other and the women spend time together doing the same. When a male comes for counselling and is met by another male, there is a dynamic at work that is not really tangible.

We currently have 50% male counsellors and 50% female.

Nationally statistically 75% of clients are female and only 25% male.

Families Matter have again bucked this trend, Families Matter have seen;

2012 32% male

2013 49.18%

2014 35%

2015 45%
2016 50%
2017 53%
2018 58%
2019 53%

This year again, we have seen many families. We have been told on a number of occasions that we are the only service offering any kind of Family therapy/counselling in the area. Both CAMHS and Bernardos have told us we are the only service offering family therapy, and as a result we get a lot of referrals for families.

Families Matter Future

Families Matter have reached a point where they would like to fill in some of the gaps in their own service and provide a wider menu to reach some of the more difficult clients to reach and to reach the ones that are currently off limits to Families Matter.

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- Provide assessments for adopted children and adults.
- Provide the therapeutic work for adopted children and adults.

Only registered adoption support agencies are permitted to provide counselling to adopted children or adults. Currently this service is bought in from out of the county at an astronomical cost. We would like to go through the process and become an adoption support agency.

We also feel it would be helpful to have at least one family mediator in the service. This could prove helpful to have in some family situations or even organisational conflict situations. Again this is a service that when a couple reach irreconcilable difference and decide to divorce, they must try and engage with mediation. This service is also currently bought in from out of the area too.

Families Matter are clearly very good at engaging men as the statistics show. Built on this and a clear interest from some of the counsellors in developing this. We would like to run groups particularly targeting young men who are most at risk. In the report 2017 we highlighted the desperate need and why the need is so high for this.

We have been successful in being awarded some money to run the male groups, as already stated Covid has interrupted this. Hopefully when the virus is no longer an issue, we will be able to continue this work.

- Run a group for boys to become peer listeners.
- Run a personal development group for boys/young men.
- Run a group for Dads and their children.

We will try and access a funding stream to help cover the costs of these trainings and the process of becoming an adoption support agency. This way we will be able to move forward with these ideas.

Case study 1

Impact of Covid-19

Like every other service this year COVID-19 has taking priority over how we safely deliver our therapeutic service. As a therapist the landscape has changed to make way for a new way of working. Of developing a practice that now involves using and navigating technology. My new way of working includes using Zoom, Teams and FaceTime as well as using the telephone.

Introducing this new way of working has meant I have lost a number of my younger clients as their parents felt that their children would struggle with the online aspect and decided to stop counselling until the pandemic was over.

Some clients, like myself, were hesitant at first about using Zoom but were willing to give it a go. My experiences of Zoom and using the telephone are very different to that of working 1-1. As a therapist working 1-1 involves the use of body language, the senses, and working with the unsaid things to name just a few. Online therapy is very different in some respects. When using Zoom you have to become aware of the small lag in time between speaking, low lighting can mask body language and sometimes families busy life can interrupt a session even with the best will in the world to keeping their sessions as private as they can. With that said, online therapy has worked well. The convenience of working from home allows more freedom and flexibility for people. Clients although still anxious at the start of our work are comforted by being in their own home, in many cases this feeling safe has somehow enabled clients to develop trust much more quickly within the therapeutic relationship.

Case study

Presenting issues:

Client is in their early 30's and has for half their life struggled with OCD. The client's OCD behaviours are now having an emotional impact on how she lives her life. In addition to this my client struggles with social situations in particularly making friends.

The client's world:

Understanding how the client views and experiences their world is an essential part of therapy. Growing up the client often felt different. Primary school was often tricky and struggled making friendships, this often left my client feeling lonely and an outsider. Bullying on and off through primary and secondary compounding her feelings of being different, and increasing levels of anxiety interfered with how she coped. As a teenager my client had a major operation which came on the back of years of being in pain and professionals misdiagnosing her illness. It was during her teenage years my client started to develop obsessive coping

strategies. A number of years later my client experienced work place harassment and bullying this caused my client extreme stress and anxiety which eventually resulted in a psychosis.

After seeking professional help she was diagnosed with ASD. Autistic Spectrum Disorder is a neuro development disability. The neuro development aspects of ASD can impact in terms of daily life and daily functioning. The diagnosis allowed her to understand why she found it so difficult growing up. Her world had been surrounded by a lack of understanding, discrimination and struggling to find connectedness.

What the client wanted:

The client wanted to find ways in which to manage her OCD and not to feel so overwhelmed by powerful feelings and thoughts.

Working in an integrative way:

My client has had some input from adult mental health in the form of cognitive behavioural therapy and this has been helpful and allowed her to develop helpful strategies for self care. Often children and adults with ASD often show high anxiety in all social situations and find conversation difficult.

Giving my clients past traumatic experiences it was important to voice that I wanted to help in a way that supports her needs and explored how we can do this within 6 sessions. It was decided that we would move forward with a mix of person centred therapy whilst giving my client tools to navigate and develop an awareness of the different levels of her anxiety and how this impacts on how her body reacts. This allowed for her strong sense of needing structure and order a trait of her ASD. I introduced breathing and mindfulness and how the brain works during situations that cause high stress. Our work looked to explore using a The incredible Five point scale that enables a person to become aware of the different levels our bodies and emotions go through. The therapeutic work explored her strong thoughts associated with her OCD. The client found that her coping strategies used as child do not have the same impact as an adult.

Our work together felt very much like weaving a patch work quilt, acknowledging the past and how it influences the present, then weaving reflection and connection not just with me but with the parts of herself that have been very much misunderstood. As our connection with each other grew her braveness started to shine through. She explored asking questions and sharing interests - all the things that she struggles with in social situations. As our work progressed strong thoughts of 'should' started to appear in the threads of our conversations, they appeared to pull the client into feelings of guilt and shame and often felt too powerful to control. Exploring this deeper allowed for some of the energy and control to disperse into fragments as she connected the thoughts to herself as a teenager and managing all those stressful times. It felt that she had made some space for being more understanding and compassionate towards that part of herself who tried to do the best she could with what she knew at the time.

Next steps:

Our work is complete and my clients next steps she has said is that she would like to make new friends. She asked if I knew of any services that would help, as Covid-19 has meant many of the groups are not available. I passed on details about Women's Community Matters and how they would be able to support her in this, although their work at the moment is

done by telephone due to Covid-19. It is at this point in our work we often don't find out what happens next but trust in the client to find their way, is part of therapy.

Case Study Two

Case study November 2020

Counsellor Helen Beech

All identifiable information has been changed for reasons of confidentiality.

The client attended 35 sessions.

The client will be known as Graham,

The overview of client issues;

Graham struggled in their relationship with their children, they felt anxious and found it difficult to sleep.

As the counselling relationship developed it became clear that Grahams 'worth seemed to depend on others, when exploring themselves in relationship they often felt 'never good enough 'always trying to be something that they thought others wanted them to be, an external locus of evaluation, as a child they had been called difficult and that inner critic seemed to be their loudest configuration of self, their life appeared full of self loathing and creating an environment that confirmed this, they felt a failure as parent, a failure as a partner, never able to sustain a long term relationship. Graham felt he had been a failure as a child. As Graham experienced the compassion of another person hearing them, he began to see that he is worthy of love, nurturing the compassion that is within him.

At session 20 we had to move from face to face work, this was due to the Covid 19 lockdown, Graham decided telephone sessions would be more suited to him, we spent the following 3 sessions working with the feelings around lockdown, the pandemic including the fears of contracting the virus, the impact on their life and feelings around the deprivation of their liberty, how all this had an impact on family life.

There were times when I felt stuck in Grahams process, having feelings that I was failing in this therapeutic relationship, this person had gained huge insight, however their journey seemed to be extremely slow, it felt like 2 steps forward and 10 steps back, with a pandemic thrown in too.

During supervision, I made a comment to my supervisor about feeling so stuck it was like wading through treacle, we explored it together, my supervisor asked me 2 questions, very simple questions. How does Graham process? Do they think, feel, then act, or do they act, think, then feel? Or even feel, think then act? How did they live in their world and then secondly how did I process? Here was my opportunity to acknowledge a possible way of being stuck. Did we both process differently and as such was this impacting my ability to see the whole picture of the clients 'way of being. I know I am guided by my feelings, I am never quick to act, and I tend to consider things first.

During our next session, Graham and I explored his way of processing, the following week he reflected on this again, now he had an awareness of how he processed, he had a greater understanding, he had begun to really notice a pattern and wanted to make

changes, he had turned a corner, over the next 5 sessions we explored and reflected on the changes that were taking place in his life, his openness to experience and his greater understanding that when things don't always go to plan it is an opportunity for learning not seeing himself as a complete failure. When we discussed ending, Graham made the decision to make the time between sessions longer to prepare for ending and when the final session arrived he reflected on the tools he had gained and felt excited about the future. I have also gained insight; being stuck doesn't always mean the work is not being done; sometimes being stuck is the work.

Finances

An ongoing feature of Families Matter is that because we do not own premises, our costs associated with running the charity are very low, so over 96% of our income is used to fulfil our charitable objectives, namely providing counselling services. We contend this provides significant value for money and should be attractive to donor organisations.

Please see the treasurers report for more financial details.

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

30 SEPTEMBER 2020

Company registered number 08208848

Charity registration number 1153446

KNOX ACCOUNTING

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

30 SEPTEMBER 2020

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The following page does not form part of the statutory accounts:

7	Trading and profit and loss account
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FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****Report of the directors**

The directors present their annual report and financial statements for the year ended 30 September 2020.

PRINCIPAL ACTIVITY

The principal activity of the company during the period was the advancement of health by the promotion of emotional well being, improving mental health and reducing the impact of poverty in the Furness and South Lakes area.

No material uncertainties that may cast significant doubt about the ability of the company to continue as a going concern have been identified by the directors

CHARITABLE STATUS

The company is a registered charity number 1153446.

DIRECTORS

The directors who served during the year were as follows:

M Mawdsley

J A Drake

E A Jackson

J Steventon

The above report has been prepared in accordance with the small companies regime of the Companies Act 2006.

**Signed on behalf
of the board**

**Margaret Mawdsley
Secretary**

30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****Statement of directors responsibilities**

The directors are responsible for preparing the annual report and the accounts in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each year.

Under that law the directors have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The accounts are required by law to give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these accounts, the directors are required to:

select suitable accounting policies and then apply them consistently;

make judgments and estimates that are reasonable and prudent;

prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.

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

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**ACCOUNTANTS' REPORT
ON THE UNAUDITED FINANCIAL STATEMENTS TO THE BOARD OF DIRECTORS OF****FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**

In order to assist you to fulfill your duties under the Companies Act 2006, we have compiled the financial statements of the company which comprise the Income and Expenditure Account and Balance Sheet and the related notes from the accounting records and information and explanations you have given to us.

This report is made to the company's Board of Directors as a body in accordance with the terms of our engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the company's Board of Directors that we have done so, and state those matters that we have agreed to state to them in this 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 company and the company's Board of Directors, as a body, for our work or for this report.

You have acknowledged on the balance sheet your duty to ensure that the company has kept proper accounting records and to prepare financial statements for the year ended 30 September 2016 that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the period.

We have not been instructed to carry out an audit of the financial statements. For this reason we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial statements.

The logo for Knox Accounting, featuring the word "Knox" in a stylized, handwritten-style font.

**Knox Accounting
1 Abbey Road
Barrow in Furness
Cumbria
LA14 1XH**

30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED

30 SEPTEMBER 2020

	Notes	Restricted	Unrestricted 2020 £	Total	2019 £
INCOME	1,2	-	38,902	38,902	63,909
LESS:					
Operational Costs			41,821	41,821	53,351
Administration Costs		-	4,325	4,325	4,689
SURPLUS/(DEFICIT) FOR THE YEAR BEFORE INTEREST	3	-	(7,244)	(7,244)	5,869
Interest payable		-	-	-	-
SURPLUS/(DEFICIT) FOR THE YEAR AFTER INTEREST		-	(7,244)	(7,244)	5,869
Total funds brought forward		-	26,257	26,257	20,388
Total funds carried forward		-	19,014	19,013	26,257

The notes on pages 6a and 6b form part of these accounts

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

BALANCE SHEET AS AT

30 SEPTEMBER 2020

		2020		2019	
		£	£	£	£
	Notes				
FIXED ASSETS					
Tangible Assets	4		1,618		-
CURRENT ASSETS:					
Trade debtors			-		11,650
Cash at Bank and in hand			17,543		14,756
			<u>17,543</u>		<u>26,406</u>
CURRENT LIABILITIES:					
CREDITORS: Amounts Falling					
Due Within One Year	5		<u>150</u>		<u>150</u>
NET CURRENT ASSETS			<u>17,393</u>		<u>26,257</u>
TOTAL ASSETS			<u><u>19,013</u></u>		<u><u>26,257</u></u>
SHARE CAPITAL AND RESERVES					
Share Capital	6		-		-
Restricted Funds	7		-		-
Unrestricted Funds	7		<u>19,013</u>		<u>26,257</u>
			<u><u>19,013</u></u>		<u><u>26,257</u></u>

The notes on pages 6a and 6b form part of these accounts

The accounts have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

For the financial year ended 30 September 2020 the company was entitled to exemption from audit under section 477 Companies Act 2006, and no notice has been deposited under section 476B(2).

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records which comply with section 386 of the Act and preparing accounts which give a true and fair view of the state of affairs of the company as at the year end and of its profit for the financial year in accordance with the requirements of sections 393 and 394 and which otherwise comply with the requirements of the Companies Act 2006, so far as applicable to the company.

Signed on behalf of the board

J A Drake
Director

Approved by the board of directors: 30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED
30 SEPTEMBER 2020**

NOTE 1 ACCOUNTING POLICIES

a Basis of Accounting

The accounts have been prepared in accordance with appropriate accounting standards and under the historical cost convention. The accounts have also been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005).

b Turnover

Income comprises of grants and donations received during the year except when donors specify that amounts given to the charity may be used in future accounting years, the income is deferred until those years.

c Tangible Fixed Assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

Office Equipment	33.3% straight line over three years
------------------	--------------------------------------

NOTE 2 INCOME

In the period to 30 September 2014 none of the company's income was derived from outside the United Kingdom.

NOTE 3 EXCESS OF INCOME

The surplus of income is stated after charging:

	2020	2019
	£	£
Depreciation of owned assets	<u>180</u>	<u>1,069</u>

NOTE 4 TANGIBLE FIXED ASSETS

	Office Equipment	Total
Cost		
At 1 October 2020	-	-
Additions	<u>1,799</u>	<u>1,799</u>
At 30 September 2019	<u>1,799</u>	<u>1,799</u>
Depreciation		
At 1 October 2020	-	-
Charge for year	<u>180</u>	<u>180</u>
At 30 September 2019	<u>180</u>	<u>180</u>
Net Book values		
At 30 September 2019	<u>1,618</u>	<u>1,618</u>
At 30 September 2020	<u>0</u>	<u>0</u>

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED
30 SEPTEMBER 2020**

NOTE 5 CREDITORS: Amounts falling due within one year

	2020	2019
	£	£
Trade Creditors	0	0
Accruals	150	150
Grants in advance	-	-
	<u>150</u>	<u>150</u>

NOTE 6 SHARE CAPITAL

The company is limited by guarantee and therefore has no share capital.

NOTE 7 RESERVES

	Restricted	Unrestricted	Total
At 1 October 2020	-	26,257	26,257
Excess of income for the period	<u>-</u>	<u>(7,244)</u>	<u>(7,244)</u>
At 30 September 2019	<u>-</u>	<u>19,013</u>	<u>19,013</u>

NOTE 8 GRANTS RECEIVED

	2020	2019
	£	
Sir John Fisher	10,000	14,024
Frances C Scott Trust	<u>10,000</u>	<u>20,000</u>
	<u>20,000</u>	<u>34,024</u>

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED

30 SEPTEMBER 2020

	2020		2019	
	£	£	£	£
INCOME SOURCES:				
Grants		20,000		31,000
Donations		1,702		859
Fees Received		17,200		32,050
Fundraising income		-		-
Interest Received		-		-
		<u>38,902</u>		<u>63,909</u>
DIRECT CHARITABLE EXPENDITURE:				
Counselling costs	40,470		49,900	
Training costs	18		-	
Cooking club	-		1,004	
Youth self care	439		17	
Young people	97		-	
Travelling	510		1,011	
Fees and licenses	90		250	
Telephone	10		30	
Stationery & Postage	8		71	
Depreciation	180		1,069	
	<u>41,821</u>		<u>53,350</u>	
	(2,919)		10,559	
ADMINISTRATION COSTS				
CRB fees	-		163	
Administration costs	3,743		3,525	
Insurances	-		437	
Advertising	23		-	
Legal and professional fees	-		-	
Bank charges	-		-	
Accountancy	308		203	
Computer consumables	-		-	
Donations	250		360	
	<u>4,325</u>		<u>4,689</u>	
SURPLUS/(DEFICIT) FOR THE PERIOD		<u>(7,244)</u>		<u>5,870</u>

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****CLIENT APPROVAL**

I confirm that I am in agreement with the financial statements on pages 1 to 6, which show the following results:

	2020	2019
	£	£
Turnover	38,902	63,909
Net surplus	(7,244)	5,870
Corporation tax payable	-	-
Dividends	-	-
Share capital	-	-
Accumulated reserves	19,012	26,257
Balance sheet total	19,013	26,257

I further confirm that I am agreeable to a copy of the relevant accounts being submitted to HMRC, along with the Company's Corporation Tax return form CT600, and an abbreviated set to Companies House.

J A Drake
Director

Dated **30 April 2021**

7 April 2021

Private and Confidential
Ms J A Drake
Families Matter Counselling and Support Services Limited
86 Rusland Crescent
Ulverston
Cumbria
LA12 9LZ

Invoice No. 1251/04/2021

To professional services rendered in connection with:

Accounts year ended 30 September 2020

Examining accounting records

Preparation of year end accounts

Preparation of corporation tax computation

Completion of corporation tax return form CT600

Sundry discussions, correspondence, meetings, telephone calls to date

Fee	125.00
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VAT @ 20%	25.00
-----------	-------

Total due	<u>£ 150.00</u>
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Payment due on presentation - thank you!

Please pay direct:	HSBC plc
	Manchester Branch
	Sort Code 40 31 17
	Account Number 51553879
	Account name Knox Accountants Limited

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

30 SEPTEMBER 2020

Company registered number 08208848

Charity registration number 1153446

KNOX ACCOUNTING

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

FINANCIAL STATEMENTS

FOR THE YEAR ENDED

30 SEPTEMBER 2020

Contents

Page

1	Report of the directors
2	Statement of directors responsibilities
3	Accountants report
4	Profit and loss account
5	Balance sheet
6	Notes to the accounts

The following page does not form part of the statutory accounts:

7	Trading and profit and loss account
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FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****Report of the directors**

The directors present their annual report and financial statements for the year ended 30 September 2020.

PRINCIPAL ACTIVITY

The principal activity of the company during the period was the advancement of health by the promotion of emotional well being, improving mental health and reducing the impact of poverty in the Furness and South Lakes area.

No material uncertainties that may cast significant doubt about the ability of the company to continue as a going concern have been identified by the directors

CHARITABLE STATUS

The company is a registered charity number 1153446.

DIRECTORS

The directors who served during the year were as follows:

M Mawdsley

J A Drake

E A Jackson

J Steventon

The above report has been prepared in accordance with the small companies regime of the Companies Act 2006.

**Signed on behalf
of the board**

**Margaret Mawdsley
Secretary**

30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****Statement of directors responsibilities**

The directors are responsible for preparing the annual report and the accounts in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each year.

Under that law the directors have elected to prepare the accounts in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The accounts are required by law to give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing these accounts, the directors are required to:

select suitable accounting policies and then apply them consistently;

make judgments and estimates that are reasonable and prudent;

prepare the financial statements on a going concern basis unless it is inappropriate to presume that the company will continue in business.

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

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**ACCOUNTANTS' REPORT
ON THE UNAUDITED FINANCIAL STATEMENTS TO THE BOARD OF DIRECTORS OF****FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**

In order to assist you to fulfill your duties under the Companies Act 2006, we have compiled the financial statements of the company which comprise the Income and Expenditure Account and Balance Sheet and the related notes from the accounting records and information and explanations you have given to us.

This report is made to the company's Board of Directors as a body in accordance with the terms of our engagement. Our work has been undertaken so that we might compile the financial statements that we have been engaged to compile, report to the company's Board of Directors that we have done so, and state those matters that we have agreed to state to them in this 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 company and the company's Board of Directors, as a body, for our work or for this report.

You have acknowledged on the balance sheet your duty to ensure that the company has kept proper accounting records and to prepare financial statements for the year ended 30 September 2016 that give a true and fair view under the Companies Act 2006. You consider that the company is exempt from the statutory requirement for an audit for the period.

We have not been instructed to carry out an audit of the financial statements. For this reason we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial statements.

The logo for Knox Accounting, featuring the word "Knox" in a stylized, handwritten-style font.

**Knox Accounting
1 Abbey Road
Barrow in Furness
Cumbria
LA14 1XH**

30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED

30 SEPTEMBER 2020

	Notes	Restricted	Unrestricted 2020 £	Total	2019 £
INCOME	1,2	-	38,902	38,902	63,909
LESS:					
Operational Costs			41,821	41,821	53,351
Administration Costs		-	4,325	4,325	4,689
SURPLUS/(DEFICIT) FOR THE YEAR BEFORE INTEREST	3	-	(7,244)	(7,244)	5,869
Interest payable		-	-	-	-
SURPLUS/(DEFICIT) FOR THE YEAR AFTER INTEREST		-	(7,244)	(7,244)	5,869
Total funds brought forward		-	26,257	26,257	20,388
Total funds carried forward		-	19,014	19,013	26,257

The notes on pages 6a and 6b form part of these accounts

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

BALANCE SHEET AS AT

30 SEPTEMBER 2020

		2020		2019	
		£	£	£	£
	Notes				
FIXED ASSETS					
Tangible Assets	4		1,618		-
CURRENT ASSETS:					
Trade debtors			-		11,650
Cash at Bank and in hand			17,543		14,756
			<u>17,543</u>		<u>26,406</u>
CURRENT LIABILITIES:					
CREDITORS: Amounts Falling					
Due Within One Year	5		<u>150</u>		<u>150</u>
NET CURRENT ASSETS			<u>17,393</u>		<u>26,257</u>
TOTAL ASSETS			<u><u>19,013</u></u>		<u><u>26,257</u></u>
SHARE CAPITAL AND RESERVES					
Share Capital	6		-		-
Restricted Funds	7		-		-
Unrestricted Funds	7		<u>19,013</u>		<u>26,257</u>
			<u><u>19,013</u></u>		<u><u>26,257</u></u>

The notes on pages 6a and 6b form part of these accounts

The accounts have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

For the financial year ended 30 September 2020 the company was entitled to exemption from audit under section 477 Companies Act 2006, and no notice has been deposited under section 476B(2).

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Signed on behalf of the board

J A Drake
Director

Approved by the board of directors: 30 April 2021

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED
30 SEPTEMBER 2020**

NOTE 1 ACCOUNTING POLICIES

a Basis of Accounting

The accounts have been prepared in accordance with appropriate accounting standards and under the historical cost convention. The accounts have also been prepared in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008) and the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP 2005).

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Income comprises of grants and donations received during the year except when donors specify that amounts given to the charity may be used in future accounting years, the income is deferred until those years.

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Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life:

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In the period to 30 September 2014 none of the company's income was derived from outside the United Kingdom.

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The surplus of income is stated after charging:

	2020	2019
	£	£
Depreciation of owned assets	<u>180</u>	<u>1,069</u>

NOTE 4 TANGIBLE FIXED ASSETS

	Office Equipment	Total
Cost		
At 1 October 2020	-	-
Additions	<u>1,799</u>	<u>1,799</u>
At 30 September 2019	<u>1,799</u>	<u>1,799</u>
Depreciation		
At 1 October 2020	-	-
Charge for year	<u>180</u>	<u>180</u>
At 30 September 2019	<u>180</u>	<u>180</u>
Net Book values		
At 30 September 2019	<u>1,618</u>	<u>1,618</u>
At 30 September 2020	<u>0</u>	<u>0</u>

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

**NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED
30 SEPTEMBER 2020**

NOTE 5 CREDITORS: Amounts falling due within one year

	2020	2019
	£	£
Trade Creditors	0	0
Accruals	150	150
Grants in advance	-	-
	<u>150</u>	<u>150</u>

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	<u>20,000</u>	<u>34,024</u>

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED

INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED

30 SEPTEMBER 2020

	2020		2019	
	£	£	£	£
INCOME SOURCES:				
Grants		20,000		31,000
Donations		1,702		859
Fees Received		17,200		32,050
Fundraising income		-		-
Interest Received		-		-
		<hr/>		<hr/>
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	<hr/>		<hr/>	
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		(7,244)		5,870

FAMILIES MATTER COUNSELLING AND SUPPORT SERVICES LIMITED**FINANCIAL STATEMENTS****FOR THE YEAR ENDED****30 SEPTEMBER 2020****CLIENT APPROVAL**

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J A Drake
Director

Dated **30 April 2021**

7 April 2021

Private and Confidential
Ms J A Drake
Families Matter Counselling and Support Services Limited
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Cumbria
LA12 9LZ

Invoice No. 1251/04/2021

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Fee	125.00
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VAT @ 20%	25.00
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Total due	<u>£ 150.00</u>
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Payment due on presentation - thank you!

Please pay direct:	HSBC plc
	Manchester Branch
	Sort Code 40 31 17
	Account Number 51553879
	Account name Knox Accountants Limited