

Phoenix Health and Wellbeing

Charity number 1154273

Annual Report and Financial Statements for the year ended 31 March 2025



Phoenix Health and Wellbeing

Annual Report and Financial Statements for the year ended 31 March 2025

Contents	Page
Trustees' report	2 to 5
Examiner's report	6
Receipts and payments account	7
Statement of assets and liabilities	8
Notes to the accounts	9 to 10

Prepared by West Yorkshire Community Accountancy Service CIO

Phoenix Health and Wellbeing

Trustees' report for the year ended 31 March 2025

Reference and administrative details of the charity, its trustees and advisors

The trustees during the financial year and up to and including the date the report was approved were:

Name	Position	Dates
David Aspland	Chair	
Helen Kemp		Resigned 1 August 2024
Andy Hewitt		
Rachel Dixon		
Michael Hall		
Helen Matthews		
Alison Grant		Appointed 9 January 2025
Charity number	1154273	Registered in England and Wales
Registered and principal address	Bankers	
Lower Ground Floor	CAF Bank Limited	
30 Park Place	25 Kings Hill Avenue	
Leeds	Kings Hill,	
LS1 2SP	West Malling,	
	Kent ME19 4JQ	

Independent examiner

Rhys North ACA
West Yorkshire Community Accountancy Service CIO
Stringer House
34 Lupton Street
Leeds
LS10 2QW

Structure, governance and management

The charity is a Charitable Incorporated Organisation (CIO) foundation formed on 18 October 2013 and amended on 7 September 2023 and is governed by a constitution.

Method of recruitment and appointment of trustees

Every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity's trustees.

Phoenix Health and Wellbeing

Trustees' report (continued) for the year ended 31 March 2025

Objectives and activities

The charity's objects

The object of the CIO is to support the needs of those persons affected by mental, emotional or physical health issues in the interest of promoting their good health and wellbeing. This support will be in the form of talking and complementary therapies and by providing information and support. Phoenix Health and Wellbeing will also provide information and training to members of such professions and organisations as are also concerned with the support of persons with mental, emotional or physical health issues.

The charity's main activities

Phoenix Health and Wellbeing provide support, in the form of counselling and complementary therapies to people who have chronic health issues and low incomes. The people who receive this support are referred to the organisation by medical and health care practitioners.

Public benefit statement

In setting our objectives and planning our activities our trustees have given serious consideration to the Charity Commission's general guidance on public benefit and in particular to support the needs of those persons affected by mental, emotional or physical health issues in the interest of promoting their good health and wellbeing.

Achievements and performance

In the year from 1st April 2024 to 31st March 2025, the charity delivered 5,825 sessions of support – either counselling, massage therapy or acupuncture to 729 people. The beneficiaries were referred for support due to their chronic health issues and low income. We continue to run our acupuncture and support group for prostate cancer patients. This group is free to access for clients and supports them through treatment side effects and recovery and facilitates peer support.

We support a 92 year old lady who credits the support she receives from the charity with being the reason why she is able to manage her painful health conditions and frailty and remains living independently in her home. We have also received a testimonial by one of our clients; Danny has been closely supported by the charity for the best part of the last year and we have seen him turn his life around completely.

Testimonial – Referred Client Danny

I have now been going to Phoenix Health and Wellbeing now for almost 2 years. In this time I have met some amazing people that work there who have always treated me really well and with so much respect. I have got to know all the staff here and they are so welcoming, friendly, kind and really lovely.

Massages:

When I first started to attend for the massage services I was so nervous, anxious, worried and had no confidence or self esteem but the staff was so understanding and put me at ease. The first massage I had made me want to keep coming back for more because it felt so God damn amazing and from then on, I was just hooked!

I became a regular client and was attending every week without fail and every massage I had was incredible. The massages always left me feeling so much better, more at ease and feeling so much lighter. The more I attended having massages it felt easier but more addictive. I noticed that having these massage sessions helped me so much by giving me back my confidence, comfort and self esteem which felt impossible to gain back before I started them. Throughout my time here I have tried many different massage therapists that work here and even having different massages such as deep tissue and relaxation and head massages and I can say that no matter who did these massages they was all really amazing, very enjoyable and so worth it.

Phoenix Health and Wellbeing

Trustees' report (continued) for the year ended 31 March 2025

Achievements and performance (continued)

I can honestly say that all the massages therapists are different and have their own different ways of doing massages but all equally are just exceptional at their job, extremely highly professional and they are the best at what they do whether it is giving deep tissue, relaxation or head massages. All the massages are just so incredibly phenomenal and out of this world. I can definitely see and feel a huge mental, emotional, physical and psychological improvement within me because of them.

Counselling:

During this time I have had life changing situations that have affected me and my mental health in a unhealthy and detrimental way and I felt so low and felt like I hit rock bottom with nowhere to go and no-one to confide in but after speaking with staff who had been a rock to me over the years, I decided to give some counselling a try. Although pessimistic about the whole counselling thing I gave it a go with Phoenix Health and Wellbeing and I am so glad that I did because it really helped me a lot in so many ways. Initially I completed my 15 sessions and to my surprise it strangely really helped and made a difference and once it finished the lovely female staff gave me an opportunity to continue it with another member of staff as there was a lot of stuff that I need to continue to work through which I am so happy that I grabbed with both hands. I am currently still attending these sessions and they are really helping.

The counselling really helped me so much and it was nice to have someone I get along with relatively well to listen to me without any judgements. I have been with two counsellors now and they both work differently but both equally fantastic at what they do.

Phoenix Health and Wellbeing:

Phoenix Health and Wellbeing is just by far the best place on earth and genuinely is a life changing and even a life saving service that I am so relieved it exists as I'd be lost without it. Attending Phoenix Health and Wellbeing has genuinely saved my life and has helped me massively and is continuing to do so.

Staff

I want to also take this opportunity to say a huge thank you to ALL the extraordinary staff (past and present that worked and) that works here for being so brilliant, understanding, helpful and supportive and really welcoming and friendly always making me feel better, happier and having a laugh with me it means the world to me and each and everyone of them deserves a medal as they're all incredibly special people and I will always be so very grateful so I want to say a massive thank you to everyone involved but especially to Zoe, Lizzie, Heather, Olga, Judita, Angie, Victoria, Alison and also Gill of course.

I appreciate you all so much

Financial review

The net payments for the year were £39,965 all on unrestricted funds.

Phoenix Health and Wellbeing

Trustees' report (continued) for the year ended 31 March 2025

Reserves policy

The charity's free reserves, at the year end were £138,067.

The trustees propose to maintain the charity's general reserves at a level which is between six and twelve months operational expenditure and have done so having regards to its manner of operation of likely funding streams.

Based on budgeted 2025/2026 expenditure this equates to between £126,000 and £252,000.

If our reserves fall below the lower reserves target or exceed the upper target this will be flagged to the trustees for action to mitigate risk.

We have adopted this reserves policy because our funding comes from limited sources, primarily sales of our complementary therapies. If this income stalls, as it did during the Covid pandemic almost all of our income will cease. We need to ensure that we have resources to cover such scenarios.

The trustees recognise that the charity's reserves reduced during the year ending 31 March 2025 due to a combination of increasing cost pressures and increased levels of supported therapies, resulting in reduced receipts. These same pressures are being experienced in the 2025/2026 financial year. Given this the trustees are reviewing the charity's operational and financial plans to enable a recurrently balanced financial plan to be delivered in future financial years.

Approved by the board of trustees on 24/11/2025

David Aspland (Trustee)

Phoenix Health and Wellbeing

Independent examiner's report to the trustees of Phoenix Health and Wellbeing

I report to the charity trustees on my examination of the accounts of the CIO for the year ended 31 March 2025, which are set out on pages 7 to 10.

Responsibilities and basis of report

As the charity trustees of the CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the CIO's accounts as carried out under section 145 of 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 Act.

Independent examiner's statement

I have completed my examination. I confirm that no material 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 130 of the Charities Act;
- 2 the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Rhys North ACA

27/11/2025

West Yorkshire Community Accountancy Service CIO

Stringer House
34 Lupton Street
Leeds
LS10 2QW

Phoenix Health and Wellbeing
Receipts and payments account
for the year ended 31 March 2025

	2025 Total funds £	2024 Total funds £
Receipts		
Fund raising and donations	10,260	10,560
Acupuncture, counselling and massage services	195,778	189,121
Employee assistance programme	10,252	24,755
Room rental	1,950	2,088
Other income	57	137
Bank interest	3,635	320
Total receipts	221,932	226,981
Payments		
Salaries NI and pensions	99,066	72,491
Therapists	114,721	101,725
Fund raising costs/donations	18	1,200
Rent and rates	19,763	12,868
Telephone, internet and website costs	1,780	1,409
Printing	453	974
Insurance	953	954
Utilities	7,554	5,992
Equipment	156	3,531
Independent examination	1,188	945
Marketing	131	695
Other operating costs	2,546	1,852
Training	859	936
Subscription and licence fees	4,275	4,505
Legal and professional fees	-	905
Premises costs	8,434	4,686
Total payments	261,897	215,668
Net receipts / (payments)	(39,965)	11,313
Fund balances brought forward	178,032	166,719
Fund balances carried forward	138,067	178,032

Phoenix Health and Wellbeing
Statement of assets and liabilities
as at 31 March 2025

	2025	2024
	Total	Total
	£	£
Cash funds		
Cash at bank	138,067	178,032
Total cash funds	<u>138,067</u>	<u>178,032</u>
 Debtors and prepayments	 2025	
	£	
Debtors	745	
Prepayments	556	
	<u>1,301</u>	
 Liabilities	 2025	
	£	
Creditors	8,490	
Accruals	2,175	
	<u>10,665</u>	

The financial statements were approved by the board of trustees on 24/11/2025

David Aspland (Trustee)

Phoenix Health and Wellbeing

Notes to the accounts

for the year ended 31 March 2025

1 Accounting policies

Basis of accounting

The trustees have taken advantage of section 133 of the Charities Act 2011 and have prepared the accounts on a receipts and payments basis.

There has been no change to the accounting policies since last year.

No changes have been made to the accounts for previous years.

Taxation

As a charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the accounts.

Phoenix Health and Wellbeing
Notes to the accounts continued
for the year ended 31 March 2025

2 Designated funds	Balance b/f £	Incoming £	Outgoing £	Transfers £	Balance c/f £
Property fund	50,000	-	-	(50,000)	-
	<u>50,000</u>	<u>-</u>	<u>-</u>	<u>(50,000)</u>	<u>-</u>

Fund name	Reason for designation
Property fund	To ringfence funds to enable alternative premises solutions for the delivery of services to be delivered.

3 Related party transactions

Trustee expenses

No trustee received any expenses during this year or the previous year.

Trustee remuneration and benefits

No trustee received any remuneration or benefit during this or the previous year.