



# Trustees' Annual Report for the period

Period start date		Period end date	
From	1 <sup>st</sup> January 2020	To	31 <sup>st</sup> December 2020

## Section A Reference and administration details

Charity name

Tonbridge Counselling Service

Other names charity is known by

Registered charity number (if any) 1155690

Charity's principal address

Gilbert House

River Walk

Tonbridge

Postcode

TN9 1DT

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Andy Simmonds	Chairman	Reappointed to 3 <sup>rd</sup> term 22 <sup>nd</sup> June 2020. Term ends June 2023.	
2	Jill Gibbs	Treasurer	Reappointed to 3 <sup>rd</sup> term 22 <sup>nd</sup> June 2020. Term ends June 2023.	
3	Rev Mark Barker		Reappointed to 2 <sup>nd</sup> term 14 <sup>th</sup> March 2018. Term ends June 2021.	
4	Venerable Andy Wooding-Jones		Reappointed to 2 <sup>nd</sup> term 14 <sup>th</sup> March 2018. Term ends June 2021.	
5	Sarah Marfleet		Appointed to 1 <sup>st</sup> term 13 <sup>th</sup> November 2019. Term ends June 2023.	
6	Rev Wendy Carr		Appointed to 1 <sup>st</sup> term 11 <sup>th</sup> March 2020. Term ends June 2023.	
7	Sally Nash		Appointed to 1 <sup>st</sup> term 11 <sup>th</sup> March 2020. Term ends June 2023.	



## Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Independent examiner	Tony Miles-Prouten	39 Bidborough Ridge, Bidborough, Kent TN4 0UU
Bankers	Lloyds Bank plc	National Clubs and Charities Centre, Sedgemoor House, Deane Gate Avenue, Taunton, TA1 2UF

## Name of chief executive or names of senior staff members (Optional information)

Amanda Hedger, Counselling Manager

## Section B Structure, governance and management

### Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution (based on the Charity Commission model for a CIO whose only voting members are its charity trustees)
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by existing Trustees

### Additional governance issues (Optional information)

You may choose to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

#### Appointment, induction and training of Trustees

Trustees are selected firstly to provide the charity with oversight of its counselling activities through relevant counselling knowledge and experience, and secondly to provide the charity with oversight and governance of administrative matters through relevant legal and financial knowledge and experience. New Trustee induction includes consideration of Charity Commission guidance (CC3) and completion of a Charity Commission Trustee Declaration, discussion of current issues including the financial position of the charity, and completion of DBS checks. Ongoing training includes access to the network and courses run by the Institute of Chartered Accountants in England and Wales Charity and Voluntary Sector Group.

#### Organisational structure

Trustees have appointed Amanda Hedger as Counselling Manager, under a written agreement, to act as chief executive and team leader of the charity's operations including the appointment and supervision of freelance counsellors, and to oversee the content and delivery of training courses. Amanda reports directly to the Trustees.

#### Related parties

As explained below, the charity's premises at Gilbert House in the centre of Tonbridge were transferred to the Charity from Tonbridge Baptist Church for nil consideration in February 2020.

In addition, Tonbridge Baptist Church provide the charity with rooms to run training courses without charge, and to provide counselling to financially disadvantaged clients, and clients with mobility constraints. However, the charity is not accountable to the Church in a governance sense.

#### Risk management

Trustees maintain a risk register which identifies 11 major risks under 4 headings: strategic, governance and management; external; operational; and financial. Using the register, Trustees assess the significance and



probability of each risk, mitigation, and specific trustee action to monitor each net risk.

## Section C

## Objectives and activities

### Summary of the objects of the charity set out in its governing document

The charity has two objects:

1. Therapeutic counselling: to promote and protect the physical, spiritual and mental health of those in need in Tonbridge and the surrounding area by way of a professional counselling service based on a Christian ethos.
2. Training: to advance the education of counsellors for the public benefit by the provision of training in counselling.

### Counselling service

The charity's counselling service is open to any member of the public, and is provided under a flexible and affordable charging structure.

The charity is committed, for the public benefit, to provide its services in safe and trusting relationships guided by professional principles. Accordingly, all counsellors are required to be members of the British Association of Counsellors and Psychotherapists (BACP) or the Association of Christian Counsellors (ACC), are qualified to at least Diploma level, and abide by the ethical framework set out by these bodies. This includes regular supervision and ongoing post-qualification training.

In addition to direct access to the public through its website [www.tonbridgecounselling.co.uk](http://www.tonbridgecounselling.co.uk) and dedicated telephone line, the charity encourages local agencies including GPs and churches to refer clients for counselling. The charity is committed to providing a non-judgemental service which aims to treat all people respectfully, regardless of gender, sexual orientation, ethnic origin or religion. The charity does not describe its activity as 'Christian counselling' nor does it have a religious affiliation. Rather, as professional therapeutic counsellors it operates within the same ethical guidelines and practices as any other organisation affiliated to the BACP. However, the objects refer to a 'Christian ethos' being part of the values and motivation that draw the charity into providing counselling. We believe that it is a Christian principle that hurting people are reached, and broken lives restored, and that therapeutic counselling can help in this process.

While all clients are encouraged to make some contribution for the service received in order to place value on that service, at initial assessment and through the website clients are made aware of the bursary fund which is available to subsidise fees according to need. The bursary fund is a restricted fund maintained by gifts and transfers from general funds.

### Training

Within this public benefit context of maintaining high professional standards, the charity provides training to existing counsellors through a programme of continuing professional development (CPD) that maintains and enhances their skills in accordance with the BACP and ACC ethical frameworks, and to new counsellors to safeguard the charity's access to future qualified counsellors and thereby maintain and build capacity.

In addition to the counselling bursary fund, the Trustees maintain a training bursary fund which is funded by the surplus arising on completed

### Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)



training courses. Applications for up to 50% of training fees are considered by the Trustees.

The trustees have considered, and concluded, that any private benefit received through its training activities are a necessary and cost-effective by-product of carrying out its public interest purpose of providing a professional counselling service and are not excessive in the circumstances.

### Additional details of objectives and activities (Optional information)

You **may choose** to include further statements, where relevant, about:

- policy on grant making;
- policy programme related investment;
- contribution made by volunteers.

#### Grants

The charity's policy is that no person should be refused access to its counselling services on grounds of affordability. Accordingly the charity maintains a bursary fund which is available to subsidise fees for clients according to need, and a training bursary fund to provide up to 50% subsidy to training fees for students according to need.

#### Volunteers

In the interests of maintaining a high professional standard and ensuring accountability, all counsellors sign a freelance agreement covering their obligations to the charity, and the charity's obligation to provide supervision, safeguarding checks, insurance and a fee based on hours incurred in client work. Where a counsellor wishes to return the fee to the charity, this is included within 'gifts and donations'. Bookkeeping and administration services were provided by a Trustee, part of which is on a paid basis at a rate lower than market. Various support services such as other administration, cleaning and fundraising are provided by volunteers.

## Section D

## Achievements and performance

### Summary of the main achievements of the charity during the year

#### Counselling

In this seventh year of operation, the team of qualified counsellors has been reduced to 10. Prior to the outbreak of COVID 19 and imposition of lockdown regulations in March 2020, there were 60 clients in therapy, and awareness that further growth was occasionally limited by capacity of our 3 counselling rooms. With the start of lockdown, the team undertook re-training for telephone and online counselling, new policies and client agreements were developed, and a new secure post box at Gilbert House installed. The new TCS Online Counselling Service launched on 1<sup>st</sup> June. Initially, around 40% of clients made the transition to remote counselling. However, with a steady demand from new clients throughout the lockdown, the number of clients in therapy is approaching its pre-lockdown level. Over the course of 2020, we dealt with 87 clients (2019 – 103), of which 35 were discharged (2019 – 51). In total, 39 clients received help from the bursary fund. Most referrals continue to be direct self-referrals. Most clients are dealt with as single adults, but we are also able to work with couples. The website [www.tonbridgecounsellingservice.co.uk](http://www.tonbridgecounsellingservice.co.uk) includes an introduction to counselling, a clear statement of our ethos, profiles of our counsellors, and an explanation of the introductory process we follow.

Looking to the future, we anticipate the re-opening of face-to-face counselling in Gilbert House in 2021, alongside the continued provision of online appointments. In this way, the overall capacity of the counselling service is permanently increased.

In 2020, we concluded a joint initiative with Tonbridge Baptist Church to provide counselling to disadvantaged clients living within the 'TN10' area



## Section D

## Achievements and performance

utilising funding provided by the Co-Op Community Fund as that funding is now exhausted.

### Training

Following completion of the Barnabas franchised Level 3 CSKL3 course, and Introduction course ICSKL2, in 2019, no further training courses have commenced. Following negotiation, the contractual relationship with Barnabas was concluded, and it is planned to develop our own courses and seek accreditation from CPCAB, although new course commencement is held up by COVID 19 constraints.

We continued our programme of CPD training events for our existing counsellors, to which we invite guests to assist in sharing the cost of holding these events, which are subsidised for TCS counsellors. These courses are open to the wider counselling world as well as students.

## Section E

## Financial review

### Brief statement of the charity's policy on reserves

**Unrestricted funds:** In summary, the charity received £87,153 (2019 - £77,410) in unrestricted income, and spent £76,981 (2019 - £75,668). The balance of unrestricted funds at 31<sup>st</sup> December 2020 was £25,095 after transfers to restricted funds (2019 - £14,923). While the charity's financial model of paying counsellors an hourly rate for client appointments, and clients contribute on the basis of affordability, has served well there is a continuing need to transfer unrestricted funds to the bursary fund to meet demands from those in need.

**Bursary fund:** During 2020, the charity awarded grants towards fees from the bursary fund of £13,163 (2019 - £10,870) to 39 clients (2019 - 43 clients). With the arrival of the COVID lockdown, and expected increase in demand for the charity's help, a programme of seeking grant support from available sources was accelerated. We are delighted and thankful that grants and gifts were received from Kent Community Foundation – Vulnerable Adults Themed Programme, National Lottery Community Fund, John Lewis Community Fund, Sir Thomas Smythe's Charity, Tesco Bags of Help, and Tonbridge Lions. At 31<sup>st</sup> December 2020, the restricted bursary fund stood at £19,960 (2019 - £3,387). In 2021, the charity plans to complete its cycle of feedback to donors in preparation for seeking further grants.

**Training bursary:** As no training courses ran in 2020, no grants were sought and the balance of £1,702 is carried forward.

### Details of any funds materially in deficit

## Further financial review details (Optional information)

You **may choose** to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

**Gilbert House:** The charity's premises at Gilbert House in the centre of Tonbridge were transferred to the Charity from Tonbridge Baptist Church (TBC) for nil consideration in February 2020. The premises had previously been gifted to TBC for use as a counselling centre and café. During 2019, TBC ceased to operate a café in Gilbert House, and concluded that the charitable purpose for which Gilbert House was given to the Church would be better served by transferring the building to Tonbridge Counselling Service for nil consideration. After careful deliberation and seeking advice, the trustees accepted the transfer. The building has been classified as an Endowment Asset. The ground floor has been sub-let to 65mm Coffee Ltd as a café for 5 years and the rental applied in part to maintain the building and in part to support the work of the charity. The counselling service operates from the first floor of the building.

## Section F

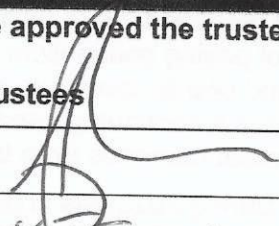
## Other optional information

## Section G

## Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		JP Gibbs
Full name(s)	AK Simmons	JILL GIBBS
Position (eg Secretary, Chair, etc)	TRUSTEE	TRUSTEE
Date	12/7/2021	





Section A

Independent Examiner's Report

Report to the trustees/  
members of

Charity Name  
Tonbridge Counselling Service

On accounts for the year  
ended

31<sup>st</sup> December 2020

Charity no  
(if any)

1155690

Set out on pages

1-2

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31<sup>st</sup> December 2020..

Responsibilities and  
basis of report

As the charity trustees of the Trust, 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 Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed 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 (other than that disclosed below \*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

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

\* Please delete the words in the brackets if they do not apply.

Signed:

Date:

12/7/2021

Name:

ANTHONY PETER MILES-PROUTEN

Relevant professional  
qualification(s) or body  
(if any):

Address:

39 BIDBOROUGH RIDGE  
BIDBOROUGH  
TN4 0UU

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.