



Trustees' Annual Report for the period

Period start date **From** 1st January 2023 **To** 31st December 2023 Period end date

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		Resigned on completion of 3 rd term 19 th September 2023.	
2	Jill Gibbs		Resigned on completion of 3 rd term 19 th September 2023.	
3	Rev Canon Mark Barker		Reappointed to 3 rd term 25 th May 2021. Term ends June 2024.	
4	Sarah Marfleet		Resigned on completion of 1 st term 19 th September 2023.	
5	Rev Wendy Carr		Reappointed to 2 nd term 19 th September 2023. Term ends June 2026.	
6	Sally Nash	Chairman	Reappointed to 2 nd term 19 th September 2023. Term ends June 2026.	
7	Katie Clayton		Appointed to 1 st term 25 th May 2021. Term ends June 2024.	
8	Connie Burgess	Treasurer	Appointed to 1 st term 6 th December 2021. Term ends June 2025.	
9	John Barr		Appointed to 1 st term 19 th September 2023. Term ends June 2026.	

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)

Nicola Canham, Counselling Services Manager

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document	Constitution <i>(based on the Charity Commission model for a CIO whose only voting members are its charity trustees)</i>
How the charity is constituted	Charitable Incorporated Organisation
Trustee selection methods	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 Nicola Canham as Counselling Services Manager, under a written agreement, to act as chief executive and team leader of the counselling operations including the appointment and supervision of freelance counsellors. Nicola reports directly to the Trustees.

Related parties

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. Tonbridge Baptist Church had held the premises from 2013 in trust prior to the registration of the charity in 2015. However, the charity is not accountable to the Church in a governance sense. The charity leases the ground floor of Gilbert House for use as a café to 65mm Coffee Ltd under a 5 year lease terminating in 2024, with rental applied to maintain Gilbert House and provide unrestricted reserves to the charity.

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's constitution includes 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 registered 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. TCS offers placements to counsellors in training and so provides clinical supervision. Placements are overseen by the TCS Counselling Manager.

In addition to direct access to the public through its website www.tonbridgecounsellingservice.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.

On initial assessment, clients are advised of the full fee that the charity requires to meet its costs. While this amount is required to ensure the service is sustainable, as part of its provision of an affordable charging structure, the charity provides a limited number of Assisted Places for people within the Tonbridge area who are unable to pay the full fee amount. This Assisted Places scheme is funded by gifts and grants 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.

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)

All counsellors are required to attend annual Safeguarding Training in accordance with the TCS Safeguarding Policy. The appointed Safeguarding Lead within the Trustees is also invited to attend this training.

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 given

The charity's policy is that no person should be refused access to its counselling services on grounds of affordability. Accordingly the charity provides a limited number of Assisted Places for people within the Tonbridge area who are unable to pay the full fee amount.

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 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 charity secretary 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 tenth year of operation, counselling services continued under the leadership of Nicola Canham. Most counselling appointments are face-to-face at Gilbert House, but online and telephone counselling which were developed during the period of COVID restrictions continue to be available.

During 2023:

- the team of counsellors has reduced to 9 (2022 – 12);
- in total, we dealt with 101 clients (2022 – 102), of which 81 were discharged (2022 – 48);
- 49 clients received help from the assisted places scheme (2022 – 42).

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 includes an introduction to counselling, a clear statement of our ethos, profiles of our counsellors, and an explanation of the introductory process we follow.

Training

No training courses commenced during the year, and there are currently no plans to resume accredited training courses leading to qualification.

We continued our programme of CPD training events for our existing counsellors and students.

Section E

Financial review

Brief statement of the charity's policy on reserves

Unrestricted funds: In summary, the charity received £83,066 (2022 - £80,700) in unrestricted income, and spent £76,770 (2022 - £79,135). The balance of unrestricted funds at 31st December 2023 was £31,111 (2022 - £33,815). 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 Assisted Places scheme in addition to grants received.

Assisted Places scheme: During 2023, the charity provided assistance towards fees of £19,569 (2022 - £17,392) to 49 clients (2022 - 42 clients). The charity continued to utilise grants received in 2019, notably from High Hilden Fund (through Kent Community Foundation – Vulnerable Adults Themed Programme) and National Lottery Community Fund. At 31st December 2022, the restricted fund available to provide assistance stood at £6,205 (2022 - £2,023). In 2023, the charity transferred further funds from unrestricted reserves, and will seek further grant funding.

Training assistance: As no training courses ran in 2023, no grants were sought and the balance of £1,952 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 terminating in 2024 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.

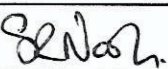
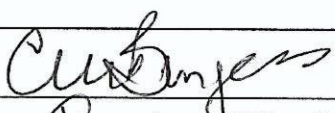
Section F

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)		
Full name(s)	SALLY NASH	CONNIE BURGESS
Position (eg Secretary, Chair, etc)	CHAIR	TREASURER
Date	20/3/24	



Tonbridge Counselling Service		1155690	
Receipts and payments accounts			
For the period from	1 January 2023	To	31 December 2023

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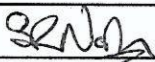
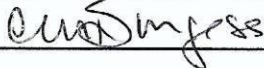
Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Client counselling fees	71,039		-	71,039	64,159
Grants		13,000	-	13,000	12,500
Gifts and donations	27	1,750	-	1,777	2,414
Rental income	12,000		-	12,000	12,000
	-	-	-	-	-
Sub total (Gross income for AR)	83,066	14,750	-	97,816	91,073
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	83,066	14,750	-	97,816	91,073
A3 Payments					
Counsellors' fees	28,692		-	28,692	34,628
Supervision and safeguarding	10,117		-	10,117	7,987
Office and administration	28,744		-	28,744	30,778
Resources and development	1,530		-	1,530	1,378
Training expenses			-	-	1,187
Trustee travel expenses			-	-	5
Grants from bursary fund		19,569	-	19,569	17,392
Property expenditure	7,687		-	7,687	3,172
	-	-	-	-	-
Sub total	76,770	19,569	-	96,338	96,527
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	76,770	19,569	-	96,338	96,527
Net of receipts/(payments)	6,296	- 4,818	-	1,478	- 5,454
A5 Transfers between funds	- 9,000	9,000	-	-	-
A6 Cash funds last year end	33,815	2,023	-	35,838	41,292
Cash funds this year end	31,111	6,205	-	37,316	35,838

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash at bank - Nat West Current a/c	31,039	6,205	-
	Cash in hand	72	-	-
		-	-	-
	Total cash funds	31,111	6,205	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
B3 Investment assets		Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use		Fund to which asset belongs	Cost (optional)	Current value (optional)
	Gilbert House	Endowment	-	-
	Office and counselling room furniture	Unrestricted	-	-
	Desktop computer and printer	Unrestricted	-	-
			-	-
			-	-
B5 Liabilities		Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	

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

Signature	Print Name	Date of approval
	SALLY NASH	20/3/24
	CONNIE BURGESS	20/3/24



Section A

Independent Examiner's Report

Report to the trustees/
members of

Tonbridge Counselling Service

On accounts for the year
ended

31st December 2023

Charity no
(if any)

1155690

Set out on pages

121 NO ITEMS SECTION B

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31st December 2022.

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:

A.P. Miles

Date:

13 MAY 2024

Name:

ANTHONY PETER MILES-PROUTEN

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

/

Address:

39 BIDBOROUGH RIDGE
BIDBOROUGH
TN4 0UU