



Trustees' Annual Report for the period

Period start date		Period end date	
From	1 st January 2024	To	31 st December 2024

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

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	Rev Wendy Carr		Reappointed to 2nd term 19 th September 2023. Term ends June 2026.	
2	Sally Nash	Chairman	Reappointed to 2 nd term 19 th September 2023. Term ends June 2026.	
3	Katie Clayton		Reappointed to 2 nd term 19 th June 2024. Term ends June 2027.	
4	Connie Burgess		Appointed to 1 st term 6 th December 2021. Term ends June 2025.	
5	John Barr	Treasurer	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
Andy Simmonds, Charity Secretary

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 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 2029, 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.

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 the mental health and well-being of those in need in Tonbridge and the surrounding area by way of a professional counselling service within 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 National Counselling & Psychotherapy Society (NCPS), 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 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 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 unrestricted reserves.

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 NCPS ethical frameworks, and to new counsellors to safeguard the charity's access to future qualified counsellors and thereby maintain and build capacity.

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

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)

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 counselling should be available to all for whom it is appropriate. 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, DBS checks, buildings 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'. 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 eleventh 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 2024:

- the team of counsellors was maintained at 9 (2023 – 9);
- in total, we worked with 98 clients (2023 – 101), of which 51 were discharged (2023 – 81);
- 53 clients received help from the Assisted Places Scheme (2023 – 49).

Most referrals continue to be direct self-referrals. Most clients are single adults, but we are also able to work with couples and teenagers aged 14+. We are able to additionally offer business and career coaching as part of our service provision. 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 £64,623 (2023 - £83,066) in unrestricted income, and spent £59,261 (2023 - £76,770). The balance of unrestricted funds at 31st December 2024 was £30,473 (2023 - £31,111). 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 2024, the charity provided assistance towards fees of £16,921 (2023 - £19,569) to 53 clients (2023 - 49 clients). The charity utilised grants received from Colyer Fergusson, and Kent Community Fund. At 31st December 2024, the restricted fund available to provide assistance stood at £6,071 (2023 - £6,205). In 2024, the charity transferred further funds from unrestricted reserves, and will seek further grant funding.

Training assistance: As no training courses ran in 2024, no grants were sought and the balance of £1,902 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 and during 2024, the lease was renewed for a further 5 years terminating in 2029 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	JOHN BARR
Position (eg Secretary, Chair, etc)	Chair	TREASURER
Date	18/6/25	



Charity Name Tonbridge Counselling Service	No (if any) 1155690
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Receipts and payments accounts

CC16a

For the period from	Period start date 1 January 2024	To	Period end date 31 December 2024
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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	51,635		-	51,635	71,039
Grants	905	9,000	-	9,905	13,000
Gifts and donations	83	1,837	-	1,919	1,777
Rental income	12,000		-	12,000	12,000
	-	-	-	-	-
Sub total (Gross income for AR)	64,623	10,837	-	75,460	97,816
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	64,623	10,837	-	75,460	97,816
A3 Payments					
Counsellors' fees	21,359		-	21,359	28,692
Supervision and safeguarding	7,055		-	7,055	10,117
Office and administration	27,130		-	27,130	28,744
Resources and development	961		-	961	1,530
Training expenses		50	-	50	-
Trustee travel expenses			-	-	-
Grants from Assisted Places fund		16,921	-	16,921	19,569
Property expenditure	2,755		-	2,755	7,687
	-	-	-	-	-
Sub total	59,261	16,971	-	76,232	96,339
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	59,261	16,971	-	76,232	96,339
Net of receipts/(payments)	5,363	- 6,135	-	- 772	1,477
A5 Transfers between funds	- 6,000	6,000	-	-	-
A6 Cash funds last year end	31,111	6,205	-	37,316	35,838
Cash funds this year end	30,473	6,071	-	36,544	37,315

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	30,473	6,071	-
Cash in hand	-	-	-
Total cash funds	30,473	6,071	-

(agree balances with receipts and payments account(s))

Unrestricted funds

to nearest £

Restricted funds

to nearest £

Endowment funds

to nearest £

B2 Other monetary assets

	-	-	-
	-	-	-
	-	-	-

Details

Fund to which asset belongs

Cost (optional)

Current value (optional)

B3 Investment assets

		-	-
		-	-
		-	-

Details

Fund to which asset belongs

Cost (optional)

Current value (optional)

B4 Assets retained for the charity's own use

Gilbert House	Endowment	-	-
Office and counselling room furniture	Unrestricted	-	-
Desktop computer and printer	Unrestricted	-	-
		-	-
		-	-

Details

Fund to which liability relates

Amount due (optional)

When due (optional)

B5 Liabilities

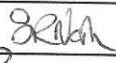
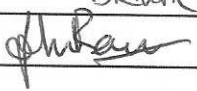
		-	
		-	
		-	

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

Signature

Print Name

Date of approval

	SALLY NASH	18/6/25
	JOHN BARR	18/6/2025



CHARITY COMMISSION FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Tonbridge Counselling Service

On accounts for the year
ended

31st December 2024

Charity no
(if any)

1155690

Set out on pages

1-2 1

(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 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.M.

Date:

19/6/2025

Name:

ANTHONY PETER MILES-PROUTEN

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

✓

Address:

39 BUDBOROUGH RIDGE

BUDBOROUGH

TN4 0UU