

RESTORE COUNSELLING, TRAINING AND RELATED SERVICES

England & Wales · Charity number 1164306

Details

Other names	RESTORE, RESTORE COUNSELLING SERVICES, BUDDY OF HOPE (BURSARY FUND NAME)
Status	Registered
Legal form	CIO
Registered	2015-11-09
Register	View on the Charity Commission register

Contact

Address	57 High Street Tunbridge Wells TN1 1XU
Phone	07456267951
Email	info@restorecounsellingservices.org.uk
Website	www.restorecounsellingservices.org.uk

Activities

Objects: 3.1. THE OBJECTS OF THE CIO ARE3.1.1. THE ADVANCEMENT OF PHYSICAL, SPIRITUAL AND MENTAL HEALTH, PRIMARILY, BUT NOT EXCLUSIVELY, THROUGH THE PROVISION OF COUNSELLING AND THERAPY SERVICES, AND3.1.2. THE RELIEF OF THOSE IN NEED BY REASON OF LONELINESS, ISOLATION, AGE, ILL-HEALTH, DISABILITY OR FINANCIAL HARDSHIP.ALL SUCH PURPOSES TO BE CARRIED OUT IN A MANNER CONSISTENT WITH THE CHRISTIAN FAITH AND THE DOCTRINES SET OUT IN THE SCHEDULE ATTACHED ON PAGE 16 OF THIS CONSTITUTION.

Activities: Restore provides one-to-one counselling for teenagers and adults and play therapy for children. There is also a supervision service for counsellors and professionals, as well as training courses delivered for counsellors, professionals and the general public.

Classification

- **How:** Provides Services
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, The General Public/mankind

Geography

- East Sussex
- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£75,530	£80,651	-	-
2024-06-30	£72,391	£85,000	-	-
2023-06-30	£79,171	£84,987	-	-
2022-06-30	£70,175	£80,989	-	-
2021-06-30	£76,375	£49,810	-	-

Trustees

Name	Role	Appointed
David Hill	Chair	2024-04-24
Linden James Sanders		2021-09-07
Stephen Victor McCreath		2022-01-25

RESTORE COUNSELLING, TRAINING AND RELATED SERVICES

England & Wales - Charity number 1164306

Accounts

Trustees' Annual Report for the period							
From	Period start date			To	Period end date		
	Day	Month	Year		Day	Month	Year
	1st	July	2024		30th	June	2025

Section A Reference and administration details

Charity name

Other names charity is known by

Registered charity number (if any)

Charity's principal address

57 High Street	
Tunbridge Wells	
Kent	
Postcode	TN1 1XU

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	David Hill	Chairman	Appointed as Chairman on 28 th May 2025	
2	Linden Sanders			
3	Stephen McCreath			

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Independent Examiner	Emyr Jones	Jones & Graham Accountants Ltd, 6 Hall Square, Denbigh, LL16 3NU.

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

Jacqueline (Jackie) Farmer: Chief Executive Officer

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (e.g. 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 (e.g. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (e.g. appointed by, elected by)	Appointed by charity founder initially; further trustees have been and will be 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 appointed who have the necessary skills and experience to ensure that the charity is operating as professionally as possible (for example in governance, administrative and financial matters) and also to enable the charity to move forwards and grow.

Each trustee will be given an oversight of the objects, vision and present status of the charity, a copy of both the charity's constitution and the Charity Commission's guidance: 'The essential trustee: what you need to know, what you need to do', will declare any conflicts of interest and sign the Charity Commission Trustee Declaration. The trustees all hold a valid DBS certificate and are committed to training in safeguarding.

Organisational structure.

The trustees have appointed Jackie Farmer as Chief Executive Officer of the charity's operations, which includes being the principal counsellor, supervisor and trainer for the charity. Jackie reports directly to the trustees.

Risk management.

The charity holds a risk management policy and maintains a risk register which identifies any potential risk for the charity, the likelihood of that risk occurring and the impact that risk would have, should it occur. The register identifies 22 risks under 4 headings: Governance risks, Operational risks, Financial risks and External Factors. The register sets out the procedure to manage the risks through identifying whose responsibility it is to monitor the risk, the control procedure and monitoring process, what possible improvements could be made and the date the risk needs to be reviewed.

Section C Objectives and activities

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

The charity has two objectives:

1. The advancement of physical, spiritual and mental health, primarily, but not exclusively, through the provision of counselling and therapy services
2. The relief of those in need by reason of loneliness, isolation, age, ill health, disability or financial hardship

All such purposes are to be carried out in a manner consistent with the Christian Faith and the doctrines set out in the schedule attached to its constitution.

Counselling and Psychotherapy Service.

The charity's counselling and psychotherapy service is available for any member of the public and its main purpose is for those in poverty not to be excluded. Therefore, the charity has a bursary fund which means that an individual can pay what they realistically can afford to access the service.

Assessments regarding how much bursary will be granted will be assessed on a case-by-case basis. In order for clients to place a value on the service that they are receiving, the trustees have set the minimum

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)

donation as being £15 per session. The bursary fund is advertised on all the material the charity displays and is also stated on their website:

It is the charity's commitment to provide a skilled, safe and professional service for the public benefit. All counsellors who work for Restore are members of The Association of Christians in Counselling & Linked Professions, the British Association for Counsellors and Psychotherapists, the UK Council for Psychotherapy or The British Association of Art Therapists. This means that they abide by the ethical framework set out by these bodies, receive regular supervision and on-going training. In addition, all counsellors are DBS checked and have received relevant safeguard training.

The charity is committed to providing a non-judgemental service and aims to treat all people respectfully regardless of gender, sexual orientation, ethnic origin or religion. Whilst the charity upholds a Christian ethos and demonstrates Christian values, it does not see the advancement of Christianity as one of its purposes and Christianity is not promoted.

Supervision.

A clinical supervision service is offered as part of the charity's services. In order for the service to be affordable to all, trainee counsellors and counsellors setting up in private practice with a very small client load are eligible for a fee reduction and therefore help through the bursary. Charities are offered a fee which will see an increase less frequently than annually. The supervision service pays for the charity's counsellors to receive supervision (using both internal and external qualified supervisors) and has money left over for the charity's general and bursary fund.

Training.

Continuous Professional Development (CPD) training for both counsellors and the general public provides a means of raising funds for the charity. Public benefit is also ensured because the training enables counsellors and others in the helping professions to increase their skills and knowledge, which will help a significant section of the public. CPD also keeps counsellors up to date with ethics and legislation, safeguarding their professional practice.

Any private benefit received through the counselling, supervision and training service has been considered by the trustees and concluded to be legitimately incidental. This is due to such benefits falling below the national average for the service delivered, as well as any benefit being a necessary by-product of providing professional services for the public benefit.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

Counselling.

Now in its tenth financial year, the team has increased to one full time and fourteen part time therapists (which includes three student therapists). During the period 1st July 2024-30th June 2025 the charity supported 99 people in its counselling/therapy service. 14% were primary school age, 15% were secondary school age, 6% were aged 19-24, 55% were aged 25 and over, and 10% were couples.

Section D

Achievements and performance

Overall, 1,276 counselling/therapy sessions were provided over the year. 50% of those who came to see us required bursary assistance, which totalled £19,331.

Supervision.

17 individuals have received clinical supervision through the charity this year. This has taken place either fortnightly, monthly or six weekly. The individuals make up trainee counsellors and qualified counsellors (both for charities and in private practice) and professionals who work in a charity setting with those who are experiencing suicidal intent or have experienced trauma, violence and/or abuse. 5 clinical supervision groups also ran, for managers and volunteers of a local charity working with domestic abuse.

Training.

Training this financial year has been focussed on delivering training to secondary school staff across the country, on the subject of understanding and preventing suicide. Right at the end of the charity's financial year two years ago, the charity received £16,000 in restricted funds from the David Riddell Memorial CIO to enable this training to take place. The charity delivered the training to 6 secondary schools this year. 2 of these trainings were whole day trainings, and 4 of the trainings were delivered as 3-part twilight sessions. The feedback from delegates has been incredibly positive.

Section E

Financial review

Brief statement of the charity's policy on reserves

The charity's policy, set by the trustees, is to keep 3 months operational expenses in reserve.

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.

The charity's sources of funds have come from: client and supervisee fees, one-off donations, regular giving by individuals and a local church, grants and training.

Eight grants were given to the charity this financial year. Restore is grateful for the support of the Gatwick Foundation Trust, Alchemy Foundation, R G Hills Charitable Trust, Martin Charitable Trust, Evelyn May Charitable Trust, the SMB Trust, Charlotte Marshall Charitable Trust and Fidelity investment, through their Givingforce Foundation.

Emily Burt very generously ran the London marathon for the charity this year, which the charity is incredibly grateful and thankful for. Not only was running the marathon a huge achievement in itself, Emily raised over £2,300 for Restore, which was matched by Fidelity.

The charity also wishes to express its thanks to Royal Tunbridge Wells

Round Table who funded our manager to train in EMDR psychotherapy for children and adolescents.

Whilst the charity's expenditure has exceeded its income this year, due to the reserves the charity holds and the organisational structure in place, the trustees are confident that the charity will be able to continue to grow and meet the demand for its services next year.

Section F Other optional information

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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) David Hill

Position (eg Secretary, Chair, etc) Chairman

Date 27/03/2026



Receipts and payments accounts

CC16a

For the period from	Period start date 7/1/2024	To	Period end date 6/30/2025
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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	40,971	-	-	40,971	39,831
Regular Giving	7,695	-	-	7,695	9,060
One-off donations	2,490	-	-	2,490	3,810
Gift Aid	1,241	-	-	1,241	1,532
Training	-	-	-	-	1,900
Fundraising	2,495	-	-	2,495	53
Supervision	6,848	-	-	6,848	6,160
Grants	12,750	-	-	12,750	11,045
Schools work	1,040	-	-	1,040	-
Sub total (Gross income for AR)	75,530	-	-	75,530	73,391
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	75,530	-	-	75,530	73,391
A3 Payments					
Counsellor fees and insurance	54,118	4,866	-	58,984	59,920
Supervision, safeguarding and GDPR	6,595	-	-	6,595	5,641
Rent	10,777	-	-	10,777	9,579
Resources	633	-	-	633	1,141
CPD Training for counsellors	803	-	-	803	495
IT costs : website, support, software	1,024	-	-	1,024	1,881
Marketing	284	-	-	284	200
Fundraising costs	480	-	-	480	1,649
Grant writing	1,968	-	-	1,968	3,684
Phone	267	-	-	267	250
Office costs, stationery, cleaning	1,018	1,075	-	2,093	1,718
Finance costs and bank fees	2,684	-	-	2,684	2,998
Other	-	-	-	-	-
Sub total	80,651	5,941	-	86,592	88,199
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	80,651	5,941	-	86,592	88,199
Net of receipts/(payments)	- 5,121	- 5,941	-	- 11,062	- 14,808
A5 Transfers between funds					
A6 Cash funds last year end	19,689	13,801	-	33,490	48,298
Cash funds this year end	14,568	7,860	-	22,428	33,490

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 in the bank	14,568	7,860	-
		-	-	-
		-	-	-
	Total cash funds	14,568	7,860	-
	(agree balances with receipts and payments account(s))	OK	OK	OK


Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Gift Aid to be reclaimed	28	-	-
	Client and supervisee fees yet to be paid	309	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B3 Investment assets			-	-
			-	-
			-	-
			-	-
			-	-

Categories	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
B4 Assets retained for the charity's own use			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

Categories	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
	DAVID HILL	27/03/26



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
RESTORE COUNSELLING, TRAINING AND RELATED SERVICES

**On accounts for the year
ended**

30/06/2025 **Charity no
(if any)** 1164306

Set out on pages

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 30/06/2025.

**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:

16/04/2026

Name:

EMYR JONES

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

F.C.C.A.

Address:

JONES & GRAHAM ACCOUNTANTS LTD
6 HALL SQUARE
DENBIGH, LL16 3NU

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.