

HELP COUNSELLING SERVICES CIO

England & Wales · Charity number 1174668

Details

Other names	HELP COUNSELLING SERVICES, WILTSHIRE COUNSELLING SERVICES, W.C.S
Status	Registered
Legal form	CIO
Registered	2017-09-15
Register	View on the Charity Commission register

Contact

Phone	01225767459
Email	enquiries@helpcounselling.co.uk
Website	www.helpcounselling.co.uk

Activities

Objects: TO RELIEVE PERSONS LIVING IN THE DISTRICT OF WILTSHIRE AND THE SURROUNDING AREAS WHO ARE SUFFERING FROM MENTAL AND EMOTIONAL DISTRESS BY THE PROVISION OF A CONFIDENTIAL COUNSELLING SERVICE.

Activities: HELP Counselling Services provides free or low cost counselling to anyone in Wiltshire and the surrounding area. Issues such as domestic abuse, family dysfunction, long-term or life-limiting illness, depression, anxiety, relationship breakdown or bereavement and loss.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE DISTRICT OF WILTSHIRE AND THE SURROUNDING AREAS
- Wiltshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£133,519	£127,731	-	-
2024-03-31	£101,793	£94,132	-	-
2023-03-31	£80,781	£89,030	-	-
2022-03-31	£105,194	£84,906	-	-
2021-03-31	£88,695	£63,153	-	-

Trustees

Name	Role	Appointed
Catherine Hamp		2019-11-01
Catherine Lynne Gregory		2026-06-03
Gemma Pyke Mason		2025-09-12
LINDSAY JANE DRISCOLL		2018-05-23
Ruth Morgan		2025-09-12
Stephen Cooper		2024-12-11
Thomas Edward Aylesbury		2022-12-07

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England & Wales - Charity number 1174668

Accounts



Annual Report

2024 to 2025

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Help Counselling Services Annual Report 2024–2025

Foreword by the Chair

Welcome to this report on the activities of Help Counselling.

It is challenging to introduce and summarise our activities in just a few lines – there have been fresh challenges and new achievements, new partnerships and the enduring core, of what we do every day, working one to one with people in our community who are going through grief, stress, trauma, and anxiety.

This year, I have been particularly struck by the level of public discourse about mental health, both nationally and locally. Help has been part of that, giving presentations, talking to those who are generous enough to fund us in our work, passing on our experience to student counsellors as part of their training, sharing knowledge with the chairs of other Wiltshire charities and meeting people at public events.

In undertaking this outward facing work, our intention is not just to raise the profile of our own work, but also to help people understand the prevalence of mental health issues, their range and complexity, and to offer language in which these things can be discussed with greater ease and insight. I hope we can continue to shine a light in this way in the coming year.

Thanks, go, as always, to our small but highly efficient office team, our volunteer counsellors, our partner organisations, both formal and informal, and of course to my fellow trustees who are also volunteers.

Executive Director's Report

The past year has been one of growth, learning, and adaptation for Help Counselling Services. Despite economic uncertainties and rising demand, we have continued to deliver high-quality, donation-based counselling to those who need it most across Wiltshire. Our expansion into Melksham and Chippenham has opened new doors for supporting underserved communities, allowing us to provide vital mental health services where they are most needed.

We delivered 4,500 counselling sessions this year, working with individuals from a range of backgrounds, each carrying their own unique stories and challenges. Our focus remained on accessibility, compassion, and long-term support, ensuring that no one is turned away due to financial hardship.

Key Achievements this Year Include:

- **Expanding our services by opening rooms in Melksham and Chippenham**, providing much-needed mental health support to communities with historically limited access.
- **Strengthening our partnerships** with local organisations, including Wiltshire Council, Public Health, Wiltshire Mind, Wiltshire Wildlife Trust, and Open Minds, enhancing our ability to deliver holistic support.
- **Introducing new clinical training opportunities** for our counsellors, including somatic trauma sessions and neurodiversity awareness, broadening our capacity to handle complex client needs.

- **Implementing enhanced digital security measures** following a cyberattack, leading to improved resilience and client safety.

This progress would not have been possible without the dedication and hard work of our team. I would like to extend my heartfelt thanks to our Trustees for their steadfast support and guidance throughout this year. Their commitment to our mission and strategic oversight have been invaluable.

A special thanks goes to Laura, who has taken on the leadership of the Melksham project with incredible dedication, balancing this significant responsibility alongside her usual roles. Her commitment and passion have been instrumental in bringing local services to this community.

I would also like to acknowledge Rachel for her outstanding contribution in seeing and supporting so many clients this year. Her compassion and professionalism have made a profound difference in the lives of those she supports, embodying the core values of Help Counselling Services.

This year, we also welcomed Natalie to our team. Natalie joined to support our fundraising efforts and to promote the charity. Coming from a creative arts background, she brings with her immense local knowledge and exceptional people skills, adding fresh energy and perspective to our outreach and community engagement. We are delighted to have her on board as we continue to strengthen our services.

As we move forward, our focus remains on securing our impact and reach; ensuring that every individual who walks through our doors receives the compassionate support they deserve. I am deeply grateful to everyone who has contributed to our mission this year, our volunteer counsellors, our Trustees, our funders, and our community partners. Together, we are making a lasting difference.

Expansion into Melksham and Chippenham

Our strategic move into Melksham and Chippenham marked a significant step in addressing mental health inequalities in Wiltshire. Through funding from the Wiltshire Community Foundation's Health Inequalities programme, Melksham Town Council and Chippenham Borough Lands Charity, we brought affordable, long-term counselling to communities with limited access to mental health services.

In Melksham, we focused on building relationships and understanding community needs. Although uptake was lower than anticipated, it provided valuable insights into the barriers faced by residents. Chippenham has flourished and is now a permanent part of our service offering, backed by a three-year grant from Chippenham Borough Lands Charity.

This expansion would not have been possible without the generous support of our funders and the dedication of our volunteer counsellors, who continue to provide compassionate, trauma-informed care to those who need it most.

Client Group Focus

Addiction

Our work with individuals facing addiction has continued to grow this year, with clients reporting increased self-awareness and better coping strategies. A client remarked, "Ten years of struggles were worked out and conquered in 11 sessions."

In 2025 we will have a workshop with Ara's Gambling Education and Prevention to further support our work with gambling and gaming, which we also hope will support our work with young people.

Disability

We have extended support for clients with disabilities, ensuring that accessibility and tailored care are at the forefront. "I came in and was able to talk about my issues with people who were very supportive... I'm glad I was able to see it through." We continue to work alongside community partners to reduce barriers and promote inclusivity.

LGBTQ+

Our affirmative approach in supporting LGBTQ+ clients has been met with positive feedback. "I felt supported and accepted for who I am." We work closely with local organisations to create safe spaces and advocate for mental health services that reflect diverse identities.

Men

Men accessing our services have highlighted the importance of non-judgemental support and space to express vulnerability. "Gary always explained everything clearly and was a fantastic help to me in putting my issues in perspective."

Military

Support for veterans and military families remains a core part of our service. We partner with local military charities to ensure those affected by service-related trauma receive timely and compassionate care.

Neurodiversity

This year, we enhanced our neurodiversity awareness through specialised training for counsellors. Clients have expressed feeling understood and respected during sessions, building trust and openness. One client comparing us to a previous counselling experience as 'With Help, it was a different as night and day, I was treated with so much respect.'

Older People

We continue to address isolation and loss through targeted support for older clients. "I was feeling very vulnerable and high anxiety following a heart attack, but the sessions helped me process and rebuild my confidence."

Trauma

Our trauma-informed approach is central to our service, allowing clients to navigate and heal from complex past experiences.

Women

Women accessing our services have noted significant improvements in confidence and mental wellbeing. Our counsellors provide compassionate, focused support to those facing abuse, trauma, or economic hardship.

Young People (16–25)

Our services for young people have been a lifeline for those struggling with identity, anxiety, and life transitions. We continue to expand our outreach to this age group, recognising the importance of early intervention.

Our Funders and Supporters

Our thanks go to our generous funders who made our work possible. This year, we received grants from:

- The Linnet Trust – £13,000
- Wiltshire Community Foundation – £10,000 & £5,000
- Wiltshire Police and Crime Commissioner – £11,200
- The Community Fund - £10,000
- Wessex Water – £3,500
- Chippenham Borough Lands Charity – £3,000
- The Weinstock Fund – £2,000
- Selwood Housing – £1,248
- Jack Lane Trust – £1,000
- The Ray Harris Charitable Trust – £1,000
- Melksham Town Council – £1,000
- Trowbridge Town Council - £1,000
- St James' Trust - £1000
- The Walter Guinness Charitable Trust – £1,000
- Co-op Community Fund – £500
- Westbury Town Council – £500
- Melksham Without Parish Council - £200
- Melksham Area Board - £200

Their support allows us to provide mental health services to those who need it most. Thank you for believing in our mission.

Our Counsellors

Our volunteer counsellors are the backbone of Help Counselling Services, saving the organisation in excess of £250,000 annually. Their commitment, empathy, and professionalism enable us to deliver thousands of counselling sessions each year, making mental health support accessible to all.

We asked a couple of our counsellors to say a few words about why they volunteer with HCS

Claire

I greatly value the support surrounding me from the HELP team, which enables me to develop how I work with clients. The Initial Appointment notes enable me to initially assess risk around each client and highlights where I may need to seek further input (from either my primary supervisor, HELP group supervision or the team at HELP). The counselling rooms are comfortable and welcoming, and I feel safe working within the environment & building.

The group supervision provided by HELP is extremely beneficial on several levels: providing an additional regular form of supervision support; Nigel is an excellent supervisor and facilitator of the group; I also appreciate meeting other volunteers on a regular basis and learning from their

experiences; it builds a sense of community. The contribution towards my primary supervision costs are hugely appreciated. It reflects the recognition of the contribution made by the volunteers. The commitment from the HELP team at providing access to additional training is exemplary and I have really appreciated this.

Kirsty

Help is a really welcoming and supportive organisation. I feel valued as a volunteer. I have been given support when needed and feel Help gives its counsellors opportunities to succeed and progress.

The ease of the application and induction process, I found it thorough, which was reassuring as it makes sure that the counsellors are suited to the work, but also straightforward.

The culture allows for counsellors to seek support when needed, while also being enabled to work in their own way with clients. The boundaries are also reassuring, and the staff are supportive. Counsellors are valued by having support in paying for supervision, are given excellent CPD opportunities and I find the annual Xmas party is great for morale and in feeling valued.

I think Help is a great organisation and when friends and colleagues tell me about their experiences at other placements, I realise how lucky I am.

Lynne

I cannot speak highly enough of my placement at Help. The management team are all wonderful and go above and beyond to be helpful and supportive; I have always felt well held, and as a result my confidence has grown over my time here. The rooms are well kept and feel like a very therapeutic environment, and I have experienced a wide variety of clients. The induction and administration procedures are efficient and well managed, and I am grateful for the high-quality training offered. I have benefited from advice on setting up in private practice and particularly appreciate being able to use Help's rooms for this whilst starting out. Sadly, I have read of and heard from course peers about much less positive placement experiences and as a result feel even more fortunate to have landed at Help, it feels like a gold standard!

Client Feedback

We are incredibly grateful to our clients for sharing their experiences with us. Here are some of their reflections:

"I wasn't confident in therapy before starting, but it came together beautifully, and I can't speak highly enough of my counsellor."

"I felt supported and accepted for who I am."

"It has been liberating, allowing me to express myself in a non-judgemental environment that has been life-changing for me."

"The whole experience has been excellent, and I am very grateful. It's extremely professional and allowed me to trust the process and feel I was in a safe place."

"I made a big step making this, and I don't regret it. My counsellor is what I needed, and I thank her for that. I will work on me, more and more."

"Gary always explained everything clearly and was a fantastic help to me in putting my issues in perspective."

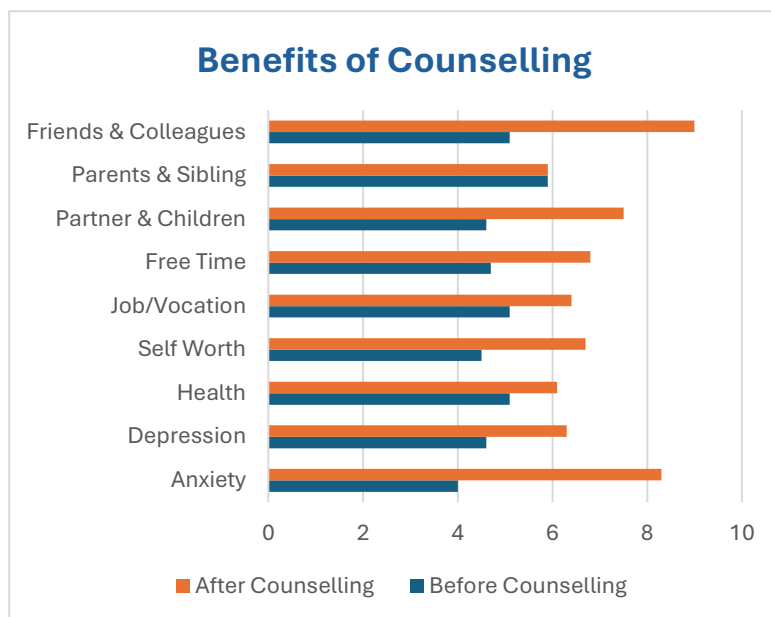
"I was feeling very vulnerable and high anxiety following a heart attack, but the sessions helped me process and rebuild my confidence."

These are just a few of comments that show the impact our volunteer counsellors have on their community.

The impact of our Work

At Help Counselling Services, we believe that accessible, compassionate mental health support can transform lives. Our *Wheel of Life* assessments, conducted before and after counselling, illustrate the profound impact of our services. Clients consistently report significant improvements in key areas of their well-being.

These improvements are not just numbers; they represent real lives transformed, individuals regaining hope, stability, and purpose. One client shared, *"Ten years of struggles were worked out and conquered in 11 sessions."* Our work goes beyond crisis intervention; it is a lifeline, offering long-term support and recovery in the communities that need it most.



Case Study: Liam's Journey

Liam first came to Help Counselling Services following the tragic suicide of his best friend. They had spoken just days before, planning to catch up that weekend. Having known him since their teenage years, Liam had never once suspected his friend was struggling. The shock and confusion of the loss left him battling emotions he had never confronted before, guilt, sadness, and an overwhelming sense of disbelief.

Liam was paired with David, one of our trained bereavement and loss counsellors. With patience and understanding, David created a safe, non-judgemental space for Liam to explore emotions that had long been unspoken. Gently guided, Liam began to unravel his grief, reflecting on unexpressed fears and buried feelings. When the weight of his emotions became too much, he would turn to alcohol to numb the pain, a temporary escape that only deepened the disconnect with his partner.

Through therapy, Liam started to recognise how his reluctance to process his feelings had created barriers, not only with his partner, who felt him slipping away, but also within himself. With David's support, he gradually found healthier ways to express his emotions, rebuild trust, and reconnect emotionally.

David introduced Liam to somatic experiencing and focusing techniques, guiding him to identify where emotions lived in his body. Rather than pushing those feelings away, sessions encouraged Liam to sit with the sensations, allowing them to surface gently and be processed safely.

Over time, Liam learned to understand his triggers, respond to emotional waves without avoidance, and rebuild his connection with his partner.

He now describes feeling more grounded, open, and ready to face the future with resilience and clarity; empowered by a deeper understanding of himself and his relationships.

Liam is now committed to AA and helps others struggling with addiction and their mental health, whilst still supporting his own well-being. We are very proud of his achievements.

Our Trustees

Our Trustees bring strategic oversight, governance, and unwavering support to Help Counselling Services. Their expertise and dedication help guide our mission and ensure our services reach those who need them most.

Catherine Hamp – Chair

Catherine's professional career was in the civil service. She developed policy and advised ministers on subjects as varied as disability benefits, pensions regulation and cyber security.

She was selected to undertake a secondment from the civil service to the charity sector, advising The Stroke Association on governance and board effectiveness.

Alongside her professional career, she has volunteered as a charity trustee since 2013, firstly at the national anti-poverty charity Turn2Us, latterly becoming chair of the operations committee there, and then at Help Counselling, which she joined in 2019, becoming chair of trustees the following year.

Lindsay Driscoll – Vice Chair

Lindsay Driscoll has advised on charity law and governance in this country and internationally for over 40 years. For several years she was Legal Commissioner at the Charity Commission and before that Head of Legal at NCVO and then a partner at a London charity law firm. She has also worked in over 30 countries, advising governments and Human Rights organisations on the reform of charity and civil society law.

In the course of her work Lindsay advised several leading psychotherapy and counselling charities. Lindsay originally gave some advice to Help and then was pleased to accept an invitation to become a trustee ten years ago.

Sarah Cope – Treasurer

Sarah has been Treasurer at Help Counselling Services for over a decade, bringing more than 20 years of bookkeeping experience across local firms to the role. A qualified accounting technician, Sarah combines financial rigour with a deep understanding of the human impact of mental health challenges.

She is passionate about the role that community groups play in supporting wellbeing—offering connection, tackling loneliness, and creating vital networks for individuals and families alike.

Outside of work, Sarah is a mum to two teenage children and a committed swimmer. Whether braving the Thames or taking on Lake Windermere, she has raised funds through her swims for a number of local causes, showing the same dedication in the water as she does in her work with HCS.

Mayor Stephen Cooper

Stephen Cooper worked in the public sector managing the support of UK Government IT systems until his early retirement in 2010. He brings experience in major incident management, change management, risk management, information security management and quality management; all within an enterprise level organisation.

In 2021 he was elected to Trowbridge Town Council and has since served one twelve-month term as Deputy Mayor of Trowbridge and two terms as Mayor. In May 2025 he was re-elected to the Council and is now serving his third consecutive term as Mayor.

Stephen joined Help Counselling Services as a Trustee in late 2024.

Dr Tony Ward

Dr Tony Ward is a Chartered and Registered Counselling Psychologist and an Associate Professor at the University of the West of England. He volunteered with Help Counselling Services from 2017 to 2019 before leaving to establish a research clinic at the university. His research focuses on integrative, neuroscience-based approaches to therapy, and he also teaches on the Doctorate in Counselling Psychology programme.

In addition to his work in the UK, Dr Ward is a visiting lecturer at Paris 8 University in France. He returned to Help Counselling Services as a trustee in 2022, motivated by a strong commitment to giving back to the local community. Alongside his academic work, he maintains a private practice in Trowbridge and Salisbury.

Thom Aylesbury

Thom Aylesbury has been a trustee of Help Counselling Services since late 2022. He previously trained with the organisation as a student counsellor during 2019 and 2020.

Since 2018, Thom has worked in local mental health services, following a prior career in the hospitality sector while living and working in Trowbridge. He is proud to support Help Counselling Services and contribute to the charity's meaningful impact within the community.

Audited Accounts

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 INCOME & EXPENDITURE

	31/03/2025	31/03/2024
Grants & Donations		
Grants Received	98890	75514
Client and Other Donations	19576	21149
Total Grants & Donations	118,466	96,663
Other Income		
Rent Received	5900	4181
Interest Received	1037	756
Gift Aid	7169	
Sponsorship	947	193
Total Other Income	15,053	5,130
Total Income	133,519	101,793
Expenditure		
Bank Fees	(736)	613
Cost of Outside Services	10297	1000
Dues & Subscriptions	3244	3310
Insurance	1552	872
Office Supplies, incl Printing, Postage etc.	3127	810
Professional Fees	300	
Rent	8178	7200
Repairs and Renewals	2151	444
Recruitment	0	78
Salaries, Pensions & NIErs	65144	50490
Sundry Expenses incl Volunteer Expenses	2080	2505
Supervision	18655	16532
Telephone & Internet	837	783
Training	3159	3795
Travel Expenses	2022	1734
Utilities & Management Charges	7469	3720
Website	252	246
Total Expenditure	127,731	64,132
Surplus/(Deficit) Before Depreciation	5,788	7,661
Depreciation		
Fixtures & Fittings	471	796
Computer Equipment	597	628
Total Depreciation	1068	1424
Surplus/Deficit) After Depreciation	4,720	6,237

	31/03/2025	31/03/2024
Fixed Assets (Note 1)	3,205	4,274
Current Assets		
Debtor and Prepayments	1181	861
Cash in Bank	75288	71524
Total Current Assets	<u>76,469</u>	<u>72,385</u>
Current Liabilities		
Sundry Creditors	0	(1,705)
Total Current Liabilities	0	(1,705)
Net Current Assets	<u>76,469</u>	<u>70,680</u>
Total Assets less Current Liabilities	<u>79,674</u>	<u>74,954</u>
 Represented By:		
Balance Brought Forward		
Restricted Funds	22,974	14,100
Unrestricted Funds	51,980	54,617
Restricted & Unrestricted Funds		
Surplus/(Deficit) After Depreciation	4,720	6,237
Balance Carried Forward	79,674	74,954
 Represented By (Note 2):		
Restricted		22,974
Unrestricted	79,674	51,980
Total	79,674	74,954

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 Fixed Assets (Note 1)

	Furniture and Fittings 25%	Computer Equipment 25%	Total
Cost			
At 01/04/24	4,830.00	4,710.00	9,540.00
Additions			0.00
Disposals			
At 31/03/25	4,830.00	4,710.00	9,540.00
Depreciation			
At 01/04/24	(2,442.00)	(2,823.75)	(5,265.75)
Depreciation for the Year	(597.00)	(471.56)	(1,068.56)
Disposal			
At 31/03/25	(3,039.00)	(3,295.31)	(6,334.31)
Net Book Value			
At 31/03/24	2,388.00	1,886.25	4,274.25
At 31/03/25	1,791.00	1,414.69	3,205.69

	31/03/2025	31/03/2024
Restricted Funds	22,974	14,100
Unrestricted Funds	51,980	54,617
Surplus/(Deficit) After Depreciation	4,720	6,237
Balance Carried Forward	74,674	74,954
Represented By:		
Restricted (See below)		22,974
Unrestricted	79,674	51,980
Total	79,674	74,954
Restricted Funds		
Wiltshire Police and Crime Commissioner		6453
White Horse Care Trust Employees		1200
Ladbrokes		321
National Lottery		15000
Total	0	22974

Year End Accounts - 31st March 2025 Independent Examiners Report

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2025

As the charity's trustees, 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 Charity's accounts carried out under section 145 of the 2011 Act and 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.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination.

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

Signed

Jenny Budgell AMCA

Dated: 9th July 2025

Treasurer's Report

Help Counselling Services ended the financial year in a stable position, with a modest surplus of £4,720 after depreciation, demonstrating careful financial management and resilience in the face of growing demand.

Total income increased to £133,519, up from £101,793 the previous year, an encouraging 31% rise. This was largely due to a strong uplift in grants, growing from £75,514 to £98,890, alongside steady client donations and a notable increase in other income such as rent received, interest, and Gift Aid.

Expenditure also rose, reflecting our expanded operations and increased staff and supervision costs. We invested more in infrastructure and professional services while continuing to prioritise affordability and service delivery. Salaries and pension contributions rose from £50,490 to £65,144, consistent with our commitment to fair pay and sustainability.

At year-end, the charity held net assets of £79,674, with £22,974 in restricted funds for key projects and £51,980 in unrestricted reserves, ensuring flexibility for future planning.

The accounts were independently examined by Jenny Budgell ACMA, who reported no material concerns.

Reserves Policy

Purpose

Our Reserves Policy is designed to provide clarity on why reserves are necessary, how they are funded, and the target amount required to ensure the stability and continuity of our services.

Why We Need a Reserves Policy

Our reserves are maintained to:

- **Fulfil our Obligation to Clients:** At Help Counselling Services, we believe that therapeutic support must be consistent and dependable. When clients begin their counselling journey with us, they place their trust not only in their counsellor but in the stability of our service. Our reserves allow us to honour that trust by ensuring that all clients can complete their counselling sessions, even in the face of unexpected financial challenges or service disruptions.
- **Ensure Continuity of Therapeutic Services:** In the event of closure, our reserves are structured to cover five months of full running costs. This guarantees that all therapeutic commitments are honoured, that clients are supported through to the end of their planned sessions, and that we can manage any necessary transitions with dignity and care. This includes covering potential redundancies and liabilities such as removal costs.
- **Weather Fluctuations in Funding:** The nature of charitable funding can be unpredictable. Our reserves act as a financial buffer, allowing us to maintain seamless support for our clients during periods of funding uncertainty, ensuring that no one's therapeutic journey is interrupted.

How Our Reserves Are Funded

All funds raised explicitly for client services are dedicated solely to that purpose. Our reserves are generated through renting our space to other organisations and individuals, ensuring that all client-focused donations remain wholly for service delivery.

Current Reserves Fund

At present, our reserves stand at **£35,000**.

Our Target

We are working towards a reserve fund of £55,000. This represents 50% of our total yearly expenditure, sufficient to cover any unforeseen events, from funding dips to potential service closure.

Our strategy is to grow this fund incrementally over the next 5 to 8 years, increasing reserves by £1,500 to £2,000 annually, followed by £500 per year to meet rising costs. While committed to achieving this goal, our primary focus remains fully funding the service, and we remain flexible to adapt to financial realities, as necessary.

HELP COUNSELLING SERVICES

ACCOUNTS FOR YEAR ENDED

31st MARCH 2025

Help Counselling Services - Charity 1174668

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Total Income	133,519	101,793
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Cost of Outside Services	10297	1000
Dues & Subscriptions	3244	3310
Insurance	1552	872
Office Supplies, incl Printing, Postage etc	3127	810
Professional Fees	300	
Rent	8178	7200
Repairs and Renewals	2151	444
Recruitment	0	78
Salaries, Pensions & NIERS	65144	50490
Sundry Expenses incl Volunteer Expenses	2080	2505
Supervision	18655	16532
Telephone & Internet	837	783
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Utilities & Management Charges	7469	3720
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Cash in Bank	75288	71524
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Current Liabilities		
Sundry Creditors	0	(1,705)
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Net Current Assets	<u>76,469</u>	<u>70,680</u>
Total Assets less Current Liabilities	<u><u>79,674</u></u>	<u><u>74,954</u></u>

Represented By:

Balance Brought Forward

Restricted Funds	22,974	14,100
Unrestricted Funds	51,980	54,617
Restricted & Unrestricted Funds		

Surplus/(Defecit) After Depreciation	4,720	6,237
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Balance Carried Forward	79,674	74,954
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Represented By (Note 2) :

Restricted		22,974
Unrestricted	79,674	51,980
Total	79,674	74,954

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 Fixed Assets (Note 1)

	Furniture and Fittings 25%	Computer Equipment 25%	Total
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Additions			0.00
Disposals			
At 31/03/25	4,830.00	4,710.00	9,540.00
Depreciation			
At 01/04/24	(2,442.00)	(2,823.75)	(5,265.75)
Depreciation for the Year	(597.00)	(471.56)	(1,068.56)
Disposal			
At 31/03/25	(3,039.00)	(3,295.31)	(6,334.31)
Net Book Value			
At 31/03/24	2,388.00	1,886.25	4,274.25
At 31/03/25	1,791.00	1,414.69	3,205.69

	31/03/2025	31/03/2024
Restricted Funds	22,974	14,100
Unrestricted Funds	51,980	54,617
Surplus/(Defecit) After Depreciation	4,720	6,237
Balance Carried Forward	79,674	74,954
Represented By:		
Restricted (See below)		22,974
Unrestricted	79,674	51,980
Total	79,674	74,954
Restricted Funds		
Wiltshire Police and Crime Commissioner		6453
White Horse Care Trust Employees		1200
Ladbrokes		321
National Lottery		15000
Total	0	22974

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 Independent Examiners Report

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2025

As the charity's trustees, 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 Charity's accounts carried out under section 145 of the 2011 Act and 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.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination

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

Signed:

Jenny Budgetell ACMA

Dated: 07/07/2025

HELP COUNSELLING SERVICES

ACCOUNTS FOR YEAR ENDED

31st MARCH 2025

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 INCOME & EXPENDITURE

	31/03/2025	31/03/2024
Grants & Donations		
Grants Received	98890	75514
Client and Other Donations	19576	21149
Total Grants & Donations	118,466	96,663
Other Income		
Rent Received	5900	4181
Interest Received	1037	756
Gift Aid	7169	
Sponsorship	947	193
Total Other Income	15,053	5,130
Total Income	133,519	101,793
Expenditure		
Bank Fees	(736)	613
Cost of Outside Services	10297	1000
Dues & Subscriptions	3244	3310
Insurance	1552	872
Office Supplies, incl Printing, Postage etc	3127	810
Professional Fees	300	
Rent	8178	7200
Repairs and Renewals	2151	444
Recruitment	0	78
Salaries, Pensions & NIERS	65144	50490
Sundry Expenses incl Volunteer Expenses	2080	2505
Supervision	18655	16532
Telephone & Internet	837	783
Training	3159	3795
Travel Expenses	2022	1734
Utilities & Management Charges	7469	3720
Website	252	246
Total Expenditure	127,731	94,132
Surplus/(Defecit) Before Depreciation	5,788	7,661
Depreciation		
Fixtures & Fittings	471	796
Computer Equipment	597	628
Total Depreciation	1068	1424
Surplus/(Defecit) After Depreciation	4,720	6,237

	31/03/2025	31/03/2024
Fixed Assets (Note 1)	3,205	4,274
Current Assets		
Debtor and Prepayments	1181	861
Cash in Bank	75288	71524
Total Current Assets	<u>76,469</u>	<u>72,385</u>
Current Liabilities		
Sundry Creditors	0	(1,705)
Total Current Liabilities	0	(1,705)
Net Current Assets	<u>76,469</u>	<u>70,680</u>
Total Assets less Current Liabilities	<u><u>79,674</u></u>	<u><u>74,954</u></u>

Represented By:

Balance Brought Forward

Restricted Funds	22,974	14,100
Unrestricted Funds	51,980	54,617
Restricted & Unrestricted Funds		

Surplus/(Defecit) After Depreciation	4,720	6,237
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Balance Carried Forward	79,674	74,954
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Represented By (Note 2) :

Restricted		22,974
Unrestricted	79,674	51,980
Total	79,674	74,954

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 Fixed Assets (Note 1)

	Furniture and Fittings 25%	Computer Equipment 25%	Total
Cost			
At 01/04/24	4,830.00	4,710.00	9,540.00
Additions			0.00
Disposals			
At 31/03/25	4,830.00	4,710.00	9,540.00
Depreciation			
At 01/04/24	(2,442.00)	(2,823.75)	(5,265.75)
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Restricted Funds		
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National Lottery		15000
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Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2025 Independent Examiners Report

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I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and 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.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination

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

Signed:

Jenny Budgetell ACMA

Dated: 07/07/2025

HELP COUNSELLING SERVICES CIO

England & Wales - Charity number 1174668

Accounts

With Thanks to our Funders



**WESSEX
WATER
FOUNDATION**



**Wiltshire's local
counselling service**



HELP Counselling Services

Charity Number: 1174668

To make an appointment, enquire about our services or make a donation

HELP Counselling Services

Trowbridge

Kestrel House

7 Mill Street

BA14 8BE



01225 767459



enquiries@helpcounselling.co.uk



www.helpcounselling.co.uk

Annual Report

2023 – 2024

About Us

Introduction - Our Origins

HELP Counselling Services (HCS) was set up in 1983 by the local churches and town leaders of Trowbridge. They had seen the effects of solvent abuse on young people in the town and wanted to provide a safe place for users to come and talk and receive support. The service proved to be very successful, and found that other people were starting to use the charity—those who needed support with their mental health. Over time HCS developed into the counselling charity it is today and, whilst we are no longer working with solvent abuse, the aim to provide a safe and supportive space, has remained at our very core.

Our Purpose

At HCS, we believe that everyone deserves to have the opportunity and space to grow, change and heal. We are dedicated to serving our community and providing every client with respect and the opportunity to improve their mental health.

We aim to promote a positive view of mental health and provide services that are accessible, relevant and empowering to the people using them. Our services aim to contribute to mental and emotional wellbeing and reduce stigma and discrimination.

Our Objectives

We are a donation based counselling service for the people of Wiltshire and surrounding areas. As an organisation we have membership of the British Association for Counselling and Psychotherapy (BACP) and follow their ethical framework.

To deliver our objectives, our services are designed to promote wellbeing and recovery, foster self-awareness and resilience, encourage openness and trust, recognise each individual's role in their own recovery, provide a resource for all people in Wiltshire with mental health or emotional support needs, promote emotional and mental wellbeing by delivering high-quality services directly and in partnership with others, raise awareness and positive views about mental health issues, and ensure our services are as accessible as possible.

Jenny's Journey: From Trauma to Empowerment

When Jenny came to Help Counselling Services at age 28, she was grappling with the aftermath of a life-changing event: a terrifying sexual assault on her way home from a night out. While the case was progressing through the legal system, the trauma had forced Jenny to move back in with her parents, putting her once vibrant life on hold. Her career, social life, and self-confidence had diminished.

Despite this, Jenny's spark was still there—a determination and humour that shone through her pain. Counselling began by creating a safe and trusting space where she could confront the assault and unpack the layers of guilt and shame it left behind. Through psychoeducation, Jenny learned how trauma impacts the brain, how it alters perceptions of safety, and how perpetrators often exploit victims' guilt to maintain silence. This understanding allowed Jenny to shift some of the blame she had placed on herself and begin exploring her anger—an emotion that helped her reclaim energy and agency over her life.

Jenny has still to face the court case, which may bring with it more pain and require her to return to counselling. For now, though, the focus was on rebuilding her confidence and taking back control.

As the work progressed, deeper layers of Jenny's life came into focus. Counselling revealed a pattern of toxic relationships—from domestic abuse and stalking to workplace bullying and manipulative friendships. Moving back to the countryside and engaging in therapy gave Jenny the space to reflect on these dynamics. She began to see how her desire to accommodate others and avoid conflict had kept her stuck in damaging situations.

Over 14 weeks, Jenny committed wholeheartedly to the process, exploring how she could build healthier boundaries, say “no” without fear, and create relationships based on mutual respect. Her courage and willingness to reflect on her past and embrace change were remarkable.

Today, Jenny is taking steps toward a brighter future. Though her journey isn't over, counselling has given her the tools to understand herself, redefine her relationships, and move forward with strength and clarity.

It was a privilege to witness Jenny's growth and resilience—a testament to the transformative power of counselling.

(Names have been changed, and permission was granted to share this story.)

With Sincere Thanks

HELP Counselling Services could not provide this amazing service without the generosity and commitment of our Funders, Trustees and our Volunteer Counsellors. We thank them for their continued support:

Our Funders

- The National Lottery
- The Linnet Trust
- Wiltshire Community Foundation
- Albert Hunt Trust
- Wessex Water
- Walter Guinness CT
- Syder Foundation
- Edward Gosling Foundation
- Comic Relief
- Westbury TC
- Ray Harris CT
- BOA TC
- St James Trust
- Ladbrokes
- Trowbridge TC
- Melksham Without PC

Our Counsellors & Staff

Craig Lilburn	Kateland Burbidge
Jessica Sheppard	Kila Konja
Jo Fear	Fiona Hind-Senior Grief Counsellor
Laura Mercer	Fiona Rowland-Senior Counsellor
Rose Tidy	Lindy Coggan-Senior Grief Counsellor
Jess Shephard	Anna Parker Bates
Ollie LeCluse	Kirsty Field
Ele Dickson	Laura Mercer
Josie Grabham	Rachel Mayer
Gary Uffendell	Lynne Gregory
Allen Daniels	

Staff

Amanda Wilkes—Executive Director
Rachel Davis—Client Co-ordinator
Laura Smith—Counsellor Co-Ordinator

Accessing our Services

There is no fee to use our services. We do promote donations wherever possible, but no client should ever feel that they are prohibited from using our charity because of cost.

Clients can self refer or be sign posted through another service, like their GP.

Whilst we encourage clients to make contact in person, we also understand that this is not always possible, and welcome contact from carers, family and other organisations.

However, it must be stressed that the work that is done within the counselling room and the service, as a whole, remains confidential.

Our Counsellors

Our staff and volunteer counsellors provide accessible, relevant and empowering services that contribute to emotional and mental wellbeing and promote social inclusion.

We recognise the importance of challenging stigma and discrimination and working alongside others towards a socially just society that supports good mental health for all.

Our current services include:

- One to One Counselling (for Adults of 16+ yrs.)
- Ongoing Group Therapy for those with long term mental health needs
- Sign Posting and Advocacy

The Counselling Process

Our Counsellors have a wide range of skills and experiences, and we undertake an initial appointment process to ensure that we match clients to counsellors with the skills they need.

Once in counselling clients receive up to 12 to 18 weeks to work with their counsellor. Whilst building a trusting and non judgemental space, counsellors facilitate clients to work on the issues they have brought, to recover from trauma, explore their lives and relationships, to build their personal awareness and re-build their strength and resilience. This can be a revelatory and transformative process, as is demonstrated by the case history at the end of this Report.

Meet the Trustees

Catherine Hamp our Chair, joined HCS as a trustee in 2019, having previously worked as a civil servant. She was a Trustee for 6 years at the national anti-poverty charity Turn2Us, ending her time there as Chair of the Operations Committee. She has also worked at the Stroke Association, advising on governance and Board development issues and carrying out specific review projects. She sums up her commitment to HCS simply as 'supporting mental wellbeing and resilience has never been more needed



Lindsay Driscoll is our resident expert in charity law and governance. She has held posts with National Council for Voluntary Organisations, was the legal commissioner for the Charity Commission, a consultant with the leading charity law firm of Bates, Wells and Braithwaite. She is a trustee of a local church, a theatre company, the national charity for community organising and a Canadian foundation

Sarah Cope is our eagle-eyed Treasurer, and bookkeeper to several local firms. A busy mother of 2 young children.

When Sarah isn't giving up her free time to the HELP Counselling Services, she is a very keen and strong indoor and outdoor swimmer, having swam both the Thames, Lake Windermere, and wild swims throughout the year. Most recently she completed a 5k obstacle challenge with her daughter raising funds for HCS.



What Our Clients Say

"I was feeling utterly lost and down and all the other emotions of depression. I was referred to iapt but didn't want CBT, I felt i needed to work through my traumas . But to hear no one could help then someone mentioned Help Counselling, when I just about given up hope of ever feeling happy again. From start to finish the process was great with people who listened and had empathy and compassion. I was put on a waiting list and a had phone call during the time whilst i was waiting and had the opportunity to ring if i felt i needed to whilst i was waiting to start the Counselling."

"I arrived feeling in a state of complete overwhelm & distress. I feel Josie has helped me navigate my way out of this in a gentle, caring way. I have much more clarity of thought & a new awareness of what is & isn't mine to carry & deal with."

"I have gained a greater strength within myself and feel more of who i should be. The journey was deep at times with my sessions but i knew it had to be to become where i am at now. I embraced every moment even though there were times i struggled. No pain no gain."

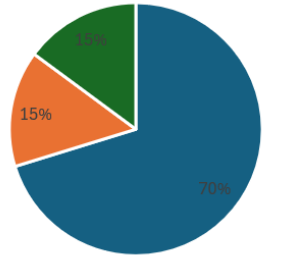
"I have really benefitted from my counselling and it has transformed my life. I was finally able to break patterns of thought and get strong g enough to help myself. I have left with a number of tools to refer back to yo support me."

"It's really changed the way I approach things, I could not have gotten through a really difficult family situation without counselling. It has improved my marriage, my relationship with my parents and my own self worth"

"Jo was amazing she has helped me realise and come to terms with so much. I have had counselling before but this has been the best so far"

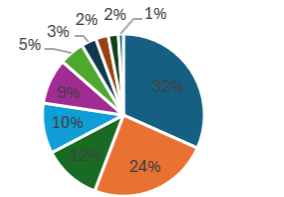
"Allen opened my eyes to being aware of how things affected my life and how I thought and dealt with what went on in my head, and over the weeks the relationship improved but in the beginning I did struggle as it was a new experience."

Preferred Method of Counselling



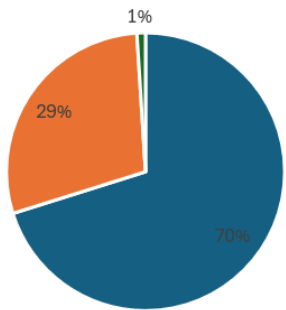
■ Face-to-Face ■ Zoom ■ Telephone

Employment Status



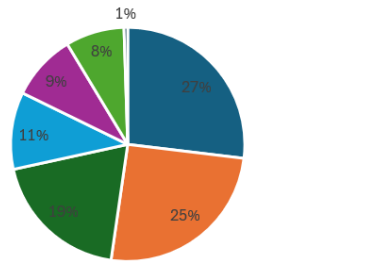
■ Full-Time ■ Part Time ■ Retired
 ■ Unemployed ■ Self-Employed ■ Off Sick
 ■ Disabled ■ Stay at Home Parent ■ Student
 ■ Carer

Gender



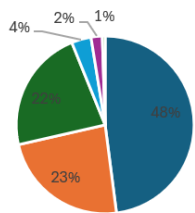
■ Female ■ Male ■ Gender Queer

Age Group



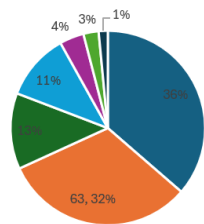
■ 50-64 ■ 30-39 ■ 40-49 ■ 65+ ■ 26-29 ■ 18-25 ■ 16-18

Referred



■ Health Professional ■ Friends/Family
 ■ Internet ■ Returning Client
 ■ Local or Charitable Organisation ■ Statutory Organisation

Marital Status



■ Single ■ Married ■ Divorced ■ Co-Habiting ■ Separated ■ Widow ■ Civil Partnership

Karen Hoose is a Senior Pensions Administrator, a very busy mum & step-mum of 3, and is a keen fundraiser for various charities and causes. Karen joined the charity because she is deeply passionate about making sure anyone with a mental health issue are able to access services quickly when they are needed. Karen recently took part in South West Coastal Path Challenge, walking 80 miles and raising £840 for Dementia UK, as well as various running and sponsored events. In Karen's spare time she loves to sew, read and run.



Thom Aylesbury

Having been fortunate enough to have had therapy myself, I knew the benefits and whilst undertaking my counsellor training, I had the pleasure to practice at Help, as a student counsellor.

It was incredibly flattering to be approached for a trustee role, and given the opportunity to contribute to the success of HCS.



Tony Ward is an associate professor of counselling psychology at the University of the West of England, and also works in private practice as a psychology practitioner. He was a volunteer at HELP from 2017 - 2019 and now runs a research clinic at the university in Bristol. He said "I am delighted to have the opportunity to be a trustee at HELP and contribute to the excellent work it does in supporting our communities across



Report from the Chair

In my fourth year of reporting as Chair of Help, I am struck, as always, by the way in which individual efforts, both voluntary and paid, come together and coalesce to form strong working relationships which in turn ensure the effective delivery of empathetic and genuinely life changing services. Across our communities, statutory services are increasingly underpinned by the work of charities and their volunteers - and if we sometimes wonder why others volunteer so willingly or give so much of their time, the case studies and testimonials in this report speak loudly in reply.

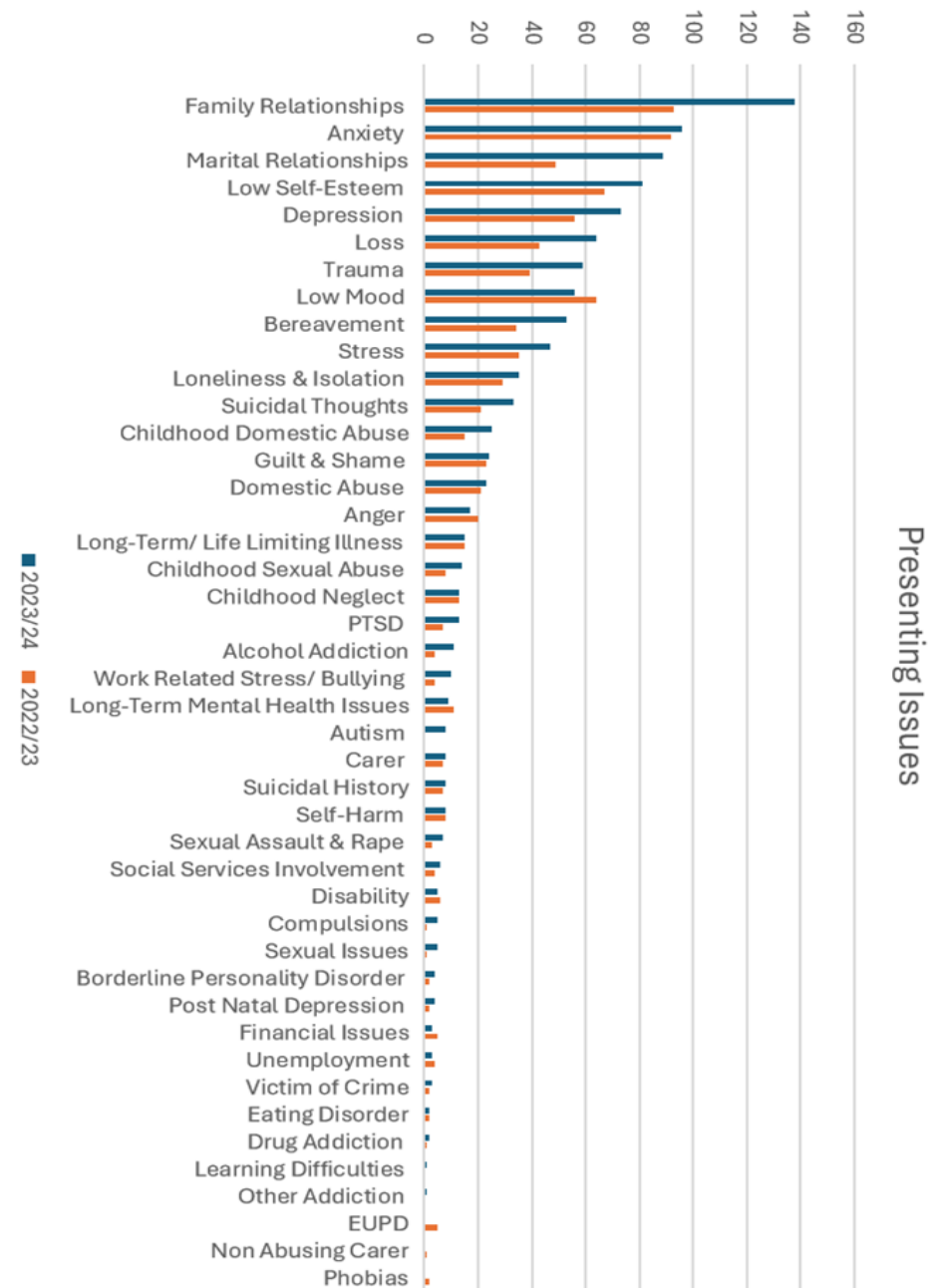
This has been a year of ever growing demand for our services, with increasingly complex and challenging situations for our Counsellors to address with their clients. Given how busy and pressurised the service was, it became a concern for the Board of Trustees that we were receiving unclear and (in some cases) inappropriate referrals from other agencies. The team set up meetings with a number of GP surgeries and others who make referrals in order to explain both our capacity and capability. This was a productive professional dialogue which has resulted in better working relationships and high quality referrals.

We were once again glad to be able to recruit new Counsellors, ending the year with more than at anytime. Our responsibility as an organisation is to support them, provide training and professional development and ensure that we are making the best possible use of their skills and knowledge in matching them with clients and deciding the appropriate length of therapeutic journey.

We could not help and support so many without the support of generous Funders and Donors - both national and local. It has been a joy to meet some of those funders face to face this year and our door is always open to others who want to see how we do things.

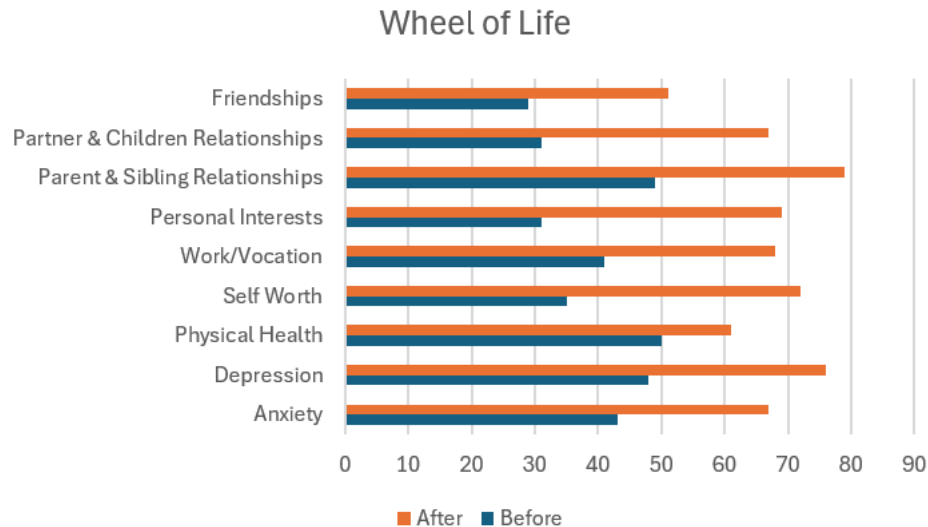
As always, the warmest of thanks go to our office team for their professionalism, empathy and efficiency - you're the best!

Catherine Hamp
Chair of Trustees



Wheel Of Life

The Wheel of Life focuses on 8 key areas of our clients' lives. Clients are asked to rate their feelings towards each area, before, and at the end of counselling. Rating 0 –10 with 10 being excellent.



Presenting Problems

As an generic counselling service, we see a lot of presenting issues in the counselling room. As you can see, not only are we seeing relationships, anxiety and depression, we are seeing clients with traumatic and difficult stories. The case study, is an perfect illustration of that.

The case for good training also is perfectly highlighted in the range of work we see. This year we have provided trauma training, suicide, bereavement and loss and next year we plan on neuro diversity training, some addiction training and working with low mood.

On the next page you will see various pie charts measuring the information we collect. The preferred method of counselling shows that most people want face to face work, but a third still want to work remotely, and this is often because of illness, disability or their working hours and/or family life make it difficult to attend face to face sessions.

Report from the Executive Director

This year has been one of progress and development for Help Counselling Services. We've settled into our new rooms, which have been widely appreciated by clients and counsellors. The additional space has allowed us to generate more income through room rentals, supporting the charity's financial stability.

We've strengthened our team with the addition of six new volunteer counsellors—Kirsty, Lynne, Ollie, Rachel M, Anna, and Gary—whose commitment ensures we can continue delivering vital mental health support. To enhance our services further, we provided targeted training on bereavement and loss, trauma, and suicide, equipping our counsellors with the skills to meet diverse client needs.

A highlight was welcoming Jerry and Rowan Suenson from the Linnet Trust, one of our key funders, to visit the service. They were able to meet trustees, counsellors and clients and it was a great opportunity to demonstrate the impact of their support directly. We invite all of our funders to visit us and see how they are making a difference.

Community engagement has remained a priority. Kirsty, one of our group members, raised £500 through a raffle, and we ran a stall at Trowbridge Job Centre and delivered presentations to Victim Support and Melksham Town Council. As well as making connections with GP surgeries, Health and Well being Teams, and other Charities.

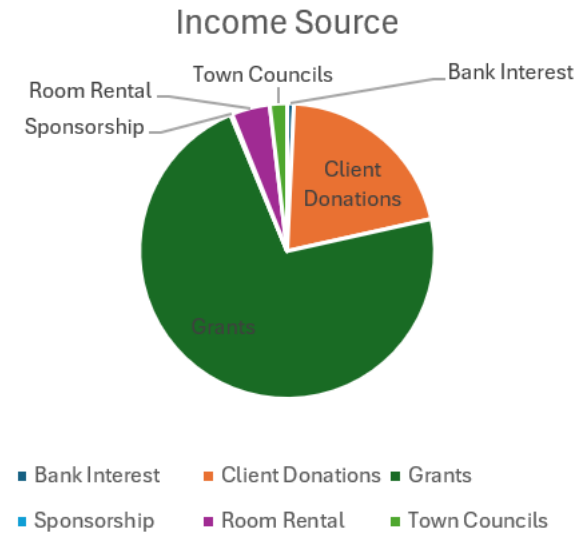
This year, we also applied for two significant projects: one with Wiltshire Council to support workplace mental health and another with Wiltshire Community Foundation to address health inequalities across the county. We look forward to seeing if we are successful.

Finally, I would like to thank our funders for their continued support, our Trustees—especially Catherine, our Chair who supports my wellbeing—and my colleagues Laura and Rachel for their invaluable contributions. Most importantly, thank you to our volunteer counsellors, whose hard work underpins everything we do. Together, we are making a real difference in the communities of Wiltshire.

Amanda Wilkes
Executive Director

Accounts Summary

	2023/24	2022/23
Grants & Donations		
Grants Received	75514	55,450
Client and Other Donations	21149	14,194
Outside Services		7,220
Total Grants & Donations	96,663	76,864
Other Income		
Rent Received	4181	1,028
Interest Received	756	114
Gift Aid		2,602
Sponsorship	193	173
Total Other Income	5,130	3,917
Total Income	101,793	80,781
Expenditure		
Bank Fees	613	695
Cost of Outside Services	1000	2,145
Dues & Subscriptions	3310	4,173
Insurance	872	0
Office Supplies, inc Printing, Postage etc	810	1,663
Rent	7200	5,000
Repairs and Renewals	444	3,311
Recruitment	78	
Salaries, Pensions & NIERS	50490	45,600
Sundry Expenses inc Volunteer Expenses	2505	2,282
Supervision	16532	13,171
Telephone & Internet	783	821
Training	3795	4,590
Travel Expenses	1734	1,557
Utilities & Management Charges	3720	3,558
Website	246	464
Total Expenditure	94,132	89,030
Surplus/(Deficit) Before Depreciation	7,661	(8,249)
Depreciation		
Fixtures & Fittings	796	203
Computer Equipment	628	639
Total Depreciation	1424	842
Surplus/(Deficit) After Depreciation	6,237	(9,091)



Treasurer's Report

The Current Assets at the year-end amounted to £74954 at 31st March 2023 compared to £68717 at 31st March 2022 of which £22974 is restricted funds for specific services. After we had a deficit last year Help Counselling Services is back where it was in 2022 and is in a good financial position. There has been an increase in grants (£75,514 from £55,450) and an increase from client donations (£21,149 from £14,184), a steady amount from sponsorship (£193 from £173) and from outside services (£7270 from £6006) and a increase in rent income (£4181 from £1028). Outside services which brought in £7270 last year was not continued this year.

Budget for 2024/2025 is estimated at £110,000 from £90k, increase due to many bills going up and an extra staff member. The planned opening of two new sites in other towns for more counselling services will cause an increase in the budget for next year, covering rent and expenditures related to renting new premises. Due to having more counsellors volunteer expenses are expected to increase again next year along with supervision costs.

Ahead to 2024/25 we need to maintain our fundraising success, so the service can protect clients and have a secure future for many years to come.

My thanks to Jenny Budgetell from Natural Numbers for completing our accounts.

Thank you to all our funders, volunteers, staff and fellow trustees for their commitment to Help Counselling Services and the vital mental health work it does in Wiltshire


Sarah Cope
Treasurer

Cost of Outside Services/ Subcontractors

Outside Services relates to the Counsellor payment costs of providing the White Horse Care Trust

Subcontractors relates to paying HCS counsellors to provide Initial Appointments during our busiest periods.

I confirm that I have examined all the files and records for the year ended March 31st, 2024, and consider that these figures show a true position of the finances of Help Counselling Services at that date.

Signed: 
Jenny Budgetell ACMA
Dated: 11/11/24

Reserves Policy

This policy aims to give a clear understanding of our Reserves Policy, why it is needed, and the amount that is needed.

Our reserves policy is needed:

- 5 months full running costs, as well as covering the current cost of any potential redundancies, and liabilities such as removal costs.
- To weather any dips in funding and maintain continuity.
- To ensure that all clients, many who are very vulnerable, will be able to complete their work with us.
- In the event that the service is no longer needed, we are able to fulfil all our financial obligations

How is it funded?

All funds raised for the express use of our clients are used for the aims of the service and our clients. All of our reserves have been raised through renting our space to other organisations and individuals.

What is the current reserves fund?

At present our reserves are £45,000

What is needed?

We are working towards reserves of £55,000. This is 55% of our total yearly expenditure and will cover all eventualities, from funding dips to the closure of the service. Our aim is to slowly increase the fund over the next 5 to 8 years by £1,500 to £2,000 per year, and then every subsequent year by £500 to meet annual cost increases. Whilst we will work diligently to see the success of this plan, we must be flexible and meet our funding constraints to fully fund the service first and foremost

HELP COUNSELLING SERVICES

ACCOUNTS FOR YEAR ENDED

31st MARCH 2024

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2024 Independent Examiners Report

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2024

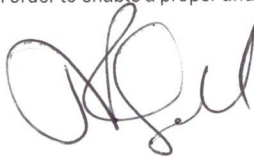
As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act")

I report in respect of my examination of the Charity's accounts carried out under section 145 of the 2011 Act and 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.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination

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

Signed:



Jenny Budgell ACMA

Dated:

11/11/24

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2024 INCOME & EXPENDITURE

	31/03/2024	31/03/2023
Grants & Donations		
Grants Received	75514	55,450
Client and Other Donations	21149	14,194
Outside Services		7,220
Total Grants & Donations	96,663	76,864
Other Income		
Rent Received	4181	1,028
Interest Received	756	114
Gift Aid		2,602
Sponsorship	193	173
Total Other Income	5,130	3,917
Total Income	101,793	80,781
Expenditure		
Bank Fees	613	695
Cost of Outside Services	1000	2,145
Dues & Subscriptions	3310	4,173
Insurance	872	0
Office Supplies, incl Printing, Postage etc	810	1,663
Rent	7200	5,000
Repairs and Renewals	444	3,311
Recruitment	78	
Salaries, Pensions & NIEs	50490	45,600
Sundry Expenses incl Volunteer Expenses	2505	2,282
Supervision	16532	13,171
Telephone & Internet	783	821
Training	3795	4,590
Travel Expenses	1734	1,557
Utilities & Management Charges	3720	3,558
Website	246	464
Total Expenditure	94,132	89,030
Surplus/(Defecit) Before Depreciation	7,661	(8,249)
Depreciation		
Fixtures & Fittings	796	203
Computer Equipment	628	639
Total Depreciation	1424	842
Surplus/(Defecit) After Depreciation	6,237	(9,091)

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2024 BALANCE SHEET

	31/03/2024	31/03/2023
Fixed Assets (Note 1)	4,274	4,721
Current Assets		
Debtor and Prepayments	861	77
Cash in Bank	71524	64,546
Total Current Assets	<u>72,385</u>	<u>64,623</u>
Current Liabilities		
Sundry Creditors	(1,705)	(627)
Total Current Liabilities	<u>(1,705)</u>	<u>(627)</u>
Net Current Assets	<u>70,680</u>	<u>63,996</u>
Total Assets less Current Liabilities	<u>74,954</u>	<u>68,717</u>
Represented By:		
Balance Brought Forward		
Restricted Funds	14,100	
Unrestricted Funds	54,617	
Restricted & Unrestricted Funds		77,808
Surplus/(Defecit) After Depreciation	6,237	(9,091)
Balance Carried Forward	74,954	68,717
Represented By (Note 2) :		
Restricted	22,974	14,100
Unrestricted	51,980	54,617
Total	74,954	68,717

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2024 Fixed Assets (Note 1)

	Furniture and Fittings 25%	Computer Equipment 25%	Total
Cost			
At 01/04/23	4,830.00	3,732.00	8,562.00
Additions		978.00	978.00
Disposals			
At 31/03/24	4,830.00	4,710.00	9,540.00
Depreciation			
At 01/04/23	(1,646.00)	(2,195.00)	(3,841.00)
Depreciation for the Year	(796.00)	(628.75)	(1,424.75)
Disposal			
At 31/03/24	(2,442.00)	(2,823.75)	(5,265.75)
Net Book Value			
At 01/04/23	3,184.00	1,537.00	4,721.00
At 31/03/24	2,388.00	1,886.25	4,274.25

Help Counselling Services - Charity 1174668

Year End Accounts - 31st March 2024 Reserves (Note 2)

	31/03/2024	31/03/2023
Restricted Funds	14,100	
Unrestricted Funds	54,617	77,808
Surplus/(Defecit) After Depreciation	6,237	(9,091)
Balance Carried Forward	74,954	68,717
Represented By:		
Restricted (See below)	22,974	14,100
Unrestricted	51,980	54,617
Total	74,954	68,717
Restricted Funds		
Wiltshire Police and Crime Commissioner	6453	
White Horse Care Trust Employees	1200	
Ladbrokes	321	
National Lottery	15000	
Total	22974	

HELP COUNSELLING SERVICES

ACCOUNTS FOR YEAR ENDED

31st MARCH 2024

Help Counselling Services - Charity 1174668

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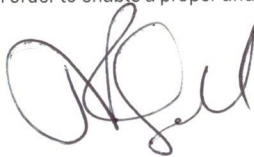
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Dated:

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Total	22974	

HELP COUNSELLING SERVICES CIO

England & Wales - Charity number 1174668

Accounts

With Thanks to our Funders



The Community Foundation
for Wiltshire & Swindon



To make an appointment, enquire about our services or make a donation

HELP Counselling Services

Trowbridge

Kestrel House

7 Mill Street

BA14 8BE



01225 767459



enquiries@helpcounselling.co.uk



www.helpcounselling.co.uk



Wiltshire's local
counselling service

HELP Counselling Services

Charity Number: 1174668

Annual Report

2022 – 2023

About Us

Introduction - Our Origins

HELP Counselling Services (HCS) was set up in 1983 by the local churches and town leaders of Trowbridge. They had seen the effects of solvent abuse on young people in the town and wanted to provide a safe place for users to come and talk and receive support. The service proved to be very successful, and found that other people were starting to use the charity—those who needed support with their mental health. Over time HCS developed into the counselling charity it is today and, whilst we are no longer working with solvent abuse, the aim to provide a safe and supportive space, has remained at our very core.

Our Purpose

At HCS, we believe that everyone deserves to have the opportunity and space to grow, change and heal. We are dedicated to serving our community and providing every client with respect and the opportunity to improve their mental health.

We aim to promote a positive view of mental health and provide services that are accessible, relevant and empowering to the people using them. Our services aim to contribute to mental and emotional wellbeing and reduce stigma and discrimination.

Our Objectives

We are a donation based counselling service for the people of Wiltshire and surrounding areas. As an organisation we have membership of the British Association for Counselling and Psychotherapy (BACP) and follow their ethical framework.

To deliver our objectives, our services are designed to

- Promote wellbeing and recovery
- Promote self-awareness and resilience
- Promote openness and trust
- Recognise that each individual plays a part in their own recovery
- Provide a resource for all people in Wiltshire who identify themselves as having mental health or emotional support needs
- Promote emotional and mental wellbeing through delivering high quality services directly, and in partnership with others
- Raise awareness of, and promote positive views about, mental health issues
- Be as accessible as possible

With Sincere Thanks

HELP Counselling Services could not provide this amazing service without the generosity and commitment of our Funders, Trustees and our Volunteer Counsellors. We thank them for their continued support:

- Walter Guinness
- Community Fund
- Henry Hoare CT
- Wiltshire Community Foundation
- Wiltshire Council
- Wiltshire PCC
- Trowbridge Town Council
- Melksham Town Council
- Cheshire Community Trust
- Melksham Without PC
- Bonhomie
- Reuben Trust
- The Linnet Trust
- Wessex Water
- Albert Hunt Trust
- St James' Trust
- 29th May 1961 CT
- Arnold Clarke CT

Our Counsellors & Staff

Claire Trickey

David Jessup

Craig Lilburn

Julie Tamlyn

Lee Freeman

Lisa Darke

Lisa O'Kane

Sarah Davies

Thom Aylesbury

Tim Gamlin

Jo Cooper-Young Person Counsellor

Janette Simpson-Domestic Abuse Counsellor

Georgina Thomas-Young Person Counsellor

Fiona Hind-Grief Counsellor

Fiona Rowland-Senior Counsellor

Lindy Coggan-Grief Counsellor

Alan Pleydell-Senior Counsellor

Cathy Burton-Senior Counsellor

Ruth Morgan—Neuro Diverse Counsellor

Vanessa Ellis—Senior Counsellor

Amanda Wilkes— Executive Director

Rachel Davis-Client Co-ordinator

Laura Smith-Counsellor Co-Ordinator

What Our Clients Say

“Life changing experience, I can not thank my counsellor enough for what they did and how much that have helped shape my life moving forward.”

“My counsellor was so lovely and understanding. She's a great listener and offered useful insight and techniques to help me”

“she was great, very understanding, listened to me intently. It always helped me feel better to talk to her.”

“I was in a really difficult place when I started counselling but came into it as someone who really wanted to progress with their mental health. I gained a lot of understanding for why I feel and react to certain situations and I also felt a lot of personal growth to allowing myself to accept a lot of elements of myself.”

“My experience was very positive and I was able to feel comfortable through the whole process, my counsellor was brilliant with me from start to finish and without his help and support I don't know if I would have progressed as well as I have.”

“I am in a much better place than I was 1 year ago. I left a controlling abusive relationship after 38 years, it wasn't easy. I had my first counselling session after several months, when I had already settled into a new rented home, but what was lacking was the ability to share my fears and concerns, and frustrations with someone. The support from HELP was exactly what was needed, especially when I began to question who I was, whether I was a nice person or not as I had completely lost my identity. It was extremely important to me to get an outside perspective on certain issues that cropped up and this helped to reassure me that I was right. The affordability was definitely a factor in me seeking counselling, and I gave what I could, which I feel was probably not enough, but it meant that I got the support I needed. Thank you”

Accessing our Services

There is no fee to use our services. We do promote donations wherever possible, but no client should ever feel that they are prohibited from using our charity because of cost.

Clients can self refer or be sign posted through another service, like their GP. Whilst we encourage clients to make contact in person, we also understand that this is not always possible, and welcome contact from carers, family and other organisations.

However, it must be stressed that the work that is done within the counselling room and the service, as a whole, remains confidential.

Our Counsellors

Our staff and volunteer counsellors provide accessible, relevant and empowering services that contribute to emotional and mental wellbeing and promote social inclusion.

We recognise the importance of challenging stigma and discrimination and working alongside others towards a socially just society that supports good mental health for all.

Our current services include:

- One to One Counselling (for Adults of 16+ yrs.)
- Ongoing Group Therapy for those with long term mental health needs
- Sign Posting and Advocacy

The Counselling Process

Our Counsellors have a wide range of skills and experiences, and we undertake an initial appointment process to ensure that we match clients to counsellors with the skills they need.

Once in counselling clients receive up to 16 weeks to work with their counsellor. Whilst building a trusting and non judgemental space, counsellors facilitate clients to work on the issues they have brought, to recover from trauma, explore their lives and relationships, to build their personal awareness and re-build their strength and resilience. This can be a revelatory and transformative process, as is demonstrated by the case history at the end of this Report.

Meet the Trustees

Catherine our Chair, joined HCS as a trustee in 2019, having previously worked as a civil servant. She was a Trustee for 6 years at the national anti-poverty charity Turn2Us, ending her time there as Chair of the Operations Committee. She has also worked at the Stroke Association, advising on governance and Board development issues and carrying out specific review projects. She sums up her commitment to HCS simply as 'supporting mental wellbeing and resilience has never been more needed than it is now.'



Lindsay Driscoll is our resident expert in charity law and governance. She has held posts with National Council for Voluntary Organisations, was the legal commissioner for the Charity Commission, a consultant with the leading charity law firm of Bates, Wells and Braithwaite. She is now a trustee of an Academy Trust, a Canadian foundation, the advisory council of NCVO, a trustee of a charitable theatre company, and a multi faith forum.

Sarah Cope is our eagle-eyed Treasurer, and bookkeeper to several local firms. A busy mother of 2 young children.

When Sarah isn't giving up her free time to the HELP Counselling Services, she is a very keen and strong indoor and outdoor swimmer, having swam both the Thames and Lake Windermere, and most recently a 5k obstacle challenge with her daughter raising funds for HCS and other local charities.



18 months ago Mark returned to the service, he and his partner had spent years trying to have a child, eventually using IVF. Finally they were having a child but then at 7 months they suffered a stillbirth. They were of course devastated, but Mark could feel all his old patterns re-emerging, and he slipped into a depression. His partner whilst grieving wanted to try to have a child, one more time, but Mark was adamant that he would never try again. The relationship was in a difficult place, We placed him with experienced grief specialist Jenny. From the outset Mark was angry, session after session of rage. Rage over his childhood, his relationships, and his losses. Jenny understood that under that anger was pain, and in Mark that pain was enormous and overwhelming, so he pushed it down and only let the anger out.

Within specialist trauma work, Jenny understood that Mark would need to experience his pain safely without retraumatising him. So she allowed him to safely experience his anger, without rejecting him. Slowing Jenny introduced the painful elements of history, taking him only to the pain he could manage and tolerate. Jenny also introduced emotional regulation tools, which she and Mark used together when the feeling became overwhelming.

It was agreed that Mark would have his work extended to 24 sessions, allowing him the space he needed. Eventually Mark started talking about losing his son, the day of his birth, holding him and saying goodbye. Moreover Mark spoke of his uselessness towards his partner, how he felt he had let her down. He could not save her the pain she experienced, and he could not save his mother and his brother the pain they experienced.

Counselling does not take away the pain, it does help us live with the pain, and move forward. Four months ago Mark made contact, in the email there was a photo of him, his partner and their new-born baby girl. Thank you for reading.

Names have been changed and permissions were received to share this story

The Difference 24 Hours Makes

The case study below shows the work of one of our clients. Please be warned this is a traumatic story of bereavement and abuse and may trigger some of our readers.

Mark grew up within a household where domestic abuse was the norm. Some of his earliest memories were of sitting at the top of the stairs with his younger brother, scared that their mum was going to die, and angry that he could not do anything. At aged 10 he tried to do something, but this became the day that the violence moved to him too and it only stopped because at 13 he and his brother were placed in care and unfortunately in separate foster homes. Mark's anger led him to be moved and bouncing around into new homes, until he was 15 when he was placed in a group home that was run by a charity. Unfortunately underfunded and understaffed Mark found himself prey to older children and was routinely abused.

Leaving the home at 18, Mark went to live in a halfway house and started an apprenticeship in carpentry. Despite such a terrible start to life, Mark really threw himself into his work, and discovered, that he really had a talent. Whilst the day-to-day work was kitchens and coving, he was encouraged by his boss to experiment and created beautiful bespoke furniture. His relationship with his boss was the first time he had ever had a healthy relationship with anyone. He was nurtured as one of his own children, encouraged and supporting Mark, who was now living in a flat with his younger brother.

At 23 and now a fully trained carpenter, he went to his van to grab some tools. He saw his boss's van, with the driver side door partially open, telling his Counsellor, 'I just knew something was wrong,' inside he found his boss, unconscious, having had a major stroke. He passed away less than 24 hours later. This loss was catastrophic and sent Mark spiralling out of control leading him to alcohol, later drugs, and multiple unhealthy relationships.

Mark came to the service fifteen years ago, when he was 27, using the service almost yearly to work through his losses and trauma. Through his own hard work he had become more stable, set up his own business and was in the healthiest relationship he had ever had.

Karen Hoose is a Senior Pensions Administrator, a very busy mum & step-mum of 3, and is a keen fundraiser for various charities and causes. Karen joined the charity because she is deeply passionate about making sure anyone with a mental health issue are able to access services quickly when they are needed. Karen recently took part in South West Coastal Path Challenge, walking 80 miles and raising £840 for Dementia UK, as well as various running and sponsored events. In Karen's spare time she loves to sew, read and run.



Report from the Chair

As I reflect on another year of intensely focused fund raising, team recruitment, and life changing service delivery, I am proud to take this opportunity to thank everyone involved.

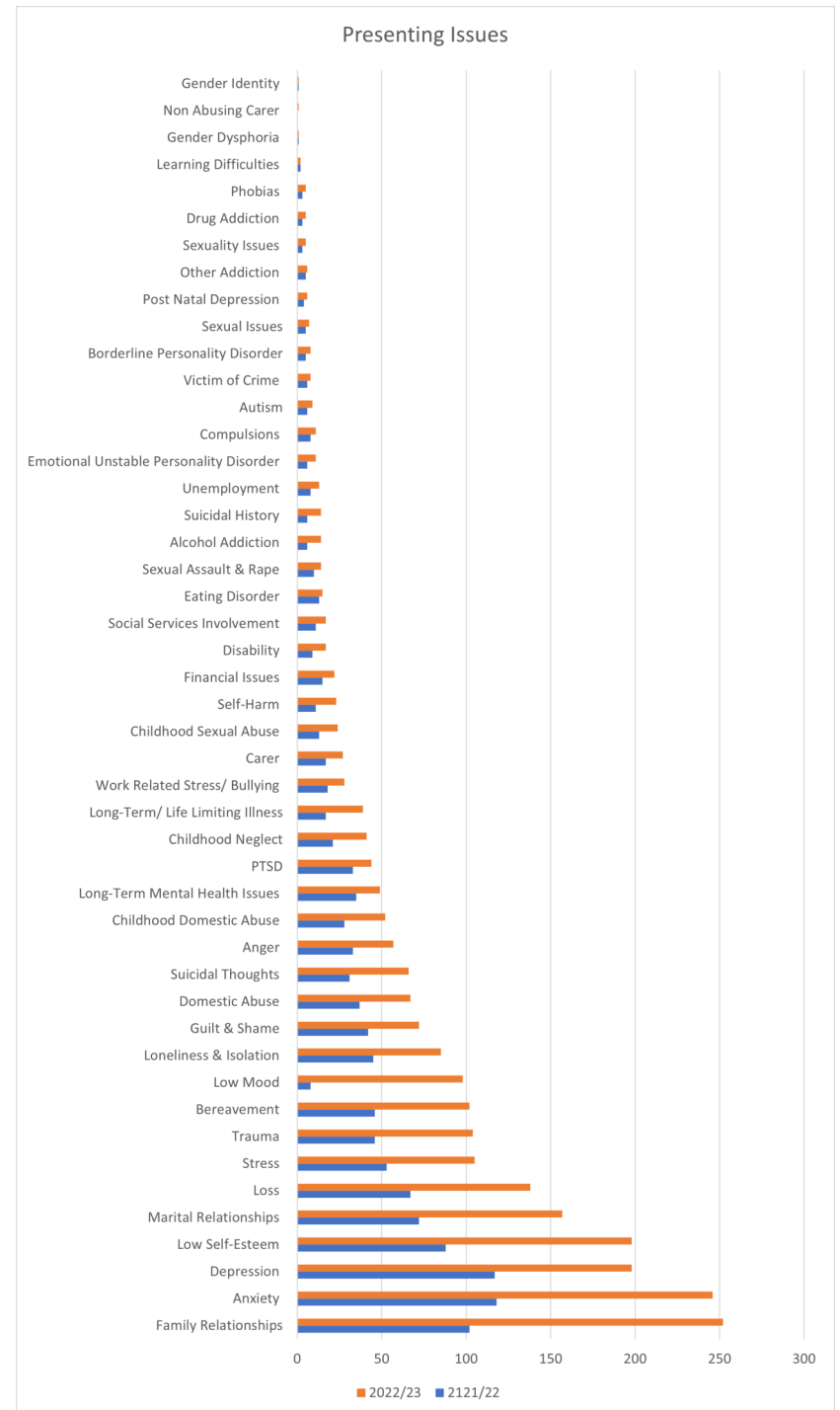
Nationally, the cost of living replaced Covid as a focus of political concern, but the common thread between the two is an impact on individuals, families and communities of stress, anxiety and grief. Statutory mental health services are as hard pressed as we have ever seen them with ever lengthening waiting lists.

Demand for our services has continued to grow, with increasingly complex situations for our Counsellors to address with their clients. As a Board of Trustees we monitored the waiting list and intervened to ensure that clients and the team were supported throughout.

We were glad to be able to recruit new Counsellors, ending the year with more than at anytime. And we welcomed new Trustees with new and diverse knowledge and skills. Finally, in January, we were able to move to greatly improved accommodation which provides a calm and therapeutic backdrop to the skilled work of our Counsellors.

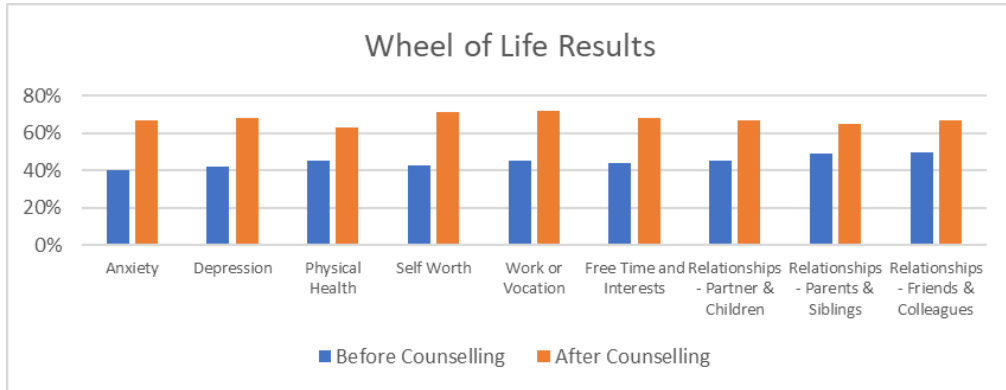
As always, the warmest of thanks go to our office team, and our volunteer Counsellors and Trustees who have shown such consistency and care for our clients.

We could not help and support so many without our supportive and generous Funders and Donors - both national and local. It seems appropriate that my last words here are simply - thank you all for all you have done.



Wheel Of Life

The Wheel of Life focuses on 8 key areas of our clients' lives. Clients are asked to rate their feelings towards each area, before, and at the end of counselling. Rating 0 –10 with 10 being excellent.



As you can see there are improvements in all areas of life, and the progress made averages at 25%

Presenting Problems

This data shows what clients are bringing to counselling. Almost every client citing a family relationship as a concern and the shocking rise of issues highlights the amount of distress being felt in our committee.

Accounts Summary

Grants and Donations	2022	2023		
Grant Received	52275	55450		
Client donations/other donations	13679	14194		
Outside services	24400	7220		
	90354	76864		
Other Income				
Rent received	1610	1028		
Interest received	3	114		
Gift Aid	1669	2602		
Sponsorship	11558	173		
	14840	3917		
Total Income	<u>105194</u>	<u>80781</u>		
Less Expenditure				
Advertising/promotional	29	-		
Bank fees	190	695		
Subcontractors (note 4)	159	-		
Cost of Outside Services (note 5)	18235	2145		
Due and Subscriptions/ Insurance	2976	4173		
Office Supplies, Printing, Postage, PPE, Misc computer exp.	3194	1663		
Rent expenditure	4075	5000		
Repairs and renewals	609	3311		
Recruitment	-	-		
Salaries/ Pensions /Payroll Expenditure	36971	45600		
Sundry expenses/ Volunteer Expenses	1111	2282		
Supervision	11047	13171		
Telephone and Internet	781	821		
Training	1159	4590		
Travel Expenses	72	1557		
Utilities/ management charges	4034	3558		
Website	264	464		
Total expenditure	84906	89030		
Net income/ Expenditure	20288	-8249		
Surplus before Depreciation	20288	-8249		
Less Depreciation				
Fixtures and fittings	300	203		
Computer Equipment	732	639		
Set up	1740	2772	0	842
Excess of income over expenditure	<u>17516</u>			<u>-9091</u>

Reserves Policy

This policy aims to give a clear understanding of our Reserves Policy, why it is needed, and the amount that is needed.

Our reserves policy is needed:

- 5 months full running costs, as well as covering the current cost of any potential redundancies, and liabilities such as removal costs.
- To weather any dips in funding and maintain continuity.
- To ensure that all clients, many who are very vulnerable, will be able to complete their work with us.
- In the event that the service is no longer needed, we are able to fulfil all our financial obligations

How is it funded?

All funds raised for the express use of our clients are used for the aims of the service and our clients. All of our reserves have been raised through renting our space to other organisations and individuals.

What is the current reserves fund?

At present our reserves are £45,000

What is needed?


We are working towards reserves of £55,000. This is 55% of our total yearly expenditure and will cover all eventualities, from funding dips to the closure of the service. Our aim is to slowly increase the fund over the next 5 to 8 years by £1,500 to £2,000 per year, and then every subsequent year by £500 to meet annual cost increases. Whilst we will work diligently to see the success of this plan, we must be flexible and meet our funding constraints to fully fund the service first and foremost

Cost of Outside Services/ Subcontractors

Outside Services relates to the Counsellor payment costs of providing the White Horse Care Trust

Subcontractors relates to paying HCS counsellors to provide Initial Appointments during our busiest periods.

I confirm that I have examined all the files and records for the year ended March 31st, 2023, and consider that these figures show a true position of the finances of Help Counselling Services at that date.


..... Signed
Sarah Cope (Treasurer)

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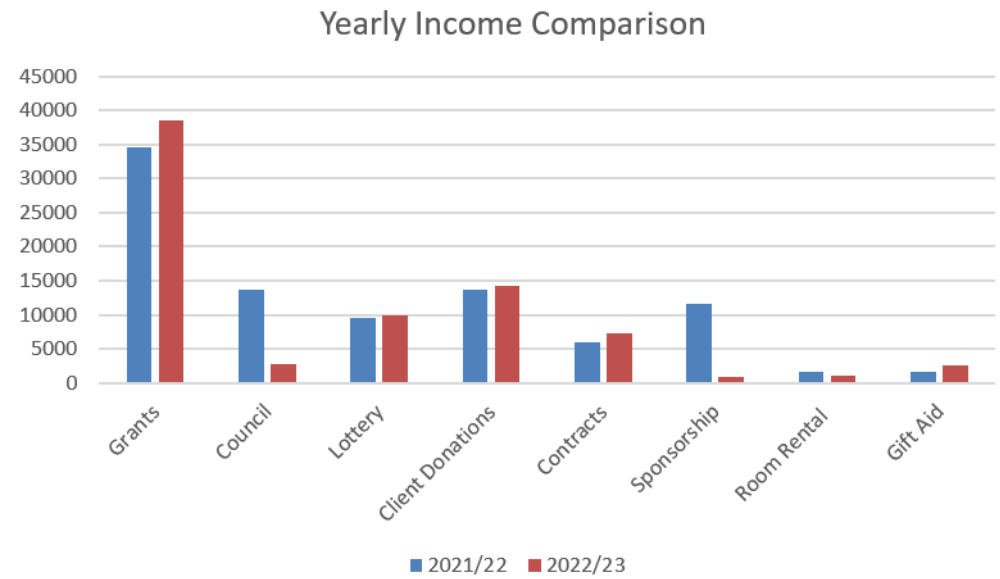
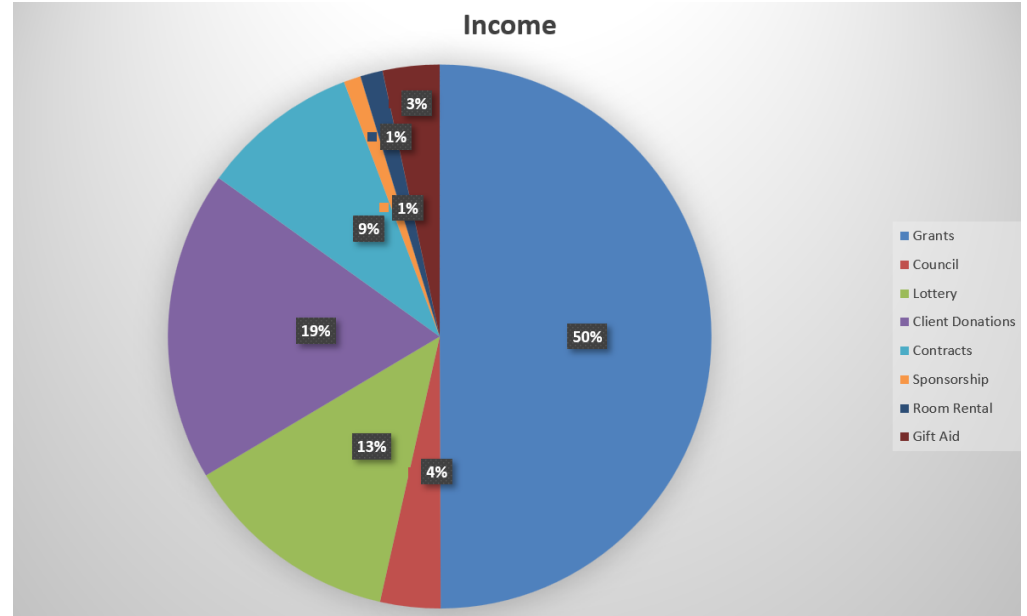
What is the current reserves fund?

At present our reserves are £45,000

What is needed?

We are working towards reserves of £55,000. This is 55% of our total yearly expenditure and will cover all eventualities, from funding dips to the closure of the service. Our aim is to slowly increase the fund over the next 5 to 8 years by £1,500 to £2,000 per year, and then every subsequent year by £500 to meet annual cost increases. Whilst we will work diligently to see the success of this plan, we must be flexible and meet our funding constraints to fully fund the service first and foremost

Treasurer's Report



**HELP COUNSELLING SERVICES
ACCOUNTS FOR THE YEAR ENDED
31st March 2023**

**HELP Counselling
Services**

**Annual Report for the Year
End**

**31st March 2023
Independent Examiners Report**

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2023

As the charity's trustees, 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 all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect.

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.

Signed

Name-B.H. Kestadt C.A. (S.A.)

Date 30TH Oct. 2023

BH Kestadt

Year- end accounts 31st March 2023

Grants and Donations	<u>2022</u>	<u>2023</u>
Grant Received	52275	55450
Client donations/other donations	13679	14194
Outside services	24400	7220
	<u>90354</u>	<u>76864</u>
Other Income		
Rent received	1610	1028
Interest received	3	114
Gift Aid	1669	2602
Sponsorship	11558	173
	<u>14840</u>	<u>3917</u>
Total Income	<u>105194</u>	<u>80781</u>
Less Expenditure		
Advertising/promotional	29	-
Bank fees	190	695
Subcontractors (note 4)	159	-
Cost of Outside Services (note 5)	18235	2145
Due and Subscriptions/ Insurance	2976	4173
Office Supplies, Printing, Postage, PPE, Misc computer exp.	3194	1663
Rent expenditure	4075	5000
Repairs and renewals	609	3311
Recruitment	-	-
Salaries/ Pensions /Payroll Expenditure	36971	45600
Sundry expenses/ Volunteer Expenses	1111	2282
Supervision	11047	13171
Telephone and Internet	781	821
Training	1159	4590
Travel Expenses	72	1557
Utilities/ management charges	4034	3558
Website	264	464
Total expenditure	<u>84906</u>	<u>89030</u>
Net income/ Expenditure	<u>20288</u>	<u>-8249</u>
Surplus before Depreciation	<u>20288</u>	<u>-8249</u>
Less Depreciation		
Fixtures and fittings	300	203
Computer Equipment	732	639
Set up	1740	0
	<u>2772</u>	<u>842</u>
Excess of income over expenditure	<u>17516</u>	<u>-9091</u>

Note 4: Subcontractors- cost of counsellors to provide initial appointments during busy periods.

Note 5: Outside Services relates to a project that took place with Carer Support Wiltshire. The income that was generated in by the project and the Cost of Outside Services relates to the costs paid to counsellors to provide the service.

Balance sheet as at 31st March 2023

	<u>2022</u>	<u>2023</u>
Fixed assets (note 1)	4740	4721
Current assets (note 2)		
Sundry Debtors & Prepayments	48	77
Cash in bank (note 6)	73556	64546
	<u>73604</u>	<u>64623</u>
Less – Current liabilities		
Sundry creditors and accruals (note 3)	633	627
Net Current assets	<u>72971</u>	<u>63996</u>
Total Assets less current liabilities	<u><u>77711</u></u>	<u><u>68717</u></u>

Represented by

Accumulated funds

Balance brought forward	60,195	77,808
Excess of income over expenditure pre year adjustment	17516	-9091
	<u>77,711</u>	<u>68,717</u>

I confirm that I have examined all the files and records for the year ended March 31st 2023 and consider that these figures show a true position of the finances of Help Counselling Services at that date.

.......... Signed
Sarah Lope (Treasurer)

Date

Restricted funds:

WHCT	4500
Young persons funding	2400
Victims of abuse	7200
Un-restricted funds:	<u>50523</u>
Note 6 Cash in bank:	<u>64623</u>

NOTES TO THE ACCOUNTS
ACCOUNTS 31ST MARCH 2023

(1) TANGABLE FIXED ASSETS

	<u>Furniture And Fittings</u>	<u>Computers</u>	<u>Set up & New office</u>	<u>Total</u>
	25%	25%	25%	
<u>COST</u>				
At 1 st April 2022	4395	3655	6961	<u>15011</u>
Additions	2575	77		
Disposals	-2140		-6961	
<u>At 31st March 2023</u>	<u>4830</u>	<u>3732</u>	<u>0</u>	<u>8562</u>
<u>DEPRECIATION</u>				
At 1 st April 2022	3494	1556	5221	10271
Depreciation for year	203	639		842
Disposal	-2051		-5221	-7272
<u>At 31st March 2023</u>	<u>1646</u>	<u>2195</u>	<u>0</u>	<u>3841</u>
<u>NET BOOK VALUE</u>				
At 1 st April 2022	901	2099	1740	4740
At 31 st March 2023	<u>3184</u>	<u>1537</u>	<u>0</u>	<u>4721</u>
<u>ACURALS AND PREPAYMENTS</u>				
(2) Debtors				
Prepaid expenses- insurance	627			
	<u>627</u>			
(3) Creditors				
Wages-Payman	77			
	<u>77</u>			

**HELP COUNSELLING SERVICES
ACCOUNTS FOR THE YEAR ENDED
31st March 2023**

**HELP Counselling
Services**

**Annual Report for the Year
End**

**31st March 2023
Independent Examiners Report**

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2023

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Signed

Name-B.H. Kestadt C.A. (S.A.)

Date 30TH OCT. 2023

BH Kestadt

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	<u>14840</u>	<u>3917</u>
Total Income	<u>105194</u>	<u>80781</u>
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Bank fees	190	695
Subcontractors (note 4)	159	-
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Sundry expenses/ Volunteer Expenses	1111	2282
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Less Depreciation		
Fixtures and fittings	300	203
Computer Equipment	732	639
Set up	1740	0
	<u>2772</u>	<u>842</u>
Excess of income over expenditure	<u>17516</u>	<u>-9091</u>

Note 4: Subcontractors- cost of counsellors to provide initial appointments during busy periods.

Note 5: Outside Services relates to a project that took place with Carer Support Wiltshire. The income that was generated in by the project and the Cost of Outside Services relates to the costs paid to counsellors to provide the service.

Balance sheet as at 31st March 2023

	<u>2022</u>	<u>2023</u>
Fixed assets (note 1)	4740	4721
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Sundry Debtors & Prepayments	48	77
Cash in bank (note 6)	73556	64546
	<u>73604</u>	<u>64623</u>
Less – Current liabilities		
Sundry creditors and accruals (note 3)	633	627
Net Current assets	<u>72971</u>	<u>63996</u>
Total Assets less current liabilities	<u><u>77711</u></u>	<u><u>68717</u></u>

Represented by

Accumulated funds

Balance brought forward	60,195	77,808
Excess of income over expenditure pre year adjustment	17516	-9091
	<u>77,711</u>	<u>68,717</u>

I confirm that I have examined all the files and records for the year ended March 31st 2023 and consider that these figures show a true position of the finances of Help Counselling Services at that date.

.......... Signed
Sarah Lope (Treasurer)

Date

Restricted funds:

WHCT	4500
Young persons funding	2400
Victims of abuse	7200

Un-restricted funds: 50523

Note 6 Cash in bank: 64623

NOTES TO THE ACCOUNTS
ACCOUNTS 31ST MARCH 2023

(1) TANGABLE FIXED ASSETS

	<u>Furniture And Fittings</u>	<u>Computers</u>	<u>Set up & New office</u>	<u>Total</u>
	25%	25%	25%	
COST				
At 1 st April 2022	4395	3655	6961	<u>15011</u>
Additions	2575	77		
Disposals	-2140		-6961	
At 31st March 2023	<u>4830</u>	<u>3732</u>	<u>0</u>	<u>8562</u>
DEPRECIATION				
At 1 st April 2022	3494	1556	5221	10271
Depreciation for year	203	639		842
Disposal	-2051		-5221	-7272
At 31st March 2023	<u>1646</u>	<u>2195</u>	<u>0</u>	<u>3841</u>
NET BOOK VALUE				
At 1 st April 2022	901	2099	1740	4740
At 31 st March 2023	<u>3184</u>	<u>1537</u>	<u>0</u>	<u>4721</u>
ACURALS AND PREPAYMENTS				
(2) Debtors				
Prepaid expenses- insurance	627			
	<u>627</u>			
(3) Creditors				
Wages-Payman	77			
	<u>77</u>			

HELP COUNSELLING SERVICES CIO

England & Wales - Charity number 1174668

Accounts

HELP COUNSELLING SERVICES

ACCOUNTS FOR THE YEAR ENDED

31st MARCH 2022

HELP COUNSELLING SERVICES

ANNUAL REPORT FOR THE YEAR ENDED

31st MARCH 2022

INDEPENDENT EXAMINERS REPORT

I report to the trustees on my examination of the accounts of HELP Counselling Services for the year ended 31st March 2022.

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

I report on respect of my examination of the Trust accounts carried out under section 145 of the 2011 Act and 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.

I have completed my examination. I confirm that no material matters have come to believe that in, any material respect.

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.

Notes from the Examiner.

Signed 

Name BH Klestadt

Date 31st August 2022

Year- end accounts 31st March 2022

Grants and Donations	2022	2021		
Grant Received	52275	69375		
Client donations/other donations	13679	10307		
Outside services	24400	4590		
	<u>90354</u>	<u>84272</u>		
Other Income				
Rent received	1610	1813		
Interest received	3	10		
Gift Aid	1669	2127		
Sponsorship	11558	473		
	<u>14840</u>	<u>4423</u>		
Total Income	<u>105194</u>	<u>88695</u>		
Less Expenditure				
Advertising/promotional	29	82		
Bank fees	190	129		
Cost of Outside Services/ Subcontractors	18394	4667		
Due and Subscriptions/ Insurance	2976	2734		
Office Supplies, Printing, Postage	3194	1902		
Rent expenditure	4075	5145		
Repairs and renewals	609	79		
Recruitment	604			
Salaries/ Pensions /Payroll Expenditure	36971	31152		
Sundry expenses/ Volunteer Expenses	1111	1132		
Supervision	11047	10486		
Telephone and Internet	781	787		
Training	1159	1456		
Travel Expenses	72	40		
Utilities/ management charges	4034	2494		
Website	264	264		
Total expenditure	<u>84906</u>	<u>63153</u>		
Net income/ Expenditure	20288	25542		
Surplus before Depreciation	<u>20288</u>	<u>25542</u>		
Less Depreciation				
Fixtures and fittings	300	136		
Computer Equipment	732	275		
Set up	1740	2772	1741	<u>2152</u>
Excess of income over expenditure		<u>17516</u>		<u>23390</u>

NOTES TO THE ACCOUNTS
ACCOUNTS 31ST MARCH 2022

(1) TANGABLE FIXED ASSETS

	<u>Furniture And Fittings</u> 25%	<u>Computers</u> 25%	<u>Set up & New office</u> 25%	<u>Total</u>
<u>COST</u>				
At 1st April 2021	3602	2928	6961	13491
Additions	793	727	-	
Disposals				
<u>At 31st March 2022</u>	<u>4395</u>	<u>3655</u>	<u>6961</u>	<u>15011</u>

DEPRECIATION

At 1st April 2021	3194	824	3481	7499
Depreciation for year	300	732	1740	2772
Disposal				
<u>At 31st March 2022</u>	<u>3494</u>	<u>1556</u>	<u>5221</u>	<u>10271</u>

NET BOOK VALUE

At 1st April 2021	408	2104	3481	5993
At 31st March 2022	<u>901</u>	<u>2099</u>	<u>1740</u>	<u>4740</u>

ACURALS AND PREPAYMENTS

(2) Debtors

Prepaid expenses- insurance	633
	<u>633</u>

(3) Creditors

Wages-Payman	48
	<u>48</u>

Balance sheet as at 31st March 2022


	<u>2021</u>	<u>2022</u>
Fixed assets (note 1)	4740	5992
Current assets (note 2)		
Sundry Debtors & Prepayments	48	363
Cash in bank	<u>73,556</u>	<u>54,210</u>
	<u>73,604</u>	<u>54,573</u>
Less – Current liabilities		
Sundry creditors and accruals (note 3)	633	370
Net Current assets	<u>72,971</u>	<u>54,203</u>
Total Assets less current liabilities	<u>77,711</u>	<u>60,195</u>
Represented by		
Accumulated funds		
Balance brought forward	60,195	36,805
Excess of income over expenditure	<u>17,516</u>	<u>23,390</u>
	<u>77,711</u>	<u>60,195</u>
Restricted funds:		
Ben Smith Fund-Trauma Work	7562	
Young Persons funding	583	
Local funding	1689	
Un-restricted funds:	<u>63722</u>	
Cash in bank:	<u>73556</u>	

Cost of Outside Services/ Subcontractors (Note 4)

Outside Services relates to the Counsellor payment costs of providing the Carer Support Wiltshire contract.

Subcontractors relates to paying HCS counsellors to provide Initial Appointments during our busiest periods.

I confirm that I have examined all the files and records for the year ended March 31st, 2022, and consider that these figures show a true position of the finances of Help Counselling Services at that date.


..... Signed
Sarah Cope (Treasurer)

Date: 31st August 2022

HELP COUNSELLING SERVICES CIO

England & Wales - Charity number 1174668

Accounts



HCS Accounts - 1st April 2020 to 31st March 2021

Grants and Donations	<u>2021</u>
Grant Received	69375
Client donations/other donations	10307
Outside services	4590
	<u>84272</u>
Other Income	
Rent received	1813
Interest received	10
Gift Aid	2127
Sponsorship	473
	<u>4423</u>
Total Income	<u>88695</u>
Less Expenditure	
Advertising/promotional	82
Bank fees	129
Cost of Outside Services/ Subcontractors	4667
Due and Subscriptions/ Insurance	2734
Office Supplies, Printing, Postage, PPE, Misc computer exp.	1902
Rent expenditure	5145
Repairs and renewals	79
Recruitment	604
Salaries/ Pensions /Payroll Expenditure	31152
Sundry expenses/ Volunteer Expenses	1132
Supervision	10486
Telephone and Internet	787
Training	1456
Travel Expenses	40
Utilities/ management charges	2494
Website	264
Total expenditure	<u>63153</u>

Net income/ Expenditure	25542
Surplus before Depreciation	<u>25542</u>
Less Depreciation	
Fixtures and fittings	136
Computer Equipment	275
Set up	1741
Disposals	-

NOTES TO THE ACCOUNTS
ACCOUNTS 31ST MARCH 2021

(1) TANGABLE FIXED ASSETS

	<u>Furniture</u> <u>And</u> <u>Fittings</u> 25%	<u>Computers</u>
<u>COST</u>		
At 1 st April 2020	3602	1575
Additions		1829
Disposals		-476
<u>At 31st March 2021</u>	<u>3602</u>	<u>2928</u>
<u>DEPRECIATION</u>		
At 1 st April 2020	3058	1025
Depreciation for year	136	275
Disposal		-476
<u>At 31st March 2021</u>	<u>3194</u>	<u>824</u>
<u>NET BOOK VALUE</u>		
At 1 st April 2020	544	550
At 31 st March 2021	<u>408</u>	<u>2104</u>

ACURALS AND PREPAYMENTS

(2) Debtors

Prepaid expenses- insurance	363
	<u>363</u>

(3) Creditors

Wages-Payman	44
Supervision	60
Telephone	50
PAYE	216
	<u>370</u>

Balance sheet as at 31st March 2021

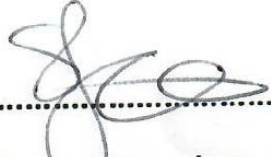
	<u>2021</u>
Fixed assets (note 1)	5992
Current assets (note 2)	
Sundry Debtors & Prepayments	363
Cash in bank	54210
	<u>54573</u>
Less – Current liabilities	
Sundry creditors and accruals (note 3)	370
Net Current assets	<u>54203</u>
Total Assets less current liabilities	<u><u>60195</u></u>

Represented by

Accumulated funds

Balance brought forward	36,805
Excess of income over expenditure	23390
	<u>60,195</u>

I confirm that I have examined all the files and records for the year ended March 31st 2021 and consider that these figures show a true position of the finances of Help Counselling Services at that date


..... Signed
Sarah Cope (Treasurer)

Date 1st June 2021

HELP Counselling Services
Annual Report for the Year End
31st March 2021
Independent Examiners Report

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Notes from the Examiner

Signed 

Name Bernard Klestadt

Date 1st June 2021