

With Thanks to our Funders



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

Our Counsellors & Staff

- | | |
|----------------|---|
| Claire Trickey | Jo Cooper-Young Person Counsellor |
| David Jessup | Janette Simpson-Domestic Abuse Counsellor |
| Craig Lilburn | Georgina Thomas-Young Person Counsellor |
| Julie Tamlyn | Fiona Hind-Grief Counsellor |
| Lee Freeman | Fiona Rowland-Senior Counsellor |
| Lisa Darke | Lindy Coggan-Grief Counsellor |
| Lisa O’Kane | Alan Pleydell-Senior Counsellor |
| Sarah Davies | Cathy Burton-Senior Counsellor |
| Thom Aylesbury | Ruth Morgan—Neuro Diverse Counsellor |
| Tim Gamlin | 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.

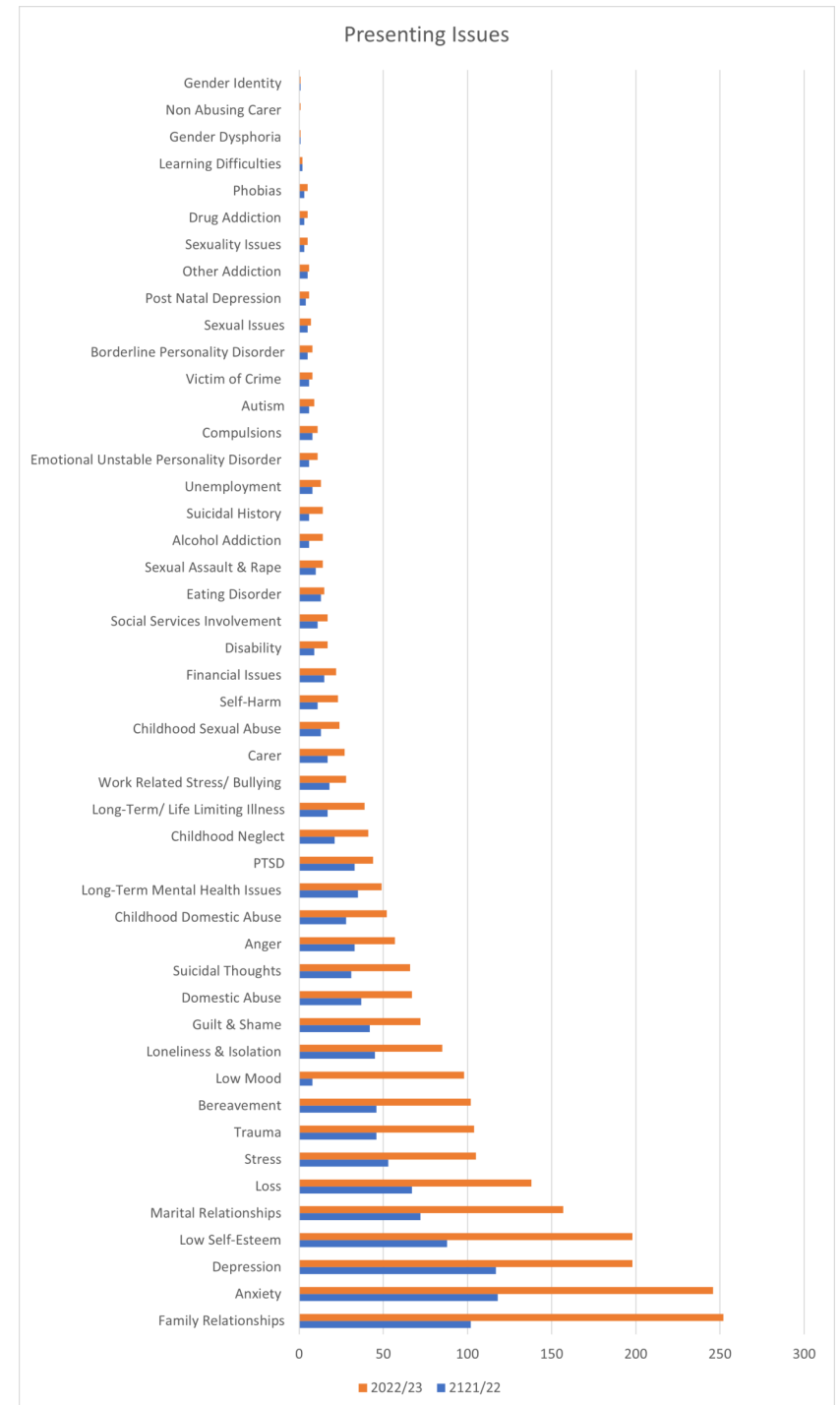
Nationally, the cost of living replaced Covid as a focus of political concern, but the common thread between the two is an impact on individuals, families and communities of stress, anxiety and grief. Statutory mental health services are as hard pressed as we have ever seen them with ever lengthening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

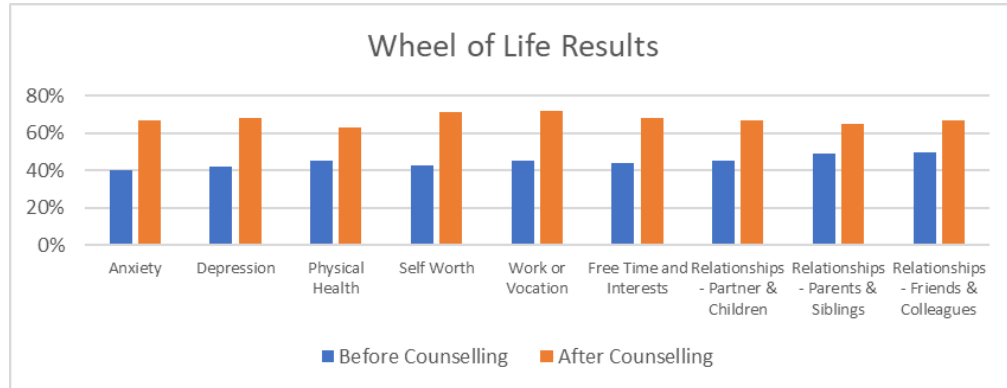
As always, the warmest of thanks go to our office team, and our volunteer Counsellors and Trustees who have shown such consistency and care for our clients.

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
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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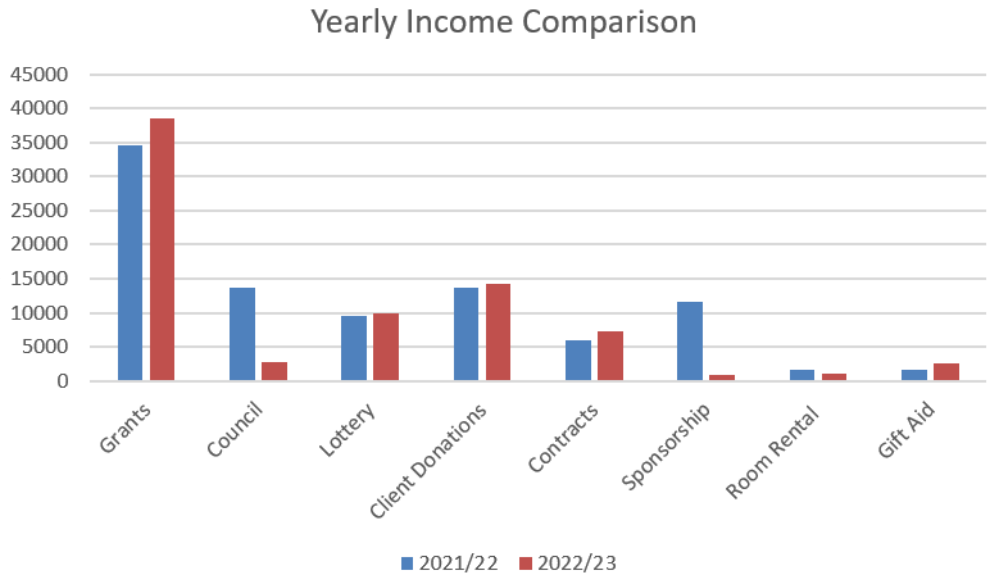
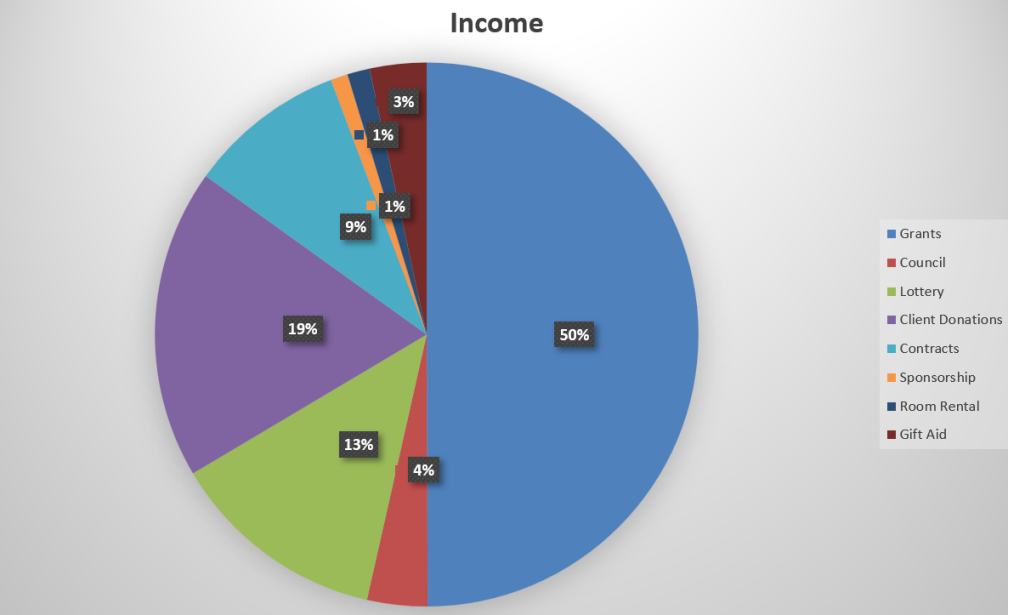
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Treasurer's Report



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>
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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
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Surplus before Depreciation	<u>20288</u>	<u>-8249</u>
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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	17516	-9091
pre year adjustment		
	<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>
<u>COST</u>	25%	25%	25%	
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
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(1) TANGABLE FIXED ASSETS

	<u>Furniture And Fittings</u>	<u>Computers</u>	<u>Set up & New office</u>	<u>Total</u>
<u>COST</u>	<u>25%</u>	<u>25%</u>	<u>25%</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>
DEPRECIATION				
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>
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>			