

REGISTERED CHARITY NUMBER: 1175610

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CRANE QUALITY COUNSELLING

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FOR THE YEAR ENDED 31 MARCH 2021

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CRANE QUALITY COUNSELLING

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021

TRUSTEES	D Johnson - Chair S Davies D Dixon (appointed 29.6.20) T Hewson C Mansell (appointed 5.10.20) T Tanner (appointed 29.6.20) D McGowan (resigned 10.8.20) M Owen (resigned 29.6.20) A Thompson (resigned 29.6.20) B Crump (appointed 8.3.21)
PRINCIPAL ADDRESS	Suite B Roy Fletcher Centre Cross Hill Shrewsbury Shropshire SY1 1JE
REGISTERED CHARITY NUMBER	1175610
INDEPENDENT EXAMINER	TCA (Shrewsbury) LLP 4 Claremont Bank Shrewsbury Shropshire SY1 1RW
SOLICITORS	Terry Jones Abbey House Abbey Foregate Shrewsbury SY2 6BH
CHIEF EXECUTIVE OFFICER	Mrs L Foley

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Background

Crane Quality Counselling was established by a group of people in Shrewsbury following the closure of a similar national relationship counselling service which closed its doors in October 2016. Crane Quality Counselling opened its doors to the public, based in the Roy Fletcher Centre, in October 2018.

Charity Objectives

The objectives of the charity are, for the public benefit:

- (1) To educate the public concerning the benefits of secure couple relationships, marriage and family life in order to improve the emotional, sexual and spiritual well-being of individuals which is derived from committed relationships;
- (2) To seek to enhance the good health, both mental and physical, of adults and children by working to prevent poverty, hardship and distress caused by the breakdown of such relationships;
- (3) To provide counselling and advice to adults and/or children in relation to any aspect of daily life or work which may prejudice their physical or mental wellbeing; or influence, either directly or indirectly, their present or future family or couple relationship;
- (4) To relieve those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage; and
- (5) To promote research into all of the above objects and to make the results available to the public.

Public benefit

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and in particular to its supplementary public benefit guidance.

CRANE QUALITY COUNSELLING

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

During the year the charity has continued to develop and deliver its range of counselling services to individuals, couples, families and young people through its "teen talk" project, this is now available to young people in both individual settings at the charities premises and we have also have services in two of Shropshire's secondary schools and are planning to develop this service further.

During the pandemic, we were successful in becoming a partner with SCC and delivering a bereavement counselling service, to both families and young people across the county of Shropshire. Who had to cope with loss of family and friends.

Our bursary is still set up and funded by various trust grants donating to this fund to enable those clients who cannot donate to the charity for their counselling. Unfortunately during the pandemic we have not received any donations to our bursary and are therefore totally reliant on our day-to-day income generation to cover these costs.

The charity has now opened its second charity shop and has arranged fundraising events to boost its funding structure.

We have received during the year referrals from some employers concerned about the mental health of their employees and from the health authority across Shropshire.

The trustees are confident that the work carried out by our counsellor team has enabled our clients to move on in their lives having developed new strategies of managing their problems.

COVID 19

Covid has both positive and negative impact on the charity.

The negative is lockdown with the loss of income from our shop together with the working from home policy.

We have to continue to pay rent and other overhead costs, with a small amount of grants made available. Coupled with minimal income coming in from our shops or fundraising events for a whole year now.

On a positive we are experiencing a much higher volume of clients needing counselling help and have been successful in obtaining counselling contracts with SSC working with clients who are having to cope with loss and bereavement during the pandemic - This work is busy and creating some financial support to the charity during these difficult times.

FINANCIAL REVIEW

Financial position

During the year to 31st March 2021, the charity made a surplus of £27,946 compared to £11,931 in the previous year.

The increase in income this year came through grant funding and the first full year of our Shrewsbury charity shop being in operation plus the start of our second charity shop in Sept 2020 and the Covid 19 bereavement contract.

CRANE QUALITY COUNSELLING

TRUSTEES' REPORT **FOR THE YEAR ENDED 31 MARCH 2021**

FINANCIAL REVIEW

Reserves policy

The trustees are in the process of confirming the reserves policy and feel confident that the charity is moving forward developing its services and increasing its income.

Many of the staff working within the charity are unpaid and are still working as volunteers at present.

At the 31 March 2021 the charity had unrestricted reserves of £45,884 (2020: £16,285) and restricted reserves of £nil (2020: £1,653). The Trustees designated £22,000 of the unrestricted funds for various planned projects as set out in the notes to the accounts.

The free reserves, calculated as the unrestricted reserves less fixed assets and designated funds, were £22,894 (2020: £14,295). Whilst the free reserves have increased the Board are planning to invest some of the increase in creating more paid roles within the charity as well as reviewing pay levels for Counsellors.

Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

The Trustees are planning the future growth of services for the charity through a marketing scheme, hoping to setup contracts with the local authorities both Shropshire and Telford & Wrekin and develop the "teentalk" project.

There will also be future growth in developing further charity shops, increasing marketing and events.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust and constitutes an unincorporated charity.

The charity was registered as a Charitable Incorporated Organisation (CIO) on the 7th November 2017 and its governing document is based on the CIO Foundation Model.

Recruitment and appointment of new trustees

Trustees are recruited through advertising locally - particularly if a certain area of expertise is required, i.e. Solicitor, School Head, Medical Adviser.

Applications are received, shortlisted- the applicant(s) are invited to complete the necessary forms after the charity has received a CV, DBS check and references as to their suitability.

The applicant then attends a Trustee meeting as an observer and they are then appointed to the board of Trustees at the next AGM and registered with the Charity Commission.

The Trustees are required to read the roles and responsibilities on the charity commission website and attend any relevant training they may require. This is usually done locally through the Shropshire Rural Communities Charity (SRCC).

TRUSTEES' RESPONSIBILITY STATEMENT

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

CRANE QUALITY COUNSELLING

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2021

TRUSTEES' RESPONSIBILITY STATEMENT - continued

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 6 September 2021 and signed on its behalf by:



D Johnson - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CRANE QUALITY COUNSELLING

Independent examiner's report to the trustees of Crane Quality Counselling

I report to the charity trustees on my examination of the accounts of Crane Quality Counselling (the Trust) for the year ended 31 March 2021.

Responsibilities and basis of report

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

I report in respect of my examination of the Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent 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.

C Moelwyn-Williams

C Moelwyn-Williams
BSc FCA
TCA (Shrewsbury) LLP
4 Claremont Bank
Shrewsbury
Shropshire
SY1 1RW

Date: *11th October 2021*

CRANE QUALITY COUNSELLING

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		28,199	-	28,199	13,393
Charitable activities	3				
General		20,869	-	20,869	3,133
Other trading activities	2	<u>41,577</u>	-	<u>41,577</u>	<u>35,702</u>
Total		90,645	-	90,645	52,228
EXPENDITURE ON					
Raising funds		33,916	-	33,916	21,129
Charitable activities	4				
General		28,448	-	28,448	18,540
Other		<u>335</u>	-	<u>335</u>	<u>628</u>
Total		62,699	-	62,699	40,297
NET INCOME		27,946	-	27,946	11,931
Transfers between funds	9	<u>1,653</u>	<u>(1,653)</u>	-	-
Net movement in funds		29,599	(1,653)	27,946	11,931
RECONCILIATION OF FUNDS					
Total funds brought forward		16,285	1,653	17,938	6,007
TOTAL FUNDS CARRIED FORWARD		<u>45,884</u>	-	<u>45,884</u>	<u>17,938</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

CRANE QUALITY COUNSELLING

STATEMENT OF FINANCIAL POSITION
31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
FIXED ASSETS					
Tangible assets	7	990	-	990	1,990
CURRENT ASSETS					
Cash at bank		47,394	-	47,394	16,881
CREDITORS					
Amounts falling due within one year	8	(2,500)	-	(2,500)	(933)
NET CURRENT ASSETS		<u>44,894</u>	<u>-</u>	<u>44,894</u>	<u>15,948</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>45,884</u>	<u>-</u>	<u>45,884</u>	<u>17,938</u>
NET ASSETS		<u>45,884</u>	<u>-</u>	<u>45,884</u>	<u>17,938</u>
FUNDS					
Unrestricted funds	9			45,884	16,285
Restricted funds				-	1,653
TOTAL FUNDS				<u>45,884</u>	<u>17,938</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 6 September 2021 and were signed on its behalf by:



D Johnson - Trustee

The notes form part of these financial statements

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charity has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows;
- the requirement of paragraph 3.17(d);
- the requirements of paragraphs 11.42, 11.44, 11.45, 11.47, 11.48(a)(iii), 11.48(a)(iv), 11.48(b) and 11.48(c);
- the requirements of paragraphs 12.26, 12.27, 12.29(a), 12.29(b) and 12.29A;
- the requirement of paragraph 33.7.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

2. OTHER TRADING ACTIVITIES

	2021	2020
	£	£
Fundraising events	-	11,068
Shop income	<u>41,577</u>	<u>24,634</u>
	<u>41,577</u>	<u>35,702</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	2021	2020
	£	£
Counselling services	<u>20,869</u>	<u>3,133</u>

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs
	£
General	<u>28,448</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	4,825	8,568	13,393
Charitable activities			
General	3,133	-	3,133
Other trading activities	<u>35,702</u>	<u>-</u>	<u>35,702</u>
Total	43,660	8,568	52,228
EXPENDITURE ON			
Raising funds	21,129	-	21,129
Charitable activities			
General	13,472	5,068	18,540
Other	<u>628</u>	<u>-</u>	<u>628</u>
Total	<u>35,229</u>	<u>5,068</u>	<u>40,297</u>
NET INCOME	8,431	3,500	11,931

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Transfers between funds	<u>4,442</u>	<u>(4,442)</u>	<u>-</u>
Net movement in funds	12,873	(942)	11,931
RECONCILIATION OF FUNDS			
Total funds brought forward	3,412	2,595	6,007
TOTAL FUNDS CARRIED FORWARD	<u><u>16,285</u></u>	<u><u>1,653</u></u>	<u><u>17,938</u></u>

7. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2020 and 31 March 2021	<u>2,970</u>
DEPRECIATION	
At 1 April 2020	980
Charge for year	<u>1,000</u>
At 31 March 2021	<u>1,980</u>
NET BOOK VALUE	
At 31 March 2021	<u>990</u>
At 31 March 2020	<u>1,990</u>

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Trade creditors	-	933
Other creditors	<u>2,500</u>	<u>-</u>
	<u>2,500</u>	<u>933</u>

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021

9. MOVEMENT IN FUNDS

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	16,285	27,946	(20,347)	23,884
Designated bursary fund	-	-	15,000	15,000
Designated training fund	-	-	5,000	5,000
Designated continuity fund	-	-	2,000	2,000
	<hr/>	<hr/>	<hr/>	<hr/>
Restricted funds	16,285	27,946	1,653	45,884
Bursary Fund	1,653	-	(1,653)	-
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>17,938</u>	<u>27,946</u>	<u>-</u>	<u>45,884</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	90,645	(62,699)	27,946
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>90,645</u>	<u>(62,699)</u>	<u>27,946</u>

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	3,412	8,431	4,442	16,285
Restricted funds				
Bursary Fund	2,595	3,500	(4,442)	1,653
	<hr/>	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>6,007</u>	<u>11,931</u>	<u>-</u>	<u>17,938</u>

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

9. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	43,660	(35,229)	8,431
Restricted funds			
Restricted fund	5,068	(5,068)	-
Bursary Fund	<u>3,500</u>	<u>-</u>	<u>3,500</u>
	<u>8,568</u>	<u>(5,068)</u>	<u>3,500</u>
TOTAL FUNDS	<u>52,228</u>	<u>(40,297)</u>	<u>11,931</u>

Restricted funds

The Bursary Fund is an ongoing fund to assist those clients who are unable to contribute towards the cost of their counselling.

Designated funds

The Designated Bursary fund has been set up to help support those clients who are unable to contribute towards the cost of their counselling. As there have been no donations to this fund during the year the Trustees feel this is necessary in order to support those clients who need assistance.

The Designated Training fund has been set up to provide training for the counsellors including safeguarding, working with children and bereavement training.

The Designated Continuity fund has been set up to establish a potential redundancy provision to safeguard the future operations of the charity.

10. RELATED PARTY DISCLOSURES

During the year the Trustees made payments of £6,993 to the Key Management Personnel of the charity, to whom they delegate the day-to-day running of the charity.

CRANE QUALITY COUNSELLING

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	2,535	1,242
Gift aid	-	83
Grants	<u>25,664</u>	<u>12,068</u>
	28,199	13,393
Other trading activities		
Fundraising events	-	11,068
Shop income	<u>41,577</u>	<u>24,634</u>
	41,577	35,702
Charitable activities		
Counselling services	<u>20,869</u>	<u>3,133</u>
Total incoming resources	90,645	52,228
EXPENDITURE		
Raising donations and legacies		
Raising Funds	-	4,295
Shop costs	14,514	16,834
Fashion costs	8,826	-
Furniture costs	<u>10,576</u>	<u>-</u>
	33,916	21,129
Charitable activities		
Social security	175	-
Pensions	62	-
Rates and water	331	-
Light and heat	107	-
Telephone	1,360	1,210
Postage and stationery	996	491
Advertising	204	1,294
Sundries	544	830
Website maintenance	247	215
Counselling	6,777	4,267
Data protection	40	63
Indemnity insurance	349	880
Admin expenses	313	402
Rent	6,947	7,619
Computer costs	185	126
Entertainment	22	118
Hire of room	-	45
Bookkeeping	470	-
Carried forward	19,129	17,560

This page does not form part of the statutory financial statements

CRANE QUALITY COUNSELLING

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	2020 £
Charitable activities		
Brought forward	19,129	17,560
Managerial charges	6,993	-
Other professional fees	1,326	-
Computer equipment	<u>1,000</u>	<u>980</u>
	28,448	18,540
Other		
Bank interest	<u>335</u>	<u>628</u>
Total resources expended	<u>62,699</u>	<u>40,297</u>
Net Income	<u><u>27,946</u></u>	<u><u>11,931</u></u>