

REGISTERED COMPANY NUMBER: CE012007 (England and Wales)
REGISTERED CHARITY NUMBER: 1175610

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT AND
UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CRANE QUALITY COUNSELLING

CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

	Page
Reference and Administrative Details	1
Trustees' Report	2 to 4
Independent Examiner's Report	5
Statement of Financial Activities	6
Statement of Financial Position	7
Notes to the Financial Statements	8 to 14
Detailed Statement of Financial Activities	15 to 16

CRANE QUALITY COUNSELLING

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025

TRUSTEES	D Johnson (resigned 8.7.24) P M Briand (resigned 23.9.24) S Davies (resigned 23.9.24) D Dixon (resigned 02.06.25) C Mansell (resigned 02.06.25)
	L Foley (appointed 14.7.25) W Sullivan (appointed 14.7.25) K Byles (appointed 14.7.25) G Johnson (appointed 14.7.25) J Eglin (appointed 14.7.25) G Goodall (appointed 14.7.25) P Mayne (appointed 14.7.25)
REGISTERED OFFICE	Suite B Roy Fletcher Centre Shrewsbury Shropshire SY1 1JE
REGISTERED COMPANY NUMBER	CE012007 (England and Wales)
REGISTERED CHARITY NUMBER	1175610
INDEPENDENT EXAMINER	Hollies Bookkeeping Services Ltd
SOLICITORS	Terry Jones Abbey House Abbey Foregate Shrewsbury SY2 6BH
CHEIF EXECUTIVE OFFICER	Mr D Johnson

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. 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).

ACHIEVEMENT AND PERFORMANCE

Charitable Activities

During the year, the charity has continued to develop and grow to deliver its range of counselling services. Our range of services are extended to include individuals, couples, families and young people through its 'Child Chat' and 'Teen Talk' projects. We have now been awarded a contract with Walking the Wounded to help support emotion well-being. CQC have noted that since its incorporation that far more men are now using this service which demonstrates how more open people are to discuss their mental health issues. The charity has also secured a commercial contract with a local business and hope develop this service further to support employer and their employees.

During the pandemic, we were successful in becoming a partner with Shropshire County Council in delivering a bereavement counselling service. This was funded through Government Covid 19 Pandemic funds, and this came to end in March 2023. Following on from the successful outcome of this service and our area of specialism in working with young people, Shropshire County Council awarded a further grant to work in schools with young people who had witnessed bereavement and who were suffering with anxiety and low-level mental health issues. This contract runs until end of March 25.

We have a restricted Bursary Fund and grants donated to this fund to enable those clients who cannot financially contribute to the charity to continue their counselling. We have an increasing number of clients requesting support especially if they are on long waiting lists due to mental health problems. CQC is proud to provide a fast responsive service of seeing clients within 7-14 days, rather than clients having to wait for services when most in crisis.

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. We have received feedback during the year please see the following examples of feedback reviews:

"Through Crane I've learned methods of dealing with troubles in a different & easier way as well as to take time for myself in order to better help my family in their times of need." Female, age 60

"Before I started counselling, I felt low, in a dark space and constantly anxious. After my sessions I felt uplifted and positive. I would 100% recommend counselling to others, my counsellor is incredible, and I would recommend her to anyone." Female, age 21

"Before my counselling I felt miserable and sad. After my sessions I feel less miserable and occasionally feel happy. I would recommend therapy to others. However, the 6 free sessions are not enough." Male, age 71

"Excellent and friendly counselling service. I have used Crane for child counselling, and they are caring and great at connecting to the child. Very reasonably priced." A parent of a counselled child

The cost-of-living crisis has also impacted not only on the fundraising of CQC but also the amount that Clients are able to spend on Counselling.

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

FINANCIAL REVIEW

Financial position

During the year to 31st March 2025, the charity made a deficit of £36,444.69 compared to a deficit of £39,215 in the previous year.

The deficit for the year represents the challenging and difficult economic climate over the past 12 months. The Trustees have identified that the loss of central Government funding, along with rising overheads for the Charity Shops are key factors in the result for this financial year. Looking forward into 2026, the Trustees have reviewed and taken significant actions to mitigate the impact of these changes.

Reserves Policy

The trustees are in the process of reviewing the reserves policy and the viability of the charity moving forward.

As of the 31st of March 2025, the charity had unrestricted reserves of £7,214 (2024: £43,659) and no restricted reserves.

The charity in 2024, initially had to increase staff due to the increased workload and offered PT hours to 4 admin staff, job share CEO post, plus 16 P/T fully trained counsellors & 2 supervisors were also paid. Towards the end of 2024 going into 2025, a dramatic decrease in grant funding impacted on financing 2 admin posts and in January 2025, 2 admin posts were made redundant. We have found it increasingly difficult to find volunteers to support our work. However, we had help from Volunteers redesigning and updating our website.

Going concern

Having had due consideration for the current economic climate, as well as the financial results to the date of this report, the Trustees consider that it is appropriate to prepare the financial statements on the going concern basis. This is based on the management accounts to date and financial forecasts in place. The Trustees have also reviewed the Charity Commission guidance around assessing insolvency risks and are continuing to monitor this. The Trustees, together with the Chief Executive and reviewing all aspects of the charity, including new opportunities and areas where current financial performance can be improved. Some cost savings decisions have already been implemented.

As a result, the Trustees consider the going concern basis to remain appropriate.

FUTURE PLANS

The Trustees are hoping that the future growth of services for the charity will come through a marketing scheme and through setting up contracts with the local authorities and other charitable organisations, both Shropshire and Telford & Wrekin and by developing further school and college contracts.

CRANE QUALITY COUNSELLING
TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

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 of 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 where a certain area of expertise is required i.e. Solicitor, School Head, Medical Advisor etc.

Applications are received, shortlisted and then applicants 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 guidance on the Charity Commission website and attend any relevant training they may require. This is usually done through Community Resource (formerly known as Shropshire Rural Communities Charity).

TRUSTEES' RESPONSIBILITY STATEMENT

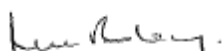
The trustees (who are also the directors of Crane Quality Counselling for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting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

Company law 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company 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 charitable company 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 charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company 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 20th January 2026 and signed on its behalf by:



.....
Lin Foley- Trustee

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

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

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under Section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under Section 145(5) (b) of the 2011 Act.

Independent examiner's statement

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

1. accounting records were not kept in respect of the Company as required by Section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of Section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

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.



Hollies Bookkeeping Servies Ltd

Date: 15.1.2025

CRANE QUALITY COUNSELLING

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		11,851	0	11,851	11,091
Charitable activities					
General		116,801	0	116,801	100,796
Other trading activities	2	<u>58,019</u>	<u>-</u>	<u>58,019</u>	<u>121,522</u>
Total		<u>186,671</u>	<u>0</u>	<u>186,671</u>	<u>233,409</u>
EXPENDITURE ON					
Raising funds		90,767	-	90,767	102,555
Charitable activities					
General		<u>132,348</u>	<u>0</u>	<u>132,348</u>	<u>170,069</u>
Total		<u>223,115</u>	<u>0</u>	<u>223,115</u>	<u>272,624</u>
NET INCOME/(EXPENDITURE)		(36,444)	0	(36,444)	(39,215)
RECONCILIATION OF FUNDS					
Total funds brought forward		43,659	0	43,659	82,874
TOTAL FUNDS CARRIED FORWARD		<u><u>7,214</u></u>	<u><u>0</u></u>	<u><u>7,214</u></u>	<u><u>43,659</u></u>

CONTINUING OPERATIONS

All income and expenditure have arisen from continuing activities.

The notes form part of these financial statements

CRANE QUALITY COUNSELLING

STATEMENT OF FINANCIAL POSITION
31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
FIXED ASSETS					
Tangible assets	7	36	-	36	72
CURRENT ASSETS					
Prepayments and accrued income		0			1,839
Cash at bank		<u>10,747</u>		<u>10,747</u>	<u>42,993</u>
		10,783	-	10,783	44,832
CREDITORS					
Amounts falling due within one year	8	<u>(3,569)</u>	-	<u>(3,569)</u>	<u>(1,245)</u>
NET CURRENT ASSETS		<u>7,214</u>	-	<u>7,214</u>	<u>43,587</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>7,214</u>	-	<u>7,214</u>	<u>43,659</u>
NET ASSETS		<u>7,214</u>	-	<u>7,214</u>	<u>43,659</u>
FUNDS	9				
Unrestricted funds				7,214	43,659
Restricted funds				-	0
TOTAL FUNDS				<u>7,214</u>	<u>43,659</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

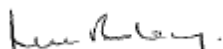
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 20th January 2026 and were signed on its behalf by:



Lin Foley - Trustee

The notes form part of these financial statements

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS **FOR THE YEAR ENDED 31 MARCH 2025**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, 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 Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company 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.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

- Computer Equipment - 33% straight line

Taxation

The charity is exempt from corporation 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.

Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

1. ACCOUNTING POLICIES - continued

Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2. OTHER TRADING ACTIVITIES

	2025	2024
	£	£
Fundraising events	0	8,471
Shop income	58,018	110,871
Other income	0	2,180
	<u>58,019</u>	<u>121,522</u>

3. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2025	2024
	£	£
Depreciation - owned assets	<u>36</u>	<u>88</u>

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	2025	2024
Staff employed by the Charity	<u>12</u>	<u>17</u>

No employees received emoluments in excess of £60,000.

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	11,851	0	11,851
Charitable activities			
General	58019	0	58,019
Other trading activities	<u>116,729</u>	<u>-</u>	<u>116,729</u>
Total	<u>186,671</u>	<u>0</u>	<u>186,671</u>
EXPENDITURE ON			
Raising funds	0	-	0
Charitable activities			
General	<u>223,115</u>	<u>0</u>	<u>223,115</u>
Total	<u>223,115</u>	<u>0</u>	<u>223,115</u>
NET INCOME/(EXPENDITURE)	(36,444)	0	(36,444)
RECONCILIATION OF FUNDS			
Total funds brought forward	43,659	-	43,569
TOTAL FUNDS CARRIED FORWARD	<u>7,214</u>	<u>0</u>	<u>7,214</u>

7. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2024 and 31 March 2025	<u>3,236</u>
DEPRECIATION	
At 1 April 2024	3,164
Charge for year	<u>36</u>
At 31 March 2025	<u>3,200</u>
NET BOOK VALUE	
At 31 March 2025	<u>36</u>
At 31 March 2024	<u>72</u>

CRANE QUALITY COUNSELLING

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025 £	2024 £
Accruals and deferred income	<u>0</u>	<u>1,245</u>

9. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	Transfers between funds £	At 31.3.25 £
Unrestricted funds				
General fund	10,529	(1,714)	-	8,815
Designated bursary fund	15,000	(15,000)	-	0
Designated training fund	3,130	(3,130)	0	0
Designated continuity fund	<u>15,000</u>	<u>(13,033)</u>	<u>0</u>	<u>1,967</u>
	43,659	(32,877)	-	10,747
Restricted funds				
Bursary Fund	0	0	-	-
Bereavement Fund	<u>0</u>	<u>0</u>	<u>-</u>	<u>-</u>
	0	0	-	-
TOTAL FUNDS	<u>43,659</u>	<u>(32,877)</u>	<u>-</u>	<u>10,747</u>

10. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable by the charitable company to the fund and amounted to £4,157 (2024: £1,490). Contributions totalling £nil (2024: £nil) were payable to the fund at the balance sheet date.

11. RELATED PARTY DISCLOSURES

During the year the Trustees made payments of £8,230 (2024: £25,501) 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 2025

	2025 £	2024 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations and legacies	11,851	6,891
Grants	<u>46,083</u>	<u>4,200</u>
	57,934	11,091
Other trading activities		
Fundraising events	0	8,471
Shop income	58,019	110,871
Other income	<u>20,599</u>	<u>2,180</u>
	121,522	121,522
Charitable activities		
Counselling services	<u>50,119</u>	<u>100,796</u>
Total incoming resources	186,671	233,409
EXPENDITURE		
Raising donations and legacies		
Raising Funds	20	3,570
Shop costs	<u>3,135</u>	<u>98,985</u>
	3,155	102,555
Charitable activities		
Wages	133,130	111,110
Light and heat	4,516	0
Telephone	2,405	973
Postage and stationery	1,428	1,655
Sundries	9,824	3,099
Counselling	25,427	28,444
Indemnity insurance	1,475	4249
Rent	21,300	13,753
Computer costs	2,366	1,706
Managerial charges	8,230	0
Other professional fees	5,909	6,135
Depreciation of tangible fixed assets	<u>36</u>	<u>88</u>
	216,049	167,387
Support costs		
Management		
Advertising	1,723	1,117
Finance		
Bank charges	263	44

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 2025

	2025 £	2024 £
Finance		
Governance costs		
Accountancy and legal fees	-	0
Independent Examination fee	1,926	1,416
Independent Examination fee - prior year	<u>0</u>	<u>105</u>
	<u>1926</u>	<u>1,521</u>
Total resources expended	<u>223,116</u>	<u>272,624</u>
Net (expenditure)/income	<u><u>(36,445)</u></u>	<u><u>(39,215)</u></u>

This page does not form part of the statutory financial statements