



PHOENIX COUNSELLING SERVICE

ANNUAL REPORT FOR 2022

On Behalf of the Board of Trustees

Phoenix Counselling Service is registered with the Charity Commission as a Charitable Incorporated Organisation (CIO). The Charity Registration Number is 1177399. During 2021 Phoenix Counselling Service has continued to carry out its charitable function of providing counselling for adults in Burntwood, Lichfield and the surrounding area who cannot access counselling via the NHS and cannot afford private counselling.

During 2022 there has been little change compared to 2021 in terms of service provision with just a small increase in referrals and waiting list numbers.

Alison and the support group of Pauline, Carole and Rhoda have had a good year managing the service efficiently behind the scenes. We recognise that without good counsellors and management support none of the activity in Phoenix could happen. In addition to counsellors and management, trustees have played a role by having regular formal meetings to oversee the service.

This year we were challenged about whether we could accommodate student placements but have decided that we must focus on providing good low cost counselling.

In terms of developments there has been work on making the recruitment a safe and structured process. Fundraising is important especially since it accounts for about 70% of Phoenix income with 30% coming from client payments and we must thank Alison for successfully continuing to fund raise.

There has been a good social event and also a leaving party to mark Dawn and Gail leaving and we especially record our thanks for all their work. At the same time we welcome Loran as the new Lead Counsellor from Jan 2023 taking over from Rhoda who has worked so hard in the role since 2015. We also welcomed four new counsellors in 2022 Sarah, Steph and Karen and Ellen.

Looking ahead we hope to recruit more counsellors and continue to look for another trustee. We are aware of the increase in demand for counselling and conscious of the role that social media and website activity play in helping to promote the service.

Finally I would like to end by saying that Rhoda is now stepping down from the support group and lead counsellor role in Phoenix but continuing counselling, and I would like to thank her for all her work setting up and developing Phoenix since 2015.

John Wharton

Chair

Management

2022 saw the service returning to face-to-face appointments which satisfied our service users and counsellors. The number of referrals increased from last year to 64 with 51 starting sessions. During 2022 we delivered 564 counselling sessions.

Statistics for 2021	2022	2021	2020	2019	2018	2017
Number of appointments attended	564	610	306	456	343	283
Number of referrals	64	51	62	101	107	71
Number of people starting counselling	51	46	77	85	57	42
Number of people completed counselling	44	64	59	78	49	40
Number of people of the waiting list at the start of 2021	3	6	17	27	18	8
Number of people on the waiting list at The end of 2021	14	9	1	17	27	18

Our WriteUpp Management system is now fully operational and working well. This is very much supported by Carole who looks after our Data and Pauline dealing with Finance. Review Meetings take place every 6 weeks to ensure the service is running smoothly.

We continue to make applications for funding from Trusts and Foundations whose criteria we fit and this remains ongoing. We are also continuing to recruit new counsellors to help combat the waiting list.

Financial Summary

As a charity we rely heavily on fundraising via Trusts and Foundations and this remains the backbone of our income. Donations from individuals and contributions made by clients are also very important to us. Voluntary contributions from clients range from £1 - £20 per session with 28% paying £20., 42% paying £10., 21% paying £5. and 8% making no contribution. We are finding more clients are making a contribution during 2022 compared with 26% making no contribution the previous year.

The Audited Accounts will be circulated.

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Fundraising

We are extremely grateful to Support Staffordshire , the Albert Hunt Trust, Yapp Foundation, The Community Foundation, Doing our Bit and Lichfield District Council all of which have awarded us grants this year and allowed our service to continue.

Client Satisfaction Questionnaire

To help us monitor and further develop our service and ensure we are meeting our aims, we ask clients to complete a Client Satisfaction Questionnaire at the end of counselling.

The responses to these questionnaires indicates we are offering a first class service and making a very positive difference to the lives of our clients.

Aims 2023

- Continue to develop the service.
- Recruit 1-2 more counsellors.
- Research all possible Fundraising avenues and build relationship with Trusts and the community.
- Develop our website and social media.
- Recruit an additional Trustee.
- Explore possibilities of enabling Phoenix to become viable as an organisation. Either continue to develop it in its present structure, another organisation to take it over, or individuals to run the service.



Section A

Independent Examiner's Report

Report to the trustees/
members of

Charity Name
Phoenix Counselling Service

On accounts for the year
ended

31st December 2022

Charity no
(if any)

1177399

Set out on pages

1-3

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2022.

Responsibilities and
basis of report

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.

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 ~~(other than that disclosed below*)~~ which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did 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.

Signed:

Date: 17/02/2023

Name:

Jon Penrose

Relevant professional
qualification(s) or body

IFA (member 25431)

(if any):

Address:

20 Fotherley Road,

Shenstone, staffs,

WS14 0NJ

Section B

Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

/ N/A

PHOENIX COUNSELLING SERVICE

Income and expenditure statement 2022

2022

2021

£

Current assets

Cash

0.00

0.00

Bank

30598.25

£16,477.12

Total assets

30598.25

16477.12

Creditors

0.00

0.00

Net Assets

30598.25

16477.12

Fund brt fwd 1/1/22

16477.12

14176.40

Cashbook totals

Total income

34319.50

26035.43

Total expenditure

20198.37

23734.71

Total income over expenditure

14121.13

2300.72

Fund c/fwd 31/12/22

30598.25

16477.12

Income

Counselling Sessions

3650.00

2676.00

Grants

26810.50

15185.51

Donations

3859.00

7925.00

Other

0.00

248.92

Total

34319.50

26035.43

Expenditure

Counsellors

11210.00

13760.00

Management & WriteUp

8273.55

9680.82

Other Admin & utility

714.82

293.89

Total

20198.37

23734.71



Section A

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Date: 17/02/2023

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Jon Penrose

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qualification(s) or body

IFA (member 25431)