



PHOENIX COUNSELLING SERVICE

ANNUAL REPORT FOR 2023

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 2023 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.

Alison and the support group of Pauline, Carole and Loran have had a successful year managing the service efficiently meeting regularly and communicating information and ideas to and from counsellors. Loran has been able to facilitate good communication and team work keeping morale high throughout the year. Trustees continue to hold regular meetings either by zoom or in person. Trustees have overseen the excellent and valuable work by counsellors and support team and are especially grateful to Alison for continued fund raising and management. We warmly welcome two new counsellors, Scott and Amii who joined during 2023.

Pauline and Carole have stepped down from their roles within Finance and Data, and we are delighted that they have now joined Trustees and thank them both for their conscientious work supporting Phoenix counselling. John has stepped down as Chair and taken on the Finance Role. Erica has now been appointed our new Chair of Trustees.

Fundraising is ongoing and remains very important to the charity, it continues to represent 70% of the income with 30% coming from client contributions.

On behalf of trustees I would like to thank every one for their commitment and dedication in making Phoenix the successful charity it is. We look forward to continuing our success during 2024.

In addition to the hard work we were also able to relax during a Christmas social event.

John Wharton - March 2024

Chair

Management

The majority of our clients are requesting face to face counselling with a small number preferring phone or zoom. The number of referrals during 2023 were 60 with 78 clients starting counselling and we delivered 609 counselling sessions.

Annual Statistics	2023	2022	2021	2020	2019	2018
Number of appointments attended	609	564	610	306	456	343
Number of referrals	60	64	51	62	101	107
Number of people starting counselling	78	51	46	77	85	57
Number of people completed counselling	80	44	64	59	78	49
Number of people of the waiting list at the start of each year	6	3	6	17	27	18
Number of people on the waiting list at The end of each year	12	14	9	1	17	27

Financial Summary

As a charity we rely heavily on fundraising via Trusts and Foundations, and this remains the main source of our income. Donations and contributions made by clients are also very welcome and important to us. Voluntary contributions from clients range from £1 - £25 per session with the majority contributing £10. More clients are contributing during 2023 compared with 2022.

The Audited Accounts will be circulated.

Fundraising

We are grateful for awards from Support Staffordshire , Albert Hunt Trust, Yapp Foundation, The Community Foundation and Lichfield District Council, Coalfields, Awards for All, Magic Little Grants and Whittington and Fisherwick Fund which in total amounted to £28,510.

Social Media

We now have a successful Facebook page and Instagram. We also continue to advertise within free publications.

Client Satisfaction Questionnaire

Our Client Satisfaction Questionnaire is now on Microsoft Forms, making it easier for clients to complete and return the questionnaire. Responses during 2023 indicate we are offering a first class and extremely valuable service.

Aims 2024

- Continue to develop the service.
- Research all possible Fundraising avenues and build relationship with Trusts and the community.
- Develop our website.

On behalf of everyone at Phoenix, I wouldl just like to say an enormous thank you to John for his hard work and dedication and support as Chair since the start of Phoenix in 2015. His huge contribution has been outstanding.

Alison Johnson

Manager – March 2024



CHARITY COMMISSION
FOR ENGLAND AND WALES

Independent examiner's report on the accounts

Section A

Independent Examiner's Report

Report to the trustees

Charity Name

PHOENIX COUNSELLING SERVICE

On accounts for the year
ended

31 DEC 2023

Charity no
(if any)

1177399

Set out on pages

1 - 3

(Remember to include the page numbers of additional sheets)

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2023.

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.

Independent
examiner's statement

~~[The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of [insert name of applicable listed body]] Delete [] if not applicable.~~

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.

* Please delete the words in the brackets if they do not apply.

Signed:

Date:

18/02/2023

Name:

JON PENROSE

Relevant professional
qualification(s) or body

IFA

MEMBER 25431

PHOENIX COUNSELLING SERVICE

Income and expenditure statement 2023

2023

2022

Current assets

Cash	£0.00	0.00
Bank	£39,223.20	30598.25
Total assets	£39,223.20	30598.25

Creditors

£0.00

0.00

Net Assets

£39,223.20

30598.25

Fund brt fwd 1/1/23

£30,598.25

#REF!

Cashbook totals

Total income	£34,799.71	34319.50
Total expenditure	£26,174.76	20198.37
Total income over expenditure	£8,624.95	14121.13

Fund c/fwd 31/12/23

£39,223.20

16477.22

Income

Counselling Sessions	£5,275.00	3650.00
Grants	£29,279.71	26810.50
Donations	£245.00	3859.00
Other	£0.00	0.00
Total	£34,799.71	34319.50

Expenditure

Counsellors	£14,956.66	11210.00
Management & WriteUpp	£10,432.58	8273.55
Other Admin & utility	£785.52	714.82
Total	£26,174.76	20198.37



Section A

Independent Examiner's Report

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Signed:

J.

Date:

18/02/2023

Name:

JON PENROSE

Relevant professional
qualification(s) or body

IFA

MEMBER 25431

(if any):

Address:

20 FOOTHERLEY RD

SHENSTONE, STAFFS

WS14 0NS

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

(if any):

Address:

20 FOOTHERLEY RD

SHENSTONE, STAFFS

WS14 0NS

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