

Y CWMNI SIARAD / THE TALKING COMPANY
RECEIPTS & PAYMENTS ACCOUNTS
FOR THE YEAR ENDED
31 MARCH 2023

Charity Number 1182049

Trustees' Annual Report for the period

Period start date Period end date
From 1 April 2022 To 31 March 2023

Section A Reference and administration details

Charity name Y Cwmni Siarad / The Talking Company

Other names charity is known by

Registered charity number (if any) 1182049

Charity's principal address 31 The Parade,

Roath,

Cardiff

Postcode

CF24 3AD

Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustees (if any)
1	Janet Dewes	Chair		
2	Emma George			
3	Julie Dykes	Deputy Chair	Resigned 27/07/2023	
4	Lynne Hamilton	Treasurer	Resigned 06/04/2023	
5	Ffion Roberts		Resigned 06/07/2022	
6	Charlotte Simpson		Resigned 06/07/2022	
7	Alison Hrastelj		Appointed 12/01/2023	
8	Philip Champness		Appointed 12/01/2023 Resigned 30/06/2023	
9	Lee Parfitt		Appointed 12/01/2023	
10	Francesca Martella		Appointed 12/01/2023 Resigned 30/06/2023	
11	Rhian Morgan		Appointed 12/01/2023 Resigned 06/04/2023	
12	Claire Charlton		Appointed 06/04/2023	
13	William Giles		Appointed 06/04/2023	

Names of the trustees for the charity, if any, (for example, any custodian trustees)

Name	Dates acted if not for whole year

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Names and addresses of advisers (Optional information)

Type of adviser	Name	Address

Name of chief executive or names of senior staff members (Optional information)

Gail Duffy

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document	Constitution
How the charity is constituted	Charitable Incorporate Organisation
Trustee selection methods	Trustees are appointed by the existing trustees following an application and interview process.

Additional governance issues (Optional information)

You **may choose** to include additional information, where relevant, about:

- policies and procedures adopted for the induction and training of trustees;
- the charity's organisational structure and any wider network with which the charity works;
- relationship with any related parties;
- trustees' consideration of major risks and the system and procedures to manage them.

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Section C Objectives and activities

Summary of the objects of the charity set out in its governing document

1. The prevention or relief of mental distress for the public benefit of people living in Wales in particular but not exclusively by the provision of evidence based, accessible psychological therapies, counselling and support services.
2. The promotion of social inclusion among people living in Wales who experience mental distress by preventing them from becoming socially excluded and assisting them to integrate into society in particular but not exclusively by involving socially excluded groups in evaluating and designing mental wellbeing services that enable increased access

Summary of the main activities undertaken for the public benefit in relation to these objects (include within this section the statutory declaration that trustees have had regard to the guidance issued by the Charity Commission on public benefit)

YCS exists to provide a low-cost counselling service to people who cannot otherwise afford to access counselling. It is our intention to provide and tell people about our affordable service. We offer low-cost counselling online as well as face to face.

The trustees confirm that they had had due regard to the Charity Commission's guidance on public benefit when planning the activities of the charity.

Additional details of objectives and activities (Optional Information)

You **may choose** to include further statements, where relevant, about:

- policy on grantmaking;
- policy programme related investment;
- contribution made by volunteers.

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Section D

Achievements and performance

Summary of the main achievements of the charity during the year

It is my great pleasure to present the annual report for YCS.

In many ways, this has been a time of partial recovery from the impact which was created by the pandemic and subsequent lockdown. The previous year was marked by the partial closedown of our premises, and considerable curtailment to the services that we were able to offer to our clients. We were fortunate in that many of our committed and enthusiastic counsellors were able to undergo extra training to provide an on-line service. This has become a blessing in disguise, as we are now able to offer an on-line service as well as face-to-face counselling. This has enabled us to reach a wider group of clients, and a minority of our clients still prefer to receive their counselling on-line.

Our much-valued clinical lead, Michele, retired from her post, but is shortly to take her place on the Board of Trustees. Our Low-Cost Counselling Manager, Francesca also left us, and I would like to record thanks to both for their skill, dedication and commitment. Francesca has been ably replaced by Amy Beacher, who continues in the tradition of empathy, skill and industry. Shirley – our Finance and Admin Officer, moved to another part of the country, but has continued to work remotely for us on a part-time basis. Lynne and Rhian both retired as trustees, and also Julie, our Vice-chair, who has been with YCS since its inception. We thank them all for their unwavering efforts and wish them well in the future.

The Board has been strengthened by the appointment of several new trustees, Philip Champness, Claire Charlton, Alison Hrastelj, Lee Parfitt and Will Giles who bring a wealth marketing skills and financial acumen to our Board, for which we are very grateful.

Counselling

We have grown the size of the volunteer counselling team from 11 post covid to a community of 30 people.

This last year has been marked by a steady and indeed increased demand for our services. We continue to recruit new trainee counsellors on a regular basis. Many of these come to us after having been recommended to do so by existing trainee counsellors. After qualifying, some stay on with us for a short while, and we are considering making this a formal request to new trainees. We continue to support them by offering training and we now offer in-house low-cost supervision to all our trainees.

Since the launch of the new website, the number of referrals has steadily increased, since clients are now able to apply outside of office hours. It has also been noted that since the pandemic, there is an increase in the complexity of the presenting issues of clients. To assist our trainees, we have incorporated training in suicide and self-harm into our training programme.

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Section D	Achievements and performance
	<p>There is some dissatisfaction with our current client management system. A new system, Medesk, has been investigated and will come into use October 2023.</p> <p>Due to increased demand, the number of days available to clients in the office has been extended, and clients are now able to be seen from Tuesday- Thursday until 7pm.</p> <p>Private Renters. We now have office Cover 4-5 days per week which enhances our relationship with private renters and running of the centre.</p> <p>We have increased the number of private Therapists who rent rooms from us, this income stream assists with the running costs of the Therapy Centre. We have however had 2 larger leases cancelled mainly due as an impact of the financial pressures other agencies are facing.</p> <p>Business and Finance Since one of our main sources of Funding, the National Lottery Fund, is coming to an end, it has been necessary to seek other sources of funding alongside an application for continuation of current funding.</p> <p>A strategy meeting was held in November to address this, and a Board decision was taken to employ a professional fundraising company to make applications on our behalf. Sadly, this company proved to be ineffective, losing valuable application time for other funding opportunities. However, thanks to the sterling efforts of Gail, our Director, funding has been granted from the Postcode Lottery Fund and a private donor.</p> <p>We have also been very fortunate in that Radyr Golf Club have decided to make us one of their two Charities of the Year. Many of the Board and employees attended a fundraising Charity Day at the Club in June, which was both good fun and raised our profile considerably. Fundraising continues throughout the year, and we are asked to attend a Presentation Event in November.</p> <p>The Business and Finance Management Group of Trustees continues to seek ways to widen the scope of our activities, and to increase the income which we can raise by making use of our building to an even great extent.</p>

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Section E Financial review

Brief statement of the charity's policy on reserves

The trustees have a medium term aim of holding unrestricted reserves equivalent to 6 months of committed expenditure. Committed expenditure refers to the ongoing costs of maintaining the property in which YCS operates and the staff costs associated with providing low-cost counselling. At the end of the period £26,393 was held as unrestricted reserves which is approximately 5-6 months. At this time, YCS continues to benefit from the support of Lottery funding so the shortfall to target is expected as the organisation looks to grow funded operations.

YCS seeks to obtain specific funding for any additional activities and monies received for any specific activity are accounted for at the time of receipt as being restricted to that activity and spend is monitored against the amount received or receivable.

Details of any funds materially in deficit

Further financial review details (Optional Information)

You may choose to include additional information, where relevant about:

- the charity's principal sources of funds (including any fundraising);
- how expenditure has supported the key objectives of the charity;
- investment policy and objectives including any ethical investment policy adopted.

Section F Other optional information



Y CWMNI SIARAD / THE TALKING COMPANY

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Year Ended 31 March 2023

Section G Declaration

The trustees declare that they have approved the trustees' report above.

Signed on behalf of the charity's trustees

Signature(s)		
Full name(s)	CLAIRE CHARLTON	JANET MARY DEWES
Position (eg Secretary, Chair, etc)	TRUSTEE	CHAIR
Date	4/12/23	4/12/23

Y CWMNI SIARAD / THE TALKING COMPANY
INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES
Year Ended 31 March 2023

I report to the trustees on my examination of the accounts of Y Cwmni Siarad / The Talking Company ('the CIO') for the period ended 31 March 2023 which are set out on pages 9 to 12.

Responsibilities and basis of report

As the trustees of the CIO 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 CIO'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 which gives me cause to believe that in any material respect:

- accounting records were not kept in respect of the CIO as required by section 130 of the Act;
or
- the accounts did not accord with the accounting records.

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.

Farzana Ahmed ACCA
Independent Examiner

1st Floor, Tudor House
16 Cathedral Road
Cardiff
CF11 9LJ

Date:

Y CWMNI SIARAD / THE TALKING COMPANY

RECEIPTS AND PAYMENTS ACCOUNTS
Year Ended 31 March 2023

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
INCOME				
Grant income	51,000	27,851	78,851	34,146
Client fees	12,145	-	12,145	12,865
Room rental	20,569	-	20,569	15,510
Donations	1,393	-	1,393	-
	<u>85,107</u>	<u>27,851</u>	<u>112,958</u>	<u>62,521</u>
EXPENDITURE				
Staff Costs	47,525	21,851	69,377	53,872
Volunteer / Clinical Supervision	-	2,560	2,560	3,789
Rent	10,000	-	10,000	16,000
Rates	2,113	-	2,113	1,442
Light & Heat	4,172	-	4,172	3,918
Insurance	-	1,411	1,411	2,367
Phone / Broadband	1,097	345	1,442	1,226
IT, website and other related expenditure	449	7,731	8,180	8,156
Repairs, maintenance & cleaning	2,404	-	2,404	2,633
Admin, printing, postage & stationery	1,961	265	2,226	1,038
Advertising & marketing	623	2,897	3,520	1,596
Training	-	-	-	189
Legal & Professional	1,653	1,099	2,752	8,295
Furniture	-	-	-	1,599
Square Fees	75	-	75	-
Recruitment	419	1,247	1,666	1,381
Governance - Independent exam fees	1,140	-	1,140	2,520
Covid related expenditure - PPE etc	-	-	-	56
Consulting	5,000	-	5,000	-
Entertainment - 100% Business	229	-	229	-
Client Management System	-	2,808	2,808	2,808
	<u>78,861</u>	<u>42,215</u>	<u>121,076</u>	<u>112,884</u>
Transfers between funds	-	-	-	-
NET MOVEMENT IN FUNDS	<u>6,247</u>	<u>(14,364)</u>	<u>(8,117)</u>	<u>(50,363)</u>
CASH FUNDS BROUGHT FORWARD	<u>20,147</u>	<u>25,526</u>	<u>45,673</u>	<u>96,036</u>
CASH FUNDS CARRIED FORWARD	<u>26,393</u>	<u>11,162</u>	<u>37,555</u>	<u>45,673</u>


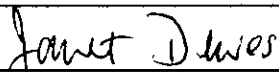
The notes on pages 11-12 form part of these financial statements

Y CWMNI SIARAD / THE TALKING COMPANY

STATEMENT OF ASSETS AND LIABILITIES Year Ended 31 March 2023

		Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Cash at Bank	CIO Account	26,393	11,162	37,555	45,673
		<u>26,393</u>	<u>11,162</u>	<u>37,555</u>	<u>45,673</u>

These accounts were approved by the members of the committee and authorised for issue on and are signed on their behalf by:

Signature(s)		
Full name(s)	CLAIRE CHARLTON	JANET MARY JONES
Position (eg Secretary, Chair, etc)	TRUSTEE	CHAIR

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NOTES TO THE FINANCIAL STATEMENTS

Period Ended 31 March 2023

3. FUND BALANCES *(continued)*

The Big Lottery Fund have provided a five-year grant towards the costs of a full-time Service Development Coordinator and part-time Clinical Lead to enhance the existing low-cost counselling service.

They also provided an additional Covid-19 relief grant in the prior year to cover the shortfall in income while lockdowns were in place.

The Clothworker's Foundation agreed a grant of £8,500 in the year ended 31 March 2020 towards furniture for the new premises. This was fully spent last year.

Community Foundation Wales provided two grants in the year ended 31 March 2021: £2,000 towards staff costs and a further £19,000 towards the costs of setting up a new website and finance system to improve the efficiency of the charity. Costs of running the website are still being incurred, so funds brought forward are continuing to be allocated against these.

Tesco provided funding of £1,000 towards a new laptop and monthly Zoom costs.