

CONCERN CYMRU

England & Wales · Charity number 1182469

Details

Status Registered

Legal form CIO

Registered 2019-03-14

Register [View on the Charity Commission register](#)

Contact

Address The Ark Centre
Ararat Baptist Church
Plas Treoda
Whitchurch
Cardiff
CF14 1PT

Phone 07765199725

Email treasurer@concerncymru.org.uk

Website www.concerncymru.org.uk

Activities

Objects: 1. THE ADVANCEMENT OF HEALTH FOR THE PUBLIC BENEFIT BY PROVIDING COUNSELLING TO PEOPLE WITH MENTAL AND EMOTIONAL NEEDS, AND 2. THE ADVANCEMENT OF EDUCATION FOR THE PUBLIC BENEFIT BY PROVIDING ACCREDITED TRAINING AND PROFESSIONAL DEVELOPMENT FOR COUNSELLORS.

Activities: Provides face to face counselling at centres in South Wales and online/telephone counselling nationwide, to people with mental and emotional needs. Provides accredited training and professional development for counsellors.

Classification

- **How:** Provides Services
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Throughout Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£53,344	£54,873	-	-
2023-12-31	£55,259	£46,919	-	-
2022-12-31	£48,805	£47,735	-	-
2021-12-31	£39,454	£50,980	-	-
2020-12-31	£69,948	£35,962	-	-

Trustees

Name	Role	Appointed
JOHN STUART GERRISH	Chair	2018-09-21
Anna Olive Hartt		2018-09-21
MICHAEL BERNARD REES		2018-09-21
PETER JOSEPH KNIGHT		2018-09-21
Sheila Mckell Stephen		2018-09-21
Siobhan Leigh Evans		2021-03-08

CONCERN CYMRU

England & Wales - Charity number 1182469

Accounts



Trustees' Annual Report for the period

		Period start date			Period end date		
		Day	Month	Year	Day	Month	Year
From		01	01	2024	To	31	12 2024

Section A

Reference and administration details

Charity name

Concern Cymru

Other names charity is known by

Registered charity number (if any)

1182469

Charity's principal address

The Ark Centre, Ararat Baptist Church

Plas Treoda, Whitchurch

Cardiff

Postcode

CF14 1PT

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 trustee (if any)
1	Mr Stuart Gerrish	Chair		
2	Mr Michael Rees	Treasurer		
3	Mrs Sheila Stephen			
4	Mrs Anna Hartt			
5	Mr Peter Knight			
6	Miss Siobhan Walters			
7	Mrs Camilla Owen		To October 2024	
8				Appointed by invite of trustees
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Bankers	CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent Examiner	Mrs Sylvia I. Whitehead	46 Bryn Terrace, Aberdare, CF44 8RA

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

Director: Mr Russell Walters

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution registered by Charity Commission for England and Wales, March 14 th 2019
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by trustees

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.

The charity is managed by a board of trustees who set the overall strategy for the operation and development of the organisation. In this they are assisted by a management committee consisting of the director, treasurer and four senior counsellors. This committee, through the director, also oversees the day to day operation of the service.

All trustees and counsellors working with the charity hold current DBS checks.

Concern Cymru is affiliated to the Association of Christians in Counselling (ACC) and operates under the code of ethics of that organisation.

A system of policies and codes of practice is in place that together with the code of ethics mentioned above, are designed to manage the inherent risks involved in counselling. These are reinforced by the high standards of initial and ongoing training required to be undertaken by counsellors, and by continuous supervision. The charities possible financial exposure to professional or public liability is covered adequately by insurance.

Section C Objectives and activities

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

The objects of Concern Cymru are:

- the advancement of health for the public benefit by providing counselling to people with mental and emotional needs, together with
- the advancement of education for the public benefit by providing accredited training and professional development for counsellors.

Section C

Objectives and activities (cont'd)

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)

In considering the operation and activities of Concern Cymru, the Trustees give due regard to the Charity Commissions guidance on public benefit.

Counselling is a well proven and approved technique for addressing a wide variety of mental, emotional and spiritual needs. Talking therapy is approved and provided by the National Health Service with the anticipation that patient's symptoms will be alleviated by counselling.

Concern Cymru provides public benefit by mobilising the time and expertise of Christian volunteer counsellors in South Wales to provide a service to supplement the state talking therapy provision, which is increasingly overloaded and unable to meet demand. Its main activity is to provide free counselling to any person in need of such a service. A wide range of problems can be addressed and a number of counselling models are used, depending on the nature of the presenting case

Clients can be offered counselling either in a face-to-face setting, online via a video conference or by telephone.

In order to make our services known as widely as possible, we maintain contacts with local GP Health Centres, social services, local community health organisations and support services, so that these organisations can refer people to us, who may benefit from our services. Our services are also advertised through local media and our web site.

Another of our aims is to provide public benefit by increasing the number of qualified counsellors available in the community. This is achieved by organising and running accredited training courses in counselling skills, together with specialised in-house courses and seminars to provide counsellors with the opportunity for continuous professional development. These courses and seminars are open to anyone with counselling interests, and not only those who work with Concern Cymru.

We also provide the opportunity for students studying for counselling degrees or diplomas at local universities and colleges, to work with us. This enables them to build up their practical skills and the necessary number of practice hours required for their courses.

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.

Concern Cymru is grateful to the volunteers, who give their time freely to counsel our clients and also to study and improve their counselling skills. Without them Concern Cymru would not be able to function in its present format, where no compulsory charge is made to clients for counselling.

Summary of the main achievements of the charity during the year

Developments in the Counselling Ministry

The number of people referring to Concern Cymru for counselling continued to rise through 2024. A total of 355 referrals for counselling were received, a 13.8% increase on 2023. As is normal, after an initial discussion with these people who enquire about counselling, a high percentage decide not to go ahead. Of those who applied in 2024, 72 have completed or started a course of counselling sessions and some 30 are waiting to start.

Since the Covid pandemic, we have been able to offer clients a choice of online or face to face counselling. Initially, online counselling had become the choice of most people as it saved travelling time and cost to attend our centres. However, in 2024, requests for face to face counselling started to increase again, and approximately 50% of sessions in 2024 were conducted face to face.

As a consequence of the increase in face to face counselling, we have extended the one year contract we had with Thornhill Church Centre in Cardiff to provide a room for our sole use to give additional counselling space.

We continue to provide up to 15 weekly counselling sessions during term times at St Teilo's Church in Wales High School, to provide a counselling service for students at this school. 38 new students started counselling this year.

Towards the end of 2024 we made a new connection with the Forward Trust charity. This charity helps prisoners in three prisons across Wales to free themselves from addictions. Our role with the charity will be to offer their staff who work with these prisoners, supervision twice a month for 1 hour. In 2024 we supported at 7 of their staff in this way.

Improving Counsellor Skills and Numbers

Our counsellor numbers reduced to 15 during the year and an important focus for 2025 will be to encourage more voluntary counsellors to join us. To help to manage the service with the reduced numbers of counsellors, we are hoping to move into group work where groups of clients suffering from a similar problem, can be brought together and counselled by fewer counsellors in a group setting. It is hoped to start a group for people suffering from anxiety early in 2025.

We recruited seven new student counsellors in the year. These students are undertaking counselling degree or diploma courses at local colleges, and we offer them the opportunity to build up the hours of practical counselling they need to complete their courses. It is hoped that some of these students will continue to work us when they are fully qualified.

Due to the demand for supervision for students, we have introduced group supervision in 2024, and have recruited an external supervisor for this role.

Bi-monthly Continuous Professional Development evenings for counsellors have been run through the year, with guest specialist speakers invited to give our counsellors the best CPD training opportunities we can offer.

To support the self-care of our counsellors, we held 2 away days in the year.

Section D (cont'd)

Achievements and performance

In this year when our staff and volunteers have again been called on to make exceptional efforts to maintain Concern Cymru's service to the community, we are extremely thankful for the continued prayers and financial support of local churches, clients, friends and private charitable trusts, which have enabled us to maintain the free service we offer.

Section E

Financial review

Brief statement of the charity's policy on reserves

Concern Cymru aims to maintain reserves to cover a minimum of six months' operation. This would allow the charity to arrange for an orderly closure should funding cease, ensuring that any client undergoing counselling at the announcement of closure would have every chance of their case being brought to a conclusion whilst the charity was still able to operate.

Details of any funds materially in deficit

There are no funds 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.

Total receipts for the year were £53,344 and payments were £54,873. We also received unrestricted donations from several charitable trusts. These were £9,000 from the Ardbarron Trust Ltd and £1,200 from the James Williams Trust.

The total reserves held by Concern Cymru at the end of the year were £44,322. £42,392 of these reserves were held in the general fund which was sufficient to meet the requirements of the reserve policy above.

Most of the charity's expenditure is used to rent and operate suitable premises to provide counselling rooms and office accommodation, to provide training, and to pay a part time salary to a director and administrator to oversee the day to day operation of the service.

Expenditure is also incurred to provide insurance cover to protect our counsellors and the service against professional and public liabilities which may arise.

Counsellors are not paid for counselling services given to Concern Cymru to fulfil the service's normal voluntary activities, although occasionally travelling expenses are paid when counsellors have to travel long distances to our counselling centres. However, private counsellors are hired for a fee to provide the contracted services Concern Cymru offer to organisations such as St Teilo's High School and the Forward Trust. It is also sometimes necessary to hire in specialist professional counsellors to meet particular needs. It is usually necessary to pay fees for this.

Section F

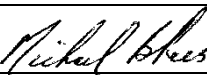
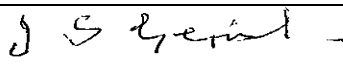
Other optional information

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)	Michael Bernard Rees	John Stuart Gerrish
Position (e.g. Secretary, Chair, etc)	Treasurer	Chair
Date	8 th April 2025	

Concern Cymru
Registered Charity Number 1182469
Receipts & Payment Account and Statement of Assets & Liabilities
under Part 8 of the Charities Act 2011
for the period of 12 months ending December 31st 2024

		2024			2023	
		General Fund	Designated Funds Training Courses	Restricted Funds Croeserw Service	Total	Total
Receipts:						
	Note					
<i>(a) Voluntary Sources</i>		£	£	£	£	£
Client donations		2,758	-	-	2,758	1,551
Church gifts		1,664	-	-	1,664	1,713
Other donations	2	25,840	-	-	25,840	31,385
Income tax recovered	3	1,358	-	-	1,358	2,792
<i>(b) Income from Assets</i>						
Bank interest	4	939	-	-	939	541
<i>(c) Counselling Contracts</i>						
St Teilo's High School receipts		19,480	-	-	19,480	17,187
Student counsellor fees		759	-	-	759	
Forward Trust		-	-	-	-	
<i>(d) Miscellaneous Receipts</i>						
Fund Raising	5	67	-	-	67	61
Room Hire		480	-	-	480	30
Prepayment for Training Fees	6		-	-	-	-
Sundry income	7	-	-	-	-	-
Total Receipts		53,344	-	-	53,344	55,259
Payments:						
<i>(a) Direct Charitable Expenditure</i>						
Salaries, Staff expenses	8	25,806	-	-	25,806	22,306
Schools' counselling counsellor fees		15,588	-	-	15,588	15,046
Forward Trust counselling counsellor fees		1,188	-	-	1,188	-
Student Counsellor counselling fees		200	-	-	200	-
Operation of counselling premises	9	7,806	-	-	7,806	6,844
Support of counselling service	10	2,018	-	-	2,018	923
Administration	11	2,103	-	-	2,103	1,474
Training and information	12	164	-	-	164	77
<i>(b) Other Expenditure</i>						
Fund raising costs	13	-	-	-	-	-
Publicity	14	-	-	-	-	-
Retirement/memorial gifts		-	-	-	-	250
Total Payments		54,873	-	-	54,873	46,919
Surplus/(deficit) for the year before transfers		(1,528)	-	-	(1,528)	8,340
Transfers (Surplus training fees returned to general fund)					-	-
Surplus/(deficit) for the year after transfers		(1,528)	-	-	(1,528)	8,340
Balance brought forward		43,920	-	1,930	45,850	37,510
Balance carried forward		42,392	-	1,930	44,322	45,850

STATEMENT OF ASSETS AND LIABILITIES AT 31 DECEMBER 2024

ASSETS:	Note	2024	2023
		£	£
Bank and cash balances:	15	44,322	45,850
Debtors	16	1,898	3,560
Furniture and fittings (insured value)		12,500	12,500
LIABILITIES:			
Creditors	17	-	1,230

Purpose of Funds:

- a) Designated funds hold monies received and spent in connection with counselling training courses provided by Cardiff Concern. Surplus monies remaining after the completion of each course are transferred back to the general fund.
- b) Restricted funds hold the income and expenditure associated with grants made to Cardiff Concern for specific purposes.

NOTES TO THE ACCOUNTS:

1. Basis of accounts:

These accounts have been prepared on a 'receipts and payments' basis in accord with the Statement of Recommended Accounting Practice: Accounting and Reporting by Charities (SORP 2005), UK Accounting Standards and the Charities Act 2011

Receipts:

		2024				2023
2. Donations and other income:		General	Designated	Restricted	Total	Total
Transferred from Cardiff Concern		19			19	9,545
Friends	Gift Aided	2,170	-	-	2,170	1,795
	Other	9,370	-	-	9,370	3,745
Counsellors	Gift Aided	5,080	-	-	5,080	6,100
	Other	1	-	-	1	-
In Memorium gifts		-	-	-	-	-
Grants (restricted)	Ffynon Oer Windfarm	-	-	-	-	-
	Benefit People's Health Trust	-	-	-	-	-
	Llynfi Afan	-	-	-	-	-
	National Lotter	-	-	-	-	-
Charitable trusts	Arrbarron Trust	8,000	-	-	-	9,000
	Hebron Hall	-	-	-	-	-
	Cardiff YMCA (1910)Trust	-	-	-	-	-
	James Williams Trust	1,200	-	-	-	1,200
		9,200	-	-	9,200	10,200
		25,840	-	-	25,840	31,385
3. Income tax recovered:						
From Gift Aid donations		1,358	-	-	1,358	2,792
Small Donation scheme		-	-	-	-	-
		1,358	-	-	1,358	2,792
4. Bank interest:						
CAF Bank Accounts		939	-	-	939	541
HMRC interest		-	-	-	-	-
		939	-	-	939	541
5. Fund Raising:						
Collection Boxes		67	-	-	67	61
Events		-	-	-	-	-
Sales		-	-	-	-	-
		67	-	-	67	61
6. Training Fees						
Trauma Course Donations		-	-	-	-	-
Level 1/2 course fees		-	-	-	-	-
Level 3 course fees		-	-	-	-	-
CBT course fees		-	-	-	-	-
		-	-	-	-	-
7. Sundry income						
Utilities commission		-	-	-	-	-
		-	-	-	-	-

Payments:

		2024				2023
8. Salaries and staff expenses:		General	Designated	Restricted	Total	Total
Director Salary		18,270	-	-	18,270	17,466
Director expenses		-	-	-	-	-
Director Pension/N.I.		486	-	-	486	337
Administrator Salary/Fees		4,650	-	-	4,650	4,210
Training/Supervisor Co-ordinator Salary/Expenses		2,400	-	-	2,400	-
Counsellor fees /expenses		-	-	-	-	293
		25,806	-	-	25,806	22,306
9. Operation of counselling premises:						
Rent/Rates		7,200	-	-	7,200	5,200
Cleaning		-	-	-	-	-
Energy		-	-	-	-	-
Supplies,equipment and safety		202	-	-	202	1,254
Repairs/Refurbishment		-	-	-	-	-
Building and contents insurance		404	-	-	404	390
		7,806	-	-	7,806	6,844

NOTES TO THE ACCOUNTS (cont'd)

Payments: (cont'd)

	2024				2023
	General	Designated	Restricted	Total	Total
10. Support of counselling service:					
Liability and accident insurance	396	-	-	396	371
Association fees and subscriptions	160	-	-	160	152
Group Supervision fees	1,100	-	-	1,100	
DBS Checks	123	-	-	123	158
Counselling Telephone	239	-	-	239	242
Books and resources	-	-	-	-	-
	2,018	-	-	2,018	923
11. Administration:					
Bank Charges	202	-	-	202	135
Internet	1,800	-	-	1,800	1,309
Postage, stationery	102	-	-	102	29
Photocopying	-	-	-	-	-
	2,103	-	-	2,103	1,474
12. Training and information:					
External courses/conference fees, expenses, CPD sessions	114	-	-	114	77
Course teaching and accreditation fees:					
Trauma Course	-	-	-	-	-
Level 3	-	-	-	-	-
Level 1/2	-	-	-	-	-
CBT	-	-	-	-	-
College Partnership Fees	-	-	-	-	-
Other training resources	50	-	-	50	-
	164	-	-	164	77
13. Fund Raising costs					
Promotional pens	-	-	-	-	-
	-	-	-	-	-
14. Publicity:					
Media advertising	-	-	-	-	-
Counselling service publicity printing/postage	-	-	-	-	-
	-	-	-	-	-

Assets and liabilities:

	2024				2023
	General	Designated	Restricted	Total	Total
15. Bank and cash balances:					
CAF Cash Account	13,395	-	-	13,395	5,848
CAF Gold Account	28,997	-	1,930	30,927	40,002
PayPal Account	-	-	-	-	-
Cash in hand	-	-	-	-	-
	42,392	-	1,930	44,322	45,850
16. Debtors					
Payments due for counselling contracts	1,395	-	-	1,395	3,560
Unclaimed tax on gift aid donations	503	-	-	503	-
	1,898	-	-	1,898	3,560
17. Creditors					
Administrator fees	-	-	-	-	330
Charges for School Contract	-	-	-	-	900
	-	-	-	-	1,230

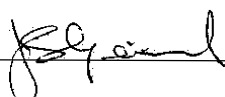
Accounts prepared by



Michael B. Rees (Treasurer), January 2025

The accounts and statement of assets and liabilities set out on pages 1 to 3 relating to the year ending 31st December 2024 are as approved by the trustees.

Signed:



Stuart Gerrish (Chair)

Date:

27th January 2025



Section A

Independent Examiner's Report

Report to the trustees/
members of

Concern Cymru

On accounts for the year
ended

31st December 2024

Charity no
(if any)

1182469

Set out on pages

1 to 3

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2024

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 2011 Act and in carrying out my examination, I have followed 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 (~~other than that disclosed below~~*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do 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 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:

S. I. Whitehead

Date:

12th February 2025

Name:

Mrs Sylvia I. Whitehead

Relevant professional
qualification(s) or body
(if any):

Address:

46 Bryn Terrace

Cwmdare

Aberdare

CF44 8RA

Only complete if the examiner needs to highlight 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.

Accounts



Trustees' Annual Report for the period

Period start date				Period end date			
Day	Month	Year		Day	Month	Year	
From	01	01	2023	To	31	12	2023

Section A

Reference and administration details

Charity name Concern Cymru

Other names charity is known by

Registered charity number (if any) 1182469

Charity's principal address

The Ark Centre, Ararat Baptist Church

Plas Treoda, Whitchurch

Cardiff

Postcode

CF14 1PT

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 trustee (if any)
1	Mr Stuart Gerrish	Chair		
2	Mr Michael Rees	Treasurer		
3	Mrs Sheila Stephen			
4	Mrs Anna Hartt			
5	Mr Peter Knight			
6	Miss Siobhan Walters			
7	Mrs Camilla Owen			
8				Appointed by invite of trustees
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Bankers	CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent Examiner	Mrs Sylvia I. Whitehead	46 Bryn Terrace, Aberdare, CF44 8RA

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

Director: Mr Russell Walters

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution registered by Charity Commission for England and Wales, March 14 th 2019
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- the advancement of education for the public benefit by providing accredited training and professional development for counsellors.

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Objectives and activities (cont'd)

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)

In considering the operation and activities of Concern Cymru, the Trustees give due regard to the Charity Commissions guidance on public benefit.

Counselling is a well proven and approved technique for addressing a wide variety of mental, emotional and spiritual needs. Talking therapy is approved and provided by the National Health Service with the anticipation that patient's symptoms will be alleviated by counselling.

Concern Cymru provides public benefit by mobilising the time and expertise of Christian volunteer counsellors in South Wales to provide a service to supplement the state talking therapy provision, which is increasingly overloaded and unable to meet demand. Its main activity is to provide free counselling to any person in need of such a service. A wide range of problems can be addressed and a number of counselling models are used, depending on the nature of the presenting case

Clients can be offered counselling either in a face-to-face setting, online via a video conference or by telephone.

In order to make our services known as widely as possible, we maintain contacts with local GP Health Centres, social services, local community health organisations and support services, so that these organisations can refer people who may benefit from our services, to us. Our services are also advertised through local media and our web site.

Another of our aims is to provide public benefit by increasing the number of qualified counsellors available in the community. This is achieved by organising and running accredited training courses in counselling skills, together with specialised in-house courses and seminars to provide counsellors with the opportunity for continuous professional development. These courses and seminars are open to anyone with counselling interests, and not only those who work with Concern Cymru.

We also provide the opportunity for students studying for counselling degrees or diplomas at local universities and colleges, to work with us. This enables them to build up their practical skills and the necessary number of practice hours required for their courses.

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.

Concern Cymru is grateful to the volunteers, who give their time freely to counsel our clients and also to study and improve their counselling skills. Without them Concern Cymru would not be able to function in its present format, where no compulsory charge is made to clients for counselling.

Summary of the main achievements of the charity during the year

Developments in the Counselling Ministry

The number of people referring to Concern Cymru for counselling continued to rise steadily through 2023. A total of 312 referrals for counselling were received, marking a 10% increase from 2022. The cost of living crisis in this country and the conflicts abroad in Ukraine and latterly Gaza, have heightened anxiety in many people with a consequent increase in mental health issues.

We are now able to offer clients a choice of online or face to face counselling. Online counselling has become the choice of most people as it saves them travelling time and cost to attend our centres. However, face to face counselling is still preferred by some 25% of our clients and is necessary when a client feels it is not safe for them to be counselled from home due to domestic circumstances.

The level of face to face counselling is now greater than we anticipated when we moved to our new office accommodation at Ararat Baptist Church at the end of 2021. As a consequence, we have rented a room for our sole use at Thornhill Church Centre in Cardiff to provide additional counselling space. This is initially a one year contract and it is hoped that the extra space may enable us to develop a young people and adolescents service to help with the rapidly increasing demand for counselling for this age group.

We continue to provide 15 weekly counselling sessions at St Teilo's Church in Wales High School, with 38 new students starting counselling this year.

Following the large number of changes in methods of operation forced on us by the covid pandemic, we completed a total overhaul of all our policies and procedures and safe guarding arrangements. Two training events were organised to familiarise all counsellors with the new procedures.

Improving Counsellor Skills and Numbers

We recruited five new student counsellors in the year. These students are undertaking counselling degree or diploma courses at local colleges, and we offer them the opportunity to build up the hours of practical counselling they need to complete their courses.

13 counsellors completed the course started in advanced trauma counselling training, which had started in 2022. This course was a response to the large number of highly traumatised Ukrainian refugees that were approaching us for counselling.

Due to the demand for supervision for students, we have agreed to introduce group supervision early in 2024, and have recruited an external supervisor for this role.

We have introduced bi-monthly Continuous Professional Development evenings for counsellors, where we plan to invite guest specialist speakers to give our counsellors the best CPD training opportunities we can offer

Section D (cont'd)

Achievements and performance

In this year when our staff and volunteers have again been called on to make exceptional efforts to maintain Concern Cymru's service to the community, we are extremely thankful for the continued prayers and financial support of local churches, clients, friends and private charitable trusts, which have enabled us to maintain the free service we offer.

Section E

Financial review

Brief statement of the charity's policy on reserves

Concern Cymru aims to maintain reserves to cover a minimum of six months' operation. This would allow the charity to arrange for an orderly closure should funding cease, ensuring that any client undergoing counselling at the announcement of closure would have every chance of their case being brought to a conclusion whilst the charity was still able to operate.

Details of any funds materially in deficit

There are no funds 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.

Total receipts for the year were £55,259 and payments were £46,919. £9,545 of this income came from the transfer of the funds of the original charity, Cardiff Concern, to Concern Cymru as was agreed with the Charity Commission following the closure of Cardiff Concern at the end of the year. We also received unrestricted donations from several charitable trusts. These were £9000 from the Ardbarron Trust Ltd and £1,200 from the James Williams Trust.

The total reserves held by Concern Cymru at the end of the year were £45,850. £43,920 of these reserves were held in the general fund which was sufficient to meet the requirements of the reserve policy above.

Most of the charity's expenditure is used to rent and operate suitable premises to provide counselling rooms and office accommodation, to provide training, and to pay a part time salary to a director and administrator to oversee the day to day operation of the service.

Expenditure is also incurred to provide insurance cover to protect our counsellors and the service against professional and public liabilities which may arise.

No counsellor is paid for counselling services given to Concern Cymru, although occasionally travelling expenses are paid when counsellors have to travel long distances to our counselling centres. It is also sometimes necessary to hire in specialist professional counsellors to meet particular needs. It is usually necessary to pay fees for this.

Section F

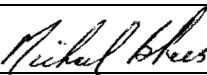
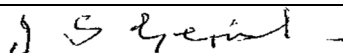
Other optional information

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)	Michael Bernard Rees	John Stuart Gerrish
Position (e.g. Secretary, Chair, etc)	Treasurer	Chair
Date	12th June 2023	

Receipts & Payment Account and Statement of Assets & Liabilities
under Part 8 of the Charities Act 2011
for the period of 12 months ending December 31st 2023

			2023				2022
			General Fund	Designated Funds Training Courses	Restricted Funds Croeserw Service	Total	Total
Receipts:							
	Note		£	£	£	£	£
(a) <i>Voluntary Sources</i>							
Client donations			1,551	-	-	1,551	739
Church gifts			1,713	-	-	1,713	1,290
Other donations	2		31,385	-	-	31,385	25,040
Income tax recovered	3		2,792	-	-	2,792	1,758
(b) <i>Income from Assets</i>							
Bank interest	4		541	-	-	541	33
(c) <i>Schools' Counselling Contract</i>							
St Teilo's High School			17,187	-	-	17,187	15,833
(d) <i>Miscellaneous Receipts</i>							
Fund Raising	5		61	-	-	61	3,312
Room Hire			30	-	-	30	-
Prepayment for Training Fees	6		-	-	-	-	800
Sundry income	7		-	-	-	-	-
Coronavirus Job Retention Scheme			-	-	-	-	-
Total Receipts			55,259	-	-	55,259	48,805
Payments:							
(a) <i>Direct Charitable Expenditure</i>							
Salaries, Staff expenses	8		22,306	-	-	22,306	20,711
Schools' counselling counsellor fees			15,046	-	-	15,046	13,860
Operation of counselling premises	9		6,844	-	-	6,844	9,780
Support of counselling service	10		923	-	-	923	881
Administration	11		1,474	-	-	1,474	1,324
Training and information	12		77	-	-	77	1,180
(b) <i>Other Expenditure</i>							
Fund raising costs	13		-	-	-	-	-
Publicity	14		-	-	-	-	-
Retirement/memorial gifts			250	-	-	250	-
Total Payments			46,919	-	-	46,919	47,735
Surplus/(deficit) for the year before transfers			8,340	-	-	8,340	1,070
Transfers (Surplus training fees returned to general fund)			164	(164)	-	-	-
Surplus/(deficit) for the year after transfers			8,504	(164)	-	8,340	
Balance brought forward			35,416	164	1,930	37,510	36,440
Balance carried forward			43,920	-	1,930	45,850	37,510

STATEMENT OF ASSETS AND LIABILITIES AT 31 DECEMBER 2023

ASSETS:	Note	2023 £	2022 £
Bank and cash balances:	15	45,850	37,510
Debtors	16	3,560	2,500
Furniture and fittings (insured value)		12,500	12,500
LIABILITIES:			
Creditors	17	1,230	250

Purpose of Funds:

- a) Designated funds hold monies received and spent in connection with counselling training courses provided by Concern Cymru. Surplus monies remaining after the completion of each course are transferred back to the general fund.
- b) Restricted funds hold the income and expenditure associated with grants made to Concern Cymru for specific purposes.

NOTES TO THE ACCOUNTS:

1. Basis of accounts:

These accounts have been prepared on a 'receipts and payments' basis in accord with the Statement of Recommended Accounting Practice: Accounting and Reporting by Charities (SORP 2005), UK Accounting Standards and the Charities Act 2011

Receipts:

Receipts:			2023			2022	
			General	Designated	Restricted	Total	Total
2. Donations and other income:							
Funds transferred on closure of original charity (Cardiff Concern)			9,545			9,545	6,000
Friends	Gift Aided		1,795	-	-	1,795	270
	Other		3,745	-	-	3,745	3,344
Counsellors	Gift Aided		6,100	-	-	6,100	5,801
	Other		-	-	-	-	500
In Memorium gifts			-	-	-	-	25
Grants (restricted)	Ffynon Oer	-					
	Windfarm Benefit	-					
	People's Health Trust	-					
	Llynfi Afan	-					
	National Lottery	-				-	-
					-	-	-
Charitable trusts	Arrbarron Trust	9,000					
	Hebron Hall						
	Cardiff YMCA (1910) Trust						
	James Williams Trust	1,200					
			10,200	-	-	10,200	9,100
			31,385	-	-	31,385	25,040
3. Income tax recovered:							
From Gift Aid donations			2,792	-	-	2,792	1,680
Small Donation scheme			-	-	-	-	78
			2,792	-	-	2,792	1,758
4. Bank interest:							
CAF Bank Accounts			541	-	-	541	33
HMRC interest			-	-	-	-	-
			541	-	-	541	33
5. Fund Raising:							
Collection Boxes			61	-	-	61	312
Events (2022:- 200 km run, 2021:-Cambrensis Concert)			-			-	3,000
Sales			-	-	-	-	-
			61	-	-	61	3,312
6. Training Fees							
Trauma Course Donations			-	-	-	-	450
Level 1/2 course fees			-	-	-	-	-
Level 3 course fees			-	-	-	-	200
CBT course fees			-	-	-	-	150
			-	-	-	-	800
7. Sundry income							
Private use of photocopier			-	-	-	-	-
Utilities commission			-	-	-	-	-
			-	-	-	-	-

Payments:

	2023			2022
	General	Designated	Restricted	Total
8. Salaries and staff expenses:				
Director Salary	17,466	-	-	17,466
Director expenses	-	-	-	-
Director Pension/N.I.	337	-	-	337
Administrator Salary/Fees	4,210	-	-	4,210
Counsellor fees /expenses	293	-	-	293
	22,306	-	-	22,306
				20,711
9. Operation of counselling premises:				
Rent/Rates	5,200	-	-	5,200
Cleaning	-	-	-	-
Energy	-	-	-	-
Supplies,equipment and safety	1,254	-	-	1,254
Repairs/Refurbishment	-	-	-	-
Building and contents insurance	390	-	-	390
	6,844	-	-	6,844
				9,780

NOTES TO THE ACCOUNTS (cont'd)

Payments: (cont'd)

	2023				2022
	General	Designated	Restricted	Total	Total
10. Support of counselling service:					
Liability and accident insurance	371	-	-	371	352
Association fees and subscriptions	152	-	-	152	145
DBS Checks	158	-	-	158	86
Counselling Telephone	242	-	-	242	298
Books and resources	-	-	-	-	-
	923	-	-	923	881
11. Administration:					
Bank Charges	135	-	-	135	123
Internet	1,309	-	-	1,309	1,201
Postage, stationery	29	-	-	29	-
Photocopying	-	-	-	-	-
	1,474	-	-	1,474	1,324
12. Training and information:					
External courses/conference fees, expenses (Supervision course)	77	-	-	77	-
Course teaching and accreditation fees:					
Trauma Course	-	-	-	-	1,000
Level 3	-	-	-	-	-
Level 1/2	-	-	-	-	-
CBT	-	-	-	-	180
College Partnership Fees	-	-	-	-	-
Other training resources	-	-	-	-	-
	77	-	-	77	1,180
13. Fund Raising costs					
Promotional pens	-	-	-	-	-
	-	-	-	-	-
14. Publicity:					
Media advertising	-	-	-	-	-
Counselling service publicity printing/postage	-	-	-	-	-
	-	-	-	-	-

Assets and liabilities:

	2023				2022
	General	Designated	Restricted	Total	Total
15. Bank and cash balances:					
CAF Cash Account	3,918	-	1,930	5,848	36,490
CAF Gold Account	40,002	-	-	40,002	1,006
PayPal Account	-	-	-	-	14
Cash in hand	-	-	-	-	-
	43,920	-	1,930	45,850	37,510
16. Debtors					
Payments due for schools contract	3,560	-	-	3,560	2,500
Unclaimed tax on gift aid donations	-	-	-	-	-
	3,560	-	-	3,560	2,500
17. Creditors					
Administrator fees	330	-	-	330	250
Charges for School Contrat	900	-	-	900	-
	1,230	-	-	1,230	250

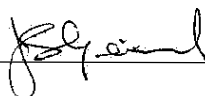
Accounts prepared by



Michael B. Rees (Treasurer), January 2024

The accounts and statement of assets and liabilities set out on pages 1 to 3 relating to the year ending 31st December 2023 are as approved by the trustees.

Signed:



Stuart Gerrish (Chair)

Date:

29th January 2024



Section A

Independent Examiner's Report

Report to the trustees/
members of

Concern Cymru

On accounts for the year
ended

31st December 2023

Charity no
(if any)

1182469

Set out on pages

1 to 3

(remember to include the page numbers of additional sheets)

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

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 2011 Act and in carrying out my examination, I have followed 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 (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do 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 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:

S. I. Whitehead

Date:

12th March 2024

Name:

Mrs Sylvia I. Whitehead

Relevant professional
qualification(s) or body
(if any):

Address:

46 Bryn Terrace

Cwmdare

Aberdare

CF44 8RA

Only complete if the examiner needs to highlight 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.

Accounts

**Receipts & Payment Account and Statement of Assets & Liabilities
under Part 8 of the Charities Act 2011
for the period of 12 months ending December 31st 2022**

			2022				2021
			General Fund	Designated Funds Training Courses	Restricted Funds Croeserw Service	Total	Total
Receipts:							
	Note		£	£	£	£	£
(a) <i>Voluntary Sources</i>							
Client donations			739	-	-	739	1,940
Church gifts			1,290	-	-	1,290	3,174
Other donations	2		25,040	-	-	25,040	17,708
Income tax recovered	3		1,758	-	-	1,758	955
(b) <i>Income from Assets</i>							
Bank interest	4		33	-	-	33	0
(c) <i>Schools' Counselling Contract</i>							
St Teilo's High School			15,833	-	-	15,833	7,000
(d) <i>Miscellaneous Receipts</i>							
Fund Raising	5		3,312	-	-	3,312	456
Room Hire			-	-	-	-	-
Prepayment for Training Fees	6			800	-	800	2,450
Sundry income	7		-	-	-	-	-
Coronavirus Job Retention Scheme			-	-	-	-	5,772
Total Receipts			48,005	800	-	48,805	39,454
Payments:							
(a) <i>Direct Charitable Expenditure</i>							
Salaries, Staff expenses	8		20,711	-	-	20,711	19,263
Schools' counselling counsellor fees			13,860	-	-	13,860	7,740
Operation of counselling premises	9		9,780	-	-	9,780	13,417
Support of counselling service	10		881	-	-	881	1,121
Administration	11		1,324	-	-	1,324	2,049
Training and information	12		-	1,180	-	1,180	7,390
(b) <i>Other Expenditure</i>							
Fund raising costs	13		-	-	-	-	-
Publicity	14		-	-	-	-	-
Retirement/memorial gifts			-	-	-	-	-
Total Payments			46,555	1,180	-	47,735	50,980
Surplus/(deficit) for the year before transfers			1,450	(380)	-	1,070	(11,526)
Transfers (Surplus training fees returned to general fund)						-	-
Surplus/(deficit) for the year after transfers			1,450	(380)	-	1,070	(11,526)
Balance brought forward			33,966	544	1,930	36,440	47,966
Balance carried forward			35,416	164	1,930	37,510	36,440

STATEMENT OF ASSETS AND LIABILITIES AT 31 DECEMBER 2022

ASSETS:	Note	2022 £	2021 £
Bank and cash balances:	15	37,510	36,440
Debtors	16	2,500	2,933
Furniture and fittings (insured value)		12,500	12,500
LIABILITIES:			
Creditors	17	250	3,906

Purpose of Funds:

- a) Designated funds hold monies received and spent in connection with counselling training courses provided by Concern Cymru. Surplus monies remaining after the completion of each course are transferred back to the general fund.
- b) Restricted funds hold the income and expenditure associated with grants made to Concern Cymru for specific purposes.

NOTES TO THE ACCOUNTS:

1. Basis of accounts:

These accounts have been prepared on a 'receipts and payments' basis in accord with the Statement of Recommended Accounting Practice: Accounting and Reporting by Charities (SORP 2005), UK Accounting Standards and the Charities Act 2011

Receipts:

		2022				2021
2. Donations and other income:		General	Designated	Restricted	Total	Total
Transferred from Cardiff Concern		6,000			6,000	3,003
Friends	Gift Aided	270	-	-	270	360
	Other	3,344	-	-	3,344	2,365
Counsellors	Gift Aided	5,801	-	-	5,801	380
	Other	500	-	-	500	-
In Memorium gifts		25	-	-	25	-
				-	-	-
Charitable trusts	Arrbarron Trust	8,000				
	Hebron Hall					
	Cardiff YMCA (1910) Trust					
	James Williams Trust	1,100				
		9,100	-	-	9,100	11,600
		25,040	-	-	25,040	17,708
3. Income tax recovered:						
From Gift Aid donations		1,680	-	-	1,680	924
Small Donation scheme		78	-	-	78	31
		1,758	-	-	1,758	955
4. Bank interest:						
CAF Bank Accounts		33	-	-	33	0
HMRC interest		-	-	-	-	-
		33	-	-	33	0
5. Fund Raising:						
Collection Boxes		312	-	-	312	124
Events (2022:- 200 km run, 2021:-Cambrensis Concert)		3,000			3,000	332
Sales		-	-	-	-	-
		3,312	-	-	3,312	456
6. Training Fees						
Trauma Course Donations		-	450	-	450	-
Level 1/2 course fees		-	-	-	-	800
Level 3 course fees		-	200	-	200	1,200
CBT course fees		-	150	-	150	450
		-	800	-	800	2,450
7. Sundry income						
		-	-	-	-	-

Payments:

		2022				2021
8. Salaries and staff expenses:		General	Designated	Restricted	Total	Total
Director Salary		16,172	-	-	16,172	14,828
Director expenses		-	-	-	-	-
Director Pension/N.I.		289	-	-	289	266
Administrator Salary/Fees		3,940	-	-	3,940	4,048
Counsellor fees /expenses		310	-	-	310	120
		20,711	-	-	20,711	19,263
9. Operation of counselling premises:						
Rent/Rates		5,147	-	-	5,147	7,446
Cleaning		-	-	-	-	-
Energy		579	-	-	579	1,224
Supplies,equipment and safety		3,071	-	-	3,071	3,900
Repairs/Refurbishment		589	-	-	589	363
Building and contents insurance		393	-	-	393	484
		9,780	-	-	9,780	13,417

NOTES TO THE ACCOUNTS (cont'd)

Payments: (cont'd)

	2022			2021
	General	Designated	Restricted	Total
10. Support of counselling service:				
Liability and accident insurance	352	-	-	320
Association fees and subscriptions	145	-	-	269
DBS Checks	86	-	-	25
Counselling Telephone	298	-	-	508
Books and resources	-	-	-	-
	881	-	-	1,121
11. Administration:				
Bank Charges	123	-	-	148
Internet	1,201	-	-	1,891
Postage, stationery	-	-	-	10
Photocopying	-	-	-	-
	1,324	-	-	2,049
12. Training and information:				
External courses/conference fees, expenses	-	-	-	1,374
(Supervision course)	-	-	-	-
Course teaching and accreditation fees:				
Trauma Course	-	1,000	-	1,360
Level 3	-	-	-	1,800
Level 1/2	-	-	-	1,500
CBT	-	180	-	300
College Partnership Fees	-	-	-	1,056
Other training resources	-	-	-	7,390
	-	1,180	-	1,180
13. Fund Raising costs	-	-	-	-
14. Publicity:	-	-	-	-

Assets and liabilities:

	2022			2021
	General	Designated	Restricted	Total
15. Bank and cash balances:				
CAF Cash Account	34,396	164	1,930	34,716
CAF Gold Account	1,006	-	-	1,002
PayPal Account	14	-	-	723
Cash in hand	-	-	-	-
	35,416	164	1,930	36,440
16. Debtors				
Payments due for schools contract	2,500	-	-	2,933
Unclaimed tax on gift aid donations	-	-	-	-
	2,500	-	-	2,933
17. Creditors				
Administrator Fees	250	-	-	2,400
Office service charge (estimate)	-	-	-	1,006
Office rent	-	-	-	3,906
	250	-	-	250

Accounts prepared by Michael B. Rees

Michael B. Rees (Treasurer), January 2023

The accounts and statement of assets and liabilities set out on pages 1 to 3 relating to the year ending 31st December 2022 are as approved by the trustees.

Signed: Stuart Gerrish

Stuart Gerrish (Chair)

Date: 15th May 2023



Section A

Independent Examiner's Report

Report to the trustees/
members of

Concern Cymru

On accounts for the year
ended

31st December 2022

Charity no
(if any)

1182469

Set out on pages

1 to 3

(remember to include the page numbers of additional sheets)

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 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 2011 Act and in carrying out my examination, I have followed 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 (~~other than that disclosed below~~ *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do 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 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:

S. I. Whitehead

Date:

3rd June 2023

Name:

Mrs Sylvia I. Whitehead

Relevant professional
qualification(s) or body
(if any):

Address:

46 Bryn Terrace

Cwmdare

Aberdare

CF44 8RA

Only complete if the examiner needs to highlight 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.



Trustees' Annual Report for the period

Period start date				Period end date			
Day	Month	Year		Day	Month	Year	
From	01	01	2022	To	31	12	2022

Section A

Reference and administration details

Charity name Concern Cymru

Other names charity is known by

Registered charity number (if any) 1182469

Charity's principal address

The Ark Centre, Ararat Baptist Church

Plas Treoda, Whitchurch

Cardiff

Postcode

CF14 1PT

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 trustee (if any)
1	Mr Stuart Gerrish	Chair		
2	Mr Michael Rees	Treasurer		
3	Mrs Sheila Stephen			
4	Mrs Anna Hartt			
5	Mr Peter Knight			
6	Miss Siobhan Walters			
7	Mrs Camilla Owen			
8				Appointed by invite of trustees
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Bankers	CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent Examiner	Mrs Sylvia I. Whitehead	46 Bryn Terrace, Aberdare, CF44 8RA

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

Director: Mr Russell Walters

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution registered by Charity Commission for England and Wales, March 14 th 2019
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by trustees

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.

The charity is managed by a board of trustees who set the overall strategy for the operation and development of the organisation. In this they are assisted by a management committee consisting of the director, treasurer and four senior counsellors. This committee, through the director, also oversees the day to day operation of the service.

All trustees and counsellors working with the charity hold current DBS checks.

Concern Cymru is affiliated to the Association of Christians in Counselling (ACC) and operates under the code of ethics of that organisation.

A system of policies and codes of practice is in place that together with the code of ethics mentioned above, are designed to manage the inherent risks involved in counselling. These are reinforced by the high standards of initial and ongoing training required to be undertaken by counsellors, and by continuous supervision. The charities possible financial exposure to professional or public liability is covered adequately by insurance.

Section C Objectives and activities

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

The objects of Concern Cymru are:

- the advancement of health for the public benefit by providing counselling to people with mental and emotional needs, together with
- the advancement of education for the public benefit by providing accredited training and professional development for counsellors.

Section C

Objectives and activities (cont'd)

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)

In considering the operation and activities of Concern Cymru, the Trustees give due regard to the Charity Commissions guidance on public benefit.

Counselling is a well proven and approved technique for addressing a wide variety of mental, emotional and spiritual needs. Talking therapy is approved and provided by the National Health Service with the anticipation that patient's symptoms will be alleviated by counselling.

Concern Cymru provides public benefit by mobilising the time and expertise of Christian volunteer counsellors in South Wales to provide a service to supplement the state talking therapy provision, which is increasingly overloaded and unable to meet demand. Its main activity is to provide free counselling to any person in need of such a service. A wide range of problems can be addressed and a number of counselling models are used, depending on the nature of the presenting case

Traditionally, all of our counselling had been carried out face to face. However, restrictions imposed by lockdowns as a result of the Covid-19 pandemic, have forced us to use on-line video and telephone to carry out counselling sessions with our clients. The lifting of restrictions has shown some return to face to face counselling, but counselling via on-line video is now the most requested by clients.

In order to make our services known as widely as possible, we maintain contacts with local GP Health Centres, social services, local community health organisations and support services, so that these organisations can refer people to us who may benefit from our services. Our services are also advertised through local media and our web site.

Another of our aims is to provide public benefit by increasing the number of qualified counsellors available in the community. This is achieved by organising and running accredited training courses in counselling skills, together with specialised in-house courses for counsellors Providing them with opportunity for continuous professional development. These courses and seminars are open to anyone with counselling interests, and not only those who work with Concern Cymru.

We also provide the opportunity for students studying for counselling degrees or diplomas at local universities and colleges, to work with us. This enables them to build up the necessary number of practice hours required for their courses.

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.

Concern Cymru is grateful to the volunteers, who give their time freely to counsel our clients and also to study and improve their counselling skills. Without them Concern Cymru would not be able to function in its present format where no compulsory charge is made to clients for counselling.

Summary of the main achievements of the charity during the year

Since we have been able to offer on-line counselling as a result of the forced events of the Covid pandemic, it was becoming very evident that most new clients coming to us for counselling were requesting to be counselled on-line rather than by the normal face to face method. This meant that much of the space we were renting at our office at Regal House was superfluous to requirements. In spite of some uncertainty as to whether this would be a permanent trend, the trustees took the decision at the end of 2021 to surrender our lease at Regal House, and seek smaller accommodation which would be a better fit to our current needs. Hopefully, it would also provide savings in our operational costs. We were fortunate to be able to secure suitable accommodation at the start of this year, and we are very thankful to the Pastor and deacons of Ararat Baptist Church, Cardiff for renting us a suitable room for our sole use at the Ark Centre at Ararat. The Ark centre is a community facility which Ararat Church has developed and built alongside the main church building over the last few years. The location provided a number of advantages apart from cost savings primarily in improving the safety of our operations, since the venue is always staffed by church volunteers when we have counselling sessions taking place. This meant there was always another trusted person close at hand when clients and counsellors were meeting together. This is an important safety issue for counsellors, and was often difficult to arrange at Regal House.

Improving Counsellor Skills and Numbers

Following an intensive year of training in 2021, largely funded by an emergency community grant we received at the end of 2020, 5 of the 7 students who qualified from our Basic Skills Course, have joined Concern Cymru as trainee counsellors. They will now enter an extended period of mentoring and supervision by a senior counsellor to ensure that they develop into counsellors of a sufficient standard to be recognized counsellors for Concern Cymru.

A Cognitive Behavioural Therapy Course started in 2021 was completed by 5 of our counsellors this year. All obtained their level 3 qualification.

The Ukrainian war has brought a considerable number of refugees into the South Wales area. Many of these are severely traumatised. We have number of counsellors who are very experienced in trauma counselling, but it was felt that in order to be able to offer greater support, our counsellors would benefit from additional training in trauma counselling, and to this end an in-house course has been set up with 13 of our counsellors attending.

Developments in the Counselling Ministry

Our normal counselling service carries on, with approximately 80% of clients now being counselled on line. 284 new clients have referred to us for counselling this year. The rate of referral has increased steadily through the year, and is unfortunately lengthening our waiting list. The average time from referral to start of counselling has increased to 4 months. It is essential for us to encourage more fully trained counsellors to join us to meet the demand over the coming years. This is expected to increase considerably due to the adverse effect the current domestic and world situation is having on people's mental health. Because we now counsel on line, we are drawing in clients from a far wider area of the UK than South Wales.

We continue to provide counselling services to the pupils at a local high school, St Teilo's Church in Wales High School, and we now provide 15 full counselling sessions each week through term times. 25 new students have started counselling in addition to those already being counselled from the previous year.

Section D (cont'd)

Achievements and performance

In this year when our staff and volunteers have again been called on to make exceptional efforts to maintain Concern Cymru's service to the community, we are extremely thankful for the continued prayers and financial support of local churches, clients, friends and private charitable trusts, which have enabled us to maintain the free service we offer.

Section E

Financial review

Brief statement of the charity's policy on reserves

Concern Cymru aims to maintain reserves to cover a minimum of six months' operation. This would allow the charity to arrange for an orderly closure should funding cease, ensuring that any client undergoing counselling at the announcement of closure would have every chance of their case being brought to a conclusion whilst the charity was still able to operate.

Details of any funds materially in deficit

There are no funds 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.

Total receipts for the year were £48,805 and payments were £47,735. £6,000 off this income came from the transfer of part of the funds of the original charity, Cardiff Concern, to Concern Cymru as was agreed within the application to the Charity Commission for the formation of the Charity. We also received unrestricted donations from several charitable trusts. These were £8,000 from the Ardbarron Trust Ltd and £1,100 from the James Williams Trust.

The total reserves held by Concern Cymru at the end of the year were £37,510. £35,416 of these reserves were held in the general fund which was sufficient to meet the requirements of the reserve policy above.

Most of the charity's expenditure is used to rent and operate suitable premises to provide counselling rooms and office accommodation, to provide training, and to pay a part time salary to a director and administrator to oversee the day to day operation of the service.

Expenditure is also incurred to provide insurance cover to protect our counsellors and the service against professional and public liabilities which may arise.

No counsellor is paid for counselling services given to Concern Cymru, although occasionally travelling expenses are paid when counsellors have to travel long distances to our counselling centres. It is also sometimes necessary to hire in professional counsellors to meet particular needs. It is usually necessary to pay fees for this.

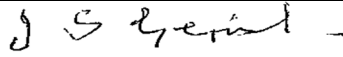
Section F

Other optional information

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)	Michael Bernard Rees	John Stuart Gerrish
Position (e.g. Secretary, Chair, etc)	Treasurer	Chair

Date	12th June 2023
------	----------------

Accounts

Receipts & Payment Account and Statement of Assets & Liabilities
under Part 8 of the Charities Act 2011
for the period of 12 months ending December 31st 2021

		2021				2020
		General Fund	Designated Funds Training Courses	Restricted Funds Croeserw Service	Total	Total
Receipts:						
	Note	£	£	£	£	£
<i>(a) Voluntary Sources</i>						
Client donations		1,940	-	-	1,940	250
Church gifts		3,174	-	-	3,174	1,747
Other donations	2	17,708	-	-	17,708	49,599
Income tax recovered	3	955	-	-	955	439
<i>(b) Income from Assets</i>						
Bank interest	4	0	-	-	0	1
<i>(c) Schools' Counselling Contract</i>						
St Teilo's High School		7,000	-	-	7,000	5,900
<i>(d) Miscellaneous Receipts</i>						
Fund Raising	5	456	-	-	456	88
Room Hire		-	-	-	-	180
Prepayment for Training Fees	6	-	2,450	-	2,450	950
Sundry income	7	-	-	-	-	-
Coronavirus Job Retention Scheme		5,772	-	-	5,772	10,794
Total Receipts		37,004	2,450	-	39,454	69,948
Payments:						
<i>(a) Direct Charitable Expenditure</i>						
Salaries, Staff expenses	8	19,263	-	-	19,263	21,704
Schools' counselling counsellor fees		7,740	-	-	7,740	5,070
Operation of counselling premises	9	11,251	-	2,166	13,417	6,635
Support of counselling service	10	1,121	-	-	1,121	672
Administration	11	1,049	-	1,000	2,049	116
Training and information	12	-	1,056	6,334	7,390	800
<i>(b) Other Expenditure</i>						
Fund raising costs	13	-	-	-	-	-
Publicity	14	-	-	-	-	965
Retirement/memorial gifts		-	-	-	-	-
Total Payments		40,424	1,056	9,500	50,980	35,962
Surplus/(deficit) for the year before transfers		(3,420)	1,394	(9,500)	(11,526)	33,986
Transfers (Surplus training fees returned to general fund)		1,500	(1,500)	-	-	-
Surplus/(deficit) for the year after transfers		(1,920)	(106)	(9,500)	(11,526)	33,986
Balance brought forward		35,886	650	11,430	47,966	13,980
Balance carried forward		33,966	544	1,930	36,440	47,966

STATEMENT OF ASSETS AND LIABILITIES AT 31 DECEMBER 2021

ASSETS:	Note	2021 £	2020 £
Bank and cash balances:	15	36,440	47,966
Debtors	16	2,933	1,333
Furniture and fittings (insured value)		12,500	12,500
LIABILITIES:			
Creditors	17	3,906	4,133

Purpose of Funds:

- Designated funds hold monies received and spent in connection with counselling training courses provided by Concern Cymru. Surplus monies remaining after the completion of each course are transferred back to the general fund.
- Restricted funds hold the income and expenditure associated with grants made to Concern Cymru for specific purposes.

NOTES TO THE ACCOUNTS:

1. Basis of accounts:

These accounts have been prepared on a 'receipts and payments' basis in accord with the Statement of Recommended Accounting Practice: Accounting and Reporting by Charities (SORP 2005), UK Accounting Standards and the Charities Act 2011

Receipts:

		2021				2020
		General	Designated	Restricted	Total	Total
2. Donations and other income:						
Transferred from Cardiff Concern		3,003			3,003	12,841
Friends		360	-	-	360	320
	Other	2,365	-	-	2,365	2,559
Counsellors	Gift Aided	380	-	-	380	150
	Other	-	-	-	-	20
In Memorium gifts		-	-	-	-	1,000
Grants (restricted)	Ffynon Oer					
	Windfarm	-				
	Benefit					
	People's					
	Health Trust	-				
	Llynfi Afan	-				
	National Lottery	-			-	-
				-	-	12,159
Charitable trusts	Arrbarron Trust	10,000				
	Hebron Hall	500				
	Cardiff YMCA (1910) Trust					
	James Williams Trust	1,100				
		11,600	-	-	11,600	20,550
		17,708	-	-	17,708	49,599
3. Income tax recovered:						
From Gift Aid donations		924	-	-	924	368
Small Donation scheme		31	-	-	31	72
		955	-	-	955	439
4. Bank interest:						
CAF Gold Account		0	-	-	0	1
HMRC interest		-	-	-	-	-
		0	-	-	0	1
5. Fund Raising:						
Collection Boxes		124	-	-	124	88
Events (Cambrensis Concert)		332			332	-
Sales		-	-	-	-	-
		456	-	-	456	88
6. Training Fees						
Reflective practice course fees		-	-	-	-	-
Level 1/2 course fees		-	800	-	800	950
Level 3 course fees		-	1,200	-	1,200	-
CBT course fees		-	450	-	450	-
		-	2,450	-	2,450	950
7. Sundry income						
Private use of photocopier		-	-	-	-	-
Utilities commission		-	-	-	-	-
		-	-	-	-	-

Payments:

		2021				2020
		General	Designated	Restricted	Total	Total
8. Salaries and staff expenses:						
Director Salary		14,828	-	-	14,828	14,402
Director expenses		-	-	-	-	-
Director Pension/N.I.		266	-	-	266	246
Administrator Salary/Fees		4,048	-	-	4,048	6,887
Counsellor fees /expenses		120	-	-	120	170
		19,263	-	-	19,263	21,704
9. Operation of counselling premises:						
Rent/Rates		7,392	-	54	7,446	3,712
Cleaning		-	-	-	-	-
Energy		1,224	-	-	1,224	705
Supplies,equipment and safety		1,787	-	2,112	3,900	1,445
Repairs/Refurbishment		363	-	-	363	305
Building and contents insurance		484	-	-	484	468
		11,251	-	2,166	13,417	6,635

NOTES TO THE ACCOUNTS (cont'd)

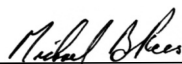
Payments: (cont'd)

	2021				2020
	General	Designated	Restricted	Total	Total
10. Support of counselling service:					
Liability and accident insurance	320	-	-	320	293
Association fees and subscriptions	269	-	-	269	269
DBS Checks	25	-	-	25	12
Counselling Telephone	508	-	-	508	98
Books and resources	-	-	-	-	-
	1,121	-	-	1,121	672
11. Administration:					
Bank Charges	148	-	-	148	66
Internet	891	-	1,000	1,891	50
Postage, stationery	10	-	-	10	-
Photocopying	-	-	-	-	-
	1,049	-	1,000	2,049	116
12. Training and information:					
External courses/conference fees, expenses	-	-	-	-	-
Course teaching and accreditation fees:					
Supervision	-	-	1,374	1,374	-
Level 3	-	-	1,360	1,360	-
Level 1/2	-	-	1,800	1,800	500
CBT	-	-	1,500	1,500	-
College Partnership Fees	-	-	300	300	300
Other training resources	-	1,056	-	1,056	-
	-	1,056	6,334	7,390	800
13. Fund Raising costs					
Promotional pens	-	-	-	-	-
	-	-	-	-	-
14. Publicity:					
Media advertising	-	-	-	-	-
Counselling service publicity printing/postage	-	-	-	-	965
	-	-	-	-	965

Assets and liabilities:

	2021				2020
	General	Designated	Restricted	Total	Total
15. Bank and cash balances:					
CAF Cash Account	32,242	544	1,930	34,716	46,964
CAF Gold Account	1,002	-	-	1,002	-
PayPal Account	723	-	-	723	-
Cash in hand	-	-	-	-	-
	33,966	544	1,930	36,440	47,966
16. Debtors					
Payments due for schools contract	2,933	-	-	2,933	1,333
Unclaimed tax on gift aid donations	-	-	-	-	-
	2,933	-	-	2,933	1,333
17. Creditors					
Training courses - tutor and accreditation fees	-	500	-	500	-
Office service charge (estimate)	2,400	-	-	2,400	2,400
Office rent	1,006	-	-	1,006	1,733
	3,406	500	-	3,906	4,133

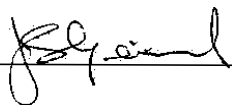
Accounts prepared by



Michael B. Rees (Treasurer), January 2022

The accounts and statement of assets and liabilities set out on pages 1 to 3 relating to the year ending 31st December 2021 are as approved by the trustees.

Signed:



Stuart Gerrish (Chair)

Date:

4th April 2022



Section A

Independent Examiner's Report

Report to the trustees/
members of

Concern Cymru

On accounts for the year
ended

31st December 2021

Charity no
(if any)

1182469

Set out on pages

1 to 3

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2021

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 2011 Act and in carrying out my examination, I have followed 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 accordance with section 130 of the Act or
- the accounts do 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 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:

S. I. Whitehead

Date:

6th June 2022

Name:

Sylvia I. Whitehead

Relevant professional
qualification(s) or body
(if any):

Address:

46 Bryn Terrace

Aberdare

CF44 8RA

Only complete if the examiner needs to highlight 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.



Trustees' Annual Report for the period

Period start date				Period end date			
Day	Month	Year		Day	Month	Year	
From	01	01	2021	To	31	12	2021

Section A Reference and administration details

Charity name **Concern Cymru**

Other names charity is known by

Registered charity number (if any) **1182469**

Charity's principal address

Regal House

Gelligaer Lane, Cathays

Cardiff

Postcode

CF14 3JS

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 trustee (if any)
1	Mr Stuart Gerrish	Chair		
2	Mr Michael Rees	Treasurer		
3	Mrs Sheila Stephen			
4	Mrs Anna Hartt			
5	Mr Peter Knight			
6	Miss Siobhan Walters		From March 2021	
7	Mrs Camilla Owen		From June 2021	
8				Appointed by invite of trustees
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Bankers	CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent Examiner	Mrs Sylvia I. Whitehead	46 Bryn Terrace, Aberdare, CF44 8RA

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

Director: Mr Russell Walters

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution registered by Charity Commission for England and Wales, March 14 th 2019
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
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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.

The charity is managed by a board of trustees who set the overall strategy for the operation and development of the organisation. In this they are assisted by a management committee consisting of the director, treasurer and four senior counsellors. This committee, through the director, also oversees the day to day operation of the service.

All trustees and counsellors working with the charity hold current DBS checks.

Concern Cymru is affiliated to the Association of Christian Counsellors (ACC) and operates under the code of ethics of that organisation.

A system of policies and codes of practice is in place that together with the code of ethics mentioned above, are designed to manage the inherent risks involved in counselling. These are reinforced by the high standards of initial and ongoing training required to be undertaken by counsellors, and by continuous supervision. The charities possible financial exposure to professional or public liability is covered adequately by insurance.

Section C Objectives and activities

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- the advancement of health for the public benefit by providing counselling to people with mental and emotional needs, together with
- the advancement of education for the public benefit by providing accredited training and professional development for counsellors.

Section C (cont'd) Objectives and activities

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)

In considering the operation and activities of Concern Cymru, the Trustees give due regard to the Charity Commissions guidance on public benefit.

Counselling is a well proven and approved technique for addressing a wide variety of mental, emotional and spiritual needs. Talking therapy is approved and provided by the National Health Service with the anticipation that patient's symptoms will be alleviated by counselling.

Concern Cymru provides public benefit by mobilising the time and expertise of Christian volunteer counsellors in South Wales to provide a service to supplement the state talking therapy provision which is increasingly overloaded and unable to meet demand. It's main activity is to provide free counselling to any person in need of such a service. A wide range of problems can be addressed and a number of counselling models are used, depending on the nature of the presenting case. Counselling is primarily carried out face to face by our voluntary, trained counsellors at our counselling rooms at Cathays, Cardiff and at a number of other centres in the South Wales area.

In order to make our services known as widely as possible, we maintain contacts with local GP Health Centres, social services, local community health organisations and support services, so that these organisations can refer people who may benefit from our services to us. Our services are also advertised through local media and our web site.

It also aims to provide public benefit by increasing the number of qualified counsellors available in the community. This is achieved by organising and running accredited training courses in counselling skills, together with specialised in house courses for counsellors to promote continuous professional development. These courses and seminars are open to anyone with counselling interests and not only those who work with Concern Cymru.

We also provide the opportunity for students studying for counselling degrees or diplomas at local universities and colleges, to work with us. This enables them to build up the necessary number of practice hours required for their courses.

Restrictions imposed by the Covid -19 pandemic severely affected our ability to carry out many of our normal activities in our usual manner, primarily because of restrictions placed on face to face meeting. To maintain a service required our operation to be delivered totally on-line. Pre-pandemic, none of our services were delivered on-line so the service had to adapt to a major change in its operation in a very short time.

A library of counselling and other relevant books and resources is maintained to provide information and encourage counsellors to develop their skills.

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.

Concern Cymru is grateful to the volunteers, who give their time freely to counsel our clients and also to study and improve their counselling skills. Without them Concern Cymru would not be able to function in its present format where no compulsory charge is made to clients for counselling.

Summary of the main achievements of the charity during the year

As for most charities and businesses, 2021 has been a very turbulent and uncertain year for Concern Cymru. Changes in Covid regulations caused the abandonment of a number of attempts at reopening our premises to restart face to face counselling, so the main emphasis in the first part of the year has been counselling via video or telephone call. Our premises eventually re-opened for face-to-face counselling in September 2021.

Trustee Changes Concern Cymru first registered as a C.I.O in 2019. It was formed out of an existing, unincorporated charity, Cardiff Concern, that had operated since 1991. One of the Trustees' main reasons for changing the charity to a C.I.O, was hopefully to encourage younger people to take on the role of Trustee. The unlimited liability placed on Trustees by the unincorporated structure had proved a considerable barrier to Trustee enrolment, and it was hoped the limited liability offered to Trustees under the C.I.O. structure would help in recruiting new and younger trustees. This was achieved this year when two people, both considerably younger than the existing board with the youngest being 25, agreed to become Trustees. Between them, as well as a younger viewpoint to our discussions, they will bring a wide experience of supporting disadvantaged and troubled young people, and of HR management in national care charities.

Training to Improve Counsellor Skills and Numbers: Since the start of lockdowns in March 2020 due the Covid 19 pandemic, our counselling sessions have had to be carried out on line by video call or by telephone, rather than the face-to-face methods we would have traditionally used. Initially this reduced the amount of counselling we could offer because we only had a few counsellors trained in on-line counselling methods. To address this we successfully applied to the National Lottery for an emergency community grant of £10,000 to provide additional training and equipment to improve our ability to operate on line. We received this at the end of 2020, and consequently 2021 has been an intensive in-house training year. The outcome has been that:

- all our existing 35 counsellors have undergone training in online counselling techniques,
- 7 people have completed courses at NVQ level 1 to 3 in basic counselling skills, including new modules in on-line counselling. These are now able to start careers as counsellors and several will join us as trainee counsellors.
- 5 counsellors are improving their counselling skills by undertaking a NVQ level 3 Cognitive Behaviour Therapy course.

The grant has also enabled us to fund 4 of our senior counsellors on an external Counselling Supervision course. They will now be able to supervise our new trainee counsellors, and the larger than normal number of final year counselling degree course students who have applied to work with us to obtain the number of practical counselling hours they require for qualification.

Counselling 232 people referred to us for counselling in 2021. By the end of the year, the number of referrals for counselling we were receiving had returned to pre-pandemic levels. New clients are offered the choice of on-line or The majority of counselling sessions are still carried out on-line, in spite of us now being able to offer face-to-face counselling again. The majority of new cases now prefer to take the on-line session offer, and it is becoming the preferred method for our counsellors. Whether this is a temporary effect whilst there is still a reluctance amongst many people to mix, or will become permanent even after the pandemic crisis, remains to be seen.

Our contract to provide counselling to the pupils at a local high school, St Teilo's Church in Wales High School, has continued through the lockdown. The school asked us to double the number of counselling sessions we gave to their students from September 2021. This means we now have a counsellor working at the school 3 days a week throughout the school year. The need for the increase is driven by the increase in mental health problems being experienced by students, thought to a consequence of the Covid-19 pandemic.

Section D (cont'd)

Achievements and performance

In this year when our staff and volunteers have again been called on to make exceptional efforts to maintain Concern Cymru's service to the community, we are extremely thankful for the continued prayer and financial support of local churches, clients, friends and private charitable trusts, which has enabled us to maintain the free service we offer. We are particularly grateful for the generous support of the National Lottery Community Fund, which has enabled us to carry out extensive training and provide additional resources, which have enabled to move rapidly to an on-line operation, essential to maintain an effective service through the pandemic.

Section E

Financial review

Brief statement of the charity's policy on reserves

Concern Cymru aims to maintain reserves to cover a minimum of six months' operation. This would allow the charity to arrange for an orderly closure should funding cease, ensuring that any client undergoing counselling at the announcement of closure would have every chance of their case being brought to a conclusion whilst the charity was still able to operate.

Details of any funds materially in deficit

There are no funds 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.

2021 was financially uncertain because many of our income streams continued to be limited, particularly from clients. However, the continuation of the Government's Job Retention Scheme through much of the year, enabled us to maintain our 2 paid employees on full salaries for the year. This was again made possible by an increased input from our Trustees and the volunteer management team thus allowing our paid employees to be furloughed for a considerable part of the year.

Total receipts for the year were £39,454 and payments were £50,980. £3003 off this income came from the transfer of part of the funds of the original charity, Cardiff Concern, to Concern Cymru as was agreed within the application to the Charity Commission for the formation of the Charity. We also received unrestricted donations from several charitable trusts. These were £10,000 from the Ardbarron Trust Ltd, £1,100 from the James Williams Trust and £500 from the Hebron Hall Trust.

Most of the National Lottery grant of £10,000 received in 2020 was spent in this year, enabling a considerable amount of counselling training to be given, and accounts for most of the increase in payments made this year.

The total reserves held by Concern Cymru at the end of the year were £36,440. £33,966 of these reserves were held in the general fund which were sufficient to meet the requirements of the reserve policy above.

Further financial review details (Optional information) cont'd

Most of the charities expenditure is used to rent and operate suitable premises to provide counselling rooms and office accommodation, to provide training, and to pay a part time salary to a director and administrator to oversee the day to day operation of the service.

Expenditure is also incurred to provide insurance cover to protect our counsellors and the service against professional and public liabilities which may arise.

No counsellor is paid for counselling services given to Concern Cymru, although occasionally travelling expenses are paid when counsellors have to travel long distances to our counselling centres. It is also sometimes necessary to hire in professional counsellors to meet particular needs. It is usually necessary to pay fees for this, but most counsellors we use offer considerably reduced fees for their services.

Section F

Other optional information

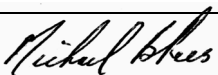
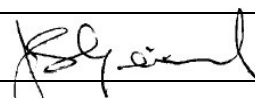
The preference for the majority of clients to choose on-line counselling following the pandemic, and consequently most counselling being carried out from home, the majority of our counselling rooms are unoccupied for a large part of the time. This means we are renting far more room space than we need, and the trustees are examining the possibility of surrendering the lease on our current main office and seeking accommodation that better fits our needs. This would hopefully result in reduced operating costs.

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)	Michael Bernard Rees	John Stuart Gerrish
Position (eg Secretary, Chair, etc)	Treasurer	Chair
Date	12th September 2022	

Accounts



Trustees' Annual Report for the period

	Period start date				Period end date		
	Day	Month	Year		Day	Month	Year
From	01	01	2020	To	31	12	2020

Section A Reference and administration details

Charity name Concern Cymru

Other names charity is known by

Registered charity number (if any) 1182469

Charity's principal address

Regal House

Gelligaer Lane, Cathays

Cardiff

Postcode

CF14 3JS

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 trustee (if any)
1	Mr Stuart Gerrish	Chair		
2	Mr Michael Rees	Treasurer		
3	Mrs Sheila Stephen			
4	Mr Phillip Nicholas			
5	Mrs Anna Hartt			
6	Mr Peter Knight			
7				
8				Appointed by invite of trustees
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

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

Name	Dates acted if not for whole year
None	

Names and addresses of advisers (Optional information)

Type of adviser	Name	Address
Bankers	CAF Bank Ltd	25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ
Independent Examiner	Mrs Sylvia I. Whitehead	46 Bryn Terrace, Aberdare, CF44 8RA

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

Director: Mr Russell Walters

Section B Structure, governance and management

Description of the charity's trusts

Type of governing document (eg. trust deed, constitution)	Constitution registered by Charity Commission for England and Wales, March 14 th 2019
How the charity is constituted (eg. trust, association, company)	Charitable Incorporated Organisation
Trustee selection methods (eg. appointed by, elected by)	Appointed by trustees

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.

The charity is managed by a board of trustees who set the overall strategy for the operation and development of the organisation. In this they are assisted by a management committee consisting of the director, treasurer and four senior counsellors. This committee, through the director, also oversees the day to day operation of the service.

All trustees and counsellors working with the charity hold current DBS checks.

Concern Cymru is affiliated to the Association of Christian Counsellors (ACC) and operates under the code of ethics of that organisation.

A system of policies and codes of practice is in place that together with the code of ethics mentioned above, are designed to manage the inherent risks involved in counselling. These are reinforced by the high standards of initial and ongoing training required to be undertaken by counsellors, and by continuous supervision. The charities possible financial exposure to professional or public liability is covered adequately by insurance.

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

The objects of Concern Cymru are:

- the advancement of health for the public benefit by providing counselling to people with mental and emotional needs, together with
- the advancement of education for the public benefit by providing accredited training and professional development for counsellors.

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)

In considering the operation and activities of Concern Cymru, the Trustees give due regard to the Charity Commissions guidance on public benefit.

Counselling is a well proven and approved technique for addressing a wide variety of mental, emotional and spiritual needs. Talking therapy is approved and provided by the National Health Service with the anticipation that patient's symptoms will be alleviated by counselling.

Concern Cymru provides public benefit by mobilising the time and expertise of Christian volunteer counsellors in South Wales to provide a service to supplement the state talking therapy provision which is increasingly overloaded and unable to meet demand. It's main activity is to provide free counselling to any person in need of such a service. A wide range of problems can be addressed and a number of counselling models are used, depending on the nature of the presenting case. Counselling is primarily carried out face to face by our voluntary, trained counsellors at our counselling rooms at Cathays, Cardiff and at a number of other centres in the South Wales area.

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We also provide the opportunity for students studying for counselling degrees or diplomas at local universities and colleges, to work with us. This enables them to build up the necessary number of practice hours required for their courses.

Restrictions imposed by the Covid -19 pandemic severely affected our ability to carry out many of our normal activities in our usual manner, primarily because of restrictions placed on face to face meeting. To maintain a service required our operation to be delivered totally on-line. Pre-pandemic, none of our services were delivered on-line so the service had to adapt to a major change in its operation in a very short time.

A library of counselling and other relevant books and resources is maintained to provide information and encourage counsellors to develop their skills.

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.

Concern Cymru is grateful to the volunteers, who give their time freely to counsel our clients and also to study and improve their counselling skills. Without them Concern Cymru would not be able to function in its present format where no compulsory charge is made to clients for counselling.

Section D

Achievements and performance

Summary of the main achievements of the charity during the year

2020 was a year which confronted Concern Cymru with some very difficult challenges. Concern Cymru, which was formed as a CIO to succeed the unincorporated charity, Cardiff Concern, had started its public operations in September 2019. At the start of 2020 it was increasing the number of clients it was seeing as the transition from the original charity was progressing. However, by March of 2020 the Covid-19 pandemic and subsequent lockdowns all face to face counselling was forced to stop due to government restrictions. Concern Cymru operated almost entirely on a face to face client/counsellor basis and initially all counselling had to stop. Our only options to continue counselling were to use telephone or online video counselling. Unfortunately these methods require some different skill sets from face to face counselling, and only a few of our counsellors were trained in, or had any experience of, these methods. Fortunately, we were able to set up a short online training course for all our voluntary counsellors who were prepared to carry out online counselling. This equipped them with the necessary skills to adapt to an online counselling environment.

Clients who were in the process of being counselled when the lockdown started, were offered the chance to continue their sessions online. This offer was taken up by some 50% of clients. The remainder ended their counselling for various reasons, mainly because either they felt they could not get sufficient privacy in their home setting to talk freely to the counsellor or did not have suitable technology at home to partake in online sessions easily.

At the start of lockdown, we also had a waiting list of just over 200 people who had requested counselling. These were all contacted and informed that their counselling, when available, would likely be on line and likely to be delayed. Over a hundred prospective clients asked to be removed from our lists, and we were left with a waiting list of 90 people.

We were able to maintain a limited online service within a few days of the initial lockdown, using our counselling volunteers who were adequately trained in online counselling, but by June we had trained sufficient counsellors to provide a service at approximately 80% of our normal operating capacity. The contract we have with a local high school to counsel students deemed to be in need of such intervention, was also restarted on line in the September term.

We are particularly grateful to our volunteers for the extra effort they have all put in to getting the service up and running again in exceptionally difficult circumstances.

Section D (cont'd)**Achievements and performance**

Apart from the emergency training arranged to equip our counsellors with online skills, a series of courses in Basic Counselling Skills were started in the year. This series is designed to train those interested in counselling, but with no formal qualifications, at NVQ levels 1,2 and 3 in basic counselling skills. On successful completion of the series, trainees will be qualified to join services such as Concern Cymru as trainee counsellors and start to make an active contribution to the counselling profession.

Particularly in this year when our staff and volunteers have been called on to make exceptional efforts to maintain Concern Cymru's service to the community, we are extremely thankful for the continued prayer and financial support of local churches, clients, friends and private charitable trusts. which has enabled us to maintain the free service we offer. We are particularly grateful for the generous support of the National Lottery Community Fund which will enable us to carry out more training and provide additional resources for on-line operation in the coming year.,

Section E**Financial review****Brief statement of the charity's policy on reserves**

Concern Cymru aims to maintain reserves to cover a minimum of six months' operation. This would allow the charity to arrange for an orderly closure should funding cease, ensuring that any client undergoing counselling at the announcement of closure would have every chance of their case being brought to a conclusion whilst the charity was still able to operate.

Details of any funds materially in deficit

There are no funds 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);

Much of 2020 was financially difficult because many of our income streams disappeared, particularly from clients. However, the ability to use the Government's Job Retention Scheme particularly through the Scheme's flexible period, enabled us to maintain our 2 paid employees on full salaries for the year. This was again made possible by an increased input from our Trustees and the volunteer management team thus allowing our paid employees to be furloughed for a large part of the year.

• how expenditure has supported the key objectives of the charity; • investment policy and objectives including any ethical investment policy adopted.	Total receipts for the year were £69,948 and payments were £35,962. £12,841 off this income came from the transfer of part of the funds of the original charity, Cardiff Concern, to Concern Cymru as was agreed within the application to the Charity Commission for the formation of the Charity. We also received unrestricted donations from several charitable trusts. These were £13,000 from the Ardbarron Trust Ltd, £5,000 from the Cardiff YMCA (1910) Trust and £2,550 from the James Williams Trust. At the end of the year, we were also fortunate to obtain a Community Fund Grant of £10,000 from the National Lottery to assist with training and provide additional computing equipment and services to enable the charity to operate a more effective online service in addition to its normal face to face service. The bulk of these grants came at the end of the year, enabling us to face 2021 with much greater confidence. The total reserves held by Concern Cymru at the end of the year were £47,966. £35,886 of these reserves were held in the general fund which were sufficient to meet the requirements of the reserve policy above.
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Further financial review details (Optional information) cont'd

Most of the charities expenditure is used to rent and operate suitable premises to provide counselling rooms and office accommodation, and to provide a part time salary to a director and administrator to oversee the day to day operation of the service.

Expenditure is also made to publicise the service to ensure our services are known as widely as possible to the public, and to provide insurance cover to protect our counsellors and the service against professional liabilities which may arise.

No counsellor is paid for counselling services given to Concern Cymru, although occasionally travelling expenses are paid when counsellors have to travel long distances to our counselling centres. It is also sometimes necessary to hire in professional counsellors to meet particular needs. It is usually necessary to pay fees for this, but most counsellors we use offer considerably reduced fees for their services.

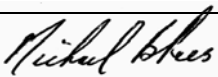
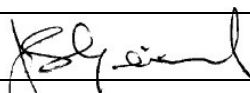
Section F Other optional information

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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)	Michael Bernard Rees	John Stuart Gerrish
Position (eg Secretary, Chair, etc)	Treasurer	Chair
Date	10th September 2021	

**Receipts & Payment Account and Statement of Assets & Liabilities
under Part 8 of the Charities Act 2011
for the period of 12 months ending December 31st 2020**

		2020			2019	
		General Fund	Designated Funds Training Courses	Restricted Funds Grants	Total	Total
Receipts:						
	Note	£	£	£	£	£
<i>(a) Voluntary Sources</i>						
Client donations		250	-	-	250	-
Church gifts		1,747	-	-	1,747	-
Other donations	2	37,439	-	12,159	49,599	27,655
Income tax recovered from Gift Aided Donations	3	439	-	-	439	-
<i>(b) Income from Assets</i>						
Bank interest	4	1	-	-	1	1
<i>(c) Income from Counselling in Schools</i>						
St Teilo's High School		5,900	-	-	5,900	1,600
<i>(d) Miscellaneous Receipts</i>						
Fund Raising	5	88	-	-	88	-
Room Hire		180	-	-	180	500
Prepayment for Training Fees	6		950	-	950	-
Sundry income	7	-	-	-	-	-
Income from Government Grants - Job Retention Scheme		10,794	-	-	10,794	-
Total Receipts		56,838	950	12,159	69,948	29,756
Payments:						
<i>(a) Direct Charitable Expenditure</i>						
Salaries, Staff expenses	8	21,535	-	170	21,704	10,271
Schools' counselling counsellor fees		5,070	-	-	5,070	2,880
Operation of counselling premises	9	6,575	-	60	6,635	1,733
Support of counselling service	10	672	-	-	672	580
Administration	11	116	-	-	116	222
Training and information	12	-	300	500	800	-
Fund raising costs	13	-	-	-	-	-
Publicity	14	965	-	-	965	90
Total Payments		34,933	300	730	35,962	15,776
Surplus/(deficit) for the year before transfers		21,906	650	11,430	33,986	13,980
Transfers (Surplus training fees returned to general fund)					-	-
Surplus/(deficit) for the year after transfers		21,906	650	11,430	33,986	13,980
Balance brought forward		13,980	-	-	13,980	-
Balance carried forward		35,886	650	11,430	47,966	13,980

STATEMENT OF ASSETS AND LIABILITIES AT 31 DECEMBER 2020

ASSETS:		Note	2020 £	2019 £
Bank and cash balances:		15	47,966	13,980
Debtors		16	1,388	1,600
Furniture and fittings (insured value)			12,500	12,500
LIABILITIES:				
Creditors		17	4,133	2,400

Purpose of Funds:

- a) Designated funds hold monies received and spent in connection with counselling training courses provided by Concern Cymru. Surplus monies remaining after the completion of each course are transferred back to the general fund.
- b) Restricted funds hold the income and expenditure associated with grants made to Concern Cymru for specific purposes.

NOTES TO THE ACCOUNTS:

1. Basis of accounts:

These accounts have been prepared on a 'receipts and payments' basis in accord with the Statement of Recommended Accounting Practice: Accounting and Reporting by Charities (SORP 2005), UK Accounting Standards and the Charities Act 2011

Receipts:

		2020			2019
2. Donations and other income:		General	Designated	Restricted	Total
Transferred from Cardiff Concern		12,841			15,000
Friends	Gift Aided	320	-	-	-
	Other	2,559	-	-	55
Counsellors	Gift Aided	150	-	-	-
	Other	20	-	-	50
In Memorium gifts		1,000	-	-	-
Grants (restricted)	Ffynon Oer				
	Windfarm	200			
	Benefit				
	People's	859			
	Health Trust				
	Llynfi Afan Renewable				
	Energy Park Community	1,100			
	Fund				
	National Lottery Community	10,000			-
	Fund				-
				12,159	12,159
Charitable trusts	Arrbarron	13,000			
	Trust				
	Cardiff City				
	Mission				
	Cardiff YMCA	5,000			
	(1910)Trust				
	James	2,550			
	Williams Trust				
		20,550	-	-	12,550
		37,439	-	12,159	49,599
					27,655
3. Income tax recovered:					
From Gift Aid donations		368	-	-	-
Small Donation scheme		72	-	-	-
		439	-	-	-
4. Bank interest:					
CAF Gold Account		1	-	-	1
HMRC interest		-	-	-	-
		1	-	-	1
5. Fund Raising:					
Collection Boxes		88	-	-	-
		88	-	-	-
6. Training Fees					
Level 1/2 course fees		-	950	-	-
Level 3 course fees		-	-	-	-
		-	950	-	-
7. Sundry income					
Private use of photocopier		-	-	-	-
		-	-	-	-

Payments:

		2020			2019
8. Salaries and staff expenses:		General	Designated	Restricted	Total
Director Salary		14,402	-	-	5,715
Director expenses		-	-	-	473
Director Pension/N.I.		246	-	-	95
Administrator Salary/Fees		6,887	-	-	3,989
Counsellor fees /expenses		-	-	170	-
		21,535	-	170	10,271
9. Operation of counselling premises:					
Rent/Rates		3,712	-	-	1,733
Energy		705	-	-	-
Supplies,equipment and safety		1,385	-	60	-
Repairs/Refurbishment		305	-	-	-
Building and contents insurance		468	-	-	-
		6,575	-	60	1,733

NOTES TO THE ACCOUNTS (cont'd)

Payments: (cont'd)

	2020				2019
	General	Designated	Restricted	Total	Total
10. Support of counselling service:					
Liability and accident insurance	293	-	-	293	278
Association fees and subscriptions	269	-	-	269	253
DBS Checks	12	-	-	12	49
Counselling Telephone	98	-	-	98	-
Books and resources	-	-	-	-	-
	672	-	-	672	580
11. Administration:					
Bank Charges	66	-	-	66	25
Internet	50	-	-	50	-
Postage, stationery	-	-	-	-	77
Photocopying	-	-	-	-	119
	116	-	-	116	222
12. Training and information:					
External courses/conference fees, expenses	-	-	-	-	-
Course teaching and accreditation fees:					
Level 3	-	-	-	-	-
Level 1/2	-	-	500	500	-
College Partnership Fees	-	300	-	300	-
Other training resources	-	-	-	-	-
	-	300	500	800	-
13. Fund Raising costs					
Promotional pens	-	-	-	-	-
	-	-	-	-	-
14. Publicity:					
Media advertising	-	-	-	-	-
Counselling service publicity printing/postage	965	-	-	965	90
	965	-	-	965	90

Assets and liabilities:

	2020				2019
	General	Designated	Restricted	Total	Total
15. Bank and cash balances:					
CAF Cash Account	34,884	650	11,430	46,964	12,979
CAF Gold Account	1,002	-	-	1,002	1,001
Cash in hand	-	-	-	-	-
	35,886	650	11,430	47,966	13,980
16. Debtors					
Payments due for schools contract	1,333	-	-	1,333	1,600
Unclaimed tax on gift aid donations	55	-	-	55	-
	1,388	-	-	1,388	1,600
17. Creditors					
Training courses - tutor and accreditation fees	-	-	-	-	-
Office service charge to 31st Dec 2020 (estimate - not invoiced at year end)	2,400	-	-	2,400	2,400
Office rent (due 25th December - not invoiced by year end)	1,733	-	-	1,733	-
	4,133	-	-	4,133	2,400

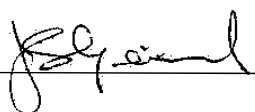
Accounts prepared by



Michael B. Rees (Treasurer), January 2021

The accounts and statement of assets and liabilities set out on pages 1 to 3 relating to the year ending 31st December 2020 are as approved by the trustees.

Signed:



Stuart Gerrish (Chair)

Date:

08 March 2021



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Concern Cymru

**On accounts for the year
ended**

31st December 2020

**Charity no
(if any)**

1182469

Set out on pages

1 to 3

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/12/2020

**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 2011 Act and in carrying out my examination, I have followed 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 (~~other than that disclosed below~~*) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do 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 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:

S. J. Whitehead

Date:

30/9/21

Name:

Sylvia I. Whitehead

**Relevant professional
qualification(s) or body
(if any):**

Address:

46 Bryn Terrace

Aberdare

CF44 8RA

Only complete if the examiner needs to highlight 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.