



## Trustees' Annual Report for the period

Period start date				Period end date			
Day	Month	Year		Day	Month	Year	
<b>From</b>	<b>01</b>	<b>01</b>	<b>2023</b>	<b>To</b>	<b>31</b>	<b>12</b>	<b>2023</b>

### 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 <sup>th</sup> 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 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

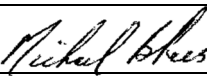
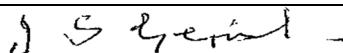
## Other optional information

## 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
<b>Receipts:</b>							
	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			-	-	-	-	-
<b>Total Receipts</b>			<b>55,259</b>	<b>-</b>	<b>-</b>	<b>55,259</b>	<b>48,805</b>
<b>Payments:</b>							
(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	-
<b>Total Payments</b>			<b>46,919</b>	<b>-</b>	<b>-</b>	<b>46,919</b>	<b>47,735</b>
Surplus/(deficit) for the year before transfers			8,340	-	-	8,340	1,070
Transfers (Surplus training fees returned to general fund)			164	(164)	-	-	-
<b>Surplus/(deficit) for the year after transfers</b>			<b>8,504</b>	<b>(164)</b>	<b>-</b>	<b>8,340</b>	
Balance brought forward			35,416	164	1,930	37,510	36,440
<b>Balance carried forward</b>			<b>43,920</b>	<b>-</b>	<b>1,930</b>	<b>45,850</b>	<b>37,510</b>

**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
<b>LIABILITIES:</b>			
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	
2. Donations and other income:				General	Designated	Restricted	Total	Total
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
<b>10. Support of counselling service:</b>					
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
<b>11. Administration:</b>					
Bank Charges	135	-	-	135	123
Internet	1,309	-	-	1,309	1,201
Postage, stationery	29	-	-	29	-
Photocopying	-	-	-	-	-
	1,474	-	-	1,474	1,324
<b>12. Training and information:</b>					
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
<b>13. Fund Raising costs</b>					
Promotional pens	-	-	-	-	-
	-	-	-	-	-
<b>14. Publicity:</b>					
Media advertising	-	-	-	-	-
Counselling service publicity printing/postage	-	-	-	-	-
	-	-	-	-	-

**Assets and liabilities:**

	2023				2022
	General	Designated	Restricted	Total	Total
<b>15. Bank and cash balances:</b>					
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
<b>16. Debtors</b>					
Payments due for schools contract	3,560	-	-	3,560	2,500
Unclaimed tax on gift aid donations	-	-	-	-	-
	3,560	-	-	3,560	2,500
<b>17. Creditors</b>					
Administrator fees	330	-	-	330	250
Charges for School Contrat	900	-	-	900	-
	1,230	-	-	1,230	250

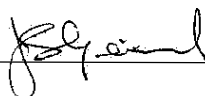
Accounts prepared by



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

31<sup>st</sup> 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:

12<sup>th</sup> 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.**