



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

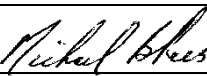
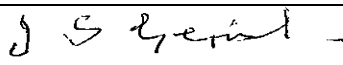
Other optional information

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	£	£	£	£	£
(a) <i>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
(b) <i>Income from Assets</i>						
Bank interest	4	939	-	-	939	541
(c) <i>Counselling Contracts</i>						
St Teilo's High School receipts		19,480	-	-	19,480	17,187
Student counsellor fees		759	-	-	759	
Forward Trust		-	-	-	-	
(d) <i>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:						
(a) <i>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
(b) <i>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

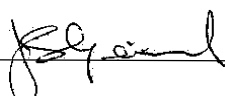
Accounts prepared by



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.