

ARISE COUNSELLING SERVICE, TRAINING AND RELATED SERVICES

England & Wales · Charity number 1183335

Details

Other names ARISE COUNSELLING SERVICE

Status Registered

Legal form CIO

Registered 2019-05-09

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

Contact

Address Jubilee Community Church
Jubilee Community Centre
Charlwoods Road
East Grinstead
RH19 2HL

Phone 07780194351

Email info@arisecounsellingservice.com

Website <http://arisecounsellingservice.com>

Activities

Objects: 3.1. THE OBJECTS OF THE CIO ARE IS TO PRESERVE AND PROTECT THE PHYSICAL AND MENTAL HEALTH OF THE COMMUNITY OF EAST GRINSTEAD AND THE SURROUNDING AREA BY PROVIDING COUNSELLING AND OTHER MENTAL HEALTH THERAPIES AND BY PROMOTING AWARENESS ON ISSUES OF MENTAL HEALTH AND GOOD MENTAL HEALTH PRACTICES IN THE COMMUNITY. THE PURPOSE WILL BE CARRIED OUT IN A MANNER CONSISTENT WITH THE CHRISTIAN FAITH AND THE DOCTRINES SET OUT IN THE SCHEDULE ATTACHED ON PAGE 17 OF THIS CONSTITUTION.

Activities: PROVIDING COUNSELLING AND OTHER MENTAL HEALTH THERAPIES AND BY PROMOTING AWARENESS ON ISSUES OF MENTAL HEALTH AND GOOD MENTAL HEALTH PRACTICES IN THE COMMUNITY.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, The General Public/mankind

Geography

- **Area of benefit:** EAST GRINSTEAD AND THE SURROUNDING AREA
- East Sussex
- Kent
- Surrey
- West Sussex

Finances

Period end	Income	Expenditure	Assets	Employees
2024-12-31	£53,406	£39,472	-	-
2023-12-31	£42,805	£48,289	-	-
2022-12-31	£50,661	£56,498	-	-
2021-12-31	£50,751	£41,537	-	-
2020-12-31	£37,948	£30,517	-	-

Trustees

Name	Role	Appointed
Alison Dawn Morpew		2018-12-04
Andrew William Steven Carswell		2025-11-19
Dr Ian King		2025-04-15
Freya Alexandra Wright		2024-06-16
Heather Elizabeth Kauffman		2023-01-17
Mary Rose Nicholls		2022-10-18
Rebecca Elizabeth Wood		2025-06-21

ARISE COUNSELLING SERVICE, TRAINING AND RELATED SERVICES

England & Wales - Charity number 1183335

Accounts



**Arise Counselling Service,
Training and Related Services**

Charity No: 1183335

Trustees' Report

End of Year Financial Statement

Year Ending 31 December 2024

Arise Counselling Service – Chair’s Summary

Throughout 2024, Arise Counselling Service (ACS) remained committed to our vision of making affordable counselling accessible to the East Grinstead community and surrounding areas. Our aim is to remove the financial barrier that can prevent individuals from getting the mental health support they need.

We continue to provide a safe and supportive environment, where our clients are valued, accepted and fully heard. We offer a variety of different counselling approaches and can provide up to 24 months of sessions for the most complex cases. We understand that that circumstances and needs are different, and a ‘one size fits all’ approach does not bring the best outcomes.

The main achievements of 2024 include significantly shorter waiting lists, placing 54 new clients, delivering 1,454 counselling sessions, welcoming one new student counsellor, and the qualification of two students who have continued their work with Arise.

As Chair of ACS, I am proud of how our team has continued to work with dedication in this challenging field. None of our achievements would be possible without the hard work and commitment of our entire ACS team—counsellors, counselling manager, fundraising consultant, administrators, and trustees. Together, they bring professionalism, compassion, and a deep commitment to every individual they support.

Alison Morpew
Chair of Trustees

CHARITY INFORMATION

Arise Counselling Service was set up as an unregistered organisation in November 2018, becoming a registered Charitable Incorporated Organisation on the 9 May 2019.

The following were Trustees of Arise Counselling Service for the financial year January 2024 – December 2024:

Alison Mophew (Chair)
John Blechynden
Dave Pennington
Mary Nicholls
Heather Kauffman
Freya Wright (from June 2024)

Registered Address

Arise Counselling Service
Jubilee Community Centre,
Charlwoods Road,
East Grinstead,
RH19 2HL
<https://arisecounsellingservice.com/>

Charity Number:

1183335

Bank:

Lloyds Bank
1/3 London Road,
East Grinstead
RH19 1AH

Independent Examiner

David Robert Ralph FCIE
50 Southwood Road
Rusthall
Tunbridge Wells
Kent
TN4 8SP

TRUSTEES' REPORT

For the year ended 31st December 2024

Structure, governance and management

Arise Counselling Service (ACS) gained charity status on 9th of May 2019 as a Charitable Incorporated Organisation (CIO). The Trustees are appointed by the Board of Trustees.

In June 2024 ACS appointed a new trustee for a three-year term, meeting the objective of having between 3 and 12 trustees at any one time. No trustees stepped down during 2024. ACS is actively seeking new trustees through internal and external advertisements.

ACS is an Affiliate of the Association of Christian Counsellors (ACC) which provides support on any ethical issue that may arise in client work or governance of the counselling service.

Thirtyone:eight is our safeguarding umbrella organisation, providing safeguarding training for trustees and counsellors, as well as a similar supportive role to ACC in advising on specific safeguarding issues that might arise. Each freelance counsellor also has access to an independent qualified supervisor and their chosen national counselling governing organisation to consult on any ethical or safeguarding issue that may arise in the course of their work.

ACS is managed on a day-to-day basis by a Counselling Manager, holding a self-employed role within the organisation. The Counselling Manager meets regularly with the counselling team to provide support and help with any issues that arise. The Counselling Manager attends quarterly, and any extraordinary, Board meetings by invitation of the Trustees, to update and advise on current and future matters.

The Charity is insured by Howden; counselling sessions, ancillary activities and trustees are all covered.

Objectives and activities

The objective of the charity is to aid in the preservation and protection of the physical and mental health of the community of East Grinstead and the surrounding area, by offering excellent and affordable counselling to adolescents, adults and couples according to the qualifications of the counselling team.

ACS works with qualified freelance counsellors with a Christian faith and is committed to working with trainee counsellors, who have a Christian faith, as a placement organisation. ACS respects each client's right to make their own decisions in all aspects of life, including faith, and the service is offered to all irrespective of religious background or commitment. It is not the ethos of ACS to teach or advance the Christian faith.

The Trustees are aware of the Charity Commission guidance on Public Benefit and see that the services provided fully meet the requirements of the advancement of health or the saving of lives.

To ensure that counselling sessions are affordable ACS continues to charge clients at a sliding scale between £15 - £60 depending on each person's household income. On average, the cost of one session to ACS is £35, which includes the counsellor fee, rent and overheads.

For those on a very limited income, particularly when this is verified through a third-party referral, the cost is reduced to an amount that is affordable for that person. During 2024 eleven clients benefitted from this reduced rate per session.

Achievements and Performance

Team Changes

Following 2023, where there were quite a few changes within some major roles within ACS, 2024 has been much more stable. The Counselling Service Manager, Becky Mumford, continues to lead the team and oversee the day to day running of the service. The Finance Assistant took some time off during 2024 to have a baby, but we were able to find suitable cover to ensure the smooth running of the finances. We also created a new temporary role of Admin Assistant to provide support with some of the more administrative tasks within the charity. This has provided invaluable support and ensured that all our policies and processes are up to date and streamlined.

During 2024, we supported another student with their student placement and have seen two further students qualify and continue to support ACS in their newly qualified roles. We regularly receive a lot of interest from students wanting to apply for their placements with ACS. However, we often see a higher proportion of more complex clients which would not be suitable for students, which is why we were only in a position to take on one new student in 2024.

Towards the end of 2024, ACS started to advertise for qualified counsellors to join the team to meet our increasing demand for affordable counselling. This was following the departure of three qualified counsellors who left during 2024 to pursue other ventures. Recruitment of further qualified counsellors is something we will continue to work on in 2025.

Achievements

Following our work on the waiting list in 2023, 2024 has seen a much more manageable wait time for clients. Some clients were even placed within two weeks after first contacting the service.

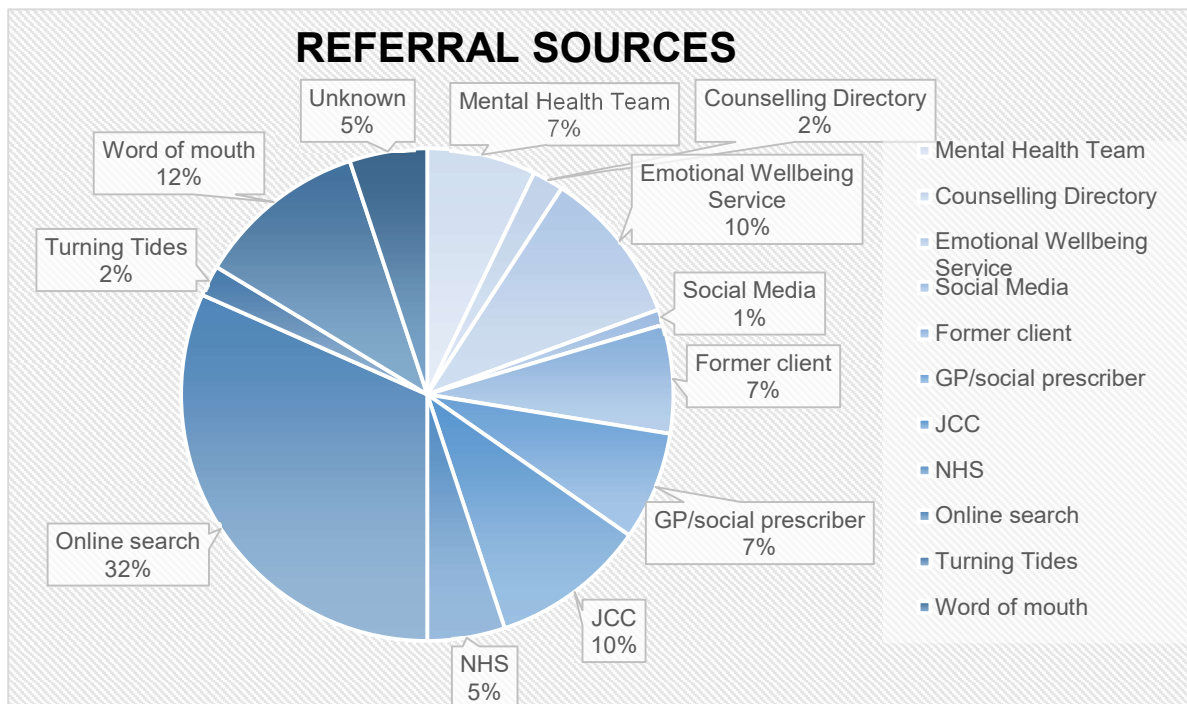
The board of trustees previously agreed that in order to ensure our waiting list didn't ever grow as big as it was before, that we would cap the waiting list to 20 clients at any time. In the case of reaching 20, it was decided that the waiting list would need to be closed. In 2024, we never reached the point of having 20 clients on the waiting list so happily we can report that we did not need to close down our service to new clients during 2024. On average, our waiting list remained at between 10-15 clients at any given time.

During 2024, we carried out 1454 counselling sessions. This is a slight decrease from 2023, where we carried out 1735 counselling sessions, which we believe is largely down to the departure of three of our qualified counsellors. On average we carry out between 25-35 sessions per week.

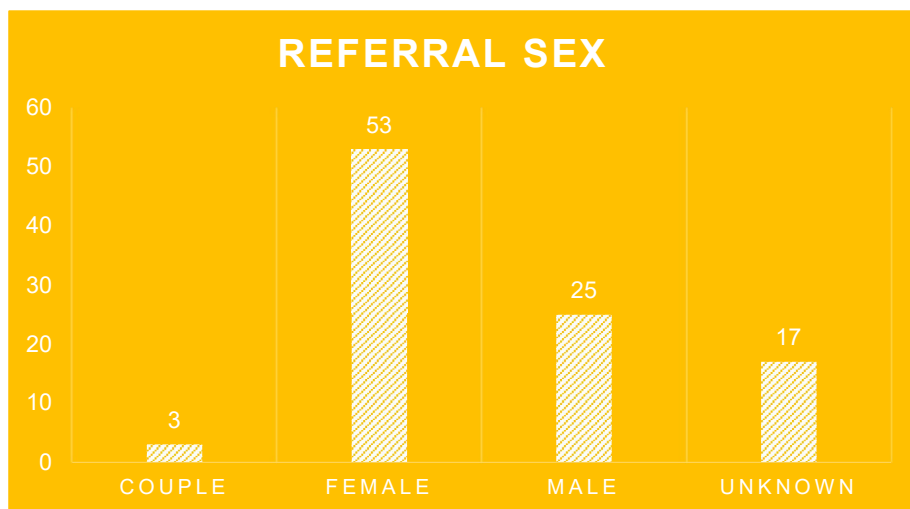
Throughout the year we received 114 enquiries for counselling, and allocated spaces to 46 new clients. This is an increase in enquiries and placed clients from the previous year, which shows better management of our waiting list in 2024. While 46 out of 114 does not seem like a huge number successfully receiving counselling, many of the enquiries we receive do not end up in counselling due to a variety of reasons. The most common reason being that they live outside our service area, which is currently located in East Grinstead or within a 5-mile radius. While there are other counselling services in the area, none offer affordable counselling.

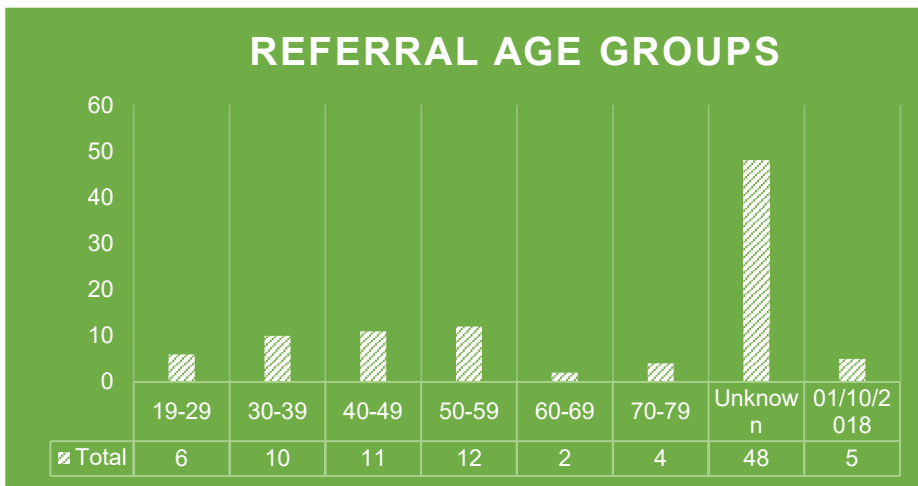
A further 8 clients who enquired in 2023 were placed with a counsellor in 2024, which brings the total number of new clients being seen that year to 54. This is 54 people who may not have received the mental health support they needed had it not been for ACS.

Having reviewed the referral sources of those that enquired within 2024, the majority came through an online search, followed by word of mouth and then referrals via the Jubilee Community Centre, Emotional Wellbeing Service, GP/Social prescriber, and local Mental Health Team.

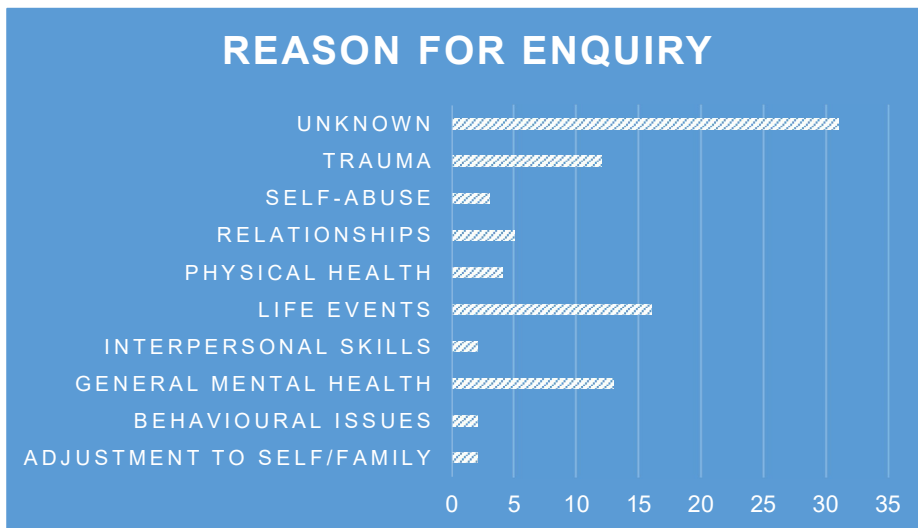


During 2024, we also continue to see the most enquires coming from females and those aged between 30-60 years.





The most common reasons for enquiring into counselling during 2024 were due to life events, general mental health issues and trauma.



In 2024, we continued to see a preference for face-to-face counselling over online counselling, with 54% of sessions carried out in person and 46% carried out online. ACS continues to offer a hybrid service of online (video), telephone and in-person sessions to accommodate counsellor and client preferences.

Evaluation and Feedback

During 2024, we received 11 feedback forms. Feedback forms are sent to all clients when they finish their counselling as a way for us to review the service we provide and make improvements where necessary. It is also good for students and qualified counsellors alike to receive some feedback for the work they carry out.

At the beginning of 2024, we changed the process of sending feedback forms to clients and changed the format of the form to make it easier and quicker for clients to complete. While we still do not see a high percentage of feedback forms being completed, the ones we do receive are very valuable. In

addition, receiving enquiries via word of mouth and local agencies such as the Mental Health Team and local GP/NHS services, demonstrates that others recognise us as a valuable, professional, and reliable service.

Here are some examples of the feedback we received during 2024:

My counsellor gave me a completely safe space to talk about all manner of things. She challenged me and helped me think of ways I could grow in confidence.

My counsellor was fantastic. So kind and caring. We tried different ways of looking at things and I never felt pressured or silly.

*Helpful to gain understanding on some issues and help to provide perspective
My counsellor was very kind and understanding. Their manner helped me to feel relaxed enough to share openly.*

[My counsellor] is brilliant! She really helped to change my view on counselling after several previous attempts with other services in the past, she made me feel welcome, comfortable and really got to know what worked for me. It made such a difference to my journey, and I believe, the progress I made.

[My counsellor] offered a safe space to talk and share feelings and emotions. She was great, welcoming, friendly, and non-judgmental.

[My counselling had] a great impact I was able to find my voice.

Looking Forward

ACS has started 2025 in a very strong position with a good number of dedicated qualified counsellors and students. We have recently accepted a new student, and a qualified counsellor to the team. We look forward to them joining us and helping us continue to deliver high quality counselling at affordable prices.

We plan to continue to support the local community with their mental health needs, while ensuring that we are running within our capacity and managing wait times and referrals appropriately.

We also aim to provide more support with counsellor CPD throughout the year – delivering one off training sessions on different topics free of charge to the members of our team.

Financial Review

The attached financial report shows ACS's receipts and payments for the year ending 31 December 2024. ACS had a surplus of £13,934 in 2024, resulting in total funds carried forward of £27,850. (Unrestricted £23,799, Restricted £2,430 and Designated £1,621.)

The trustees believe the charity has enough resources to keep operating for the foreseeable future and have prepared the accounts on the going concern basis.

The Restricted Fund represents monies given by the Albert Hunt Trust in December 2021, for the sole purpose of covering the costs of counselling sessions for clients referred by a local charity, Turning Tides, which focusses on ending homelessness. During 2024, ACS supported 2 clients from Turning Tides, and we are hoping to develop this relationship in 2025.

ACS's main source of income is client fees, however there is a significant shortfall. The funding to meet this shortfall for our clients who cannot pay the full cost of their counselling sessions is mostly achieved through targeted fundraising.

In 2024, ACS was generously supported by the following Trusts and Organisations, without whom we would not been able to meet the demands of the service.

The Beer-Harris Memorial Trust
Sussex Community Foundation
Albert Hunt Trust
Mid Sussex District Council
Jubilee Community Church
Foyle Foundation
East Grinstead Town Council
Charis Counselling Service (Crawley)

We express our deepest thanks to these organisations.

ACS's main expenditure includes counsellor fees, rent of counselling rooms and a part-time Counselling Manager.

The challenge for the Trustees going forward into 2025 will be to continue to secure funding associated with the costs of administration and management of the service, along with the costs associated with the supervision and placement of student counsellors.

No Trustees received payment in 2024 for their service as a Trustee. Since his appointment as a Trustee in April 2021, John Blechynden has only been reimbursed expenses for his services as a Counsellor, rather than receiving the standard rate per session. However, when such matters are discussed, he declares an interest and takes no part in setting the revised fee. No Trustees claimed expenses in 2024.

The CIO aims to keep in reserve three months of operating expenses to protect the charity against drops in income or allow it to take advantage of new opportunities. This can also be used for the costs of dissolution should the charity be unable to continue.

This report was approved by the Trustees and signed on their behalf by:

Alison Morpew

Alison Morpew
Chair of Trustees

Date: 06/05/2025

David Pennington

David Pennington
Trustee

Date: 06/05/2025

Receipts and Payments Account - Arise Counselling Service, Training & Related Services 01 Jan 2024 to 31 Dec 2024

	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds	Prior Year Funds 2023
	£	£	£	£	£
Receipts					
Client Income	30,444			30,444	31,821
Fundraising	579			579	118
Grant	16,700			16,700	10,000
Training/Workshop Income	0			0	0
Voluntary Donations	5,683			5,683	867
Total receipts	53,406	0	0	53,406	42,805
Payments					
Counsellor payments	17,790			17,790	22,498
Rent	4,814			4,814	7,484
Supervision & Training Costs	2,575			2,575	2,300
Subsidised Sessions	0	520		520	1,825
Administrator Fees	2,339			2,339	3,330
Advertising & Website	470			470	733
Bank Fees	2			2	0
Charitable Donations to Others	0			0	0
Counselling Manager Fees	7,516			7,516	7,267
DBS Checks	365			365	308
Equipment	237			237	53
General Expenses	389			389	0
Insurance	247			247	247
IT Software & Consumables	317			317	312
Membership Fees	297			297	187
Postage	42			42	15
Printing and Stationery	95			95	32
Professional/Governance Fees	233			233	327
Telephone & Internet	160			160	154
Staff Training Costs	78			78	
Fundraising Consultant	987			987	1,218
Trustee Expenses	-	-	-	-	0
Total Payments	38,952	520	0	39,472	48,289
Net receipts/payments	14,454	-520	0	13,934	-5,484
Cash Funds Last Year End	9,345	2,950	1,621	13,916	19,399
Cash Funds This Year End	23,799	2,430	1,621	27,850	13,915

Statement of Assets & Liabilities - Arise Counselling Service, Training & Related Services

Year Ending Dec 2024					
	£				
Cash assets as at 31 Dec 2024					
<i>Current Bank Account</i>	27,850				
Total cash assets	27,850				
Represented by Funds					
<i>Unrestricted Funds</i>	23,799				
<i>Restricted Funds</i>	2,430				
<i>Designated Funds</i>	1,621				
	27,850				

This financial report was approved by the Trustees and signed on their behalf by:

Alison Morpew

Alison Morpew
Chair of Trustees

Date: 06/05/2025

David Pennington

David Pennington
Trustee

Date: 06/05/2025

Independent Examiner's Report to the Trustees of Arise Counselling Service, Training & Related Services.

This report on the financial statements of the Charity for the year ended 31st December 2024 which are set out on pages 1 to 11, is in respect of an examination carried out under s145 of the Charities Act 2011 ("the Act").

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. Where the charity's gross income exceeded £250,000 I am qualified to undertake the examination by being a qualified Fellow of the Association of Charity Independent Examiners.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

D R Ralph

David R Ralph IEng JP FCIPD MIET FCIE
HMCE MLR No. 12338775
50 Southwood Road
Rusthall
Tunbridge Wells
Kent. TN4 8SP

6th May 2025

ARISE COUNSELLING SERVICE, TRAINING AND RELATED SERVICES

England & Wales - Charity number 1183335

Accounts



**Arise Counselling Service,
Training and Related Services**

Charity No: 1183335

Trustees' Report

End of Year Financial Statement

Year Ending 31 December 2023

Arise Counselling Service – Chair’s Summary

Throughout 2023, Arise Counselling Service (ACS) has continued to see our vision of providing affordable counselling to adults, couples, and adolescents in our local town of East Grinstead and the surrounding area. We provide a safe, warm, and nurturing environment, often supporting clients through the most difficult times.

We are the only charitable, local service to provide low-cost counselling which enables clients who, due to financial reasons, may not be able to access the support they need. We offer a variety of different counselling approaches and can provide up to 24 months of counselling for complex cases. We assess and provide support on an individual basis, as we understand that circumstances and needs are different, and a ‘one size fits all’ approach does not bring about the best outcomes.

This makes us stand out from the only other affordable (free) counselling service provided by the NHS, where waiting lists are long, the therapeutic approach is restricted, and the number of sessions is limited.

As Chair of Arise I am proud of our achievements throughout this challenging year. The team has seen some significant changes in 2023, with a new Counselling Service Manager and a new Chair of Trustees. Through the whole team’s hard work and flexibility, we have been able to see 53 new clients, provide around 33 sessions a week and reduce our waiting list times from 7 months to just 3 weeks.

This anonymous feedback from one client in 2023 sums up the vision and values of ACS:

My sessions with [my counsellor] have been so incredibly valuable in helping me to understand the reasons behind my feelings and behaviours, in enabling me to validate my feelings and move through them, and in equipping me to manage difficult situations and relationships. [My counsellor] was always kind and compassionate and I felt safe and heard in all our sessions. She has also supported me through a very challenging situation that arose when our sessions were already underway. Without her support I do not think I would have coped in the way I have done, and I am very grateful to have been able to work with her. I am also thankful to Arise for reducing my fee when my financial situation changed part way through the duration of my sessions which enabled me to continue with my sessions when I would otherwise have had to stopped.

Alison Morphew
Chair of Trustees

CHARITY INFORMATION

Arise Counselling Service was set up as an unregistered organisation in November 2018, becoming a registered Charitable Incorporated Organisation on the 9 May 2019.

The following were Trustees of Arise Counselling Service for the financial year January 2023 – December 2023:

Alison Mophew (Chair)
John Blechynden
Dave Pennington
Mary Nicholls
Heather Kauffman (from January 2023)
Carol Evans (resigned April 2023)

Registered Address

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Independent Examiner

David Robert Ralph FCIE
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TRUSTEES' REPORT

For the year ended 31st December 2023

Structure, governance and management

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ACS is managed on a day-to-day basis by a Counselling Manager, holding a self-employed role within the organisation. The Counselling Manager meets regularly with the counselling team to provide support and help with any issues arising. The Counselling Manager attends quarterly, and any extraordinary, Board meetings by invitation of the Trustees, to update and advise on current and future matters. In April 2023 we appointed a new Counselling Manager following the resignation of the previous Manager.

The Charity is insured by Howden; counselling sessions, ancillary activities and trustees are all covered.

Objectives and activities

The objective of the charity is to aid in the preservation and protection of the physical and mental health of the community of East Grinstead and the surrounding area, by offering excellent and affordable counselling to adolescents, adults and couples according to the qualifications of the counselling team.

ACS works with qualified freelance counsellors with a Christian faith and is committed to working with trainee counsellors, who have a Christian faith, as a placement organisation. ACS respects each client's right to make their own decisions in all aspects of life, including faith, and the service is offered to all irrespective of religious background or commitment. It is not the ethos of ACS to teach or advance the Christian faith.

The Trustees are aware of the Charity Commission guidance on Public Benefit and see that the services provided fully meet the requirements of the advancement of health or the saving of lives.

To ensure that counselling sessions are affordable ACS continues to charge clients at a sliding scale between £15 - £60 depending on each person's household income. For those on a very limited income, particularly when this is verified through a third-party referral, the cost is reduced to an amount that is affordable for that person. During 2023, 57 clients benefitted from a reduced rate of £15 or under per session, which is an increase from 2022. In April 2023 it was agreed to limit the number of clients who pay a reduced rate at any one time, to limit any strain on our finances.

Achievements and Performance

Team Changes

During 2023, ACS experienced some significant changes, including the departure of the Counselling Service Manager, Assistant Manager/Finance Assistant and a couple of our counselling team. These changes had an impact on our capacity to provide as much counselling in 2023, which is reflected in the summary of our achievements and performance throughout the year listed below.

One of our qualified counsellors took up the role of Counselling Service Manager, and one of our student counsellors took on the role of Finance Assistant. The Assistant Manager role is yet to be filled and the need/requirement for this role is currently being reviewed.

Between January and December 2023, we took on three new student counsellors and one qualified counsellor. One of our existing students also graduated and has continued to provide sessions for ACS throughout 2023.

ACS also appointed a Fundraising Consultant to support the Counselling Manager in applying for grants which are crucial to enable the service to keep running. We also appointed a volunteer to help record and review our statistics which provides valuable data for us to complete funding applications and help us review and ensure ACS is running as it should.

Achievements

One of our biggest achievements in 2023 was the management of our waiting list. At the end of 2022 we had 104 clients on our waiting list. With an increase in enquiries, and a decrease in our capacity, we made the difficult decision to close our waiting list in July 2023. This decision was made in both ACS and our clients' best interests, as we were seeing a huge increase in our wait times, and often finding that clients had since received support elsewhere by the time they had reached the top of our waiting list.

The waiting list remained closed until the end of the year, and this allowed time to review and contact the clients already on the list, check if they still required our services, and if so allocate them as and when a space was available. Reducing our catchment area and limiting our contracts to 6 months, also helped in the management of this, which meant by the end of 2023 we were down to just 17 clients on our waiting list. At the beginning of 2023, clients were waiting 7.5 months before being allocated with a counsellor, which reduced to just 24 days later in the year. Though there have been significant changes in 2023, these changes have enabled us to work more efficiently and allocate clients in a timely manner.

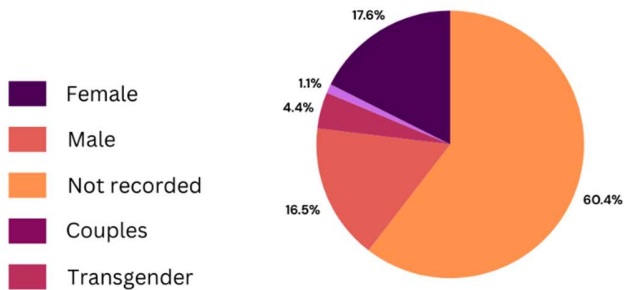
ACS continue to provide counselling for all target groups: adults, adolescents, and couples. During Jan to Dec 2023, 91 new people contacted ACS. Many of the initial contacts do not end in counselling for a variety of reasons. Of these 91 people, just 15 were successfully placed. Others changed their mind about pursuing counselling, were out of area, sought counselling sooner elsewhere, were inappropriate referrals etc. The remaining clients are still awaiting an appropriate space with a counsellor to become available.

Of the 91 new enquiries in 2023, where the referral avenue was known, 14.9% were sourced through Church, 13.19% through the GP, Time to talk and other Mental Health services, 6.59% by word of mouth and 2.2% via online searches.

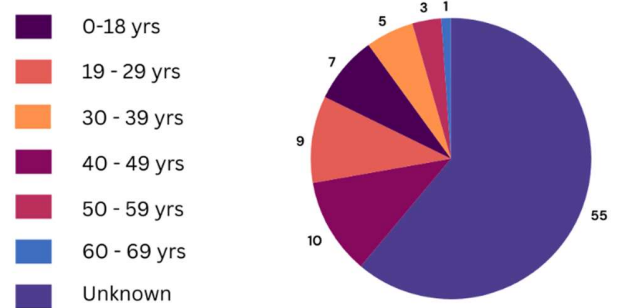
In addition to the 15 new enquiries placed in 2023, we also placed an additional 38 clients who had originally enquired in 2022. This means we were able to successfully see 53 new clients throughout 2023, in addition to existing clients that were carried through from the previous year.

Below is further information regarding the new clients placed in 2023:

2023 ENQUIRIES - GENDER STATISTICS



2023 ENQUIRIES - AGE STATISTICS



During 2023 we carried out an average of 33 sessions per week, totaling 1718 throughout the whole year. This is a slight decrease from 2022, where we completed 2328 sessions across the year.

Where the location of the enquiry was known and recorded, 25% came from people residing in East Grinstead, 14% from the surrounding villages, and 28% from further afield and therefore outside our catchment area.

Reasons for initiating counselling varied, with the most common causes or combination of causes stated as:

- General Mental Health (such as depression, anxiety, or stress) – 20%
- Relationship Difficulties (marital difficulties and/or relationships within the family) – 13%
- Self-abuse – 12%
- Life Events (including bereavement, redundancy etc) – 10%

In 2023, we continued to see an increasing demand for face-to-face sessions – 56% of our sessions took place in person and 44% took place online/over the phone. ACS continues to offer a hybrid service of online (video), telephone and in-person sessions to accommodate counsellor and client preferences. We have also managed to secure both a student and qualified counsellor to work one evening a week at Jubilee Community Centre, which enables us to provide counselling to those that are not able to make it during the day due to work/childcare commitments, but still want to receive in-person counselling.

Evaluation and Feedback

During 2023, 10 clients completed an evaluation of their counselling experience following their final session. All feedback is reviewed by the Counselling Manager who will contact the client about their responses if they have indicated they would like this. Feedback is only shared with their counsellor or used in reports and publicity if the client has given their permission. ACS continues to look at ways to encourage more clients to provide feedback to inform the continued improvement of the service offered.

The majority of the feedback received remains extremely positive. For example, 9 out of 10 respondents said they were very likely to access counselling again if needed, and all the 10 respondents were very likely to recommend ACS to a friend or colleague if they needed counselling.

We are always grateful to those clients who give us feedback and agree for us to share it. Here are a few examples from 2023:

My counsellor gave me a completely safe space to talk about all manner of things. She challenged me and helped me think of ways I could grow in confidence.

My counsellor was fantastic. So kind and caring. We tried different ways of looking at things and I never felt pressured or silly.

Receiving Christian counselling from Arise helped me to look at life from a completely different perspective. I learnt how to take responsibility for my own actions rather than others and to put healthy boundaries in place!

Looking Forward

ACS are heading into 2024 in a strong position and have already recently welcomed back the previous Counselling Manager to the Counselling team, alongside a student Art Therapist and another qualified counsellor. However, further changes are on the horizon as we see the temporary departure of our Finance Administrator in the summer and continue to review how an administrative role could help support the Counselling Manager and ACS as a whole.

We have successfully moved most of our work to a new software system, to support the increasing demand of the service. This is an ongoing process and will continue to be worked on throughout 2024.

The Trustees would like to thank all our counsellors (qualified and students) for their continued commitment to ACS, along with all our administrative team and volunteers. A special mention must go to our new Counselling Service Manager, Becky Mumford, who has excelled in her new role, in what has been a busy and challenging year.

Financial Review

The attached financial report shows ACS's receipts and payments for the year ending 31 December 2023. ACS had a deficit of £5,483 in 2023, resulting in total funds carried forward of £13,916. (Unrestricted £9,345, Restricted £2,950 and Designated £1,621.)

The Restricted Fund represents monies given by the Albert Hunt Trust in December 2021, for the sole purpose of covering the costs of counselling sessions for clients referred by a local charity, Turning Tides, focused on ending homelessness. During 2023, work with Turning Tides was restricted, but we are hoping for a renewed relationship in 2024.

The Designated Fund represents monies given by Le Cornu Trust, the Sussex Community Foundation and the SMB Charitable Trust towards the shortfall between low-paying clients and the average cost of a counselling session to ACS.

ACS's main source of income is client fees, and during 2023 the average payment per client rose a little from £19 per session to £20.50 per session. This was mainly due to measures introduced in 2023 to enable ACS to continue meeting the increasing demand for low-cost sessions:

- Increase client fees - From January 2023 all client fees were reviewed and increased where necessary. Clients were given three months' notice of this change, so we did not see an actual rise until April 2023.
- New clients - All new clients were asked to pay a minimum of £15 per session. Only in very exceptional cases are clients able to pay less, and if this is the case, their sessions are limited to six months only. Our top rate rose to £60 per session.
- Fund-raising and grant applications – In April 2023, ACS appointed a Fundraising Consultant, and through their work we were awarded a total of £10,000 in 2023.

ACS's main expenditure includes counsellor fees, rent of counselling rooms and a Counselling Manager.

- Counsellor fees - As in previous years, freelance counsellors on appointment are initially remunerated with a nominal sum of £15 per counselling session, including late cancellations and DNAs. In 2021, the Trustees agreed to raise the session fee to £16/session once qualified counsellors had been with ACS for 2 years. This decision will be reviewed annually with the intention of raising the fee by £1/session in subsequent years.
- Rent – ACS has an on-going agreement with the Jubilee Community Centre & Church in East Grinstead to provide 2 counselling rooms at a reduced rate. On rare occasions other venues are used.
- Counselling Manager – This role had been previously fulfilled by Lizzie Venter who, as the founder of ACS, had given her time at a nominal rate of remuneration since ACS began. As Lizzie Venter stepped down from the role in April 2023, the Trustees have remunerated the new Counselling Manager at a more competitive rate.

The challenge for the Trustees going forward into 2024 will be to secure funding associated with the increasing costs of administration and management of the service, along with the costs associated with the supervision and placement of student counsellors.

No Trustees received payment in 2023 for their service as a Trustee. Since his appointment as a Trustee in April 2021, John Blechynden has only been reimbursed expenses for his services as a Counsellor, rather than receiving the standard rate per session. However, when such matters are discussed, he declares an interest and takes no part in setting the revised fee. No Trustees claimed expenses in 2023.

The CIO aims to keep in reserve three months of operating expenses to protect the charity against drops in income or allow it to take advantage of new opportunities. This can also be used for the costs of dissolution should the charity be unable to continue.

This report was approved by the Trustees and signed on their behalf by:

Alison Morphew

Alison Morphew
Chair of Trustees

Date: 20/05/2024

David Pennington

David Pennington
Trustee

Date: 20/05/2024

Receipts and Payments Account - Arise Counselling Service, Training & Related Services 01 Jan 2023 to 31 Dec 2023

	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds	Prior Year Funds 2022
	£	£	£	£	£
Receipts					
Client Income	31821	-	-	31821	42535
Grant	8500	-	1500	10000	7000
Fundraising	118	-	-	118	0
Training/Workshop Income	-	-	-	0	0
Voluntary Donations	867	-	-	867	1127
Total receipts	41305	0	1500	42805	50661
Payments					
Counsellor payments	22,498	-	-	22,498	25847
Rent	7,484	-	-	7,484	8271
Supervision & Training Costs	2,300	-	-	2,300	2545
Subsidised Sessions	-	325	1500	1,825	6104
Administrator Fees	3,330	-	-	3,330	2932
Advertising & Website	733	-	-	733	817
Charitable Donations to Others	-	-	-	-	2350
Counselling Manager Fees	7,267	-	-	7,267	6055
DBS Checks	308	-	-	308	195
Equipment	53	-	-	53	325
Insurance	247	-	-	247	415
IT Software & Consumables	312	-	-	312	
Membership Fees	187	-	-	187	180
Postage	15	-	-	15	1
Printing and Stationery	32	-	-	32	36
Professional/Governance Fees	327	-	-	327	151
Telephone & Internet	154	-	-	154	276
fundraising Consultant	1,218	-	-	1,218	
Trustee Expenses	-	-	-	-	0
Total Payments	46464	325	1500	48289	56498
Net receipts/payments	-5158	-325	0	-5483	-5837
Cash Funds Last Year End	14503	3275	1621	19399	25236
Cash Funds This Year End	9345	2950	1621	13916	19399
Statement of Assets & Liabilities - Arise Counselling Service, Training & Related Services					
Year Ending Dec 2023					
	£				
Cash assets as at 31 Dec 2023					
<i>Current Bank Account</i>	13916				
Total cash assets	13916				
Represented by Funds					
<i>Unrestricted Funds</i>	9345				
<i>Restricted Funds</i>	2950				
<i>Designated Funds</i>	1621				
	13916				

This financial report was approved by the Trustees and signed on their behalf by:

Alison Morpew

David Pennington

Alison Morpew
Chair of Trustees

David Pennington
Trustee

Date: 20/05/2024

Date: 20/05/2024

Independent Examiner's Report to the Trustees of Arise Counselling Service, Training & Related Services.

This report on the financial statements of the Charity for the year ended 31st December 2023 which are set out on pages 1 to 9, is in respect of an examination carried out under s145 of the Charities Act 2011 ("the Act").

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. Where the charity's gross income exceeded £250,000, I am qualified to undertake the examination by being a qualified Fellow of the Association of Charity Independent Examiners.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

D R Ralph

David R Ralph IEng JP FCIPD MIET FCIE
HMCE MLR No. 12338775
50 Southwood Road
Rusthall
Tunbridge Wells
Kent. TN4 8SP

29th May 2024

ARISE COUNSELLING SERVICE, TRAINING AND RELATED SERVICES

England & Wales - Charity number 1183335

Accounts



**Arise Counselling Service,
Training and Related Services**

Charity No: 1183335

Trustees' Report

End of Year Financial Statement

Year Ending 31 December 2022

CHARITY INFORMATION

Arise Counselling Service was set up as an unregistered organisation in November 2018, becoming a registered Charitable Incorporated Organisation on the 9th May 2019.

The following were Trustees of Arise Counselling Service for the financial year January 2022 – December 2022:

Carol Evans (Chair)

Alison Morpew

John Blechynden

Dave Pennington (from October 2022)

Mary Nicholls (from October 2022)

Registered Address

Arise Counselling Service

Jubilee Community Centre,

Charlwoods Road,

East Grinstead,

RH19 2HL

<https://arisecounselling-service.com/>

Charity Number:

1183335

Bank:

Lloyds Bank

1/3 London Road,

East Grinstead

RH19 1AH

Independent Examiner

David Robert Ralph FCIE

50 Southwood Road

Rusthall

Tunbridge Wells

Kent

TN4 8SP

TRUSTEES' REPORT

For the year ended 31st December 2022

Structure, governance and management

Arise Counselling Service (ACS) gained charity status on 9th May 2019 as a Charitable Incorporated Organisation (CIO). The Trustees are appointed by the Board of Trustees.

ACS is an Affiliate of the Association of Christian Counsellors (ACC) which provides support on any ethical issue that may arise in client work or governance of the counselling service.

Thirtyone:eight is our safeguarding umbrella organisation, providing safeguarding training for trustees and counsellors, as well as a similar supportive role to ACC in advising on specific safeguarding issues that might arise. Each freelance counsellor also has access to an independent qualified supervisor and their chosen national counselling governing organisation to consult on any safeguarding issue that may arise in the course of their work.

ACS is managed on a day-to-day basis by a Counselling Manager, holding a self-employed role within the organisation. The Counselling Manager meets regularly with the counselling team to provide support and help with any issues arising. The Counselling Manager attends quarterly, and any extraordinary, Board meetings by invitation of the Trustees, to update and advise on current and future matters.

ACS networks with counselling managers within the Restore Network, representatives within Sussex Pathfinders and local churches.

The Charity is insured by Howden; counselling sessions, ancillary activities and trustees are all covered.

In October 2022, ACS appointed two new trustees for a three year term, meeting the objective in the annual report for 2021 "to recruit at least two further trustees in 2022 in order to provide the support that ACS requires as it continues to grow." One trustee extended their term by one year. No trustees stepped down during 2022. A further trustee was recruited in January 2023 and the current Chair of Trustees gave notice of stepping down at the end of her three year term in April 2023.

Objectives and activities

The objective of the charity is to provide affordable counselling for the public benefit of those living in East Grinstead and the surrounding area. ACS does this by offering counselling to adolescents, adults and couples according to the qualifications of the counselling team. ACS works with qualified freelance counsellors with a Christian faith and is committed to working with trainee counsellors, who have a Christian faith, as a placement organisation. ACS respects each client's right to make their own decisions in all aspects of life, including faith, and the service is offered to all irrespective of religious background or commitment. It is not the ethos of ACS to teach or advance the Christian faith.

The Trustees are aware of the Charity Commission guidance on Public Benefit and see that the services provided fully meet the requirements of the advancement of health or the saving of lives.

In May 2021, the Trustees and Counselling Manager set priorities for the short, medium and longer term future of ACS at a team development half day (as outlined in the 2021 Annual Report). These priorities are reviewed at the quarterly Board meetings and any actions agreed are recorded in the minutes of the meeting. Progress against these priorities is outlined on page 4.

	Priority	Progress in 2022	Aspirations for 2023
1.	Developing effective partnerships with local churches for engagement, prayer and financial support.	ACS met with leaders of Jubilee Community Church (JCC) to consider the development of a Memorandum of Understanding (MoU).	To agree the MoU with JCC and to explore further opportunities with JCC and other local churches for engagement and support. Develop a social media strategy.
2.	Being a counselling organisation of choice; able to attract, retain, train and support counsellors so that they are fully equipped to deliver an increasing range of services of high quality.	By the end of the year, 19 counsellors were working with ACS, three students were placed and three students qualified and agreed to continue providing sessions for ACS.	Offer further student placements and provide training for existing counsellors.
3.	Developing systems to evaluate the quality and impact of our counselling services - investment into an appropriate IT system.	See Priority 5. Limited number of evaluation responses received.	Review the current evaluation process so as to improve engagement with service users.
4.	Developing further preventative services for good mental health, to complement our counselling offer e.g. <ul style="list-style-type: none"> • training • specialist services (e.g. addiction) • group therapy • partnerships with other services 	ACS worked in partnership with Turning Tides offering free sessions to the homeless in the East Grinstead area. 'Working with Suicidal Clients' procedure developed to complement the safeguarding policy. Training given by Counselling Manager in team meetings	As the leadership of ACS is changing this year, the focus may be more on maintaining stability of the service rather than expanding into new areas. We will however explore ways of working with other organisations who approach us.
5.	Building an infrastructure suitable for the size and scope of ACS to provide operational support - to include IT systems (see priority 3), data management and volunteer roles.	Volunteer recruited in January 2022. Assistant Manager appointed and Finance and Referrals Teams established. ACS has explored the use of SharePoint across the service to improve communication and sharing of documents.	Existing Counselling Manager stepping down and new Counselling Manager to be appointed in April 2023. Implementing use of SharePoint to improve communications in running the service.

ACS continues to accept referrals from three main strands:

- church leaders and church attendees looking for a counsellor that complements their faith worldview
- local third sector organisations, GP surgeries and Mental Health Teams
- self-referral through online search engines or word of mouth.

To ensure that counselling sessions are affordable ACS continues to charge clients at a sliding scale between £15 - £60 depending on each person’s household income. For those on a very limited income, particularly when this is verified through a third-party referral, the cost is reduced to an amount that is affordable for that person. During 2022, 44 clients benefitted from a reduced rate at either £5 or £10 per session. Due to increasing demand and a growing waiting list ACS has decided to limit the number of clients who pay at a reduced rate at any one time from April 2023.

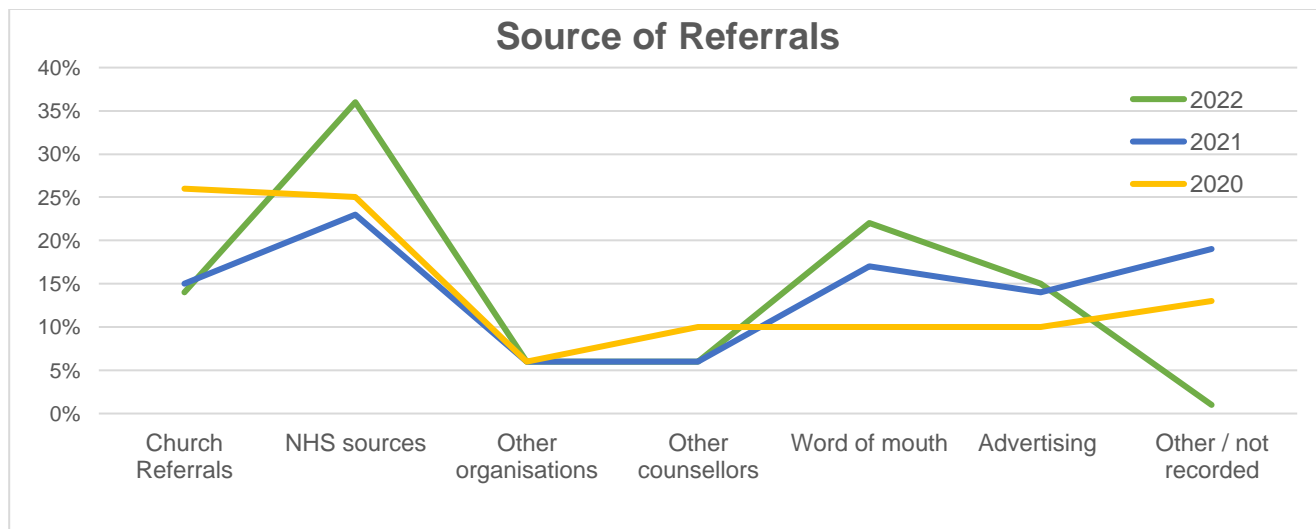
Achievements and Performance

Between January 2022 and December 2022, the counselling team grew from 16 to 19 counsellors, including three new student counsellors. This has enabled us to grow our weekly counselling sessions from an average 28 sessions per week in 2020 to 39 per week in 2021 and to 45 per week in 2022. Three of our students graduated in 2022 and have agreed to continue providing sessions for ACS.

During 2022, ACS saw a 15% increase in the number of counselling sessions given with a total of 2328 sessions, as compared with 2019 in 2021 and 1468 in 2020. 25% of all client sessions since ACS began were delivered in the second half of 2022.

ACS continued to provide counselling for all target groups: adults, adolescents and couples. During the reporting period, 203 people contacted ACS. In total ACS placed 103 clients during 2022. Toward the latter end of the year, our waiting list grew significantly and we had 90 clients awaiting counselling by the end of December 2022. Of these, 20 have been placed with a counsellor in the first quarter of 2023. Many of the initial contacts do not end in counselling for a variety of reasons. Of the 203 people who contacted Arise, 46 either changed their mind, did not return communication or were inappropriate for counselling, 24 lived out of area and 12 went elsewhere.

Although referrals in 2022 continued to come from each of the main three anticipated avenues stated above, ACS saw a significant shift with referrals from NHS sources including, Time to Talk, GPs and local Mental Health Teams rising by 56%. An increasing number of new referrals also came through recommendation by word of mouth (see chart below).



As in previous years, there were significantly more females (n=125) seeking counselling than males (n=52) and only nine couples in 2022. A new venue has been secured to enable one of the ACS counsellors to offer additional couples counselling going forward.

In 2022, referrals were received across all age groups with the majority (40%) in the 20-49 age bracket. There was an increase in the number of referrals from the 20-29 age group (n=32, compared to 19 in 2021 and 2020), a steady number of referrals in the 30-39 age bracket (24 compared to 25 in 2021) and a significant increase in those referred who were 40-49 (27 compared to 15 in 2021). 34% of all referrals came from East Grinstead, compared to 31% in 2021, whilst 11% came from the surrounding villages. The remaining 58% of referrals came from further afield. Due to increased demand and the increasing length of the waiting list, the Trustees agreed that referrals would only be accepted from East Grinstead and the surrounding villages from July 2022, in line with the original vision of ACS. The catchment area had been extended during the pandemic, to meet demand, but this is no longer sustainable.

Reasons for initiating counselling varied with the most common causes or combination of causes stated as:

- General Mental Health such as depression, anxiety or stress, 18%
- Trauma or abuse, 13%
- Life events, including bereavement, Covid, redundancy, etc., 13%
- Relationship Difficulties (marital difficulties and/or relationships within the family), 12%
- Intra and interpersonal issues (e.g. low confidence, anger management, communication issues, ASD), 5%
- Self-abuse, 4%

During 2022 only 16 clients completed an evaluation of their counselling experience following their final session. All feedback is reviewed by the Counselling Manager who will contact the client about their responses if they have indicated they would like this. Feedback is only shared with their counsellor or used in reports and publicity if the client has given their permission. ACS continues to look at ways to encourage more clients to provide feedback to inform the continued improvement of the service offered.

The majority of the feedback received remains extremely positive. For example, 13 out of 16 respondents said they were very likely to access counselling with ACS again if needed and 15 out of 16 were very likely to recommend ACS to a friend or colleague if they needed counselling.

We are always grateful to those clients who give us feedback and agree for us to share it:

Examples of feedback received during 2022 are as follows:

[My counsellor] has helped me so much, I looked forward to speaking to her every week. I felt a great sense of trust in her. She listened to me and I felt so much at ease with her. I can't thank her enough for helping me and understanding my fears. Always felt a great connection with her. Great that sometimes we even laughed.

Thank you so much to Arise for providing sessions at a low cost for me. I could not have had counselling without this. [My counsellor] made a huge difference. At times I didn't want to live anymore and wanted to give up. She did not give up on me. I am now in a much better place, in new housing and feel much happier.

I have already pointed many people to Arise Counselling at various points over the last 2 years.

For the first time since the pandemic, ACS saw a significant shift back to face-face sessions in 2022 - from 28% (n=561) in 2021 to 53% (n=1241) in 2022. Sessions given online or by phone thus reduced from 72% (n=1458) in 2021 to 47% (n=1087) in 2022. ACS continues to offer a hybrid service of online (video), telephone and in-person sessions to accommodate counsellor and client preferences.

In January 2022, ACS appointed a volunteer to support the Counselling Manager and Trustees with administration duties. In March 2022, ACS also appointed an Assistant Counselling Manager to share the administration responsibilities with the existing Counselling Manager, as the service continues to expand.

2023 sees significant changes on the horizon as the current Counselling Manager steps down from the role and a new Counselling Manager is appointed. There are also several other team changes underway as well as the implementation of a new software system to manage the growing demands of the counselling service. The Trustees would like to thank the counselling team for their continued commitment to ACS. The continued expansion of the team and the number of sessions offered in order to meet increasing local demand, are a tribute to the vision and hard work of all involved, led very ably by the Counselling Manager, Lizzie Venter.

Financial Review

The attached financial report shows ACS's receipts and payments for the year ending 31 December 2022. ACS had a deficit of £5,837 in 2022, resulting in total funds carried forward of £19,399. (Unrestricted £14,503, Restricted £3,275 and Designated £1,621.)

The Restricted Fund represents monies given by the Albert Hunt Trust in December 2021, for the sole purpose of covering the costs of counselling sessions for clients referred by a local charity, Turning Tides, focused on ending homelessness.

The Designated Fund represents monies given by Le Cornu Trust and the Sussex Community Foundation towards the shortfall between low-paying clients and the average cost of a counselling session to ACS.

ACS's main source of income is client fees, and during 2022 the average payment per client fell from £23 to just under £19 per session. This was mainly due to the pressure of the cost-of-living crisis in the UK. In response to this, the Trustees, in agreement with the Counselling Manager, have decided to put the following measures in place during 2023 to enable ACS to continue meeting the increasing demand for low-cost sessions:

- Increase client fees - from January 2023 all client fees are to be reviewed and increased where necessary. Clients will be given three months' notice of this change, so we will not see an actual rise until April 2023.
- New clients - all new clients will be asked to pay a minimum of £15 per session. Only in very exceptional cases will clients be able to pay less, and if this is the case, their sessions will be limited to six months only. Our top rate will rise to £60 per session.
- Fund-raising and grant applications – a fund-raiser is to be appointed, initially for the first six months of 2023, to increase income.

ACS's main expenditure includes counsellor fees, rent of counselling rooms and a Counselling Manager/Administrators.

- Counsellor fees - As in previous years, freelance counsellors on appointment are initially remunerated with a nominal sum of £15 per counselling session, including late cancellations and DNAs. In 2021, the Trustees agreed to raise the session fee to £16/session once qualified counsellors had been with ACS for 2 years. This decision will be reviewed annually with the intention of raising the fee by £1/session in subsequent years.
- Rent - Following the Covid-19 pandemic, 2022 saw an increase in expenditure as more clients returned to face-to-face sessions, thus increasing the amount of rent paid.
- Administration – During 2022, two additional members of the counselling team joined the administration team to oversee the weekly revenue from client payments and the referrals process. Therefore, a total of four members of the counselling team were paid for extra administration duties on a freelance basis of £10/hour. The Trustees have agreed to an increase to £12 per hour for administration duties from April 2023.
- Counselling Manager – this role has been fulfilled by Lizzie Venter who, as the founder of ACS, has given her time at a nominal rate of remuneration since ACS began. As Lizzie Venter steps down from the role in April 2023, the Trustees have reviewed this and agreed to remunerate the new Counselling Manager at a more competitive rate.

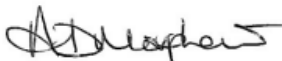
A challenge for the Trustees going forward into 2023 will be to secure funding associated with the increasing costs of administration and management of the service.

In November 2022, ACS donated £2350 to Jubilee Community Centre as a contribution towards the refurbishment of two counselling rooms which ACS has primary use of for an average of 25 sessions per week.

The development and implementation of a new financial policy in 2022 has been formalised and provided clarity for the processes already in place.

No Trustees received payment for their service as a Trustee, as did none in 2020 or 2021. Since his appointment as a Trustee in April 2021, John Blechynden has only been reimbursed expenses for his services as a Counsellor, rather than receiving the standard rate per session. However, when such matters are discussed, he declares an interest and takes no part in setting the revised fee. No Trustees claimed expenses in 2022.

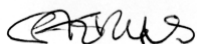
This report was approved by the Trustees and signed on their behalf by:



Alison Morphew

Dated: 14/04/2023

Trustee



Carol Evans

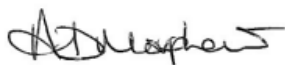
Dated: 14/04/2023

Trustee

Receipts and Payments Account - Arise Counselling Service, Training & Related Services 01 Jan 2022 to 31 Dec 2022

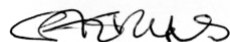
	Unrestricted Funds	Restricted Funds	Designated Funds	Total Funds	Prior Year Funds
	£	£	£	£	£
Receipts					
Client Income	42535	0	0	42535	42060
Grant	0	0	7000	7000	7000
Fundraising	0	0	0	0	145
Training/Workshop Income	0	0	0	0	0
Voluntary Donations	1127	0	0	1127	1546
Total receipts	43661	0	7000	50661	50751
Payments					
Counsellor payments	25,847	0	0	25,847	28996
Rent	8,271	0	0	8,271	2886
Supervision & Training Costs	2,545	0	0	2,545	638
Subsidised Sessions	0	725	5379	6,104	0
Administrator Fees	2,932	0	0	2,932	2135
Advertising & Website	817	0	0	817	645
Charitable Donations to Others	2,350	0	0	2,350	0
Counselling Manager Fees	6,055	0	0	6,055	3976
DBS Checks	195	0	0	195	193
Equipment	325	0	0	325	912
Insurance	415	0	0	415	414
Membership Fees	180	0	0	180	175
Postage	1	0	0	1	8
Printing and Stationery	36	0	0	36	41
Professional/Governance Fees	151	0	0	151	259
Telephone & Internet	276	0	0	276	259
Trustee Expenses	0	0	0	-	0
Total Payments	50394	725	5379	56498	41537
Net receipts/payments	-6733	-725	1621	-5837	9214
Cash Funds Last Year End	21236	4000	0	25236	16022
Cash Funds This Year End	14503	3275	1621	19399	25236
Statement of Assets & Liabilities - Arise Counselling Service, Training & Related Services					
Year Ending Dec 2022					
	£				
Cash assets as at 31 Dec 2022					
<i>Current Bank Account</i>	19399				
Total cash assets	19399				
Represented by Funds					
<i>Unrestricted Funds</i>	14503				
<i>Restricted Funds</i>	3275				
<i>Designated Funds</i>	1621				
	19399				

This financial report was approved by the Trustees and signed on their behalf by:



Alison Morpew
Trustee

Dated: 14/04/2023



Carol Evans
Trustee

Dated: 14/04/2023

**Independent Examiner's Report to the Trustees of Arise Counselling Service,
Training & Related Services**

This report on the financial statements of the Charity for the year ended 31st December 2022 which are set out on pages 1 to 9, is in respect of an examination carried out under s145 of the Charities Act 2011 ("the Act").

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. Where the charity's gross income exceeded £250,000 I am qualified to undertake the examination by being a qualified Fellow of the Association of Charity Independent Examiners.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

D R Ralph

David R Ralph IEng JP FCIPD MIET FCIE
HMCE MLR No. 12338775

15th May 2023

50 Southwood Road
Rusthall
Tunbridge Wells
Kent. TN4 8SP

Accounts



**Arise Counselling Service,
Training and Related Services**

Charity No: 1183335

Trustees' Report

End of Year Financial Statement

Year Ending 31 December 2021

CHARITY INFORMATION

The following were trustees of an unregistered organisation from November 2018, which became a registered Charitable Incorporated Organisation on the 9th May 2019 and covered the financial year January 2021 – December 2021:

Kate Bryant (stepped down in December 2021)

Carol Evans (Current Chair – from April 2021)

Alison Morphew

Rachel Willis (Chair until April 2021)

John Blechynden (appointed 20th April 2021)

Registered Address

Arise Counselling Service
Jubilee Community Centre,
Charlwoods Road,
East Grinstead,
RH19 2HL
<https://arisecounsellingservice.com/>

Charity Number:

1183335

Bank:

Lloyds Bank
1/3 London Road,
East Grinstead
RH19 1AH

Independent Examiner

David Robert Ralph FCIE
50 Southwood Road
Rusthall
Tunbridge Wells
Kent
TN4 8SP

TRUSTEES' REPORT

For the year ended 31st December 2021

Structure, governance and management

Arise Counselling Service (ACS) gained charity status on 9th May 2019 as a Charity Incorporated Organisation (CIO). The trustees are appointed by the Board of Trustees.

ACS is an Affiliate of the Association of Christian Counsellors (ACC) and provides support on any ethical issue that may arise in client work or governance of the counselling service.

Thirtyone:eight is our safeguarding umbrella organisation and provides training for trustees in their overall role concerning safeguarding, as well as a similar supportive role as ACC in advising on specific safeguarding issues that might arise. Each freelance counsellor also has access to an independent qualified supervisor and their chosen national counselling governing organisation to consult on any safeguarding issue that may arise in the course of their work.

ACS is managed on a day-to-day basis by a Counselling Manager, which is a self-employed role within the organisation. The manager meets regularly with the counselling team to provide support and help with any issues arising. The manager attends trustee meetings by invitation of the trustees, to update and advise on current and future matters.

ACS networks with counselling managers within the Restore Network, representatives within Sussex Pathfinders and local churches.

The Charity is insured by Howden; counselling sessions, ancillary activities and trustees are all covered.

Objectives and activities

The objective of the charity is to provide affordable counselling for the public benefit to those living in East Grinstead and the surrounding area. ACS does this by offering counselling to adolescents, adults and couples according to the qualifications of the counselling team. ACS works with qualified freelance counsellors with a Christian faith and is committed to working with trainee counsellors, who have a Christian faith, as a placement organisation. ACS respects each client's right to make their own decisions in all aspects of life, including faith, and the service is offered to all irrespective of religious background or commitment. It is not the ethos of ACS to teach or advance the Christian faith.

The Trustees are aware of the Charity Commission guidance on Public Benefit and see that the services provided fully meet the requirements of the advancement of health or the saving of lives.

In April 2021, ACS appointed one of the existing counsellors as a new trustee, to provide a counsellor perspective on the Board. In June 2021, one trustee took nine months maternity leave, resulting in a change to the Chair of Trustees, and in December 2021, one trustee stepped down at the end of her three year term of office. The objective is to recruit at least two further trustees in 2022 in order to provide the support that ACS requires as it continues to grow.

In May 2021, the Trustees and Counselling Manager enjoyed a team development half day, facilitated by an external trainer. This enabled the ACS Board to review its vision and goals and set priorities for the short, medium and longer term future. The priorities agreed are as follows:

1. Developing effective partnerships with local churches for engagement, prayer and financial support.
2. Being a counselling organisation of choice; able to attract, retain, train and support counsellors so that they are fully equipped to deliver an increasing range of services of high quality.
3. Developing systems to evaluate the quality and impact of our counselling services - investment into an appropriate IT system.
4. Developing further preventative services for good mental health, to complement our counselling offer e.g.
 - training
 - specialist services (e.g. addiction)
 - group therapy
 - partnerships with other services
5. Building an infrastructure suitable for the size and scope of ACS to provide operational support - to include IT systems (see priority 3), data management and volunteer roles.

These priorities are reviewed at the quarterly Board meetings and any actions agreed are recorded in the minutes of the meeting.

ACS continues to accept referrals from three main strands:

- church leaders and church attendees looking for a counsellor that complements their faith worldview
- local third sector organisations, GP surgeries and Mental Health Teams
- self-referral through online search engines or word of mouth.

Counselling sessions are charged at a sliding scale between £15-£60 depending on each person's household income and so the sessions are affordable on a weekly basis. For those on a minimal income, particularly when this is verified through a third-party referral, the cost is reduced to an amount that is affordable for that person.

Achievements and Performance

Between January 2021 and December 2021, the counselling team grew from 15 - 18 counsellors as we welcomed three more student counsellors. This has enabled us to grow our weekly counselling sessions from an average 29 sessions per week (2020) to 40 per week (2021).

From January to December 2021, ACS saw a 42% increase in the number of counselling sessions given with a total of 2019 sessions, as compared with 1468 in 2020. Despite our waiting list growing significantly (see below), it is worth noting that the total number of sessions in 2021 exceeded the total number of sessions from December 2018 through to December 2020 (2019 compared to 2007) showing an overall 50% increase in client sessions for 2021.

ACS continued to provide counselling for all target groups: adults, adolescents and couples. During the reporting period, 177 people contacted ACS for counselling. We were able to place 80 (45%) new clients. Our waiting list grew toward the latter end of the year and we had 65 clients awaiting counselling by the end of December 2021. Of these, 32 have been placed with a counsellor in the first half of 2022, whilst 25 either changed their mind, did not return communication or were inappropriate for counselling. We believe the increase in referrals from June onwards was due to restrictions lifting and other services having a limited pool of counselling services to which to refer. It became apparent that not only had the pandemic itself impacted people's mental health but the isolation element of restrictions had brought up past traumas.

Although referrals continued to come from each of the main three anticipated avenues stated above, ACS saw a shift in the percentage of referrals, with church related referrals down to 15% (from 26% in 2020). The percentage of referrals from Time to Talk, GPs and local Mental Health Teams (23%) and other third party organisations (6%) were similar to those recorded in 2020. ACS also saw a drop in referrals through counsellors in private practice (6% compared to 10% in 2020) but an increasing number of new referrals coming through recommendations from current clients (17% compared to 10% in 2020) and through publicity / social media (14% compared to 10%).

Referrals by gender continued with almost twice as many females as males seeking counselling in 2021. ACS also saw an increasing number of adolescents referred to ACS (14 compared to 4 in 2020), a steady number of couples (11 compared to 12) and one family. There were a steady number of referrals from the 20-29 age group (19 in 2021 and 2020), a decrease in the overall number of referrals in the 30-59 age bracket (43 compared to 65 in 2020) and an increase in those referred who were 60+ (19 compared to 6). The largest number of referrals overall come from the 10-39 age group (31%), with 54% of all referrals from East Grinstead (31%), the surrounding villages (12%) and Crawley (11%).

Reasons for initiating counselling varied with the most common causes or combination of causes stated as:

- General Mental Health such as depression and anxiety or stress, 37%
- Relationship Difficulties (marital difficulties and/or relationships within the family), 19%
- Intra and interpersonal issues (e.g. low confidence, anger management, communication issues, ASD) 10%
- Trauma or abuse, 17%
- Bereavements including adjusting to personal health issues or family adjustments, 10%
- Other, 7%

Since revising the client feedback form and moving it online in May 2020, 31 clients have completed an evaluation of their counselling experience following their final session. All feedback is reviewed by the Counselling Manager who will contact the client about their responses if they have indicated they would like this. Feedback is only shared with their counsellor or used in reports and publicity if the client has given their permission. ACS continues to look at ways to encourage more clients to provide feedback to inform the continued improvement of the service offered.

The majority of the feedback received remains extremely positive. For example, 28 out of 31 respondents said they were very likely to access counselling with ACS again if needed and 30 out of 31 were very likely to recommend ACS to a friend or colleague if they needed counselling.

We are always grateful for those clients who give us feedback and agree for us to share it:

“My life opened up as my counsellor had said it would - in a word my time with [my counsellor] has been ‘miraculous’.”

“I’m so grateful for the service you provide and especially for [my counsellor]. Her caring and compassionate heart allowed me to openly talk about my deepest struggles. She offered me consistency that I needed and gave me strategies to use in my daily life. It’s been a long journey but definitely worth it. I would recommend your service to all my friends.”

“I was naturally apprehensive and especially unsure doing my sessions over Zoom. I was made to feel so valued, accepted and un-judged, which made it easier to open up without feeling ashamed.”

“I have had previous counselling in the past, some went well, some didn't. But I have never had the opportunity to continue counselling until I am ready to end my sessions. I found it so beneficial having no limit on sessions. This enabled us to work through everything I needed to and learn coping strategies. I feel ready and able to cope with the struggles life may throw [at me].”

Due to the on-going Covid-19 restrictions in 2021 the majority of sessions (72%, n=1458) were given online or by phone and only 28% (n=561) were given face-to-face. This was a similar split to 2020 but as restrictions lifted in the latter part of 2021 there has been a gradual return to face-to-face sessions. ACS continues to offer a hybrid service of online (video), telephone and in-person sessions to accommodate counsellor and client preferences.

The Trustees would like to thank the counselling team for their continued commitment to ACS, through what has been a very challenging time. The continued expansion of the team and the number of sessions offered in order to meet increasing local demand, are a tribute to the vision and hard work of the Counselling Manager, Lizzie Venter.

Going into 2022, ACS has successfully appointed a volunteer to support the Counselling Manager and trustees with administration duties. ACS also plans to appoint an Assistant Counselling Manager to share the administration responsibilities with the existing Counselling Manager, as the service continues to expand.

Financial Review

The attached financial report shows ACS’s receipts and payments for the year ending 31 December 2021. The development and implementation of a new financial policy in early 2022 will formalise and provide clarity for the processes already in place.

2021 saw the same financial model as similar years with counsellors being paid a nominal sum of £15/session, including late cancellations and DNAs. This is our most significant outgoing, followed by

rent and then payments for the Counselling Manager administration and other administration. In 2021, the Trustees agreed to raise the session fee to £16/session once qualified counsellors had been with ACS for 2 years. This decision will be reviewed annually with the intention to raise the fee to £17/session and upward in future years.

In April 2021, one of the counselling team joined the administrative team to oversee the weekly revenue from client payments and assist the Counselling Manager in this process. This meant two members of the counselling team were paid for extra administration duties, the other being for referrals. These were contracted on a freelance basis of £10/hour, the same rate as the Counselling Manager.

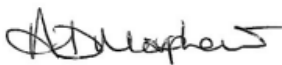
2021 saw our finances in a robust state owing to a significant decrease in the amount of rent paid in 2020 because of the Covid-19 government lockdown. The Trustees decided to use the equivalent of one month's rent payment to pay for Trauma Counselling CPD for the whole counselling team. The rest of the surplus was kept in reserves for when our expenses increase and to continue to enable ACS to be able to meet the increasing demand for low-cost sessions.

As the year continued, the number of clients paying £15 or below for counselling reached 40% of our referral intake. In October 2021, ACS also benefited from the kind donation of £3000 from The Anchor Foundation. This supported the supplementation of up to 34 clients for 281 sessions over a four month period from November 2021 - February 2022.

During 2021, ACS agreed to partner with Turning Tides, a charity focused in ending local homelessness, for their residents in living in East Grinstead. In order to cover the full fee for sessions ACS secured a protected grant of £4000 from the Albert Trust Fund. This grant will enable ACS to cover the costs of all clients referred by Turning Tides, including specialist supervision. The aim was to start this partnership in January 2022 but this was delayed due to staff changes at Turning Tides in the early part of 2022.

No Trustees received payment for their service as a Trustee, as did none in 2020. Since his appointment as a Trustee in April 2021, John Blechynden has only been reimbursed expenses for his services as a Counsellor, rather than receiving the standard rate per session. However, when such matters are discussed, he declares an interest and takes no part in setting the revised fee. No Trustees claimed expenses in 2021.

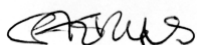
This report was approved by the Trustees and signed on their behalf by:



Alison Morphew

Dated: 15/08/2022

Trustee



Carol Evans

Dated: 15/08/2022

Trustee

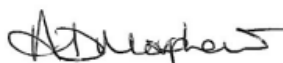
**Receipts and Payments Account - Arise Counselling Service, Training & Related Services
01 Jan 2021 to 31 Dec 2021**

	Unrestricted Funds	Restricted Funds	Total Funds	Prior Year Funds
	£	£	£	£
Opening Balance	16022	0	16022	8591
Receipts				
Client Income	42060	0	42060	31456
Grant	3000	4000	7000	4500
Fundraising	145	0	145	462
Training/Workshop Income	0	0	0	60
Voluntary Donations	1546	0	1546	1469
Total receipts	46751	4000	50751	37948
Payments				
Counsellor payments	28,996	0	28,996	20571
Rent	2,886	0	2,886	3718
Advertising & Website	645	0	645	677
Administrator Fees	2,135	0	2,135	630
Counselling Manager Fees	3,976	0	3,976	3495
DBS Checks	193	0	193	258
Equipment	912	0	912	262
Insurance	414	0	414	247
Membership Fees	175	0	175	175
Postage	8	0	8	0
Printing and Stationery	41	0	41	182
Professional/Governance Fees	259	0	259	117
Telephone & Internet	259	0	259	145
Trustee Expenses	-	0	-	40
Supervision Costs	638	0	638	0
Sub-Total	41537	0	41537	30517
Asset and investment purchases	0	0		0
Total	41537	0	41537	30517
Net receipts/payments	5214	4000	9214	7431
Balance to carry forward to 2022	21236	4000	25236	16022

**Statement of Assets & Liabilities - Arise Counselling Service, Training & Related Services
Year Ending Dec 2021**

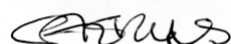
	£
Cash assets as at 31 Dec 2021	
Current Bank Account	25236
Total cash assets	25236

This financial report was approved by the Trustees and signed on their behalf by:



Alison Morphew
Trustee

Dated: 15/08/2022



Carol Evans
Trustee

Dated: 15/08/2022

Independent Examiner's Report to the Trustees of Arise Counselling Service, Training & Related Services.

This report on the financial statements of the Charity for the year ended 31st December 2021 which are set out on pages 1 to 8, is in respect of an examination carried out under s145 of the Charities Act 2011 ("the Act").

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. Where the charity's gross income exceeded £250,000 I am qualified to undertake the examination by being a qualified Fellow of the Association of Charity Independent Examiners.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

D R Ralph

David R Ralph IEng JP FCIPD MIET FCIE
HMCE MLR No. 12338775

15th August 2022

50 Southwood Road
Rusthall
Tunbridge Wells
Kent. TN4 8SP

ARISE COUNSELLING SERVICE, TRAINING AND RELATED SERVICES

England & Wales - Charity number 1183335

Accounts

**Arise Counselling Service,
Training and Related Services**

Charity No: 1183335

Trustees' Report

End of Year Financial Statement

Year Ending 31 December 2020

CHARITY INFORMATION

The following were trustees of an unregistered organisation from November 2018, which became a registered Charitable Incorporated Organisation on the 9th May 2019 and covered the financial year December 2019 – December 2020:

Kate Bryant
Carol Evans (Current Chair)
Alison Morpew
Rachel Willis (Chair during 2020)
John Blechynden (appointed 20th April 2021)

Registered Address

Arise Counselling Service
Jubilee Community Centre,
Charlwoods Road,
East Grinstead,
RH19 2HL
www.arisecounselling-service.com

Charity Number:

1183335

Bank:

Lloyds Bank
1/3 London Road,
East Grinstead
RH19 1AH

Independent Examiner

David Robert Ralph FCIE
50 Southwood Road
Rusthall
Tunbridge Wells
Kent
TN4 8SP

TRUSTEES' REPORT

For the year ended 31st December 2020

Structure, governance and management

Arise Counselling Service (ACS) gained charity status on 9th May 2019 as a Charity Incorporated Organisation (CIO). The trustees are appointed by the board of trustees.

ACS is an Affiliate of the Association of Christian Counsellors (ACC) and provides support on any ethical issue that may arise in client work or governance of the counselling service.

Thirtyone:eight is our Safeguarding umbrella organisation and provides training for trustees in their overall role concerning safeguarding, as well as a similar supportive role as ACC in advising on specific safeguarding issues that might arise. Each freelance counsellor also has resource to an independent qualified supervisor and their chosen national counselling governing organisation to consult on any safeguarding issue that may arise in the course of their work.

The Charity is managed on a day-to-day basis by a Counselling Manager, which at present is a self-employed role within the organisation. The Manager meets regularly with the counselling team to provide support and help with any issues arising. The Manager attends Trustee Meetings by invitation of the trustees, to update and advise on current and future matters.

ACS networks with counselling managers within the Restore Network, representatives within Sussex Pathfinders and local churches.

The Charity is insured by Howden; counselling sessions, ancillary activities and trustees are all covered.

Objectives and activities

The objective of the charity is to provide affordable counselling for the public benefit to those living in East Grinstead and the surrounding area. ACS does this by offering counselling to adolescents, adults and couples according to the qualifications of the counselling team. ACS works with qualified freelance counsellors with a Christian faith and has a future objective to work with trainee counsellors with a Christian faith as a placement organisation. ACS respects each client's right to make their own decisions in all aspects of life, including faith, and the service is offered to all irrespective of religious background or commitment. It is not the ethos of Arise Counselling Service to teach or advance the Christian faith.

The Trustees are aware of the Charity Commission guidance on Public Benefit and see that the services provided fully meet the requirements of the advancement of health or the saving of lives.

ACS accepts referrals from three main strands:

- church leaders and church attendees looking for a counsellor that complements their faith worldview.
- local third sector organisations, GP surgeries and Mental Health Teams.
- self-referral through online search engines or word of mouth.

Counselling sessions are charged at a sliding scale between £15-£50 depending on each person's household income and so the sessions are affordable on a weekly basis. For those on a minimal income, particularly when this is verified through a third-party referral, the cost is reduced to an amount that is affordable for that person. All qualified counsellors are paid £15-£16 / session including for DNAs and late cancellations.

Achievements and Performance

Between January 2020 and December 2020, the counselling team grew from 11 to 15, including two counselling students in September. We continued to provide counselling for all target groups: adolescents, adults and couples.

During this time, 119 people contacted ACS for counselling, and we were able to place 82 of those with a counsellor. The months between March and June saw a reduction in the number of people seeking counselling and wishing to start. During this time many people wished to pause their sessions so they could continue in person or wait to start sessions so they could be in person. It was not until well into the summer months when most people had become more accustomed to working online that referrals and people being placed began to rise again. The main reasons for not pursuing counselling after initial referral included:

- not returning contact having made initial enquiry (14)
- not having a counsellor available at the time of client's availability (3)
- changed their mind (8)
- found alternative service (12)
- lived outside the local area and were referred to a more local service (2)

Referrals continued to come from each of the main three anticipated avenues stated above: church referrals rose from 16% (in 2019) to 26% in 2020. Referrals from Time to Talk, GPs and Mental Teams rose to 25%, while other third party organisations dropped to 5%, perhaps both attributable to the impact of the pandemic. We also saw 10% of new referrals coming through recommendations from current clients and another 10% coming through counsellors in private practice.

2020 saw a small increase in men seeking counselling (31% up from 29% in 2019). Women dropped from 68% in 2019 to 59% in 2020 and the number of couples rose from 6% in 2019 to 10% in 2020.

Age wise, there was a drop in adolescent referrals 11% (2019) to 3% (2020) but an increase in referrals from those aged 20-29 to 20% (up from 16% in 2019). Those aged 30-49 are our largest recipients rising to 49% in 2020 (up from 43% in 2019). 29% were aged 50-69, again a rise of 4%. Only 1% were aged over 70, a decrease from 6% the previous year.

Location wise, 35% live in East Grinstead (down from 43%) with a further 30% living within a 10 miles radius and 35% living within 10-20miles.

Reasons for initiating counselling varied with the most common causes or combination of causes stated as:

- depression and anxiety or stress, 33%
- marital difficulties and/or relationships within the family, 38%
- bereavement, 9%
- low confidence, 8%
- Trauma or abuse, 6%
- Adjusting to health issues personal or in family, 6%
- Other, 8%

During 2020 ACS updated its client evaluation form and created online access as well as a printed option. Clients are encouraged to complete an evaluation of their counselling experience following their final session and ACS has continued to receive encouraging feedback. All the forms returned provided positive feedback, with 86% of those that responded saying they would access counselling again if needed and 100% said that they would recommend ACS to a friend or colleague if they needed counselling.

Some of the comments are below:

“My counsellor was a very patient, attentive and insightful counsellor who had a lot of information to absorb and make sense of - and did it with grace, understanding and insight.”

“I was naturally apprehensive and especially unsure doing my sessions over zoom. I was made to feel so valued, accepted and unjudged, which made it easier to open up without feeling ashamed. I have had previous counselling in the past, some went well, some didn't. But I have never had the opportunity to continue counselling until I am ready to end my sessions. I found it so beneficial having no limit on sessions. This enabled us to work through everything I needed to and learn coping strategies. I feel ready and able to cope with the struggles life may throw at me.”

“I am extremely grateful to my counsellor for her help over this year. I felt she genuinely took an interest in helping me and in particular had a way of being very concise about my experiences without being blunt, which I always found helpful when trying to understand myself. I felt able to trust her with things I haven't told anyone else but needed to discuss.”

Covid-19 obviously saw a huge shift in our way of working. The counselling team are to be commended for taking on extra training before and during the first lockdown and they were able to transition to see clients online and by telephone without interruption. In mid-March 2020, around 50% of our clients chose to pause the work until sessions in-person could restart. Online sessions were offered on a short-term basis to new clients to fill the spaces of those pausing and these were extended as the lockdown continued. In the end, all clients had access to long-term counselling if desired. In accordance with the changing government guidelines we took due measures to provide a Covid-secure space for clients to return to working in person in August 2020. By that time, many clients had become accustomed to working online and chose to stay with this medium, however, a small number of counsellors and clients appreciated being able to return to working in person.

Attendance data for the reporting period, January to December 2020, indicates that a total of 1468 counselling sessions were given, an average of 28 sessions per week. Due to the Covid-19 restrictions the majority of these sessions (73%, n=1064) were given online or by phone and only 28% (n=404) were given face-to-face. As restrictions have lifted there has been a gradual return to face-to-face sessions but online / phone sessions continue to be offered to those

counsellors and clients who prefer to continue in this way. It is our intention to continue this hybrid service of video, telephone and in-person sessions in the future.

The Trustees would like to thank the counselling team for their commitment to ACS, and the incredible way they have adapted to a new way of working during the pandemic. The continued expansion of the team and the number of sessions offered during this challenging period are a tribute to the vision and hard work of the Counselling Manager, Lizzie Venter.

Financial Review

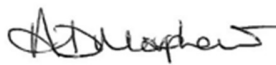
The attached financial report shows ACS's receipts and payments for the year ending 31 December 2020.

Owing to Covid we did not complete our 2019 aims to implement in-person fundraising ideas or workshops. However, the trustees are extremely grateful to Sussex Community Fund who granted us £4,500 in May 2020. This grant supplemented the cost of 674 counselling sessions between May 2020 - March 2021 and helped 41 individuals access counselling. This benefitted other organisations such as NHS Time to Talk, the East Grinstead and Burgess Hill Mental Health teams, local GP surgeries and NHS Veterans who collectively referred 20 individuals out of the above total. This grant also meant we were able to offer counselling to every person who was referred or self-referred for counselling no matter what they could afford to pay.

The Trustees do not receive payment for their role. Expenses for any training done in the service of their role is covered up to the amount of £100 per trustee per year. In 2020, Safeguarding Training was undertaken by three trustees, costing £39.99 each.

Our main costs are our counselling team, rent, Counselling Manager and administration expenses. Counsellors are paid on receipt of a freelance invoice. In 2020 two student counsellors joined the team as placement for their studies. They are offered up to £50 expenses per month. At present, the charity has no employees. In 2020, the average fee paid for our services was £21/session.

This report was approved by the Trustees and signed on their behalf by:



Alison Morphew
Trustee

Dated: 01/09/2021



Carol Evans

Dated:01/09/2021

Trustee

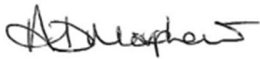
Receipts and Payments Account - Arise Counselling Service, Training & Related Services
01 Jan 2020 to 31 Dec 2020

	Unrestricted Funds	Restricted Funds	Total Funds	Prior Year Funds
	£	£	£	£
Opening Balance	8591	0	8591	0
Receipts				
Client Income	31456	0	31456	15249
Grant	462	0	462	10000
Fundraising	4500	0	4500	65
Training/Workshop Income	60	0	60	0
Voluntary Donations	1469	0	1469	1918
Total receipts	37948	0	37948	27232
Payments				
Counsellor payments	20,571	0	20,571	9808
Rent	3,718	0	3,718	2196
Advertising & Website	677	0	677	1782
Administrator Fees	630	0	630	
Counselling Manager Fees	3,495	0	3,495	1835
DBS Checks	258	0	258	341
Equipment	262	0	262	1607
Insurance	247	0	247	381
Membership Fees	175	0	175	323
Postage	-	0	-	2
Printing and Stationery	182	0	182	191
Professional Fees	117	0	117	191
Telephone & Internet	145	0	145	115
Trustee Expenses	40	0	40	0
Supervision Costs	-	0	-	60
Sub-Total	30517	0	30517	18832
Asset and investment purchases	0	0		
Total	30517	0	30517	18832
Net receipts/payments	7431	0	7431	8400
Balance to carry forward to 2021	16022	0	16022	8400

**Statement of Assets & Liabilities - Arise Counselling Service, Training & Related Services
Year Ending Dec 20120**

	£
Cash assets as at 31 Dec 2020	
<i>Current Bank Account</i>	<u>16022</u>
Total cash assets	<u><u>16022</u></u>

This financial report was approved by the Trustees and signed on their behalf by:



ALISON MORPHEW

Trustee

**Dated:
01/09/2021**



CAROL EVANS

Trustee

**Dated:
01/09/2021**

Independent Examiner's Report to the Trustees of Arise Counselling Service, Training & Related Services.

This report on the financial statements of the Charity for the year ended 31st December 2020 which are set out on pages 1 to 8, is in respect of an examination carried out under s145 of the Charities Act 2011 ("the Act").

Respective responsibilities of trustees and independent examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 ("the Charities Act") and that an independent examination is needed. Where the charity's gross income exceeded £250,000 I am qualified to undertake the examination by being a qualified Fellow of the Association of Charity Independent Examiners.

It is my responsibility to:

- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair' view and the report is limited to those matters set out in the statement below.

Independent examiner's statement

In connection with my examination, no matter has come to my attention:

1. which gives me reasonable cause to believe that in, any material respect, the requirements:
 - to keep accounting records in accordance with section 130 of the Charities Act; and
 - to prepare accounts which accord with the accounting records and comply with the accounting requirements of the Charities Acthave not been met; or
2. to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

David R Ralph IEng JP FCIPD MIET FCIE

HMCE MLR No. 12338775

17th September 2021

50 Southwood Road
Rusthall, Tunbridge Wells, Kent. TN4 8SP