



**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 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 2024 – December 2024:

Alison Morphew (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 9<sup>th</sup> 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.

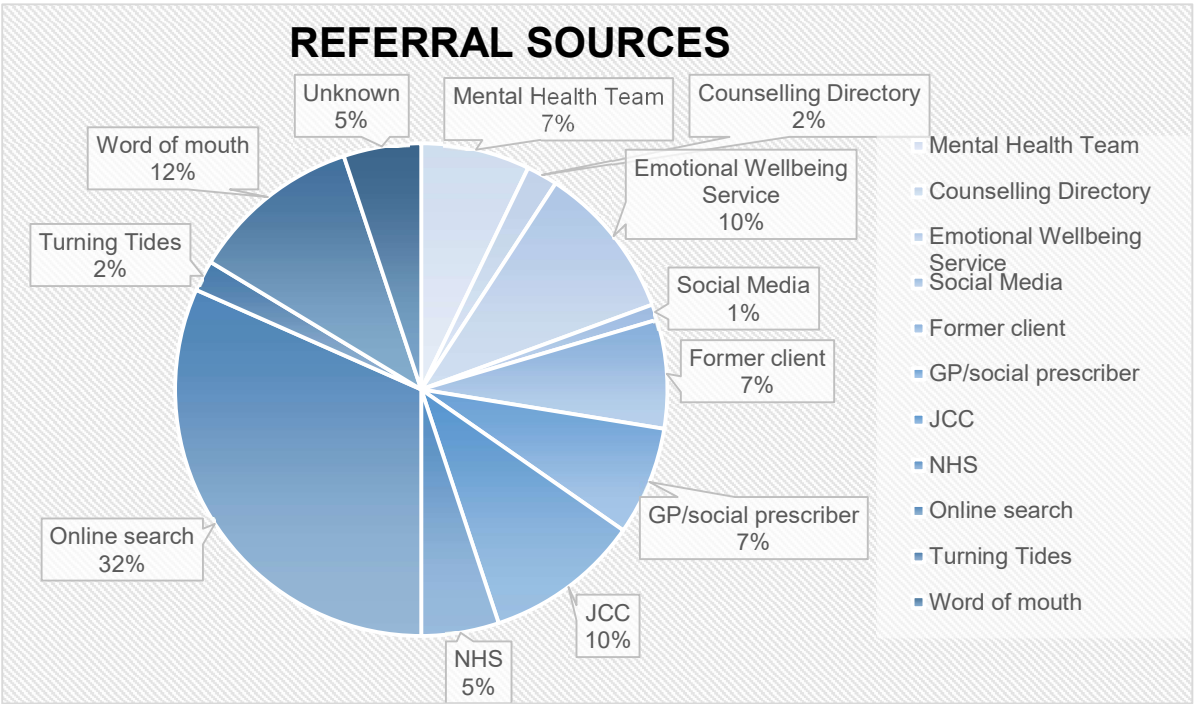
The board of trustees previously agreed that in order to ensure our waiting list didn't ever grow as big as it was before, that we would cap the waiting list to 20 clients at any time. In the case of reaching 20, it was decided that the waiting list would need to be closed. In 2024, we never reached 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.

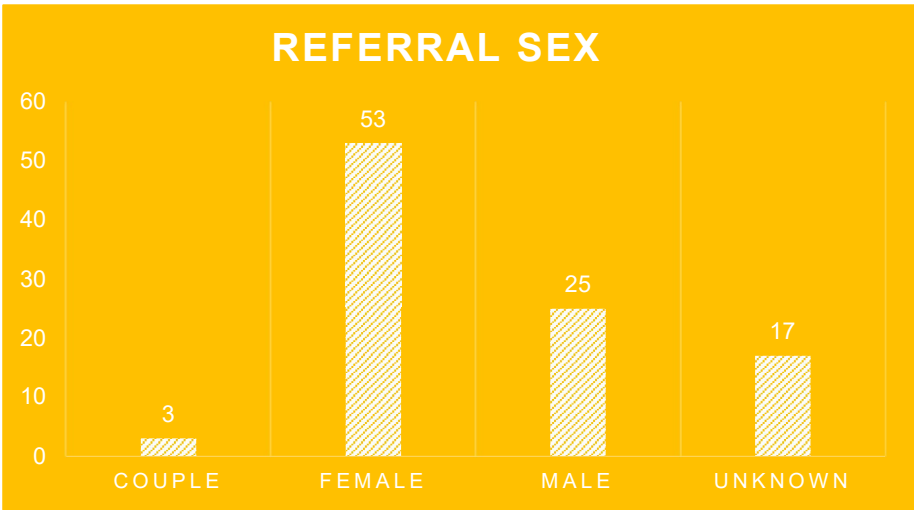
Throughout the year we received 114 enquiries for counselling, and allocated spaces to 46 new clients. This is an increase in enquiries and placed clients from the previous year, which shows better management of our waiting list in 2024. While 46 out of 114 does not seem like a huge number successfully 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.

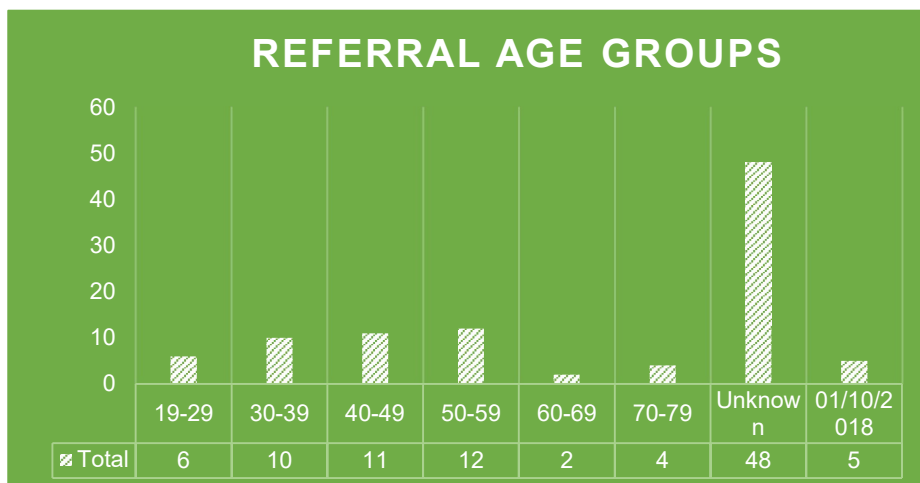
A further 8 clients who enquired in 2023 were placed with a counsellor in 2024, which brings the total number of new clients being seen that year to 54. This is 54 people who may not have received the mental health support they needed had it not been for ACS.

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.

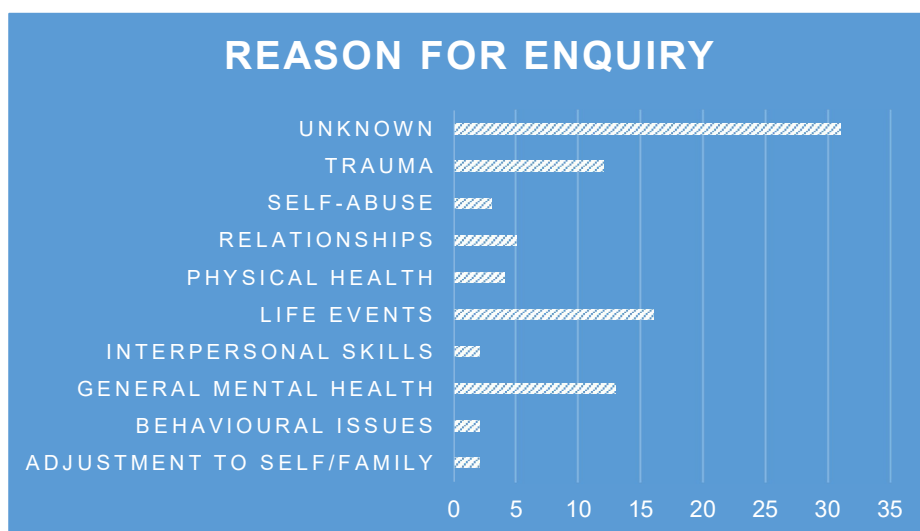


During 2024, we also continue to see the most enquires coming from females and those aged between 30-60 years.





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
	£	£	£	£	£
<b>Receipts</b>					
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
<b>Total receipts</b>	<b>53,406</b>	<b>0</b>	<b>0</b>	<b>53,406</b>	<b>42,805</b>
<b>Payments</b>					
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
<b>Total Payments</b>	<b>38,952</b>	<b>520</b>	<b>0</b>	<b>39,472</b>	<b>48,289</b>
<b>Net receipts/payments</b>	<b>14,454</b>	<b>-520</b>	<b>0</b>	<b>13,934</b>	<b>-5,484</b>
Cash Funds Last Year End	9,345	2,950	1,621	13,916	19,399
<b>Cash Funds This Year End</b>	<b>23,799</b>	<b>2,430</b>	<b>1,621</b>	<b>27,850</b>	<b>13,915</b>

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

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

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

*Alison Morphew*

**Alison Morphew**  
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

6<sup>th</sup> May 2025