

REFLECTIONS COUNSELLING SERVICE

TRUSTEES' REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE PERIOD 23 November 2021 - 31 MARCH 2023

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TRUSTEES' ANNUAL REPORT

The trustees present their report and the unaudited financial statements of the Charity for the period 23rd November 2021 until 31st March 2023.

REFERENCE AND ADMINISTRATIVE INFORMATION

Registered charity name: Reflections Counselling Service

Charity registration number: 1196742

Principal Address: 393 Bury Road
Bolton
BL2 6DE

THE TRUSTEES

The Trustees who served the Charity during the period of this report were:

Karen Ottewill (Chair)
Ruth Wood (Treasurer)
Sharan Charnock (Secretary)
Linda Charnock
Janet Bakewell
Lynn Cawley
Nina Rudnick

All major decisions are taken collectively by the Trustees.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Reflections Counselling Service was established in 2011 and operated as an unincorporated association. Reflections Counselling Service became a Charitable Incorporated Organisation (CIO) – Foundation and registered with the Charity Commission on 23rd November 2021 with Charity Registration number 1196742. Reflections Counselling Service governing document is a constitution.

Recruitment and appointment of trustees

Recruitment and appointment of new trustees would be in line with the Reflections Counselling Service's constitution and with the consent of the Trustees. The criteria for the suitability of a new candidate is set out in the constitution.

In order to bring a range of skills and cover the broad reach of the charity, the trustees have a diversity of backgrounds.

Trustee induction and training

New trustees would be briefed by the existing trustees on the objects and operations of the charity and referred to the guidance for new trustees published by the Charity Commission.

New trustees will be given a copy of the constitution and all trustees are expected to be familiar with the work of the charity and get involved in events and services regularly including participating in training that is seen as beneficial to the charity.

Trustees also discuss the future plans and the development of the charity in relation to the objectives of the charity and ways to secure and strengthen the financial position of the charity.

Additional governance issues

The charity is currently funded by grants and we operate on a policy of rolling applications for grants for specific planned activities. All the funds we have are from grants with specified expenditure – fees, phones, rent, office expenses, etc.

Risk review

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to operations and finances. They are satisfied that systems are in place to manage exposure to the major risks.

OBJECTIVES AND ACTIVITIES

The objects of the Charity are:

To Promote and protect the physical and mental health of people affected by mental health conditions for the public benefit through the provision of counselling and support.

Public benefit

The Trustees confirm that they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission in exercising their powers or duties.

The charity has provided free counselling sessions to Bolton residents suffering from mental health issues that aim to empower, educate and support clients to enable them to improve their mental health and well-being.

Objects of the Charity, principal activities and organisation of our work

The Charity's object and its principal activity continue to be that of providing free counselling sessions to people suffering from mental health issues.

Two qualified counsellors (Diploma Level 4 Integrative Counselling) provide one to one counselling to Bolton residents - Adults (Over-18) for issues including anxiety and depression, relationship breakdown, stress, alcohol and drug misuse, bereavement and loss. Offering counselling is free, accessible and open to all.

The counsellors are responsible for and manage the day-to-day activities of the Charity.

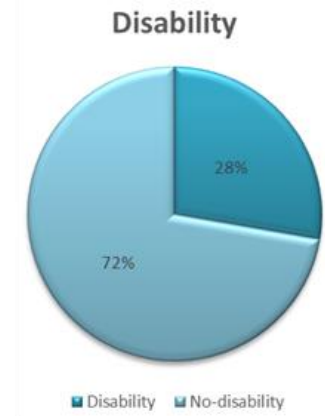
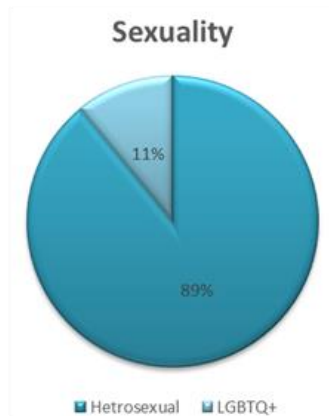
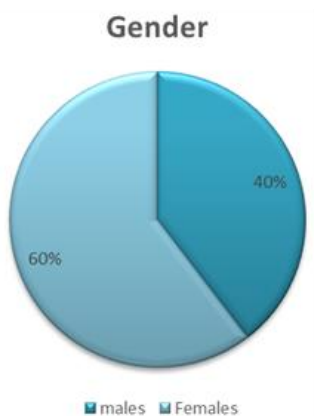
Trustees meet periodically to manage the affairs of the Charity.

ACHIEVEMENTS AND PERFORMANCE

In November 2021 Reflections received registered charity status.

Development, activities, and achievements during this period

In the period from November 2021 to March 2023 Reflections delivered: 897 free counselling sessions to 101 clients (average of 8-10 sessions).



Males	40
Females	61

Hetrosexual	90
LGBTQ+	11

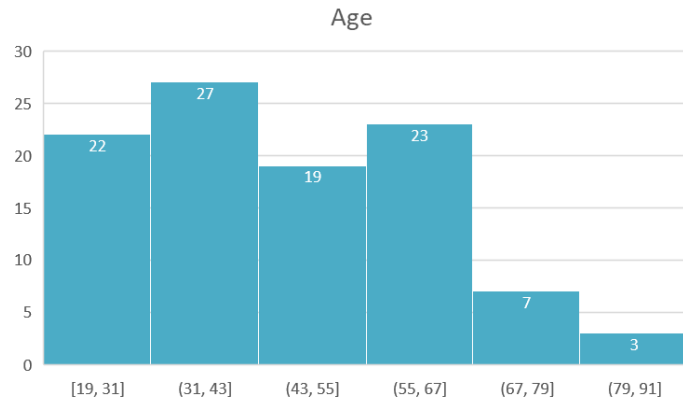
Disability	28
No-disability	73

Typical Disabilities

- Mobility
- Lung disease
- Pain
- Dyslexia
- Fibromyalgia
- Arthritis
- Hearing Loss
- Sight impairment

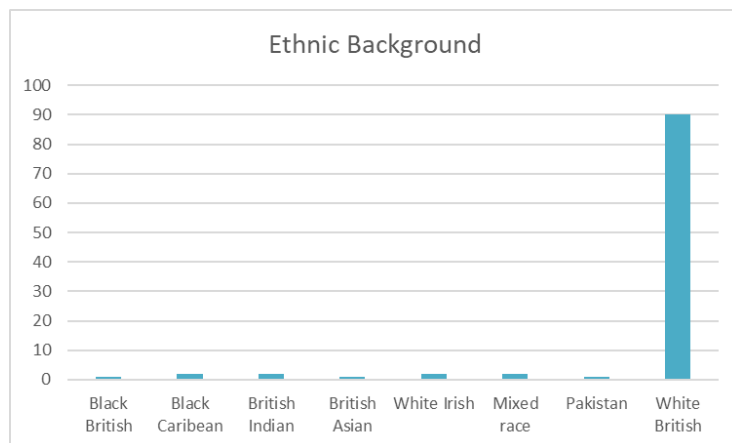
Age

Ages of clients
range from youngest at 19 to
oldest at 91



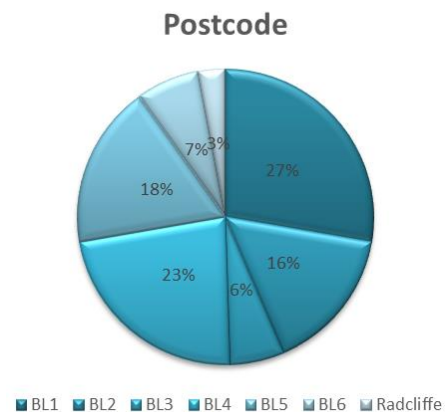
Ethnicity

Black British	1
Black Caribbean	2
British Indian	2
British Asian	1
White Irish	2
Mixed race	2
Pakistan	1
White British	90



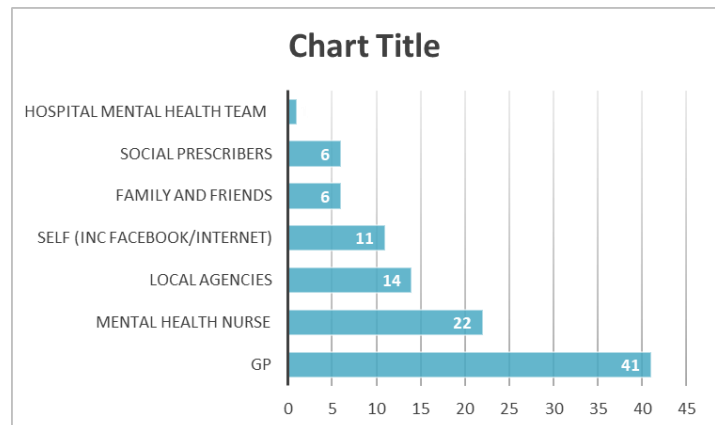
Postcode within Bolton

BL1	28
BL2	16
BL3	6
BL4	23
BL5	18
BL6	7
Radcliffe	3



Referral Source

GP	41
Mental Health Nurse	22
Local Agencies	14
Self (inc Facebook/Internet)	11
Family and Friends	6
Social Prescribers	6
Hospital Mental Health Team	1



Initial Issues

- Stress
- Depression
- anxiety
- Bereavement/loss
- Self esteem
- Relationships /parenting issues/ Divorce
- Health issues/ Fibromyalgia diagnosis/Health anxiety/ADHD
- Anger management
- Workplace stress
- PTSD
- Addiction - drug/alcohol misuse
- Suicidal thoughts
- Not coping
- Redundancy
- Living with cancer
- Childhood trauma
- Self-harm
- Domestic violence
- Stress as a carer/Living with husband's dementia diagnosis

Our records show clients report improvement in mental health and well-being as a result of our counselling characterised by:

- Improved - resilience, relationships, confidence
- Reduced - anxiety, depression, isolation, time off work, drug and alcohol misuse, risk of suicide
- Learning new skills - stress management, problem solving
- Engagement in healthier daily habits (eating, exercise, sleep)
- Feeling more positive about the future.

We promote the service accessibly:

- Referrals through established links with local community and mental health services
- Active Facebook page
- Bolton CVS Find-a-group website
- Let's Keep Bolton Moving website
- Recommendations - past clients

Supporting people at the earliest possible stage.

- We help clients access support in a timely manner:
- We have a straightforward self-referral process - this enables easily accessed, direct engagement with our service.
- Discrete, confidential service - reduces stigma, removes barriers to accessing support

Learning

Ongoing Evaluation - We use NHS recognised mental health questionnaires, comprehensive evaluation, client feedback and surveys to monitor effectiveness, and to appraise and develop the service.

COVID adaptations learning – Reflections found a more flexible way to respond to client's needs.

As a result of the need to respond to COVID, our face to face sessions stopped and we developed more flexibility in the delivery of the counselling sessions we provided by offering phone, video conferencing or Walk and Talk counselling sessions. This helped resolve mobility, transport and childcare difficulties and to fit in better with work and family commitments. Walk and Talk encourages a healthier and more active lifestyle, proven to improve depression, stress and anxiety.

When the 2021 restrictions of meeting face to face lifted we continued to offer alternative delivery options alongside face to face sessions to enable us to keep giving our clients flexibility and choice.

Our counselling support helps people to reach their potential:

- Providing necessary information, skills and support clients need to adapt to, process and manage the issues they are facing.
- Empowering clients to take control, live more intentional lives, achieve their own goals and aspirations.

Examples of Final Comments from Clients

- Given tools to grieve and learned to value my feelings
- Better understanding of self, better communication and coping skills
- Let go of past
- Coping better – Reducing anxiety
- Made me feel like me again
- Feeling heard and better relationship with self
- More positive about life
- Acceptance of how I feel – peace comes from acceptance
- Feeling I’m coping better – assertiveness skills and found motivation
- Feel safer and less overwhelmed
- Feeling calmer and less stressed – less expectations of myself
- Helped boost confidence and not feeling so stuck
- It’s literally been a lifesaver (suicidal thoughts) - counselling saved my life.
- Learned coping mechanisms to employ on my own in the future
- Enabled to see what has caused triggers in my life
- It’s allowed me to thrive in society
- People like myself are very lucky to be able to have counselling and I’m very grateful.
- This service has helped turn my life around

FINANCIAL REVIEW

Transactions and financial position

Reflections Accounts have been prepared on a Receipts and Payments basis and show a summary of the movement of cash into and out of the charity during the financial year.


Reflections Counselling Service received grants from National Lottery Awards for All and the Postcode Neighbourhood Trust

We hope to open a Just Giving page and facilitate more client donations as an additional funding stream in the financial year 2023-24.

Reserves

The Charity carries reserves sufficient to meet its immediate planned needs. Its reserve policy is to only commission projects once specific project funding is secured.

STATEMENT OF FINANCIAL ACTIVITIES

 CHARITY COMMISSION FOR ENGLAND AND WALES	Reflections Counselling Service		1195742		CC16a
	Receipts and payments accounts				
For the period from		23/11/2021	To	31/03/2023	

Section A Receipts and payments					
	Unrestricted funds	Restricted funds	Endowment funds	Total funds	Last year
	to the nearest £	to the nearest £	to the nearest £	to the nearest £	to the nearest £
A1 Receipts					
Grants	-	26,040	-	26,040	-
Donations	1,180	-	-	1,180	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	1,180	26,040	-	27,220	-
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	1,180	26,040	-	27,220	-
A3 Payments					
Telephone contract	-	144	-	144	-
Telephone contract	-	128	-	128	-
Payments in respect for counselling services	-	30,200	-	30,200	-
Rent	-	3,220	-	3,220	-
Insurance	-	130	-	130	-
Office supplies	-	91	-	91	-
Volunteer Festive Activities	-	190	-	190	-
	-	-	-	-	-
Sub total	-	34,103	-	34,103	-
A4 Asset and investment purchases. (see table)					
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	-	34,103	-	34,103	-
Net of receipts/(payments)	1,180	8,063	-	6,883	-
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	21,683	-	21,683	-
Cash funds this year end	1,180	13,620	-	14,800	-

Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B1 Cash funds	Cash in bank account	1,180	13,620	-
		-	-	-
		-	-	-
	Total cash funds	1,180	13,620	-
	(agree balances with receipts and payments account(s))			
B2 Other monetary assets				
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets				
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use				
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities				
			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval
	Ruth I. Wood	Ruth Wood	04/09/2023

NOTES TO THE ACCOUNTS

Grants

Lottery Awards for All grant was £10,000

Postcode Neighbourhood Trust grant was £15,840

Bolton CVS Grant was £200.00

Donations (unrestricted funds)

Leonard Curtis Foundation donation was £1000

Client donations £180

APPROVAL

I declare, in my capacity of trustee and Reflections Counselling Service counsellor that:

- The Trustees have approved the report above and
- Have authorised me to sign it on their behalf.

Signed: *JH Bakewell*.

Name: Janet Bakewell

Date: 05/09/2023

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF REFLECTIONS COUNSELLING SERVICE CHARITABLE INCORPORATED ORGANISATION

REFLECTIONS COUNSELLING SERVICE CHARITABLE INCORPORATED ORGANISATION

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF REFLECTIONS COUNSELLING SERVICE CIO FOR THE PERIOD 23RD NOVEMBER 2021 TO 31ST MARCH 2023

I report to the trustees on my examination of the accounts of Reflections Counselling Service CIO for the period 23rd November 2021 till 31st March 2023.

Responsibilities and Basis of Report

As the charities trustees of Reflections Counselling Service CIO you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011.

I report in respect of my examination of Reflections Counselling Service CIO accounts carried out under section 145 of the Charities Act 2011 and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the act.

As trustees you consider that an audit is not required for this year and that an independent examination is needed. The charity's gross income did not exceed £250,000 and accounts are kept on a receipts and payments basis.

Having satisfied myself that the charity is not subject to an audit and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

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 next statement.

Independent Examiner's Statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. Accounting records were not kept in respect of Reflections Counselling Service CIO as required by section 130 of the Charities Act 2011.

Or

2. The accounts do not accord with those records

I have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Name: Ian Michael Rutter

Position: Lecturer Blackburn College (Retired)

Address: 72, Pinewood, Blackburn, BB2 5AD

Signed:



Date:

8/9/2023

This work has been made possible by an award from Postcode Neighbourhood Trust, a grant-giving charity funded entirely by players of People's Postcode Lottery.



We are also supported by the players of the National Lottery.

