

REFLECTIONS COUNSELLING SERVICE

TRUSTEES' REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE PERIOD 1st April 2023 - 31 MARCH 2024

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TRUSTEES' ANNUAL REPORT

The trustees present their report and the unaudited financial statements of the Charity for the period 1st April 2023 until 31st March 2024.

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.

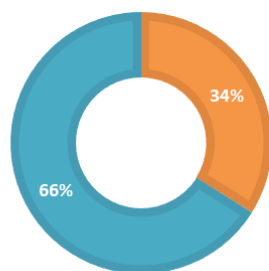
Trustees meet periodically to manage the affairs of the Charity.

ACHIEVEMENTS AND PERFORMANCE

Development, activities, and achievements during this period

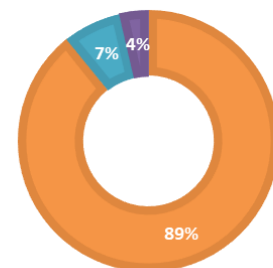
In the period from April 2023 to March 2024 Reflections delivered:
404 free counselling sessions to 56 clients (average of 8 sessions per person).

GENDER
Male 19
Female 37



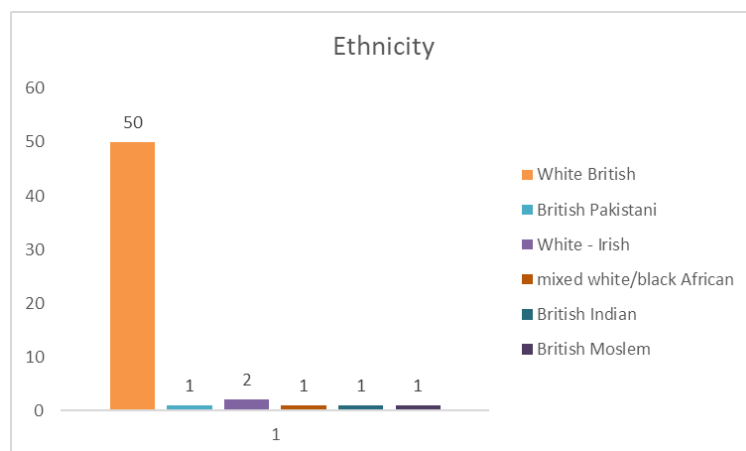
Hetrosexual 50
Homosexual 4
Bisexual 2

SEXUALITY
Hetrosexual Homosexual Bisexual



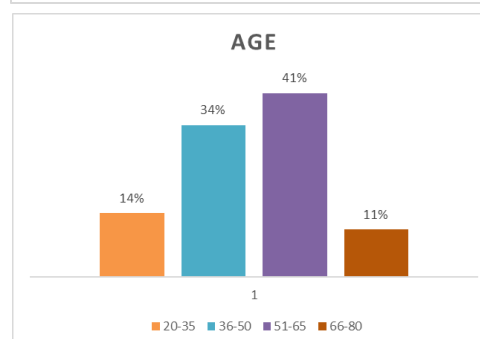
Ethnicity

White British 50
British Pakistani 1
White - Irish 2
mixed white/black African 1
British Indian 1
British Moslem 1



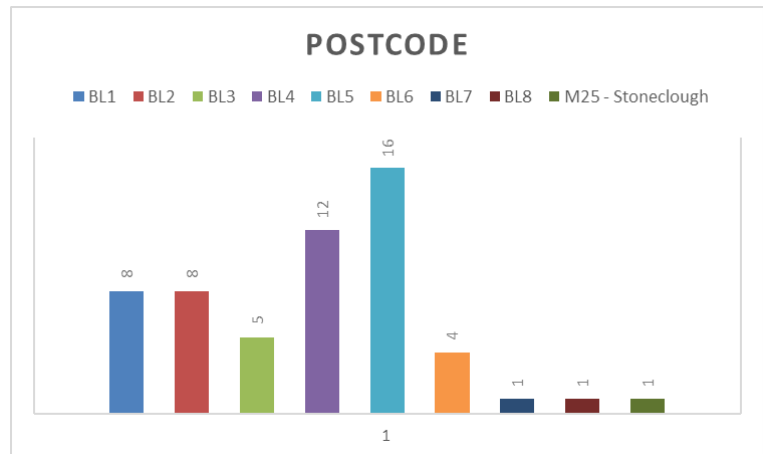
Age

Ages of clients
range from youngest at 20
to oldest at 80



Post Code Area of Bolton

BL1	8
BL2	8
BL3	5
BL4	12
BL5	16
BL6	4
BL7	1
BL8	1
M25 - Stoneclough	1



Issues in Addition to Mental Heal Needs

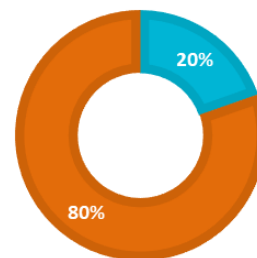
Additional Issues 45

No Additional Issues 11

In 2023-24 80% of clients reported facing additional, complex challenges to their mental health issues

ISSUES IN ADDITION TO MENTAL HEALTH NEEDS

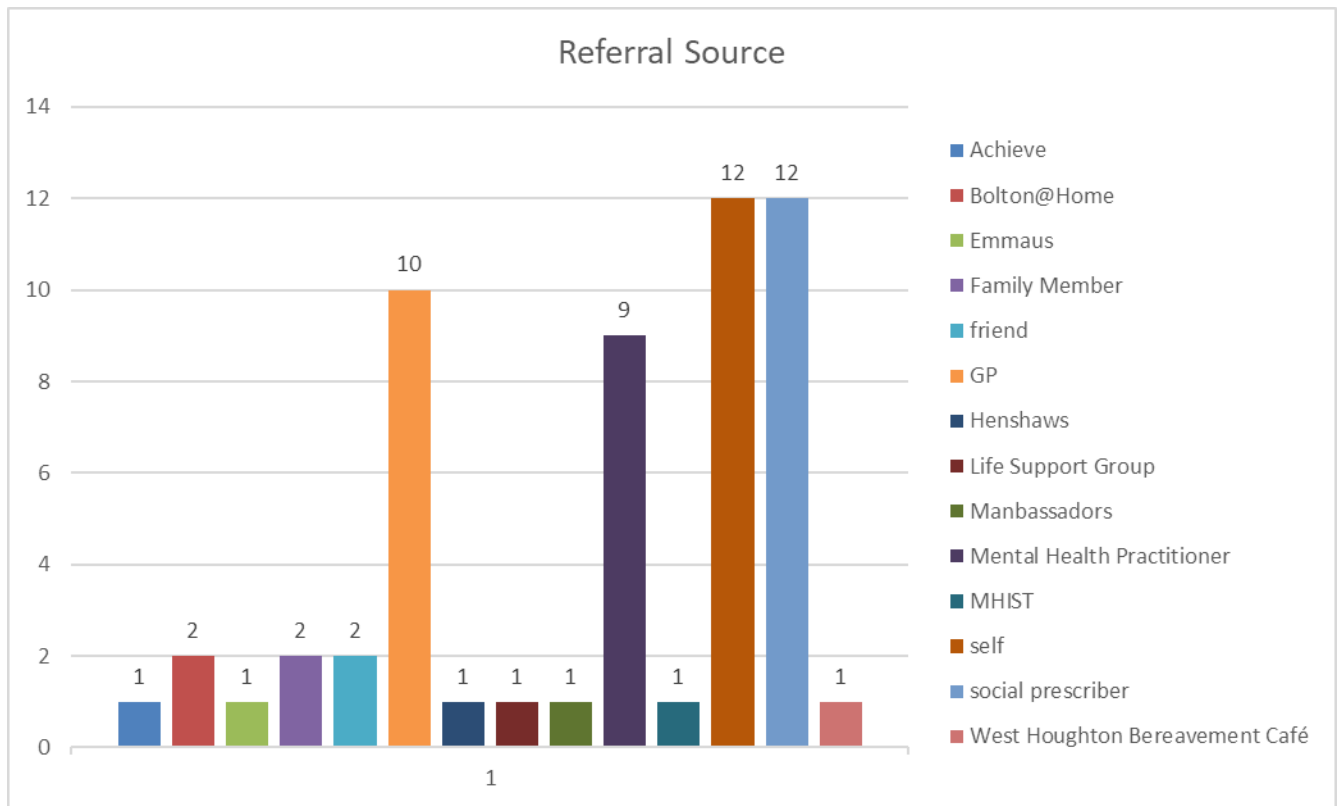
■ No Additional Issues ■ Additional Issues



Typical Additional Issues Included:

- physical disability
- autism spectrum disorder diagnosis
- physical health issues
 - arthritis
 - cancer
 - heart trouble
- mobility/elderly
- alcohol dependency
- low income/drug misuse
- low income/single parent
- debt/single parent
- debt/finance
- debt/housing
- debt/ low income/housing
- debt/employment issues
- unemployed
- carer
- abuse

Referral Source



Initial Issues

- anxiety
- bereavement
- relationships/self esteem
- stress
- pain
- depression
- stress of son's alcoholism
- addiction/drugs/gambling
- loneliness
- loss
- divorce
- anxiety/relationships
- divorce/loss
- change/depression
- sexual Abuse
- suicidal thoughts/self harm
- PTSD
- parenting
- domestic Violence
- husband's gambling addiction
- shock of crime

Our monitoring confirms clients' positive, lasting change in mental health and emotional well-being with reduced anxiety and depression, reduced drug and alcohol use, healthier daily habits, improved relationships, reduced loneliness and social isolation. They are happier and more optimistic.

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

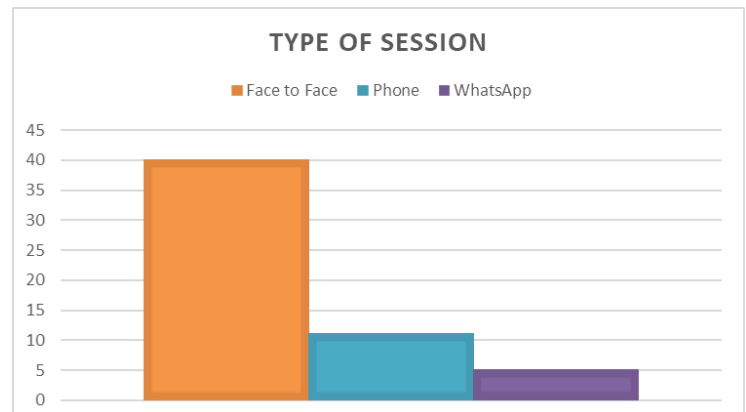
Supporting people at the earliest possible stage.

- 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.

We offered phone, video conferencing or face to face counselling sessions giving our clients flexibility and choice. This also helps resolve mobility, transport and childcare difficulties and to fit in better with work and family commitments. Walk and Talk sessions are on offer for face-to-face sessions which encourage a healthier and more active lifestyle, proven to improve depression, stress and anxiety.



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 2023-24

- I appreciate being given sufficient sessions to deal with my complex trauma
- Speaking to a professional counsellor is a comfort when not feeling too good. It's making a difference to people's lives
- I have changed from someone too scared to understand and overcome fears to someone interested/curious to delve into how my fears developed. Feel able to overcome deep rooted fears instead of avoiding
- It has given me confidence and the ability to turn things around in my head.
- Release stress and helped focus - very helpful
- Made me see how I need to ask for/accept help and helped me understand my relationship with my dad - thank you
- Good to talk to someone
- It has been a massive lifeline after years of bottling things up with no-one to talk to
- To not blame myself - just having someone to talk to helped
- Found handouts very helpful
- My counsellor was excellent

- Not kicking myself so much
- Fantastic service that needs to continue - closure on divorce earlier this year, understand and process thoughts and feelings to be in a much better place from a mental well-being point of view
- Learning to recognise triggers and not responding as I have in the past
- Chance to process court case
- Helped self-understanding, why I am like I am and how I can improve things
- Given hope for future
- Getting better at dealing with my emotions. Being mindful that my feelings do matter and are relevant
- It's helped me to get my life back on track and given me more confidence
- Feel clearer
- Skills to move forward/ accept can't change people
- Better understanding of grief
- Now able to cope better
- Better thinking & mindfulness
- Found some peace of mind
- Understanding addiction
- Reduced anxiety/better relationship with self
- Acceptance of self and situation has set me free from suicidal thoughts
- Self-confidence grown and more relaxed
- Coping better/stopped beating myself up
- Learning to ask for help/feel more whole
- Can deal and now deal with PTSD/learning to recover from grief
- Reduced anger and anxiety
- Putting less pressure on self/feel happier
- More assertive/setting boundaries with others
- Coping better/feel more alive

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 Bolton's Fund.

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	Refugees Counselling Service		136742		CC16a
	Receipts and payments accounts				
For the period from		Period start date 01/04/2023	To	Period end date 31/03/2024	

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	-	14,350	-	14,350	25,840
Donations	60	-	-	60	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	60	14,350	-	14,410	25,840
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	60	14,350	-	14,410	25,840
A3 Payments					
Telephone contract	-	105	-	105	144
Telephone contract	-	96	-	96	128
Payments in respect for counselling services	-	16,704	-	16,704	30,200
Rent	-	3,220	-	3,220	3,220
Insurance	-	-	-	-	130
Office supplies	-	28	-	28	90
Volunteer Festive Activities	-	-	-	-	190
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	20,153	-	20,153	34,102
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	-	20,153	-	20,153	34,102
Net of receipts/(payments)	60	- 5,803	-	- 5,743	- 8,262
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	-	14,800	-	14,800	21,683
Cash funds this year end	60	8,997	-	9,057	13,421

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	60	8,997	-
		-	-	-
		-	-	-
	Total cash funds	60	8,997	-
	(agree balances with receipts and payments account(s))			
		Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets	Details	-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	
			-	
			-	
			-	
Signed by one or two trustees on behalf of all the trustees	Signature	Print Name	Date of approval	
	Ruth I. Wood	Ruth Wood	24/04/2024	

NOTES TO THE ACCOUNTS

Grants

Lottery Awards for All grant was £10,000

Bolton's Fund grant was £4,350

Donations (unrestricted funds)

Client donations £60

APPROVAL

I declare, in my capacity of Reflections trustee that:

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

Signed: *K Ottewill*

Name: Karen Ottewill

Date: 5 January 2025

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF REFLECTIONS COUNSELLING
SERVICE CIO FOR THE PERIOD 1 APRIL 2023 TO 31 MARCH 2024

I report to the trustees on my examination of the accounts of Reflections Counselling Service CIO for the period 1 April 2023 to 31 March 2024

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: GILLIAN SPENCER.

Position: BOLTON COUNCIL REGISTERED MANAGER

Address: 12 HENLETT WAY,
WESTHOUGHTON

Signed: BOLTON BL5 2QZ.

G. Spencer.

Date: 5/10/24.

This work has been made possible by an award from the Bolton's Fund. Bolton's Fund exists to support the VCSE sector in Bolton to grow and thrive. Bolton's Fund grants fund projects and activities that benefit people and communities across the Borough of Bolton.



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