

REFLECTIONS COUNSELLING SERVICE

TRUSTEES' REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE PERIOD 1st April 2024 - 31 MARCH 2025

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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 2024 until 31st March 2025.

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 2024 to March 2025 Reflections delivered:
404 free counselling sessions to 46 clients (average of 9 sessions per person).

<u>Gender</u>	<u>Number</u>	<u>Percentage %</u>
Male	20	43
Female	26	57

<u>Sexuality</u>	<u>Number</u>	<u>Percentage %</u>
Heterosexual	39	85
Homosexual	5	11
Bisexual	2	4

<u>Ethnicity</u>	<u>Number</u>	<u>Percentage %</u>
White British	40	88
Mixed White	2	4
British Muslim	2	4
Mixed Asian	1	2
British Indian	1	2

<u>Age*</u>	<u>Number</u>	<u>Percentage %</u>
20 to 40	15	33
40 to 60	23	50
60 to 82	8	17

*Ages of clients range from youngest at 20 to oldest at 82

Post Code Area of Bolton

<u>Postcode</u>	<u>Number</u>	<u>Percentage %</u>
BL1	5	11
BL2	10	22
BL3	10	22
BL4	9	19
BL5	7	15
BL6	4	9
BL7	1	2

Issues in Addition to Mental Health Needs

<u>Additional Issues</u>	<u>Number</u>	<u>Percentage %</u>
Yes	41	89
No	5	11

Typical Additional Issues Included:

- Disability
- Physical Health Issues
- Mobility/Elderly
- Alcohol and Drugs Misuse
- Single Parent
- Debt/Finance
- Housing
- Employment Issues
- Carer
- Hate Crime / Abuse

Referral Source

<u>Referral Source</u>	<u>Number</u>	<u>Percentage %</u>
Social Prescribers	9	20
GP	2	5
Mental Health Practitioner	6	13
Life Support Group	3	7
BAND	1	2
MHIST	1	2
One Point	1	2
Bolton at Home	2	4
Endevaour	1	2
St Vincents Housing Association	1	2

Work Well Campaign – Bolton Council	2	4
Parkisons UK	1	2
Self Referral / Friend Referral	16	35

Initial Issues

- Anxiety
- Bereavement/Loss
- Relationships/Self Esteem
- Stress
- Physical Pain
- Depression
- Addiction/Drugs/Alcohol
- Loneliness
- Sexual Abuse
- Suicidal Thoughts/Self Harm
- PTSD
- Hate Crime /Domestic Abuse
- Victim of Crime
- Workplace Bullying
- Body Dysmorphia
- Cancer
- Anger Issues
- Social Anxiety
- Bereaved by Suicide

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.

<u>Type</u>	<u>Number</u>	<u>Percentage %</u>
Face to Face	34	74
Phone / Video Counselling	12	26

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.

Quotes from Clients 2024-25:

- Found courage and strength to help myself
- Reduced anxiety
- Reduced Anger – Learned to response as opposed to react
- Learned to grieve and be comfortable with my feelings
- Let go of past stuff that was blocking my future
- Let go of pretending to others

- Feel better emotionally and equipped to deal with grief
- Reduced suicidal thoughts
- Healthier thinking patterns
- Mindfulness
- Accepting additional support for alcohol misuse
- Assertiveness and feeling more confident with self boundaries
- Healthier relationship with myself and others
- Being kind and gentle to myself has stopped me self harming
- Let go of always feeling guilty and people pleasing
- Better understanding of self respect and self regard
- Feel less isolated and cut off
- Stopped seeking others approval
- Found skills to change
- Forgiveness has set me free from hate
- Realisation of what Domestic Abuse is
- Loving me has helped to heal me
- Let go of negative self talk
- Deeper insight and self awareness
- Stand up for my feelings
- Healthier thinking patterns
- Made friends with my anxiety this has reduced the power it had over me
- Developed new energy by the Let Them Theory
- Can now allow myself to experience and regulate how I feel
- Gentler relationship with myself had helped my drug addiction
- New coping tools
- Managing and accepting ill health
- Let go of head battling through mindfulness tools
- Forgiveness and acceptance has set me free from being annoyed and frustrated
- Better understanding of how I engine myself.

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

Particulars concerning accounts for the year ended 31/03/2025

Receipts and payments accounts

CC16a

For the period from	01/04/2024	To	31/03/2025
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Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
A1 Receipts					
Grants	-	10,032	-	10,032	14,350
Donations	1,589	-	-	1,589	60
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total (Gross income for AR)	1,589	10,032	-	11,621	14,410
A2 Asset and investment sales, (see table).					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total receipts	1,589	10,032	-	11,621	14,410
A3 Payments					
Telephone contract	-	139	-	139	105
Telephone contract	-	96	-	96	96
Payments in respect for counselling services	-	11,344	-	11,344	16,704
Rent	-	2,053	-	2,053	3,220
Insurance	-	-	-	-	-
Office supplies	-	11	-	11	28
Volunteer Festive Activities	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	13,643	-	13,643	20,153
A4 Asset and investment purchases, (see table)					
	-	-	-	-	-
	-	-	-	-	-
Sub total	-	-	-	-	-
Total payments	-	13,643	-	13,643	20,153
Net of receipts/(payments)	1,589	3,611	-	2,022	5,743
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	60	8,997	-	9,057	21,683
Cash funds this year end	1,649	5,386	-	7,035	15,940

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	1,649	5,386	-
		-	-	-
		-	-	-
		-	-	-
	Total cash funds	1,649	5,386	-

(agree balances with receipts and payments account(s))

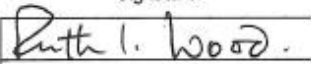
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
B2 Other monetary assets		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
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 liability relates	Amount due (optional)	When due (optional)
B5 Liabilities			-	
			-	
			-	
			-	
			-	

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	Ruth Wood	12/05/2025

NOTES TO THE ACCOUNTS

Grants

Lottery Awards for All grant was £10,032

Donations (unrestricted funds)

Client donations £1,589

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: 2 January 2026

REFLECTIONS COUNSELLING SERVICE CHARITABLE INCORPORATED ORGANISATION

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF REFLECTIONS COUNSELLING SERVICE CIO FOR THE PERIOD 1ST APRIL 2024 TO 31ST MARCH 2025

I report to the trustees on my examination of the accounts of Reflections Counselling Service CIO for the period 1st April 2024 to 31st March 2025.

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: Registered Manager Bolton Council.

Address: 12 Hewlett Way.
Westnoughton

Signed: Bolton.
G Spencer. BLS 202.

Date:
23/8/25.

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 National Lottery.