



**CHARITY COMMISSION**  
FOR ENGLAND AND WALES

## **Trustees' Annual Report for the period**

**From** 1.6.23 **Period start date** **To** 31.5.24  
**Period end date**

**Charity name:**Crossways Counselling Service

**Charity registration number:**275053

## **Objectives and Activities**

	SORP referenc	
Summary of the purposes of the charity as set out in its governing document	Para 1.17	To address the need for an affordable counselling service in Haslemere and the surrounding areas. To provide professional confidential counselling services for adults, couples, and young people (aged 11-18) who are living with stress, redundancy or work related issues, relationship difficulties, bereavement and loss, depression, anxiety or confusion and abuse. To offer ongoing training to its own counsellors and to others in the area and to provide advice and training to pastoral care teams locally.

<p>Summary of the main activities in relation to those purposes for the public benefit, in particular, the activities, projects or services identified in the accounts.</p>	<p>Para 1.17 and 1.19</p>	<p>Crossways counselling service provides over 1600 counselling sessions per year with qualified and trained counsellors for adults over the age of 18, couples and young people (11-18) as well as offering advice on appropriate referrals where necessary</p> <p>Crossways provides ongoing training and fortnightly clinical supervision for its counsellors who are all trained professionals.</p> <p>Undertaking Fundraising events and activities to raise money for and awareness of our service.</p> <p>Fostering a close working relationship with local GP surgeries and other agencies.</p> <p>Active member of the British Association for Counselling and Psychotherapy – we adhere to and abide by its ethical framework for good practice.</p> <p>Many of our staff, including our counsellors, work without payment in order to support and reduce the running costs of this service.</p>
<p>Statement confirming whether the trustees have had regard to the guidance issued by the Charity Commission on public benefit</p>	<p>Para 1.18</p>	<p>Crossways provides affordable and accessible counselling for all. Clients are assessed and seen quickly and the cost is tailored to what they can afford. The current high demand for counselling is as a result of the rise in mental health, stress and relationship issues. Many people cannot obtain counselling without our support due to cost and long NHS waiting times.</p>

**Additional information (optional)**

You may choose to include further statements where relevant about:

	SORP reference	
Policy on grant making	Para 1.38	
Policy on social investment including program related investment	Para 1.38	
Contribution made by volunteers	Para 1.38	
Other		

**Achievements and Performance**

	SORP reference	
--	-------------------	--

Summary of the main achievements of the charity, identifying the difference the charity's work has made to the circumstances of its beneficiaries and any wider benefits to society as a whole.	Para 1.20	<p>The provision of over 1600 counselling sessions</p> <p>Successful fundraising activities ensuring we can continue to operate for a further year including the receipt of several grants</p> <p>Training and teaching sessions on a variety of subjects including mental illness and attachment and shame</p> <p>An agreement to be able to work from a permanent base with dedicated rooms on completion of building works. This will allow us greater flexibility to expand and improve our services</p>
---	-----------	--

#### **Additional information (optional)**

You may choose to include further statements where relevant about:

Achievements against objectives set	Para 1.41	
Performance of fundraising activities against objectives set	Para 1.41	
Investment performance against objectives	Para 1.41	
Other		



## Financial Review

Review of the charity's financial position at the end of the period	Para 1.21	The accounts show an operating surplus for the year to 31st May of £6,054. In addition the charity receives a small amount of income from an original trust and this year that was £2,131 of dividends and interest leading to a final surplus of £8,185. This was largely due to some larger sized grants received during the year. Of the annual expenditure of £32,679 client contributions amounted to £9,496, the rest of the income coming from donations from churches and individuals and grants from trusts and other organisations.
Statement explaining the policy for holding reserves stating why they are held	Para 1.22	Our policy is to have six months of expenditure in reserves. This is to ensure that clients are able to continue their counselling without abrupt termination.
Amount of reserves held	Para 1.22	Useable reserves as at 31.5.2024: £62,223
Reasons for holding zero reserves	Para 1.22	
Details of fund materially in deficit	Para 1.24	
Explanation of any uncertainties about the charity continuing as a going concern	Para 1.23	

### Additional information (optional)

You may choose to include further statements where relevant about:

The charity's principal sources of funds (including any fundraising)	Para 1.47	
--	-----------	--

Investment policy and objectives including any social investment policy adopted	Para 1.46	
A description of the principal risks facing the charity	Para 1.46	
Other		

## Structure, Governance and Management

Description of charity's trusts:		
Type of governing document (trust deed, royal charter)	Para 1.25	Constitution
How is the charity constituted? (e.g unincorporated association, CIO)	Para 1.25	Association with aim to move to CIO status
Trustee selection methods including details of any constitutional provisions e.g. election to post or name of any person or body entitled to appoint one or more trustees	Para 1.25	Appointed by existing trustees

### Additional information (optional)

You may choose to include further statements where relevant about:

Policies and procedures adopted for the induction and training of trustees	Para 1.51	
The charity's organisational structure and any wider network with which the charity works	Para 1.51	
Relationship with any related parties	Para 1.51	
Other		



## Reference and Administrative details

Charity name	Crossways Counselling Service
Other name the charity uses	N/a
Registered charity number	275053
Charity's principal address	PO Box 160, Haslemere, Surrey GU26 6YE

### Names of the charity trustees who manage the charity

	Trustee name	Office (if any)	Dates acted if not for whole year	Name of person (or body) entitled to appoint trustee (if any)
1	Dr Simon Dunbar			
2	Mrs Carol Keith			
3	Rev J Manley-Cooper			
4	Mr J Robson			
5	Mrs T Trollope			
6	Mrs A White			
7	Rev Canon D Wilbrahim	Chair		
8	Mr J Robini		Elected 29/11/23	
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				

Corporate trustees – names of the directors at the date the report was approved

Director name		
Mrs J Saunders		

Name of trustees holding title to property belonging to the charity

Trustee name	Dates acted if not for whole year	
No property owned		

## Funds held as custodian trustees on behalf of others

Description of the assets held in this capacity	N/A
Name and objects of the charity on whose behalf the assets are held and how this falls within the custodian charity's objects	
Details of arrangements for safe custody and segregation of such assets from the charity's own assets	

## Additional information (optional)

### Names and addresses of advisers (Optional information)

Type of advise	Name	Address
----------------	------	---------


### Name of chief executive or names of senior staff members (Optional information)

--

## Exemptions from disclosure

Reason for non-disclosure of key personnel details

**Other optional information**

## Declarations

The trustees declare that they have approved the trustees' report above.  
Signed on behalf of the charity's trustees

Signature(s)

	
---	--

Full name(s)

Simon	Dunbar
-------	--------

Position (eg  
Secretary, Chair, etc)

Chair	Appointed chair 5/2/25
-------	------------------------

Date

12/3/25
---------

**CROSSWAYS COUNSELLING SERVICE**  
**Registered Charity No. 275053**  
**Accounts**  
**for the Year Ended 31 May 2024**

# **CROSSWAYS COUNSELLING SERVICE**

**Registered Charity No. 275053**

**Trustees**

Dr S Dunbar  
Mrs C Keith  
Rev J Manley-Cooper  
Mr J Robson  
Mrs T Trollope  
Mrs A White  
Canon D Wilbraham

**Address:**

Crossways Counselling Service  
PO Box 160  
Haslemere  
GU26 6YE

**Accountants:**

Anthony Kelly FCA  
Independent Examiner  
2 Woodberry Close  
Chiddingfold  
Godalming  
Surrey  
GU8 4SF



# CROSSWAYS COUNSELLING SERVICE

Registered Charity No. 275053  
Income & Expenditure Account - Year Ended 31 May 2024

	<u>2024</u>		<u>2023</u>	
	Operating Account	Trust Fund	Total	Total
<b>RECEIPTS</b>				
<b>Grants and donations:</b>				
Churches	4,956	-	4,956	5,253
Grant Making Trusts	17,000	-	17,000	14,604
Miscellaneous	6,532	-	6,532	4,800
	<hr/>		<hr/>	
	28,488	-	28,488	24,657
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Other receipts:</b>				
Client Fees	9,496	-	9,496	10,753
Dividends	-	1,934	1,934	1,926
Bank interest	749	197	946	323
	<hr/>	<hr/>	<hr/>	<hr/>
	10,245	2,131	12,376	13,002
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total income</b>	<hr/> 38,733	<hr/> 2,131	<hr/> 40,864	<hr/> 37,659
	<hr/>	<hr/>	<hr/>	<hr/>
<b>EXPENDITURE</b>				
<b>Direct charitable expenditure</b>				
Supervision fees and intakes	7,383	-	7,383	6,005
Travel costs	1,363	-	1,363	905
Insurance	829	-	829	781
Professional Subscriptions	250	-	250	240
	<hr/>	<hr/>	<hr/>	<hr/>
	9,825	-	9,825	7,931
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Other expenditure</b>				
Directors' fees	9,905	-	9,905	10,950
Accountancy fees	1,005	-	1,005	1,633
Staff training	1,522	-	1,522	3,510
Rent	8,208	-	8,208	8,408
Publicity	563	-	563	780
Postage and stationery	114	-	114	49
Telephone	817	-	817	785
Independent examiner's fees	320	-	320	305
Miscellaneous costs	400	-	400	964
	<hr/>	<hr/>	<hr/>	<hr/>
	22,854	-	22,854	27,384
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Total expenditure</b>	<hr/> 32,679	<hr/> -	<hr/> 32,679	<hr/> 35,315
	<hr/>	<hr/>	<hr/>	<hr/>
<b>Net (deficit)/surplus for the year</b>	<hr/> 6,054	<hr/> 2,131	<hr/> 8,185	<hr/> 2,344
	<hr/>	<hr/>	<hr/>	<hr/>

CROSSWAYS COUNSELLING SERVICE  
Registered Charity No. 275053  
Balance Sheet – 31 May 2024

	<b><u>2024</u></b>	<b><u>2023</u></b>
<b>TRUST INVESTMENTS</b>		
3,536.17 Charities Official Investment Fund – Income shares at cost (market value at 31.05.24-£ 70,565)	5,045	5,045
<b>CURRENT ASSETS</b>		
Trust Instant Savings account	14,165	17,034
Trust COIF deposit account	7,687	7,316
Bank current account	5,052	19,738
32 day notice account	20,614	10,235
195 day Term account	15,000	-
COIF deposit account – ordinary fund	15	15
	<hr/> 62,533	<hr/> 54,338
<b>CURRENT LIABILITIES</b>		
Accrued expenses	(310)	(300)
	<hr/> 62,223	<hr/> 54,038
	<hr/> 67,268	<hr/> 59,083
	<hr/> <hr/>	<hr/> <hr/>
<b>REPRESENTED BY:</b>		
TRUST CAPITAL ACCOUNT	5,000	5,000
TRUST INCOME ACCOUNT		
Balance at 1 June 2023	30,338	28,193
Surplus for the year	2,131	2,145
	<hr/> 32,469	<hr/> 30,338
TRUST FUND at 31 May 2024	<hr/> 37,469	<hr/> 35,338
OPERATING ACCOUNT		
Balance at 1 June 2023	23,565	23,366
Surplus for the year	6,054	199
	<hr/> 29,619	<hr/> 23,565
ORDINARY FUND		
Balance at 1 June 2023 & 31 May 2024	180	180
	<hr/> 67,268	<hr/> 59,083
	<hr/> <hr/>	<hr/> <hr/>

**Signed on behalf of the Trustees:**

**Signed by Treasurer:**

Canon D Wilbraham (Chair of Trustees)

Helen Mitchell ACA (Treasurer)

**Independent Examiner's Report to the Trustees of  
CROSSWAYS COUNSELLING SERVICE**

I report on the accounts of the Service for the year ended 31 May 2024 which are set out on pages 2 to 3.

## **Respective responsibilities of trustees and examiner**

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144 (2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed. It is my responsibility to examine the accounts (under section 145 of the Act), to follow procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act and to state whether particular matters have come to my attention.

## **Basis of independent examiners' report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 you as 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 examiners' 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 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 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.

Anthony Kelly FCA  
Independent Examiner  
2 Woodberry Close  
Chiddingfold  
Godalming  
Surrey  
GU8 4SF

Date:

**Independent Examiner's Report to the Trustees of  
CROSSWAYS COUNSELLING SERVICE**

I report on the accounts of the Service for the year ended 31 May 2024 which are set out on pages 2 to 3.

**Respective responsibilities of trustees and examiner**

As the charity's trustees you are responsible for the preparation of the accounts; you consider that the audit requirement of section 144 (2) of the Charities Act 2011 (the Act) does not apply and that an independent examination is needed. It is my responsibility to examine the accounts (under section 145 of the Act), to follow procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the Act and to state whether particular matters have come to my attention.

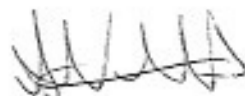
**Basis of independent examiners' report**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. 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 you as 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 examiners' 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 2011 Act; and
  - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 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.



Anthony Kelly FCA  
Independent Examiner  
2 Woodberry Close  
Chiddingfold  
Godalming  
Surrey  
GU8 4SF

Date: 29/1/25