

ALTON COUNSELLING SERVICE

England & Wales · Charity number 279857

Details

Other names	ALTON PASTORAL COUNSELLING SERVICE, ALTON COUNSELLING SERVICE
Status	Registered
Legal form	Trust
Registered	1980-04-18
Register	View on the Charity Commission register

Contact

Address	39 Church Street Alton GU34 2DA
Phone	0142089207
Email	admin@altoncounselling.org.uk
Website	www.altoncounselling.org.uk

Activities

Objects: (A) TO RELIEVE PERSONS SUFFERING FROM MENTAL AND EMOTIONAL DISABILITIES IN PARTICULAR TO PROVIDE COUNSELLING TO PERSONS SEEKING HELP FOR EMOTIONAL AND PSYCHOLOGICAL DIFFICULTIES IN ACCORDANCE WITH CURRENT BEST PRACTICE IN SUCH WAYS AS THE TRUSTEES THINK FIT (B) TO CONDUCT STUDY AND RESEARCH INTO METHODS OF TREATMENT OF SUCH PERSONS THROUGH PSYCHIATRY IN PARTICULAR TO RESEARCH THE THEORY AND PRACTICE OF COUNSELLING AND TO PUBLISH THE USEFUL RESULTS OF SUCH STUDY AND RESEARCH (C) TO OFFER TRAINING AND DEVELOPMENT OPPORTUNITIES IN COUNSELLING TO QUALIFIED AND TRAINEE COUNSELLORS.

Activities: Alton Counselling Service aims to provide high quality counselling, for an individually negotiated donation which ensures nobody is refused counselling for financial reasons. We provide a safe environment and an assurance of confidentiality which gives clients the opportunity to talk through and reflect upon difficulties which we can all experience from time to time in life.

Classification

- **How:** Provides Services
- **What:** The Advancement Of Health Or Saving Of Lives
- **Who:** Children/young People, The General Public/mankind

Geography

- **Area of benefit:** ALTON, HAMPSHIRE
- Hampshire
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£61,505	£58,559	-	-
2024-03-31	£52,535	£60,295	-	-
2023-03-31	£68,976	£62,432	-	-
2022-03-31	£68,976	£62,432	-	-
2021-03-31	£54,139	£60,176	-	-

Trustees

Name	Role	Appointed
Anne Bothwell	Chair	2017-11-13
Fiona Strathern Lapraik		2020-10-05
Graham Hill		2016-03-21
Paul Warren		2026-01-28

Accounts



ALTON COUNSELLING SERVICE

ANNUAL REPORT and ACCOUNTS

2024-2025

Alton Counselling Service

For the financial year ended 31 March 2025

1. Trustees and their Advisers

Board of Trustees

Anne Bothwell (Chair)
Sophia Armstrong
Graham Hill
Fiona Lapraik

Counsellors' Representative

Alison Curry

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Independent Examiner

E.M.Mackeggie Gurney, ACA

Management Board

Head of Counselling	Dorothy Harte
Treasurer	Andrew Croom-Johnson
Service Manager	Lissa Morris

Bankers

HSBC Bank,
Lansdowne House, 74 High Street,
Alton,
GU34 1EZ

Premises

Quaker Meeting House,
Church Street,
Alton
GU34 2DA

Tel: 01420 89207

Web: www.altoncounselling.org.uk

Alton Counselling Service

For the financial year ended 31 March 2025

2. Structure, Governance and Management

Alton Counselling Service (ACS) was established in 1974 as charity number 279857. The governing trust deed of 6 February 1980 was subsequently amended by a deed of variation dated 7 December 2010.

The Trustees are responsible for the governance of ACS. They are initially elected and thereafter confirmed in post annually. The Trustees are unpaid volunteers who may claim reasonable out-of-pocket expenses. The Trustees help to reconcile competing demands faced by the charity. They work with the Management Board to set the strategic direction and major areas of work. The day-to-day management is delegated to the Management Board comprising the Head of Counselling, the Treasurer and the Service Manager. The Trustees meet at least four times a year and the Management Board meets at least ten times a year. Both Trustees and the Management Board may meet more often if circumstances require. The Trustees have put in place a reserves policy and financial systems to reduce as far as possible financial risk, and work closely with the Management Board to preserve and promote ACS. Professional indemnity and public liability insurances are maintained. The service operates to BACP guidelines to minimise clinical risk.

ACS provides high-quality affordable counselling for the local community and to the highest ethical and professional standards. Clients are expected to make a contribution to cover the cost of their counselling, but no one is refused counselling for financial reasons. The service ensures confidentiality and a safe environment that give clients the opportunity to talk through the difficulties they are encountering. These might include:

- feeling unhappy, lonely, anxious or depressed
- being in need of understanding or support
- finding it difficult to relate to others
- lacking self-confidence
- facing a personal crisis, such as bereavement or relationship break-down
- undergoing major changes, such as redundancy or retirement

Each counsellor is part of a supervision group meeting weekly to review client work. Any unresolved or difficult issues are referred to the Head of Counselling and, where appropriate, the Consultant Psychiatrist & Clinical Adviser.

The Service relies on volunteers in all areas of work. Counsellors work on a voluntary basis, though experienced counsellors receive a modest payment in lieu of expenses. The Treasurer, Receptionists and others work without payment. Everyone who works in ACS has a meeting at least once a year with the person to whom they are responsible, with the opportunity to express their views on the operation of ACS. There was a Christmas social event. The Trustees send quarterly newsletters to all members of the service.

Alton Counselling Service

For the financial year ended 31 March 2025

3. Objectives

The charity's objectives as stated in the trust deed, as amended, are:

- To provide counselling to those seeking help for emotional and psychological difficulties in accordance with current best practice
- To research the theory and practice of counselling and to publish the result of this research where appropriate
- To offer training and development opportunities in counselling to qualified and trainee counsellors.

4. Review of Clinical Practice

This has been an important year for the counselling service with celebration of the 50 year Anniversary. Many things have changed over this period but not the commitment to serve the needs of the local community.

In the last we have had some significant departures both with Jeremy ending his period as a supervisor and some of our long-standing counsellors moving to other areas of work. The service is dependent on the teamwork on all the members, so the changes are always significant. Obviously, we have appreciated the work done by those who have now left. However, we are also happy to have welcomed several new counsellors into the service. Some of these are students in the latter stages of their training. Like all new arrivals they bring new ideas into the organisation, and we are happy to continue in our tradition of being part of their development in the counselling world .

As the needs of Alton and surrounding area continue to change, we are happy that the counsellors and therefore the agency, continue to have the flexibility to move on. The next year will bring further changes both in personnel and emphasis of areas of need which will develop the service as it moves into what we hope will be the next fifty years.

Alton Counselling Service

For the financial year ended 31 March 2025

5. Treasurer's report

Financial review

The end of year accounts shows a net profit for the year of £2,946.

Our main source of income is from counselling session fees. Over the last financial year we have continued to see many of our clients, both current and new, suffering financial difficulties and unable to pay the standard session costs. This continues to have an ongoing impact on our income. We would normally be able to offset this from grants, but unfortunately for the last financial year we were unsuccessful in obtaining any grants towards this. However, we were fortunate to receive an anonymous donation of £10,000 during this financial year.

Our bursary scheme, as shown in the accounts, only relates to those clients paying less than £30 a session (normal cost £45/£50) and we have a reducing number of these clients. We have approximately 45% of our clients paying less than the normal cost for their sessions.

Our Operating Expenses continue to be carefully monitored and managed, with most of our Operating Expenses being fixed costs. After a review in the summer of 2024 of the additional accommodation that we took on in 2022, it was decided that it was not financially sustainable to continue to rent the space and the rental agreement was terminated in July 2024. This has helped to reduce our monthly expenditure.

HMRC/PAYE

We have continued to use the HMRC supplied RTI software to manage our payroll and NIC payments. This continues to be trouble free and has ensured that we meet our obligations to HMRC in a timely manner.

Credit card system

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In September 2024 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

Employee Pensions

We are registered with The Pensions Regulator regarding workplace pension law (Pensions Act 2008) for our only employee. We have a Workplace Pension Scheme with NEST.

Reserve account

Reserve funds continue to be held in a Charity Deposit account with Virgin Money.

Alton Counselling Service

For the financial year ended 31 March 2025

6. Overview from the Chair of Trustees

Over the past twelve months, we have continued to provide qualified and affordable counselling, despite economic pressures and staff changes. Our dedicated administration staff, counsellors and volunteers have continued to deliver exceptional results.

Despite a challenging economic landscape, we remain financially stable. We continue to see a rise in clients unable to pay full fees due to the on-going cost-of-living crisis. The Bursary scheme, as shown in the accounts, has always related to those clients who are paying less than £30 per session. We have had an increase in clients unable to pay the full fee but able to pay more than £30 and the majority of our clients are now in this position. We continue to provide high quality, professional counselling at affordable prices in accordance with our aims. Grants are investigated and applied for when we can, a major problem being that many funders prefer to fund discrete projects with a clear end date. We continue to prioritize sustainable funding, and we are exploring new income streams to support our bursary scheme. Our counsellors are also asked to regularly review the amount their clients are paying.

In conjunction with the Management Board, the trustees are grateful to the EHDC Councillor Grant scheme and to Dorothy Harte and an anonymous supporter for their generous help this year. Thanks must go to Lissa, Dorothy and Andrew for their work on applications.

As the use of the flat has not proven to be a viable concern, we took the difficult decision to relinquish to lease and return to the main office. The Library, which is on the ground floor, remains in use for those clients with mobility issues and we also have access to the Children's Room on an ad hoc basis. This, we feel is sufficient for our needs at present.

Counselling sessions are generally face-to-face but we retain the flexibility of using Zoom or telephone as needed, which clients appreciate. New trainees have begun to take on clients thus reducing the waiting list. Thanks must go to Ally, Jeremy, Stan and Sophia for taking on the Initial Consultations.

Our training programme continues to be successful and well attended, taking place on zoom so that there is a wide catchment area of attendees. Thanks go to Dorothy for her couples counselling training, which was very well attended and well received. There are plans for a further couples' counselling course as we have many counsellors on the waiting list for this popular course.

Our consultant psychiatrist has also offered training courses, for which we are very grateful.

The service continues to strengthen its links with local groups, including social prescribers, and services and responding to their needs. We are a member of the National Counselling Network (NCN).

Alton Counselling Service

For the financial year ended 31 March 2025

With the management committee we have approved a development plan, which takes us to 2026 and have put in place what we hope will be realistic timeframes. We have already

met our target for providing training for couples' counselling and other targets will be discussed and monitored at future executive meetings.

We celebrated 50 years of the counselling service in Alton in September with a reception attended by the Mayor, Annette Eyre and representatives from the Quakers and many of the charities in Alton, hopefully forging even stronger links within the town.

We recognize that the environment in which we operate is evolving and looking forward we continue to investigate the possibilities for more trustees to join the team. The trustees meet with each other and with the management team on various occasions. This year, we have been actively working with the management group to engage a new Head of Counselling as our present HOC will be stepping down by the end of the year.

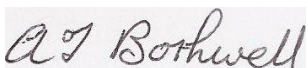
A great deal of the work of the service goes on behind closed doors, from our Service Manager, Head of Counselling, Treasurer and Supervisors all of whom make essential and valuable contributions to making the service work efficiently, successfully and above all, viably and my thanks go to all of them.

Finally, my sincere thanks go to our counsellors, without whose work and dedication we would be unable to function.

7. Statement of Trustees' Responsibilities

The Trustees are required to prepare an annual report and financial statements for each financial year. These statements should give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing these financial statements the Trustees have:

- selected suitable accounting policies and then applied them consistently
- made judgements and estimates that are reasonable and prudent
- taken responsibility for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed: 

Anne Bothwell, Chair of Trustees

Date: 17/06/2025

Alton Counselling Service
For the financial year ended 31 March 2025



Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2025

Clinical Organization

Head of Counselling

Dorothy Harte

Clinical Supervisors

Alison Curry
Jeremy Hughes
Stanley Roman

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Counsellors

The following counsellors have made themselves available to ACS during the year:

Paul Brand
Alison Curry
Liz Drew
Jeremy Hughes
Kevin Gallagher
Mandy Keene

Philip Mabe
Michelle Macey
Victoria Miller
Jaqueline Sands
Pete Smith
Szabina Wagner

Kate Fox (student)
Andy Hiscock (student)
Christina Hoskins (student)
Mary Lucas (student)

Caroline Matthews (student)
Julia Reynolds (student)
Clair Smith (student)
Gemma Steer (student)

Volunteers

Tracey Major

Alton Counselling Service
For the financial year ended 31 March 2025



**ALTON COUNSELLING
SERVICE**

**Accounts for the
year ended**

31 March 2025

Alton Counselling Service

For the financial year ended 31 March 2025

Receipts and Payment Accounts

	Total Funds		Notes
	This Year	Last Year	
	£	£	
<u>Receipts</u>			
Counselling Sessions and Initial Consultations	44,914	45,355	
Training Courses	700	5,590	
Grants and Donations	11,929	1,014	(2)
Bank Interest	160	116	
Fund-raising events	113	0	(3)
Friends of ACS subscriptions	235	300	
Gift Aid	3,355	0	
Sundry income	100	160	
Total Receipts	61,505	52,535	
<u>Payments</u>			
Counselling and Training	(15,260)	(15,173)	
Training Courses	(3,000)	(0)	
Bursary Payments	(2,943)	(3,159)	
Administration	(29,787)	(28,971)	
Premises Costs	(6,402)	(12,188)	
Insurance and Affiliation Fees	(837)	(804)	
Fund-raising events	0	(0)	
Bad debt written off	(330)	(0)	
Total Payments	(58,559)	(60,295)	
Net of Receipts/(Payments)	2,946	(7,760)	
Cash Funds last year end	20,672	28,434	
Adjustment (roundings)	1	(2)	
Cash Funds this year end	23,619	20,672	

Statement of Assets and Liabilities at Year End

	Unrestricted Funds	
	£	
<u>Cash Funds</u>		
Petty Cash	50	
Current Account (HSBC bank)	8,792	
Monies due from Streamline	210	(4)
Savings Account (Virgin Money)	14,567	
Total Cash Funds	23,619	

Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2025

Notes to the accounts

1. <u>Restricted Funds (Grants)</u>	Credit £	Debit £	Balance £
East Hampshire District Council (District Counsellor) (i)		963	0

- (i) Grant given in 2023/4 towards the cost of running a training course on Short-Term Counselling and used in 2024/5.

2. Grants and Donations

During the year, Grants and Donations were received from the following:

	£
Anonymous	10,000
Bookers & Bolton	100
Dorothy Harte	1,500
Easy Fundraising	129
Shalden Parish Council	200
Total	11,929

3. Fund-raising events

During the year, receipts from Fund-raising events were as follows:

ACS 50 th Anniversary party	112
Total	112

4. Monies due from Streamline

This figure relates to Client Credit Card payments processed and entered into the Accounts before 31st March with payment received into the bank account after 31st March. Payments are not normally received into the bank account for 3 to 4 working days after processing. £209.94 was received on 1/4/25.

Alton Counselling Service

For the financial year ended 31 March 2025

Independent Examiner's Report on the Accounts

I report on the accounts of Alton Counselling Service for the year ended 31st March 2025

Respective responsibilities of trustees and 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. 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 statement 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 Act have 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.

Elspeth Mackegg Gurney

Elspeth Mackegg Gurney
45 Lenten Street
Alton
Hampshire
GU34 1HE

Date: 25.06.25

Accounts



ALTON COUNSELLING SERVICE

ANNUAL REPORT and ACCOUNTS

2023-2024

Alton Counselling Service

For the financial year ended 31 March 2024

1. Trustees and their Advisers

Board of Trustees

Anne Bothwell (Chair)
Sophia Armstrong
Graham Hill
Fiona Lapraik

Counsellors' Representative

Alison Curry

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Independent Examiner

E.M.Mackeggie Gurney, ACA

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Head of Counselling	Dorothy Harte
Treasurer	Andrew Croom-Johnson
Service Manager	Lissa Morris

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Tel: 01420 89207

Web: www.altoncounselling.org.uk

Alton Counselling Service

For the financial year ended 31 March 2024

2. Structure, Governance and Management

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ACS provides high-quality affordable counselling for the local community and to the highest ethical and professional standards. Clients are expected to make a contribution to cover the cost of their counselling, but no one is refused counselling for financial reasons. The service ensures confidentiality and a safe environment that give clients the opportunity to talk through the difficulties they are encountering. These might include:

- feeling unhappy, lonely, anxious or depressed
- being in need of understanding or support
- finding it difficult to relate to others
- lacking self-confidence
- facing a personal crisis, such as bereavement or relationship break-down
- undergoing major changes, such as redundancy or retirement

Each counsellor is part of a supervision group meeting weekly to review client work. Any unresolved or difficult issues are referred to the Head of Counselling and, where appropriate, the Consultant Psychiatrist & Clinical Adviser.

The Service relies on volunteers in all areas of work. Counsellors work on a voluntary basis, though experienced counsellors receive a modest payment in lieu of expenses. The Treasurer, Receptionists and others work without payment. Everyone who works in ACS has a meeting at least once a year with the person to whom they are responsible, with the opportunity to express their views on the operation of ACS. There was a Christmas social event. The Trustees send quarterly newsletters to all members of the service.

Alton Counselling Service

For the financial year ended 31 March 2024

3. Objectives

The charity's objectives as stated in the trust deed, as amended, are:

- To provide counselling to those seeking help for emotional and psychological difficulties in accordance with current best practice
- To research the theory and practice of counselling and to publish the result of this research where appropriate
- To offer training and development opportunities in counselling to qualified and trainee counsellors.

4. Review of Clinical Practice

In the last year most of our work has taken place in the building face to face although some online work has continued.

During the last year a number of our students have qualified and received their diplomas. Obviously, we want to congratulate them on this achievement. We now have a new group of students in the Service aiming for this goal and are meeting with prospective students currently.

This means that we continually have new ideas and thoughts coming into the Service which is enriching in itself. We also have a commitment to developing our counsellors' skills both for their benefit and that of their clients. With this in mind we have provided training in Short term working as well as in couples work and updates on psychiatric understanding to enhance our practice. The goodwill and expertise of our counsellors is vital to our work. Our supervisors have continued with their crucial work within the Service. We are grateful to them for their expertise and long-term input into the Service.

Lissa, our administrator remains a mainstay to the organisation and is greatly valued by us all.

As we move towards the 50th anniversary of the founding of the service we continue to look forward and are happy to be able to continue to bring this important service to the local community.

Alton Counselling Service

For the financial year ended 31 March 2024

5. Treasurer's report

Financial review

The end of year accounts shows a net loss for the year of £7,760.

Our main source of income is from counselling session fees. Over the last financial year we have continued to see many of our clients, both current and new, suffering financial difficulties and unable to pay the standard session costs. This has had an ongoing impact on our income. We would normally be able to offset this from grants, but unfortunately for the last financial year we were unsuccessful in obtaining any grants towards this. The District Councillor Grant of £963 is for a project around Supervision of counsellors.

Our bursary scheme, as shown in the accounts, only relates to those clients paying less than £30 a session (normal cost £45/£50).

Our income has also been affected by a number of fully qualified counsellors leaving the service, being replaced by trainees who have fewer client sessions until they gain experience.

We were able to run a reduced programme of Training Courses during the financial year with the costs to be processed in the current financial year.

Our Operating Expenses continue to be carefully monitored and managed, with most of our Operating Expenses being fixed costs. A review of the additional accommodation that we took on in 2022 will be undertaken in the summer of 2024 with a view to reducing our costs.

HMRC/PAYE

We have continued to use the HMRC supplied RTI software to manage our payroll and NIC payments. This continues to be trouble free and has ensured that we meet our obligations to HMRC in a timely manner.

Credit card system

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In September 2023 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

Employee Pensions

We are registered with The Pensions Regulator regarding workplace pension law (Pensions Act 2008) for our only employee. We have a Workplace Pension Scheme with NEST.

Reserve account

Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2024

Reserve funds continue to be held in a Charity Deposit account with Virgin Money, paying 1.35% interest as at 31st March 2024.

6. Overview from the Chair of Trustees

We continue to see a rise in clients unable to pay full fees due to the cost-of-living crisis. The Bursary scheme, as shown in the accounts, has always related to those clients who are paying less than £30 per session. We have had an increase in clients unable to pay the full fee but able to pay more than £30 and the majority of our clients are now in this position. We continue to provide high quality, professional counselling at affordable prices in accordance with our aims. Grants are investigated and applied for when we can, a major problem being that many funders prefer to fund discrete projects with a clear end date. We continue to monitor the situation and discuss options available.

In conjunction with the Management Board, the trustees are grateful to the EHDC Councillor Grant scheme, and Shalden Parish Council for their generous help this year. Thanks must go to Lissa, Dorothy and Andrew for their work on applications. Use of the new rooms in the flat has not risen any further at present and, while this has been a valuable resource we continue to monitor costs associated with it. The Library, which is on the ground floor, remains in use for those clients with mobility issues. Counselling sessions are either face-to-face or on Zoom or telephone, offering a flexibility of choices, which clients appreciate. New trainees have begun to take on clients thus reducing the waiting list. There remain a few clients waiting due to their time limitations and Lissa keeps in touch with them regularly. Thanks must go to Ally, Jeremy, Stan and Sophia for taking on the Initial Consultations.

Our training programme continues to be successful and well attended, taking place on zoom so that there is a wide catchment area of attendees. Thanks go to Dorothy for her couples counselling training, which was very well attended and well received. There are plans for a further couples' counselling course as we have many counsellors on the waiting list for this popular course. The service continues to strengthen its links with local groups, including social prescribers, and services and responding to their needs. We are a member of the National Counselling Network (NCN).

We continue to investigate the possibilities for more trustees to join the team.

With the management committee we have approved a development plan, which takes us to 2026 and have put in place what we hope will be realistic timeframes. We have already met our target for providing training for couples' counselling and other targets will be discussed and monitored at future executive meetings.

Next Sept we will be celebrating 50 years of the counselling service in Alton and plans are under way for an event to mark this.

A great deal of the work of the service goes on behind closed doors, from our Service Manager, Head of Counselling, Treasurer and Supervisors all of whom make essential and valuable contributions to making the service work efficiently, successfully and above all, viably and my thanks go to all of them.

Alton Counselling Service

For the financial year ended 31 March 2024

Finally, my sincere thanks go to our counsellors, without whose work and dedication we would be unable to function.

7. Statement of Trustees' Responsibilities

The Trustees are required to prepare an annual report and financial statements for each financial year. These statements should give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing these financial statements the Trustees have:

- selected suitable accounting policies and then applied them consistently
- made judgements and estimates that are reasonable and prudent
- taken responsibility for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed: *AJ Bothwell*

Anne Bothwell, Chair of Trustees

Date: 23/05/2024



Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2024

Clinical Organization

Head of Counselling

Dorothy Harte

Clinical Supervisors

Alison Curry
Jeremy Hughes
Stanley Roman

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Counsellors

The following counsellors have made themselves available to ACS during the year:

Paul Brand
Alison Curry
Liz Drew
Jeremy Hughes
Laura Jerram
Mandy Keene

Philip Mabe
Michelle Macey
Jaqueline Sands
Pete Smith
Szabina Wagner

Julia Dabney (student)
Kate Fox (student)
Kevin Gallagher (student)
Amy Hiscock (student)
Christina Hoskins (student)
Mary Lucas (student)

Victoria Miller (student)
Claire Smith (student)
Savanna Stephens (student)
Amy Sutton (student)
Victoria Townsend (student)

Volunteers

Tracey Major

Alton Counselling Service
For the financial year ended 31 March 2024



**ALTON COUNSELLING
SERVICE**

**Accounts for the
year ended**

31 March 2024

Alton Counselling Service

For the financial year ended 31 March 2024

Receipts and Payment Accounts

	Total Funds		Notes
	This Year	Last Year	
	£	£	
<u>Receipts</u>			
Counselling Sessions and Initial Consultations	45,355	48,019	
Training Courses	5,590	3,800	
Grants and Donations	1,014	14,586	(2)
Bank Interest	116	43	
Fund-raising events	0	0	(3)
Friends of ACS subscriptions	300	445	
Gift Aid	0	0	
Sundry income	160	0	
Total Receipts	52,535	66,893	
<u>Payments</u>			
Counselling and Training	(15,173)	(16,854)	
Training Courses	(0)	(1,600)	
Bursary Payments	(3,159)	(4,264)	
Administration	(28,971)	(28,564)	
Premises Costs	(12,188)	(12,455)	
Insurance and Affiliation Fees	(804)	(794)	
Fund-raising events	0	0	
Total Payments	(60,295)	(64,531)	
Net of Receipts/(Payments)	(7,760)	2,362	
Cash Funds last year end	28,434	26,256	
Deferred income from last year	0	0	
Adjustment (roundings)	(2)	0	
Cash Funds this year end	20,672	28,434	

Statement of Assets and Liabilities at Year End

	Unrestricted Funds	
	£	
<u>Cash Funds</u>		
Petty Cash	15	
Current Account (HSBC bank)	5,612	
Monies due from Streamline	638	(4)
Savings Account (Virgin Money)	14,407	
Total Cash Funds	20,672	

Alton Counselling Service

For the financial year ended 31 March 2024

Notes to the accounts

1. <u>Restricted Funds (Grants)</u>	Credit £	Debit £	Balance £
East Hampshire District Council (District Counsellor) (i)	963	0	963

- (i) Grant given towards the cost of running a training course on Short-Term Counselling.

2. Grants and Donations

During the year, Grants and Donations were received from the following:

	£
East Hampshire District Council	963
Small donations of under £51 (3 donors)	50

Total	1,013
--------------	--------------

3. Fund-raising events

During the year, receipts from Fund-raising events were as follows:

£0

Total	nil
--------------	------------

4. Monies due from Streamline

This figure (£638) relates to Client Credit Card payments processed and entered into the Accounts before 31st March with payment received into the bank account after 31st March. Payments are not normally received into the bank account for 3 to 4 working days after processing. These funds have now been received, £587.50 on 2/4/24 and £50 on 3/4/24.

Alton Counselling Service

For the financial year ended 31 March 2024

Independent Examiner's Report on the Accounts

I report on the accounts of Alton Counselling Service for the year ended 31st March 2024

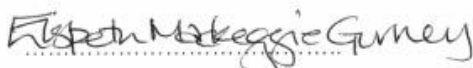
Respective responsibilities of trustees and examiner The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144 of the Charities Act 2011 (the Charities Act) and that an independent examination is needed. 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 statement 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 Act have 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.



Elspeth Mackeggie Gurney
45 Lenten Street
Alton
Hampshire
GU34 1HE

Date: 8/7/24

Accounts



ALTON COUNSELLING SERVICE

ANNUAL REPORT and ACCOUNTS

2022-2023

Alton Counselling Service

For the financial year ended 31 March 2023

1. Trustees and their Advisers

Board of Trustees

Anne Bothwell (Chair)
Sophia Armstrong
Graham Hill
Fiona Lapraik

Counsellors' Representative

Alison Curry

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Independent Examiner

E.M.Mackeggie Gurney, ACA

Management Board

Head of Counselling	Dorothy Harte
Treasurer	Andrew Croom-Johnson
Service Manager	Lissa Morris

Bankers

HSBC Bank,
Lansdowne House, 74 High Street,
Alton,
GU34 1EZ

Premises

Quaker Meeting House,
Church Street,
Alton
GU34 2DA

Tel: 01420 89207

Web: www.altoncounselling.org.uk

Alton Counselling Service

For the financial year ended 31 March 2023

2. Structure, Governance and Management

Alton Counselling Service (ACS) was established in 1974 as charity number 279857. The governing trust deed of 6 February 1980 was subsequently amended by a deed of variation dated 7 December 2010.

The Trustees are responsible for the governance of ACS. They are initially elected and thereafter confirmed in post annually. The Trustees are unpaid volunteers who may claim reasonable out-of-pocket expenses. The Trustees help to reconcile competing demands faced by the charity. They work with the Management Board to set the strategic direction and major areas of work. The day-to-day management is delegated to the Management Board comprising the Head of Counselling, the Treasurer and the Service Manager. The Trustees meet at least four times a year and the Management Board meets at least ten times a year. Both Trustees and the Management Board may meet more often if circumstances require. The Trustees have put in place a reserves policy and financial systems to reduce as far as possible financial risk, and work closely with the Management Board to preserve and promote ACS. Professional indemnity and public liability insurances are maintained. The service operates to BACP guidelines to minimise clinical risk.

ACS provides high-quality affordable counselling for the local community and to the highest ethical and professional standards. Clients are expected to make a contribution to cover the cost of their counselling, but no one is refused counselling for financial reasons. The service ensures confidentiality and a safe environment that give clients the opportunity to talk through the difficulties they are encountering. These might include:

- feeling unhappy, lonely, anxious or depressed
- being in need of understanding or support
- finding it difficult to relate to others
- lacking self-confidence
- facing a personal crisis, such as bereavement or relationship break-down
- undergoing major changes, such as redundancy or retirement

Each counsellor is part of a supervision group meeting weekly to review client work. Any unresolved or difficult issues are referred to the Head of Counselling and, where appropriate, the Consultant Psychiatrist & Clinical Adviser.

The Service relies on volunteers in all areas of work. Counsellors work on a voluntary basis, though experienced counsellors receive a modest payment in lieu of expenses. The Treasurer, Receptionists and others work without payment. Everyone who works in ACS has a meeting at least once a year with the person to whom they are responsible, with the opportunity to express their views on the operation of ACS. There was a Christmas social event. The Trustees send quarterly newsletters to all members of the service.

Alton Counselling Service

For the financial year ended 31 March 2023

3. Objectives

The charity's objectives as stated in the trust deed, as amended, are:

- To provide counselling to those seeking help for emotional and psychological difficulties in accordance with current best practice
- To research the theory and practice of counselling and to publish the result of this research where appropriate
- To offer training and development opportunities in counselling to qualified and trainee counsellors.

4. Review of Clinical Practice

The last year has brought a lot of changes to the service, for a number of reasons. The emergence from some of the Covid restrictions has meant that it is now possible for some face to face work to recommence. This has not meant the end of online work and currently we are able to offer both of these services.

Along with many other counselling services, some of our counsellors have been re-evaluating their commitments; nine counsellors have left the service for practical reasons, as they develop their careers in the counselling world. This is more than would normally leave in a year, but Covid did press a pause button in many people's plans over a protracted period.

In March, we were delighted to welcome back Laura, returning after a sabbatical break, and we are also in the process of welcoming eight new students into the service.

Another big change was the opportunity to have more space for the service. Thanks to the Quakers, we now have extra rooms available and are adapting to the new enlarged space which we now have.

During this year also, my period of illness meant that the supervisors took much more responsibility for the day to day running of the service. They achieved this both smoothly and efficiently. Among other tasks, this meant completing all the work needed for our re-registration as members of BACP, for which we are all very grateful. Jeremy, Ally and Stan continue to handle much of the day to day work, with Jeremy taking a lead role. Without this input, it would have been a very difficult time for the service, and they deserve a special thank you.

No doubt the next year will bring other challenges and change, and it is great that the service continues to adapt to new circumstances and different needs.

We look forward to what the next twelve months will bring.

Alton Counselling Service

For the financial year ended 31 March 2023

5. Treasurer's report

Financial review

The end of year accounts show a net income for the year of £6,544.

The Covid pandemic has continued to have an affect on our finances this financial year.

Although income from Counselling Sessions/Initial consultations has increased as we were able to start conducting face-to-face sessions towards the end of the financial year, we are seeing more of our clients, both current and new, suffering financial difficulties and unable to pay the standard session costs. We were however successful in obtaining a Grant from EHDC in Autumn 2020 with the second tranche of £6,000 paid in the autumn of 2021 which has offset enabled us to increase the number of clients on our bursary scheme.

Due to training staff illness we were unable to run our normal programme of Training Courses during the financial year. A number of Training Courses are however now being planned for this financial year.

We have again been unable to run any fundraising events due to the ongoing pandemic.

We were able to claim Gift Aid on the £10,000 anonymous donation we received.

Our Operating Expenses continue to be carefully monitored and managed, with most of our Operating Expenses being fixed costs. Having taken on extra counselling space within the Quaker Meeting House in January our premises costs have risen.

HMRC/PAYE

We have continued to use the HMRC supplied RTI software to manage our payroll and NIC payments. This continues to be trouble free and has ensured that we meet our obligations to HMRC in a timely manner.

Credit card system

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In October 2022 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

Employee Pensions

We are registered with The Pensions Regulator regarding workplace pension law (Pensions Act 2008) for our only employee. We have a Workplace Pension Scheme with NEST.

Reserve account

Reserve funds continue to be held in a Charity Deposit account with Virgin Money, paying 0.65% interest as at 31st March 2023.

Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2023

6. Overview from the Chair of Trustees

This year has continued to see a rise in clients unable to pay full fees due to the cost-of-living crisis. The Bursary scheme, as shown in the accounts, has always related to those clients who are paying less than £30 per session. We have had an increase in clients unable to pay the full fee but able to pay more than £30. These clients are not eligible for the Bursary but thankfully we have received a grant from the National Lottery which has offset the shortfall for the moment. We continue to monitor the situation so that, hopefully, we can return to a position of at least breaking even in the near future. To this end and having investigated other local charity fees, our fees were increased slightly from January 2023. We continue to provide high quality, professional counselling at affordable prices in accordance with our aims.

In conjunction with the Management Board, the trustees continue to investigate sources of funding for a variety of projects and are grateful to the Albert Hunt Trust, the EHDC Councillor Grant, Alton Lions and Binsted Parish for their generous help this year. Thanks must go to Lissa, Dorothy and Andrew for their work on applications.

Our Supervisors continue to give excellent training to our trainees and we are delighted that 9 qualified this year. Many have moved on to their own practices and we have welcomed a new cohort of trainees in the early part of 2023. Our accreditation with the British Association for Counselling and Psychotherapy (BACP) is up to date, giving validation to the training we offer, and for the work involved in the accreditation, we particularly wish to thank Lissa and Ally.

Use of the new rooms in the flat has risen so that, on some days, it is in constant use for counselling and supervision sessions. We are in the process of agreeing a new lease with the Quakers and this should be completed soon. We continue to monitor costs associated with the flat. The Library, which is on the ground floor, remains in use for those clients with mobility issues.

Counselling sessions are either face-to-face or on Zoom or telephone, offering a flexibility of choices, which clients appreciate. New trainees have begun to take on clients thus reducing the waiting list. There remain a few clients waiting due to their time limitations and Lissa keeps in touch with them regularly. Thanks must go to Ally, Jeremy, Stan and Sophia for taking on the Initial Consultations.

Our training programme continues to be successful and well attended, taking place on zoom so that there is a wide catchment area of attendees. Thanks go to Dorothy for her short-term counselling training, which was as a result of links with Bushey Leaze. The service continues to strengthen its links with local groups and services and responding to their needs. We are a member of the National Counselling Network (NCN).

We welcomed Sophia Armstrong to the board of trustees; Sophia is well-known to Alton Counselling Service, having been one of its counsellors. We will be looking for more trustees to join us if possible.

With the management committee we have approved a development plan, which takes us to 2026 and have put in place what we hope will be realistic timeframes. These will be discussed and monitored at future executive meetings.

Alton Counselling Service

For the financial year ended 31 March 2023

A great deal of the work of the service goes on behind closed doors, from our Service Manager, Head of Counselling, Treasurer and Supervisors all of whom make essential and valuable contributions to making the service work efficiently, successfully and above all, viably and my thanks go to all of them.

Finally, my sincere thanks go to our counsellors, without whose work and dedication we would be unable to function.

7. Statement of Trustees' Responsibilities

The Trustees are required to prepare an annual report and financial statements for each financial year. These statements should give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing these financial statements the Trustees have:

- selected suitable accounting policies and then applied them consistently
- made judgements and estimates that are reasonable and prudent
- taken responsibility for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed: *AJ Bothwell*

Anne Bothwell, Chair of Trustees

Date: 8/05/2023



Alton Counselling Service

For the financial year ended 31 March 2023

Clinical Organization

Head of Counselling

Dorothy Harte

Clinical Supervisors

Alison Curry
Jeremy Hughes
Stanley Roman

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Counsellors

The following counsellors have made themselves available to ACS during the year:

Paul Brand
Susan Buesnal
Alison Curry
Nikki Figgins
Jeremy Hughes
Laura Jerram

Mandy Keene
Lucy Mc Kulloch
Laura Jerram
Jaqueline Sands
Pete Smith
Szabina Wagner

Nicky Barnett (student)
Liz Drew (student)
Kate Fox (student)
Cathy Harding (student)
Christina Hoskins (student)
Krystyna Jankowska (student)
Mary Lucas (student)

Michelle Macey (student)
Victoria Miller (student)
Rupal Patel (student)
Julia Reynolds (student)
Savanna Stephens (student)
Amy Sutton (student)
Victoria Townsend (student)

Volunteers

Tracey Major

Alton Counselling Service
For the financial year ended 31 March 2023



**ALTON COUNSELLING
SERVICE**

**Accounts for the
year ended**

31 March 2023

Alton Counselling Service

For the financial year ended 31 March 2023

Receipts and Payment Accounts

	Total Funds		Notes
	This Year	Last Year	
	£	£	
<u>Receipts</u>			
Counselling Sessions and Initial Consultations	45,793	43,315	
Training Courses	430	2,385	
Grants and Donations	19,453	7,838	(2)
Bank Interest	22	106	
Fund-raising events	0	0	(3)
Friends of ACS subscriptions	495	495	
Gift Aid	2,783	0	
Sundry income	0	0	
Total Receipts	68,976	54,139	
<u>Payments</u>			
Counselling and Training	(20,027)	(19,079)	
Training Courses	(100)	0	
Bursary Payments	(7,263)	(6,421)	
Administration	(28,405)	(30,868)	
Premises Costs	(5,843)	(3,146)	
Insurance and Affiliation Fees	(794)	(662)	
Fund-raising events	0	0	
Total Payments	(62,432)	(60,176)	
Net of Receipts/(Payments)	6,544	(6,037)	
Cash Funds last year end	19,712	25,749	
Cash Funds this year end	26,256	19,712	

Statement of Assets and Liabilities at Year End

	Unrestricted Funds	
	£	
<u>Cash Funds</u>		
Petty Cash	36	
Current Account (HSBC bank)	9,472	
Monies due from Streamline	0	(4)
Savings Account (Virgin Money)	16,748	
Total Cash Funds	26,256	

Alton Counselling Service

For the financial year ended 31 March 2023

Notes to the accounts

1. <u>Restricted Funds (Grants)</u>	Credit £	Debit £	Balance £
Grant from East Hampshire District Council (i)	3,412	3,412	0
Grant from East Hampshire District Council (ii)	6,000	6,000	0

- (i) Grant given towards paying for Counsellors annual Zoom subscriptions to enable counselling sessions to continue over the internet following Covid 19 restrictions on using our office (shown under “Administration” in the accounts) and towards our Bursary scheme (shown under “Bursary Payments” in the accounts) for clients unable to pay the full counselling session fee. Grant to be for 18 months from August 2020 and to be received in 2 tranches of £6,000. As at 31st March 2021 we had used £2,588 of this grant.
- (ii) The second tranche was paid in autumn 2021 and has been used in full.

2. Grants and Donations

During the year, Grants and Donations were received from the following:

	£
Anonymous	10,000
East Hampshire District Council	6,000
Small donations of under £51 (2 donors)	41

Total	16.041
--------------	---------------

3. Fund-raising events

During the year, receipts from Fund-raising events were as follows:

	£0
Total	nil

4. Monies due from Streamline

This figure relates to Client Credit Card payments processed and entered into the Accounts before 31st March with payment received into the bank account after 31st March. Payments are not normally received into the bank account for 3 to 4 working days after processing.

Alton Counselling Service

For the financial year ended 31 March 2023

Independent Examiner's Report on the Accounts

Independent Examiner's Report on the Accounts

I report on the accounts of Alton Counselling Service for the year ended 31st March 2023

Respective responsibilities of trustees and 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. 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 statement 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 Act have 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.



Elspeth Mackeggie Gurney
45 Lenten Street
Alton
Hampshire
GU34 1HE

Date: 5/7/2023

Accounts



ALTON COUNSELLING SERVICE

ANNUAL REPORT and ACCOUNTS

2021-2022

Alton Counselling Service

For the financial year ended 31 March 2022

1. Trustees and their Advisers

Board of Trustees

Anne Bothwell (Chair)

Ann Brosnan

Graham Hill

Fiona Lapraik

Counsellors' Representative

Alison Curry

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Independent Examiner

E.M.Mackeggie Gurney, ACA

Management Board

Head of Counselling

Dorothy Harte

Treasurer

Andrew Croom-Johnson

Service Manager

Lissa Morris

Bankers

HSBC Bank,

Lansdowne House, 74 High Street,

Alton,

GU34 1EZ

Premises

Quaker Meeting House,

Church Street,

Alton

GU34 2DA

Tel: 01420 89207

Web: www.altoncounselling.org.uk

Alton Counselling Service

For the financial year ended 31 March 2022

2. Structure, Governance and Management

Alton Counselling Service (ACS) was established in 1974 as charity number 279857. The governing trust deed of 6 February 1980 was subsequently amended by a deed of variation dated 7 December 2010.

The Trustees are responsible for the governance of ACS. They are initially elected and thereafter confirmed in post annually. The Trustees are unpaid volunteers who may claim reasonable out-of-pocket expenses. The Trustees help to reconcile competing demands faced by the charity. They work with the Management Board to set the strategic direction and major areas of work. The day-to-day management is delegated to the Management Board comprising the Head of Counselling, the Treasurer and the Service Manager. The Trustees meet at least four times a year and the Management Board meets at least ten times a year. Both Trustees and the Management Board may meet more often if circumstances require. The Trustees have put in place a reserves policy and financial systems to reduce as far as possible financial risk, and work closely with the Management Board to preserve and promote ACS. Professional indemnity and public liability insurances are maintained. The service operates to BACP guidelines to minimise clinical risk.

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- being in need of understanding or support
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- undergoing major changes, such as redundancy or retirement

Each counsellor is part of a supervision group meeting weekly to review client work. Any unresolved or difficult issues are referred to the Head of Counselling and, where appropriate, the Consultant Psychiatrist & Clinical Adviser.

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Alton Counselling Service

For the financial year ended 31 March 2022

3. Objectives

The charity's objectives as stated in the trust deed, as amended, are:

- To provide counselling to those seeking help for emotional and psychological difficulties in accordance with current best practice
- To research the theory and practice of counselling and to publish the result of this research where appropriate
- To offer training and development opportunities in counselling to qualified and trainee counsellors.

4. Review of Clinical Practice

The last year has brought a lot of changes to the service, for a number of reasons. The emergence from some of the Covid restrictions has meant that it is now possible for some face to face work to recommence. This has not meant the end of online work and currently we are able to offer both of these services.

Along with many other counselling services, some of our counsellors have been re-evaluating their commitments; nine counsellors have left the service for practical reasons, as they develop their careers in the counselling world. This is more than would normally leave in a year, but Covid did press a pause button in many people's plans over a protracted period.

In March, we were delighted to welcome back Laura, returning after a sabbatical break, and we are also in the process of welcoming eight new students into the service.

Another big change was the opportunity to have more space for the service. Thanks to the Quakers, we now have extra rooms available and are adapting to the new enlarged space which we now have.

During this year also, my period of illness meant that the supervisors took much more responsibility for the day to day running of the service. They achieved this both smoothly and efficiently. Among other tasks, this meant completing all the work needed for our re-registration as members of BACP, for which we are all very grateful. Jeremy, Ally and Stan continue to handle much of the day to day work, with Jeremy taking a lead role. Without this input, it would have been a very difficult time for the service, and they deserve a special thank you.

No doubt the next year will bring other challenges and change, and it is great that the service continues to adapt to new circumstances and different needs.

We look forward to what the next twelve months will bring.

Alton Counselling Service

For the financial year ended 31 March 2022

5. Treasurer's report

Financial review

The end of year accounts show a net income for the year of £6,544.

The Covid pandemic has continued to have an affect our finances this financial year.

Although income from Counselling Sessions/Initial consultations has increased as we were able to start conducting face-to-face sessions towards the end of the financial year, we are seeing more of our clients, both current and new, suffering financial difficulties and unable to pay the standard session costs. We were however successful in obtaining a Grant from EHDC in Autumn 2020 with the second tranche of £6,000 paid in the autumn of 2021 which has offset enabled us to increase the number of clients on our bursary scheme.

Due to training staff illness we were unable to run our normal programme of Training Courses during the financial year. A number of Training Courses are however now being planned for this financial year.

We have again been unable to run any fundraising events due to the ongoing pandemic.

We were able to claim Gift Aid on the £10,000 anonymous donation we received.

Our Operating Expenses continue to be carefully monitored and managed, with most of our Operating Expenses being fixed costs. Having taken on extra counselling space within the Quaker Meeting House in January our premises costs have risen.

HMRC/PAYE

We have continued to use the HMRC supplied RTI software to manage our payroll and NIC payments. This continues to be trouble free and has ensured that we meet our obligations to HMRC in a timely manner.

Credit card system

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In October 2021 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

Employee Pensions

We are registered with The Pensions Regulator regarding workplace pension law (Pensions Act 2008) for our only employee. We have a Workplace Pension Scheme with NEST.

Reserve account

Reserve funds continue to be held in a Charity Deposit account with Virgin Money, paying 0.15% interest as at 31st March 2022.

Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2022

6. Trustees' Commentary

Financial stability

The financial position continues to be stable. Reserves now stand at £16,748, comfortably above the Reserves Policy level, which has now been increased to £5,000. We continue to see a rise in clients unable to pay the full amount due to financial constraints; grants are applied for to cover these costs. Numbers are carefully monitored by the Management Board and regularly reported to the Trustees. Trainings continue to be offered online and have proved very successful. We intend to re-start some face-to-face trainings as well.

Management Board

The Trustees are grateful to Dorothy Harte, Andrew Croom-Johnson and Lissa Morris for taking on additional workload including the set up and maintenance of zoom accounts and on line meetings, trainings etc. We are also grateful to Jeremy Hughes for accepting responsibility for the co-ordinating of Counsellors, and to Ally Curry and Stanley Roman for interviewing possible trainee counsellors.

Outlook

The office re-opened when regulations changed and Counsellors have gradually returned to the office. Some counsellors continue to see clients online. This approach is welcomed by trustees and we feel that this brings flexibility to what we can offer as a service. Trainings online have proved very successful and we plan to continue this as it draws in a wider range of attendees as they do not have to travel to a particular venue. We have taken on a lease with the Quakers for the flat at the premises, which became available, and we are now using this as extra counselling rooms and for supervision groups. This gives us more flexibility in the use of the rooms and enables counsellors the opportunity to meet in more comfort. We continue to use the Library on an ad hoc basis when needed for clients with mobility issues.

Fundraising and Grants

We express our gratitude for the continuing support of EHDC, and an anonymous donation of £10000 these have helped defray costs due to the pandemic and to help clients suffering financial hardship.

Accreditation

Alton Counselling Service is accredited with the British Association for Counselling and Psychotherapy (BACP) and is registered by the British Psychoanalytic Council (BPC).

Networks and external links

We are members of the National Counselling Network (NCN) and Alton Charities Together (ACT). We have contacts with various members of the Town Council and have established contact with local social prescribers to investigate how we can help each other.

Alton Counselling Service

For the financial year ended 31 March 2022

7. Statement of Trustees' Responsibilities

The Trustees are required to prepare an annual report and financial statements for each financial year. These statements should give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing these financial statements the Trustees have:

- selected suitable accounting policies and then applied them consistently
- made judgements and estimates that are reasonable and prudent
- taken responsibility for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Signed: *AJ Bothwell*

Anne Bothwell, Chair of Trustees

Date: 9/6/2022



Alton Counselling Service

For the financial year ended 31 March 2022

Clinical Organization

Head of Counselling

Dorothy Harte

Clinical Supervisors

Alison Curry
Jeremy Hughes
Stanley Roman

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Counsellors

The following counsellors have made themselves available to ACS during the year:

Sophia Armstrong
Tony Boorman
Paul Brand
Susan Buesnal
Alison Curry

Nikki Figgins
Jeremy Hughes
Laura Jerram
Mandy Keene
Lucy Mc Kulloch
Pete Smith

Nicky Barnett (student)
Karen Bushell (student)
Liz Drew (student)
Cathy Harding (student)
Rachel Ilett (student)

Krystyna Jankowska (student)
Michelle Macey (student)
Rupal Pate (student)
Emma Price (student)
Jaqueline Sands (student)

Volunteers

we had no volunteers during 2021/22

Alton Counselling Service
For the financial year ended 31 March 2022



**ALTON COUNSELLING
SERVICE**

**Accounts for the
year ended**

31 March 2022

Alton Counselling Service

For the financial year ended 31 March 2022

Receipts and Payment Accounts

	Total Funds		Notes
	This Year	Last Year	
	£	£	
<u>Receipts</u>			
Counselling Sessions and Initial Consultations	45,793	43,315	
Training Courses	430	2,385	
Grants and Donations	19,453	7,838	(2)
Bank Interest	22	106	
Fund-raising events	0	0	(3)
Friends of ACS subscriptions	495	495	
Gift Aid	2,783	0	
Sundry income	0	0	
Total Receipts	68,976	54,139	
<u>Payments</u>			
Counselling and Training	(20,027)	(19,079)	
Training Courses	(100)	0	
Bursary Payments	(7,263)	(6,421)	
Administration	(28,405)	(30,868)	
Premises Costs	(5,843)	(3,146)	
Insurance and Affiliation Fees	(794)	(662)	
Fund-raising events	0	0	
Total Payments	(62,432)	(60,176)	
Net of Receipts/(Payments)	6,544	(6,037)	
Cash Funds last year end	19,712	25,749	
Cash Funds this year end	26,256	19,712	

Statement of Assets and Liabilities at Year End

	Unrestricted Funds	
	£	
<u>Cash Funds</u>		
Petty Cash	36	
Current Account (HSBC bank)	9,472	
Monies due from Streamline	0	(4)
Savings Account (Virgin Money)	16,748	
Total Cash Funds	26,256	

Alton Counselling Service

For the financial year ended 31 March 2022

Notes to the accounts

1. <u>Restricted Funds (Grants)</u>	Credit £	Debit £	Balance £
Grant from East Hampshire District Council (i)	3,412	3,412	0
Grant from East Hampshire District Council (ii)	6,000	6,000	0

- (i) Grant given towards paying for Counsellors annual Zoom subscriptions to enable counselling sessions to continue over the internet following Covid 19 restrictions on using our office (shown under “Administration” in the accounts) and towards our Bursary scheme (shown under “Bursary Payments” in the accounts) for clients unable to pay the full counselling session fee. Grant to be for 18 months from August 2020 and to be received in 2 tranches of £6,000. As at 31st March 2021 we had used £2,588 of this grant.
- (ii) The second tranche was paid in autumn 2021 and has been used in full.

2. Grants and Donations

During the year, Grants and Donations were received from the following:

	£
Anonymous	10,000
East Hampshire District Council	6,000
Small donations of under £51 (2 donors)	41

	Total	16.041
--	--------------	---------------

3. Fund-raising events

During the year, receipts from Fund-raising events were as follows:

	£0
Total	nil

4. Monies due from Streamline

This figure relates to Client Credit Card payments processed and entered into the Accounts before 31st March with payment received into the bank account after 31st March. Payments are not normally received into the bank account for 3 to 4 working days after processing.

Alton Counselling Service

For the financial year ended 31 March 2022

Independent Examiner's Report on the Accounts

I report on the accounts of Alton Counselling Service for the year ended 31st March 2022

Respective responsibilities of trustees and 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.

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 statement

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 Act have 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.



Elspeth Mackeggie Gurney

45 Lenten Street

Alton

Hampshire GU34 IHE

Date: 31.07.22

Charity Commission registered number: 279857

Accounts



ALTON COUNSELLING SERVICE

ANNUAL REPORT and ACCOUNTS

2020-2021

Alton Counselling Service

For the financial year ended 31 March 2021

1. Trustees and their Advisers

Board of Trustees

Anne Bothwell (Chair)
Ann Brosnan
Graham Hill
Fiona Lapraik

Counsellors' Representative

Alison Curry

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Independent Examiner

E.M.Mackeggie Gurney, ACA

Management Board

Head of Counselling	Dorothy Harte
Treasurer	Andrew Croom-Johnson
Service Manager	Lissa Morris

Bankers

HSBC Bank,
Lansdowne House, 74 High Street,
Alton,
GU34 1EZ

Premises

Quaker Meeting House,
Church Street,
Alton
GU34 2DA

Tel: 01420 89207

Web: www.altoncounselling.org.uk

Alton Counselling Service

For the financial year ended 31 March 2021

2. Structure, Governance and Management

Alton Counselling Service (ACS) was established in 1974 as charity number 279857. The governing trust deed of 6 February 1980 was subsequently amended by a deed of variation dated 7 December 2010.

The Trustees are responsible for the governance of ACS. They are initially elected and thereafter confirmed in post annually. The Trustees are unpaid volunteers who may claim reasonable out-of-pocket expenses. The Trustees help to reconcile competing demands faced by the charity. They work with the Management Board to set the strategic direction and major areas of work. The day-to-day management is delegated to the Management Board comprising the Head of Counselling, the Treasurer and the Service Manager. The Trustees meet at least four times a year and the Management Board meets at least ten times a year. Both Trustees and the Management Board may meet more often if circumstances require. The Trustees have put in place a reserves policy and financial systems to reduce as far as possible financial risk, and work closely with the Management Board to preserve and promote ACS. Professional indemnity and public liability insurances are maintained. The service operates to BACP guidelines to minimise clinical risk.

ACS provides high-quality affordable counselling for the local community and to the highest ethical and professional standards. Clients are expected to make a contribution to cover the cost of their counselling, but no one is refused counselling for financial reasons. The service ensures confidentiality and a safe environment that give clients the opportunity to talk through the difficulties they are encountering. These might include:

- ☐ feeling unhappy, lonely, anxious or depressed
- ☐ being in need of understanding or support
- ☐ finding it difficult to relate to others
- ☐ lacking self-confidence
- ☐ facing a personal crisis, such as bereavement or relationship break-down
- ☐ undergoing major changes, such as redundancy or retirement

Each counsellor is part of a supervision group meeting weekly to review client work. Any unresolved or difficult issues are referred to the Head of Counselling and, where appropriate, the Consultant Psychiatrist & Clinical Adviser.

The Service relies on volunteers in all areas of work. Counsellors work on a voluntary basis, though experienced counsellors receive a modest payment in lieu of expenses. The Treasurer, Receptionists and others work without payment. Everyone who works in ACS has a meeting at least once a year with the person to whom they are responsible, with the opportunity to express their views on the operation of ACS. There was a Christmas

Alton Counselling Service

For the financial year ended 31 March 2021

social event. The Trustees send quarterly newsletters to all members of the service.

3. Objectives

The charity's objectives as stated in the trust deed, as amended, are:

- To provide counselling to those seeking help for emotional and psychological difficulties in accordance with current best practice
- To research the theory and practice of counselling and to publish the result of this research where appropriate
- To offer training and development opportunities in counselling to qualified and trainee counsellors.

4. Review of Clinical Practice

We currently have nineteen counsellors and there have been no changes of personnel during the year.

Everyone has worked hard throughout the lockdowns and we have been able to maintain the service through a combination of online using Zoom and telephone work. The supervisors have run their groups on Zoom in the usual weekly format.

As we look to the future it does seem likely that we will be continuing to offer both online work and telephone counselling alongside of face-to-face work. This will involve us all in exploring the best way forward. Some clients will prefer to remain online whilst others will want face to face work and many of the counsellors will find themselves adapting to a "new normal". We are beginning to look at how this can be both safely and practically achieved.

Everyone has worked so hard throughout the pandemic and we are very grateful for that. Now we need to look at the new challenges and continue to move through the next transition stage as a cohesive group.

I believe we have the imagination and capacity for reflection which we enable us to do this. Thank you everyone for your efforts.

Alton Counselling Service

For the financial year ended 31 March 2021

5. Treasurer's report

Financial review

The end of year accounts show a loss for the year of £2,646.

The Covid pandemic has affected our finances this financial year. Income from Counselling Sessions/Initial consultations has reduced and with counselling sessions having moved only online or by telephone some clients have paused their sessions. A proportion of our clients have suffered financial difficulties during the year and have had to reduce their contributions towards session costs. We have however been successful in obtaining a Grant to enable us to increase the number of clients on our bursary scheme to offset this.

We have again run a programme of Training Courses during the financial year all via Zoom. They have been well attended by our own counsellors as well as external counsellors. By using Zoom participants have not had to travel to Alton and we have had Counsellors join Training Courses from other parts of the country. Further Training Courses have been planned for this financial year.

We have been unable to run any fundraising events due to the ongoing pandemic.

Our Operating Expenses continue to be carefully monitored and managed. Most of our Operating Expenses are fixed costs, but we received a Grant to enable us to refund our Counsellors for the cost of their annual Zoom fees. Although we have been unable to use our office in the Quaker Meeting House, our administrator has worked from home, we have continued to pay rent but we have not incurred the costs of renting additional space as we would normally do.

HMRC/PAYE

We have continued to use the HMRC supplied RTI software to manage our payroll and NIC payments. This continues to be trouble free and has ensured that we meet our obligations to HMRC in a timely manner.

Credit card system

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In October 2020 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

Employee Pensions

Alton Counselling Service

For the financial year ended 31 March 2021

We are registered with The Pensions Regulator regarding workplace pension law (Pensions Act 2008) for our only employee. We have a Workplace Pension Scheme with NEST.

Reserve account

Reserve funds continue to be held in a Charity Deposit account with Virgin Money, paying 0.15% interest as at 31st March 2021.

6. Trustees' Commentary

Financial stability

The financial position continues to be stable. Reserves now stand at £16,726, comfortably above the Reserves Policy level, which has now been increased to £5,000. During this pandemic we have taken on many clients unable to pay the full amount and have been grateful to the grants we have received that have enabled us to help these clients. Numbers are carefully monitored by the Management Board and regularly reported to the Trustees. Trainings have been offered online and have proved very successful.

Management Board

The Trustees are grateful to Dorothy Harte, Andrew Croom-Johnson and Lissa Morris for taking on additional workload including the set up and maintenance of zoom accounts and on line meetings, trainings etc.

Outlook

The office has continued to be closed throughout this year. After a brief lull there has been an increase in Initial Consultations and, while there are spaces for more clients, counsellors are working to 65% capacity. We have a small waiting list of clients who prefer to wait until face-to-face counselling is resumed. Lissa sends regular updates to these clients. There has been much discussion on future working practices, with some counsellors expressing a wish to continue with online counselling only, while others wish for a combination of online and face-to-face counselling when this is again possible. This approach is welcomed by trustees and we feel that this brings flexibility to what we can offer as a service. Trainings online have proved very successful and we plan to continue this as it draws in a wider range of attendees as they do not have to travel to a particular venue.

Fundraising and Grants

We express our gratitude to the organisations and individuals that made grants and donations during the year. We are especially grateful to HIWCF for their grant of £5000 and to EHDC for their grant of £6000; these have helped defray costs due to the pandemic and to help clients suffering financial hardship. We are also grateful to Alton Masons for their donation

Alton Counselling Service

For the financial year ended 31 March 2021

of £250. The membership of Friends of Alton Counselling Service is in abeyance at the moment.

Accreditation

Alton Counselling Service is accredited with the British Association for Counselling and Psychotherapy (BACP) and is registered by the British Psychoanalytic Council (BPC).

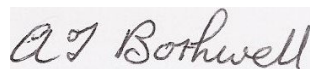
Networks and external links

We are members of the National Counselling Network (NCN) and Alton Charities Together (ACT). The Trustees accepted invitations for interviews on Wey Valley Radio to talk about the service in general. We have contacts with various members of the Town Council and growing contacts with other local groups through advertising and written articles.

7. Statement of Trustees' Responsibilities

The Trustees are required to prepare an annual report and financial statements for each financial year. These statements should give a true and fair view of the charity's financial activities during the year and its financial position at the end of the year. In preparing these financial statements the Trustees have:

- ☐ selected suitable accounting policies and then applied them consistently
- ☐ made judgements and estimates that are reasonable and prudent
- ☐ taken responsibility for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



Signed:

Anne Bothwell, Chair of Trustees

Date: 28/4/2021

Alton Counselling Service

For the financial year ended 31 March 2021



Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2021

Clinical Organization

Head of Counselling

Dorothy Harte

Clinical Supervisors

Alison Curry
Jeremy Hughes
Stanley Roman

Consultant Psychiatrist & Clinical Adviser

Dr Paul Warren, BM, MRCPsych

Counsellors

The following counsellors have made themselves available to ACS during the year:

Sophia Armstrong
Tony Boorman
Paul Brand
Susan Buesnal
Alison Curry

Nikki Figgins
Jeremy Hughes
Mandy Keene
Pete Smith
Jaye Turley

Nicky Barnett (student)
Karen Bushell (student)
Cathy Harding (student)
Rachel Ilett (student)

Krystyna Jankowska (student)
Lucy Mc Kulloch (student)
Emma Price (student)
Jaqueline Sands (student)

Volunteers

we had no volunteers during 2020/21

Alton Counselling Service
For the financial year ended 31 March 2021



**ALTON COUNSELLING
SERVICE**

**Accounts for the
year ended**

31 March 2021

Alton Counselling Service

For the financial year ended 31 March 2021

Receipts and Payment Accounts

Note

(1) Year	Total Funds ^s	
	This Year	Last
<u>Receipts</u>		
Counselling Sessions and Initial Consultations	43,315	
53,920		
Training Courses	2,385	2,290
Grants and Donations	7,838	
12,873 (2)		
Bank Interest	106	
129		
Fund-raising events	0	
594 (3)		
Friends of ACS subscriptions	495	
655		
Gift Aid	0	
611		
Sundry income	0	
201		
	Total Receipts	54,139
71,273		
<u>Payments</u>		
Counselling and Training	(19,079)	(30,648)
Training Courses	0	(1,281)
Bursary Payments	(6,421)	(4,060)
Administration	(30,868)	(21,230)
Premises Costs	(3,146)	(7,324)
Insurance and Affiliation Fees	(662)	
(892)		
Fund-raising events	0	(560)
	Total Payments	(60,176)
(65,995)		
Net of Receipts/(Payments)	(6,037)	5,277
Cash Funds last year end	25,749	20,472
Cash Funds this year end	19,712	
25,749		

Statement of Assets and Liabilities at Year End

Unrestricted Funds
£

Charity Commission registered number: 279857

Alton Counselling Service

For the financial year ended 31 March 2021

Cash Funds

Petty Cash	24	
Current Account (HSBC bank)	6,119	
Monies due from Streamline (4)	255	
Savings Account (Virgin Money)	16,726	
Total Cash Funds	23,124	
Deferred income		(3,412)
Grants		
Total	19,712	

Notes to the accounts

1. <u>Restricted Funds (Grants)</u>	Credit	Debit
Balance	£	£
£		
485	Grant from East Hampshire District Council (from 2019/20)	485
	nil	
	Grant from East Hampshire District Council (i)	6,000
	3,412	2,588
	Hampshire & Isle of Wight Community Foundation (ii)	5,000
nil		5,000

- (i) Grant given towards paying for Counsellors annual Zoom subscriptions to enable counselling sessions to continue over the internet following Covid 19 restrictions on using our office (shown under "Administration" in the accounts) and towards our Bursary scheme (shown under "Bursary Payments" in the accounts) for clients unable to pay the full counselling session fee. Grant to be for 18 months from August 2020 and to be received in 2 tranches of £6,000. As at 31st March 2021 we had used £2,588 of this grant. The second tranche is due in autumn 2021.
- (ii) Grant given towards our Bursary Scheme scheme (shown under "Bursary Payments" in the accounts) for clients unable to pay the full counselling session fee and towards our annual rent (shown under "Premises costs" in the accounts). This grant has been fully utilised.

2. Grants and Donations

During the year, Grants and Donations were received from the following:

£	
Alton Masons	250

Alton Counselling Service

For the financial year ended 31 March 2021

East Hampshire District Council

6,000

Hampshire & Isle of Wight Community Foundation

5,000

Total	11,250
--------------	---------------

3. Fund-raising events

During the year, receipts from Fund-raising events were as follows:

£0

Total	nil
--------------	------------

4. Monies due from Streamline

This figure relates to Client Credit Card payments processed and entered into the Accounts on 29th March 2021 and 31st March 2021. Payments are not normally received into the bank account for 3 to 4 working days. Payments of £45.00 and £210.00 was credited to bank account on 1st April 2021 and Xth April 2021 respectively.

Alton Counselling Service

For the financial year ended 31 March 2021

Independent Examiner's Report on the Accounts

I report on the accounts of Alton Counselling Service for the year ended 31st March 2021

Respective responsibilities of trustees and 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.

It is my responsibility to:

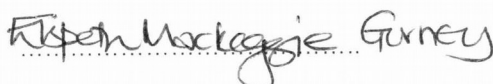
- examine the accounts under section 145 of the Charities Act,
- to follow the procedures laid down in the general Directions given by the Charity Commission (under section 145(5)(b) of the Charities Act, and
- to state whether particular matters have come to my attention.

Basis of independent examiner's statement

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 Act have 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.



Elspeth Mackeggie Gurney
45 Lenten Street
Alton
Hampshire
GU34 1HE

Date: July 19th 2021