

COMPANY REGISTRATION NUMBER: 2253584
CHARITY REGISTRATION NUMBER: 701330

Reach Counselling Limited
Company Limited by Guarantee
Unaudited Financial Statements
30 September 2022

MATTOCKS GRINDLEY

Chartered Accountants
18 Mulberry Avenue
Turnstone Business Park
Widnes
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WA8 0WN

Reach Counselling Limited
Company Limited by Guarantee
Financial Statements
Year ended 30 September 2022

	Page
Directors' annual report (incorporating the director's report)	1
Independent examiner's report to the directors	12
Statement of financial activities (including income and expenditure account)	13
Statement of financial position	14
Notes to the financial statements	15
The following pages do not form part of the financial statements	
Detailed statement of financial activities	23
Notes to the detailed statement of financial activities	24

Reach Counselling Limited
Company Limited by Guarantee
Directors' Annual Report (Incorporating the Director's Report)
Year ended 30 September 2022

The directors, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 30 September 2022.

Reference and administrative details

Registered charity name	Reach Counselling Limited
Charity registration number	701330
Company registration number	2253584
Principal office and registered office	85a Allerton Road Liverpool Merseyside L18

The directors

Dr J Lock
P Morris
Mr A Fraser

Company secretary	Peter Morris
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Independent examiner	Giles Mattocks FCA 18 Mulberry Avenue Turnstone Business Park Widnes Cheshire WA8 0WN
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Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

Structure, governance and management

The company is incorporated as a company limited by guarantee. In the event of the company being wound up, each member may be called upon to contribute a sum not exceeding £1 towards the debt and liabilities of the company.

There are currently three director/trustees who meet bi-monthly. The Treasurer who is also a director/trustee oversees the bookkeeping also reports to the bi-monthly council of management meetings on the financial performance of the charity. The staff salaries are set by directors/trustees.

Decisions on specific issues are usually made on the basis of agreement by all the directors/trustees. All cheques require two signatures. No financial decisions are made that benefit any of the directors/trustees.

Throughout the year the charity had one Co-ordinator, a part time counselling appointments manager and two part time counselling supervisors. The charity continues to receive significant and sacrificial benefit from volunteers in counselling, training, and office administration.

The Co-ordinator is responsible for the management, training and organisation of the counsellors and the general management of the office. This is achieved by structured regular training and feedback with all the staff and volunteers. He is also responsible for the professional compliance and development of the organisation.

Objectives and activities

To offer professional quality Christian counselling to any individual, couple or family in need across the North West and beyond; ensuring that finance is not a hindrance to them receiving help. Christian counselling includes, pastoral counselling which we offer to those who have a Christian faith and who want their faith incorporated into the counselling, and community counselling which we offer to those of any other faith or of no faith. This ensures we offer this distinctive service with a commitment to respecting each client. We also aim to increase people's relational and care skills through training in listening, counselling and related issues.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

Achievements and performance

This was the year we moved beyond Covid lockdowns and restrictions into the accepted new normal of hybrid working for counselling appointments. All the adaptations of the last couple of years enable us to work with a mix of: face-to-face, telephone and video counselling, according to the agreement between each client and counsellor. Pandemic impacts of: lockdown, separation, grief and medical traumas continue to be some of the issues clients bring to sessions alongside the many other hurts, losses and struggles they experience. Once again our counsellors have exercised remarkable flexibility in adapting to their client's needs and maintaining professional standards in their work, to allow so many people from so many places to find such appreciated help.

Through all that Reach did this year; hundreds of hurting people were able to find a reliable, hopeful, professional, Christian and compassionate service. Selected quotes throughout this report are from clients who have had, or have concluded, their counselling this year. These, alongside the various facts and figures, will reveal a sense of the care that many people experienced through the organisational co-operation of our: counsellors, administration team, trustees and supporters (both partners and friends).

" At a time when I was struggling with the after effects of Covid lockdown and burnout, Reach helped me get back on my feet again. It has given me a sense of peace. So valuable. Thank you!
" former client

This co-operation has led to many people: mainly in the North West of England and North Wales but also in West Yorkshire, and via phone and video, elsewhere in the U.K and even abroad, to again find Christian counselling help for their relational, emotional, mental and spiritual difficulties. Clients often tell us, that they are coming to Reach feeling desperate and often at the most difficult times in their lives.

This year we have arranged 2894 counselling appointments across our 6 different venues and remotely. This represents a huge amount of work done by our counsellors and administration. This is an increase on last year's 2714 and, despite lockdowns, our 3rd highest ever total. What is particularly notable; is that only 17% of these were affected by postponement or non-attend. This compares very favourably with our last full pre-Covid year, when 28% were affected. This positive reduction is likely due to the increased direct communication between clients and counsellors, over appointment arrangement, that has been introduced since lockdown. The reduced number of postponements/non-attends meant that the total number of held appointments, at 2393, was only 15 appointments below our highest ever number.

However, the number of new clients registering for counselling with us was 264 (one new one every working day). Which was a dramatic increase of 88 (50% up) on last year's 176, and over a 100 new clients up on the year before that (2019-2020). This figure is also over 50 more than our previous record of 207. We also managed the majority of these without our appointments' manager, who only returned near the end of the year, and on a phased return. This level of work explains some of the pressures and challenges we have faced, and this level is likely to continue, but with our appointments manager taking responsibility for allocating new clients. This also means; new clients are having slightly fewer appointments before finishing. With all these pressures, we have still managed to allocate most new clients within a month, and most having their first appointment within 3-6 weeks from us receiving their registration form. Under 5% of these have been for children and young people. Our main children's and young persons' Liverpool counsellor is still unavailable for this type of work.

These new registrations mean that we have now counselled 5,652 people throughout our history, with about 40,000 counselling appointments in the last fifteen years alone. We are honoured that so many people have, and continue to see Reach as a safe and hopeful place in their times of trouble and we are very grateful to everyone who has made this possible.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

" My sessions gave me a lot of hope and peace, I will certainly remember it all and recommend Reach counselling to others"

" My counselling helped me to grow beyond what I could have imagined. I am very grateful "
former clients

Clients

Our clients continue to include people from a wide variety of backgrounds, ages and ethnicities. Most of this year's clients are between the ages of 21 and 70, and again include a significant number of married couples (about 20% of clients). We are pleased to have continued to see a significant number of couples seeking help who are black and of other ethnicities, when cultural influences are often a key part of the work. This seems that we are being trusted and able to work in a genuinely inclusive way. We have also counselled a small number of children and young people (ages 6-17), as two of our available counsellors (in West Kirby and Chester) are trained and experienced in this type of work.

To all our clients we, have offered a: distinctive, professionally managed and evaluated counselling service. Once again, most of our clients (about 70%) make it clear that they have chosen Reach because of our identity and practice as a Christian agency, and want a pastoral counselling approach, that enables their Christian faith to be fully incorporated into their counselling experience. This especially applies when working with church leaders, who will often particularly select Reach due to our Christian identity. We have gained more leaders this year as clients, as the issues of Covid and lockdowns have particularly impacted this group, and remote work now enables those from further afield to easily have counselling with us. It is very encouraging that leaders are being recommended to Reach by other leaders. We feel very honoured to serve them in this way as they lead and care for their congregations and communities. Those for whom community counselling is more appropriate often express their appreciation for the values they see associated with a Christian agency, especially when dealing with marriage issues. The main source of all client referrals has once again been personal recommendation, accounting for over half of all new clients, other significant sources of referral include: the internet, G.P.s, other organisations and church relationships.

We continue to work with our fair donation principle. Which asks clients to consider donating in line with their income, at £1 per session per £1000 of annual income (e.g. £20 per session for someone earning £20k p.a. and so on). Our distinctive proposition allows people at all economic levels of society to access counselling. This makes it available to those who are: unemployed, students or on benefits, as well as those who are at the top of their professions. This means we don't control the average donation, but nurture a respectful financial relationship. This year we held on to our target of £15 per session (even though this is not widely communicated), and achieved £12.40 which is almost identical to last year. While we would like this average to be higher, it is once again an indicator that we are often helping those who are among the poorest in our society, which we are very happy to be able to do. Special thanks go, in particular, to our Partners, whose reliable giving continues to make this way of working possible.

" These counselling sessions have changed my life and transformed my thinking. My counsellor always made me feel safe and comfortable. This has been a wonderful experience I am so glad I have done it, it had a lasting effect on my life for sure. " former client

The main issues newly registered clients have presented on their registration forms, of the 19 areas we monitor are once again: fear/panic/anxiety/stress/depression followed by marital and relational, with cases of loss also frequently identified. These newly registered clients add to the existing client caseload, where longer term issues are often being worked through, which can include trauma and abuse.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

Venues

Face-to-face counselling has returned to all, but one, of our 6 venues. Work has begun again in: Liverpool, West Kirby, Chester, Wrexham and Sheffield with Manchester the exception for various reasons. This will be reviewed shortly. It is to be noted that this doesn't seem to have been a problem for most of our Manchester clients. Remote counselling now accounts for about a quarter to a third of all our appointments. While many clients have benefitted from the: convenience, less travel and freedom to choose counselling from wherever they maybe, others are relieved and delighted to be back to in-person appointments. Unsurprisingly; some counsellors are more comfortable with remote ways of working, than others, and each counsellor shapes their own mix of face-to-face and remote work. Once again a very small number of appointments have taken place in people's homes for those who are house-bound.

At our Liverpool hub we have installed an attractive new large sign above the front door. This virtually completes the outside updating of the building. This follows on from the repainting of exterior walls and windows that was completed last year.

The venues beyond Liverpool are generally available to us due to the generosity and co-operation of either an individual church or a group of churches working together. Special thanks are due to: King's Church Manchester, Kingsway Chester, West Kirby U.R.C (whose fantastic support also enables a Reach counsellor to work there), IPAC in Wrexham and St Thomas Philadelphia Sheffield for their exceptional generosity in making suitable rooms available for counselling for free or at token levels. These active partnerships, as well as enabling us to offer counselling to all, give a warm cooperative message of care to those in need seeking a safe place with safe people.

" My counsellor gave me the tools to get through difficult situations in a helpful way. It was a very positive time for me and has really helped me. My counsellor was just amazing. Thank you. "
" former client

Counselling and Team

This year's 2894 counselling appointments were managed by a team of 16 counsellors across all venues. The counselling team is a mix of employed and volunteer counsellors. We finish the year with a counselling team of 15 (11 women and 4 men), with one leaving and one joining, we already have 2 interviews planned for next year. We have employed 2 further counsellors following their successful student placements with us. They will both be working with Liverpool and remote clients. We now have 7 of our counsellors employed at some level. We are keen to build on this number, where and when possible, as it puts us in a stronger place to replace counsellors should they leave, rather than being too reliant on the generosity of volunteer counsellors. We also want to continue to invest in counsellors so they can have more time available and therefore gain greater experience.

We have had 4 people active on our administration team through the year (with a new volunteer due to join shortly). This is fewer than the 6 we have operated with in previous years and has put a considerable strain on our appointment management/allocation and administration systems. The record number of newly registered clients of 264, a huge 60% increase on the average of the last two years, has only been possible due to: a considerable refining of our systems and processes, greater use of technology (70% plus of new registrations are now received by email) and our co-ordinator taking on this work temporarily. We are delighted and relieved that our appointments' manager has returned from long-term compassionate leave and has been focussing on the management of closed cases alongside other work. This ensures our finishing and evaluation processes are adhered to.

We have continued with a commitment to record standard procedures for as many operational processes as we can, to make it easier for new team members to step into administrative work as well as encouraging consistent standards of work, as we serve our clients. This practice has been

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

prioritised following the Trustees exploring risk management and succession planning.

" My counsellor was so good at picking upon things I might have otherwise glossed over this helped me to go a lot deeper. I am now in a much stronger place emotionally than I was. All this was over the phone, which worked really well. " former client

We have recruited 1 new volunteer counsellor, who is on placement, in Liverpool, as part of their diploma course. We remain committed to only inviting those onto the team who, following references and interview, we believe are at a point where they can offer quality counselling and are prepared to grow with us. We see this expectation as consistent with all our counsellors being on the national accredited register of counsellors and complying with the most up to date government regulations regarding counselling. The register is overseen by the Professional Standards Authority and we access it through the Association of Christian Counsellors. Although it is 'voluntary' it is seen as an expected hallmark of professionalism and involves a commitment to work to a code of ethics. Most of our counsellors work with the A.C.C code of ethics as we are an Affiliated Organisation with them. Some work with the BACP (British Association of Counsellors and Psychotherapists) code of ethics which is very similar.

We are enormously grateful to all our counsellors, whether employed or volunteers, who all commit to work to the same quality and 'professional' standards within an evaluated service. The sense of team and consistency of values is maintained through the counsellors being treated with the same warmth and respect with which they are expected to treat their clients. We held an in-house training workshop on 'working with the distinctive dynamics when counselling couples', for a few of our counsellors who work with couples.

" I was initially quite nervous about counselling- whether I would be able to open up enough to benefit and whether there would be a sense of understanding and rapport between myself and the counsellor. My counsellor made me feel very comfortable and help me to open up as well even challenging me at times. I found the sessions very helpful and glad that I did them and worked through my thoughts and feelings. Thank you. "

former client

To ensure a high quality of counselling we continue to use evaluation forms with clients once their counselling has concluded. Some of our counsellors also use measurement tools particularly when working with client's dealing with depression and anxiety. The returned evaluations are generally very encouraging showing average progress from a well being of 1-2 to 4-5 (on a scale of 1-5). In developing our work with those who have or are dealing with issues around transitioning their gender- we have written and distributed a paper titled 'trans language: respect, politeness and freedom of thought'. This is to help all our counsellors and reception staff offer a consistent approach with clients, as well as appreciate the freedoms they have at Reach in expressing their own views in discussing this controversial matter. We remain attentive to the national discussion taking place on banning 'conversion therapy', and how, if at all, this may influence any work we do with those exploring their sexuality and gender (as it is mostly referred to).

We offer supervision to some of our in-house counsellors, as well as to external: counsellors, chaplains and managers; then on a fee paying basis. Through this work; we are also playing a significant role in overseeing the quality, support and development of counselling and care outside of Reach. A lot of work has been done on our Company Handbook, including up-dating many of our policies, as well as more additions than were expected, to help new team members get up to speed and ensure consistent practice, this will be completed next year.

Environmental

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

We continue to recognise our environmental impact. I think it would be fair to say we have a couple of environmental 'champions' on the team who alert us to ways we could be more eco-friendly. We then look for ways of implementing these suggestions. We have continued and strengthened our recycling practices within our Liverpool offices. While we normally encourage counsellors to bunch their clients together and allocate new clients as close to home as possible to minimise travelling, since the pandemic, there has been far less travel, with so many appointments being remote.

As part of our refurbishment we hope to replace two large old single glazed wooden windows with double glazing that will also be much more energy efficient.

" I am so grateful to my counsellor for her wisdom, reflective listening and understanding - these were all amazing. I didn't expect to feel this different after only a couple of sessions. I couldn't see a way out of my grief and sadness at the start. My counsellors guidance and expertise has been amazing and so appreciated "

former client

Support

All that we do, including: the number of people helped, the quality of care offered and the distinctive Christian service has once again only been made possible because of the support provided by our Reach Partners. These are the individuals/couples, churches and organisations who either commit to regular giving; usually monthly and via standing order, or, as in the case of a number of churches; offer us the use of their premises for free or at a token level. The number of partners has stayed steady at 62. The level of giving from partners was down by just over 10%, with some citing 'the cost of living' for reduction in giving (whereas counselling donations from clients were up by 10%, and nearly filling this gap). The reliable support from Partners, gives us a vital financial foundation to work from each month. Allowing us to pay a number of our team and to operate our fair donation policy, which is at the heart of our highly socially inclusive service.

We also have 177 Friends, which is 1 up on last year's total with a turnover of around 5. These are the individuals, couples and churches who are happy to be identified as generally supportive of Reach and generally may choose to give on an occasional basis. We have been able to send 2 update communications this year to Partners and Friends via email, and post where appropriate.

Governance

Reach is governed by a Council of Management of 4 individuals, and though small in number they bring a tremendous range of skills and depth of experience in: finance, medicine, mental health, business and management. The Council met four times this year, each of these meetings happened over video.

Due to our stronger financial position we have implemented a reserve to cover up to 6 months running costs, as advised by the Charity Commission as good practice. This will be reviewed to ensure we have an intelligent reserve policy relevant to our situation. This year time focus has been on risk management and succession planning.

Our Memoranda and Articles are being re-drafted in order to give an accurate expression of our up-to-date identity and work as a Christian Counselling charity, in contrast to our earlier, and broader, days. This will give anyone going onto the Charity Commission website a more accurate understanding of who we are and what we do. We are also preparing to change our registered name from Reach Merseyside Ltd to Reach Counselling Ltd, as this is more reflective of the range of work that we now do.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

" My counselling definitely improved my overall well-being. I was able to implement changes in my life that allowed me to live a more fulfilling life. I am very grateful to have been able to access the service. " former client

Marketing and Fundraising

Although our 'One in a Thousand' appeal concluded last year, some donations have continued to come in. This was our seeking to encourage 1000 people to donate £10 each towards the refurbishment of our Liverpool base. We are now (once gift-aid is factored in) very close to the £10,000 target. We remain very grateful to the response, particularly from some of our Friends, as well as past and present clients who have become aware of this target. Due to Covid uncertainties; we have not planned any fund-raising event this year. We may be able to return to the postponed sponsored abseil down the Liverpool Anglican Cathedral.

As planned last year; we contacted about 10% of our Friends to discuss with them how they would like the 'Friend' relationship to develop, as this has remained rather static for a number of years. Following their encouragement, we offered Friends the possibility of an annual standing order at a suggested £20. A good number kindly agreed to this. We hope, that for them, this will strengthen their sense of connection with Reach. We have also sought to gain as many email addresses of Friends as they wish to give.

We have been more responsive this year to updating our website as Jeff, who works on marketing and fundraising for us 1/2 a day a week, has been able to give it regular attention. This is of particular priority with our Supporter's Café page, which is where we can share, especially with our Partners and Friends, the latest developments, opportunities and challenges. We hope this will help our supporters feel more connected to the work they enable through their generosity.

We have been able to contact our Partners and Friends twice this year. This has either been by email, to direct them to the updates on our Supporter's Café page, or to send them it as a printed Newsletter, when no email address is available.

A new sign was designed and installed at our Liverpool base. With one passer by immediately commenting, "that's a hopeful message."

" After my counselling I felt much more sane and able to cope. I saw the bigger picture and felt a lot lighter. My counsellor was approachable kind, understanding and humorous. I felt like I'd known him for years." former client

Financial review

The Charity reports a financial deficit for the year of £1,139 (2021: surplus of £8,447).

All the directors are directly involved in the management of the charity and continue to oversee the operation on a regular basis. Since the creation of the charity the reserves have never been great, so it is with some pleasure that directors report that the reserves are increasing giving extra security to the organisation.

As stated in the Governance section, the directors wish to maintain reserves to at least cover 6 months running costs which has been estimated at £40,000. Free reserves currently stand at £70,819 a level which is considered sufficient but not too high.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

Plans for future periods

We remain committed to the principle of relational development, and would only expect to add further counselling locations should any proposals arise from strong relational development with another individual or church/organisation. Our most recent new venue was Wrexham in 2019, which is working well.

We will continue with the work on our Liverpool building, that the successful 'One in a Thousand' fund-raising project has enabled. Our aim is to create a place that provides a: welcoming, hopeful and healing environment. All aspects of the clients' and team's comfort will be taken into account as we develop this. We are considering making, at least, one of the counselling rooms more child and young person friendly. This would be to further enable the creative work that takes place with the children and young people we counsel. We intend to replace our phone systems that are over 20 years old. We will also consider any changes that could improve the energy efficiency of the building, notably replacing an old dormer window. This refurbishment will improve the experience for all those who attend for counselling, as well as a few further small changes (tiling the steps and eye level signage) on the outside, that will improve our image with the hundreds of people who pass by every day.

Once again we will continue to carefully manage the balance of the number of counsellors with the level of publicity and interest in order to avoid becoming overwhelmed with demand. This is exacerbated by some in the NHS (and elsewhere) signposting people to us, who tend not to be the most reliable of clients in their attendance. We want to try and maintain the practice of new clients being contacted by an allocated counsellor within 3-4 weeks of them registering with us. We will introduce a response protocol- to inform clients we have received their registration within 3 days of receiving it. We will also monitor the appropriate balance of employed and volunteer counsellors to ensure sustainability of the counselling service. Our previous target of increasing or even maintaining the amount of counselling at over 3000 appointments per year remains.

While we have no immediate plans to increase the number of paid counsellors, we shall keep a close eye on this and will move forward if conditions seem to be favourable. We expect demand for counselling to remain high, and may have to review our present model and expectations to prevent becoming overwhelmed e.g. beginning more counselling relationships with an agreed limited number of sessions. We are also keen to further extend the number of counselling hours that are available to clients after 5 p.m. and will be on the lookout for ways of achieving this. It may require counsellors being paid at a higher rate for this, and so a higher donation level encouraged for these times. We would also hope to increase our overall skill levels in working with clients who want C.B.T (Cognitive Behaviour Therapy) and those experiencing P.T.S.D (Post Traumatic Stress Disorder), couples counselling and work with children and young people. This may involve us supporting counsellors, who want to work in these areas, with further training.

We hope to keep moving towards the general aim of having at least one employed experienced counsellor at each venue, often working alongside volunteers. We also accept that this may not always be possible, or essential, when we have highly experienced counsellors at these venues. We will continue to incorporate qualified counsellors or student counsellors (on placement), as volunteers, when they are successful through our interviewing and recruitment process. In our experience, typically about 50% are successful. We would still like to add another supervisor to the team, this may have to be through one of our present counsellors being trained to do this.

We intend to explore further how our website can encourage people to see Reach as both a counselling agency and a fundraising organisation. We would like to see a dramatic increase in the number of donations from those who aren't clients through our website, as we have seen in response to our 'One in a Thousand' appeal. We may experiment with a more emotional 'storyline' or video to grab attention and help people more fully appreciate and connect with the work Reach does and that they can support. We will also look to simplify the process of people becoming Partners online.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

We will give particular attention to developing legacy giving, both as an online proposal for supporters to consider, as well as through letters to selected supporters as appropriate to a good legacy giving strategy.

We will look to build on our engagement with the wider church, particularly to stimulate greater understanding, co-operation and support. Our very ambitious target remains of seeking to achieve supporter relationships with 20% of all Evangelical Alliance affiliated churches in the North West. We will reset a target date of 2025 for this, and review this target. Our present estimate is that this would be between 60 and 90 churches.

" I have benefitted greatly from the counselling at Reach. My counsellor was amiable, professional, calm and assured, this all helped me to unlock solutions. This was instrumental in not only lifting me out of a rut, but towards resilience and a better future. " former client

External counselling training is only likely should there be a radical review of our priorities, a suitable available trainer or developing relationship with another training agency. These options may be considered next year. We will again make funds available to each counsellor to use towards their continuing professional development. A pastoral care course is still being considered.

We will seek to explore fundraising opportunities that connect with funding networks, groups and individuals we have not yet had contact with. This may require a more dramatic or innovative event to capture peoples imagination or a new relationship to open these possibilities.

We will continue to explore how we can further integrate the work of marketing and fundraising into our day-to-day activities, so capacity in this area can be improved and progress can be accelerated. This is in order to increase supporter recruitment and engagement, here we will build on the use of the line: "Together, every week, we are changing lives." to inspire and encourage supporters. We will continue to keep our Partners and Friends updated through the Supporters' Café and alert them to the latest ones. We will aim to do this twice a year.

We are keen for our appointments' manager to be able to more fully resume her overall responsibilities early in the coming year, especially around allocating clients and updating records. This will bring much relief elsewhere in the system, especially where others have been covering this work. At present, she is not intending to fully resume her counselling work. We shall see if this changes. This would particularly affect our capacity to work with children and young people.

We expect that the discussions around succession planning that have been happening within the Council of Management, will lead to operational work taking place to move this forward. In exploring succession issues, we have identified the need for : a Succession Audit, developing Succession Connections and to engage in Succession Conversations, as we recognise there is no 'one way' of succession planning and practice. Each organisation has to find its' own route, if it is to be sustainable. The Council intend to formally change the name from Reach Merseyside Ltd to Reach Counselling Ltd, as this will be far more accurate in reflecting the work we do. The Council of Management have also set themselves the target of acquiring two new trustees next year.

As we look to next year, we are also hugely grateful for all that has been achieved in the history of Reach, as we have now counselled well over 5,500 people and managed about 40,000 appointments just in the last 15 years. We value all the: generosity, work and care that has allowed so many people to be helped. We continue to look to a gracious God whose: wisdom, grace and provision has guided and inspired all that has been done through Reach. We are aware of our need to focus on maintaining and developing the quality and availability of a service that many hurting people seem to value highly at their darkest times. Our future challenges seem likely to be related to coping with increased demand alongside ensuring we help those for whom most other agencies wouldn't be a best fit.

Reach Counselling Limited

Company Limited by Guarantee

Directors' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 30 September 2022

We are also aware that, following our succession planning discussions we will seek to be more future-minded, and consider in all we do: how are we making this easier for someone else to do, and how do we need to change and adapt to face the future where mental health and well-being have greater prominence than ever; while still being true to our identity as a Christian Counselling charity in serving those who are eager for pastoral counselling.

PUBLIC BENEFIT

Our service is open to anyone in need in the North-West and beyond, who requires counselling, where we believe we have the appropriate experience and skill to help. In practice this leads to our working with, individual adults of all ages and ethnicities as well as couples who are married, co-habiting or pre-marital. We also counsel children and young people, although this is the area of work that has been most affected since the beginning of the pandemic.

Our records show a range of 19 main categories that people present as their reason for coming to see us. These include: depression, abuse, fear/panic/anxiety/stress, anger, trauma, marital problems and other relationship concerns. Through supervision and evaluation of the counselling we can maintain and develop the safety and effectiveness of our work. We pay particular attention to the numerical evaluations and comments that clients put on their final evaluation forms, which, we are glad to say, consistently highlight how positively people have benefited from their experience with Reach.

" My time with my counsellor was so beneficial in so many ways- helpful, encouraging and compassionate. I especially loved the fact that he prayed for me during our sessions, which was exactly what I needed. Thank you so much, you helped me in more ways than you know " former client

Financial instruments

The company currently holds no financial instruments.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The directors' annual report was approved on18/5/23..... and signed on behalf of the board of trustees by:



Dr J Lock
Director



P Morris
Director



Peter Morris
Charity Secretary

Reach Counselling Limited

Company Limited by Guarantee

Independent Examiner's Report to the Directors of Reach Counselling Limited

Year ended 30 September 2022

I report to the directors on my examination of the financial statements of Reach Counselling Limited ('the charity') for the year ended 30 September 2022.

Responsibilities and basis of report

The trustees who are also the directors of the company for the purposes of company law are responsible for the preparation of the financial statements. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. I am qualified to undertake the examination by being a qualified member of 'Accounting body'.

Independent examiner's statement

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

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with those records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or
4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Giles Mattocks FCA
Independent Examiner

18 Mulberry Avenue
Turnstone Business Park
Widnes
Cheshire
WA8 0WN

18/5/23

Reach Counselling Limited
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2022

		2022		2021
	Note	Unrestricted funds £	Total funds £	Total funds £
Income and endowments				
Donations and legacies	5	72,705	72,705	83,630
Charitable activities	6	180	180	867
Investment income	7	10	10	5
Total income		<u>72,895</u>	<u>72,895</u>	<u>84,502</u>
Expenditure				
Expenditure on charitable activities	8,9	74,034	74,034	76,055
Total expenditure		<u>74,034</u>	<u>74,034</u>	<u>76,055</u>
Net (expenditure)/income and net movement in funds		<u>(1,139)</u>	<u>(1,139)</u>	<u>8,447</u>
Reconciliation of funds				
Total funds brought forward		71,958	71,958	63,511
Total funds carried forward		<u>70,819</u>	<u>70,819</u>	<u>71,958</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 15 to 21 form part of these financial statements.

Reach Counselling Limited
Company Limited by Guarantee
Statement of Financial Position

30 September 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	14	227	303
Current assets			
Stocks	15	350	350
Debtors	16	10,515	18,160
Cash at bank and in hand		60,797	56,199
		<u>71,662</u>	<u>74,709</u>
Creditors: amounts falling due within one year	17	<u>1,070</u>	<u>3,054</u>
Net current assets		70,592	71,655
Total assets less current liabilities		70,819	71,958
Net assets		70,819	71,958
Funds of the charity			
Unrestricted funds		<u>70,819</u>	<u>71,958</u>
Total charity funds	19	70,819	71,958



For the year ending 30 September 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

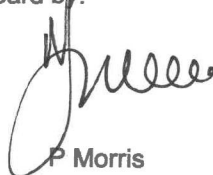
- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 18/05/23, and are signed on behalf of the board by:

 18/05/23


Dr J Lock
Director



P Morris
Director

The notes on pages 15 to 21 form part of these financial statements.

Reach Counselling Limited
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 30 September 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 85a Allerton Road, Liverpool, Merseyside, L18.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the directors for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

All fixed assets are initially recorded at cost.

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

3. Accounting policies *(continued)*

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and Fittings	- 25% reducing balance
Equipment	- 25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Stocks

Stocks are measured at the lower of cost and estimated selling price less costs to complete and sell. Cost includes all costs of purchase, costs of conversion and other costs incurred in bringing the stock to its present location and condition.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs, unless the arrangement constitutes a financing transaction, where it is recognised at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

3. Accounting policies *(continued)*

Defined contribution plans *(continued)*

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The charity is a company Limited by Guarantee, having no share capital.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	63,322	63,322	68,800	68,800
Gift Aid	9,383	9,383	7,709	7,709
Grants				
JRS Grant	—	—	7,121	7,121
	<u>72,705</u>	<u>72,705</u>	<u>83,630</u>	<u>83,630</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Training & Seminars	—	—	120	120
Counselling Registrations	180	180	747	747
	<u>180</u>	<u>180</u>	<u>867</u>	<u>867</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	10	10	5	5

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Direct Charitable Expenditure	74,034	74,034	76,055	76,055

Reach Counselling Limited
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*
Year ended 30 September 2022

9. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Total funds 2022 £	Total fund 2021 £
Direct Charitable Expenditure	74,034	<u>74,034</u>	<u>76,055</u>

10. Net (expenditure)/income

Net (expenditure)/income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	<u>76</u>	<u>101</u>

11. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>750</u>	<u>750</u>

12. Staff costs

The average head count of employees during the year was 6 (2021: 6). The average number of full-time equivalent employees during the year is analysed as follows:

	2022 No.	2021 No.
Number of staff - counselling & administration	<u>6</u>	<u>6</u>

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

13. Trustee remuneration and expenses

no remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

Reach Counselling Limited
Company Limited by Guarantee
Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

14. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 October 2021 and 30 September 2022	2,428	8,382	10,810
Depreciation			
At 1 October 2021	2,428	8,079	10,507
Charge for the year	–	76	76
At 30 September 2022	2,428	8,155	10,583
Carrying amount			
At 30 September 2022	–	227	227
At 30 September 2021	–	303	303

15. Stocks

	2022 £	2021 £
Raw materials and consumables	350	350

16. Debtors

	2022 £	2021 £
Trade debtors	9,326	17,625
Prepayments and accrued income	1,189	535
	10,515	18,160

17. Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	–	950
Accruals and deferred income	1,070	1,000
Social security and other taxes	–	1,104
	1,070	3,054

18. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,931 (2021: £7,088).

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2022

19. Analysis of charitable funds

Unrestricted funds

	At 1 October 20 21 £	Income £	Expenditure £	At 30 September 2022 £
General funds	<u>71,958</u>	<u>72,895</u>	<u>(74,034)</u>	<u>70,819</u>

	At 1 October 20 20 £	Income £	Expenditure £	At 30 September 2021 £
General funds	<u>63,511</u>	<u>84,502</u>	<u>(76,055)</u>	<u>71,958</u>

20. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2022 £
Tangible fixed assets	227	227
Current assets	71,662	71,662
Creditors less than 1 year	(1,070)	(1,070)
Net assets	<u>70,819</u>	<u>70,819</u>

	Unrestricted Funds £	Total Funds 2021 £
Tangible fixed assets	303	303
Current assets	71,655	71,655
Creditors less than 1 year	—	—
Net assets	<u>71,958</u>	<u>71,958</u>

21. Financial instruments

The company currently holds no financial instruments.

Reach Counselling Limited
Company Limited by Guarantee
Management Information
Year ended 30 September 2022

The following pages do not form part of the financial statements.

Reach Counselling Limited
Company Limited by Guarantee
Detailed Statement of Financial Activities
Year ended 30 September 2022

	2022	2021
	£	£
Income and endowments		
Donations and legacies		
Donations	63,322	68,800
Gift Aid	9,383	7,709
JRS Grant	—	7,121
	<u>72,705</u>	<u>83,630</u>
Charitable activities		
Training & Seminars	—	120
Counselling Registrations	180	747
	<u>180</u>	<u>867</u>
Investment income		
Bank interest receivable	10	5
	<u>10</u>	<u>5</u>
Total income	<u>72,895</u>	<u>84,502</u>
Expenditure		
Expenditure on charitable activities		
Wages and salaries	40,230	44,742
Pension costs	6,931	7,088
Rent	8,757	8,500
Rates and water	1,526	1,457
Light and heat	1,012	1,201
Repairs and maintenance	2,146	50
Insurance	2,173	1,504
Other motor/travel costs	—	155
Legal and professional fees	2,332	2,202
Telephone	2,631	2,438
Other office costs	1,284	1,462
Depreciation	76	101
Bank Charges	196	168
Sundries	—	500
Publicity	4,437	4,402
Conference	—	85
gifts and donations	303	—
	<u>74,034</u>	<u>76,055</u>
Total expenditure	<u>74,034</u>	<u>76,055</u>
Net (expenditure)/income	<u>(1,139)</u>	<u>8,447</u>

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities

Year ended 30 September 2022

	2022 £	2021 £
Expenditure on charitable activities		
Direct Charitable Expenditure		
<i>Activities undertaken directly</i>		
wages/salaries	40,230	44,742
pension costs	6,931	7,088
rent	8,757	8,500
rates & water	1,526	1,457
light & heat	1,012	1,201
repairs & maintenance	2,146	50
insurance	2,173	1,504
travel costs	—	155
legal and professional fees	2,332	2,202
telephone	2,631	2,438
other office costs	1,284	1,462
depreciation	76	101
bank charges & interest	196	168
sundries	—	500
publicity & website	4,437	4,402
conference	—	85
gifts and donations	303	—
	<u>74,034</u>	<u>76,055</u>
Expenditure on charitable activities	<u>74,034</u>	<u>76,055</u>