

COMPANY REGISTRATION NUMBER: 2253584
CHARITY REGISTRATION NUMBER: 701330

Reach Counselling Limited
Company Limited by Guarantee
Unaudited Financial Statements
30 September 2023

MATTOCKS GRINDLEY

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

Reach Counselling Limited
Company Limited by Guarantee
Financial Statements
Year ended 30 September 2023

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Reach Counselling Limited
Company Limited by Guarantee
Directors' Annual Report (Incorporating the Director's Report)
Year ended 30 September 2023

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 2023.

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

Independent examiner Giles Mattocks FCA
18 Mulberry Avenue
Turnstone Business Park
Widnes
Cheshire
WA8 0WN

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

Year ended 30 September 2023

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.

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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.

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" 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.

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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.

"I felt instantly at ease with my counsellor, and they helped me to see the bigger picture and encourage me every step of the way. I am very grateful to all of the people involved at Reach, who helped me to talk about my mental health for an affordable level. This service is truly important, now more than ever. Thank you." former client

Counselling and Team

This year's 3262 arranged counselling appointments were managed by a team of 15 counsellors across all venues and remotely. The counselling team is a mix of employed and volunteer counsellors. We finish the year with a counselling team of 14 (10 women and 4 men), as two left and one joined. One of our Liverpool counsellors has given an added full day of availability, and another one is to do so shortly.

Six of our counsellors are now being paid, usually per appointment. We are keen to build on this number, and to increase their availability and rate of pay, where and when possible. When we have been able to do this, we've seen it as a step in faith, as there isn't the guaranteed monthly income to cover it long-term. We see this investment in our counsellors as crucial to our credibility and care for our clients. We want our counsellors to know they are highly valued and seek to reward them the best we can with our very limited resources. This also puts us in a stronger place to replace counsellors should they leave, rather than being too reliant on the generosity of volunteer counsellors.

We have had 4 people active on our administration team through the year. This is fewer than previous years and has put a considerable strain on our appointment management/allocation and administration systems. The record number of 276 newly registered clients, over 50% increase on the average of the past 10 years, has only been possible due to a continued refining of our systems and processes. We have now begun responding to new clients by email (70% plus of new registrations are now received by email) within 48 hours of receiving their registration and giving them an expected waiting time before being contacted by a counsellor. Our appointments' manager has ensured our

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finishing and evaluation processes are adhered to, and, in order to comply with our privacy policy, has destroyed old notes, records and diaries.

We are very grateful to our volunteer financial administrator for his remarkable commitment and reliability. Once again, he has done tremendous work one day a week in Liverpool. Amongst many other financial tasks, he has compiled monthly reports which are invaluable in giving us an organisational picture. He also tracked and recovered our annual gift aid, in cooperation with our chair.

We have continued with a commitment to record standard procedures for as many operational processes as we can. This practice has been prioritised following the Trustees exploring risk management and succession planning. A lot of work has been done on our Company Handbook, including up-dating many of our policies, this involved more additions than were expected. All this is to help new team members get up to speed as quickly as possible, and to ensure consistent practice, as we serve our clients and one another. This will be completed early next year.

"I am so glad I chose Reach. This is the best counselling experience I've had. It was a very positive experience for me and I will always remember it. I was in a desperate place and it was wonderful to go somewhere I could feel relaxed and share. I particularly appreciated the prayer. I didn't want it to end, but I know the door is always open." former client

We remain committed to only inviting onto the team counsellors who 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. All counsellors, team and trustees were invited to a summer social and our Christmas meal.

"Counselling helped me better, understand my own emotions, relationships and explore healthy boundaries. I reached a point where I am more able to cope with challenging circumstances without feeling overwhelmed. My counsellor provided a calm, welcoming presence to encourage reflection, it was very much appreciated." 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 once again average progress from a well being of 1-2 to 4-5 (on a scale of 1-5). 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.

Environmental

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We continue to recognise our environmental impact. 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 now being held by video or phone.

As part of our refurbishment, in our Liverpool base, we have replaced a large old single glazed wooden dormer window with a double-glazed unit that is much better sealed and far more energy efficient.

"I was a bit sceptical about going to counselling, but I was glad I went. It was good to talk to someone who didn't know me or my husband or counsellor helped us both communicate and listen to each other, instead of conflict we both felt that the sessions were enough to help us come to an understanding with each other's feelings. Our counselling was excellent." former client

Financial Support

Once again, right at the heart of our financial support are the 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. All that we do: the number of people helped, the quality of care offered and the distinctive donation based Christian service is only possible because of the support they provide.

The reliable monthly 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.

This year the number of Partners has increased by 2 to 64. The level of giving from partners was almost identical to last year, although still over 10% lower than 2020-2021. This is seen as due to cost of living issues. However, counselling donations from clients were up by nearly 20% on last year, and well above every previous year, due to the record number of appointments held, (all these donation numbers are prior to gift aid being recovered where possible).

We also have 178 Friends, which is 1 up on last year. 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 sent one update communication this year to Partners and Friends via email, and post where appropriate.

"My counselling happened in a lovely, calm atmosphere, I felt we clicked. I really appreciated seeing a counsellor who was a Christian and prayed with me. I finished as I felt that I was in a much better place, but my confidence has improved, and I've made really big strides in dealing with past hurts." former client

Governance

Reach is governed by a Council of Management of 4 individuals (including one co-opted- our coordinator), 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, being a mix of video and in-person meetings. Alongside overseeing the normal running of the charity, focus has also been on risk management and succession planning.

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We seek to operate with a reserve policy mind set, to cover up to 6 months running costs, as advised by the Charity Commission as good practice. This is regularly reviewed to ensure we have an intelligent reserve policy relevant to our situation.

Our Objects of Association are being re-drafted in order to give an accurate expression of our up-to-date identity and work as a Christian Counselling charity. This is in contrast to our earlier days, when we had much broader objects. We have been involved in on-going discussions with the Charity Commission in order to find agreement on these. Our aim is to give anyone going onto the Charity Commission website, a more accurate understanding of who we are and what we do now. We have also changed our name from Reach Merseyside Ltd to Reach Counselling Ltd, with the Charity Commission and with Companies House, as this is far more reflective of the nature and range of our present work. We have also begun the process of this new name being registered with our bank.

"Reach are a superb resource for churches and individuals. I have experienced high levels of care and expertise, first hand and, as a church pastor. Highly recommended!" former client

Marketing and Fundraising

This has been a relatively quiet year with the focus on consolidation, communication with supporters, maintaining our website, improving the welcome at our Liverpool building and preparations towards grant research for next year. In giving priority to the improvements on the first impression of our Liverpool base, the steps have been tiled, a new metal number plate has been placed outside and an attractive new logo sign positioned in our vestibule. All this is to give clients a stronger sense of welcome and an expectation of the quality of care they can expect at Reach.

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 importance 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. Work has also begun in considering how the partnership with Fountains would be incorporated in our publicity and website.

We are seeking to explore relationship with one particular trust, in order to hopefully secure funds towards a higher level of interior refurbishment of our Liverpool rooms and offices.

We have been able to contact our Partners and Friends once this year. This was either 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.

"I had a great relationship with my counsellor, straightaway I felt I could open up immediately. I have only positive feelings for the work that is done at Reach. I was at a low ebb and from when I opened up to my counsellor, I felt a weight lift." former client

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Year ended 30 September 2023

Financial review

The Charity reports a financial deficit for the year of £13,914 (2022: deficit of £1,139).

All the directors are directly involved in the management of the charity and continue to oversee the operation on a regular basis.

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 £56,905 a level which is considered sufficient but not too high.

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Plans for future periods

We expect to further establish and develop our partnership with Fountains Counselling in Staffordshire and North Shropshire. Next year we hope to confirm our agreement with them, recruit counsellors and begin active counselling in the area through this exciting partnership. We also 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.

We will continue with the improvements on our Liverpool hub. 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. The level of work we can undertake will significantly depend on the level of success in our grant applications. We are hoping to make, at least, one of the counselling rooms more child and young person friendly. This would further enable the creative work that takes place with the children and young people we counsel. We plan on replacing 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 bay window, should funds permit.

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. One challenge that continues, is that some in the NHS (and elsewhere) signpost people to us, who tend not to be the most reliable of clients in their attendance. We want to try and return to the timing of new clients being contacted by an allocated counsellor within 4-6 weeks of them registering with us. We will monitor our response protocol, as we inform clients we have received their registration within 3 days of receiving it. Our previous target of increasing or even maintaining the amount of counselling at over 3000 appointments per year remains.

We will endeavour to recruit a new Counsellor to work in Chester. We hope to recruit counsellors under then Fountains partnership, under which Fountains will pay them per session, while Reach manages the counselling. We expect demand for counselling to remain high, and will continue with beginning more counselling relationships with an agreed limited number of sessions. We will review how we present our fair donation policy, as we would like to achieve an average donation per session nearer to £20. We are also keen to further extend the number of counselling hours that are available to clients after 5 p.m. which may require a higher rate of pay, and a higher donation level for these times. We would also hope to continue 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 volunteer 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. 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 saw in response to our 'One in a Thousand' two years ago. We may experiment with a more emotional 'storyline' or video to grab attention and help people more fully appreciate and connect with the valued work Reach does. We will also look to simplify the process of people becoming Partners online. We will give attention to seeking funds from grant makers. We will give particular attention to developing legacy giving, both

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as an online proposal for supporters to consider, as well as through letters to selected supporters as appropriate to a good legacy giving strategy.

"I would like to thank you very much for the help and support I got from Reach. My sessions with my counsellor, give me a lot of hope and peace and I will certainly remember it all and recommend Reach. Thank you." former client

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. In order to increase supporter recruitment and engagement, we will consider building on the use of the line: "Together, every week, we are changing lives." 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 next year.

External counselling training, or any other type of training, is only likely should there be a radical review of our priorities, a suitable available trainer or developing relationship with another training agency. We will again make funds available to each counsellor to use towards their continuing professional development.

"My counsellor was non-judgemental and supportive, they help me process my feelings, thoughts and emotions in a safe environment. I am very grateful to her and Reach for what they do and would highly recommend to anyone. Thank you." former client

We expect that the discussions around succession planning that have been happening within the Council of Management, will continue to shape the operational work taking place to move this forward. In exploring succession issues, we will continue to take steps through: a Succession Audit, developing Succession Connections and to engage in Succession Conversations. We recognise there is no 'one way' of succession planning and practice, so will explore multiple avenues. We appreciate that each organisation has to find its' own route, for it to be sustainable. We also hope to confirm our up-to-date Objects of Association with the Charity Commission, so anyone looking at us on their website will get a more accurate impression of the way we work now. 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 very grateful for all that has been achieved in the history of Reach. In early 2024 we expect to receive our 6000th client in our history. 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, once again, seem likely to be related to coping with increased demand, recruiting new counsellors in key places, maintaining and increasing our fund-raising all to ensure we can still help all who come to Reach, especially those for whom most other agencies wouldn't be the best fit.

We will continue to be 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 a 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 in need of community or pastoral counselling; whether the live locally or far away.

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Year ended 30 September 2023

Plans for future periods *(continued)*

PUBLIC BENEFIT

Our service is open to anyone in need in the North West, North Wales, Sheffield and now way 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.

"Our counsellor was amazing, understanding, a good listener and gave us space to both talk. We felt we have benefited from the sessions we had to move us forward. Thank you" 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 on5/6/2024..... and signed on behalf of the board of trustees by:



Dr J Lock
Director



P Morris
Director

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

Year ended 30 September 2023

I report to the directors on my examination of the financial statements of Reach Counselling Limited ('the charity') for the year ended 30 September 2023.

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

5/1/24

Reach Counselling Limited
Company Limited by Guarantee
Statement of Financial Activities
(including income and expenditure account)
Year ended 30 September 2023

		2023		2022
		Unrestricted funds	Total funds	Total funds
	Note	£	£	£
Income and endowments				
Donations and legacies	5	74,473	74,473	72,705
Charitable activities	6	–	–	180
Investment income	7	307	307	10
Total income		<u>74,780</u>	<u>74,780</u>	<u>72,895</u>
Expenditure				
Expenditure on charitable activities	8,9	88,694	88,694	74,034
Total expenditure		<u>88,694</u>	<u>88,694</u>	<u>74,034</u>
Net expenditure and net movement in funds		<u>(13,914)</u>	<u>(13,914)</u>	<u>(1,139)</u>
Reconciliation of funds				
Total funds brought forward		70,819	70,819	71,958
Total funds carried forward		<u>56,905</u>	<u>56,905</u>	<u>70,819</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 16 to 22 form part of these financial statements.

Reach Counselling Limited
Company Limited by Guarantee
Statement of Financial Position

30 September 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	14	170	227
Current assets			
Stocks	15	350	350
Debtors	16	12,278	10,515
Cash at bank and in hand		46,598	60,797
		<u>59,226</u>	<u>71,662</u>
Creditors: amounts falling due within one year	17	<u>2,491</u>	<u>1,070</u>
Net current assets		56,735	70,592
Total assets less current liabilities		56,905	70,819
Net assets		56,905	70,819
Funds of the charity			
Unrestricted funds		<u>56,905</u>	<u>70,819</u>
Total charity funds	19	<u>56,905</u>	<u>70,819</u>

For the year ending 30 September 2023 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 31/10/23, and are signed on behalf of the board by:



Dr J Lock
Director



F Morris
Director

The notes on pages 16 to 22 form part of these financial statements.

Reach Counselling Limited
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 30 September 2023

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 2023

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 2023

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 2023

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 2023 £	Unrestricted Funds £	Total Funds 2022 £
Donations				
Donations	66,234	66,234	63,322	63,322
Gift Aid	8,239	8,239	9,383	9,383
	<u>74,473</u>	<u>74,473</u>	<u>72,705</u>	<u>72,705</u>

6. Charitable activities

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Counselling Registrations	—	—	180	180

7. Investment income

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Bank interest receivable	307	307	10	10

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2023 £	Unrestricted Funds £	Total Funds 2022 £
Direct Charitable Expenditure	<u>88,694</u>	<u>88,694</u>	<u>74,034</u>	<u>74,034</u>

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

Year ended 30 September 2023

9. Expenditure on charitable activities by activity type

	Activities undertaken directly	Total funds 2023	Total fund 2022
	£	£	£
Direct Charitable Expenditure	88,694	<u>88,694</u>	<u>74,034</u>

10. Net expenditure

Net expenditure is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	<u>57</u>	<u>76</u>

11. Independent examination fees

	2023	2022
	£	£
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 (2022: 6). The average number of full-time equivalent employees during the year is analysed as follows:

	2023	2022
	No.	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 (2022: 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 2023

14. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 October 2022 and 30 September 2023	<u>2,428</u>	<u>8,382</u>	<u>10,810</u>
Depreciation			
At 1 October 2022	2,428	8,155	10,583
Charge for the year	—	57	57
At 30 September 2023	<u>2,428</u>	<u>8,212</u>	<u>10,640</u>
Carrying amount			
At 30 September 2023	<u>—</u>	<u>170</u>	<u>170</u>
At 30 September 2022	<u>—</u>	<u>227</u>	<u>227</u>

15. Stocks

	2023 £	2022 £
Raw materials and consumables	<u>350</u>	<u>350</u>

16. Debtors

	2023 £	2022 £
Trade debtors	11,151	9,326
Prepayments and accrued income	<u>1,127</u>	<u>1,189</u>
	<u>12,278</u>	<u>10,515</u>

17. Creditors: amounts falling due within one year

	2023 £	2022 £
Accruals and deferred income	1,070	1,070
Social security and other taxes	<u>1,421</u>	<u>—</u>
	<u>2,491</u>	<u>1,070</u>

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 £8,774 (2022: £6,931).

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 30 September 2023

19. Analysis of charitable funds

Unrestricted funds

	At 1 October 2022	Income	Expenditure	At 30 September 2023
	£	£	£	£
General funds	<u>70,819</u>	<u>74,780</u>	<u>(88,694)</u>	<u>56,905</u>

	At 1 October 2021	Income	Expenditure	At 30 September 2022
	£	£	£	£
General funds	<u>71,958</u>	<u>72,895</u>	<u>(74,034)</u>	<u>70,819</u>

20. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	170	170
Current assets	59,226	59,226
Creditors less than 1 year	(2,491)	(2,491)
Net assets	<u>56,905</u>	<u>56,905</u>

	Unrestricted Funds	Total Funds
	£	£
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>

21. Financial instruments

The company currently holds no financial instruments.

Reach Counselling Limited
Company Limited by Guarantee
Management Information
Year ended 30 September 2023

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 2023

	2023 £	2022 £
Income and endowments		
Donations and legacies		
Donations	66,234	63,322
Gift Aid	8,239	9,383
	<u>74,473</u>	<u>72,705</u>
Charitable activities		
Counselling Registrations	—	180
Investment income		
Bank interest receivable	307	10
	<u>—</u>	<u>—</u>
Total income	<u>74,780</u>	<u>72,695</u>
Expenditure		
Expenditure on charitable activities		
Wages and salaries	52,841	40,230
Pension costs	8,774	6,931
Rent	8,880	8,757
Rates and water	973	1,526
Light and heat	1,247	1,012
Repairs and maintenance	3,257	2,146
Insurance	2,474	2,173
Legal and professional fees	1,524	2,332
Telephone	2,465	2,631
Other office costs	1,411	1,284
Depreciation	57	76
Bank Charges	213	196
Publicity	4,191	4,437
gifts and donations	387	303
	<u>88,694</u>	<u>74,034</u>
Total expenditure	<u>88,694</u>	<u>74,034</u>
Net expenditure	<u>(13,914)</u>	<u>(1,139)</u>

Reach Counselling Limited

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities

Year ended 30 September 2023

	2023 £	2022 £
Expenditure on charitable activities		
Direct Charitable Expenditure		
<i>Activities undertaken directly</i>		
wages/salaries	52,841	40,230
pension costs	8,774	6,931
rent	8,880	8,757
rates & water	973	1,526
light & heat	1,247	1,012
repairs & maintenance	3,257	2,146
insurance	2,474	2,173
legal and professional fees	1,524	2,332
telephone	2,465	2,631
other office costs	1,411	1,284
depreciation	57	76
bank charges & interest	213	196
publicity & website	4,191	4,437
gifts and donations	387	303
	<u>88,694</u>	<u>74,034</u>
Expenditure on charitable activities	<u>88,694</u>	<u>74,034</u>