



# **ALTON COUNSELLING SERVICE**

## **ANNUAL REPORT and ACCOUNTS**

**2018-2019**

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **1. Trustees and their Advisers**

#### **Board of Trustees**

Anne Bothwell (Chair)  
Ann Brosnan  
Graham Hill  
Andrew Micklefield  
Sally Rix  
Andrea West

#### **Counsellors' Representative**

Alison Curry

#### **Consultant Psychiatrist & Clinical Adviser**

Dr Paul Warren, BM, MRCPsych

#### **Independent Examiner**

E.M.Mackeggie Gurney, ACA

#### **Management Board**

<b>Head of Counselling</b>	Dorothy Harte
<b>Treasurer</b>	Andrew Croom-Johnson
<b>Service Manager</b>	Lissa Morris

#### **Bankers**

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

#### **Premises**

Quaker Meeting House,  
Church Street,  
Alton  
GU34 2DA

Tel: 01420 89207

Web: [www.altoncounselling.org.uk](http://www.altoncounselling.org.uk)

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **2. Structure, Governance and Management**

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

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

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

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

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

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

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **3. Objectives**

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

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

### **4. Review of Clinical Practice**

During the last year we have again seen growth in the activity of the counselling service. Both the number of clients and the level of enquiries from members of the public have increased. This reflects greater awareness of how useful counselling can be. The enquiries are largely about individual counselling but we continue to offer counselling both for couples and for young people aged 16 and above. We continue to see about 10% of clients in this group.

At present we have sixteen counsellors, seeing 2 to 5 clients each on an open-ended basis. They form three supervision groups, working with Alison Curry, Tracy Busbridge and Stan Roman, who are our valued and experienced supervisors. During the year we have had some changes to the counselling team. Karin Barea, Sharon Dunne, Ellie Bradley, Susan Buesnel and Krystyna Jankowska have joined us and during the year Alison Lee and Lisa Maltby left us. So are numbers are increasing.

We constantly monitor our work in order to meet the growing counselling needs of Alton and the surrounding area.

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **Treasurer's report**

#### **Financial review**

The end of year accounts show a surplus for the year of £4,835 following a “balanced” year last year and a number of previous years of substantial deficits. The increase in income has mostly come from the continued growth in the number of counselling sessions we have been able to provide.

We have again run a programme of Training Courses during the year which has been well attended by our own counsellors as well as external counsellors. Further Training Courses have been planned for this financial year.

We have continued to run a varied programme of Fund Raising Events during the year, with a rolling programme planned for this financial year.

Our Operating Expenses continue to be carefully monitored and managed, and were under budget by £5,404 for the year.

#### **HMRC/PAYE**

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

#### **Credit card system**

The Worldpay (formally Cardsave) virtual terminal credit card system continues to meet our credit card processing needs. In November 2018 we renewed compliance to the Payment Card Industries Digital Security Standards as required by Worldpay.

#### **Employee Pensions**

We are registered with The Pensions Regulator regarding the new workplace pension law (Pensions Act 2008) for our only employee. Our duties under the act started on 1<sup>st</sup> May 2017 and we set up a Workplace Pension Scheme with NEST.

#### **Reserve account**

Reserve funds continue to be held in a Charity Deposit account with Virgin Money, currently paying 0.75% interest.

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **6. Trustees' Commentary**

#### **Regained stability**

The financial position continues to improve. Reserves now stand at £20,000, comfortably above the Reserves Policy level, which has now been increased to £5,000. Only about one third of clients are able to afford the full cost of counselling, the others pay on a sliding scale according to their means. Bursary funds are still required to fill the gap; fund raising is dedicated to Bursary purposes wherever possible. Numbers are carefully monitored by the Management Board and regularly reported to the Trustees. The Trustees were confident to approve a modest increase in pay rates for 2019-20.

#### **Management Board**

The Management Board has again operated satisfactorily without a Director. The Trustees are grateful to Dorothy Harte, Andrew Croom-Johnson and Lissa Morris for taking on additional workload. The Trustees have dealt with some aspects previously done by the Director. The Service Manager has undertaken a thorough review of our policies and guidelines and updated these.

#### **Outlook**

We now have a fourth supervision group running. Training courses will continue to provide an income stream separate from the mainstay of client receipts. We are aware of local counselling needs associated with a Dementia Support Group, and with a proposed Youth Drop-in Scheme, but both will require funding that is not yet available.

#### **Fundraising**

We express our gratitude to the organisations and individuals that made grants and donations during the year. These total over £4,000 and are listed in the Notes to the Accounts. Our fund-raising events raised approximately £3,000, thanks to our speakers, John Pilkington and Sue Dell. The membership of Friends of Alton Counselling Service now stands at 29 with total subscriptions over £600.

#### **Accreditation**

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

#### **Networks and external links**

We are members of the National Counselling Network (NCN) and Alton Charities Together (ACT). We are pleased to report that at the AGM of ACT our former Director, Charles Bailey, was presented with a Volunteer Award.

The Trustees accepted invitations for interviews on Wey Valley Radio both to promote specific fund-raising events and to talk about the service in general. They have met with various members of the Town Council and taken part in an Older Peoples' Forum to promote awareness of the service.

### **7. Statement of Trustees' Responsibilities**

# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

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

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

**Signed:**

**Anne Bothwell, Chair of Trustees**

**Date:**



# **Alton Counselling Service**

## **For the financial year ended 31 March 2019**

### **Clinical Organization**

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#### **Head of Counselling**

Dorothy Harte

#### **Clinical Supervisors**

Tracy Busbridge

Stanley Roman

Alison Curry

#### **Consultant Psychiatrist & Clinical Adviser**

Dr Paul Warren, BM, MRCPsych

#### **Counsellors**

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

Sophia Armstrong

Karin Barea

Tony Boorman

Ellie Bradley

Paul Brand

Susan Buesnal

Alison Curry

Sharon Dunne

Tina Foley

Jeremy Hughes

Krystyna Jankowska

Laura Jerram

Mandy Keene

Pete Smith

Jaye Turley

Nicki Figgins

#### **Volunteers**

The following have volunteered their time to ACS

Rachel Ilett



**Alton Counselling Service**  
**For the financial year ended 31 March 2019**



**ALTON COUNSELLING  
SERVICE**

**Accounts for the  
year ended**

**31 March 2019**

# Alton Counselling Service

## For the financial year ended 31 March 2019

### Receipts and Payment Accounts

	<b>Total Funds</b>		Notes
	This Year	Last Year	
	£	£	
<b><u>Receipts</u></b>			
Counselling Sessions and Initial Consultations	51,719	40,425	
Training Courses	2,493	2,001	
Grants and Donations	4,440	4,004	(2)
Bank Interest	85	56	
Fund-raising events	2,145	2,122	(3)
Friends of ACS subscriptions	624	610	
Gift Aid	0	856	
Sundry income	93	104	
	<b>61,599</b>	<b>50,178</b>	
<b><u>Payments</u></b>			
Counselling and Training	(27,448)	(20,143)	
Training Courses	(1,277)	(1,026)	
Bursary Payments	(4,379)	(3,790)	
Administration	(17,385)	(15,605)	
Premises Costs	(5,039)	(5,059)	
Insurance and Affiliation Fees	(617)	(614)	
Fund-raising events	(619)	(421)	
Conference	(0)	(0)	
	<b>(56,764)</b>	<b>(46,658)</b>	
Net of Receipts/(Payments)	4,835	3,520	
Cash Funds last year end	15,637	12,117	
<b>Cash Funds this year end</b>	<b>20,472</b>	<b>15,637</b>	

### Statement of Assets and Liabilities at Year End

	<b>Unrestricted Funds</b>		
	£		
<b><u>Cash Funds</u></b>			
Petty Cash	39		
Current Account (HSBC bank)	4,091		
Monies due from Streamline	351		(4)
Savings Account (Virgin Money)	15,991		
	<b>20,472</b>		

# Alton Counselling Service

## For the financial year ended 31 March 2019

### Notes to the accounts

1.	<u>Restricted Funds</u>	Credit £	Debit £	Balance £
	Grant from Binsted PCC	500	500	nil
	Grant From East Hampshire District Council	970	970	nil

2. Grants and Donations

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

	£
McCarthy & Stone	1,000
East Hampshire District Council	1,470
Binsted Parish Council	500
Waitrose	306
Dorothy Harte	300
Diana Faithful	300
Paul Warren	250
Elizabeth Knight	194
A R Channon	100
Sundry donations of under £51 – (2 donors)	20

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<b>Total</b>	<b>4,440</b>
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3. Fund-raising events

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

	£
Pilkington talk	1,241
Jane Austen Talk – April 2018	582
Jane Austen Talk – March 2019	321

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<b>Total</b>	<b>2,965</b>
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4. Monies due from Streamline

This figure relates to Client Credit Card payments entered into the Accounts on 29<sup>th</sup> March 2019 and processed on 29<sup>th</sup> March 2019. Payments are not normally received into the bank account for 3 to 4 working days. A payment of £350.45 was credited to bank account on 3rd April 2019.