

**West London Centre for Counselling (a  
Company Limited by Guarantee)**

**Financial Statements**

**31 March 2012**

**Company Registration Number 02731466  
Charity Number 1027290**



**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Financial Statements**

**Year ended 31 March 2012**

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<b>Contents</b>	<b>Page</b>
Members of the Board and Professional Advisers	<b>1</b>
Trustees Annual Report	<b>2</b>
Independent Auditor's Report to the Members	<b>6</b>
Statement of Financial Activities (Incorporating the income and expenditure account)	<b>8</b>
Balance Sheet	<b>9</b>
Notes to the Financial Statements	<b>10</b>

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Members of the Board and Professional Advisers**

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**Registered Charity Name**                      West London Centre for Counselling (a Company Limited By Guarantee)

**Charity Number**                                1027290

**Company Registration Number**            02731466

**Registered Office**                            3 Glenthorne Mews  
115 Glenthorne Road  
Hammersmith  
London  
W6 0LJ

**Trustees**                                        Becky Diacono  
Digby Howard  
John Nuttall (Chair)  
Kiran Rehins  
Michael Rich  
Brendan Tarring

**Secretary**                                      Michael Rich

**Auditor**                                         Landau Morley LLP  
Chartered Accountants  
& Statutory Auditor  
Lanmor House  
370/386 High Road  
Wembley  
Middlesex  
HA9 6AX

**Bankers**                                        HSBC Bank Plc  
21 King's Mall  
King Street  
London  
W6 0QF

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Trustees Annual Report**

**Year ended 31 March 2012**

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The Trustees, who are also directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2012

### **Reference and Administrative Details**

Reference and administrative details are shown in the schedule of members of the board and professional advisers on page 1 of the financial statements

### **The Trustees**

The Trustees who served the company during the period were as follows

Becky Diacono  
Digby Howard  
John Nuttall (Chair)  
Kiran Rehins  
Michael Rich  
Brendan Tarring

### **Structure, Governance and Management**

The charity is a limited company having no share capital and is limited by guarantee. The governing document is the Memorandum and Articles of Association.

The members of the Board of Trustees are listed above.

New Trustees undergo induction training to brief them on their legal obligations under charity law, the committee and decision making processes, the objectives and the financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role.

Every member of the Board of Trustees undertakes to contribute an amount not exceeding one pound in the event of winding up the company whilst they are a member of the Board or within one year after their membership ceases.

The Trustees may elect new members to the Board and renew membership on an annual basis. One third of the members of the Board shall retire each year and be eligible for re-election.

The key personnel of the Centre are

Robert Bell-Cross	Director and Principal Counsellor
Gaynor Phillips	Clinical-Co-ordinator

### **Risk Management**

Risks are classified under headings such as financial, premises, staffing and reputation. Risk assessments are carried out in order to ascertain the likelihood of a risk event occurring, of its potential impact, and whether any cost effective mitigating action may be taken. The major risks relating to these have been identified by the Trustees relying on professional advice where appropriate and they are reviewed on a regular basis. The organisation has adequate systems in place accompanied by proper insurance cover which are considered adequate to mitigate major risks.

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Trustees Annual Report *(continued)***

**Year ended 31 March 2012**

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### **Objectives and Activities**

The main objective of the Centre is to provide free therapeutic counselling to people living or working in West London. It also aims to support the training and development of trainee and newly qualified counsellors by providing additional skills training and the opportunity to expand their clinical experience. Additionally, the Centre promotes study and research in the field of counselling and psychotherapy.

### **Public Benefit**

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2011 to have due regard to the Charity Commission's general guidance on public benefit, 'Charities and Public Benefit'.

All of the activities that are undertaken by the charity are for the advancement of the objectives and are outlined fully above.

### **Achievements and Performance**

The principal activity of the charity during the year continued to be the provision of counselling and psychotherapy to people with psychological difficulties living or working in Hammersmith and Fulham. Presenting problems include anxiety, depression, relationship problems, sexual and physical abuse, suicidal thoughts, bereavement, alcohol and drug addiction and HIV.

During the year, the NHS Hammersmith and Fulham Mental Health Commissioning Team commissioned the Centre to accept referrals and provide counselling services for the Hammersmith and Fulham IAPT (Improving Access to Psychological Therapies) Back on Track. The Centre also received self-referrals from Sexual Health Clinics and individuals for its HIV/Sexual Health Service, and received other direct referrals.

The Centre received about 1,000 referrals and was able to offer around 8,400 hours of free counselling. As in previous years, in addition to the staff of two full-time and three part-time qualified and accredited counselling/psychotherapy practitioners, the mainstay of the service was a dedicated team of 80 trainee counsellors and supervisors.

The Centre provided a sound and ethical platform for the clinical training and practice of its volunteers, most of whom are advanced trainee counsellors and psychotherapists at London's training schools. This allowed the Centre to provide a range of different counselling orientations - psychodynamic, cognitive and humanistic approaches - whatever is appropriate to the client's needs.

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Trustees Annual Report *(continued)***

### **Year ended 31 March 2012**

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Client evaluation of our services demonstrated that 88% of clients were very satisfied with the total services they received at WLCC. The Centre can demonstrate a high level of accessibility for clients from minority ethnic groups. The Centre continued to offer choice and flexibility to clients by its extended evening opening hours, and has facilities for access for clients with disabilities. During the period counselling was provided by counsellors with disabilities and from a wide range of ethnic, cultural and social backgrounds. Counselling was provided in twelve languages other than English. Clients also had the choice of counsellors identifying as gay, lesbian or bi-sexual.

The Centre provided counselling support to the Hammersmith and Fulham community to help individuals maintain their positions in their family, workplace and within the community.

In January 2012, the CORE (Clinical Outcomes of Routine Evaluation) System was reintroduced for all clients with the expectation that this will continue to demonstrate that three quarters of clients show clinical improvement (as it did prior to 2009).

During the year, the Centre raised charitable funding to establish two Therapy Groups - a Men's Anger Management Group and an Anxiety/Depression Group. Both these Groups are now fully attended and are progressing well. With adequate funding, it is hoped to introduce a Women's Anger Management Group during 2012.

In December 2011, notice was given by the Landlords for the termination of the Lease on Coningham Road. New premises have been found in Glenthorne Mews, Glenthorne Roads, Hammersmith and the Centre opened at the new address on Monday 6th August 2012.

### **Financial Review**

Funding for the Centre was received from a range of statutory and voluntary sources, with the Hammersmith and Fulham Primary Care Trust being the most significant contributor, along with the Hammersmith and Fulham Local Authority and the NHS H&F - HIV/Sexual Health.

Incoming resources for the year totalled £272,218 (2011 £281,622), resulting in a deficit of £10,800. The total funds carried forward were £98,385 in unrestricted reserves and £6,000 in restricted reserves.

The Trustees agree that the current level of reserves is appropriate to preserve continuity of operations in the event of adverse circumstances and, in particular, to fulfil the Centre's commitment to the 12 week programme of counselling for all clients, and as a defence against possible reductions in statutory funding.

### **Plans for Future Periods**

The Trustees aim to continue to ensure the charity carries out its objectives to the highest possible standards.

### **Responsibilities of the Trustees**

The Trustees (who are also the directors of West London Centre for Counselling (a Company Limited by Guarantee) for the purposes of company law) are responsible for preparing the Trustees Annual Report and the financial statements in accordance with applicable law and regulations.

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Trustees Annual Report** *(continued)*

**Year ended 31 March 2012**

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Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law) Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and the income and expenditure of the charitable company for that period.

In preparing these financial statements, the Trustees are required to

- select suitable accounting policies and then apply them consistently,
- observe the methods and principles in the Charities SORP,
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Charities Act 2011. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities

In so far as the Trustees are aware:

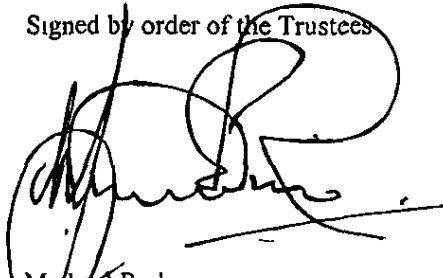
- there is no relevant audit information of which the charitable company's auditor is unaware, and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information

### **Auditor**

A resolution to appoint Landau Morley LLP as auditor for the ensuing year will be proposed at the Annual General Meeting.

Registered office  
3 Glenthorne Mews  
115 Glenthorne Road  
Hammersmith  
London  
W6 0LJ

Signed by order of the Trustees



Michael Rich  
Company Secretary

29<sup>th</sup> November 2012

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Independent Auditor's Report to the Members of West London Centre for Counselling (a Company Limited By Guarantee)**

**Year ended 31 March 2012**

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We have audited the financial statements of West London Centre for Counselling (a Company Limited by Guarantee) for the year ended 31 March 2012 on pages 8 to 14 The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice)

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006 Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed

### **Respective Responsibilities of Trustees and Auditors**

As explained more fully in the Trustees Annual Report, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland) Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors

### **Scope of the Audit of the Financial Statements**

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error This includes an assessment of whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed, the reasonableness of significant accounting estimates made by the trustees, and the overall presentation of the financial statements In addition, we read all the financial and non-financial information in the trustees' annual report to identify material inconsistencies with the audited financial statements If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report

### **Opinion on Other Matter Prescribed by the Companies Act 2006**

In our opinion the information given in the Trustees Annual Report for the financial year for the which the financial statements are prepared is consistent with the financial statements



**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Independent Auditor's Report to the Members of West London Centre for Counselling  
(a Company Limited By Guarantee) (continued)**

**Year ended 31 March 2012**

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**Matters on Which We are Required to Report by Exception**

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us, or
- the financial statements are not in agreement with the accounting records and returns, or
- certain disclosures of Trustees' remuneration specified by law are not made, or
- we have not received all the information and explanations we require for our audit

Lanmor House  
370/386 High Road  
Wembley  
Middlesex  
HA9 6AX

7<sup>th</sup> December 2012.

PAUL KUTNER FCA (Senior  
Statutory Auditor)  
For and on behalf of  
LANDAU MORLEY LLP  
Chartered Accountants  
& Statutory Auditor

**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Statement of Financial Activities (Incorporating the Income and Expenditure Account)**

**Year ended 31 March 2012**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
<b>Incoming Resources</b>					
Incoming resources from generated funds					
Voluntary income	2	12,592	—	12,592	7,692
Activities for generating funds	3	2,649	—	2,649	4,012
Investment income	4	82	—	82	72
Incoming resources from charitable activities	5	256,895	—	256,895	269,846
<b>Total Incoming Resources</b>		<u>272,218</u>	<u>—</u>	<u>272,218</u>	<u>281,622</u>
<b>Resources Expended</b>					
Costs of generating funds					
Fundraising costs	6	(8,700)	—	(8,700)	(8,209)
Charitable activities	7/8	(267,481)	—	(267,481)	(257,046)
Governance costs	9	(6,837)	—	(6,837)	(5,793)
<b>Total Resources Expended</b>		<u>(283,018)</u>	<u>—</u>	<u>(283,018)</u>	<u>(271,048)</u>
<b>Net (Outgoing)/Incoming Resources for the Year/Net (Expenditure)/Income for the Year</b>	10	(10,800)	—	(10,800)	10,574
<b>Reconciliation of Funds</b>					
Total funds brought forward		109,185	6,000	115,185	104,611
<b>Total Funds Carried Forward</b>		<u>98,385</u>	<u>6,000</u>	<u>104,385</u>	<u>115,185</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared

All of the above amounts relate to continuing activities

The notes on pages 10 to 14 form part of these financial statements.

**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Balance Sheet**

**31 March 2012**

	Note	2012 £	£	2011 £	£
<b>Current Assets</b>					
Debtors	12	10,062		9,482	
Cash at bank and in hand		<u>96,723</u>		<u>111,789</u>	
		106,785		121,271	
<b>Creditors: Amounts Falling due Within One Year</b>	13	<u>(2,400)</u>		<u>(6,086)</u>	
<b>Net Current Assets</b>			104,385		115,185
<b>Total Assets Less Current Liabilities</b>			<u>104,385</u>		<u>115,185</u>
<b>Net Assets</b>			<u>104,385</u>		<u>115,185</u>
<b>Funds</b>					
Restricted income funds	14		6,240		6,000
Unrestricted income funds	15		<u>98,145</u>		<u>109,185</u>
<b>Total Funds</b>			<u>104,385</u>		<u>115,185</u>

These financial statements were approved by the board of Trustees on the 29/11/2012. and are signed on their behalf by:

  
John Nuttall (Chair)

Company Registration Number 02731466

The notes on pages 10 to 14 form part of these financial statements.

# **West London Centre for Counselling (a Company Limited by Guarantee)**

## **Notes to the Financial Statements**

**Year ended 31 March 2012**

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### **1. Accounting Policies**

#### **Basis of Accounting**

The financial statements have been prepared under the historical cost convention and in accordance with applicable United Kingdom accounting standards, the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 (SORP 2005) and the Companies Act 2006

#### **Cash Flow Statement**

The Trustees have taken advantage of the exemption in Financial Reporting Standard No 1 (revised) from including a cash flow statement in the financial statements on the grounds that the company is small

#### **Fund Accounting**

Unrestricted funds are general funds that are available for use at the trustees' discretion in furtherance of the objectives of the charity

Restricted funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose

#### **Incoming resources**

Voluntary income, including donations, legacies and grants that provide core funding or are of a general nature, are recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability

Investment income is recognised on a receivable basis

#### **Resources Expended**

Expenditure is recognised when a liability is incurred Other grant payments are recognised when a constructive obligation arises that result in the payment being unavoidable

Costs of generating funds are those costs incurred in attracting voluntary income

Governance costs are primarily associated with constitutional and statutory requirements

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources

#### **Pension Costs**

The company operates a defined contribution pension scheme for employees The assets of the scheme are held separately from those of the company The annual contributions payable are charged to the statement of financial activities

**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Notes to the Financial Statements**

**Year ended 31 March 2012**

**2. Voluntary Income**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2012 £</b>	<b>Total Funds 2011 £</b>
<b>Donations</b>			
Donations receivable	<u>12,592</u>	<u>12,592</u>	<u>7,692</u>

**3. Incoming Resources from Activities for Generating Funds**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2012 £</b>	<b>Total Funds 2011 £</b>
Room hire and other income	<u>2,649</u>	<u>2,649</u>	<u>4,012</u>

**4. Investment Income**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2012 £</b>	<b>Total Funds 2011 £</b>
Bank interest receivable	<u>82</u>	<u>82</u>	<u>72</u>

**5. Incoming Resources from Charitable Activities:**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2012 £</b>	<b>Total Funds 2011 £</b>
Grants Receivable	<u>256,895</u>	<u>256,895</u>	<u>269,846</u>
Grants receivable during the year included amounts receivable from the following			
		2012 £	2011 £
Hammersmith & Fulham Local Authority		50,040	55,080
Hammersmith & Fulham PCT		180,854	188,390
NHS H&F - HIV/Sexual Health		26,001	26,376

**6. Fundraising Costs**

	<b>Unrestricted Funds £</b>	<b>Total Funds 2012 £</b>	<b>Total Funds 2011 £</b>
Fundraising costs	<u>8,700</u>	<u>8,700</u>	<u>8,209</u>

**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Notes to the Financial Statements**

**Year ended 31 March 2012**

**7. Costs of Charitable Activities by Fund Type**

	<b>Unrestricted Funds</b>	<b>Total Funds 2012</b>	<b>Total Funds 2011</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	174,933	174,933	169,161
Volunteer expenses	13,190	13,190	9,055
Supervision costs	13,635	13,635	13,100
Advertising & publicity	7,350	7,350	5,473
Support costs	58,373	58,373	60,257
	<u>267,481</u>	<u>267,481</u>	<u>257,046</u>

**8. Costs of Charitable Activities by Activity Type**

	<b>Activities undertaken directly</b>	<b>Support costs</b>	<b>Total Funds 2012</b>	<b>Total Funds 2011</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Staff costs	174,933	–	174,933	169,887
Volunteer expenses	13,190	–	13,190	9,055
Supervision costs	13,635	–	13,635	13,100
Premises	–	44,968	44,968	46,199
Group work	–	1,432	1,432	1,284
Office and administration costs	–	11,479	11,479	11,584
Bank charges	–	10	10	54
Cleaning costs	–	484	484	410
Advertising & publicity	7,350	–	7,350	5,473
	<u>209,108</u>	<u>58,373</u>	<u>267,481</u>	<u>257,046</u>

**9. Governance Costs**

	<b>Unrestricted Funds</b>	<b>Total Funds 2012</b>	<b>Total Funds 2011</b>
	<b>£</b>	<b>£</b>	<b>£</b>
Accountancy fees	4,068	4,068	3,716
Audit fees	2,769	2,769	2,077
	<u>6,837</u>	<u>6,837</u>	<u>5,793</u>

**10. Net (Outgoing)/Incoming Resources for the Year**

This is stated after charging

	<b>2012</b>	<b>2011</b>
	<b>£</b>	<b>£</b>
Staff pension contributions	5,639	6,645
Auditors' remuneration - audit of the financial statements	<u>2,769</u>	<u>2,077</u>

**West London Centre for Counselling (a Company Limited by Guarantee)**

**Notes to the Financial Statements**

**Year ended 31 March 2012**

**11. Staff Costs and Emoluments**

Total staff costs were as follows:

	2012	2011
	£	£
Wages and salaries	155,157	147,449
Social security costs	14,137	14,167
Other pension costs	5,639	6,645
	<u>174,933</u>	<u>168,261</u>

**Particulars of employees:**

The average number of employees during the year, calculated on the basis of full-time equivalents, was as follows

	2012	2011
	No	No
Number of staff	<u>6</u>	<u>6</u>

No employee received remuneration of more than £60,000 during the year (2011 - Nil)

**12. Debtors**

	2012	2011
	£	£
Prepayments	<u>10,062</u>	<u>9,482</u>

**13. Creditors: Amounts falling due within one year**

	2012	2011
	£	£
Accruals	<u>2,400</u>	<u>6,086</u>

**14. Restricted Income Funds**

**Balance at 1 Apr 2011  
and at 31 Mar 2012**

	£
Restricted Fund	<u>6,000</u>

There have been no movements on restricted funds during the year ended 31 March 2012

**15. Unrestricted Income Funds**

	Balance at 1 Apr 2011	Incoming resources	Outgoing resources	Balance at 31 Mar 2012
	£	£	£	£
Designated Fund	66,000	—	—	66,000
General Funds	43,185	272,218	(283,018)	32,385
	<u>109,185</u>	<u>272,218</u>	<u>(283,018)</u>	<u>98,385</u>

**West London Centre for Counselling (a Company  
Limited by Guarantee)**

**Notes to the Financial Statements**

**Year ended 31 March 2012**

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**15. Unrestricted Income Funds** *(continued)*

The purpose of the designated fund is to provide reserves to enable the organisation to continue to deliver counselling programmes for approximately three months in the event of closure or adverse circumstances, in line with the stated risk and reserves policy

The Trustees consider that the value of the designated fund carried forward is sufficient to meet the reserves policy set out in the Trustees' Report

**16. Analysis of Net Assets Between Funds**

	<b>Net current assets £</b>	<b>Total £</b>
<b>Restricted Income Funds:</b>		
	6,000	6,000
<b>Unrestricted Income Funds:</b>		
Designated Funds	66,000	66,000
General Funds	32,385	32,385
	<u>98,385</u>	<u>98,385</u>
<b>Total Funds</b>	<u>104,385</u>	<u>104,385</u>