Gloucestershire Counselling Service Annual Report and Unaudited Accounts 31 August 2018

THURSDAY

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Reference and administrative details

For the year ended 31 August 2018

Status The organisation is a charitable company limited by guarantee,

incorporated on 6 May 2003 and registered as a charity on 7 June 2005.

which established the objects and powers of the charitable company and

is governed under its articles of association.

Company number 04754643

Charity number 1109904

Chief executive

Registered office and operational address Alma House 52-53 High Street

Stroud

Gloucestershire GL5 1AP

Trustees John Whitwell Chair of Trustees

Judith Phillips Vice-Chair (resigned 3 May 2018)
Katherine Rooksby Vice-Chair

Katherine Rooksby Nigel Brabbins Lynn Emslie

Emma Griffiths

Caroline Gilbert (resigned 21 June 2018)

Nicola Hermine De Longh
Julia Jones (appointed 4 October 2018)

Emma Payne

Erin Sawyer (resigned 4 October 2018)
Fiona Talwar- Lomberg (resigned 3 May 2018)
Svetlin Vrabtchev

Company secretary Jackie Cox (resigned 4 January 2018)

Ellen Edwards (appointed 4 January 2018)

Reference and administrative details

For the year ended 31 August 2018

Bankers

CAF Bank Limited

25 Kings Hill Avenue

Kings Hill

West Malling, Kent

ME19 4JQ

Scottish Widows

67 Morrison Street

Edinburgh

EH3 8YJ

Independent examiner

Godfrey Wilson Ltd

Chartered accountants and statutory auditors

Santander UK plc

Merseyside L30 4GB

Bridle Road, Bootle

5th Floor, Mariner House

62 Prince Street

Bristol BS1 4QD

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Report of the trustees

For the year ended 31 August 2018

The trustees present their report and the unaudited financial statements for the year ended 31 August 2018.

Reference and administrative information set out on page 1 forms part of this report. The financial statements comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice - Accounting and Reporting by Charities (effective January 2015).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Constitution

Gloucestershire Counselling Service was first registered as a charity on 14 June 1984. The charity became a charitable company limited by guarantee, incorporated on 6 May 2003 and the company was registered as a charity on 7 June 2005. It was established under a Memorandum of Association, which establishes its objects and powers and is governed under its Articles of Association.

New Articles of Association were adopted during the year (which incorporate the charitable company's objects and powers) in order to bring them up to date with current legislation and to provide a more robust governance framework.

Recruitment and appointment of new trustees

The recruitment of new trustees is by personal recommendation, through advertising vacancies and networking with other organisations. The existing trustees appoint new trustees and also appoint one of their number as Chair of Trustees.

Induction and training of new trustees

New trustees are provided with a copy of the Gloucestershire Counselling Service's key documents, historically being the Memorandum and Articles of Association, and now being the Articles of Association, a copy of the latest annual report and accounts and minutes of recent trustee meetings. The induction includes:

- an explanation of the purposes and activities of GCS;
- the trusts and procedures which govern the trustees' actions;
- the organisation of GCS; and
- the source of funding and the nature of resources.

Management structure

The overall responsibility for the day-to-day management of the service is delegated to the Chief Executive who in turn delegates the responsibility for the various sections of the service to the Senior Leadership Team. The Senior Leadership team consists of:

- Chief Executive;
- Head of Training;
- Heads of Counselling Services (Open Ended & Couples, Time Limited, C&FCS & Schools); and
- Finance Officer.

Report of the trustees

For the year ended 31 August 2018

Wider network and related parties

GCS Adult Counselling Service is a British Association for Counselling and Psychotherapy (BACP) accredited service which requires the charity to adhere to high levels of professional standards and ethics. GCS is also a member of the British Psychoanalytic Council (BPC), who accredit the Diploma in Counselling and offer professional accreditation to qualified counsellors. GCS is also a member of the National Counselling Network (NCN) which consists of 25 counselling centres within the United Kingdom, each being registered charities with their own board of trustees. Meetings of Directors / Chief Executives of the centres are held regularly as are meetings with local centres. The Chief Executive and senior staff of GCS meet at appropriate times with senior staff of other local organisations, stakeholders and potential partners.

Risk management

On an annual basis the trustees actively review the risks that the charity faces in six key areas: strategic direction; operations; financial; reputation; legal and statutory and human resources. All identified risks are assessed for likelihood of occurrence and potential impact. This information is used to develop a risk management strategy for the organisation, including the identification of existing controls in operation and any new controls the trustees consider necessary.

OBJECTIVES AND ACTIVITES

The two principal objectives are:

- 1) To provide high quality counselling at affordable cost to the people of Gloucestershire and its surrounds. We seek to provide counselling for people, individuals, couples and families who suffer emotional and psychological difficulties and help them develop the potential to personal maturity and independence.
- 2) To provide professional training in counselling to the people of Gloucestershire and its surrounds so that there might be a greater resource of skilled counsellors available to those in need of psychological support. The training is provided with the necessary disciplines and structures to make this safe and with adherence to external requirements from validating bodies.

To achieve these aims, GCS:

- Seeks to provide counselling for people individuals and couples who suffer emotional and psychological difficulties and to develop the individual's potential to personal maturity and independence. Where we do not consider someone suitable for our approach we would make efforts to refer on appropriately after assessment;
- Adheres to an Equal Opportunities Policy. GCS is positively committed to opposing discrimination. We recognise that there are processes inherent in any organisation, including our own, which can work against this intention. We acknowledge, therefore, that we have an obligation to be constantly re-examining all aspects of our policy development and implementation. We will aim to ensure that as far as is possible, equality of opportunity is available to all who work within GCS and use its services;
- Ensures good professional standards and continues to work within the structures and guidelines
 provided by the National Counselling Network and adheres to the BACP's Ethical Framework for
 Good Practice in Counselling and Psychotherapy and BPC Professional Standards and Codes
 of Ethics; and
- As a charity, tries to exercise the best possible stewardship of our financial resources to maintain the service for this community.

Report of the trustees

For the year ended 31 August 2018

Significant activities

As a major provider of general counselling and training in Gloucestershire, GCS offers a range of services to the community.

Public benefit statement

The trustees confirm that they have had due regard for the Charity Commission guidance on public benefit when reviewing the charity's aims and objectives.

Our Counselling services include:

- Adult Counselling Service offering confidential counselling to individual adults experiencing
 personal, emotional or psychological difficulties. We are able to offer Open Ended Counselling at
 an affordable rate as well as offering a Time Limited Service, which enables focussed work to
 take place over a period of 12 weeks;
- Couples Counselling Service for those experiencing difficulties in their relationship whether
 they are married, living together, in a same sex relationship, separated or divorced. Couples
 may be requiring mediation through the process of a divorce or wishing to ensure the survival of
 a healthier relationship;
- The Child & Family Counselling Service a counselling service for families who are experiencing difficulties which may be a result of changes in family life i.e. separation, remarriage, stepfamilies, sexual abuse and trauma or the need to support a troubled child or young person in the family. We offer systemic family therapy as well as individual counselling;
- School Counselling Service a professional service providing high quality counselling on the school site for individual pupils by experienced counsellors who have extensive experience and knowledge of counselling young people in a school setting;
- Employee Wellbeing Service provides counselling services to organisations for their employees in and around Gloucestershire. Counselling under this scheme provides short-term solution focused counselling to assist employees in the identification and resolution of employee concerns such as personal or work-related matters, which affect or may affect performance;
- GamCare was a free counselling service for problem gamblers, delivered in partnership with the Addiction Recovery Agency (ARA) and GamCare. The service level agreement for GamCare ended in March 2018:
- GP Contract Holts Health Centre, Newent contract GCS to provide 2 counsellors to work from their surgery seeing patients of the practice for up to 6 weeks of counselling;
- Stroud District Council Homelessness Prevention Team Contract GCS to provide counselling for residents of Stroud District to provide up to 6 weeks of counselling to young people and couples at risk of homelessness; and
- Other Professional Services GCS have service level agreements with a range of agencies to provide both Clinical Supervision to their practitioners/therapists and Reflective Supervision to staff such as school pastoral teams, youth workers and mentors.

Report of the trustees

For the year ended 31 August 2018

Our Training services include:

- Introductory and Certificate courses in Listening and Counselling Skills: our Introductory course is delivered in Stroud, Cheltenham and Gloucester in various formats including 10 week, 5 day and weekend arrangements. The one year Certificate course is delivered in Stroud and Cheltenham. In addition to this, we are able to offer a tailor-made programme delivered in the workplace such as to school support staff, health care workers or managers looking to improve their listening skills.
- Diploma in Psychodynamic Counselling: a comprehensive training programme for psychodynamic counsellors working with individual adult clients. This training comprises a threeyear course taught in Stroud by a highly qualified and experienced teaching team. As part of the Diploma course, we offer counselling placements in the open-ended Adult Counselling Service.
- Associate Programme: post-diploma programme comprising further teaching in professional standards of counselling practice and counselling placement. This programme is intended for qualified counsellors seeking professional registration and accreditation with organisations such as BACP and BPC.
- CPD short courses and workshops: in supporting the mental health and development of various client groups such as children, families and couples, individual adults with presenting mental health issues such as PTSD, acute anxiety, self-harming and suicidal behaviour.
- CPD Programmes and Short Courses: for qualified and trainee therapists such as short courses in different counselling modalities, time-limited work, EMDR and Brief Focused Therapy, Supervision Skills for example.
- Development and delivery of accredited trainings in Child and Family Therapy: It has been our long-term strategy to offer trainings that develop the mental health workforce of Gloucestershire and ensure a supply of suitably qualified and experienced therapists for our Child and Family Counselling Service. Our partnership with the Tavistock and Portman NHS Foundation Trust has introduced a programme of validated and accredited training in working with children, families and young people.
- Families and Beyond: An Introduction to Systemic Thinking: This is a four-day course intended to help thinking about families, organisations and other networks and their influence on individuals. It has proved popular, particularly with carers, teachers, managers, health and social care professionals and those who would like to find out about working with children, families and young people, whether for career purposes or out of general interest. It ran successfully in 2017 and 2018, and we intend to run it again.
- Postgraduate Certificate in child, adolescent and family mental well-being: Multidisciplinary practice: This one year course, validated by the University of Essex, is both a standalone course and a pathway to Postgraduate Diploma/Masters level courses and further accredited training such as the MA in Psychological therapies. The course interweaves developmental, psychodynamic and systemic theoretical ideas, into a therapeutic practice orientated course, for all those working with children, adolescents and families, wherever they might be working. The course ran successfully in the 2017-18 academic year and the second cohort started in September 2018.

During 2018 T&P and GCS began detailed planning to run the MA in Psychological Therapies with Children, Young People, and Families (University of Essex and BPC accredited) in Stroud from September 2019.

Report of the trustees

For the year ended 31 August 2018

ACHIEVEMENTS AND PERFORMANCE

Charitable activities

GCS's principal charitable activities involve providing high quality counselling at affordable cost to the people of Gloucestershire and its surrounds. Users of the service are expected to realistically contribute towards the cost of providing counselling according to their financial means which is assessed using our bursary application system.

Internal and external factors

Counsellors and staff provide their services to the charity on below average wages and much of the operation of the charity relies on the goodwill and commitment of the staff. In return, we provide them with regular, high quality Clinical Supervision in-house. The majority of those receiving the services of GCS contribute a reduced payment which is subsidised by resources from other sources such as income from training courses, counselling contracts and funding secured through trusts and grants.

Overall achievements and performance

GCS continues to thrive and grow, year on year and is a maturing organisation with an engaged and committed workforce, without whom we could not respond and deliver to the demands on our services. The following gives a flavour of the achievements and performance of what was a very busy and productive year, but is by no means exhaustive.

GCS have a well-established Counselling Management team which is led by the Heads of Counselling Service and supported by the Counselling Coordinators. The Heads of their specific Counselling services, are represented at the Senior Leadership Team by one of their members who also line manages the Counselling Coordinators. This job share arrangement is proving to be very successful and allows us to provide clinical management cover across the week using our resources effectively.

We have continued to develop our IT infrastructure, alterations to practices have taken place to ensure compliance with the changes in Data Protection Laws (GDPR) that came into effect from May 2018. This has included a wide-reaching review of documents stored and processes, a data audit and proactive moves to become a more paperless organisation. Our workplace handbook has been further developed, which includes a raft of policies to ensure standards within the organisation are maintained and regularly reviewed. These policies also support the Counsellors Handbook which details procedures for counselling and guidelines. The Counselling Committee was established which meets with the Heads of Counselling Services bi-monthly and is made up of a representative from each Counselling service and supervisors. This forum have played a key role in the consultation and development of procedures and proves an invaluable line of communication for all staff to engage with.

During the year, we have taken on new premises in Gloucester at Peter Scott House where we have 2 counselling rooms in place of one of the rooms we held at Eastgate House. The cost is equivalent and this move places us in the same building as our partners in some counselling work, GRASAC. This additional space has allowed us to increase our capacity and ensure security of premises as our room use at Acorn House and Eastgate House is often under threat through changes in the management of the buildings.

Report of the trustees

For the year ended 31 August 2018

The Board of Trustees have, with the Chief Executive reviewed the current reserves and planned investment in the infrastructure and are satisfied that we have appropriate investment in management reflecting the demand and size of the counselling and training services. We will continue to ensure that we review the needs of the service over the coming year including the employment conditions of staff.

Achievements and performance: counselling services

There are 35 staff counsellors who are accredited by BACP or BPC seeing clients across our range of counselling services. In addition there are 31 trainees on placement in the individual adult open ended service, drawn from the 3 years of the Diploma course and Post Diploma course. We also employ 16 trained and experienced supervisors who provide the day to day clinical oversight of the services, meeting with counsellors on a regular basis.

During the year we have carried out a review of the Permanent Part Time Counsellor posts that were implemented as a pilot to see if we could contract staff in a different way and build capacity to field larger contract work. After much review, discussion and tweaking with the counsellors involved, we have come to the conclusion that under our current financial structure, these posts are not financially viable. The creation of these posts was a positive step and we continue to aspire to be able to offer counsellors a more substantive contract and security in income.

We have taken the decision to invest our energy and funds into reviewing all of the contracts across counselling and training, to eradicate some historical anomalies and improve matters where we can across the board. We would like to thank the counsellors who took part in the pilot and offered their flexibility and commitment to trying to make this work.

Counselling data for 2017-18

- Open Ended Adult Service have carried out 270 assessments prior to commencing counselling.
- Couples Counselling Service have carried out 28 assessments prior to commencing counselling.
- Time Limited Counselling Service have carried out 48 assessments prior to commencing counselling.
- GP Contract, Newent: We currently have one contract with a GP surgery, providing 12 counselling hours each week. Our commitments at the surgery are currently covered by 2 counsellors seeing patients referred for counselling.
- Employee Wellbeing Service has had 62 new registrations this year. The service is steadily growing and we now have 11 contracts in place. The service is being expanded to cover delivering wider services to support employee wellbeing, such as Wellbeing Workshops.
- GamCare Service have carried out 21 assessments prior to commencing Counselling. These sessions were fully funded by GamCare in partnership with the Addiction Recovery Agency. This service level agreement came to an end in March 2018.
- Stroud District Council Homelessness Prevention Team have had 9 new registrations this
 year. This innovative approach to reducing homelessness in the Stroud District mainly involves
 time limited counselling for couples.

Report of the trustees

For the year ended 31 August 2018

- Child & Family Counselling Service have received 66 registrations. We experience growing demand for this service particularly from low income families, those families who do not meet the threshold for statutory services or for whom the wait to be seen in these services is too long, as well as cases with multi agency involvement. We continue to seek new sources of funding in order for this work to continue and to promote referrals into the service from partner agencies and statutory services. This is assessed using our bursary application system and in discussion with the client. In July 2018, we joined a partnership funded by the Clinical Commissioning Group with local charity partners; Teens in Crisis and Gloucestershire Rape and Sexual Assault Centre to address the increasing demand for counselling by those who have experienced sexual violence and abuse. The CCG have provided funding for GCS to work specifically with Children and Families and Individual Males who have experienced sexual abuse, up until March 2019.
- Schools Counselling Service We have contracts with 10 schools including 3 prep schools for counselling young people on their premises. One school significantly increased its contracted hours for the coming year and we are keen to add more schools to our service provision.

A selection of counselling feedback:

Open Ended Adult Individual Counselling Service

"It was a life changing process for me. I only wish I had come to it sooner."

"The service has been genuinely life changing and although there is still work to do I at least feel that there is someone there to listen and to help. I feel well supported and the service has been good at getting to the heart of the problems for me."

"I found Gloucestershire Counselling to be a well-run and easily accessible service. My counsellor was professional, kind and very helpful – it really helped me – Thank you."

"The service I received was gentle, caring and compassionate. A neutral, safe space to be heard and not judged. The counsellor was not there to put things right for me but to empower me to put things right for myself."

Time Limited Counselling Service

"The counselling helped me to identify where issues originated from and move forward. Very good service and a good rapport with the counsellor".

"Very happy with the service."

Employee Wellbeing Service

"I'm feeling so much better now than when I first started. 100% worth it, thank you."

"Wish I had done it sooner!"

"Very valuable service."

Stroud District Council Housing Counselling Service

"I have enjoyed the sessions, difficult to talk about feelings to begin with but now a lot easier and has improved our family life."

Child & Family Counselling Service

"My counsellor would always listen to me and help me with my worries."

Report of the trustees

For the year ended 31 August 2018

Schools Counselling Service

"We are really pleased with the counselling service that has been provided this last year. Communication has been great and support from the counsellor is excellent. She is always flexible to meet the needs of the students and is a real asset to the school and our students." Archway School, Stroud

Achievements and performance: training services

The Training has continued to develop over the year. The Training Development Manager continues to successfully raise the profile of GCS training and improves our marketing with press releases, radio interviews and a higher quality of publicity material. During 2018, the Head of Training and his team achieved re-accreditation of the Diploma through the British Psychoanalytic Council (BPC) and we are working toward becoming a Member Institute of the BPC in the first part of 2018/19 financial year.

Introductory and Certificate courses in Listening and Counselling Skills: 38 trainees completed the Introduction to Counselling Skills course plus 14 who attended a free course in Bishops Cleeve funded by Tewkesbury Borough Council.

The Certificate in Counselling Skills was completed by 31 trainees.

Diploma in Psychodynamic Counselling: We have had 4 trainees graduate from the Diploma. Training numbers had been declining in recent years and we are continuing to see the benefits of work we have carried out to address this. We currently have 11 Year 3 trainees who should complete in July 2019, 10 Year 2 trainees and have taken on 8 Year 1 trainees this September 2017. Diploma trainees benefit the service not just financially but also in terms of meeting client demand in the adult Open Ended Counselling Service.

Associate Year: 2 GCS graduates completed the Associate programme.

Experiential Group – we have been running a once weekly experiential group for counsellors in training or people considering training and have 6 participants.

CPD workshops and short courses: we welcomed 178 delegates onto our varied programme throughout the year which is an increase on the previous year. In 2017-18 we ran the second One Year Certificate in Supervision course. This course was again well attended with a cohort of 15 and the Counselling Service have benefited for replenishing their workforce of suitably qualified supervisors to oversee the counselling work.

One-Year Post Graduate Certificate in Child, Adolescent and Family Mental Well-Being: The first cohort of 11 students successfully completed the course and we began the second cohort with 14 in September 2018. The T&P Families and Beyond CPD course which provided Child & Family workers with an introduction to systemic thinking and practice ran for a second time in 2018, and we expect the PG Certificate to be repeated in 2018-19.

Report of the trustees

For the year ended 31 August 2018

A selection of training feedback:

Open Days

February 8th 2018: We ran a very well attended & lively Open Day in February that featured the full GCS Training Portfolio, we were well-supported with GCS Staff as well as a therapeutic book-seller. We added a significant number of new people to our mailing list, GCS staff were able to provide indepth discussions with attendees for the entire range of our training programmes through to Diploma level and this has converted to applications for courses.

General CPD programme

"A great programme of workshops and seminars available at GCS."

Families & Beyond

"I wasn't quite sure what to expect, and how I could implement it in my work, but have been surprised at how much I have learnt."

"Many thanks this has been stimulating and highly enjoyable training."

"Very useful and interesting introduction to systemic thinking."

Traumatic Grief

"I learned far more than I ever imagined I would."

"Good resources, very helpful guidance for working with traumatic grief, especially counsellor self-care strategies."

"This was an excellent workshop. It addressed the concerns addressed by therapists working with traumatic grief. 'It did exactly what is said on the tin.'"

Attachment in Children

"Fantastic, helpful & thought provoking."

"I liked the experiential, theoretical & dynamic presentation."

Couples, Affairs & Internet Pornography

"A very thought provoking day that will stay with me and keep developing."

"I felt in very safe hands on a complex and vulnerable subject. Very well contained."

"As usual informative, academic and yet easily understood and communicated."

"Really enjoyed the theoretical background & underpinning of the topic."

Report of the trustees

For the year ended 31 August 2018

Endings

"I really liked getting to work with case material, the group discussion and to be in a nice informal but constructive environment for the workshop as a whole."

"A very valuable workshop - well held and respectful."

"Very thought provoking and collaborative."

"Ally is a very good trainer, pitched at the right level. The helpful smaller discussion groups & interesting wider discussions were all really useful."

Oedipus

"A well organised and thought provoking day."

"This is my second training here. I am not trained psycho-dynamically and have not found that a barrier and it has left me wanting more."

"Inspiring to listen to Michael and his wealth of experience."

"I liked the translation of the Oedipus complex into the study of triangular relationships and the conversion of 'penis envy' into female equality – superbly good!"

FINANCIAL REVIEW

Principal funding sources

GCS receives its income from contributions from:

- Clients accessing counselling;
- Trainees on the counselling training courses and programmes;
- GP contract;
- EWS agreements with local companies for counselling their employees;
- Counselling for children, families and young people;
- School counselling contracts;
- GamCare contribution to the cost of counselling whilst the SLA was live; and
- Other professional services SLAs to provide services to other agencies.

GCS income is based on payment for services provided and we are seeking funding from external sources such as trust funds to ensure we can continue to offer an affordable and accessible service to individual clients. On average we have subsidised 83% of our clients with 78% of clients self-referring having been signposted to us by their GP. We continue to raise awareness with the local Primary Healthcare Trust and the Clinical Commissioning Group (CCG) on this and the fact that we receive no statutory support to meet this growing demand. It is encouraging to be a part of the CCG funded pilot for work with victims of Sexual Violence in partnership with other voluntary sector agencies and this may provide a model for future funded projects.

Report of the trustees

For the year ended 31 August 2018

Reserves policy

Designated funds

Alma House is a Grade II listed building with a commercial full repair lease, with an obligation to carry out ongoing maintenance and repairs. Major roof repair works were carried out in the year ending 2016/17. With this in mind we have designated £14,900 to cover any future maintenance and building repair costs.

General funds

It is considered prudent to hold a reserve of three to six months core operating costs. This is to enable the charity to continue to operate in the event of an interruption to its income streams and also to wind down its operations in a controlled manner should this become necessary. An amount has also been included to cover redundancy costs in the event of a winding up. The unrestricted funds at the end of 2017/18 were £146,319 which is between 3 and 6 months of our core operating costs for 2017/18. £14,900 are designated as detailed above leaving £131,419 general funds. GCS's aim is to increase unrestricted funds through planned surpluses in future years.

The level of reserves will be reviewed during the year and also as part of the annual budgeting and year end processes.

Fundraising and sponsors

We have been supported throughout the year through a range of funders and sponsors. The funds have been allocated to a variety of projects such as the C&FCS Hardship Fund for those in financial difficulty, funding toward the cost of a freelance bid writer to enable us to increase our success in applying for larger Trusts and Grants, Summerfield Trust funded development of the training room audio visual equipment and associated goods so as to support us to develop and improve our training provision and small grants toward operating costs. We are in the 2nd year of 3 year funding agreement from St James Place funding toward the development of the Child and Family Counselling Service and Training provision. St James Place and Openwork's Foundation have pledged funding to support specific families in need who have experienced sexual abuse and domestic violence. The following organisations have supported GCS throughout this financial year:

CREED Food Services
CEMAR
DG Albright
Barnwood Construction
Print Waste Commercial
Gill Harris James
Glos Rotary Club
St Lawrence Lodge Freemasons
Rotary Gloucestershire
Renishaw

In addition to this, we have received donations as a result of sponsorship raised through running events, National Citizen Service fundraising project, and small donations via our website. GCS are grateful for the support given to the charity by Quolux Management Consultancy which has come about through the CEO undertaking management training through them. The support and networks being built as a result of this are proving to be invaluable to the growth of the charity's presence in the county as well as the direct input developing strategy and management.

Report of the trustees

For the year ended 31 August 2018

FUTURE DEVELOPMENTS

Each year continues to be a particularly busy year for GCS, not just in demand for its services but also in the process of change in management and development of the organisation. We have consolidated and adapted the management structure in response to our experiences of the services need and demand. Modernisation of our procedures and ensuring effective use of technology to ensure efficient use of our resources has been a priority. We welcomed a new Head of Finance in January who has worked hard over the latter part of the financial year to introduce new accounting software and improve on the time lag in financial reporting which enables us to manage more closely our activity and performance and in turn our finances.

Future developments regarding the counselling services of GCS include exploring closer working relationships with both statutory and voluntary organisations across the county. Where funding is cut for mental health services, working in collaboration with others will ensure that together we can meet growing demand and make best use of resources.

We will continue to review our reach into Gloucestershire to ensure that our venues provide access to the local communities who wish and need to access our services. Securing funding to enable us to continue to offer affordable counselling and to subsidise further those that cannot afford to pay is also a priority. Seeking funding for core costs will enable us to improve employment conditions for our staff and career development opportunities.

The Training Services have developed significantly over the last year. We intend to build on this and further develop GCS as a centre of training excellence by increasing the number and variety of short courses on offer and growing our Child and Family practitioner training in partnership with the Tavistock and Portman NHS Trust.

In addition to training therapeutic practitioners who work directly with clients, GCS trains and gives development opportunities to other roles in the therapeutic professions such as supervisors, group facilitators and tutors.

GCS are proud of the high quality services it provides. These standards can only be achieved through the commitment and proficiency of those involved – counsellors, trainers and staff – and it is a credit to all those involved that the Service has developed and continues to operate as the professional organisation it is today.

STATEMENT OF RESPONSIBILITIES OF THE TRUSTEES

The trustees (who are also directors of the charity for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Report of the trustees

For the year ended 31 August 2018

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the income and expenditure of the charity for that period. In preparing those 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and which enable them to ensure that the financial statements comply with the Companies Act 2006. The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £10 to the assets of the charity in the event of winding up. The trustees are members of the charity but this entitles them only to voting rights. The trustees have no beneficial interest in the charity.

INDEPENDENT EXAMINERS

Godfrey Wilson Limited were re-appointed as independent examiners to the charitable company during the year and have expressed their willingness to continue in that capacity.

Approved by the trustees on 30 November 2018 and signed on their behalf by

John Whitwell - Chair of Trustees

Independent examiners' report

To the trustees of

Gloucestershire Counselling Service

I report to the trustees on my examination of the accounts of Gloucestershire Counselling Service (the charitable company) for the year ended 31 August 2018, which are set out on pages 17 to 30.

Responsibilities and basis of report

As the trustees of the charitable company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the charitable company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charitable company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

- (1) accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- (2) the accounts do not accord with those records; or
- (3) the accounts 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 accounts 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.

leh 6.1,~

Date: 30 November 2018

Rob Wilson FCA

Member of the ICAEW

For and on behalf of:

Godfrey Wilson Limited

Chartered accountants and statutory auditors
5th Floor Mariner House
62 Prince Street

Bristol

BS1 4QD

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 August 2018

				2042	2047
		Postricted	Unrestricted	2018 Total	2017 Total
	Note	1 Lesincieu	£	£	£
Income from:	,,,,,,	_	_	_	_
Donations	3	28,982	8,887	37,869	10,931
Charitable activities:					
Counselling	4	16,431	360,088	376,519	367,527
Training		•	170,267	170,267	174,363
Other trading activities	5	-	1,620	1,620	982
Investments		-	268	268	406
Other:					
Insurance claim			2,485	2,485	
Total income		45,413	543,615	589,028	554,209
Expenditure on:					
Raising funds		736	3,560	4,296	4,084
Charitable activities:		700	0,000	4,200	4,004
Counselling		29,214	369,182	398,396	435,550
Training		20,2	171,928	171,928	146,768
,, <u>.</u>					
Total expenditure	7	29,950	544,670	574,620	586,402
Net income / (expenditure)		15,463	(1,055)	14,408	(32,193)
Transfers between funds		(10,332)	10,332		
Net movement in funds	8	5,131	9,277	14,408	(32,193)
Funds at the start of the year		10,000	137,042	147,042	179,235
Funds at the end of the year		15,131	146,319	161,450	147,042

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movement in funds are disclosed above and in note 16 to the financial statements.

Balance sheet

As at 31 August 2018

				
	Note	£	2018 £	2017 £
Fixed assets				
Tangible fixed assets	11		11,492	3,773
Current assets				
Debtors	12	43,423		67,454
Cash at bank and in hand	12	175,990		178,401
odon de bank dire in hand				
		219,413		245,855
Creditors: amounts due within 1 year	13	(69,455)		(102,586)
Net current assets			149,958	143,269
Net assets	15		161,450	147,042
Funds	16			
Restricted funds			15,131	10,000
Unrestricted funds: Designated funds			14,900	17,738
General funds			131,419	119,304
Total funds			<u>161,450</u>	147,042

The financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

For the year ended 31 August 2018, the charitable company was entitled to the exemption under section 477(2) of the Companies Act 2006.

No notice has been deposited under section 476 in relation to its accounts for the year ended 31 August 2018 and no members have requested an audit.

The directors acknowledge their responsibilities for ensuring that the company keeps accounting records complying with section 386; and preparing accounts which give a true and fair view of the state of affairs of the company as at 31 August 2018, and of its profit or loss for the financial year in accordance with sections 394 and 395, and which otherwise comply with the requirements of the Companies Act 2006.

Approved by the trustees on 30 November 2018 and signed on their behalf by:

John Whitwell - Chair of Trustees

Statement of cash flows

For the y	year	ended	31 /	August	2018

Tot the year chaca of August 2010		
	2018	2017
	£	£
Cash used in operating activities:		
Net movement in funds	14,408	(32,193)
Adjustments for:		
Depreciation charges	3,270	5,823
Investment income	(268)	(406)
Decrease / (increase) in debtors	24,031	(36,619)
Increase / (decrease) in creditors	<u>(33,131)</u>	34,195
Net cash provided by / (used in) operating activities	8,310	(29,200)
the cash provided by Australia, operating activities		(20,200)
Cash flows from investing activities:		
Dividends, interest and rents from investments	268	406
Purchase of tangible fixed assets	(10,989)	
Also and an extension of the state of the st	(40.704)	400
Net cash provided by / (used in) investing activities	(10,721)	406
Increase / (decrease) in cash and cash equivalents in the year	(2,411)	(28,794)
,	• • • • • • • • • • • • • • • • • • • •	, ,
Cash and cash equivalents at the beginning of the year	178,401	207,195
Cach and each equivalents at the end of the year	175,990	178,401
Cash and cash equivalents at the end of the year	175,990	170,401

Notes to the financial statements

For the year ended 31 August 2018

1. Accounting policies

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities in preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Gloucestershire Counselling Service meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b) Going concern basis of accounting

The accounts have been prepared on the assumption that the charity is able to continue as a going concern, which the trustees consider appropriate having regard to the current level of unrestricted reserves. There are no material uncertainties about the charity's ability to continue as a going concern.

c) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from the government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of provision of counselling or training services is deferred until criteria for income recognition are met.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity: this is normally upon notification of the interest paid or payable by the bank.

e) Funds accounting

Unrestricted funds are available to spend on activities that further any of the purposes of the charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

Notes to the financial statements

For the year ended 31 August 2018

f) Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

g) Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities on the following basis, which is based on a proportion of direct costs:

Raising funds	1.0%
Counselling	69.0%
Training	30.0%

h) Tangible fixed assets

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Plant and machinery	3 years straight line
Office equipment	3 years straight line

Items of equipment are capitalised where the purchase price exceeds £100.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

j) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) Creditors

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

I) Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently recognised at amortised cost using the effective interest method.

Notes to the financial statements

For the year ended 31 August 2018

m) Pension costs

The charity operates a defined contribution pension scheme for its employees. There are no further liabilities other than that already recognised in the statement of financial activities. The total employer pension contributions payable in the year were £1,768 (2017: £1,391).

n) Operating leases

Rentals payable under operating leases, where substantially all the risks and rewards of ownership remain with the lessor, are charged to the statement of financial activities in the year in which they fall due.

2047

2. Prior period comparatives

					2017
			Restricted £	Unrestricted £	Total £
	Income from:				
	Donations		10,000	931	10,931
	Charitable activities:				
	Counselling		16,431	351,096	367,527
	Training		-	174,363	174,363
	Other trading activities		-	982	982
	Investments			406	406
	Total income		26,431	527,778	554,209
	Expenditure on:				
	Raising funds		-	4,084	4,084
	Charitable activities:				
	Counselling		16,431	419,119	435,550
	Training		-	146,768	146,768
	Total expenditure		16,431	569,971	586,402
	Net income / (expenditure) and net				
	movement in funds		10,000	(42,193)	(32,193)
3.	Donations				
J.	Donations	Restricted	Unrestricted	2018	2017
				Total	Total
		£	£	£	£
	General donations	_	4,142	4,142	931
	Grant income	28,982	4,745	33,727	10,000
		28,982	8,887	37,869	10,931

Notes to the financial statements

For the year ended 31 August 2018

4.	Charitable activities: counselling servi	ices			
	· ·	Restricted	Unrestricted	2018	2017
				Total	Total
		£	£	£	£
	Counselling fees	_	360,088	360,088	351,096
	Grant income	16,431		16,431	16,431
	•	16,431	360,088	376,519	367,527
5.	Other trading activities				
		Restricted	Unrestricted	2018	2017
		_	_	Total	Total
		£	£	£	£
	Rent		1,620	1,620	982

6. Government grants

The charitable company receives government grants, defined as funding from NHS Gloucestershire Clinical Commissioning Group (CCG), to fund charitable activities. The total value of such grants in the period ending 31 August 2018 was £15,000 (2017: nil). There are no unfulfilled conditions or contingencies attaching to these grants.

Notes to the financial statements

For the year ended 31 August 2018

7. Total expenditure						
				Support and		
	Raising funds	Counselling	Training .	governance	2018 Total	2017 Total
	£	£	£	£	£	£
Staff costs	-	280,488	121,243	65,093	466,824	457,280
Course costs	-	-	-		-	13,985
HR and recruitment	·-	-	-	118	118	108
Room hire, rent and service	-	-	-	49,593	49,593	49,709
Travel and subsistence	-	-	-	2,809	2,809	3,611
Stationery, postage and telephone	-	-	_	7,909	7,909	10,286
General administration	-	-	-	11,005	11,005	10,859
Subscriptions	-	-	-	693	693	309
Insurance	-	-	-	5,490	5,490	6,149
IT costs	-	-	-	7,563	7,563	7,628
Fundraising costs	180	•	-	-	180	-
Advertising	2,850	-	-	-	2,850	4,084
Repairs and maintenance	-	-	-	9,978	9,978	6,507
Professional fees		-		1,338	1,338	4,200
Accountancy	-	-	_	2,639	2,639	4,092
Bank charges	-	-	-	1,900	1,900	957
Depreciation	-	-	-	3,270	3,270	5,823
Bad debts		461	<u>-</u>		461	815
Sub-total	3,030	280,949	121,243	169,398	574,620	586,402
Allocation of support and governance costs	1,266	117,447	50,685	(169,398)		
Total expenditure	4,296	398,396	171,928	-	574,620	586,402

Notes to the financial statements

For the year ended 31 August 2018

8. Net movement in funds This is stated after charging / crediting:		
	2018	2017
·	£	£
Depreciation	3,270	5,823
Trustees' remuneration	Nil	Nil
Trustees' reimbursed expenses	329	346
Accountants' remuneration: Independent examination	1,830	1,800

Trustees' reimbursed expenses represent payments to 3 trustees (2017: 3) for travel expenses.

9. Staff costs and numbers

Staff costs were as follows:

	2018 £	2017 £
Salaries and wages	451,157	439,685
Social security costs	13,899	16,204
Employer's pension	1,768	1,391
Total emoluments paid to staff were:	466,824	457,280

No employee earned more than £60,000 during the year.

The key management personnel of the charity are considered to be the trustees and senior leadership team which includes the Chief Executive, Head of Finance, two Heads of Counselling and Head of Training. The total employee benefits including employer national insurance contributions paid to the key management personnel in the year ending 31 August 2018 was £107,445 (2017 restated: £83,557).

Staff numbers are as follows:

	2018 No.	2017 No.
Average head count	64.0	64.0
Full time equivalent	16.3	14.9

Notes to the financial statements

For the year ended 31 August 2018

10. Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

11. Tangible fixed assets

•	Office equipment	Computer equipment	Total
	£	£	£
Cost			
At 1 September 2017	7,818	22,995	30,813
Additions in year	2,132	8,857	10,989
Disposals	(970)	(12,375)	(13,345)
At 31 August 2018	8,980	19,477	28,457
Depreciation			
At 1 September 2017	6,872	20,168	27,040
Charge for the year	1,606	1,664	3,270
On disposal	(2,290)	(11,055)	(13,345)
At 31 August 2018	6,188	10,777	16,965
Net book value			44 400
At 31 August 2018	<u>2,792</u>	<u>8,700</u>	11,492
At 31 August 2017	946	2,827	3,773
-			

Notes to the financial statements

For the year ended 31 August 2018

12.	Debtors		
		2018	2017
		£	£
	Trade debtors	25,065	21,143
	Other debtors	13,413	30,705
	Prepayments	4,945	15,606
		43,423	67,454
13.	Creditors: amounts due within 1 year		
	· · · · · · · · · · · · · · · · · · ·	2018	2017
		£	£
	Trade creditors	8,596	26,687
	Deferred income*	38,481	46,538
	Accruals	18,033	23,950
	PAYE and NI	4,141	5,497
	Other creditors	204	(86)
		69,455	102,586
	* Deferred income consists of fees received in advance of the provor training courses. These are deferred until future periods and recourse is delivered.		_
	Balance at the start of the year	46,538	38,838
	Amounts released to income	(46,538)	(37,260)
	Amounts deferred in the year	38,481	44,960
	Balance at the end of the year	38,481	46,538

Notes to the financial statements

For the year ended 31 August 2018

14.	Operating le The charity h follows:		e year end	I with total	I future	minimum	lease paymer	nts as
	101101101			Proper	- 0		Equipment	0047

	follows:	. ,					
		Pro	perty	Equip	Equipment		
		2018 2017		2018	2017		
		£	£	£	£		
	Due within 1 year	19,800	19,800	1,580	1,580		
	Due within 2 - 5 years	79,200	79,200	3,162	4,742		
	Due in more than 5 years	19,800	39,600				
		118,800	138,600	4,742	6,322		
15.	Analysis of net assets between funds						
		Restricted	_	Unrestricted	Total		
	•	funds	funds	funds	funds		
		£	£	£	£		
	Fixed assets	-	_	11,492	11,492		
	Net current assets	15,131	14,900	119,927	149,958		
	Net assets at 31 August 2018	15,131	14,900	131,419	161,450		
	Prior period comparatives						
	The period of th	Restricted	Designated	Unrestricted	Total		
		funds	funds	funds	funds		
		£	£	£	£		
	Fixed assets	-	_	3,773	3,773		
	Net current assets	10,000	17,738	115,531	143,269		
	Net assets at 31 August 2017	10,000	17,738	119,304	147,042		

Notes to the financial statements

For the year ended 31 August 2018

16.	Movements in funds					
		At 1			Transfers	At 31
		September			between	August
		2017		Expenditure	funds	2018
		£	£	£	£	£
	Restricted funds:					
	St James' Place	-	17,431	(16,587)	-	844
	Awards for All	10,000	-	-	(7,500)	2,500
	NHS - CCG	-	15,000	(11,544)	-	3,456
	Summerfield Trust	-	3,332	(43)	(2,832)	457
	Openwork Foundation	-	6,000	(1,040)	-	4,960
	Bid writer support		3,650	(736)		2,914
	Total restricted funds	10,000	45,413	(29,950)	(10,332)	15,131
	Unrestricted funds:					
	Designated funds					
	Building maintenance and					•
	repairs reserve	17,738		(2,838)	-	14,900
	Total designated funds	17,738		(2,838)		14,900
	General funds	119,304	543,615	(541,832)	10,332	131,419
	Total unrestricted funds	137,042	543,615	(544,670)	10,332	146,319
	Total funds	147,042	589,028	(574,620)	·	161,450

Transfers between funds

Transfers made from the Awards for All and Summerfield Trust funds to general funds represent the release of restricted donations used to purchase fixed assets during the year. The fixed assets purchased are held for general purposes of the charitable company.

Purposes of restricted funds

St James' Place - grant funding to subsidise child and family counselling and fund the cost of a Child and Family Services Development Manager.

Awards for All - funding the development of the IT platform, website, e-commerce and branding.

NHS CCG - funding to provide counselling sessions for young people under the age of 21 or men of any age who have been victims of sexual abuse, sexual assault or sexual violence.

Summerfield Trust - funding to develop the training room resources.

Openwork Foundation - funding to provide counselling sessions for young people of all genders who have been victims of sexual abuse, sexual assault or sexual violence.

Bid writer support - funding from a variety of local businesses to fund the cost of a self-employed bid writer.

Notes to the financial statements

For the year ended 31 August 2018

16. Movements in funds (continued)

Purposes of designated funds

Building maintenance and repairs reserve - to cover future maintenance and building repairs at Alma House.

Prior period comparatives

	At 1 September		- "	Transfers between	At 31 August
	2016 £	Income £	Expenditure £	funds £	2017 £
Restricted funds:		L	~	4	~
St James' Place	-	16,431	(16,431)	-	-
Awards for All		10,000			10,000
Total restricted funds	· <u>-</u>	26,431	(16,431)		10,000
Unrestricted funds: Designated funds					
Operating costs reserve Building maintenance and	130,000	· ·	-	(130,000)	-
repairs reserve	22,900		(5,162)		17,738
Total designated funds	152,900		(5,162)	(130,000)	17,738
General funds	26,335	527,778	(564,809)	130,000	119,304
Total unrestricted funds	179,235	527,778	(569,971)		137,042
Total funds	179,235	554,209	(586,402)		147,042

17. Related party transactions

There were no related party transactions in the current or prior reporting period.