

Trustees' Report and Financial Statements
For the year ended 31 March 2021

Waterloo Community Counselling

Waterloo Community Counselling
(A Company Limited by Guarantee)
Company No: 03034938
Charity No:1045444

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Legal & Administrative Information

CHARITY NUMBER
1045444

COMPANY NUMBER
03034938

REGISTERED OFFICE
Barley Mow Clinic
Frazier Street
London SE1 7BD

BOARD OF TRUSTEES

Lynne Brown	Chair
Dr. Noel Baxter	
Kate Barnes	
Nadine Smith	
Hazel Flynn	
Chris Wong	
Maria Griffiths	
Paul Benjamin Houghton	Treasurer

HEAD OF OPERATIONS AND DEVELOPMENT
Miriam Philip

BANKERS

CAF Bank
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INDEPENDENT EXAMINER

L.C.Seal ACCA FAIA
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Trustees' Annual Report

For the year ended 31 March 2021

The Trustees present their annual report and the financial statements for the year ended 31 March 2021. The Trustees confirm that the financial statements comply with current statutory requirements, the memorandum and articles of association and the recommendations in 'Accounting & Reporting by Charities: Statement of Recommended Practice' (issued in 2005 and updated in 2008 & 2014).

Structure, Governance and Management

Waterloo Community Counselling is both a charity and constituted as a limited company by guarantee. The governing document is a Memorandum and Articles of Association dated 20 March 1995.

Trustees of the charity are elected annually at an Annual General Meeting of members of the charity. Trustees are recruited from the general public, although most trustees have a particular interest in psychological treatments, counselling or community mental health. There is no requirement for representation of external bodies on the Board of Trustees specified in our governing document or within any service agreements with referrers or funding bodies. Present trustees include a GP, a voluntary sector service manager, a retired businessman and a counsellor who convenes a University Counselling MA programme.

All prospective Trustees are interviewed by current trustees prior to standing for election or prior to being co-opted during the year as indicated in our governing document. All prospective trustees are invited to attend a trustees meeting prior to putting themselves forward for membership. They also meet with the Director and Chair.

In 2020/21 the Board of Trustees employed a Director to manage the day-to-day operation of the service. The Director had broad responsibility for the day-to-day functioning of the service, with matters of overall policy and development discussed and agreed by the Board of Trustees at their regular meetings. In the last quarter of 2020/21, a decision around organisational restructure resulted in an agreement to dissolve the role of Director.

Between November 2020 and January 2021, the Board of Trustees consulted the employees, contractors and wider stakeholder group on an organisational restructure to the most senior tier of management. Following the consultation phase, the Board of Trustees communicated an agreed new model of senior management that would result in a separation of the Clinical and Operational lead roles in the organisation. At year end, the trustees were working to operationalise this new model.

Public Benefit Statement

The trustees have paid due regard to the Charity Commission guidance on public benefit in deciding what activities the charity should undertake. By providing counselling and other support for people experiencing mental distress the organisation aims to improve health and provide relief for those in need because of physical and emotional ill-health, with a focus on prioritising those experiencing financial hardship and other disadvantages.

Objectives Aims and Activities

Charitable Objectives

- To relieve the mental distress of persons in need in Greater London by providing counselling and psychotherapy as well as information and advice about talking therapies.

Our work this year was guided by the following organisational aims and objectives:

Aims

- To reduce the mental distress of people in need, focusing on the most disadvantaged
- To create a greater understanding of mental health and talking therapies locally and reduce the stigma of mental illness

Objectives

- To ensure Waterloo Community Counselling's services are accessible to and meet the needs of disadvantaged people locally through a range of measures including:
 - services which provide maximum benefit for users by being tailored to differences in languages, culture, age and gender
 - ensuring counsellors have a range of ethnic backgrounds
 - promoting the service to disadvantaged communities
 - ensuring counselling is offered to all clients regardless of their income
 - consulting users and relevant communities on the development of services
 - ensuring our services encourage self-determination, peer-support and empowerment
- To promote a greater understanding of counselling and mental health and overcome stigma through:
 - Partnership work with local organisations
 - Provision of in-house training in counselling and related subjects
- To ensure our services are provided to the highest professional standards in order to promote the best interests of our clients by:
 - Employing qualified counsellors with accredited training i.e. BACP (British Association for Counselling and Psychotherapy) UKCP (United Kingdom Council of Psychotherapists) or BPC (British Psychoanalytic Council)
 - Ensuring all trainee counsellors are working towards an accredited qualification i.e. BACP, UKCP, BCP
 - Adhering to the BACP Ethical Framework for the Counselling Professions
 - Supplying regular clinical supervision for all counsellors and trainee counsellors in line with best practice

Strategies and Activities to Achieve Objectives; Achievements, Performance and Future Plans

Waterloo Community Counselling (WCC) provides two elements to its counselling service. Combined, the two services address major issues - the great demand for help with mental health issues in our community as well as the challenges facing newcomers to London with mental health problems: people fleeing political and economic turmoil to establish new lives, yet bringing with them the trauma and psychological distress of migration and persecution.

The two services are as follows:

Low Cost Counselling Service

A Low Cost Counselling Service which offers a professional counselling service based on a low-fee/sliding scale of fees, focusing particularly on people who cannot access talking therapies because of the cost of

private counselling/psychotherapy or because of very limited access to longer-term therapy via the NHS as well as NHS waiting times.

Multi-Ethnic Counselling Service (MECS)

Alongside the General Service, which has been operating for some 30 years, MECS was set up some 15 years ago to help improve access to talking therapies through the provision of language counselling ("Mother-tongue" counselling). MECS offers a service to meet the need of migrant and refugee referrals as well as offering a range of languages to those who need them in the local community and beyond in London.

A description of the work of each service follows:

1. Low Cost Counselling Service

Low cost counselling is provided to people seeking longer-term counselling beyond NHS provision who cannot afford the cost of private therapy. There is very little longer-term therapy now available via the NHS for anyone seeking longer term counselling, so this means having to fund private therapy. Private fees are difficult to afford for many people, so we find that there is a large number of people wishing to use our counselling service which can provide a professional service but at reduced fees.

WCC operates a sliding scale of fees, according to clients' ability to pay, with people on low incomes paying low fees. Counselling is provided by volunteer and trainee counsellors.

During the course of the year, the world was hit by the Covid19 pandemic. Following government guidelines, WCC stopped all face-to-face work and moved all sessions to either online or over the phone. Everyone had to adapt rather quickly to this new way of delivering the service and everyone worked very hard to ensure the change was as seamless as possible. The trustees and the senior management team decided that clients whose income was affected by Covid should not be left without support and we were able to decrease the fee for their counselling sessions. The clients whose fees were reduced were extremely grateful for this as for some, WCC proved to be a lifeline during lockdown.

Due to the pandemic, we received an unprecedented demand number of referrals. The service received around 25-30 enquiries a week and 325 assessments were offered. Counselling was provided to 371 users in 2020/21 and around 8500 hours of counselling were provided in total. Users were offered a range of counselling interventions, usually between 18 weeks and up to two years. The service provides help for people often with complex psychological problems.

Referrals to the service come from a range of sources including local GPs, IAPT (Improving Access to Psychological therapies services) and charities working with different client groups in the community. Increasingly we find that people access us via our website as they seek counselling for themselves. The majority of our service users have very limited financial resources (ie: unemployed, carers, people in part-time work, working parents and students).

Sessional Counselling Service:

We run a Sessional counselling service for people who require sessions outside normal working hours. Any income generated as a result of our charging policy for this service and our means-tested core counselling service is used to support our work with disadvantaged users, to develop new services and to support the sustainability of the organisation.

This service is provided by experienced trainee and qualified therapists.

Placements for students of Counselling and Psychotherapy training programmes:

Both our Low Cost and MECS service work with trainee counsellors on placement from recognised trainings (BACP, BPC and UKCP).

We have been working with a well-established group of training programmes for many years, taking on trainees with relevant experience who are usually in the 2nd year of a Diploma/post-graduate course. All

trainees are offered regular clinical supervision and are required to be in personal therapy for the duration of the placement.

We take students from the following trainings: Birkbeck College (University of London), Regents College, Roehampton University, Goldsmiths College (University of London), The Tavistock Clinic, Manor House Centre for Counselling and Psychotherapy, Metanoia, the Minster Centre and City of London University.

We can draw on a large group of counsellors from varied backgrounds who can be matched to the needs and wishes of our clients, for example in relation to ethnic background, gender or sexual orientation.

Many of our counsellors are qualified and work with us to develop their experience; others are trainees whose placement here forms part of the work they have to accrue to qualify. We maintain very good links with training institutes and are able to select high quality trainee counsellors.

We are committed to creating a counselling team that reflects the local community and represents differing ethnic communities and gender identities. We are particularly concerned to represent BAME communities in our counselling group as we recognise that they are underrepresented in the counselling and psychotherapy profession.

Supervision and Safeguarding:

The 60 counsellors working within our Low Cost Service are supervised by experienced clinical supervisors on a fortnightly basis. Supervision is provided in groups of three students. Training is provided: assessment skills, working with fees plus working with self-harm and clinical risk. We have regular speakers at our AGMs from the field of counselling and psychotherapy.

As part of our commitment to our clients, Waterloo Community Counselling has embedded its safeguarding policies and procedures throughout the whole organisation. We may be working with vulnerable adults who themselves are parents and carers of family members. WCC ensures organisational safeguarding protocols are in place to support and protect referrals, their families and clinicians. With this in mind all our staff and clinicians undergo a level 2 / 3 safeguarding training programme. Regular training is available to all counsellors and staff and training needs are reviewed by our safeguarding steering group. Both services have a separate safeguarding lead.

Funding:

Our General Service is funded largely from our sliding scale charging scheme. We also receive income from trainees on placement to cover supervision costs.

In October 2020 WCC was approached by Lambeth Talking Therapies who were looking to set up a partnership with WCC for a pilot project for their secondary care referrals. This particular group of people would not benefit from the short-term interventions offered via the IAPT service and WCC has been asked to offer up to 18 weekly sessions. This pilot started in March 2021 and WCC is providing psychodynamic psychotherapy to 24 service users. As this project is fully funded by Lambeth Talking Therapies, clients will not be charged for their sessions.

The Clinical Team:

We have 5 clinical supervisors providing our counsellors with fortnightly clinical supervision. We have a team of 8 counsellors who provide assessments. All other work is carried out by the team of trainee counsellors on placement to the service (60% of our clinical work) as well as qualified practitioners (40% of our clinical work).

Presenting Issues worked with by our General Service

The primary presenting issues worked with by our General Service are:

- Depression
- Anxiety
- Stress-related issues
- Relationship issues
- Bereavement and loss

Staffing:

The General Service is managed by our Director, Chris Robinson, who provides supervision to the team alongside a group of clinical supervisors. The service is administered by Marisa Matos, our Office Manager. We have a group of counsellors who provide regular assessments for new clients coming to our service.

The pandemic gave WCC an opportunity to upgrade its rather outdated database, IT and telephone systems. All these upgrades will enable us to deliver a more efficient service to our clients.

In July 2020 we welcomed Lucian Dee to our staff team. Lucian is our Development and Communications Administrator and Caseworker. Since taking on this role, Lucian has been busy increasing WCC's profile among other similar organisations and various social media platforms. He has also been instrumental in the implementation of the database, IT and telephone systems mentioned above.

2. Multi-Ethnic Counselling Service

About the Multi-Ethnic Counselling Service

In 2004 the Multi-Ethnic Counselling Service (MECS) was created as a specific project to meet the needs of migrant and refugee referrals wishing to access counselling in their mother-tongue. During the past 16 years there has been a significant increase in refugee and asylum-seeking referrals to the project. Many of the clients have complex psychological and emotional problems arising from traumatic experiences in their countries of origin. We provide our service users with individual counselling and there is some group support. We also refer our clients to other organisations to address pragmatic and practical difficulties they may be experiencing. MECS continues to pursue our primary objective to ensure services are equitable and accessible in order to meet the needs of service users.

MECS is well known thanks to our long-established work. We are the primary mother-tongue service in South London. We provide counselling in virtually every language requested; demand for our service is high as many people have nowhere else to go. Our service users face urgent and complex difficulties and many of our referrals present with risk issues, which not only affect themselves, but also have an impact on their children, families and the wider community.

MECS Aims and Objectives

- To support psychological health and wellbeing for people in need. The MECS objectives are to provide a free, time-limited, mother-tongue counselling service. We work with migrant referrals, and people who may not be entitled to access statutory services beyond primary care.
- To create a greater understanding of mental health and talking therapies locally and to help reduce the stigma associated with mental health difficulties.
- Consulting users and relevant communities on the delivery and development of services.
- Ensuring our services encourage self-determination, peer-support and a sense of empowerment.
- Our aim and practice is to have a diverse employee workforce which is truly representative of all sections of society and to ensure that each employee and volunteer feels respected and supported, and able to do their best whilst they are with us at WCC.
- Provision of in-house training in counselling and related subjects.
- Ensuring our services are provided to the highest professional standards in order to promote the best interests of our clients by:

- o Employing qualified counsellors with accredited training and qualifications i.e. BACP (British Association for Counselling and Psychotherapy), BPC (British Psychoanalytic Council), BPS (British Psychological Society), UKCP (United Kingdom Council of Psychotherapists).
- o Supporting all volunteer trainee counsellors in their clinical practice and development whilst they are working towards their professional qualifications, registration, and accreditation.
- o Adhering to the BACP Ethical Framework for the Counselling Professions (1 July 2018).
- o Supplying regular clinical supervision for all counsellors and trainee counsellors in line with best practice.
- o Providing a monthly supervision of supervision forum to the MECS supervisors.

The Clinical Model

All the supervision groups are culturally diverse, so working with difference is embedded in the ethos and practice of WCC and our counsellors tell us how much they enjoy and appreciate the diversity amongst the referrals and team of clinicians.

Safeguarding

As part of our commitment to the charity commission and to our funders, we recognise that Waterloo Community Counselling has needed to thoroughly embed its safeguarding policies and procedures throughout the whole organisation. Given the fact that WCC is a therapy provider, we recognise that we will be working with vulnerable adults who might have potential safeguarding concerns.

WCC ensures organisational safeguarding protocols are in place to support and protect referrals, their families and clinicians. With this in mind all our staff and clinicians annually undertake a level 2 / 3 safeguarding training programme. Safeguarding leads undertake trainings and relevant workshops throughout the year and the safeguarding leads meet quarterly and report back to the WCC Trustees bi-monthly.

Size and scope of the Multi-Ethnic Counselling Service

MECS received 304 referrals between the 1st April 2020 and the 31st March 2021. 180 individual assessment appointments were offered.

MECS is available for refugees and asylum-seeking referrals pan London. From March 2020 to April 2021, as a result of the COVID-19 pandemic and lockdown WCC closed its premises. Since this date the MECS clients have continued to be offered assessment and weekly counselling via telephone and internet platforms.

Range of Languages and Cultures

In our experience counselling, which is reliant on good communication, is most effective if it is provided in the language with which the client feels most comfortable. So far we have been able to provide counselling in almost all languages requested. This year 85.2% of clients received counselling/ assessments in 24 languages other than English.

Mother-tongue counselling was provided in the following languages: Albanian, Amharic, Arabic, Bengali, Cantonese, Dari, Farsi, French, Hindi, Italian, Kurdish, Krio, Mandarin, Polish, Portuguese, Russian, Somali, Spanish, Tamil, Turkish, Tigrinya, Twi, Urdu and Yoruba.

The breakdown of clients different ethnicities are as follows:

2% Asian Bangladeshi (6), 1.3% Asian British (4), 1.3% Asian Indian (4), 13.2% Asian Other (40), 4.2% Asian Pakistani (13), 20.1% Black African (61) 2% Black Caribbean (6), 4% Kurdish (12), 7.5% Latin American (23), 20.3% Middle Eastern (62), 3.3% North African (10), 5.3% White European (16), 15.5% White Other (47).

The percentage of female referrals was 55% (166) and male referrals was 45% (138)

The percentage of client that were LGBTQ+ was 5% (15)

The percentage of clients that were victims of Human Trafficking was 36% (102)

The percentage of clients that were victims of Modern Slavery was 33% (99)

We accepted referrals from clients who lived across 25 boroughs / areas in London and the Home Counties. We received referrals from 53 different organisations.

Monitoring the Process of Counselling

All MECS clients are expected to complete a Patient Health Questionnaire 9 (PHQ9) and Generalised Anxiety Disorder 7 (GAD7) questionnaire starting at assessment and thereafter every session. These questionnaires are used in primary health care settings across the NHS.

72.2% of clients reported a significant improvement in their depression measurement by the end of counselling and 65.5% reported an improvement in their anxiety levels.

Evaluation

The MECS Clinical Manager and team look at all the evaluation forms and the Counsellor's End Summary reports for analysis, and to gather an overall understanding of whether there has been any improvement in the clients' presenting issues and whether there has been any shift towards stabilisation/recovery (as measured by PHQ9 and GAD7 questionnaires).

We also gather feedback from the client evaluation forms at the end of counselling. This is a confidential document where the client can tell us about their experience from the first point of referral to the end of their counselling contract with us.

From the feedback we receive, clients state that they have found the counselling contract and therapeutic relationship very valuable and for many it has helped to address experiences that they have not had the opportunity to discuss with anybody before, issues around isolation and lack of supportive networks. However, some of our clients have stated that they believe they would have benefitted from having a contract longer than 12-18 sessions. We recognise that it can take weeks to build a trusting relationship and, for the majority of clients, this is their first experience of counselling. It takes time to build trust in the therapeutic relationship and for our clients to feel able to talk about emotional difficulties and to develop a good working alliance with their counsellor.

In order to meet the volume of referrals and demand for language counselling MECS has primarily operated as a time-limited counselling service. However, we appreciate that at times people do need more sessions. With this in mind, in future MECS would like to explore ways in which it would be possible to offer longer term work to some of our clients when needed.

MECS contract with Talking Therapies Southwark (TTS - SLAM NHS)

We are in the fifth year of our contract with TTS. This year we assessed 20% of the TTS referrals, and they are, on average, offered 12 sessions of individual counselling. We received 113 referrals, 98 directly from Southwark IAPT practitioners and 14 without recourse to public funds. We conducted 19 assessments and provided counselling to 99 Southwark IAPT referrals in 21 languages. 1043 counselling hours were offered.

Our contracts with SLAM NHS (LTT and TTS) reflect an acknowledgment that the average recovery rate needs to be lower than 50% due to the complexities concomitant with the migrant experience. By the time many of the referrals start counselling with us they have endured longstanding periods of anxiety, depression, trauma, somatic symptoms, homelessness and isolation. This is often due to the fact that they are unable to speak English and referral to a talking therapy service is often a last resort. This year our recovery rate for Southwark IAPT was 31%.

MECS contract with Lambeth Talking Therapies (LTT - SLAM NHS)

We have had a partnership with LTT since 2012. We do not assess all the LTT clients who are referred to MECS. This is because they come with triage notes. However, it remains an ongoing challenge to reduce waiting times for language counselling and for our clients to reach national IAPT targets of 50% recovery. In 20-21 we received 38 referrals from Lambeth IAPT and offered 250 counselling hours. Our average recovery rate for Lambeth referrals was 25%.

Training

At the start of lockdown, Lynne Brown (Convenor for MA Counselling at Goldsmiths and Chair of WCC trustees) facilitated 2 training workshops for counsellors offering their clients telephone or online counselling.

The Meaning of Money with Alistair Park: took place 23rd, 29th of January and 8th of February. We organised three separate online workshops for MECS and Low Cost Counsellors to access.

Funding

We would like to express our thanks to the MECS funders for the 2020-2021 financial year:

Lambeth IAPT
Southwark IAPT
City Bridges
The Henry Smith Charity
Sylvia Waddilove Foundation
Swan Mountain Trust
East End Community Foundation
MIND
Sir Bernard and Lady Schreier Foundation
John Coates Charitable Trust
Vintners Foundation
London Community Response Fund
Respeito

Staffing and Recruitment

The Multi-Ethnic Counselling Service is managed by the MECS Clinical Manager Priya Commander, an experienced psychotherapist (registered UKCP) and supervisor (BAPPS). The WCC Centre Manager is Marisa Matos, with admin support from Charlotte Mann and Lucian Dee.

MECS currently has 9 sessional supervisors; 18 volunteer counsellors and 15 post-grad paid sessional counsellors.

We provide a holistic and culturally sensitive therapy by recruiting, training and developing diverse clinicians, supervisors and a staff team that can work directly in a wide range of languages without the use of interpreters. WCC is committed to increasing the accessibility of our services and promoting independence and self-empowerment for clients.

We are proud of our equal opportunities record in terms of recruitment and retention. From our MECS/WCC evaluation feedback, we know that it means a lot to our referrals to have worked with a counsellor of the same ethnicity and cultural background as themselves.

We also know that many of our counsellors are keen to support people from their homeland. We believe that this dynamic model of therapy helps clients to feel understood and explore their difficulties in navigating systems within the UK. We know that clients greatly appreciate being able to communicate in their mother-tongue whilst they get to grips with managing education, work, relationships and move towards improving their lives in the UK.

Oasis Church Food Bank

We have given food vouchers to a significant number of MECS clients so that they can access the Oasis Church Food Bank. The foodbank was able to support some of our clients by providing home deliveries during lockdown.

Craft club

The Craft Club could not meet due to Covid.

The impact of Covid

As a result of the Covid-19 pandemic and national lockdown WCC closed its premises on the 18th March 2020. This meant that the organisation had to quickly adapt to providing its clinical services, both online

and over the telephone. This was of course challenging to everyone concerned. However, the organisation put a great deal of thought and effort into helping the clinical team to continue to provide weekly counselling sessions to our referrals. WCC ran workshops for all counsellors about the implications of working online and over the telephone. Guidance notes were drawn up to support the team concerning protocols and etiquette relevant to working remotely.

Many of the MECS referrals told us that they were scared, finding themselves further isolated from families, the wider community and organisational support. MECS received a significant increase in referrals for our refugee and asylum-seeking clients. We believe this was in part due to the deterioration in peoples' mental health resulting from lockdown and fears around the virus. We noticed that the increase of anxiety and depression was due to the associated situational and environmental impact of lockdown. 17 people presented with high risk of self-harm, suicide and / or safeguarding issues. All of these clients have required extensive admin re letters to referrers, GPs, social workers, case workers and Assessment and Liaison Teams. This has meant extra documentation for WCC as well as IAPT safeguarding protocols when relevant.

During the course of 2020-21 we have noticed that many of our referral resources, allied third-sector organisations who provide practical support to our clients were forced to close their waiting list or close down completely, because of lack of funding. This meant that our referral rate for language counselling doubled.

During the first six months of the lockdown many clients found it difficult to engage in talking therapy remotely and preferred to wait for face-to-face counselling. However, as the R rate escalated during the course of 2020 some clients decided to take up the offer of telephone counselling. 60% of our clients within the Multi-Ethnic Counselling Service opted for telephone counselling as they are digitally excluded and do not have the necessary equipment, sufficient household internet or knowledge of the software that are used e.g. Zoom or Microsoft Teams. Furthermore, many referrals have reported that they do not have sufficient privacy in their home to access counselling remotely.

The staff team have been truly praiseworthy throughout this extraordinary period in all our lives. They had to quickly adapt to working solely online and supporting the management, trustees, supervisors, counsellors and referrals. They have had to work especially hard as all communications have happened by email which has added to their workload.

Some counsellors started their placement with us during lockdown which meant that their contact with colleagues and staff could only be via Zoom or Microsoft Teams and in order to make it a more inclusive and friendly experience where the counsellors could talk to one another and ask questions of the staff, we instituted regular online coffee mornings where staff could be available to answer questions and help make introductions.

Funding Sources and Expenditure in Relation to Objectives

The principle sources of funding were statutory sources and charitable trusts. Statutory funding came from South London & Maudsley NHS Foundation (Southwark and Lambeth CCGs) and totalled £87,968. Charitable Trusts contributed £244,716 including £52,500 from The City Bridges Trust, £37,500 from MIND, £15,000 from Alan & Babette Sainsbury Charitable Fund, £15,500 from Social Enterprise Support Fund and £10,000 from Orange Tree Trust. The charity also received £21,000 from Big Lottery Fund and £35,000 from Henry Smith Charity for MECS.

The largest single area of expenditure for WCC was the Multi-Ethnic Counselling Service which accounted for 57% of total expenditure. This service provides language counselling to refugees, asylum seekers and ethnic minorities, supporting our objective of accessible counselling services for disadvantaged people. 41% of expenditure was used to provide the General Counselling Service providing low-fee counselling. It includes the expenditure for the Volunteer Trainee Counsellors working on both the MECS and the General Counselling Services and supports our aim of providing free or low fee counselling to as many disadvantaged people as possible. Expenditure on fundraising constituted 2% of overall expenditure.

Future Plans

During 2020/21 WCC faced a very difficult year as our services were faced with reductions in statutory income from IAPT funding as local NHS services faced budget reductions. Our fundraising work secured sufficient funding for the financial year however the service had to endure some difficult levels of uncertainty. During the year the staff and trustee team did substantial work to review areas of our service provision where savings could be put into place. We also engaged in a clinical review to help us understand how we engage most effectively with our client group to inform our future development.

As a result of the interim findings from the Clinical Review, the trustees proceeded to a wider organisational review. The report from this review along with the learning from a financial review and a prolonged period in which the trustees considered the future vision of the organisation it was decided to consult WCC's stakeholders on an organisational restructure. It had become increasingly apparent that whilst WCC had for many years functioned well within its model of working it was time to re-evaluate how to best to utilize and focus the clinical expertise that the organisation already had in both services and consider what was the best operational structure to support this activity to help WCC grow.

Following a period of consultation in the latter part of 2020 and early 2021 about separating clinical and operational leadership the trustees proceeded to operationalise a new model that would see dissolution of the Director role which had dual clinical and operational responsibilities and replace with a Clinical Lead who would oversee both the low cost and MECS services and a Head of Operations and Development.

At the time of writing this report, we have just been through a period of uncertainty due to Covid restrictions. We are learning from the transition to more remote counselling activity for our team. We shall be reviewing how to consolidate and learn from these developments in our work.

We are aware that charitable trust funding is increasingly difficult to secure in a very competitive environment. During 2020/21 we engaged a new fund-raiser, Charlotte Mann who works alongside our experienced Fund-raising Consultant, Emma-Louise Singh. Alongside charitable fund-raising, we shall be aiming to further maximise our income stream from our General Service which has increased by 100% over the past five years. Again, current Covid restrictions have concerned us, impacting access to our service, however we note that after the initial months of lockdown, demand for our service has largely returned to normal.

We have been grateful to Lambeth Council for work to review our rent during 2020. Lambeth Council is seeking ways to ensure that organisations which contribute "social value" to the borough have fair and equitable rents. This has been on hold during the Covid lockdown and we are grateful for the freezing of rent during this period,

Waterloo Community Counselling will continue to develop a broad range of counselling services into the future. Working with our Fund-raiser we shall be working to identify areas of development associated with our core activities in order to develop further funding. We will also continue to develop our good links with a range of training institutions enabling us to provide a high-quality counselling service offering an excellent training experience rooted in working with a diverse range of clients. To facilitate this, we plan to take on more placement students and consolidate the connections we already have with colleges and Universities.

As the demand for our service continues to grow, we shall be investigating funding to support new initiatives enabling the continuation of low fee or cost-free counselling for specific needs. We identify a need for free/low fee therapy for people who are often left waiting for long periods for NHS services. Within our present client group we notice a great demand from students as well as certain presenting problem being prevalent such as bereavement and loss, sexual abuse and the needs of carers.

We offer counselling throughout the day and evening and we have a Saturday service to meet the needs of working people. We shall continue to increase services outside core working hours as they are in great demand. In 2017 we took on a new room for our therapeutic work in "The Living Space", a local

community building close to our service. Access to this new building also provides opportunities to use rooms for training purposes and public lectures/AGMs.

We will be continuing our Multi-Ethnic Counselling Service as demand remains high for mother tongue counselling across London and, for most of these clients there is no suitable alternative within statutory services. We will continue to develop our services and partnerships to assist our many users who are refugees and asylum seekers, including new arrivals in the UK.

As our services expand, we plan to investigate ways of developing our premises to allow further counselling space. Investigating new capital funding potential would enable us to improve the environment of the building, both within and outside.

Note on the impact of Covid: At the time of writing (October 2021) WCC has been on the cusp of reopening the service within our building after a period of our teams working remotely via telephone and virtual counselling. As circumstances change we remain a "remote" service for the time being. We are reviewing the needs of our client group and aim to prioritise clients who find remote working difficult due to poor access to appropriate space to receive sessions online/on the phone. We are grateful to the on-going and increasing financial support from our funders that has enabled us to maintain and develop the service during the challenges of Covid. We hope to emerge a stronger service having negotiated the great challenges faced by our staff team during this difficult time.

Financial Review

The financial year ended with funds of £143,550 as compared to the previous year's £57,773.

The funds consist of £103,797 unrestricted, £10,000 designated funds and £29,753 restricted reserves.

The designated fund of £10,000 consists of staff contingency costs.

The unrestricted funds of the organisation increased by 117% to £103,797 as compared to previous year £47,773.

Income and Expenditure

The overall income of the organisation increased by 30.21% to £501,066 as compared to £384,801 in 2020/21. For a breakdown of income, please refer to notes 2-5 to the accounts.

The overall expenditure of the organisation increased from £389,046 to £415,289 an increase of 6.74%. Please refer to notes 6-10 to the accounts for the analysis of the expenditure.

Reserves policy

Reserves are that part of a charity's unrestricted funds that is freely available to spend on any of the charity's purposes. The Charity maintains free unrestricted reserves:

- to provide a level of working capital that protects the continuity of our core work
- to provide a level of funding for unexpected opportunities
- to provide cover for risks such as unforeseen expenditure or unanticipated loss of income.

The funds in reserves should cover the organisation's core running costs for at least 6 months. These costs amount to £139,349. At 31st March 2021, total unrestricted reserves are £103,797.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also directors of Waterloo Community Counselling for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

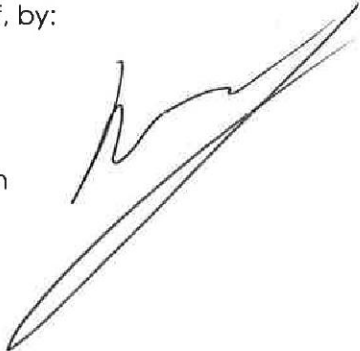
Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for 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 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 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 Companies Act 2006. 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.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies. Approved by the Board of Trustees on 6th December 2021 and signed on its behalf, by:

Lynne Brown
Chair

A handwritten signature in black ink, appearing to be 'Lynne Brown', written over a horizontal line.

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WATERLOO COMMUNITY COUNSELLING

I report on the financial statements of the charitable company for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes.

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND EXAMINER

The trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts. The trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed. The charity's gross income exceeded £250,000 and I am qualified to undertake the examination by being a qualified member of the Association of Chartered Certified Accountants.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
- to state whether particular matters have come to my attention.

BASIS OF INDEPENDENT EXAMINER'S REPORT

My examination was carried out in accordance with the general Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

INDEPENDENT EXAMINER'S STATEMENT

In connection with my examination, no matter has come to my attention:

(1) which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities

have not been met; or

(2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.


L.C. Seal ACCA FAIA

Seal & Associates Limited, Chartered Certified Accountants

4 Further Field, Staplehurst, Tonbridge, Kent, TN12 0SX

Date : ...!P...December 2021

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
(Incorporating Income and Expenditure Account)

FOR THE YEAR ENDED 31ST MARCH 2021

	Notes	Unrestrict ed Funds £	Designate d Funds £	Restrict ed Funds £	2021 Total £	2020 Total £
Income						
Donations and grants	2	335	-	-	335	215
Charitable activities	3	278,965	-	221,717	500,682	364,885
Other trading activities	4	-	-	-	-	19,554
Investments	5	49	-	-	49	147
Total		<u>279,349</u>	<u>-</u>	<u>221,717</u>	<u>501,066</u>	<u>384,801</u>
Expenditure						
Raising funds	6	16,339	-	-	16,339	7,350
Charitable activities	7-10	206,986	-	191,964	398,950	381,696
Total		<u>223,325</u>	<u>-</u>	<u>191,964</u>	<u>415,289</u>	<u>389,046</u>
Net income/(expenditure)	11	56,024	-	29,753	85,777	(4,245)
Transfer between funds	17	-	-	-	-	-
Net movement in funds		<u>56,024</u>	<u>-</u>	<u>29,753</u>	<u>85,777</u>	<u>(4,245)</u>
Reconciliation of funds						
Total funds brought forward		47,773	10,000	-	57,773	62,018
Total funds carried forward	17	<u>£103,797</u>	<u>10,000</u>	<u>29,753</u>	<u>£143,550</u>	<u>£57,773</u>

All income and expenditure derives from continuing activities.

The Statement of Financial Activities includes all recognised gains and losses.

The notes on page 20 to 28 form part of the financial statements.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

BALANCE SHEET

AS AT 31ST MARCH 2021

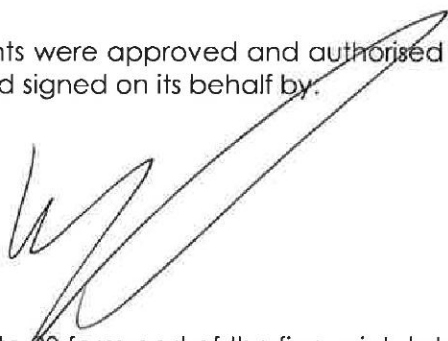
	Notes	2021		2020	
		£	£	£	£
FIXED ASSETS					
Tangible fixed assets	13		2,433		1,815
Fixed assets investments	14		1,975		1,975
			4,408		3,790
CURRENT ASSETS					
Debtors	15	35,630		16,417	
Cash at bank and in hand		248,240		84,926	
		283,870		101,343	
CREDITORS: Amounts falling due within one year	16			47,360	
				47,360	
NET CURRENT ASSETS			139,142		53,983
NET ASSETS	18		£143,550		£57,773
FUNDS					
Restricted	17		29,753		-
Unrestricted	17		103,797		47,773
Designated	17		10,000		10,000
			£143,550		£57,773

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006. The Company was entitled to audit exemption under section 477 of the Companies Act 2006 relating to small companies. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Companies Act 2006 with respect to accounting records and for the preparation of the accounts.

The financial statements were approved and authorised for issue by the Board of Trustees on 6th December 2021 and signed on its behalf by:

Lynne Brown – Chair



The notes on page 20 to 28 form part of the financial statements.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

CASH FLOW STATEMENT

AS AT 31ST MARCH 2021

	2021 £	2020 £
Cash flows from operating activities		
Net movement in funds per statement of financial activities	85,777	(4,245)
Adjustments for:		
Depreciation charges	2,625	2,109
(Increase)/decrease in debtors	(19,213)	8,458
Increase/(decrease) in creditors	97,368	13,859
Interest income	(49)	(147)
	166,508	20,034
Cash flows from investing activities		
Interest income	49	147
Purchase of tangible fixed assets	(3,243)	-
	(3,194)	147
Change in cash and cash equivalents in the year	163,314	20,181
Cash and cash equivalents brought forward	84,926	64,745
Cash and cash equivalents carried forward	248,240	£84,926
Analysis of cash and cash equivalents	2021	2020
Cash at bank and in hand	£248,240	£84,926

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021

1. ACCOUNTING POLICIES

Basis of accounting

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis and under the historical cost convention. The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Income recognition

Items of income are recognised in the financial statements when all of the following criteria are met:

- The charity has entitlement to the funds;
- any performance conditions have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure recognition

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

Expenditure on charitable activities comprises the costs associated with delivering volunteering services and activities.

Expenditure includes those costs of a direct nature which can be allocated to a specific activity. It also includes indirect costs, including governance costs that do not relate to a specific activity but are necessary to support those activities. Support costs are apportioned on the basis of staff time.

Fund accounting

Unrestricted general funds are freely available for use in furtherance of the objects of the charity and which have not been designated for particular purposes.

Designated funds are unrestricted funds set aside by the trustees for particular purposes.

Restricted funds are funds which can only be used in accordance with specific restrictions imposed by the donor or which have been raised for a particular purpose.

Tangible fixed assets and depreciation

Tangible assets costing more than £1,000 are capitalised. Depreciation is provided so as to write off the cost of each asset over its estimated useful life at the following annual rates:

Fixtures and fittings	25% straight line
Computer equipment	25% straight line

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

Leases

Operating lease rentals are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pensions

The charity operates a defined contribution pension scheme. Contributions payable under the scheme are charged to the Statement of Financial Activities in the year to which they relate.

Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in the Statement of Financial Activities.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

2. DONATIONS AND GRANTS	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Donations	<u>£335</u>	<u>£Nil</u>	<u>£335</u>	<u>£215</u>
3. INCOME FROM CHARITABLE ACTIVITIES	Unrestricted funds £	Restrict ed funds £	Total 2021 £	Total 2020 £
Southwark PCT – MFCS and General	-	66,300	66,300	66,300
The Henry Smith Charity	-	35,000	35,000	17,500
Big Lottery	21,000	-	21,000	40,382
South London & Maudsley NHS Foundation	-	21,668	21,668	21,668
The Alan & Babette Sainsbury Charitable Fund	15,000	-	15,000	15,000
City Bridges Trust	12,500	40,000	52,500	40,000
MIND	-	37,500	37,500	-
Orange Tree Trust	10,000	-	10,000	-
Social Enterprise Support Fund	15,500	-	15,500	-
Tableau Foundation	8,067	-	8,067	-
London Community Response Fund	1,000	5,850	6,850	-
CAF Corona Virus Emergency Fund	5,500	-	5,500	-
Other funders	23,050	14,749	37,799	4,000
Counselling fees	128,900	-	128,900	119,413
Supervision fees	29,530	-	29,530	30,623
Assessment fees	8,918	-	8,918	9,774
Workshops and other income	-	650	650	225
	<u>£278,965</u>	<u>£221,717</u>	<u>£500,682</u>	<u>£364,885</u>

Of the £364,885 recognised in 2020, £164,035 related to unrestricted funds and £200,850 to restricted funds.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

4. OTHER TRADING ACTIVITIES	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Room hire	£Nil	£Nil	£Nil	£19,554

All of the £19,554 received in 2020 was unrestricted funds.

5. INVESTMENT INCOME	Unrestricted funds	Restricted funds	Total 2021	Total 2020
Bank interest	£49	£Nil	£49	£147

All of the £147 received in 2020 was unrestricted funds.

6. COST OF RAISING FUNDS	Direct costs	Support costs	Total 2021	Total 2020
Staff costs	-	8,779	8,779	-
Consultancy fee	-	7,560	7,560	7,350
	-	£16,339	£16,339	£7,350

All of the £7,350 expenditure recognised in 2020 was charged to unrestricted funds.

7. EXPENDITURE ON CHARITABLE ACTIVITIES	Direct costs	Support costs	Total 2021	Total 2020
Counselling services	£270,076	£128,874	£398,950	£381,696

Of the £381,696 expenditure recognised in 2020, £159,793 was charged to unrestricted funds and £221,903 was charged to restricted funds.

8. ANALYSIS OF DIRECT COSTS	2021 £	2020 £
Staff costs	128,883	118,925
Sessional counselling costs	138,934	111,003
Travel expenses reimbursed to clients	51	3,431
Room hire	-	6,310
Clinical review cost	-	5,934
Other direct costs	2,208	4,060
	£270,076	£249,663

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
 /contd...

9. ANALYSIS OF SUPPORT COSTS	2021	2020
	£	£
Office rent, rates and utilities	35,312	46,828
Staff costs	40,152	34,045
Office equipment maintenance and licencing	10,035	8,515
Printing, postage and stationery	2,035	4,716
Office cleaning	1,298	3,676
Telephone and fax	4,389	2,606
Insurance	2,881	2,545
Office building repairs and maintenance	1,670	4,139
Bookkeeping and accountancy	21,623	16,339
Staff welfare and expenses	355	838
Governance costs (Note 10)	900	1,462
Other support costs	8,224	6,325
	<u>£128,874</u>	<u>£132,033</u>

10. GOVERNANCE COSTS	2021	2020
	£	£
Independent examination fee	900	900
AGM costs	-	562
	<u>£900</u>	<u>£1,462</u>

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

11. NET INCOME/(EXPENDITURE) FOR THE YEAR 2021 2020

The net expenditure for the year is stated after charging:

Independent examination fee	£900	£900
	<u> </u>	<u> </u>

During the year Trustees received £Nil remuneration (2020 : £Nil) or reimbursed expenses (2020: £Nil).

12. STAFF COSTS AND NUMBERS 2021 2020

Staff costs were as follows:	£	£
Wages and salaries	160,447	141,135
Social security costs	9,150	8,903
Pension costs	3,378	2,932
	<u> </u>	<u> </u>
	<u>£172,975</u>	<u>£152,970</u>

The average monthly number of employees during the year was 8 (2020: 7).

The average number of full-time equivalent employees during the year was as follows:

	2021	2020
	No.	No.
Chief executive	1.0	1.0
Administrative staff	4.0	3.0
Charitable activities	3.0	3.0
	<u> </u>	<u> </u>
	<u>8.0</u>	<u>7.0</u>

No employee received total employee benefits (excluding employer pension costs) amounting to more than £60,000 in either year.

Total employee benefits received by key management amounted to £109,809 (2020: £98,729). Under FRS 102, employee benefits include gross salaries, employer's national insurance, employee pension contributions and benefits in kind.

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

13. FIXED ASSETS

	Office Equipmen, Fixture & Fittings £
Cost:	
Balance at 1 April 2020	53,139
Additions	3,243
	56,382
Balance at 31 March 2021	56,382
Depreciation:	
Balance at 1 April 2020	51,324
Charge for the year	2,625
	53,949
Balance at 31 March 2021	53,949
Net book value:	
At 31 March 2021	£2,433
At 31 March 2020	£1,815

14. FIXED ASSETS INVESTMENTS

	2021	2020
Works of art at cost and valuation	£1,975	£1,975
	£1,975	£1,975

15. DEBTORS

	2021	2020
	£	£
Grants and fees	17,922	12,989
Other debtors	17,708	3,428
	£35,630	£16,417

16. CREDITORS – Amounts falling due within one year

	2021	2020
	£	£
Accruals	46,894	35,098
Other creditors	15,372	9,003
Social security and other taxes	3,004	3,259
Deferred income	79,458	3,259
	£144,728	£47,360

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

17. MOVEMENT IN FUNDS

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2021					
Restricted funds					
MECS	-	221,717	191,964	-	29,753
Total restricted funds	-	21,717	191,964	-	29,753
Unrestricted funds					
General	47,773	279,349	223,325	-	103,797
Designated	10,000	-	-	-	10,000
Total unrestricted funds	57,773	279,349	223,325	-	113,797
TOTAL FUNDS	£57,773	£501,066	£415,289	£Nil	£143,550

The MECS Counselling Project continues to provide direct counselling to refugees, asylum seekers and people from black and Minority Ethnic (BME) communities in their mother tongue and provides additional support to clients including advice and group work.

Comparative information for the previous financial year is as follows:

	Brought Forward £	Income £	Expenditure £	Transfers Between Funds £	Carried Forward £
2020					
Restricted funds					
MECS	-	200,850	221,903	21,053	-
Total restricted funds	-	200,850	221,903	21,053	-
Unrestricted funds					
General	52,018	183,951	167,143	(21,053)	47,773
Designated	10,000	-	-	-	10,000
Total unrestricted funds	62,018	183,951	167,143	(21,053)	57,773
TOTAL FUNDS	£62,018	£384,801	£389,046	£Nil	£57,773

WATERLOO COMMUNITY COUNSELLING
(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2021
/contd...

18. ANALYSIS OF NET ASSETS

BETWEEN FUNDS	Unrestricted Funds £	Designate d Funds £	Restricted Funds £	Total Funds £
Fixed assets	4,408	-	-	4,408
Current assets	196,441	10,000	77,429	283,870
Current liabilities	(97,052)	-	(47,676)	(144,728)
At 31 March 2021	<u>£47,773</u>	<u>£10,000</u>	<u>£Nil</u>	<u>£143,550</u>

Comparative information for the previous financial year is as follows:

	Unrestricted Funds £	Designated Funds £	Restricted Funds £	Total Funds £
Fixed assets	3,790	-	-	3,790
Current assets	91,343	10,000	-	101,343
Current liabilities	(47,360)	-	-	(47,360)
At 31 March 2020	<u>£47,773</u>	<u>£10,000</u>	<u>£Nil</u>	<u>£57,773</u>

19. COMPANY STATUS

Waterloo Community Counselling is a private company (No. 03034938) incorporated in Great Britain and registered in England and Wales. The company is limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the Company being wound up. The address of the registered office is given in the Legal and Administrative Information on page 3.

20. TAXATION

As a registered charity, Waterloo Community Counselling is exempt from taxation under Part 11 of the Corporation Tax Act 2010 and Section 256 of the Taxation of Chargeable Gains Act 1992.

21. OPERATING LEASE COMMITMENTS

Total future minimum lease payments due under non-cancellable operating leases amount to £2,749 (2020: £5,298).

22. RELATED PARTIES

There were no transactions with related parties during the year or the previous year.