

Waterloo Community Counselling

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements For the Year Ended 31 March 2023

Charity number 1045444

Company number 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

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WATERLOO COMMUNITY COUNSELLING

Legal and Administrative Information Year ended 31 March 2023

Charity Legal Name:	Waterloo Community Counselling
Charity registration number:	1045444
Company registration number:	03034938 (England & Wales)
Trustees	Hazel Flynn – Chair Chris Wong Emma Nicholls – appointed 23 February 2023 Graham Stilwell – appointed 27 April 2023 John Davis – appointed 19 February 2023 Kate Barnes – resigned 20 September 2022 Lynne Brown Maria Griffiths – resigned 17 January 2023 Nadine Smith Noel Baxter Paul B Houghton – resigned 17 January 2023 Tarrance Ryder-Downes – appointed 9 February 2023
Bankers	CAF Bank Kings Hill West Malling Kent ME19 4JQ
Registered office & operational address:	Barley Mow Clinic Frazier Street London SE1 7BD
Independent Examiners:	Simpson Wreford LLP Chartered Accountants Wellesley House Duke of Wellington Avenue Royal Arsenal London SE18 6SS

WATERLOO COMMUNITY COUNSELLING
Report of the Directors (Trustees)
Year ended 31 March 2023

The Trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report and financial statements for the year ended 31 March 2023, which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with accounting policies set out in the notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and 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 (FRS102).

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Waterloo Community Counselling is a charitable company limited by guarantee, incorporated on 20 March 1995. The Company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association (amended by Special Resolutions passed on 6 December 2021, 15 March 2022 and 24 May 2022).

In the event of the Company being wound up each of the Members are required to contribute an amount not exceeding £10.

The charity is managed by its trustees who constitute the board of directors and have been appointed in accordance with the charity's Articles of Association. The directors in office during the year ended 31 March 2023 were as follows:-

Hazel Flynn – Chair
Chris Wong
Emma Nicholls – appointed 23 February 2023
John Davis – appointed 19 February 2023
Kate Barnes – resigned 20 September 2022
Lynne Brown
Maria Griffiths – resigned 17 January 2023
Nadine Smith
Noel Baxter
Paul B Houghton – resigned 17 January 2023
Tarrance Ryder-Downes – appointed 9 February 2023

The day-to-day management is carried out by Miriam Philip – CEO.
The registered office is disclosed on the information page.

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Report of the Directors (Trustees) Year ended 31 March 2023

Structure, Governance and Management

The Directors of the Company are also Charity Trustees for the purposes of charity law.

The Trustees according to Waterloo Community Counselling's Articles of Association are elected by the members of the charity attending the Annual General Meeting. Under the Articles of Association, one third of the trustees retire by rotation at each Annual General Meeting. The trustees may co-opt any person duly qualified to be appointed as trustee and that person will hold office until the next Annual General Meeting.

Once appointed, new trustees undergo an induction and are supported to undertake any training needed depending on their existing experience. All trustees are encouraged and supported to attend appropriate external training events where these will facilitate the undertaking of their role.

The trustees meet quarterly to ensure the operation of the charity delivers its public benefit and complies with the objects, Memorandum and Articles, and policies of Waterloo Community Counselling and relevant legislation. There are two sub-committees covering Finance and Operations, and Clinical matters which also meet quarterly. The Charity Governing document allows the trustees to meet and conduct meetings virtually. The day-to-day operation within the policies, forward plan and budgets are delegated to the CEO.

CHAIR'S REPORT

I am delighted to have been elected as Chair of WCC from September 2022. Huge thanks are due to Lynne Brown, who stepped down after a decade in the post. Her trusted relationships with WCC staff, counsellors and supervisors were instrumental in leading the organisation through a period of self-reflection, audit and change over the last two years, and carrying WCC through the Covid-19 pandemic. I am really pleased that Lynne remains as a trustee, bringing her vital expertise as a counsellor clinician while we look to build on representation of this particular voice within WCC's trustee board.

Appreciation also goes to longstanding trustee Ben Houghton, and Kate Barnes and Maria Griffiths who stepped down from the board of trustees this year. We appointed three new trustees in February 2023 with experience in counselling, safeguarding, HR and diversity and inclusion, including experienced counsellor John Davis who began his journey as a trainee in placement at WCC.

WCC has faced a number of challenges this year. As the cost-of-living crisis has deepened existing poverty and inequalities, and the climate has become increasingly harsh for refugees and asylum seekers, we have seen higher levels of need and more clients at risk of suicide. The support provided by our counsellors for diverse adults experiencing mental health difficulties and psychological distress has been vital so they can find ways to cope and remain hopeful. Our community needs us more than ever. Our services are in constant demand, but we are also in constant competition for funding with other charities.

The trustees recognise the significant demands that come with managing WCC's clinical services, as the volume of clients, counsellors, supervisors and clinical risk that we deal with has steadily grown. Priya Commander's dedication, depth of clinical knowledge and skilful expertise have been instrumental to our achievements this year. We were also pleased to appoint Margaret Mykura in the new role of Assistant Clinical Services Manager in January. Margaret is an experienced psychodynamic psychotherapist, supervisor and lecturer with expertise in many areas including Time Limited Psychotherapy.

With Miriam Philip now in the role of CEO, further organisational developments this year have included the appointment of chartered accountant Abigail Rutherford as our first in-house Finance Manager and increasing the capacity of our administrative team to process referrals and co-ordinate counsellors and allocations. We were sorry to say goodbye to Charlotte Mann, our Fundraising Officer, in December 2022 who brought in significant and crucial funding during the pandemic.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

In January 2023 we published a new two-year Strategy for WCC with input from trustees, staff, counsellors and supervisors. I am grateful to Gary Storer and the Cranfield Trust for the consultancy support provided to the CEO and trustees in producing this Strategy. It is characterised by ambitious realism, with a focus on strengthening our infrastructure and organisational resilience. With the right skills and experience in our team, and a sustainable business plan in place, we want to get to a position from which we can confidently grow WCC's services and profile to have the biggest impact we can on mental health in the community.

We will be investing in and developing our fundraising so we can be more financially secure; reviewing our services to ensure they remain affordable, effective, and holistic; looking at how we evaluate our work and engage in research; and ensuring that we are excellent at managing and scrutinising safeguarding across the organisation. It sounds a huge amount and will be a challenge, but one I am sure WCC can rise to and deliver.

Finally, I would like to thank all of the staff, volunteers, counsellors, supervisors, partners, supporters and funders who have made WCC's work possible this year. We could not have achieved what we have this year without significant support from the National Lottery Community Fund, and from The Henry Smith Charity whose ongoing backing in recent years has had a massive impact on the development of our services for refugees and asylum seekers. We are hugely grateful for the support of all our funders, including the Chapman Charitable Trust, the J + H Orlander Charitable Trust, the Leigh Trust, the National Lottery Community Fund Awards for All, the Orange Tree Trust, the Roger and Jean Jefcoate Trust, the Social Enterprise Support Fund and the Swan Mountain Trust. Our enormous appreciation also goes to Martin Holden from Eversheds Sutherland for acting on WCC's behalf on a pro bono basis in the negotiation of our new lease with Lambeth Council.

We continue to keep at the forefront of our minds the people we serve who bring such a rich diversity of experience and culture, who show us such hope and resilience, and how to live and thrive in the face of challenges.

Hazel Flynn
Chair

OBJECTIVES AND ACTIVITIES

Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need by providing counselling, information and advice. The charity's focus has traditionally been the London boroughs of Lambeth, Lewisham and Southwark, but today there is demand for our services from across London.

The mission outlined in our new Strategy that shapes our annual activities is to deliver life-changing counselling and mental health support for Londoners that is affordable and accessible. We aim to remove the barriers to accessing high-quality counselling by delivering services that are open to all regardless of income or immigration status, and are uniquely responsive to individual differences (language, culture, race, religion, sex, gender, sexual orientation, and ability).

Our work is guided by the following values/objectives:

- Compassion – we bring empathy and understanding to our work with clients from all backgrounds
- Respect – we foster a positive and empowering culture across WCC, treating people with respect and understanding
- Diversity – we pride ourselves on recruiting counsellors who are representative of the diversity of the population

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Report of the Directors (Trustees) Year ended 31 March 2023

- Inclusion – we strive to be wide reaching and welcoming, tailoring our services to individual differences and removing the barriers and stigma that prevent people from accessing psychotherapy, counselling, and statutory mental health services.
- Community – we work in partnership with local and city-wide organisations to reach disadvantaged and marginalised groups that wouldn't normally be able to access the therapeutic services we provide and maintain a network of services to further support our service users
- Quality – we deliver safe, clinically-effective therapeutic services with a good client experience

In shaping our objectives and planning our activities, the trustees have considered the Charity Commission's guidance on public benefit. The main therapeutic services we deliver are:

Low-Cost Counselling Service: we provide a professional counselling service for adults who otherwise might not be able to access talking therapy because of the cost of private counselling/psychotherapy or the very limited availability within the NHS. We provide longer-term sessions on a low fee/sliding scale basis according to the individual's income and financial circumstances. We reach adults from diverse backgrounds who are struggling with anxiety, depression, panic attacks and other symptoms (chronic pain or illness), many of whom have experienced loss, abuse and trauma. Currently our fees range from £15 - £85 a session with the most frequent contribution being our minimum of £15 per session. We offer an initial 18 weeks of sessions with the possibility of extending up to a maximum of 2 years. Since 2022, we also offer a free service to people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts)

Multi-Ethnic Counselling Service (MECS): we provide free, culturally sensitive counselling to migrants, refugees and asylum seekers in over 30 different languages and dialects. It addresses the needs of people fleeing political and economic turmoil to establish new lives yet bringing with them the trauma and psychological distress of migration and persecution. Many of our referrals have survived war, exile, torture, violence and multiple losses. It is one of only a handful of counselling services open to survivors of human trafficking and modern slavery, many of whom have no recourse to public funds and are therefore unable to access statutory care. The majority of our clients suffer from extreme isolation and loneliness, alone in a strange country and unable to speak the language. Being able to express themselves and to discuss their pain and despair out loud in their own language, with a counsellor from their own cultural background where desired, helps people feel less desperate and alone. We provide between 6 to 18 sessions of counselling based on an assessment of need.

All our counsellors are BACP or UKCP registered, qualified by an accredited training provider, or are supervised trainees working towards their qualification. They are all required to attend regular clinical supervision with an experienced clinician, have completed level 2 Safeguarding training and whilst training to be in personal therapy themselves. We offer both face-to-face counselling sessions or online/telephone sessions for individuals who can't travel due to constraints of work, childcare, finances, health, or disability.

We have a reputation for providing high quality, supportive placements to the next generation of counsellors ensuring that, despite the growing cost of living, people from diverse backgrounds can train in the profession. We provide a programme of professional development workshops throughout the year for counsellors to gain further skills in working with clients from diverse marginalised communities and more complex clinical histories.

Counselling plus: Alongside counselling, we refer clients to our extensive network of pan-London partner organisations to address practical challenges which may be negatively impacting their mental health, such as accessing immigration or housing advice, English classes, or foodbanks.

Group support: The people we support are also invited to attend our monthly "Meet-ups" group for refugees and asylum seekers, particularly the most isolated who are often housed in hotels and digitally excluded.

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Report of the Directors (Trustees) Year ended 31 March 2023

The group is invaluable, facilitating new social opportunities, increasing confidence in accessing public spaces and providing a safe space to practice English.

ACHIEVEMENTS AND PERFORMANCE

2022/23 was an extremely busy year for WCC with huge demand for our affordable, accessible counselling services and high levels of need. We supported a record 604 people from 67 countries through counselling, psychotherapy, and group activities. The majority of clients came from Lambeth, Southwark and Lewisham with an increasing number from a range of London boroughs.

244 people accessed our low-cost counselling service and 351 refugees, asylum seekers and migrants received culturally sensitive counselling in 32 languages through MECS. Over 7,000 hours of high-quality, individual counselling were provided in total.

Our services were delivered by 100 counsellors, including 64 trainees on placement at WCC, supported by 14 supervisors in weekly or fortnightly groups. Workshops provided for our counsellors and supervisors this year included Level 3 training in Safeguarding, Disability Awareness Training by Disability Rights UK, a specialist workshop on Sexual Violence delivered by two experienced psychotherapists, and a workshop on 'Asylum-Seekers & Refugees: Experiences, Policies and Legislation' delivered by Warren Lee from Southwark Day Centre for Asylum-Seekers, and Suicide Awareness Trainings by the Jen Group.

From May, our new three-year grant from the National Lottery Community Fund's Reaching Communities programme allowed us to begin piloting a "no-cost" service for adults in exceptional circumstances who are unable to afford our lowest fee-scale, such as students, people with a disability, and those surviving on welfare benefits such as Universal Credit or Zero-Hour Contracts. Our target for this pilot project was 20 people and within 6 months of starting we had already assessed 22 individuals. Initially we anticipated that 50% of clients would be seen by volunteer counsellors in training placements at WCC. However, due to the complexity of the referrals, this has actually been around 30% with the rest being allocated to more experienced post-graduate freelance counsellors.

We continued to deliver free longer-term psychotherapy for Lambeth Secondary Care Psychological Therapies patients with complex needs, who might not be deemed eligible for individual psychotherapy, or else wait up to three years for it, within the NHS. This project is an example of how the tailored, community-based service we provide allows us to reach individuals who may struggle to get their needs met by statutory mental health services. Client satisfaction and positive outcomes means that further funding has been confirmed to continue this impactful work in 2023/24.

Having been awarded our first multi-year grant from the Orange Tree Trust for our services for refugees, asylum seekers and vulnerable migrants in November 2022, we were then delighted to receive news of our successful application for continuation funding from the Henry Smith Charity for this work. This significant three-year funding (£180,000 over three years) from March 2023 allows us to pilot offering longer interventions for some clients, offering up to 36 sessions of languages counselling in complex cases where further sessions are needed to make a more significant difference and prevent re-referral after a six-month gap.

Our monthly "Meet-Ups" group for isolated refugees, asylum seekers and migrants went from strength to strength this year, with 28 individuals from 19 different nationalities attending. Group members joined 10 volunteers and our Development & Communications Officer, Lucian, on a wide variety of outings in the local community, including excursions to Roots and Shoots community garden, a special tour around the Victoria and Albert Museum focused on the creative and cultural legacies of migrants and refugees, the 'Bees & Refugees' therapeutic beekeeping project at Oasis Farm Waterloo, Lambeth Garden Museum, the Migration Museum in Lewisham, a theatre workshop at the Blue Elephant Theatre in Southwark, a day trip

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Report of the Directors (Trustees) Year ended 31 March 2023

to Greenwich including a Planetarium Show at the Royal Observatory, a tour of the National Gallery led by a professional artist, and a reading group for refugees delivered by the Royal Literary Fund.

The "meet-ups" group has been a great vehicle to link up with other services and charities working locally. We had a stall at Community Southwark's Mental Health Day Event on the theme of 'Minority Representation and Mental Health' in October 2022. We also formed a valuable partnership with 'The Bridge' at St John's Church Waterloo. The group was hosted in their newly renovated community premises on more than one occasion, invited to a concert by the London Philharmonic Orchestra in January, and we jointly hosted a 'CommuniTea' tea party in February as part of Reset's campaign to have local conversations about refugee welcome. Several group members now access their weekly social support drop-in and English conversation classes for refugees and asylum seekers.

Our dedicated staff team made over 100 vital signposts/referrals to partner organizations to support our clients with addressing urgent practical needs raised in sessions with their counsellor. Furthermore, we successfully applied for 10 refurbished mobile phones and laptops, with a data package included, from The Good Things Foundation's 'Data & Devices' project; as well as 6 laptops from Currys, that were distributed to refugee and asylum seeker clients experiencing digital exclusion, allowing them to stay in contact with friends and family and access services more easily.

Outcomes:

All our clients are given an Evaluation Form at the end of their sessions to gather vital feedback about their experience of WCC's counselling and the difference it has made to their life. In 2022/23:

- 84% of clients reported that counselling had helped them to cope with their problems and feel better at managing difficult situations.
- 90% felt that the main problems that brought them to counselling were addressed in their sessions.
- 96% were satisfied with the care they got from their counsellor.

Feedback forms from clients whose counselling has ended consistently reported how much their lives have improved due to WCC's support, for example:

"My counsellor has been compassionate and professional every single step of the way." (LCS client)

"I felt very supported during my 2 years with WCC and even though not all sessions were easy, they were nonetheless very useful." (LCS client)

"WCC came to my rescue when I was in a very dark space." (LCS client)

"I found it most helpful to have the time and space to go into difficult experiences that I was not be able to before. Especially being asked questions and being prompted to think differently about my experiences helped." (LCS client)

"Therapy was beneficial to me and has helped me see my life differently and be hopeful for the future. WCC linked me to another organisation, and I am waiting to be rehoused and get other practical help. I was homeless for many years and confused about many aspects of my life, I didn't know how to go about things, and I suffered alone, but I feel better for seeing some changes in my life; thank you for that and for treating me with care and respect; I'm very grateful." (MECS client)

"I'm still struggling with PTSD but for the first time I felt I found someone to allow me to be me and listen to my feelings without judging me. Thank you for everything and thank you to the organisation for given me the opportunity." (MECS client)

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Report of the Directors (Trustees) Year ended 31 March 2023

"I would like to say that I found it very beneficial to join your activity group as well as receiving therapy. Meeting new people and visiting new places made me feel independent and increased my confidence. I realized that I can do nice things for myself and maybe I am more than just a mum and wife. I am grateful that I was in the group." (MECS client)

FINANCIAL REVIEW

The attached financial statements show the current state of the charity's finances for the year ended 31 March 2023.

Despite the challenging external economic climate, we have begun seeing the impact of WCC's management restructure, and subsequent investment in operations and finance capacity, on improving the charity's financial stability.

Our income in 2022/23 was £493,960, compared to £434,492 in 2021/22; a 14% increase (without factoring in the exceptional rent accrual release of £40,133 in 2021/22). This was largely the result of a more robust fundraising plan, which saw our income from charitable trusts and donations more than double to £274,427 (compared to £134,911 in 2021/22). Our main sources of trusts income were a three-year grant from the National Lottery Community Fund Reaching Communities programme that began in May 2022 and funding from the Henry Smith Charity which was renewed for a further three years in December 2022. We were also successful in our fundraising efforts with several smaller trusts and foundations. As a result, charitable grant funding and donations represented 56% of WCC's income this year and remains essential to achieving our mission of providing low-cost or free counselling services, subsidising the income we generate from NHS contracts and counselling/assessment/supervision fees. We are grateful for the confidence all of our funders place in WCC's work.

We continued to raise significant self-generated income including assessment, counselling and supervision fees, although this was down 10% compared to last year (£132,112 compared to £147,099 in 2021/22). The amount we are able to charge and recover from fee-paying clients has fallen due to the cost-of-living crisis. However, we hope that a new, more efficient, client invoicing system and additional payment options introduced in 22/23 will improve the experience for our clients and assist us in fee recovery going forward.

We are conscious that our earned income from contracts with Lambeth Talking Therapies and Talking Therapies Southwark to provide multi-ethnic language counselling are not subject to inflationary uplift. While we were pleased to be re-commissioned by Lambeth Talking Therapies to deliver secondary care services, the 50% extension we received last year was not replicated. Effectively this means that the value of our NHS contracts has reduced in the current climate while baseline costs are rising.

In terms of expenditure, staff costs, our single biggest expense, rose 8% in 2022/23 driven by the critical need to invest in new roles and increase existing staff capacity, and a necessary cost-of-living pay increase for staff below management level. Direct costs of counselling, assessments and supervision were also up 8%, reflecting the move in March 2022 to paying newly qualified counsellors at a basic rate to increase retention. Our overall expenditure for 2022/23 remained level at £455,557 compared to £458,181 in 2021/22, largely due to the significant reduction in our rent under new Voluntary and Community Sector lease terms and costs associated with refurbishment and restructure in 2021/22 that were not repeated. However, the reality is that rising costs externally are driving up our baseline costs. We were pleased to end the year with a surplus of £38,403 and restricted funds carried forward of £45,200.

Two thirds (66%) of our funding in 2022/23 was restricted, whilst unrestricted funding was 34%. The need for us to continue developing and investing in WCC's fundraising remains crucial in order for us to achieve our key strategic goal of growing our unrestricted "free" reserves to allow for ongoing stability and future growth. At time of writing, we have recruited a Trust Fundraising Manager to support the CEO with

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Report of the Directors (Trustees) Year ended 31 March 2023

this in 2023/24 and are working on a new fundraising strategy. An absolute priority for us in 2023/24 is to work towards further diversifying our funding base by growing our income from community and individual giving, and localised corporate partnerships.

Reserves policy

The trustees' current policy is to maintain a level of free reserves equivalent to 6 months' essential running costs, a target of £149,637 in 2022/23. A designated fund of £10,000 for staff reorganisation, created during our 2021 restructure, was reclassified to general reserves during the year. Our free reserves position at the end of the year is therefore £112,253, which is £37,384 less than our reserves policy. Available funds are kept in an interest-bearing account with access in accordance with the liquidity requirements of the service.

Risk management

The trustees have assessed the major risks to which the charitable company is exposed and are satisfied that systems are in place to mitigate exposure to major risks. The principal external risk to the continued provision of WCC's services remains financial sustainability. We are operating in a challenging external climate of rising costs and unprecedented competition for charitable funds. This risk is intensified as cost-of-living pressures increase the need for our services while negatively impact our ability to self-generate income from counselling fees. Key elements in the management of financial risk are a monthly review of the financial performance of the charity against the annual budget, a projection of available liquid funds to settle debts as they fall due, and active management of debtors. Internal financial risks are managed by the established procedures for the authorisation of all transactions as well as a detailed system of financial and budgetary control, all of which are reviewed regularly by the senior management team and trustees. Attention has also been focussed on non-financial risks arising from the nature of our clinical work with adults at risk and the operation of our premises. These risks are managed by having robust policies and procedures in place including the adoption of a new Clinical Risk Management Policy and Procedure and an updated Safeguarding Policy, regular review of health and safety and fire safety in relation to the premises, and ensuring sufficient support and clinical supervision for counsellors and staff.

Directors (Trustees) Responsibilities

The Trustees, as set out on page 3 (who are also the directors of Waterloo Community Counselling) for the purposes of company law) are responsible for preparing the Directors (Trustees) Report and the financial statements in accordance with applicable law and regulations.

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

its incoming resources and application of resources, including income and expenditure, for the financial year. 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 judgments 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 charity will continue on that basis.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2023

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity and to 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 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.

Limited liability

Members of the charitable company guarantee to contribute an amount not exceeding £10 to the assets of the company in the event of winding up. The total number of such guarantees as at 31 March 2023 was ninety six.

Public Benefit Statement

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

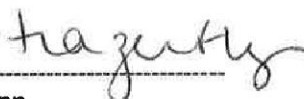
Waterloo Community Counselling's charitable purpose is to relieve the mental distress of persons in need in Greater London by providing counselling, information and advice.

Independent examiners

Simpson Wreford LLP., were appointed as Independent Examiners during the year and have expressed their willingness to continue in that capacity.

The above report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Signed on behalf of the board of directors (trustees) on 8/11/23



Hazel Flynn
Director (Trustee)

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Independent Examiners' Report To the Trustees of Waterloo Community Counselling for the Year Ended 31 March 2023

I report to the Trustees on my examination of the financial statements of Waterloo Community Counselling for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity's trustees of the 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 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 your charity'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 report

Since the 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, which is one of the listed bodies.

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

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

h price

Hollie Price ACA

For and behalf of Simpson Wreford LLP, Chartered Accountants

Institute of Chartered Accounts in England and Wales

Wellesley House
Duke of Wellington Avenue
London, SE18 6SS

Dated: *13.11.2023*

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Statement of Financial Activities (including Income and Expenditure Account) Year ended 31 March 2023

	Notes	Unrestricted Funds	Designated Funds	Restricted Funds	As Restated	
					Total funds 2023	Total funds 2022
					£	£
INCOME	4					
Donations and legacies		34,781	-	226,653	261,434	51,220
Charitable activities		128,864	-	100,413	229,277	383,245
Other trading activities		1,659	-	-	1,659	-
Investments		1,590	-	-	1,590	27
TOTAL INCOME		166,894	-	327,066	493,960	434,492
EXPENDITURE ON:	6					
Raising funds		8,212	-	-	8,212	9,964
Charitable activities		127,340	-	320,005	447,345	448,217
TOTAL EXPENDITURE		135,552	-	320,005	455,557	458,181
NET INCOME/(EXPENDITURE)		31,342	-	7,061	38,403	(23,689)
Transfers between funds		10,000	(10,000)	-	-	-
NET MOVEMENT IN FUNDS		41,342	(10,000)	7,061	38,403	(23,689)
RECONCILIATION OF FUNDS	11					
Total funds brought forward		71,722	10,000	38,139	119,861	143,550
Total funds carried forward		113,064	-	45,200	158,264	119,861

The results for the year derive from continuing activities, and there are no other gains or losses other than those shown above.

The notes on pages 15 to 23 form part of these financial statements.

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Balance Sheet as at 31 March 2023

	Notes	2023	2022
Fixed Assets			
Tangible assets	7	811	1,622
Fixed asset investments	8	-	1,975
		811	3,597
Current Assets			
Debtors	9	20,282	80,843
Cash at bank and in hand		232,165	104,397
		252,447	185,240
Creditors			
Amounts falling due within one year	10	(94,994)	(68,976)
Net current assets		157,453	116,264
Total net assets		158,264	119,861
The Funds of the Charity			
Unrestricted Funds	11	113,064	71,722
Designated Funds		-	10,000
Restricted Funds		45,200	38,139
		158,264	119,861


For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

The trustees have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

The financial statements on pages 13 to 23 were approved by the Trustees on 8/11/23 and signed on their behalf by:



Hazel Flynn
Director (Trustee)

Company Number – 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

Company information

Waterloo Community Counselling is a company limited by guarantee incorporated in England and Wales and registered as a charity with the Charity Commission. The registered office is Barley Mow Clinic, Frazier Street, London, SE1 7BD.

(a) Basis of accounting

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 (FRS102)– (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in the financial statements are rounded to the nearest £.

The effects of events relating to the year ended 31 March 2023 which occurred before the date of approval of the financial statements by the Trustees has been included in the financial statements to the extent required to show a true and fair view of the state of affairs at 31 March 2023 and the results for the year ended on that date.

Waterloo Community Counselling meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

(b) Going Concern

At the time of approving the accounts, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the accounts.

(c) Fund accounting

- Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Unrestricted funds include donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose.
- Restricted funds are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal. Expenditure, which meets these criteria, is charged to the fund.
- funds are unrestricted funds set aside by the Trustees for a particular purpose
- Designated

(d) Income

All incoming resources are included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Grants, donations and gifts are included in full in the Statement of Financial Activities when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant. Grant income is only deferred where the donor has clearly specified that it relates to a future period.
- Incoming resources from charitable counselling, supervision and assessment activities are accounted for when earned. Income is deferred where it relates to services to be carried out in the future.
- Government contracts are recognised based on the stage of completion at the reporting end date.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies continued

- Incoming resources from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

(e) Expenditure

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Other costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination and costs linked to the strategic management of the charity.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on the basis of an estimate of the proportion of project size.

(f) Fixed assets

Fixed assets are initially measured at cost and subsequently measured at cost net of depreciation and any impairment losses.

It is the policy of the company to provide depreciation at the following annual rates in order to write off each asset over its estimated useful economic life. The following rates of depreciation have been applied throughout the year.

Computer equipment	- 25% on a straight line basis
Fixtures and fittings	- 25% on a straight line basis

Assets with a cost of £1,000 or more are capitalized.

(g) Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

(h) Leases

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

(i) 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.

(j) Creditors and provisions

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.

(k) Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

1. Accounting Policies continued

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument. Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

(l) Employee benefits

Any unused holiday entitlement is lost and costs are recognised in the period in which the employee's services are received.

(m) Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

(n) Government grants

Government grants are recognised at the fair value of the asset received or receivable when there is reasonable assurance that the grant conditions will be met and the grants will be received.

2. Related Party Transactions

No trustee (or persons connected with them) received any remuneration or benefits from the charity during the year.

3. Remuneration and staff costs

	2023	2022
	£	£
Remuneration of key management personnel		
Aggregate total	<u>132,567</u>	<u>133,585</u>
Staff costs for the year were as follows:		
	2023	2022
	£	£
Salaries and wages	205,685	165,658
Redundancy costs	-	26,048
Social Security costs	13,387	10,643
Staff pension costs	4,067	3,795
	<u>223,139</u>	<u>206,144</u>

The average number of staff employed during the year, was as follows:

	2023	Restated 2022
Chief executive	1	1
Clinical management and administration	5	4
Operations and finance	2	2
Fundraising	1	1
	<u>9</u>	<u>8</u>

There were no employees whose annual income exceeded £60,000.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

	<i>Unrestricted</i>	<i>Restricted</i>	2023	As
4 Income	£	£	Total	Restated
4.1 Income from donations and legacies	£	£	£	2022
<i>Donations</i>				Total
<i>Grant income</i>				£
Social Enterprise Support Fund: Restart and Recover	-	18,000	18,000	-
Chapman Charitable Trust	1,000	-	1,000	-
Orange Tree Trust	-	5,000	5,000	-
National Lottery Community Fund:				
Awards for All	-	14,400	14,400	4,500
Reaching Communities London and SE Region	-	137,753	137,753	-
J&H Orlander Charitable Trust	10,000	-	10,000	-
Roger and Jean Jefcoate Trust	5,000	-	5,000	-
Leigh Trust	1,500	-	1,500	1,000
Swan Mountain Trust	-	4,000	4,000	5,000
The Henry Smith Charity	-	47,500	47,500	35,000
	34,781	226,653	261,434	51,220
4.2 Income from charitable activities				
<i>Performance related grants;</i>				
DWP Access to Work Grant	-	12,992	12,992	-
MOPAC Victims Fund	-	-	-	50,000
MIND Coronavirus Mental Health Response Fund	-	-	-	12,500
John Coates Charitable Trust	-	-	-	1,667
Sir Bernard and Lady Schreier	-	-	-	1,667
Vinters Foundation	-	-	-	2,917
London Community Response Fund	-	-	-	2,925
MoJ Critical support Fund	-	-	-	8,715
John and Susan Bowers Fund	-	-	-	800
The Arnold Clark Community Fund	-	-	-	1,000
Lord Bamby's Foundation	-	-	-	1,000
Barchester's Charitable Foundation	-	-	-	500
<i>Performance related contracts;</i>				
SLaM NHS - Talking Therapies Southwark	-	44,000	44,000	60,725
SLaM NHS - Lambeth Secondary Care	-	29,059	29,059	31,782
SLaM NHS - Lambeth Talking Therapies	-	14,362	14,362	19,842
<i>Counselling fees</i>	90,799	-	90,799	109,447
<i>Supervision fees</i>	32,569	-	32,569	29,628
<i>Assessment fees</i>	5,388	-	5,388	7,271
<i>Release of rent accruals</i>	-	-	-	40,133
<i>Other income</i>	108	-	108	726
	128,864	100,413	229,277	383,245
4.3 Income from other trading activities				
<i>Room rental income</i>	1,659	-	1,659	-
4.4 Investments				
<i>Bank interest</i>	1,590	-	1,590	27
	166,894	327,066	493,960	434,492

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

5 Income by activity

	<i>MECS</i>	<i>Low Cost</i>	<i>Core</i>	<i>2023 Total</i>	<i>2022</i> <i>Total</i>
	£	£	£	£	£
Donations	-	-	17,281	17,281	5,720
Grant income	58,387	10,477	188,282	257,146	129,191
Contract income	58,362	29,059	-	87,421	112,349
Counselling fees	-	90,799	-	90,799	109,447
Supervision fees	13,008	19,560	-	32,568	29,628
Assessment fees	-	5,388	-	5,388	7,271
Release of rent accrual	-	-	-	-	40,133
Other trading activities	-	-	1,767	1,767	-
Other income	-	-	1,590	1,590	753
	<u>129,757</u>	<u>155,283</u>	<u>208,920</u>	<u>493,960</u>	<u>434,492</u>

The "multi-ethnic" counselling service (MECS) provides free, culturally sensitive, language counselling to refugees, asylum seekers and migrants, plus additional support through signposting, referrals, information and group activities.

The Low/No-Cost Counselling Service provides high-quality, longer-term therapy for adults from diverse backgrounds at reduced fees, or free of charge for people on the lowest incomes with exceptional needs (e.g. students and people surviving on Universal Credit or Zero-Hour Contracts).

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

6 Expenditure	2023	2022	<i>Basis of</i>
	<i>Total</i>	<i>Total</i>	<i>support cost</i>
			<i>allocation</i>
6.1 Charitable activities			
Staff costs	165,550	156,183	
Counselling, assessment and supervision fees	153,586	142,726	
Other direct costs	657	1,576	
Travel expenses reimbursed to clients	2,040	8	
<i>Support costs</i>			
Bookkeeping, payroll and pension services	-	27,425	<i>Direct</i>
Insurance	3,249	3,003	<i>Direct</i>
Legal and professional	2,498	1,295	<i>Direct</i>
Office building repairs and maintenance	3,587	6,015	<i>Direct</i>
Office cleaning	5,801	820	<i>Direct</i>
Office equipment	2,551	-	<i>Direct</i>
Office refurbishment	-	13,543	<i>Direct</i>
Office rent, rates and utilities	12,485	23,836	<i>Direct</i>
Other support costs	2,744	4,342	<i>Direct</i>
Printing, postage and stationery	1,585	1,723	<i>Direct</i>
Recruitment costs	4,199	7,175	<i>Direct</i>
Software and IT support costs	3,068	8,213	<i>Direct</i>
Staff costs	49,677	41,497	<i>Direct</i>
Staff welfare and expenses	2,086	1,005	<i>Direct</i>
Telephone	2,771	3,962	<i>Direct</i>
Training and safeguarding costs	6,057	-	<i>Direct</i>
Investment write off	1,975	-	<i>Direct</i>
Depreciation	811	-	<i>Direct</i>
AGM costs	325	-	<i>Governance</i>
Trustees training and recruitment	559	2,875	<i>Governance</i>
Accountancy	18,402	-	<i>Governance</i>
Independent examination fee	1,080	995	<i>Governance</i>
	447,345	448,217	
6.2		-	
Raising funds			
PR, events and fundraising costs	300	-	
Staff costs	7,912	8,464	
Consultancy fee	-	1,500	
	8,212	9,964	
Total expenditure	455,557	458,181	

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

7. Tangible Fixed Assets

	Office Equipment, Furniture and Fixtures
	£
Cost	
At 1 April 2022	56,382
Additions	<u>-</u>
At 31 March 2023	<u>56,382</u>
Depreciation	
At 1 April 2022	54,760
Charge for year	<u>811</u>
At 31 March 2023	<u>55,571</u>
Net Book Value	
At 31 March 2023	<u>811</u>
At 31 March 2022	<u>1,622</u>

8. Fixed Asset Investments

	2023	2022
	£	£
Work of art	<u>-</u>	<u>1,975</u>

9. Debtors

	2023	2022
	£	£
Trade debtors	9,878	73,434
Accrued income	8,379	5,148
Prepayments	2,025	2,024
Other debtors	<u>-</u>	<u>236</u>
	<u>20,282</u>	<u>80,843</u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

10. Creditors: Amounts Falling Due within One Year

	2023	2022
	£	£
Trade Creditors	11,957	-
Accruals	20,952	975
Deferred income	61,396	52,173
Other creditors	689	15,828
	94,994	68,976

11. Movement in Funds

	As at 1 April 2022	Incoming Resources	Outgoing Resources	Transfers	As at 31 March 2023
Restricted funds					
MECS	38,139	-	(38,139)	-	-
NHS Talking Therapies contracts	-	87,421	(87,421)	-	-
Henry Smith Charity	-	47,500	(22,500)	-	25,000
Orange Tree Trust	-	5,000	(5,000)	-	-
The Swan Mountain Trust	-	4,000	-	-	4,000
National Lottery Community Fund:					
Reaching Communities London and SE Region	-	137,753	(129,679)	-	8,074
Awards for All	-	14,400	(6,274)	-	8,126
Social Enterprise Support Fund: Restart and Recover	-	18,000	(18,000)	-	-
Access to Work grant	-	12,992	(12,992)	-	-
	38,139	327,066	(320,005)	-	45,200
Unrestricted funds					
Core	71,722	132,112	(100,770)	10,000	113,064
Donations and legacies	-	17,281	(17,281)	-	-
Grant Income	-	17,501	(17,501)	-	-
	71,722	166,894	(135,552)	10,000	113,064
Designated funds					
	10,000	-	-	(10,000)	-
Total funds	119,861	493,960	(455,557)	-	158,264

12. Material funds during the year

<u>Fund</u>	<u>Purpose</u>
NHS Talking Therapies Contracts	Multi-Ethnic Counselling Services
Henry Smith Charity	Multi-Ethnic Counselling Services – this service provides Individual mother-tongue counselling for refugees, asylum seekers and vulnerable migrants.
National Lottery Community Fund: Reaching Communities London and SE Region	“Vital Mental Health Support for Vulnerable Persons” including low/no-cost counselling service, MECS service and social groups.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2023

Awards for All	Employee Resilience Project contributing to the cost of supervision for counsellors from ethnic minorities.
Social Enterprise Support Fund	Head of Operations and Development's salary and a safeguarding training day.
DWP, Access to Work grant	Personalised support for a disabled member of staff.
Orange Tree Trust	Towards the free counselling service for marginalised migrants, refugees and asylum seekers.

Designated Funds

This fund was created to ring fence funds which may have been required for restructuring or winding down the charity. It was agreed at a Trustee meeting that the fund is no longer required.

13. Share Capital

Under the Company's Articles of Association, every member of the Company undertakes to contribute to the assets of the company in the event of the same being wound up while they are a member, or within one year after they cease to be a member, such amount as may be required not exceeding £10.

14. Taxation

The company is considered to pass the tests set out in Paragraph 1 schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

15. Pensions

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension costs and charge shown in Note 3 represents the contributions payable by the company to the fund. The amount owed to the pension fund as at the 31 March 2023 is £nil (2022 – £nil).

16. VAT

The charity is not registered for VAT.

17. Operating Lease Commitments

Total future minimum lease payments due under non-cancellable operating leases are as follows:

	2023	2022
Within 1 Year	£6,706	£2,008
Between 2-5 Years	£26,824	-
Between 5-9 Years	<u>£26,824</u>	<u>-</u>
Total	£60,354	£2,008