

Waterloo Community Counselling

(A company limited by guarantee)

Annual Report and Unaudited Financial Statements For the Year Ended 31 March 2024

Charity number 1045444

Company number 03034938 (England & Wales)

WATERLOO COMMUNITY COUNSELLING

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Legal and Administrative Information Year ended 31 March 2024

Charity Legal Name:	Waterloo Community Counselling
Charity registration number:	1045444
Company registration number:	03034938 (England & Wales)
Trustees	Hazel Flynn – Chair Chris Wong Emma Nicholls Graham Stilwell John Davis Lynne Brown Nadine Smith Noel Baxter – resigned 8 November 2023 Tarrance Ryder-Downes Laura Phillips – appointed 16 February 2024 Steve Rattray – appointed 16 February 2024
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 2024

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 2024, 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)" (effective 1 January 2019).

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 and 8 November 2023).

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 2024 were as follows:-

Hazel Flynn – Chair
Chris Wong
Emma Nicholls
Graham Stilwell
John Davis
Lynne Brown
Nadine Smith
Noel Baxter – resigned 8 November 2023
Tarrance Ryder-Downes
Laura Phillips – appointed 16 February 2024
Steve Rattray – appointed 16 February 2024

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

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

Structure, Governance and Management

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

The Trustees according to the 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

The past year has been one of significant challenges and achievements for WCC. The ongoing cost-of-living crisis and increasing pressure on UK mental health services have continued to impact our work and the individuals we support. We've witnessed a substantial rise in demand for our services, coupled with an increase in clients presenting at high risk of suicide or self-harm. The refugee and asylum seeker community we serve have also been impacted by rising costs, with the threat of deportation to Rwanda further exacerbating their anxiety, diminishing their self-esteem, and eroding their sense of safety.

In these challenging times, the support provided by our counsellors for diverse adults struggling with their mental health has often been lifesaving, enabling people to share their struggles, feel listened to and understood, and find hope for the future.

Despite the challenges, we've made significant strides towards several of our strategic goals this year.

With expert guidance from Nova Fundraising, we've made crucial progress towards our strategic goal of diversifying our fundraising with income from individual giving and other non-trusts sources. In October, the trustees undertook tailored training and a survey to assess our 'fundraising readiness'. This exercise provided valuable insights into the work needed to make WCC more 'philanthropically oriented' and equipped for community, digital, and corporate fundraising.

We invested in a mini brand refresh, including a redesign of our supporter newsletter. Our Development and Communications Officer, Lucian, revitalised our social media presence across Instagram, Facebook, and LinkedIn with the help of skilled volunteers. We have also brought together staff and counsellors who are interested in fundraising and are preparing for our first foray into community fundraising events at the upcoming Waterloo Festival in July.

With the invaluable support of Sally Knight, Charity Accounting and Governance Expert, we completed a much-needed governance review. This resulted in a change to WCC's Charitable Objects at our AGM in November to reflect our growing area of benefit, retaining a strong link to our local boroughs of Lambeth and Southwark while acknowledging that today there is demand for our services from across London. We also took this opportunity to refresh the Equalities statement in WCC's constitution, overhaul our membership procedure, and update WCC's Register of Members.

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On behalf of the trustees, I extend heartfelt thanks to all the dedicated staff, volunteers, counsellors, supervisors, and partners who have made WCC's work possible this year. In particular, the trustees remain hugely appreciative of the dedication, wisdom and depth of clinical experience that Priya Commander brings to the demanding role of managing WCC's clinical services, and we are grateful to Margaret Mykura for her excellent support this year as Assistant Clinical Services Manager.

WCC has an outstanding Operations team, who bring fantastic dynamism and commitment to the administration and coordination of our services and activities, financial management and fundraising, community development and partnerships. The team ensure a positive culture runs throughout the organisation, benefitting everyone from trainees to the most experienced counsellors and supervisors who have worked for the charity for many years, and creating a sense of warmth and belonging for those we help. We were delighted to welcome Kathryn O'Byrne to the team as our first Trusts Fundraising Manager during the year, working closely with our CEO to ensure we can raise the funds needed to continue our work.

We were sad to say goodbye to trustee Dr Noel Baxter, who stood down at our AGM in November after five years on the board, having relocated to Scotland. Noel played a crucial role in guiding WCC through challenging times, including a management restructure and CEO recruitment. His NHS perspective on operational and clinical issues was invaluable.

We welcomed Laura Phillips and Steve Rattray to our board in February 2024. Both qualified psychotherapists, they bring diverse clinical expertise from various settings, strengthening our Clinical Sub-Committee alongside Lynne Brown and John Davis.

As we approach the end of our current strategy and prepare for the next, we face a landscape of rapid change and unprecedented need. Key challenges include balancing the recruitment of experienced paid counsellors to meet complex client needs with maintaining an affordable model and providing opportunities for trainee counsellors, focusing our resources for maximum impact, and considering the types of presenting needs our counselling services are best equipped to address. There is also the huge challenge of navigating the ongoing funding challenges in a tough economic climate, where small charities have lost £4.6bn of income since the pandemic.

In these challenging times, we express immense gratitude to our incredible funders, whose support has been instrumental in transforming the lives of countless Londoners. Particular thanks go to the National Lottery Community Fund, the Henry Smith Charity, the Orange Tree Trust, the J+H Orlander Charitable Trust, and the Swan Mountain Trust for their continued support. We're also deeply grateful to the Edward Gostling Foundation, the London Community Foundation, the British Humane Association, the Saintbury Trust, the St James's Place Charitable Foundation, the Sir Jules Thorn Charitable Trust, the Leigh Trust, and all individuals who have donated to our work this year.

At the heart of everything we do is community. WCC remains deeply embedded in both the local community and the wider London community. Our guiding star continues to be meeting the mental health needs of the diverse individuals within these communities. We draw constant inspiration from the hope and resilience demonstrated by those we serve, even in the face of great adversity.

Hazel Flynn
Chair

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

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 2023-2024 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
- 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. Most 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 36 sessions of counselling based on an assessment of need.

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All our counsellors are BACP or UKCP registered, qualified by an accredited training provider, or are supervised trainees working towards their qualification on a voluntary basis. They are all required to be in personal therapy themselves, to attend regular clinical supervision with an experienced clinician, and have completed level 2 Safeguarding training. 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. 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

The year 2023/24 marked a period of unprecedented demand for WCC. We received 902 referrals, a record number, despite having to close to new intakes during particularly busy periods. Having made strategic increases to staff capacity in the previous year, we were able to respond by delivering significantly more services to meet the needs of Londoners struggling with their mental health. As a result, WCC reached a record 695 individuals with our affordable, accessible counselling services, social groups, and signposting/referral support.

Our commitment to accessible mental health support was evident in the scale of our service delivery this year. We offered a total of 8,947 counselling sessions, with 1,815 provided at our minimum fee and 3,049 provided entirely free of charge. Through our low/no-cost counselling service (LCS), we were able to support 284 individuals who might otherwise have been unable to access talking therapy.

Our dedication to serving diverse communities was reflected in our multilingual counselling service (MECS), which assisted 394 refugees, asylum seekers, and vulnerable migrants. Recognizing the importance of social connection, we also welcomed 42 isolated refugees and asylum seekers into our social support groups. Additionally, we completed 163 referrals or signposts for clients in need of immediate practical support, demonstrating our holistic approach to wellbeing.

Client Demographics

The diversity of our client base underscores WCC's commitment to inclusive mental health support. We served clients from 75 different countries, with 62% coming from non-white minoritised ethnic backgrounds. Our services also reached a significant portion of the LGBTQ+ community, with 22% of our clients identifying as such. 60% of our clients were from Lambeth and Southwark, while the rest came from a wide range of boroughs across London, reinforcing our role as a vital resource for the broader London community.

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Operational Capacity

Our ability to meet the diverse needs of our clients was made possible this year by working with 104 counsellors speaking 30 different languages, including 51 trainees on placement at WCC. These counsellors were supported by 14 supervisors providing weekly or fortnightly group sessions.

With funding from the National Lottery Community Fund, we continued our programme of Continuing Professional Development (CPD) workshops for counsellors to develop their skills in working with diverse client needs. Workshops this year included 'Explorations of Privilege and Otherness in Psychotherapy' delivered by Dr Dwight Turner, 'Counselling for Loss and Bereavement' delivered by Bridget Townsend, 'Understanding and Therapeutic Working with the Impact of ADHD' delivered by Andrew Keefe, and 'Neurodiversity Awareness' training with the Brain Charity.

Financial Accessibility

Despite the ongoing cost-of-living crisis, we maintained our commitment to financial accessibility by keeping our fee structure unchanged. Our most common session fee stayed at £15, keeping our services affordable for those facing financial difficulties.

We saw positive impacts from the previous year's improvements to our finance systems in the low-cost service. The implementation of 'Stripe' payments made it easier for clients to manage their fees, allowing for immediate payment via mobile phone. This quicker and easier payment method has enabled us to identify and support clients who are having problems paying for their sessions more promptly.

We received 28 referrals into our National Lottery-funded "No-Cost" pilot project this year 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. Many of the clients referred to this service presented with multiple and complex difficulties, having experienced bereavement, illness, domestic violence, sexual abuse, and other traumas in their lives. These challenges were often compounded by practical difficulties and financial hardship. Similarly to last year, two-thirds of clients from this project were allocated to more experienced, qualified paid counsellors due to the complexity of the issues they presented with.

Client feedback for this initiative was overwhelmingly positive, with many expressing appreciation for the safe space provided for expression, understanding, and support. A common theme in the feedback was that the 18-session limit was often not sufficient for addressing complex longstanding issues, and this is something we will seek to address in future as we explore funding beyond the end of the pilot.

Recognising the increasing financial pressures on our clients, we successfully secured an additional £5,000 in funding from the London Community Foundation to cover the fees of 15 fee-paying clients who found themselves no longer able to contribute financially towards their sessions due to changing circumstances.

We also continued our delivery of 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.

Refugee and Migrant Support

Our commitment to supporting refugees, asylum seekers, and vulnerable migrants continued this year and, with the significant charitable funding we had in place from the Henry Smith Charity and the Orange Tree Trust, we were able to offer 29 individuals with exceptional needs an extension beyond our standard 18 sessions of culturally sensitive, multilingual counselling.

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Once again, we over-delivered in our NHS contracts to provide multi-lingual counselling for Talking Therapies Southwark and Lambeth Talking Therapies as a result of the huge need and high level of referrals received.

In October, WCC joined the Together With Refugees coalition, a non-party political group of over 500 organizations calling for a more compassionate, fairer, and more effective approach to supporting refugees in the UK. This alliance aligns with our values and strengthens our voice in advocating for the wellbeing of refugees and asylum seekers whose mental health is exacerbated by the current UK immigration system.

Our 'Meet-Ups' group for isolated refugees, asylum seekers, and migrants continued to be extremely popular, with 33 people from 24 countries attending over the past year. This group was facilitated by our Development and Communications Officer, Lucian, supported by seven volunteers, several of whom are refugees or asylum seekers themselves. We are incredibly grateful to all the local organisations who have hosted the group this year, providing diverse and enriching experiences for our participants. With the generous support of the National Lottery Community Fund, group attendees enjoyed a variety of cultural and recreational activities. These included outings to the British Museum and the Tate Modern, a football session at Street Soccer London in partnership with the Black Prince Trust, and a pottery course at Mud Gang Pottery Studios. The group has also recently benefited from a series of sessions at the National Maritime Museum, where facilitators delivered content in both Arabic and English, enhancing accessibility and cultural relevance.

Responding to feedback from group members who expressed a desire for more frequent 'Meet-Ups', we secured a grant from the Swan Mountain Trust. This funding has enabled us to deliver an additional six sessions this year and to re-start our Craft Club for refugee women, which had been suspended during the COVID-19 pandemic. The Craft Club, facilitated by Najlaa, a refugee woman from Iraq, restarted in March 2023 and now meets monthly, supporting nine women this year. The impact of these social support initiatives is often profound. As one group member and former counselling client shared:

"If it were not for counselling, I would not even have the courage to join the WCC outing with Lucian [group facilitator]. I found Lucian very friendly, and he motivates me a lot. For example, in the beginning, I used to sit alone, and Lucian would tell me, 'Come on [...], join the group,' I felt happy with how he talked to me; he is a very kind person. The fact that there was a mixture of people in our group makes me happy because we got to speak about our experiences and culture, so I am so glad I joined the group... I know I'm still going through a healing process, [...] but I feel better and stronger than before, and I thank WCC for everything done for me, from the outings to free computer and therapy. It is life changing." (Group member, former counselling client)

Community Engagement and Partnerships

Our dynamic staff team excels at cross-organisational working and building partnerships that increase the impact we make for our clients. This year, we made 163 referrals or signposts to partner organizations, supporting individuals to tackle immediate practical challenges affecting their wellbeing. Our network of partners includes the Trussell Trust Food Banks, Southwark Day Centre for Asylum Seekers, Lewisham Refugee and Migrant Network, Room to Heal, the South London Refugee Association, Southwark Wellbeing Hub, Crisis, the London Chinese Community Centre, Lambeth Council's Homelessness Team, the Family Justice Team, Shelter, and the Middle Eastern Women & Society Organisation.

We have particularly strengthened our partnership with 'The Bridge' at St John's Church Waterloo (TBAW). They have hosted several of our group sessions over the past year and now provide space for one of our weekly clinical supervision groups. This collaboration has created a valuable pathway for our clients to access TBAW's 'Room for You' listening service and new English conversation classes for refugees and asylum seekers.

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In addressing the growing issue of digital exclusion, we partnered with The Good Things Foundation's 'Data & Devices' project. Through this initiative, we distributed refurbished laptops, tablets, and mobile phones, along with free data packages, to 68 clients experiencing digital exclusion. This effort has allowed these individuals to stay in contact with friends and family and access services more easily, significantly improving their quality of life and ability to engage with support services.

As we look to the future, we plan to continue developing and expanding our community partnerships and social support initiatives. These efforts not only allow us to meet the increasing need for support but also provide people with a supportive space within WCC once time-limited counselling sessions have ended, ensuring continuity of care and community connection.

Impact and outcomes

We have continued to increase our understanding of the difference our services make and develop how we measure this. The team have reviewed and updated WCC's Client Evaluation Forms to make them shorter (which will hopefully increase response rate) and to gather better outcomes data as well as feedback about client experiences and satisfaction. We are now working on translating them into all the languages we provide counselling in so that they are ready to use from April 2024. We have also appointed a clinician to carry out a more in-depth Impact Evaluation, which will involve interviewing several clients who finished their counselling in the last six to twelve months. We hope to gain valuable insights into the outcomes and long-term impact of our counselling services which will inform future service development.

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 2023/24:

- 70% reported that their level of anxiety had reduced.
- 73% reported that their level of depression had reduced.
- 83% of clients reported that counselling had helped them to cope with their problems and feel better at managing difficult situations.
- 87% reported that the main problems that brought them to counselling had been addressed.
- 99% felt satisfied with the care provided by 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:

"The bond of trust forged between my therapist and me, stands in stark contrast to the simplistic and generalised attitude often found in NHS-delivered CBT. WCC proved to be an extraordinary and cost-effective counselling service, surpassing all my expectations. The overall environment and the therapist's support were simply amazing. Undoubtedly, choosing WCC has been one of the best decisions I've made in the past five years of my life." (LCS client)

"I was very clear about what kind of counsellor I wanted to work with and you made a great match. This makes me feel listened to and empowered." (LCS client)

"I was able to deal with my issue in a very open minded and understanding environment. I felt listened to and understood and very glad I chose to do the therapy." (LCS client)

"Every aspect of my counselling was very helpful. Helping me to understand what it is and how to deal with things like negative thoughts. Helping me to discover myself more, encouraging me to get in touch with my loved ones back home, which I am most grateful to my counsellor [for]. To my counsellor, no amount of words will explain how grateful I am. A very big thank you to Waterloo Community Counselling for being there for me and others... Thank you to all of you who made it possible for people like me to get help from you." (MECS client)

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*“She was the only person that I shared my worries and fears to. I was able to talk about important and difficult experiences with my counsellor and I felt that she heard me and understood me.”
(MECS client)*

“My mental health felt dramatically improved by my sessions. I can’t express how valuable and meaningful my sessions have been.” (MECS client)

“My counsellor listened to everything I said with very great love and attention. I followed everything she told me and also did exercises, which gave me a lot of relief.” (MECS client)

We are excited to share more about WCC’s outcomes in our first-ever **Impact Statement** which can be found on our website and provides further insights into the significant differences made to the hundreds of Londoners who turned to us for help in 2023-24.

FINANCIAL REVIEW

The attached financial statements show the current state of the charity’s finances for the year ended 31 March 2024.

The investments begun last year in our operations and finance capacity continued to have a positive impact on the charity’s financial stability and WCC came through an extremely challenging year in good financial health. We were able to deliver significantly more counselling services in 2023/24 resulting in strong self-generated income and delivering significant value for our funders and impact for our beneficiaries.

Our income in 2023/24 was £562,609, compared to £493,960 in 2022/23; a 14% increase. With our new Trusts Fundraising Manager in post from September, income from charitable trusts and donations increased 6% to £291,191 (from £274,427 in 2022/23) further building on the increase achieved in 2022/23. Our main sources of trusts income continued to be a three-year grant from the National Lottery Community Fund Reaching Communities programme that began in May 2022 and a three-year grant from the Henry Smith Charity that began in January 2023. We were also successful in our fundraising efforts with several smaller trusts and foundations. We remain grateful for the confidence all our funders place in WCC’s work. While the amount we raised from grant income increased, the proportion of WCC’s income that it represented this year fell slightly to 51% (compared with 56% in 2022/23) in line with our strategy of further diversifying our income to decrease reliance on trusts and foundations in an increasingly competitive landscape.

We continued to raise significant self-generated income including assessment, counselling and supervision fees, which increased 25% (£165,505 compared to £132,112 in 2022/23). This improvement was in part due to the introduction last year of a new, more efficient, client invoicing system and additional payment options which has improved the experience for our clients and assisted us in fee recovery and reduced irrecoverable fees. Income from client fees also improved with service delivery increasing. Earned income from bank interest improved as higher rates of interest became available on deposits. Earned income from our contracts with Lambeth Talking Therapies and Talking Therapies Southwark to provide multi-ethnic language counselling are not subject to inflationary uplift and income remained at the same level as 2022/23. Income from our contract with Lambeth Talking Therapies to deliver secondary care services increased to £47,551 from £29,059 reflecting increased service delivery in 2023/24.

Individual donations were down on 2022/23 (when we received a significant one-off individual donation of £15,000), but we hope that the investments made this year in WCC’s ‘fundraising readiness’ and capacity to successfully engage in community, digital and corporate fundraising will bear fruits next year. Just under two thirds (64%) of our funding in 2023/24 was restricted, whilst unrestricted funding was 36%, a similar balance to last year.

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On the expenditure side, WCC was subject to significant budgetary pressures in 2023/24. Our overall expenditure was £543,604, an increase of 19% from £455,557 in 2022/23. Half of this increase was staff costs, which once again rose significantly (20%) due to the full year impact of a strategic increase in administrative staff hours and critical senior staff hires in 2022/23 and 2023/24 (our new Finance Manager, Assistant Clinical Services Manager and Trusts Fundraising Manager roles), although this was offset by a £17,322 reduction in accountancy fees due to the role of Finance Manager being brought in-house. Staff did not receive a cost-of-living pay increase in 2023/24; however, we undertook a pay benchmarking exercise and created a Staff Pay Policy with pro bono support from HR consultant David Wreford which will inform future pay decisions. A long overdue increase was made to the rate clinical supervisors are paid in February 2024, but the trustees want to move to an even more competitive rate in 2024/25 that recognises the vital expertise and dedication they deliver for the charity.

Direct costs of counselling, assessments and supervision were up 24%, reflecting the overall increased service delivery levels and an increase in the rate of pay for clinical supervisors from February 2024. While we continue to use trainee counsellors to deliver our services to the fullest extent possible, the increasingly complex referrals we are receiving require more clinical supervision/support and more use of experienced paid counsellors. Additional office space was required during 2023/24 and high inflation continued to affect our other costs, as well as the level of fees that low-cost clients could afford.

We were extremely grateful that the National Lottery Community Fund recognises the pressures on our costs and services as a result of the Cost-of-Living crisis and has awarded WCC a £53,813 'uplift' to our Reaching Communities grant for the remaining 13 months, with £9,997 of this income coming into 2023/24. This made a huge difference to our end-of-year financial position, so that we ended the year with a surplus of £19,005 and restricted funds carried forward of £28,194.

This is timely as we expect to face further financial challenges in 2024/25. Rates of pay have not increased with inflation in recent years and have been kept below market in several cases which is not sustainable. The trustees are keen to address this in the coming year so we can continue to attract and retain people with the experience, skills and languages required to meet client needs. We have been informed that Lambeth Talking Therapies does not have the funds to continue commissioning our secondary care service. With our current Lottery grant ending in April 2025 and the increased competition for trusts and foundations income, further growing and diversifying our funding base will continue to be an absolute priority in the coming year.

Reserves policy

The trustees reviewed WCC's Reserves and Investment policies this year. The trustees' current policy is to target a level of free reserves equivalent to 6 months' essential running costs, a target of £172,282 in 2023/24. Our free reserves position at the end of the year is £149,075 with restricted reserves of £28,194 totalling £177,269. Although this free reserves figure is £23,207 less than our ideal target, it is a significant improvement compared to last year (ending 2022/23 with £112,253 in free reserves) and we are happy that we continue to work towards our goal of growing our unrestricted reserves to allow for stability and growth, despite the cost pressures that have been present since Covid. Available funds are invested in diversified interest-bearing accounts with the best financial return within an acceptable level of risk and 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-

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

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 a Clinical Risk Management Policy and Procedure, 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.

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 2024 was seventy nine.

WATERLOO COMMUNITY COUNSELLING

Report of the Directors (Trustees) Year ended 31 March 2024

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'.

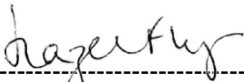
Waterloo Community Counselling's charitable purpose is to relieve the mental suffering and distress of persons in need by reason of illness or emotional distress in the London Boroughs of Lambeth and Southwark and their environs, through the provision of counselling, psychotherapy, and support.

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 ..19th November 2024.....



Hazel Flynn
Director (Trustee)

WATERLOO COMMUNITY COUNSELLING

Independent Examiners' Report To the Trustees of Waterloo Community Counselling for the Year Ended 31 March 2024

I report to the Trustees on my examination of the financial statements of Waterloo Community Counselling for the year ended 31 March 2024.

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 statement

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 that in any material respect:

- (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.



Simpson Wreford LLP, Chartered Accountants
Institute of Chartered Accounts in England and Wales

Wellesley House
Duke of Wellington Avenue
London, SE18 6SS
Dated: 21 November 2024

WATERLOO COMMUNITY COUNSELLING

Statement of Financial Activities (including Income and Expenditure Account) Year ended 31 March 2024

	Notes	Unrestricted Funds	Restricted Funds	Total funds 2024	Total funds 2023
		£	£	£	£
INCOME	4				
Donations and legacies		37,942	239,837	277,779	261,434
Charitable activities		158,047	119,325	277,372	229,277
Other trading activities		2,712	-	2,712	1,659
Investments		4,746	-	4,746	1,590
TOTAL INCOME		203,447	359,162	562,609	493,960
EXPENDITURE ON:	6				
Raising funds		22,703	-	22,703	8,212
Charitable activities		144,733	376,168	520,901	447,345
TOTAL EXPENDITURE		167,436	376,168	543,604	455,557
NET INCOME/(EXPENDITURE)		36,011	(17,006)	19,005	38,403
Transfers between funds		-	-	-	-
NET MOVEMENT IN FUNDS		36,011	(17,006)	19,005	38,403
RECONCILIATION OF FUNDS	10				
Total funds brought forward		113,064	45,200	158,264	119,861
Total funds carried forward		149,075	28,194	177,269	158,264

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 19 to 28 form part of these financial statements.

WATERLOO COMMUNITY COUNSELLING

Statement of Cashflows Year ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	17	<u>(40,482)</u>	<u>124,203</u>
Investing activities			
Interest income		4,746	1,590
Disposal of fixed assets		-	1,975
Net cash used in investing activities		<u>4,746</u>	<u>3,565</u>
Net increase (decrease) in cash and cash equivalents		(35,736)	127,768
Cash and cash equivalents at the beginning of the year		232,165	104,397
Total cash and cash equivalents at the end of the year		<u><u>196,429</u></u>	<u><u>232,165</u></u>

WATERLOO COMMUNITY COUNSELLING

Balance Sheet as at 31 March 2024

	Notes	2024	2023
Fixed Assets			
Tangible assets	7	-	811
		<u>-</u>	<u>811</u>
Current Assets			
Debtors	8	26,809	20,282
Cash at bank and in hand		196,429	232,165
		<u>223,238</u>	<u>252,447</u>
Creditors			
Amounts falling due within one year	9	(45,969)	(94,994)
		<u>(45,969)</u>	<u>(94,994)</u>
Net current assets		<u>177,269</u>	<u>157,453</u>
Total net assets		<u>177,269</u>	<u>158,264</u>
The Funds of the Charity			
Unrestricted Funds	10	149,075	113,064
Restricted Funds		28,194	45,200
		<u>177,269</u>	<u>158,264</u>

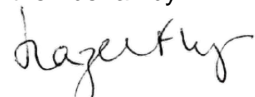
The company was entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 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 16 to 28 were approved by the Trustees on 19/11/24... 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 2024

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 the charities memorandum and articles of association, the Charities SORP “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)” (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. Waterloo Community Counselling meets the definition of a public benefit entity under FRS102.

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 2024 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 2024 and the results for the year ended on that date.

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 subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.
- Designated funds are unrestricted funds set aside by the Trustees for a particular purpose

(d) Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably and it is probable the income will be received. 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 the charity has an entitlement to the funds and any conditions linked to the grants have been met. Grant income is only deferred where the donor has clearly specified that it relates to a future period. A grant that specifies performance conditions is recognised in income when the performance conditions are met.
- 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 2024

1. Accounting Policies continued

(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

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

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

1. Accounting Policies continued

simultaneously.

Derecognition of financial liabilities

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

(l) Critical accounting estimates and judgements

In the application of the charities accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

(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

The spouse of Graham Stilwell, a trustee, was paid £9,160 for their work as a counsellor during the year. The transactions were made on an arms-length basis.

3. Remuneration and staff costs

Remuneration of key management personnel	2024	2023
	£	£
Aggregate total	<u>140,952</u>	<u>132,567</u>
Staff costs for the year were as follows:	2024	2023
	£	£
Salaries and wages	246,498	205,685
Social Security costs	16,088	13,387
Staff pension costs	<u>5,208</u>	<u>4,067</u>
	<u>267,794</u>	<u>223,139</u>

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

	2024	2023
Chief executive	1	1
Clinical management and administration	7	5
Operations and finance	2	2
Fundraising	<u>1</u>	<u>1</u>
	<u>11</u>	<u>9</u>

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

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

4 Income	<i>Unrestricted</i>	<i>Restricted</i>	<i>2024 Total</i>	<i>2023 Total</i>
	£	£	£	£
4.1 Income from donations and legacies				
<i>Donations</i>	1,942	-	1,942	17,281
<i>Grant income</i>				
Social Enterprise Support Fund: Restart and Recover	-	-	-	18,000
Chapman Charitable Trust	-	-	-	1,000
Orange Tree Trust	-	10,000	10,000	5,000
The National Lottery Community Fund:				
Awards for All	-	-	-	14,400
Cost of Living Crisis Award	-	9,997	9,997	-
Reaching Communities London and South East Region	-	141,840	141,840	137,753
J&H Orlander Charitable Trust	15,000	-	15,000	10,000
Edward Gostling Foundation	20,000	-	20,000	-
Roger and Jean Jefcoate Trust	-	-	-	5,000
Leigh Trust	1,000	-	1,000	1,500
St James Place Charitable Foundation	-	2,500	2,500	-
The London Community Foundation (Together for London)	-	5,000	5,000	-
Saintbury Trust	-	3,000	3,000	-
Sir Jules Thorn Charitable Trust	-	2,500	2,500	-
British Humane Association	-	5,000	5,000	-
Swan Mountain Trust	-	-	-	4,000
Henry Smith Charity	-	60,000	60,000	47,500
	<u>37,942</u>	<u>239,837</u>	<u>277,779</u>	<u>261,434</u>
4.2 Income from charitable activities				
<i>Performance related grants;</i>				
Access to Work Grant	-	13,412	13,412	12,992
<i>Performance related contracts;</i>				
SLaM NHS - Talking Therapy Southwark	-	44,000	44,000	44,000
SLaM NHS - Lambeth Secondary Care	-	47,551	47,551	29,059
SLaM NHS - Talking Therapy Lambeth	-	14,362	14,362	14,362
<i>Counselling fees</i>	117,900	-	117,900	90,799
<i>Supervision fees</i>	34,277	-	34,277	32,569
<i>Assessment fees</i>	5,690	-	5,690	5,388
<i>Other income</i>	180	-	180	108
	<u>158,047</u>	<u>119,325</u>	<u>277,372</u>	<u>229,277</u>
4.3 Income from other trading activities				
<i>Room rental income</i>	2,712	-	2,712	1,659
4.4 Investments				
<i>Bank interest</i>	4,746	-	4,746	1,590
	<u>203,447</u>	<u>359,162</u>	<u>562,609</u>	<u>493,960</u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

5 Income by activity

	<i>MECS</i>	<i>Low Cost</i>	<i>Core</i>	<i>2024 Total</i>	<i>2023</i>
	£	£	£	£	£
Donations	-	-	1,942	1,942	17,281
Grant income	74,887	10,463	203,899	289,249	257,146
Contract income	58,362	47,551	-	105,913	87,421
Counselling fees	-	117,900	-	117,900	90,799
Supervision fees	13,896	20,381	-	34,277	32,568
Assessment fees	-	5,690	-	5,690	5,388
Other trading activities	-	-	2,712	2,712	1,767
Other income	-	-	4,926	4,926	1,590
	<u>147,145</u>	<u>201,985</u>	<u>213,479</u>	<u>562,609</u>	<u>493,960</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 2024

6 Expenditure	<i>2024</i>	<i>2023</i>	<i>Basis of</i>
	<i>Total</i>	<i>Total</i>	<i>support cost</i>
			<i>allocation</i>
6.1 Charitable activities			
Staff costs	194,207	165,550	
Counselling, assessment and supervision fees	190,705	153,586	
Other direct costs	1,774	657	
Travel expenses reimbursed to clients	6,562	2,040	
<i>Support costs</i>			
Insurance	3,479	3,249	<i>Direct</i>
Legal and professional	2,880	2,498	<i>Direct</i>
Office building repairs and maintenance	6,667	3,587	<i>Direct</i>
Office cleaning	7,393	5,801	<i>Direct</i>
Office equipment	1,975	2,551	<i>Direct</i>
Office rent, rates and utilities	17,898	12,485	<i>Direct</i>
Other support costs	5,386	2,744	<i>Direct</i>
Printing, postage and stationery	1,571	1,585	<i>Direct</i>
Recruitment costs	2,399	4,199	<i>Direct</i>
Software and IT support costs	4,188	3,068	<i>Direct</i>
Staff costs	57,953	49,677	<i>Direct</i>
Staff welfare and expenses	4,925	2,086	<i>Direct</i>
Telephone	2,551	2,771	<i>Direct</i>
Training and safeguarding costs	3,667	6,057	<i>Direct</i>
Investment write off	-	1,975	<i>Direct</i>
Depreciation	811	811	<i>Direct</i>
Legal and professional	975	-	<i>Governance</i>
AGM costs	325	325	<i>Governance</i>
Trustees training and recruitment	450	559	<i>Governance</i>
Accountancy	1,080	18,402	<i>Governance</i>
Independent examination fee	1,080	1,080	<i>Governance</i>
	520,901	447,345	
6.2			
Raising funds			
PR, events and fundraising costs	1,309	300	
Staff costs	15,634	7,912	
Consultancy fee	5,760	-	
	22,703	8,212	
Total expenditure	543,604	455,557	

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

7. Tangible Fixed Assets

	Office Equipment, Furniture and Fixtures
	£
Cost	
At 1 April 2023	56,382
Additions	<u>-</u>
At 31 March 2024	<u><u>56,382</u></u>
Depreciation	
At 1 April 2023	55,571
Charge for year	<u>811</u>
At 31 March 2024	<u><u>56,382</u></u>
Net Book Value	
At 31 March 2024	<u><u>-</u></u>
At 31 March 2023	<u><u>811</u></u>

8. Debtors

	2024	2023
	£	£
Trade debtors	12,669	9,878
Accrued income	10,227	8,379
Prepayments	<u>3,913</u>	<u>2,025</u>
	<u><u>26,809</u></u>	<u><u>20,282</u></u>

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

9. Creditors: Amounts Falling Due within One Year

	2024	2023
	£	£
Trade Creditors	13,025	11,957
Accruals	10,001	20,952
Deferred income	20,957	61,396
Other creditors	1,986	689
	45,969	94,994

10. Movement in Funds

	As at 1	Incoming	Outgoing	As at 31
	April 2023	Resources	Resources	March 2024
<i>Restricted funds</i>				
NHS Talking Therapies contracts	-	105,913	(105,913)	-
Henry Smith Charity	25,000	60,000	(60,000)	25,000
Swan Mountain Trust	4,000	-	(4,000)	-
Reaching Communities London and SE Region	8,074	151,837	(156,717)	3,194
Awards for All	8,126	-	(8,126)	-
Orange Tree Trust	-	10,000	(10,000)	-
Access to Work grant	-	13,412	(13,412)	-
St James Place Charitable Foundation	-	2,500	(2,500)	-
The London Community Foundation	-	5,000	(5,000)	-
Saintbury Trust	-	3,000	(3,000)	-
Sir Jules Thorn Charitable Trust	-	2,500	(2,500)	-
British Humane Association	-	5,000	(5,000)	-
	45,200	359,162	(376,168)	28,194
<i>Unrestricted funds</i>				
Core	113,064	157,867	(121,856)	149,075
Donations and legacies	-	1,942	(1,942)	-
Grant Income	-	36,000	(36,000)	-
Investments	-	4,746	(4,746)	-
Other trading activities	-	2,892	(2,892)	-
	113,064	203,447	(167,436)	149,075
<i>Total funds</i>	158,264	562,609	(543,604)	177,269

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

11. 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.
Cost of Living Crisis Award	Uplift to existing Reaching Communities grant to cover significant additional demand and costs resulting from the cost of living crisis.
Awards for All	Employee Resilience Project contributing to the cost of supervision for counsellors from ethnic minorities.
DWP, Access to Work grant	Personalised support for a disabled member of staff.

12. 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.

13. 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.

14. 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 2024 is £1,083 (2023 – £nil).

15. VAT

The charity is not registered for VAT.

WATERLOO COMMUNITY COUNSELLING

Notes to the financial statements – Year ended 31 March 2024

16. Operating Lease Commitments

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

	2024	2023
Within 1 Year	£6,706	£6,706
Between 2-5 Years	£26,824	£26,824
Between 5-8 Years	<u>£20,118</u>	<u>£26,824</u>
Total	£53,648	£60,354

17. Cash generated from operations

	2024	2023
	£	£
Surplus for the period	19,005	38,403
Add back: Depreciation	811	811
Deduct: Interest income	(4,746)	(1,590)
(Increase)/decrease in debtors	(6,527)	60,561
Increase/(decrease) in creditors	(49,025)	26,018
	<u>(40,482)</u>	<u>124,203</u>