Centre of Change Counselling and Mentoring Service
Trustee's Report 2025

Overview and charitable purpose

Centre of Change Counselling and Mentoring Service is a charitable organisation based in New Addington, Croydon, South London. The charity's principal purpose is to improve mental health and emotional wellbeing by providing accessible counselling and therapeutic support to individuals and families, particularly those experiencing disadvantage or facing barriers to accessing mental health services.

Throughout 2025, the charity continued to provide support to people from diverse backgrounds, ages and socioeconomic circumstances. Its work is rooted in the local community and informed by an understanding of the cultural, social and economic factors that can affect mental health and access to appropriate support.

Principal activities and achievements

During the reporting year, the charity supported 217 clients, of whom 204 lived within the London Borough of Croydon. Approximately one quarter of clients came from New Addington, reflecting the charity's continuing commitment to its local community, while its wider reach extended across Croydon and other London boroughs.

The charity provided counselling to children and young people aged 10 and over, adults and older people. Most support was on a one-to-one basis, but the work included a small number who engaged in couples or family group therapy. Its provision responded to a broad range of presenting needs, including anxiety, depression, domestic abuse, trauma, relationship difficulties, loneliness, sleep difficulties and challenges with emotional regulation and self-esteem. Initial assessments indicated that moderate-to-severe and severe psychological distress were among the most common levels of distress experienced by clients.

An important feature of the charity's work is its commitment to culturally sensitive and inclusive practice. The charity seeks to reduce stigma and barriers to accessing mental health support by drawing on a team of practitioners from diverse cultural backgrounds and, where appropriate, matching clients with practitioners whose cultural heritage may help them feel understood and represented.

The charity also continued to support people experiencing financial disadvantage through a flexible fee structure, with reduced fees assessed according to individual circumstances. Its participation in Croydon Council's Counselling in the Community initiative helped subsidise counselling for clients from ethnic minority backgrounds who may face additional barriers to accessing support.

In addition to individual therapeutic provision, the charity continued to recognise the importance of community connection and early engagement. Its monthly coffee mornings provided opportunities for residents to connect with one another and engage with the charity in a welcoming, informal setting.

Beneficiaries and community impact

The charity's client profile demonstrates its work with people experiencing a range of personal and social challenges. Women represented approximately 77% of clients in 2025. Around 28% of clients identified as Black, approximately 13.4% as Asian, and 39.6% as White, with the remaining respondents identifying as mixed or other ethnic backgrounds.

The charity supported children and young people, working-age adults and older people. Approximately one third of clients were unemployed when joining the service, while others included students, full-time carers, retired people and refugees. This demonstrates the importance of providing accessible support to people whose financial or personal circumstances may make private counselling difficult to afford.

The most frequently reported concerns during initial consultations included anxiety (50%), sleep difficulties (35%), domestic violence or abuse (35%), difficulties understanding or managing emotions (30%), depression or excessive sadness (27%), relationship difficulties (24%) and loneliness (23%).

Client feedback highlighted the value of feeling listened to, understood and supported without judgement. Testimonials described improvements in confidence, a greater sense of safety and the benefit of receiving consistent, longer-term therapeutic support.

Partnerships and collaboration

Partnership working remained central to the charity's ability to reach people who may benefit from its services. Approximately two thirds of clients were referred by other organisations, including NHS services, Croydon Council, the Family Justice Service, Early Help, social workers and schools. GP referrals and social prescribing were important routes into the service, alongside referrals associated with domestic abuse support.

The charity gratefully acknowledges the support of its funders and partners during 2025, including the Local Authority Commission, Maudsley Charity, Reedham Children's Trust and Croydon Council. It also recognises the continuing support of Croydon Voluntary Action (CVA), Kingston Voluntary Action (KVA), SWL Research Café and the Albert Trust.

These relationships have supported the delivery and development of services, strengthened local connections and helped the charity respond to the mental health needs of diverse communities.

Priorities for the future

Looking ahead, the charity intends to continue supporting residents in New Addington and the wider Croydon borough, with particular attention to people experiencing disadvantage and barriers to mental health support. Its priorities include maintaining accessible and culturally sensitive counselling, strengthening partnerships with statutory and community organisations, and developing opportunities to reach groups who may be less likely to access existing services.

The charity remains committed to helping people feel heard, build confidence, develop emotional resilience and improve their wellbeing, while contributing to a more connected and supportive local community.

Conclusion

During 2025, Centre of Change Counselling and Mentoring Service continued to provide a community-based response to mental health needs, supporting 217 clients and working collaboratively with local partners. Its commitment to inclusion, affordability and culturally sensitive therapeutic care remains central to its charitable purpose.

The charity acknowledges the contributions of its sta□, practitioners, funders, partners, volunteers and supporters, whose involvement helps make this work possible. It will continue to build on these relationships and seek sustainable ways to meet the mental health needs of the communities it serves.

Centre of Change Counselling and Mentoring Service
Financial Statement Draft (unaudited) Draft (unaudited)

1 Jan - 31 Dec	**2024 12 months £**	**2025 12 months £**
Income:		
Counselling	12,885	8,004
Supervision	2,501	168
Tutoring	445	0
Funding - Received	51,131	33,120
Fundraising activities	0	0
Donations	1,155	206
Total Income	**68,117**	**41,497**
Expenditure:		
Funding - Made to	0	38,830
Admin costs	4,509	873
Establishment	334	535
Insurance	594	633
Staff costs	27,378	33,120
Training	0	160
Travel	0	16
Telephone	772	1,018
IT costs	583	661
Publicity	0	337
Stationary	0	39
Furniture	0	330
Refreshments	0	507
Subsistence	0	41
Petty cash	0	50
Total Expenditure	**34,171**	**77,151**
Surplus/(Deficit):		
Current year	33,946	(35,653)
Brought forward	(33,876)	70
Carried forward	**70**	**(35,583)**
Assets/Liabilities		
Cash and bank:		
Cash in bank	2,212	37,588
Debtor	0	(1,885)
Petty cash	35	35
Cash and cash equivalents	**2,247**	**35,738**
Deferred Income - Funding	0	(69,145)
Accruals	(2,177)	(2,177)
Net Liabilities	**(2,177)**	**(71,322)**
Net Assets/Liabilities	**(0)**	**(0)**