

REGISTERED COMPANY NUMBER: 02334448 (England and Wales)  
REGISTERED CHARITY NUMBER: 800988

**REPORT OF THE TRUSTEES AND  
AUDITED FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 30 SEPTEMBER 2023  
FOR  
THE DOVER COUNSELLING CENTRE**

McCabe Ford Williams  
Chartered Accountants and Statutory Auditors  
Charlton House  
Dour Street  
DOVER  
Kent  
CT16 1BL

**THE DOVER COUNSELLING CENTRE**

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FOR THE YEAR ENDED 30 SEPTEMBER 2023**

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**THE DOVER COUNSELLING CENTRE**  
**REFERENCE AND ADMINISTRATIVE DETAILS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

<b>TRUSTEES</b>	Mr D N R Foley Ms N E G Hodgkinson Dr W T Moses MBE (Chairman) Mrs L Soliman Mr S L Weaver Ms P Vernieuve Ms A Wiggins (appointed 30.3.23)
<b>REGISTERED OFFICE</b>	Horizon House Gordon Road Whitfield DOVER Kent CT16 2ET
<b>REGISTERED COMPANY NUMBER</b>	02334448 (England and Wales)
<b>REGISTERED CHARITY NUMBER</b>	800988
<b>AUDITORS</b>	McCabe Ford Williams Chartered Accountants and Statutory Auditors Charlton House Dour Street DOVER Kent CT16 1BL

**THE DOVER COUNSELLING CENTRE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 30 September 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

**OBJECTIVES AND ACTIVITIES**

**Objectives and aims**

The principal objective of the organisation is to provide counselling, consultancy, training and educational services to individuals, families and professional workers to the benefit of the community.

**Focus of our work**

The Government has continued to reinforce its commitment to increasing investment in Mental Health with the NHS planning to spend £12.8bn on Mental Health Services in 2022/23.

We saw a return to a more stable working environment during this financial year, but the cost-of-living crisis has generated more pressure on our services, clients, and staff.

All our services have seen an increase in referrals that include safeguarding concerns, as well as an increase in clients who are presenting with suicidal thoughts.

The role of Dover Counselling centre now and into the future, is to continue to meet our objectives, applied in ways that benefit the community:

- To provide a counselling and consultancy service for individuals and families
- To provide a counselling and consultancy service for professional workers and employers
- To provide education and training for professional workers and employers.

**NHS Talking Therapies (Formerly known as IAPT)**

Dover Counselling Centre (DCC) has been delivering an IAPT programme since 2012. As part of the national programme, we provide a range of evidence-based, NICE recommended therapies alongside Cognitive Behavioural Therapy (CBT) to ensure service users can benefit from a range of treatment options suited to their needs.

**Employer Services**

As an established provider of counselling and wellbeing support to organisations, we also provide training, supervision, conflict resolution and trauma support to businesses all designed to enable staff to work healthily and confidently.

There continues to be significant interest in workplace wellbeing and DCC has a role to ensure that such activities are facilitated.

**Community Service**

The truth is that for people who are affected by mental illness, they often find it hard to get the support they need, with many people being told they are too unwell to be supported by just their GP or IAPT, but not ill enough to get the specialist help they need.

Our community service aims to fill this gap, by offering sessions that are provided at low cost, and we offer a minimal number of subsidised or free places.

**THE DOVER COUNSELLING CENTRE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**OBJECTIVES AND ACTIVITIES**

**Evaluating the services**

In order to help us evaluate our services we seek feedback from our clients and customers.

This can be done through a variety of means - in counselling it is usually at the end of therapy, when clients can be asked about how satisfied they were with the service. There is not any one generic standard measure used, but the one that is used throughout IAPT is the patient experience questionnaire.

Client satisfaction represents a fundamental benchmark for good practice. Also, allowing clients to record their dissatisfaction, and make suggestions for improvement of services, is part of the ethical approach that DCC adopts when monitoring and evaluating its activities.

Written feedback from clients has been good and trustees were pleased to receive the following typical comments:

> I am so grateful for the quick and efficient help \*\* has given me. The techniques she has shown me will help to improve my daily life.

> The support I have received has been very professional and has helped me come to terms with my trauma and help me look forward to a better future without fear anger and feeling low very positive kind and supportive thanks.

> I didn't want to come to therapy. I wasn't sure about it. But I'm glad I did and think it's going to help me.

> I've found the service to be excellent and extremely helpful. The counsellor dealing with me has been excellent and extremely helpful for me.

> I cannot thank my therapist \*\* enough, she was great to work with and had a lovely kind nature about her. I feel a lot better for the sessions with her. She is a credit to her profession. Thank you.

**Public benefit**

The Trustees confirm that they have complied with their duty as prescribed in the Charities Act 2011 to have due regard to the Charity Commission's guidance on public benefit.

**ACHIEVEMENT AND PERFORMANCE**

**Review of activities**

**Challenges**

This year has presented a range of challenges, not least the procurement exercise in February 2023 for the NHSTT (NHS Talking Therapies) service. The Board had to make some difficult decisions to ensure that funds were available to safeguard the continued delivery of our charitable objectives and restructured the Management Team and reduced the number of staff in the administration team to help reduce the growth in spend on our people costs.

**People**

DCC's Management structure had been largely unchanged for several years, and whilst it had been successful in delivery, the world of NHSTT had changed and was subject to more change. In the context of future financial challenges, it was important that the cost of the Senior Management structure was appropriate, whilst ensuring that the organisation had the necessary resilience to re-set post pandemic and face the likely reductions in the NHSTT income over the next few years. Furthermore, many of the duties and accountabilities of individual posts had changed over time and reassessment was needed.

## THE DOVER COUNSELLING CENTRE

### REPORT OF THE TRUSTEES FOR THE YEAR ENDED 30 SEPTEMBER 2023

In November 2022 a restructure of the Management team to address these issues by reconfiguring the responsibilities of the General Manager, Finance officer and Care Pathway Leads was undertaken and as a result the post of General Manager was made redundant.

Following the Board meeting held on 19th January, DCC was regretfully in the position of having to further reduce the overall staffing numbers to meet the new services needs and two full time administrator posts were made redundant.

This process was not easy and meant us taking difficult decisions; but we are confident that we made the right decisions at the right time to future-proof our services.

The NHSTT service also saw an increase in turnover amongst its CBT therapists as non-NHS providers actively recruited staff to work entirely remotely, something that the NHSTT contract did not permit DCC to offer due to the expectation that "in person" therapy would be delivered.

We did, however, have two trainee High Intensity Therapists and two trainee Psychological Wellbeing practitioners complete their programme and qualify.

#### **Commercial and community work - "Inspire Compassion"**

inspire compassion offers a range of services to individuals and organisations:

##### **Employee Counselling**

For smaller organisations it provides counselling on a "pay-as-you-go" basis but for larger organisations who already have an Employee Assistance programme in place, we work alongside, HR, Occupational Health and Management teams to support staff who may require specialist and/or longer-term therapy.

##### **Supervision**

It also delivers clinical supervision, consultancy and reflective practice to individuals and teams in organisations to help improve their practice, and develop resilience and confidence.

##### **Trauma and Crisis Debrief**

Inspire has a team of counsellors who can provide support to teams in the event of a crisis. Working with organisations where for example a death at work or an accident has occurred. Most psychological debriefing interventions involve a single session which might last between one and three hours, in the days immediately following a traumatic event. Although the content of the intervention can vary, it usually involves education about stress reactions, encouragement to disclose memories of the experience, some basic stress-coping strategies and possibly referral information.

##### **Company Mental Health Training**

inspire offers a suite of programmes designed to enhance workplace wellbeing, improve understanding of Mental Health issues, and equip staff with the tools they need to handle Mental Health Challenges effectively.

Working in partnerships with associate trainers it can also deliver Mental Health First Aider courses.

##### **Schools and Young People Counselling**

We have tailored solutions for schools, providing services to ensure that pupils and staff are mentally healthy. Young people can also access private counselling without needing a GP or school referral.

##### **Mediation**

Using our accredited mediators as an impartial person to help resolve disagreements. Our mediators are most often used around workplace conflict to repair professional relationships. But they are also utilised to help resolve other types of conflict for example neighbour disputes.

##### **Student Placements**

inspire provides student placements for second year trainee counsellors, offering them a varied case load, in house supervision and training.

**THE DOVER COUNSELLING CENTRE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**Getaway Garden**

DCC has a long tradition of engagement with our neighbours and in May 2022 our patron Christopher Biggins officially opened the Getaway Garden "a place for people and plants to grow". The Garden is a partnership with Future Skills and Town and Country Housing providing education, wellbeing, and social events for the residents and wider community.

**NHS Talking Therapies**

DCC is commissioned by the NHS in England and to provide NICE-approved therapies for treating people with depression or anxiety.

Following a procurement exercise in February 2023 DCC worked with three suppliers on bids to become delivery partners.

Despite being on the winning bid, the contract offered by the new provider for Kent and Medway was not financially viable and the Board had to make the difficult decision to withdraw from providing this service.

DCC has a contract to deliver the current service until 31st March 2024 at which time the staff will be subject to a TUPE transfer.

**FINANCIAL REVIEW**

**Financial review**

The trustees aim to maintain a sufficient level of free reserves in unrestricted funds to ensure the delivery of our services and enable investment into service development and innovation to deepen our impact, when appropriate, outside of income patterns and funder dependencies.

In 2022/23 there was a surplus of £193,111 and expenditure was £1,601,886.

With the loss of the NHS contract from March 2024, significant funding from other sources will be needed to continue.

The Board will ensure careful management of forward commitments to ensure that DCC can maintain momentum and drive targeted growth without over-committing from a cash flow perspective.

The organisation is operating at a strong surplus and the trustees are comfortable that the charity has sufficient cash to meet its short-term financial liabilities and contractual obligations as they fall due.

**Pay and remuneration**

The aim of Dover Counselling Centre's remuneration policy is to maintain sustainable, fair levels of pay at the same time as attracting and retaining the right people to deliver our services.

In setting appropriate levels of senior management pay, the board considers the skills, experience and competencies required for each role, and the remuneration level for those roles in sectors where suitable candidates would be found.

The remuneration of the Chief Executive is assessed by the Board and is based on performance, market forces and affordability.

**THE DOVER COUNSELLING CENTRE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**FINANCIAL REVIEW**

**Risk management**

The Trustees have overall responsibility for the system of internal control that is designed by senior management to ensure effective and efficient operations, including financial reporting and compliance with laws and regulations. The Trustees acknowledge that such a system is designed to manage rather than eliminate the risk of failure to achieve business objectives and can only provide reasonable and not absolute assurance against material misstatement or loss.

Management of core risks around funding, data privacy, information security, ethics and clinical quality are integral to the success of DCC.

There are regular reviews and updates of policies and procedures and appropriate legal and professional advice sought and followed as appropriate.

**Health and safety**

A Health & Safety Audit was completed in March 2023 and the trustees are satisfied that the organisation is compliant with relevant legislation and that staff are aware and understand it and are provided with appropriate training.

**Trustee**

Angela Wiggins was appointed as a Trustee in March 2023. Angie brings to the Board a wealth of understanding around Mental Health and Wellbeing having previously worked at DCC for over thirty years.

**FUTURE**

As we look to the future, the external environment is likely to continue to be a challenge, and prudent financial planning will be as important as income generation.

We have explored where the gaps exist in provision and have started to deliver to a new service model in anticipation of the NHS contract ending in March 2024.

DCC will continue to build on insights from previous years to develop more efficient and robust ways to drive and grow income opportunities as we seek to reduce income related risk.

Even if we are expecting hard times, we are confident about our plans and designs for new products, services and campaigns.

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

**Constitution**

The charity is constituted under a Memorandum of Association dated 5 December 1988 and is a registered charity (number 800988).

**Organisational structure**

The charity is organised in such a way that Trustees meet regularly in order to manage its affairs whilst day to day responsibility is delegated to the management team headed by the Chief Executive.

**Induction and training of new trustees**

Recommendations to become a Trustee tend to come from within the organisation, particularly if the Board has identified that they need someone with a particular skill e.g Finance. If personal recommendations were not to be successful then the position would be advertised.

New Trustees are required to complete an interview with the chair and another trustee prior to being nominated, to ensure candidates fully understand the role and responsibilities of a trustee prior to election/appointment.

Trustees newly elected to the Board of Trustees during the period receive an induction pack, which contains reading material concerning both general trustee and governance issues. They also attend meetings with the Senior Management Team to learn and better understand how DCC operates.

Specific training would be provided if the Trustee did not already have the skills and knowledge necessary.

**THE DOVER COUNSELLING CENTRE**  
**REPORT OF THE TRUSTEES**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company 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 the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

**AUDITORS**

The auditors, McCabe Ford Williams, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Approved by order of the board of trustees on 28 June 2024 and signed on its behalf by:



Mr S L Weaver - Trustee

## **REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF THE DOVER COUNSELLING CENTRE**

### **Opinion**

We have audited the financial statements of The Dover Counselling Centre (the 'charitable company') for the year ended 30 September 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 30 September 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### **Conclusions relating to going concern**

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

## **REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF THE DOVER COUNSELLING CENTRE**

### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

### **Our responsibilities for the audit of the financial statements**

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

**The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the Companies Act 2006, FRS 102, Charities Act and Regulations, taxation legislation, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, inspecting correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations; and
- understanding the design of the charitable company's remuneration policies.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

**REPORT OF THE INDEPENDENT AUDITORS TO THE TRUSTEES OF  
THE DOVER COUNSELLING CENTRE**

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators, and the charitable company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our Report of the Independent Auditors.

**Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



McCabe Ford Williams  
Chartered Accountants and Statutory Auditors  
Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006  
Charlton House  
Dour Street  
DOVER  
Kent  
CT16 1BL

28 June 2024

**THE DOVER COUNSELLING CENTRE**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
Donations and legacies	3	3,000	-	3,000	950
<b>Charitable activities</b>					
Counselling	5	1,610,198	-	1,610,198	1,648,703
Supervision		3,685	-	3,685	2,376
Training		2,910	132,380	135,290	198,993
Recruitment, team building events and wellbeing		-	26,125	26,125	-
Covid impact salary support		70,844	-	70,844	-
Investment income	4	4,017	-	4,017	256
<b>Total</b>		<u>1,694,654</u>	<u>158,505</u>	<u>1,853,159</u>	<u>1,851,278</u>
<b>EXPENDITURE ON</b>					
<b>Charitable activities</b>					
Counselling	6	1,548,856	111,192	1,660,048	1,601,886
<b>NET INCOME</b>					
Transfers between funds	17	145,798 29,476	47,313 (29,476)	193,111 -	249,392 -
<b>Net movement in funds</b>		<u>175,274</u>	<u>17,837</u>	<u>193,111</u>	<u>249,392</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		1,720,998	15,191	1,736,189	1,486,797
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u><u>1,896,272</u></u>	<u><u>33,028</u></u>	<u><u>1,929,300</u></u>	<u><u>1,736,189</u></u>

The notes form part of these financial statements

**THE DOVER COUNSELLING CENTRE**

**BALANCE SHEET  
30 SEPTEMBER 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	236,292	-	236,292	248,064
Investments	13	1	-	1	1
		236,293	-	236,293	248,065
<b>CURRENT ASSETS</b>					
Debtors	14	612,956	-	612,956	658,074
Cash at bank and in hand		1,184,131	33,028	1,217,159	935,430
		1,797,087	33,028	1,830,115	1,593,504
<b>CREDITORS</b>					
Amounts falling due within one year	15	(137,108)	-	(137,108)	(105,380)
		1,659,979	33,028	1,693,007	1,488,124
<b>NET CURRENT ASSETS</b>					
		1,896,272	33,028	1,929,300	1,736,189
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>					
		1,896,272	33,028	1,929,300	1,736,189
<b>NET ASSETS</b>					
		1,896,272	33,028	1,929,300	1,736,189
<b>FUNDS</b>					
	17			1,896,272	1,720,998
Unrestricted funds				33,028	15,191
Restricted funds				1,929,300	1,736,189
<b>TOTAL FUNDS</b>					
				1,929,300	1,736,189

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 September 2023.

The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

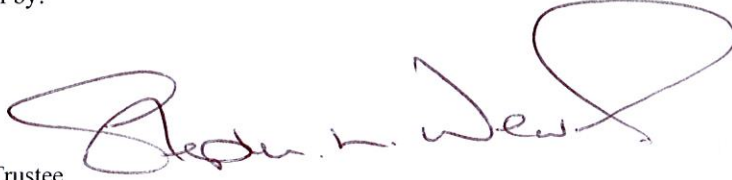
These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011.

**THE DOVER COUNSELLING CENTRE**

**BALANCE SHEET - continued**  
**30 SEPTEMBER 2023**

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

The financial statements were approved by the Board of Trustees and authorised for issue on 28 June 2024 and were signed on its behalf by:

A handwritten signature in dark ink, appearing to read 'Stephen L. Weaver', with a large, stylized loop at the end of the signature.

Mr S L Weaver - Trustee

**THE DOVER COUNSELLING CENTRE**  
**CASH FLOW STATEMENT**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2023**

	Notes	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Cash generated from operations	1	280,816	73,987
		<hr/>	<hr/>
Net cash provided by operating activities		280,816	73,987
		<hr/>	<hr/>
<b>Cash flows from investing activities</b>			
Purchase of tangible fixed assets		(3,104)	(4,518)
Interest received		4,017	256
		<hr/>	<hr/>
Net cash provided by/(used in) investing activities		913	(4,262)
		<hr/>	<hr/>
<b>Change in cash and cash equivalents in the reporting period</b>		281,729	69,725
<b>Cash and cash equivalents at the beginning of the reporting period</b>		935,430	865,705
		<hr/>	<hr/>
<b>Cash and cash equivalents at the end of the reporting period</b>		1,217,159	935,430
		<hr/> <hr/>	<hr/> <hr/>

The notes form part of these financial statements

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE CASH FLOW STATEMENT  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2023	2022
	£	£
<b>Net income for the reporting period (as per the Statement of Financial Activities)</b>	193,111	249,392
<b>Adjustments for:</b>		
Depreciation charges	14,228	20,226
Loss on disposal of fixed assets	648	-
Interest received	(4,017)	(256)
Decrease/(increase) in debtors	45,118	(223,238)
Increase in creditors	31,728	27,863
	<u>280,816</u>	<u>73,987</u>
<b>Net cash provided by operations</b>	<u><u>280,816</u></u>	<u><u>73,987</u></u>

**2. ANALYSIS OF CHANGES IN NET FUNDS**

	At 1.10.22	Cash flow	At 30.9.23
	£	£	£
<b>Net cash</b>			
Cash at bank and in hand	935,430	281,729	1,217,159
	<u>935,430</u>	<u>281,729</u>	<u>1,217,159</u>
<b>Total</b>	<u><u>935,430</u></u>	<u><u>281,729</u></u>	<u><u>1,217,159</u></u>

The notes form part of these financial statements

## THE DOVER COUNSELLING CENTRE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 SEPTEMBER 2023

#### 1. STATUTORY INFORMATION

The Dover Counselling Centre is an incorporated charity registered in England. The Charitable company's registered number, principal address and nature of operations can be found in the Report of Trustees.

The financial statements are presented in sterling which is the functional currency of the charity.

#### 2. ACCOUNTING POLICIES

##### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value.

##### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Amounts recoverable on contract are based on the stage of completion of ongoing counselling cases within the AQP contracts. These have been calculated on a sessional basis.

##### **Expenditure**

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

##### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- Straight line over 50 years
Fixtures and fittings	- 20% on cost

##### **Taxation**

The charity is exempt from corporation tax on its charitable activities.

##### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

##### **Hire purchase and leasing commitments**

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**3. DONATIONS AND LEGACIES**

	2023	2022
	£	£
Donations	3,000	950
	<u>          </u>	<u>          </u>

**4. INVESTMENT INCOME**

	2023	2022
	£	£
Bank interest receivable	4,017	256
	<u>          </u>	<u>          </u>

**5. INCOME FROM CHARITABLE ACTIVITIES**

	2023	2022
	£	£
AQP counselling	1,430,755	1,490,693
Counselling	179,443	158,010
Supervision	3,685	2,376
HEE funding	132,380	198,993
Training	2,910	-
Innovation fund	26,125	-
Covid cost reimbursement	70,844	-
	<u>          </u>	<u>          </u>
	1,846,142	1,850,072
	<u>          </u>	<u>          </u>

**6. CHARITABLE ACTIVITIES COSTS**

	Direct Costs £	Support costs (see note 7) £	Totals £
Counselling	1,224,384	435,664	1,660,048
	<u>          </u>	<u>          </u>	<u>          </u>

**7. SUPPORT COSTS**

	Other £	Governance costs £	Totals £
Counselling	427,640	8,024	435,664
	<u>          </u>	<u>          </u>	<u>          </u>

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**7. SUPPORT COSTS - continued**

Support costs, included in the above, are as follows:

<b>Other</b>	2023	2022
	Counselling	Total
	£	activities
		£
Wages, national insurance and pensions	203,792	163,585
Staff training and supervision	33,112	30,712
Hire of equipment	7,988	7,987
Rent	-	9,698
Rates and water	990	1,828
Insurance	3,522	3,062
Light and heat	8,621	7,835
Telephone	8,873	24,581
Repairs and maintenance	30,539	27,076
Office expenses	95,784	85,332
Legal and professional fees	-	1,750
Bad and doubtful debts	(11,249)	3,663
Advertising	168	4,162
Garden therapy	3,950	-
Sundry	25,279	20,015
Bank charges	1,395	1,398
Depreciation of tangible fixed assets	14,228	20,226
Loss on disposal of fixed assets	648	-
	<u>427,640</u>	<u>412,910</u>

**Governance costs**

	2023	2022
	Counselling	Total
	£	activities
		£
Auditors' remuneration	8,024	6,412
	<u>8,024</u>	<u>6,412</u>

**8. NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	2023	2022
	£	£
Auditors' remuneration	8,024	6,412
Depreciation - owned assets	14,228	20,226
Hire of plant and machinery	7,988	7,987
Loss on disposal of fixed assets	658	-
Other operating leases	-	9,698
	<u>30,900</u>	<u>44,323</u>

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**9. TRUSTEES' REMUNERATION AND BENEFITS**

There were no trustees' remuneration or other benefits for the year ended 30 September 2023.

**Trustees' expenses**

Trustees expenses amounting to £807 (2022 - £609) were reimbursed to three Trustees during the year (2022 - two) for travel expenses.

**10. STAFF COSTS**

Total staff costs were as follows:

	2023	2022
	£	£
Wages and salaries	1,038,699	969,655
Social security costs	98,995	87,543
Pensions	18,199	16,474
	<u>1,155,893</u>	<u>1,073,672</u>

The average monthly number of employees during the year was as follows:

	2023	2022
Average number of employees	<u>33</u>	<u>35</u>

1 employee received emoluments in excess of £60,000 (2022 - 1).

**11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>			
Donations and legacies	950	-	950
<b>Charitable activities</b>			
Counselling	1,648,703	-	1,648,703
Supervision	2,376	-	2,376
Training	-	198,993	198,993
Investment income	256	-	256
<b>Total</b>	<u>1,652,285</u>	<u>198,993</u>	<u>1,851,278</u>
<b>EXPENDITURE ON</b>			
<b>Charitable activities</b>			
Counselling	1,427,992	173,894	1,601,886
<b>NET INCOME</b>			
Transfers between funds	224,293	25,099	249,392
	34,625	(34,625)	-
<b>Net movement in funds</b>	<u>258,918</u>	<u>(9,526)</u>	<u>249,392</u>
<b>RECONCILIATION OF FUNDS</b>			
Total funds brought forward	1,462,080	24,717	1,486,797
<b>TOTAL FUNDS CARRIED FORWARD</b>	<u>1,720,998</u>	<u>15,191</u>	<u>1,736,189</u>

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**12. TANGIBLE FIXED ASSETS**

	Freehold property £	Fixtures and fittings £	Totals £
<b>COST</b>			
At 1 October 2022	252,057	121,234	373,291
Additions	-	3,104	3,104
Disposals	-	(10,651)	(10,651)
	<hr/>	<hr/>	<hr/>
At 30 September 2023	252,057	113,687	365,744
<b>DEPRECIATION</b>			
At 1 October 2022	24,725	100,502	125,227
Charge for year	5,041	9,187	14,228
Eliminated on disposal	-	(10,003)	(10,003)
	<hr/>	<hr/>	<hr/>
At 30 September 2023	29,766	99,686	129,452
<b>NET BOOK VALUE</b>			
At 30 September 2023	<u>222,291</u>	<u>14,001</u>	<u>236,292</u>
At 30 September 2022	<u>227,332</u>	<u>20,732</u>	<u>248,064</u>

**13. FIXED ASSET INVESTMENTS**

	Shares in group undertakings £
<b>MARKET VALUE</b>	
At 1 October 2022 and 30 September 2023	1
	<hr/>
<b>NET BOOK VALUE</b>	
At 30 September 2023	1
	<hr/>
At 30 September 2022	1
	<hr/>

There were no investment assets outside the UK.

The company's investments at the balance sheet date in the share capital of companies include the following:

**Inspire-Compassion Ltd**

Registered office: Horizon House, Gordon Road, Whitfield, Dover, CT16 2ET

Nature of business: Dormant

	%
Class of share:	holding
Ordinary	100

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

<b>14. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			2023	2022
			£	£
Trade debtors			474,235	495,673
Amounts recoverable on contract			138,721	161,795
Other debtors and accrued income			-	606
			<u>612,956</u>	<u>658,074</u>
<b>15. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR</b>			2023	2022
			£	£
Social security and other taxes			27,475	25,198
Sundry creditors and deferred income			109,633	80,182
			<u>137,108</u>	<u>105,380</u>
<b>16. LEASING AGREEMENTS</b>				
Minimum lease payments under non-cancellable operating leases fall due as follows:				
			2023	2022
			£	£
Within one year			5,987	5,987
Between one and five years			5,488	11,476
			<u>11,475</u>	<u>17,463</u>
<b>17. MOVEMENT IN FUNDS</b>				
	At	Net	Transfers	At
	1.10.22	movement	between	30.9.23
	£	in funds	funds	£
<b>Unrestricted funds</b>		£	£	
General fund	1,720,998	145,798	29,476	1,896,272
<b>Restricted funds</b>				
Health Education England	15,191	23,618	(29,476)	9,333
Innovation Fund	-	23,695	-	23,695
	<u>15,191</u>	<u>47,313</u>	<u>(29,476)</u>	<u>33,028</u>
<b>TOTAL FUNDS</b>	<u>1,736,189</u>	<u>193,111</u>	<u>-</u>	<u>1,929,300</u>

THE DOVER COUNSELLING CENTRE

NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023

17. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,694,654	(1,548,856)	145,798
<b>Restricted funds</b>			
Health Education England	132,380	(108,762)	23,618
Innovation Fund	26,125	(2,430)	23,695
	<u>158,505</u>	<u>(111,192)</u>	<u>47,313</u>
<b>TOTAL FUNDS</b>	<u><u>1,853,159</u></u>	<u><u>(1,660,048)</u></u>	<u><u>193,111</u></u>

Comparatives for movement in funds

	At 1.10.21 £	Net movement in funds £	Transfers between funds £	At 30.9.22 £
<b>Unrestricted funds</b>				
General fund	1,462,080	224,293	34,625	1,720,998
<b>Restricted funds</b>				
Health Education England	24,717	25,099	(34,625)	15,191
<b>TOTAL FUNDS</b>	<u><u>1,486,797</u></u>	<u><u>249,392</u></u>	<u><u>-</u></u>	<u><u>1,736,189</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	1,652,285	(1,427,992)	224,293
<b>Restricted funds</b>			
Health Education England	198,993	(173,894)	25,099
<b>TOTAL FUNDS</b>	<u><u>1,851,278</u></u>	<u><u>(1,601,886)</u></u>	<u><u>249,392</u></u>

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**17. MOVEMENT IN FUNDS - continued**

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.10.21 £	Net movement in funds £	Transfers between funds £	At 30.9.23 £
<b>Unrestricted funds</b>				
General fund	1,462,080	370,091	64,101	1,896,272
<b>Restricted funds</b>				
Health Education England	24,717	48,717	(64,101)	9,333
Innovation Fund	-	23,695	-	23,695
	<u>24,717</u>	<u>72,412</u>	<u>(64,101)</u>	<u>33,028</u>
<b>TOTAL FUNDS</b>	<u>1,486,797</u>	<u>442,503</u>	<u>-</u>	<u>1,929,300</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
<b>Unrestricted funds</b>			
General fund	3,346,939	(2,976,848)	370,091
<b>Restricted funds</b>			
Health Education England	331,373	(282,656)	48,717
Innovation Fund	26,125	(2,430)	23,695
	<u>357,498</u>	<u>(285,086)</u>	<u>72,412</u>
<b>TOTAL FUNDS</b>	<u>3,704,437</u>	<u>(3,261,934)</u>	<u>442,503</u>

**Health Education England:**

**Restricted Funds**

Funding for Training:

The charity received funding from Health Education England totalling £132,380 (2022 - £198,993) during the year to contribute to the salaries, study costs and expenses of staff members who were studying to become either a qualified High Intensity Therapist or Psychological Wellbeing Practitioner. Expenses during the year totalled £108,762 (2022 - £173,894).

Surplus funds transferred across to unrestricted funds once staff members' training was completed was £29,476 (2022 - £34,625).

Innovation Fund

Funding of £26,125 was received to aid recruitment and retention of the workforce in particular, the counsellors workforce, and provide wellbeing/team building events through the year. Expenses during the year totalled £2,430.

**THE DOVER COUNSELLING CENTRE**

**NOTES TO THE FINANCIAL STATEMENTS - continued  
FOR THE YEAR ENDED 30 SEPTEMBER 2023**

**18. RELATED PARTY DISCLOSURES**

There were no related party transactions for the year ended 30 September 2023.

**19. COMPANY LIMITED BY GUARANTEE**

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes, in the event of the winding up of the company, to contribute such amount as may be necessary not exceeding £1 each.

**20. POST BALANCE SHEET EVENTS**

With effect from the 31 March 2024, the Charitable Company withdrew from providing the NHS Talking Therapies contract for Kent and Medway on behalf of NHS England. At the end of the contract, staff linked to providing the service were transferred under TUPE to the replacement provider.

The Trustees have appraised the advantages available from its existing activities, and to build on its current reputation for quality and level of service. They have set up plans for future action to enable the Charitable Company to continue as a going concern.

As part of their plans, they have created a new, more modern identity, and established new counselling and mental health services, with new projects to come on stream in the following few months.

They have met with other mental health providers with a view to future joint -cooperation, which have received positive feedback, and recruited new staff to best suit the opportunities and challenges facing the Charitable Company going forward.

The Trustees have assessed that the current and future sources of funding and support for the Charitable Company will be more than adequate for the Charitable Company's needs.