

ANNUAL REPORT & FINANCIAL STATEMENTS

YEAR ENDING 30TH SEPTEMBER 2023

quiet waters

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OSCR
Scottish Charity Regulator
www.oscr.org.uk

Registered SCIO
SC023661



quiet waters
listening counselling and training

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The Trustees are pleased to present their report and financial statements, together with the Independent Examiner's Report for the year ending 30th September 2023.

Charity Name	Quiet Waters
Charity Number	SC023661
Principal Address	2 Glasgow Road Camelon Falkirk, FK1 4HJ
Website Address	www.quiet-waters.org
Telephone	01324 630643
Email	office@quiet-waters.org
Current Trustees	Thomas Brown, Chair Richard Steiner, Treasurer Robert Ainslie Enola Butler Chris Galbraith John Needham Dan Rous
Bankers	Santander Business Banking
Independent Examiner	Moira Nicol 12 West Drive, Larbert, FK1 3EQ

Structure Governance & Management

Governing Document

Quiet Waters secured Scottish Charitable Incorporated Organisation (SCIO) status on the 10th of September 2015 and is governed by its constitution. The charity is regulated by the Office of the Scottish Charity Regulator (OSCR) and its charity number is SC023661.

Appointment of Trustees

New trustees are appointed to the board through recommendation by existing trustees. The application process includes an interview with current trustees including the Chair, take up of references and the prospective trustee being proposed and seconded at a trustee meeting or AGM.

New trustees must accept the role in writing and confirm their support for the aims, objects and founding principles of the charity including the Statement of Faith.

Organisational Structure

The organisation is a one-tier structure where the trustees and the members are the same. The charity is governed by a board of trustees responsible for the strategic direction and governance of the charity.

During the accounting year the charity employed two staff members.

Practice Manager – has responsibilities that include taking and managing referrals, initial assessments, supervision, support, and development of volunteers.

Office Administrator – provides administrative support for the charity, including drafting funding applications and monitoring and evaluation of projects.

The trustees are particularly aware of their responsibilities and adhere to the charity's policies and procedures.

Objectives & Activities

Objectives

The charitable purposes of the SCIO ("the Charitable Purposes") are:

To advance the mental health and promote the wellbeing of families and individuals, enabling them to overcome their personal, relational, and spiritual difficulties; enhancing their ability to cope with bereavement, trauma, and loss, and re-establishing their sense of self-worth and belonging within the family and wider community through:

- the provision of listening, support, information, and counselling services tailored to meet the needs of individuals and the local community.
- the provision of a service that is easily accessible to those in need, and a supportive and confidential setting where they can feel safe, respected, and valued.

To advance education through the provision of comprehensive training packages in pastoral care and counselling.

Activities

The main activities of the charity are the provision of counselling and listening services for the people of Central Scotland including the following:

- Counselling service for individuals and couples struggling with personal and relationship issues, past hurts, and present problems.
- Bereavement service offering listening and support to those who have experienced loss.
- Prison Services at HM Prison Stirling. This is a bereavement support service.
- Training events for our own volunteers and supporters. These events are also open to people working in related areas, including local churches and voluntary organisations and provide opportunities for enhancing skills and knowledge and for reaching continuing professional development (CPD) goals. This year these courses have included Creative listening and Comforting the Bereaved. Around 18 hours of training have been provided.

Our services are delivered by teams of suitably qualified and trained volunteers who are engaged in continuing professional development and have opportunities to meet from time to time. All counselling and listening volunteers are allocated to peer supervision groups which meet regularly. Students in training also contribute to the provision of services under appropriate supervision.

Our fully trained counsellors are members of an appropriate professional body usually either the Association of Christian Counsellors (ACC), Counselling and Psychotherapy in Scotland (COSCA) or the British Association of Counselling and Psychotherapy (BACP).

As an organisation we are affiliated to the BACP and work within its ethical framework.

Personnel

In the last year we have welcomed Dan Rous as a new Board member. Dan is a Community Developer with considerable experience in the Third Sector and considerable local knowledge.

We have 8 counsellors at present (5 of whom are fully qualified and 3 who are students). We have 8 bereavement listeners. We continue to recruit both counsellors and listeners. In addition, we have 2 clerical/admin volunteers. We have 2 part-time employees, our Practice Manager, and an Office Administrator. We also employ a cleaner and one of our volunteers acts as a gardener on an ad-hoc basis.

Future of Quiet Waters

The last year has probably been the most challenging in the organisation's history. We have been under pressure in several areas. As we previously intimated, we decided to purchase our current premises from the owners, the Church of the Nazarene. Shortly after we made that decision the Covid pandemic struck, and we postponed fundraising for this project. Since our attempts at fundraising have re-

commenced, they have gone extremely badly even with the help of a professional fundraiser. We have been advised that post-Covid the fundraising climate for both capital and revenue projects has been exceptionally challenging. Our fundraisers have just relaunched this project, but we have raised only a fraction of what we need to purchase the building. We are thankful to the Church of the Nazarene for their patience and understanding at this time.

Similarly, we have struggled with funding for day-to-day running costs. We raise money in three ways; firstly, we have a small number of regular donors to whom we are very grateful, secondly, although we do not charge for our services, historically many clients have given us donations. This income stream fell drastically during Covid for understandable reasons and has not recovered. Thirdly, as noted above, the competition for grant funding has escalated and the demands from funders have become more onerous. This has given us serious financial problems. We have a policy of operating with 6 months of financial reserves. For the first time ever, we fell below this a couple of months ago. We were “rescued” by a generous grant, but this was a temporary respite rather than a resolution of our problems. We are grateful to a number of Trusts and other funders for their funding in the last year. These are acknowledged on our website <https://www.quiet-waters.org/about-us/funders>

Finally, the current Chair leaves at the end of November this year. He intimated this 2 years ago and it was noted in last year’s annual report. He has served 2 years more than the recommended term of office in our constitution. Despite extensive advertising locally and nationally along with direct approaches to several individuals, we have failed to recruit a replacement.

It is the Board’s view that a combination of our financial problems and the lack of a replacement for the Chair puts the future of the organisation under significant threat. Indeed, we have written an Exit Strategy to anticipate the possibility that we have to wind up the charity. There is no desire to do this and indeed, demand for our services is as high as ever (see below) and we have a dedicated group of volunteers and a hard-working and committed staff team. We decided, however, that it would be irresponsible not to plan for such an outcome. We have communicated with both staff and volunteers about this.

We are actively exploring ways of dealing with this situation, including exploring the possibility of working in partnership with another like-minded organisation.

Service provision

During this year we have transitioned from providing services by Zoom (which we stated during the Covid pandemic) to re-commencing face to face services. A small number of clients still receive services via Zoom, but we plan to phase this out, save in very extenuating circumstances.

Further we have had a significant turnover of volunteers in the last year. We acknowledge the huge contribution of those who have left and record our thanks to them. Finally, HM Prison Cornton Vale was closed for the most part of this year with the new build and re-opening of HM Prison Stirling.

These 3 factors have contributed to a reduction in our activity over the last year. We have recruited several new volunteers, but they require induction/training before becoming fully active. We fully expect an increase in activity as the demand for all our services continues.

We have completed 550 sessions of counselling and listening in the last year. 306 of these have been face to face, 195 have been online and 49 by telephone. A higher number of sessions than usual have been cancelled by clients. This still represents a fair amount of activity.

As noted, the demand for our services remains high. We always have significant waiting lists which we have occasionally closed (it is unfair to put people on a waiting list if there is no prospect of their being

seen for the foreseeable future). In these circumstances we endeavor to “signpost” people to alternative services. The main issue here is the availability of volunteer trained counsellors. If we had more trained counsellors, we could deliver significantly more services.

Outcomes

We attempt to measure outcomes from our services in several ways. Clients are invited to give both verbal and written feedback at the end of their time with us. They are asked to complete a closing questionnaire which contains a number of outcome measures. We also use a questionnaire called the CORE, which clients complete at the start and at the end of contact with us. This is widely used as an outcome measure in counselling. This is not just helpful to us in reassuring us that we help people but is of huge interest to funders who regularly ask us for evidence of the effectiveness of our interventions. We present a sample of CORE data and client testimonials here.

Core* results

The following shows the percentage of improvement in the Core score results from initial appointment to final session. This is a combined result for both Core 10 and Core 34.

	percentage of improvement
up to 50% improvement	22%
51-75% improvement	22%
76-100% improvement	48%
no improvement or decline	7%

Client Direct Quotes 2022-23

“After my wife passed away, I decided to use a counselling service. I had contacted Quiet Waters and was supported throughout the bereavement. The support I have received was extraordinary. I have found that staff at Quiet Waters are very well trained and friendly. I do not know what I would do without their support.” (B19/009)

“When I entered the building these weeks ago, I remember saying “here goes”. I have been to counselling for abuse before, so wasn't looking forwards to the process, but what I got was something completely different EMDR. I am impressed, as the other counsellor helped, but I still had the remnants of thoughts, making my choices etc biased through to thoughts I used to have. NOW! this type of therapy, what can I say, the issues I thought were dealt with, were re-visited, but only for 30/50 seconds and this time, taken out of my mind now. I know they have been moved to long term memory, but with the healing that took place, I think differently, or with the mind. I now have as the memories aren't full frontal in my face, making me choose with the hurt mind. I now think and made choices that are relevant to me now. Wiser and real.” (G18/117)

“I felt desperate and almost incapable of caring for my elderly father who has dementia. The ability to continue sessions beyond resolution of the acute crisis in my mental health has allowed me to build resilience to cope with future challenges. I have come to know myself and feel a pride in who I am and what I have achieved in my life because of the counselling support provided by Quiet Waters. I have already recommended this amazing service to a distressed bereaved friend who needs some support. (B18/106)

Partnerships

We have benefitted in the last year from a couple of partnerships. Some training events have been delivered in partnership with Greenwood Events (an organisation run by our former Practice Manager, Audrey Smith).

Maintenance

As well as carrying out ongoing routine maintenance, we have laid a path and replaced the lighting at the side of the building and all the way out to the summerhouse in the garden. The summerhouse now has lighting and an electricity supply.

The Future

We have several priorities for the coming year: -

1. The main priority for the coming year is to ensure the survival of the charity and if this is not possible, to ensure a winding up process which prioritises the needs of clients, staff and volunteers.
2. We have a very pressing need to recruit a new Chair for the Board of Trustees. It is likely we will need to recruit one or two new Board members.
3. Continue with our fundraising to obtain capital to purchase our premises and generate enough income to meet our running costs.
4. Recruit new volunteers, especially trained counsellors.
5. Continue to provide training both face to face and via Zoom. There may be ways of achieving a modest increase in this provision.

How can you help?

Volunteer

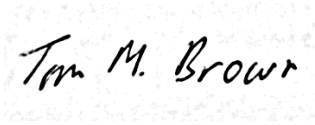
- If you know of anyone who might consider the role of Chair of the organisation or would act as a Board member, please contact us at office@quiet-waters.org Job descriptions for these roles are available on request.
- We are dependent on volunteers for most of what we do. We particularly need volunteers who are trained counsellors or who are willing to be trained as bereavement listeners (we provide the bereavement training). We do, however, also need volunteers willing to do office clerical/administrative work, gardening, fundraising, and telephone follow up of clients.

Donate

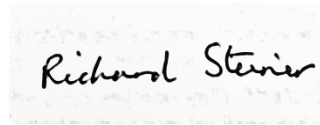
- If you wish to donate to us you can do so on our website <https://www.quiet-waters.org/support-us/donate> or on our Facebook page or by contacting us at office@quiet-waters.org

Approval

This report was approved by the trustees on 20 November 2023 and signed on their behalf by:



Thomas Brown
Chair



Richard Steiner
Treasurer

Independent Examiner's Report

Independent Examiner's Report to the Trustees of Quiet Waters

I report on the accounts of the charity for the year ending 30th September 2023, which are set out on pages 11 to 16

Respective responsibilities of Trustees and Examiner

The charity's trustees are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 ("the 2005 act") and the Charities Accounts (Scotland) Regulations 2006 (as amended) ("the 2006 Regulations"). The trustees consider that the audit requirement of Regulation (10)(1)(d) of the 2006 Regulations does not apply. It is my responsibility to examine the accounts under section (44)(1)(c) of the 2005 Act and to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination is carried out in accordance with Regulation 11 of the 2006 Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter came to my attention: -

1. Which gives me reasonable cause to believe that in any material aspect, the requirements
 - To keep accounting records in accordance with Section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Regulations, and
 - To prepare accounts which accord with the accounting records and comply with Regulation 9 of the 2006 Regulations

Have not been met, or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

SIGNED:

Maura J Nicol

Maura Nicol
12 West Drive, Larbert, FK1 3EQ

Date: 10 November 2023

STATEMENT OF RECEIPTS & PAYMENTS for year ending 30th September 2023

	Note	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
		£	£	£	£
Receipts					
Donations from Individuals		16,415	-	16,415	11,192
Donations from Churches	5	2,250	-	2,250	2,902
Donations from Clients		1,975	-	1,975	260
Grants	6	500	23,750	24,250	20,000
Income from Training		600	-	600	2,949
Gift Aid		1,115	-	1,115	2,733
Counselling Services		2,201	-	2,201	1,613
Other Income		-	-	-	1,161
		25,056	23,750	48,806	42,811
Payments					
Charitable Activities	7	34,347	10,484	44,830	37,840
Governance Costs		-	-	-	-
Equipment	8	1,421	-	1,421	88
		35,767	10,484	46,251	37,928
Net Movement in Funds		(10,711)	13,266	2,555	4,884
Transfer between funds		-	-	-	-
Surplus/(Deficit) for year		(10,711)	13,266	2,555	4,884

The notes on pages 11 to 16 form an integral part of these accounts.

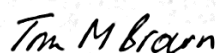
STATEMENT OF BALANCES

	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
	£	£	£	£
Funds Reconciliation				
Balance at start of year	24,196	5,548	29,745	24,861
Surplus/(Deficit) for year	(10,711)	13,266	2,555	4,884
Balance at end of year	13,485	18,814	32,299	29,745
Bank and Cash Balances				
Cash at Bank			32,299	29,745
Cash in Hand			-	-
			32,299	29,745
Other Assets				
Safe (est)			-	20
Telephone (est)			-	35
4 Laptops (est, two of them purchased during year)			900	250
Shredder (est)			-	40
Card reader (est, purchased during year)			60	-
Debtors			-	2992
Liabilities			-	-


Quiet Waters has no contingent liabilities

The Notes on pages 11 to 16 form an integral part of these accounts.

These accounts were approved by the trustees on 20 November 2023 and signed on their behalf by:



Thomas Brown
Chair



Richard Steiner
Treasurer

NOTES TO THE FINANCIAL STATEMENTS

1. Basis of Preparation

These accounts have been prepared on the receipts & payments basis in accordance with:

- a) The Charities and Trustee Investment (Scotland) Act 2005
- b) The Charities Accounts (Scotland) Regulations 2006 (as amended)

There have been no changes to the basis of preparation or to the previous year's accounts.

2. Fund Accounting

- a) Unrestricted funds are those that can be expended at the discretion of the trustees in the furtherance of the objects of the charity.
- b) Designated funds are unrestricted funds that the trustees have set aside for particular purposes. The designation is administrative only and does not restrict the trustees' ability to apply the funds.
- c) Restricted funds are those that may only be used for specific purposes. Restrictions arise when specified by the donor, or when funds are raised for specific purposes.
- d) Endowment funds (permanent) are those where the capital cannot be spent but the income arising from the funds will be either restricted or unrestricted, depending on the terms of the endowment.
- e) Endowment funds (expendable) are endowment funds where the trustees have the power to convert the capital into income but are not required to do so.
- f) The purposes of the funds are shown in Note 10.

3. Taxation

- a) The charity is not liable to income tax or capital gains tax on its charitable activities.
- b) The charity is not registered for VAT; thus, all costs are shown inclusive of VAT charged.

4. Transactions with trustees and related parties

- a) No remuneration was paid to trustees or any persons connected with them during the year (2022-2023: £Nil).
- b) No expenses were reimbursed to the trustees during the year (2022-2023: £Nil).
- c) No travelling expenses were claimed during the accounting period (2022-2023: £Nil)
- d) The charity's insurance policy includes trustee indemnity insurance cover for all of its trustees.

5. Donations from Churches

	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
	£	£	£	£
Bo'ness Baptist Church	-	100	100	-
Found Church	-	250	250	145
Olivet Evangelical	-	600	600	600
Vineyard Church	-	1,300	1,300	1,000
East Larbert Church of Scotland	-	-	-	445
St Andrews West Church	-	-	-	462
Sauchie and Fishcross United Free Church	-	-	-	250
	-	2,250	2,250	2,902

6. Grants

	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
	£	£	£	£
Baird Trust	-	5,000	5,000	-
Claremont Trust	-	1,000	1,000	-
Hope Trust	-	5,000	5,000	4,000
Magic Little Grants	-	500	500	-
Miss E C Hendry Charitable Trust	500	-	500	-
Todhill Wind Farm Community Fund	-	2,250	2,250	2,250
Anonymous Donor	-	10,000	10,000	-
Albert Hunt Trust	-	-	-	2,000
Arnold Clark	-	-	-	1,000
Brownlie Trust	-	-	-	1,000
Hugh Fraser Fund	-	-	-	2,000
James T Howat Charitable Trust	-	-	-	500
Movement for Good	-	-	-	2,250
Souter Charitable Trust	-	-	-	3,000
Tay Charitable Trust	-	-	-	2,000
	500	23,750	24,250	20,000

7. Charitable Activities

	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
	£	£	£	£
Salaries	17,013	10,484	27,497	30,308
Repairs and Maintenance	1,444	-	1,444	1,414
Fees and Subscriptions	1,453	-	1,453	1,374
Insurance	1,779	-	1,779	1,655
Administration Costs	2,694	-	2,694	1,251
Utilities	2,890	-	2,890	704
Volunteer Expenses	1,345	-	1,345	150
Consumables	624	-	624	626
Refurbishment	-	-	-	260
Contractors	5,105	-	5,105	-
Sundries	-	-	-	98
	34,347	10,484	44,830	37,840

8. Equipment

	Unrestricted Funds	Restricted Funds	Total 2022-2023	Total 2021-2022
	£	£	£	£
Laptops	1,198	-	1,198	-
Card Reader	95	-	95	-
Furnishings	128	-	128	-
Keys	-	-	-	76
Signage	-	-	-	12
	-	-	-	88

9. Movement of Funds

	As at 30/09/2022	Receipts	Payments	As at 30/09/2023
	£	£	£	£
Unrestricted Funds				
General Fund	24,196	25,056	35,767	13,485
Restricted Funds				
Forth Valley NHS Health Board	1,910	-	-	1,910
Denny and District	1,030	-	1,030	-
Winter Coat	108	-	-	108
Todhill Wind Farm Community Fund	-	2,250	2,250	-
Property Fund	2,500	6,000	-	8,500
Running Costs Fund	-	15,500	7,204	8,296
	5,548	23,750	10,484	18,814
Total Funds	29,745	48,806	46,251	32,299

10. Purpose of Funds

General Fund. An unrestricted fund that can be expended at the discretion of the trustees in furtherance of the objects of the charity.

Forth Valley NHS Health Board. A restricted fund to pay for CPD training for volunteers and staff.

Denny and District. A restricted fund towards the cost of counselling services for clients in Denny and District.

Winter Coat. A restricted fund towards the costs of winterproofing the building.

Todhill Wind Farm Community Fund. A restricted fund towards the cost of counselling services for clients in Larbert, Stenhousemuir and Torwood.

Property Fund. A restricted fund for the capital purchase and refurbishment of the charity's premises.

Running Costs Fund. A restricted fund for core costs.