



The Trustees are pleased to present their report and financial statements, together with the Independent Examiner's Report for the year ending 30th September 2024.

Charity Name	Quiet Waters
Charity Number	SC023661
Principal Address	2 Glasgow Road Camelon Falkirk, FK1 4HJ
Website Address	www.quiet-waters.org
Telephone	01324 630 643
Email	office@quiet-waters.org
Current Trustees	Tom Brown (Chair to 27 Nov 2023 when he resigned) David G Graham-Service (Chair appointed 27 Nov 2023) Richard Steiner (Treasurer) Robert Ainslie John Needham Dan Rous (to 12 May 2024 when he resigned)
Bankers	Santander Business Banking
Independent Examiner	Moirá Nicol

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, advertising, or word of mouth. 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.

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.

- The Practice Manager (title changed to Counselling Coordinator see below) who has responsibilities that include taking and managing referrals, initial assessments, supervision, support, and development of volunteers.
- The Office Administrator who 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.

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

During the year the Chair, Tom Brown, retired as did the Trustee, Dan Rous. We also saw the resignation of Laura Caldwell, Office Administrator, and the retirement of Caroline McLoughlin, the Practice Manager. The Board are very appreciative of all their contributions to the work of Quiet Waters. The position of Office Administrator was filled with the appointment of Jan Wiseman and the position of Practice Manager was filled by William Shreenan as Counselling Coordinator, a change to the job title that more accurately reflects the role.

We have 8 counsellors at present (5 of whom are fully qualified and 3 who are students). We have 4 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 Counselling Coordinator, and an Office Administrator. We also employ a cleaner and some of our volunteers act as a gardener on an ad-hoc basis.

Service provision

The majority of our services are delivered face to face at our premises. A small number of clients still receive services via Zoom, but this is not our preferred method of delivery both for the counsellor and

for the client.

We have completed 702 sessions of counselling and listening in the last year. This is broken down as follows:

Bereavement listening	234
Bereavement listening at HMP Stirling	93
Counselling	375
TOTAL SESSIONS	702

This represents an increase over 25% on the previous year.

The demand for our services remains high. We always have significant waiting lists for our services and we endeavour to "signpost" people to alternative services in case support is available earlier than we can provide. The main reason for this is the availability of volunteer trained counsellors within Quiet Waters.

Effectiveness of Quiet Waters

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 several outcome measures.
- We also use a questionnaire called 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.

These measures are 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.

Maintenance

As well as carrying out ongoing routine maintenance, we undertook major repairs to the roof, and counselling room 3 and replaced the boiler

Objectives for the coming year and beyond.

Our key objectives for the coming year are:

- Recruit 2 or 3 new Board members.
- Continue with our fundraising to obtain sufficient capital to purchase our premises while still generating enough income to meet our running costs.
- Increase the use of the premises by recruiting new volunteers, especially trained counsellors.
- Increase the reserves to maintain 1 years full running costs
- Increase the use of the premises by holding more counselling sessions, bereavement sessions and training sessions.

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 made the decision to raise funds 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. We are now moving forward with the intention to purchase the building within the next financial year

We still struggle 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 but the funds generated are very small.
- thirdly, through grant funding.

We have a policy of operating with 6 months of financial reserves, but are looking to increase this to 12 months to give more security, particularly for the paid members of staff.

Grant funding

We are very grateful for all funding received, some of which was restricted and some unrestricted. Our major grant funding this year was:

	£
The Lottery Community Fund	15,000
Souter Charitable Trust	3,000
The Hope Trust	2,500
Albert Hunt Trust	4,000
Hugh Fraser Foundation	2,000
Bank of Scotland Foundation	20,000*

*This award is spread over 2 years £10,000 each year

Approved by the Trustees on 14 November 2024, and signed on their behalf by



David Graham-Service
Chair



Richard Steiner
Treasurer

Independent Examiner's report

Report to the Trustees of Quiet Waters on the accounts for the year ending 30 September 2024, which are set out on pages 7 to 12.

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) 2005 Act and the Charities Accounts (Scotland) Regulations 2006 (as amended). The Charity Trustees consider that the audit requirement of Regulation 10(1)(d) of the Accounts Regulations does not apply. It is my responsibility to examine the accounts as required under Section 44(1)(c) of the 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 Accounts Regulations. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with these 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 in the accounts.

Independent Examiner's statement

In the course of my examination, no matter has come to my attention

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



Moira Nicol
12 West Drive, Larbert FK1 3EQ

Statement of receipts and payments

	Note	Unrestricted funds	Restricted funds	Total 2023-2024	Total 2022-2023
		£	£	£	£
Receipts					
Donations from individuals		12,242	488	12,730	19,505
Donations from churches	4	12,629	-	12,629	2,250
Legacies		8,023	-	8,023	-
Grants	5	15,000	25,000	40,000	24,250
Income from training		530	-	530	600
Counselling services		1,991	-	1,991	2,201
		<u>50,415</u>	<u>25,488</u>	<u>75,903</u>	<u>48,806</u>
Payments					
Charitable activities	6	29,510	23,073	52,583	44,830
Governance costs		-	-	-	-
Equipment		93	-	93	1,421
		<u>29,604</u>	<u>23,073</u>	<u>52,676</u>	<u>46,251</u>
Net receipts/(payments)	7	20,812	2,416	23,227	2,555
Transfers to/(from) funds		-	-	-	-
Surplus/(deficit) for year		<u>20,812</u>	<u>2,416</u>	<u>23,227</u>	<u>2,555</u>

Statement of balances

	Unrestricted funds	Restricted funds	Total 2023-2024	Total 2022-2023
	£	£	£	£
Bank balances				
Bank balance at start of year	13,485	18,814	32,299	29,745
Surplus/(deficit)	20,812	2,416	23,227	2,555
Bank balance at end of year	34,297	21,230	55,527	32,299
Other assets				
Laptops	450	-	450	900
Card reader	-	-	-	60
	450	-	450	960

Quiet Waters had no liabilities and no contingent liabilities at the end of 2023-2024 or 2022-2023.

Approved by the Trustees on 14 November 2024, and signed on their behalf by



David Graham-Service
Chair



Richard Steiner
Treasurer

Notes to the accounts

1. Basis of preparation

These accounts have been prepared on the receipts and payments basis in accordance with the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 (as amended).

2. Transactions with Trustees and connected persons

During the period no remuneration was paid to any Trustees or connected persons.

During the period no expenses were reimbursed to any Trustees.

During the period there were no transactions with any Trustees or connected persons.

The Charity has trustee indemnity insurance cover for all its Trustees.

3. Funds

The Charity has both unrestricted and restricted funds; the unrestricted funds consist of the General Fund and certain designated funds.

The unrestricted funds may be used at the discretion of the Trustees in the furtherance of the objects of the Charity; the designated funds are intended by the Trustees for particular purposes, but the Trustees are not bound by these intentions.

The restricted funds may be used only for particular purposes, because they are raised for these purposes or because of stipulations by the donors.

In detail, the funds are as follows.

Unrestricted funds

General Fund	A fund not designated for any particular purpose
Unrestricted Property Fund	A designated fund intended for the purchase of the premises in which the Charity operates

Restricted funds

Forth Valley NHS Health Board Fund	A fund with purposes including the purchase of equipment directly related to the work of improving mental wellbeing
Winter Coat Fund	A fund for the purpose of winterproofing the Charity's premises
Restricted Property Fund	A fund for the purchase of the premises in which the Charity operates
Running Costs Fund	A fund to be used for running costs
National Lottery Grant Fund	A fund consisting of a grant from the National Lottery Community Fund, to be used as a contribution to certain running costs

4. Donations from churches

	£
Cornton Baptist Church	600
Falkirk Vineyard Trust	1,000
Found Church	155
Miller Hall Church	300
Olivet Evangelical Church	650
St Andrew's West Church	365
St Michael's Parish Church, Linlithgow	9,559
	<u>12,629</u>

5. Grants

	£
Albert Hunt Trust	4,000
Bank of Scotland Foundation	10,000*
Darroch Charitable Trust	1,000
Ferguson Bequest Fund	2,000
Hope Trust	2,500
Hugh Fraser Foundation	2,000
Marsh Charitable Trust	500
National Lottery Community Fund	15,000
Souter Charitable Trust	3,000
	<u>40,000</u>

*The total award from the Bank of Scotland Foundation is £20,000, with £10,000 to be paid in the next financial year.

6. Charitable activities

	Unrestricted funds	Restricted funds	Total 2023-2024	Total 2022-2023
	£	£	£	£
Salaries	11,263	19,808	31,071	27,497
Repairs and maintenance	8,041	123	8,164	1,444
Fees and subscriptions	288	-	288	1,453
Insurance	1,945	-	1,945	1,779
Administration costs	2,339	222	2,561	2,694
Utilities	3,548	294	3,843	2,890
Volunteer expenses	1,252	477	1,729	1,345
Consumables	248	130	378	624
Refurbishment	524	2,018	2,542	-
Contractors	-	-	-	5,105
Sundries	62	-	62	-
	29,510	23,073	52,583	44,830

7. Movement of funds

	Balance at 30/09/2023	Receipts	Transfers	Payments	Balance at 30/09/2024
	£	£	£	£	£
Unrestricted funds					
General Fund	13,485	50,415	(13,000)	29,604	21,297
Unrestricted Property Fund	-	-	13,000	-	13,000
	13,485	50,415	-	29,604	34,297
Restricted funds					
Forth Valley NHS Health Board Fund	1,910	-	-	1,910	-
Winter Coat Fund	108	-	-	108	-
Restricted Property Fund	8,500	488	-	-	8,988
Running Costs Fund	8,296	10,000	-	18,296	-
National Lottery Grant Fund	-	15,000	-	2,758	12,242
	18,814	25,488	-	23,073	21,230
Total all funds	32,299	75,903	-	52,676	55,527