

CIC 34

Community Interest Company Report

For official use
(Please leave blank)

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*Please
complete in
typescript, or
in bold black
capitals.*

Company Name in
full

Horsham and Crawley Counselling Group CIC

Company Number

9442331

Year Ending

28th February 2026

(The date format is required in full)

Please ensure the company name is consistent with the company name entered on the accounts.

This template illustrates what the Regulator of Community Interest Companies considers to be best practice for completing a simplified community interest company report. All such reports must be delivered in accordance with section 34 of the Companies (Audit, Investigations and Community Enterprise) Act 2004 and contain the information required by Part 7 of the Community Interest Company Regulations 2005. For further guidance see chapter 8 of the Regulator's guidance notes and the alternate example provided for a more complex company with more detailed notes.

(N.B. A Filing Fee of £15 is payable on this document. Please enclose a cheque or postal order payable to Companies House)

PART 1 - GENERAL DESCRIPTION OF THE COMPANY'S ACTIVITIES AND IMPACT

In the space provided below, please insert a general account of the company's activities in the financial year to which the report relates, including a description of how they have benefited the community.

During the reporting year, the company continued to deliver an accessible, ethical, and community-focused counselling service in line with our long-standing strategy. Our core purpose remains unchanged: to provide high-quality therapeutic support to adults, children and young people across in Crawley, Horsham and the surrounding areas. We have maintained our commitment to affordability while ensuring the organisation remains financially sustainable. As part of this, fee increases were introduced following careful consultation with the wider team, balancing rising operational costs with our mission to keep counselling accessible. There is more work to do here in terms of building the knowledge and understanding of the company finances with the wider team.

Alongside our core clinical work, we have strengthened our business support offer to local organisations, increasing visibility and engagement through targeted marketing. This remains an important part of our work to diversify income into the organisation to help us stay on mission.

The year also saw significant organisational development. We undertook recruitment and appointment of a new Lead Director, appointed a Director of Information Governance and Compliance, and introduced an Office Supervisor role to support operational resilience. Succession planning for the Clinical Director role has also been a key focus, ensuring continuity of leadership and safeguarding clinical quality for the future. The company is now being supported by four directors.

Our PACT team experienced notable change, with staffing transitions affecting capacity. Work is underway to rebuild the team, though recruitment in this specialist area continues to take time. Despite these challenges, the service has remained committed to supporting children and young people through structured therapeutic interventions.

The organisation faced several external pressures, including higher operational costs and the anticipated impact of increases to National Insurance and the minimum wage. These factors, combined with planned fire safety works, contributed to a financial loss of around £6,000 for the year and placed pressure on our reserves. Nonetheless, prudent financial management and forward planning have ensured the organisation remains stable.

We continue to benefit from a dedicated and skilled counselling workforce. Across the year, 34 counsellors worked with us who collectively contributed an average of three hours of voluntary time (including supervision) each week. This equates to approximately **5,100 hours of volunteering annually**, representing a substantial contribution to community wellbeing and enabling us to offer services at a lower cost than would otherwise be possible.

Benefit to the Community

Our services delivered meaningful impact across the region. During the year, we provided:

- **2,379 adult counselling sessions**
- **284 Employee Assistance Programme (EAP) sessions**
- **525 PACT sessions (children and young people)**
- **130 clinical assessments into the service**

These figures demonstrate the breadth of support offered to individuals, families, and workplaces, and reflect our ongoing commitment to improving mental health outcomes within

the community. Despite financial and operational challenges, the organisation has continued to provide safe, effective, and compassionate care to those who need it most.

(If applicable, please just state "A social audit report covering these points is attached").

(Please continue on separate continuation sheet if necessary.)

PART 2 – CONSULTATION WITH STAKEHOLDERS – Please indicate who the company's stakeholders are; how the stakeholders have been consulted and what action, if any, has the company taken in response to feedback from its consultations? If there has been no consultation, this should be made clear.

Our stakeholders consist of

- Our clients, their families or carers
- Our counselling team, employees, our supervisors, consultative supervisor and business consultant
- Our professional bodies, research universities and training providers
- Our referrers such as the NHS, GP practices and other third sector organisations
- Our contract holders for employee support and the local business community
- Our relationship with our donors and other interested parties such as economic and community service providers within our local councils

Our clients

We receive regular service delivery feedback from our clients when their counselling has ended. During the year we review this feedback, which is also shared with the counsellor and look at how we might improve our service delivery. Direct feedback, from clients, tell us we continue to provide valuable support to our local communities and we are pleased that we have begun to be able to shorten our wait times with additional counsellors being incorporated into our team, so that clients expressed need to be seen promptly are being met more effectively. We also reviewed and updated our website to ensure information for stakeholders was up to date and easy to access.

Our donors

We continue to receive a number of small donations from individual clients, donors and other organisations and we have ensured they have been thanked and kept up to date with our activities. We have established a Friends of Crawley and Horsham Counselling Group. This is still developing and will enable us to stay connected to those we have supported, those who have volunteered with you previously and will strengthen our connection to the wider community. Friends stay in touch with the work of HCCG through a regular newsletter. This work was accelerated this year by us holding an Open Day in our local community, which saw neighbours visit us to learn more about the service and what we do.

Contract holders

We have contact with and meet with our contract holders on a regular basis, to look at referral numbers and the mental health issues that employees are dealing with. This includes two businesses, two local authorities and our local hospice. We also share and discuss client evaluations of our counselling and reflective practice. New connections have been and are continuing to be made with local businesses with a view to expanding this area of work.

Other organisations

We continue to support other organisations by offering counselling space to other organisations like Relationship Sussex and private therapists with room hire. We attended a community event at a Horsham Football Club home game, promoting the work of the company and we are building a relationship with the local Rotary Club of Horsham. They have supported a client to access counselling through us via a small grant and we see opportunities to extend our community work by supporting their events, such as the summer festival in Horsham.

Our team, our professional body and training/research institutions

We meet with our team on a bi monthly basis, including a Team Away Day once a year and they are actively involved in our Strategic Planning – we update our team on plans at our bi-monthly team meetings and weekly with a Team Update email. We meet regularly with our Clinical Supervisors, Consultative Supervisor and our Business Consultant. We meet regularly with our Admin team, Clinical Manager, Business Development Manager, PACT Lead and HR Assistant. We liaise regularly with training organisations seeking placements for their students.

Developing our relationship with stakeholders

Stakeholder engagement continues to move from strength to strength. The Business Development Manager is currently working with the team to develop a strategy for this work and to ensure that activity is targeted in the right way moving forward. This work will see activity focus on our community work, building our work with local businesses and heightening our visibility through social media.

(If applicable, please just state “A social audit report covering these points is attached”).

PART 3 – DIRECTORS’ REMUNERATION – if you have provided full details in your accounts you need not reproduce it here. Please clearly identify the information within the accounts and confirm that, “There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office, which require to be disclosed” (See example with full notes). If no remuneration was received you must state that “no remuneration was received” below.

We can confirm Directors Remuneration for the four Directors for the year (as detailed in our Full Accounts) was £30,153.

There were no other transactions or arrangements in connection with the remuneration of directors, or compensation for director’s loss of office which require to be disclosed.

PART 4 – TRANSFERS OF ASSETS OTHER THAN FOR FULL CONSIDERATION – Please insert full details of any transfers of assets other than for full consideration e.g. Donations to outside bodies. If this does not apply you must state that “no transfer of assets other than for full consideration has been made” below.

No transfer of assets has been made.

(Please continue on separate continuation sheet if necessary.)

PART 5 – SIGNATORY (Please note this must be a live signature)

(DD/MM/YY)

The original report must be signed by a director or secretary of the company

Signed

Date

Please note that it is a legal requirement for the date format to be provided in full throughout the CIC34 report.

Applications will be rejected if this information is incorrect.

Office held (delete as appropriate) Director/Secretary

You do not have to give any contact information in the box opposite but if you do, it will help the Registrar of Companies to contact you if there is a query on the form. The contact information that you give will be visible to searchers of the public record.

Nora Davies, Lead Director, HCCG CIC

Tel 01403 217900

DX Number

DX Exchange

When you have completed and signed the form, please attach it to the accounts and send both forms by post to the Registrar of Companies at:

For companies registered in England and Wales: Companies House, Crown Way, Cardiff, CF14 3UZ
DX 33050 Cardiff

For companies registered in Scotland: Companies House, 4th Floor, Edinburgh Quay 2, 139
Fountainbridge, Edinburgh, EH3 9FF DX 235 Edinburgh or LP – 4 Edinburgh 2

For companies registered in Northern Ireland: Companies House, 2nd Floor, The Linenhall, 32-38
Linenhall Street, Belfast, BT2 8BG

(N.B. Please enclose a cheque for £15 payable to Companies House)