

ANNUAL REPORT 2016





THANK YOU....

OUR WORK WOULD NOT BE POSSIBLE WITHOUT
THE GENEROUS SUPPORT WE RECEIVE FROM:

- POBAL
- DRUGS TASK FORCE
- TÚSLA (CHILD AND FAMILY AGENCY)
- COMMISSION FOR THE SUPPORT OF VICTIMS OF CRIME
- HSE

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COMPANY INFORMATION

Directors Sr. Christina Goodman
Rev. Ann Cannon
Jean Cox-Kearns
Jacqueline Horgan
Peter Lawless

Secretary Jacqueline Horgan

Auditors Colligan O'Cearbhaill & Co.
Chartered Accountants
Brí Chualann Court
Adelaide Road
Bray

Bankers Bank of Ireland
Bray
Co. Wicklow

Solicitors Maguire McNeice & Co.
Bray House
2 Main Street, Bray

Registered Office Madeley
Eglinton Road
Bray, Co. Wicklow

Company Registered Number 357112

Registered Charity Number (CRA No.) 20052348

Charity Number 15284

Vision, Mission and Values

Vision

Living Life Counselling's vision is of a future where everybody lives their lives fully as included members of the community.

Mission Statement

Through a supported team of volunteer counsellors, Living Life Counselling provides affordable broad-ranging counselling services to the unemployed and disadvantaged in our local communities.

Values

People Centred

Our services are focused on and driven by the needs of our clients; we strive to be empathetic and to offer a friendly and welcoming environment.

Inclusive

We do not discriminate against anyone; we treat everyone equally and value the input of everybody working for Living Life Counselling.

Respectful

Living Life Counselling is a non-judgemental service where all clients, volunteers and staff are treated with respect and dignity.

Quality

We offer a professional, honest and transparent service with integrity based on agreed standards.

Chairperson's Report



This year we celebrated 20 years of Living Life Counselling. At such a significant milestone and anniversary I like to pause to reflect on the last twenty years of my time with this organisation. As I do so, the predominant feeling I have is of gratitude. I'm grateful for the chance meeting with Heather Browne in 1996 who shared with me a desire to do something to make a difference in the lives of those who were unemployed, marginalised and struggling to survive. Most people want and need to be heard and understood. In the face of adversity of any kind it is possible for them to reach their full potential and rediscover their hidden resources. Heather and I believed that the key to unlocking this potential was counselling and psychotherapy.

The desire at the heart of Living Life in 1996 was to provide a professional counselling service to those who, due to financial difficulties, could not otherwise access such support. In September 1996 Heather and I met 4 clients a week and we scheduled approximately 20 hours of counselling every month.

Today twenty years later we have 85 voluntary counsellors and 200 clients come to Living Life each week. Almost 1000 hours of counselling are scheduled every month. But these are more than just figures. Each of these hours of counselling represents a person who may have experienced abuse or addiction of some kind, a person who may have been bereaved or emotionally or psychologically broken, trapped in poverty, unemployment or homelessness, a person who may be depressed or despairing, a person who may feel suicidal and who has lost the will to live.

As I reflect on the past twenty years I feel immense gratitude to all who have helped to realise this original vision. I feel proud to have worked alongside such exceptional people. I want to celebrate their dedication and to acknowledge their commitment and I applaud and admire their generosity in playing a vital part in the incredible achievement of Living Life.

Some have been members of our Board of Directors. Some have supported Living Life by offering their professional expertise in legal matters, financial matters, and medical matters. Some have given of their time to fundraise or have given us funding over the years. Some have worked as management, administrative, ancillary and office staff. Many have formed the backbone of the service as voluntary counsellors.

As counsellors we are taught that success for us is when our client leaves the service and no longer needs us. Using such an analogy perhaps it would be nice to think that one day this service will no longer be necessary. However as we look at the data in this year's annual report it is clear that the service of Living Life continues to provide an essential service to the people of South Dublin and Wicklow. I venture to say that the need is perhaps even greater today than it was in 1996. The future of Living Life lies in the hands of all of you who have and continue to volunteer your professionalism, your time, your financial aid to support those living in difficult and challenging times.

*To be fully human is to "have a care for others"... for the past twenty years we have cared...
And, for as long as there is need, we at Living Life will continue to care...*

Chris Goodman IBVM

Chief Executive Officer's Report

It was a source of particular pleasure and pride for me to be involved in our twentieth birthday celebration last year and to honour the initiative taken by Chris Goodman and Heather Brown in 1996. The organisation that they founded has given many thousands of people the tools required to grapple effectively with life challenges that can appear overwhelming. It is not an exaggeration to say that Wicklow and South Dublin are better places as a result of their vision.

The high regard in which Living Life Counselling is held was brought home to me as I made the arrangements for our birthday celebration. The Minister for Health, Simon Harris, accepted the invitation to address our gathering without hesitation and made space for us in his very busy schedule. In his speech on the night he singled out for special praise the "incredible" work carried out by our volunteer counsellors and reiterated the government's commitment to enhancing community-based care and tackling the stigma associated with mental illness. He concluded by thanking all present, "for your dedication and contribution to this country's mental health and to wish Living Life a happy 20th birthday – and hopefully many happy returns."

Dr Tony Bates, our other keynote speaker, was also enthusiastic in his support of our event and his thought-provoking remarks sent the capacity crowd away with plenty of food for thought.

But what really emphasised the esteem in which our work is held was the atmosphere of joy and common purpose on the night. The function room at the Esplanade Hotel was full of people in celebratory mood. Old friendships were rekindled and new ones were made. There was a genuine sense of satisfaction at the many achievements to date and a shared delight at having been part of them. Many of those present commented on the vibrancy of the occasion, the air of positivity, the 'buzz', the desire to carry the work forward to the next significant milestone. The extensive newspaper coverage of the event captured this sense of delight and optimism.

Even those who had been contracted to provide services on the evening were moved by the importance of what we do and the need to carry on doing it. Alan Rowlette, the professional photographer who was engaged, refused to accept payment after listening to the speeches on the evening and learning about the service we provide. He donated many memorable photographs which we will display around our offices and keep as an archive of a special night. Fergus O'Grady, Managing Director of the Esplanade Hotel, provided the venue, food and refreshments free of charge. Other supporters installed the audio-visual equipment, assisted in advance and on the night, and again – even when pressed – insisted that they would not accept payment. Our speakers gave of their time willingly and voluntarily. I think that these gestures of quiet support speak volumes about how Living Life Counselling is seen by the communities it serves.

It has always been a pleasure for me to be associated with Living Life Counselling, but never more so that during this important anniversary year. While the funding environment remains challenging and the demand for our services shows no sign of abating, I believe it is fair to say that our first twenty years have been an unqualified success and that we can look forward to the next twenty with confidence and optimism. This is an enviable situation for any charity to find itself in and it has come about because of the foresight of Chris and Heather, the strategic planning of the Board of Directors, the dedication of the staff, and – echoing the minister's words – the "incredible" commitment of our volunteers. All of this is underpinned by a high level of community recognition and support. Living Life Counselling seems to bring out the best in everyone and long may this continue!

Kirsty J Kirkwood MA, MSc, Chartered FCIPD, MIACP
Chief Executive Officer





Celebrating 20 years in Living Life Counselling

Board of Directors with the CEO of Living Life Counselling
at the Esplanade on Friday 23rd September 2016



Left to Right: Peter Lawless, Jean Cox-Kearns, Kirsty Kirkwood, Chris Goodman, Jacqui Horgan, Ann Cannon

Our Guest Speakers



Tony Bates and Minister Simon Harris



Volunteers and guests enjoying some opening remarks from Chris Goodman



"It is vital that we continue our efforts to remove the stigma that still lingers around mental health problems and make people aware of the importance of looking after their mental health in the same way as their physical health." Minister Simon Harris



"You provide members of our community who are unemployed or on low incomes with the assurance that they can depend on your service through tough times when they need counselling and support." Minister Simon Harris

Media Coverage of our Event



Bray People 12/10/16

BRAY PEOPLE | Wednesday, October 5, 2016

PICTURES 33

LIVING LIFE COUNSELLING CENTRE 20TH ANNIVERSARY




High quality and affordable counselling services are available at our centres in Bray and Arklow.

Hazel Brady, Toni McCague and Anthony Keatinge.

Two decades of counselling in the community

Living Life Counselling celebrated its 20th anniversary with a gathering at the Esplanade Hotel in Bray.

The organisation has offices in Bray and Arklow, providing professional and affordable counselling services for people who are unemployed, in receipt of social welfare, or on a low income.

With the help of volunteer counsellors, Living Life works with 240 clients across the two centres.

Minister for Health Simon Harris was at the celebration and praised the group for its work over the years.

'Since opening its doors, Living Life Counselling has helped countless people through the Bray and Arklow centres,' said Minister Harris, speaking at the event. 'At the moment 85 volunteer counsellors are working in our community and I must commend them on their excellent work.'

'It is inspiring to be in a room with so many people who have given freely of their time and expertise to assist people at difficult times in their life,' he said. 'This organisation is a true testament to volunteerism and community spirit.'

Minister Harris congratulated everyone who has played a part in such great work. 'Mental health and wellbeing is an extremely important part of my work. I am delighted that we have such excellent resources here in Wicklow with centres in Bray and Arklow. I will continue to work to strive for improved supports for our community.'

Staff and volunteers attended the event, alongside members of the board, founder Stewart Morris, Bray Lions Club members, CEO Kirsty Kirkwood, and HSE representatives.



Staff members and volunteers Clara Appelbe, Frances Muckian, Catherine Tierney, Clara Hennessy and Lara Gallagher.



Shirley Morris, founder Stewart Morris, Chris Goodman and Adam Byrne from the HSE.



Dermot Brennan, Jerry Teehan, President of Bray Lions Club, and Ruth Brennan.



Living Life Counselling brings living to life

High quality counselling on low cost centres in Bray and Arklow. Tel: 01-809-1111 www.livlife.ie

Bray People 5/10/16

20 years of Living Life Counselling

Minister for Health Simon Harris participated in celebrating 20 years of Living Life Counselling in Bray on Friday 23rd September.

Speaking at the event the Minister said "I am delighted to be here this evening to celebrate the fantastic work of everyone involved in Living Life Counselling. Since opening their doors Living Life Counselling have helped countless people through their Bray and Arklow centres. At the moment 85 volunteer counsellors are working in our community and I must commend them on their excellent work."

Speaking on the importance of the centre the Minister said "It is inspiring to be in a room with so many people who have given freely of their time and expertise to assist people at difficult times in their life. This organisation is a true testament to volunteerism and community spirit. I wish to offer my congratulations to all who have played a part in this great work."

"Mental health and wellbeing is an extremely important part of my work. I am delighted that we have such excellent resources here in Wicklow with centres in Bray and Arklow. I will continue to work to strive for improved supports for our community."



High quality counselling on low cost centres in Bray and Arklow. Tel: 01-809-1111 www.livlife.ie

Pictured are Tony Bates, CEO of Jigsaw, and Kirsty Kirkwood, CEO of Living Life Counselling, with Minister for Health Simon Harris at Living Life Counselling's 20th anniversary celebrations in the Esplanade in Bray.



Stewart Morris, Founder member, was with his wife Shirley at Living Life Counselling's 20th anniversary celebrations in the Esplanade.



Pictured are Jean Cox Kearns (Board Director), Chris Goodman (Chairperson), Peter Lawless (Board Director) and Jacqui Horgan (Board Director).

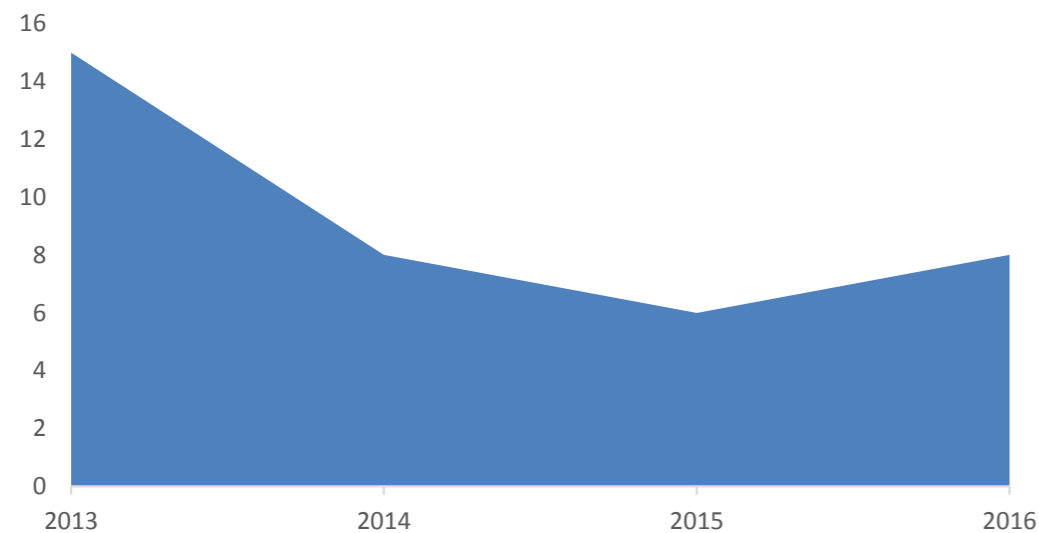


Wicklow Times 4/10/16

Long Service Awards

Long service awards were introduced in 2013 as a way for Living Life Counselling to say thank you to the men and women without whose contribution our work would not be possible and whose efforts go a long way towards maintaining the fabric of our society. In total 37 awards have been issued from 2013 and eight participants were acknowledged in 2016 at our summer barbeque. There are currently nine individuals who have been part of Living Life Counselling for more than 10 years currently working in the charity today.

Individuals receiving a long service award

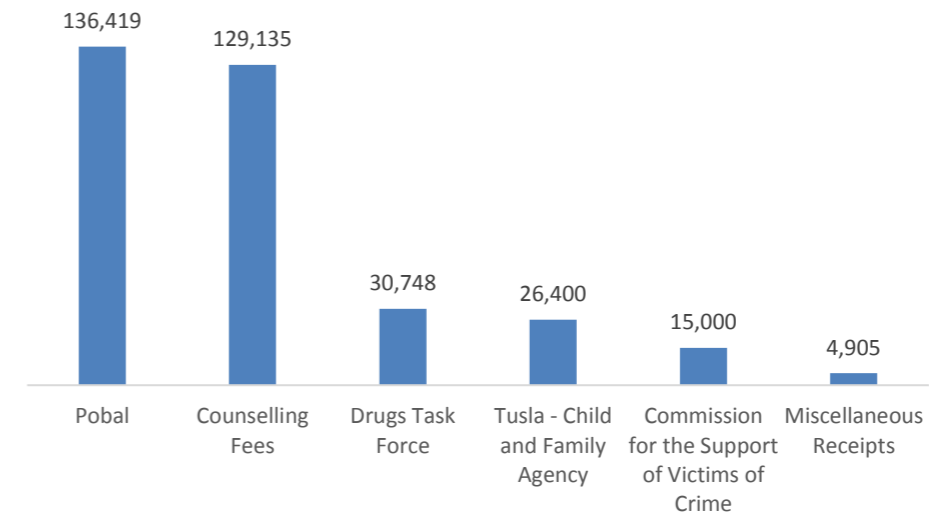


Recipients

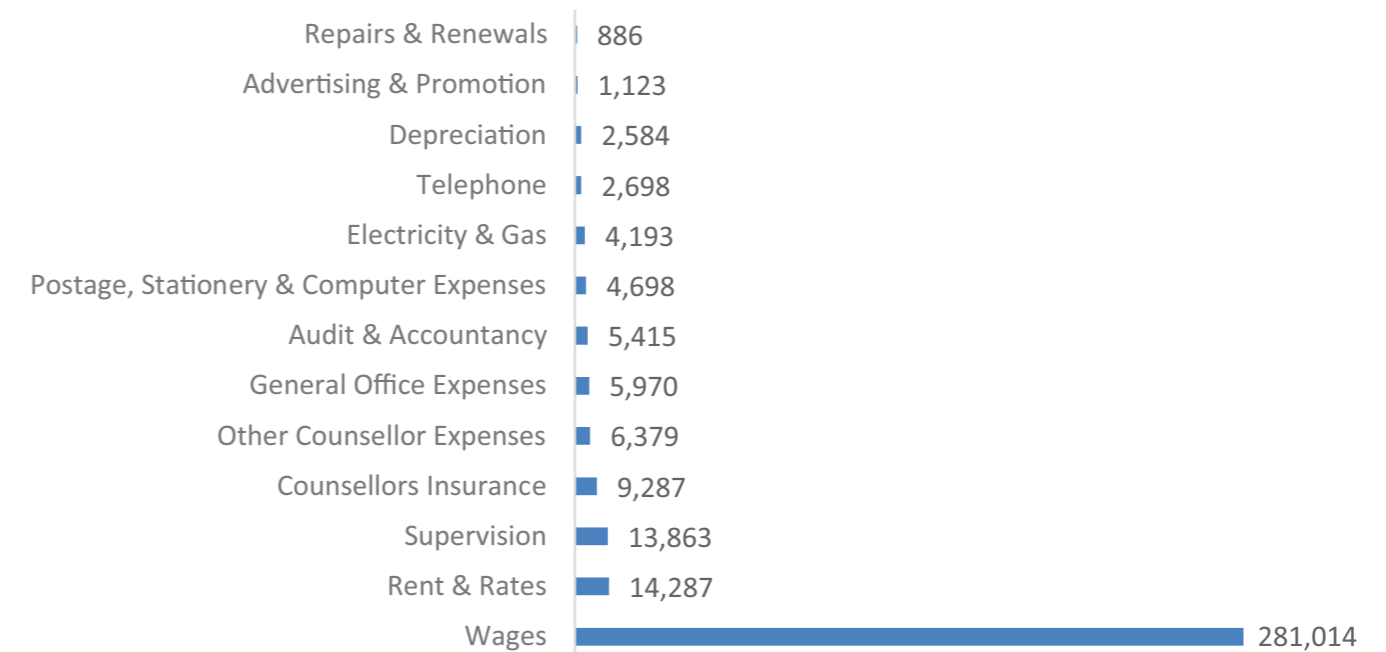
Catherine Tierney	10 years service
Kirsty Kirkwood	10 years service
Sheelagh MacNamara	5 years service
Patricia Therkelsen	5 years service
Fiona Smith	5 years service
Amanda Clooney	5 years service
Jacinta Fox	5 years service
Peter Lawless	5 years service

How Our Service Is Funded

In 2016, total income received was €342,607 broken down as shown in the following chart.



Our expenditure in 2016 was €352,397. The relevant section from the audited accounts is summarised in the graph below.

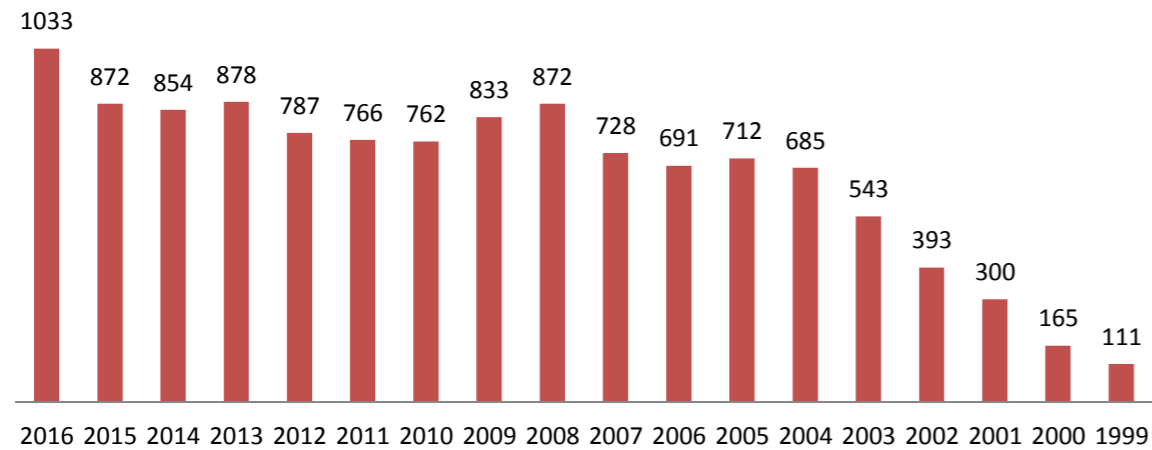


STATISTICS



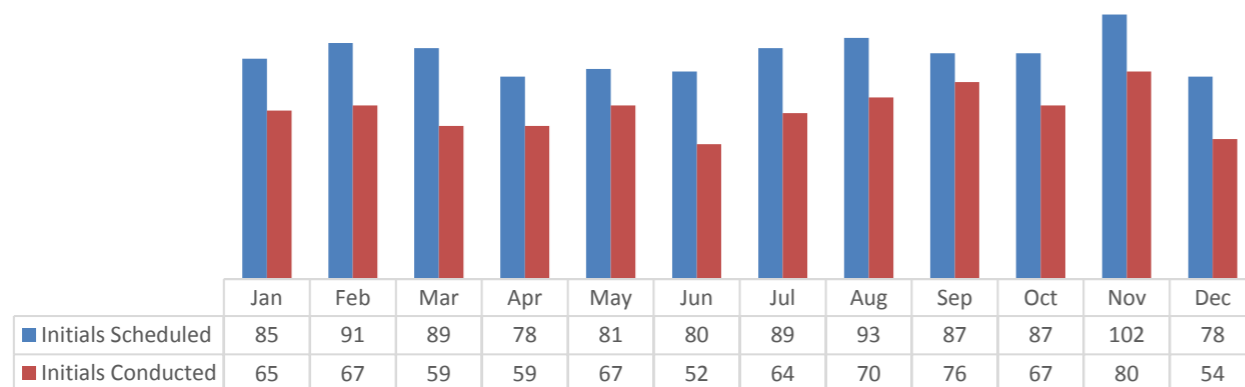
Clients Attending

In 2016, the Centre received 1,033 new enquiries. Each week, on average 20 new clients make contact with us. Our busiest months were January, February, October and November where the numbers peaked to an average of 25 new clients making contact each week.



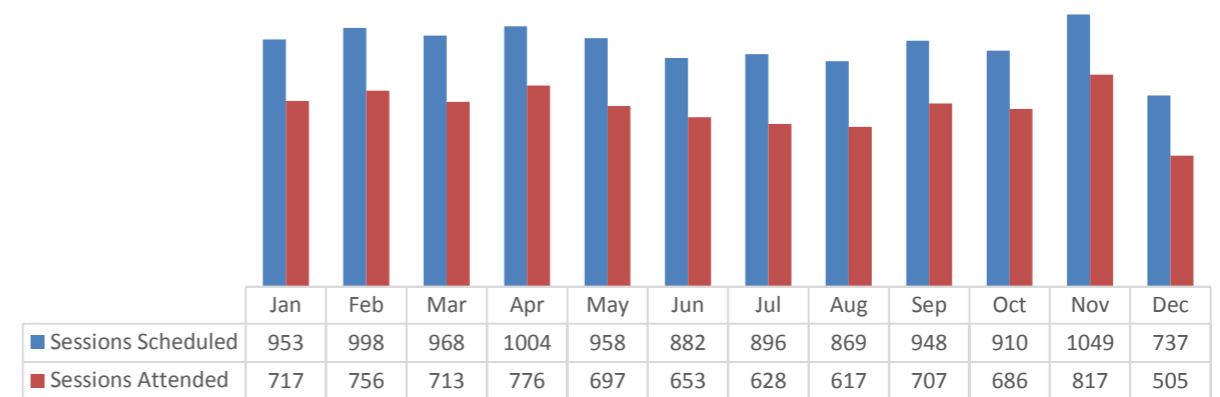
The first step for any potential client is to contact us (client enquiries detailed above). After this, an initial appointment with a staff counsellor is arranged. This appointment usually lasts 50 minutes. The staff counsellor will discuss the issues that a client wishes to address in counselling and will explain how the process works. Following the initial appointment the client is placed on a waiting list while the staff counsellor seeks an available vacancy from an appropriate counsellor at a time convenient for the client. Once a matching counsellor becomes available, the client is contacted and offered an appointment. In 2016 we offered 1,040 initial appointments with 780 clients attending.

Initial Appointments
Initials Attended: **780** Initials Scheduled: **1,040**



During 2016, an average of 233 counselling sessions was scheduled each week with 172 clients attending their scheduled appointment. A total of 8,272 counselling sessions took place, the great majority of them in Bray.

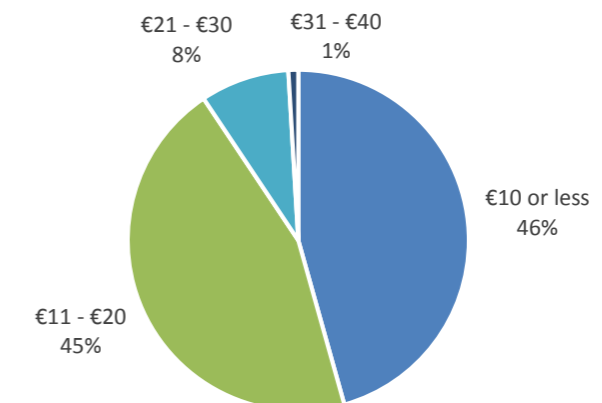
Client Sessions
Sessions Attended: **8,272** Sessions Scheduled: **11,172**



Client Donations Received

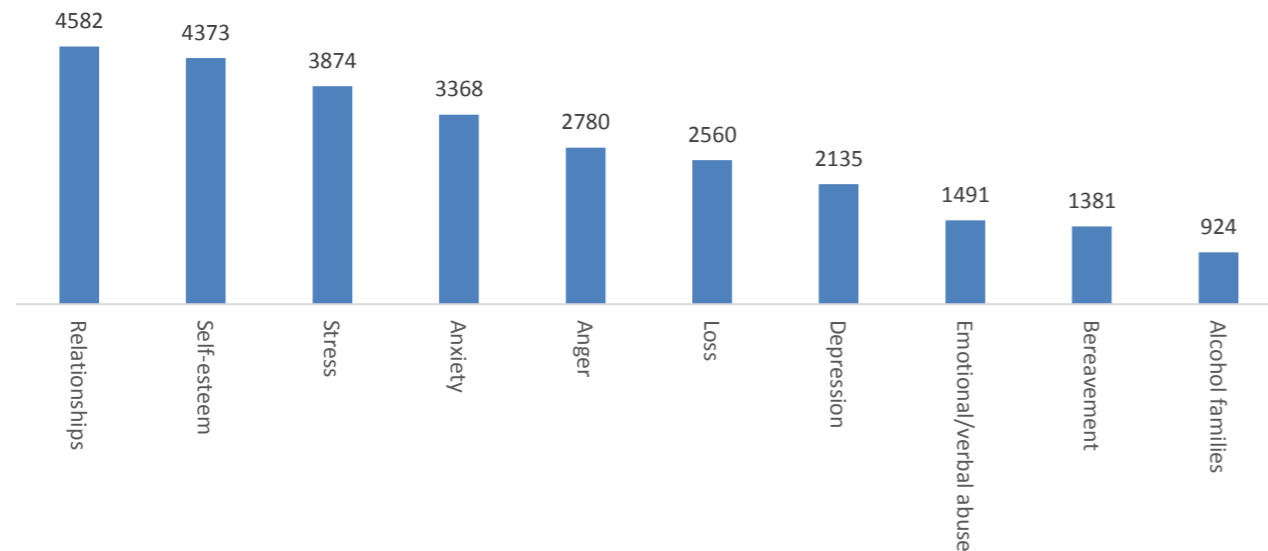
A substantial portion of the Centre's income derives from client donations, which amounted to €129,135 in 2016. As the chart below shows, the majority of our clients (91%) make a donation of €20 or less. The average donation in December 2016 was €15.16. The amount is based on what the client can afford to pay and is agreed at the first counselling session.

Agreed Donation



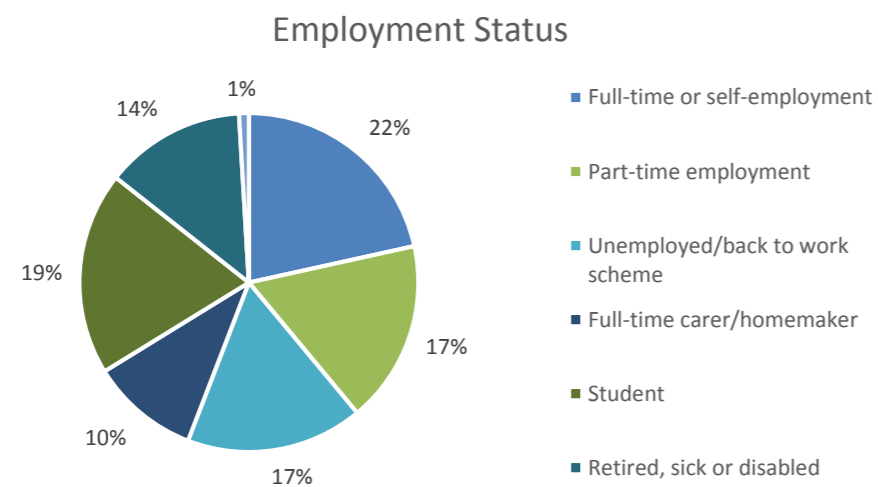
Issues Arising

Throughout the counselling process a variety of issues may emerge. The following chart illustrates the top ten issues that clients identified. An interesting development this year is the dominance of relationship issues. The top three had remained unchanged over the previous three years, namely self-esteem, stress and anger.

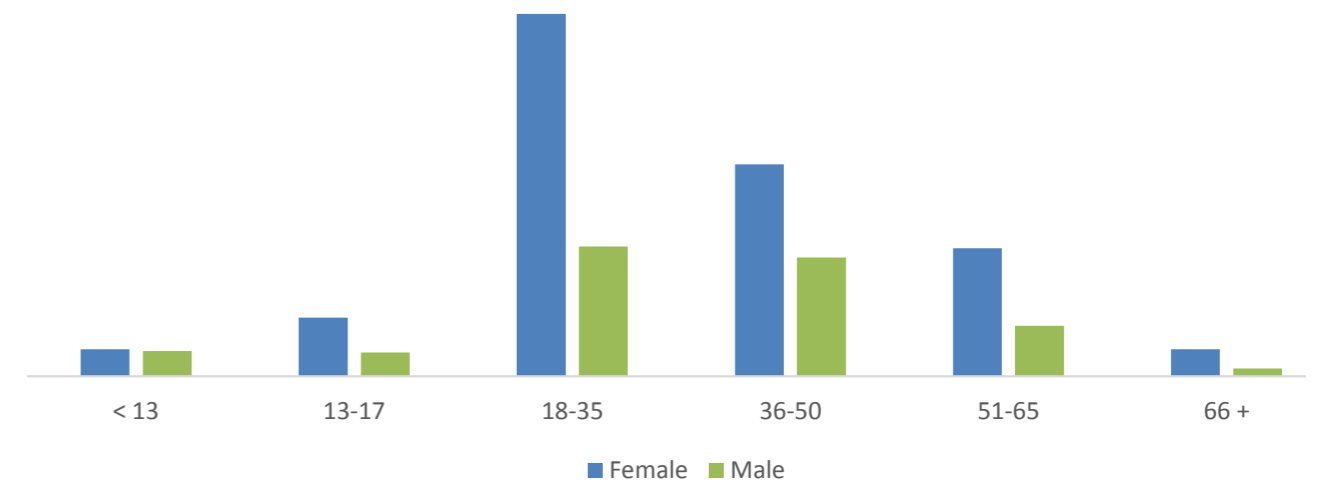


Client Profile

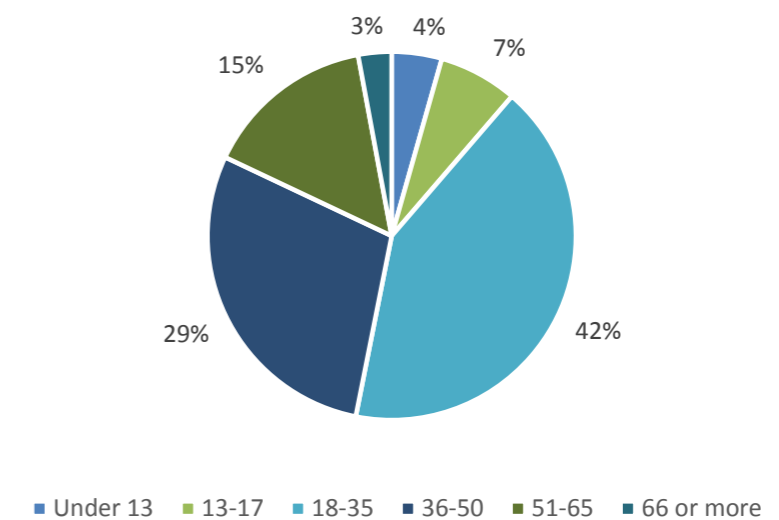
The following charts provide a profile of our clients according to the key demographic and social variables of employment status, age and gender.



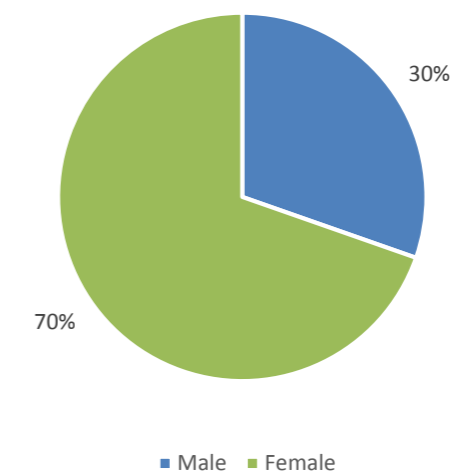
Age & Gender



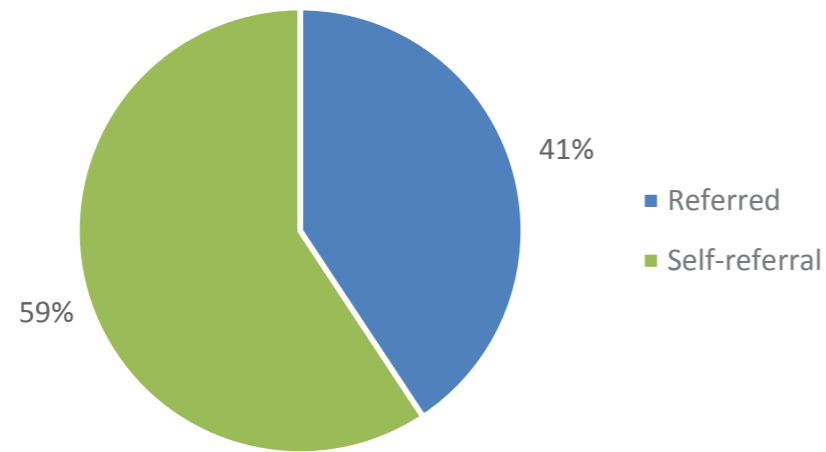
Age Group



Gender

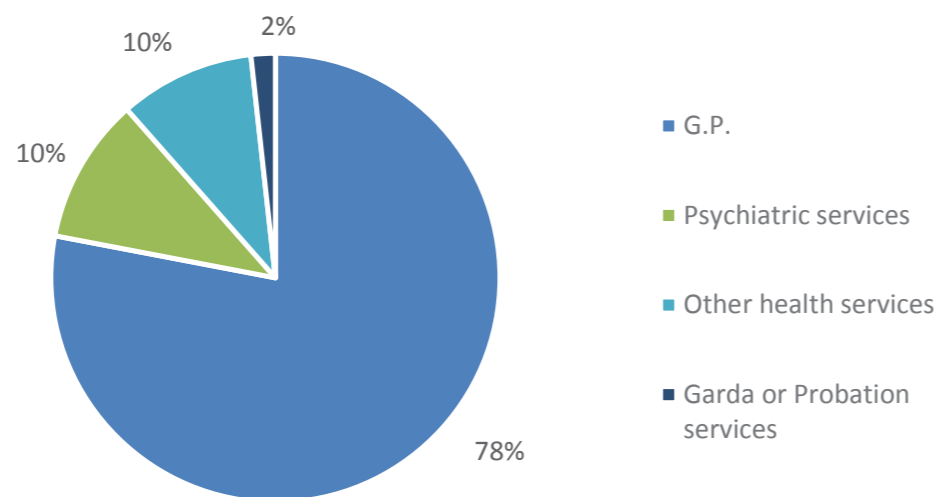


Sources of Referral

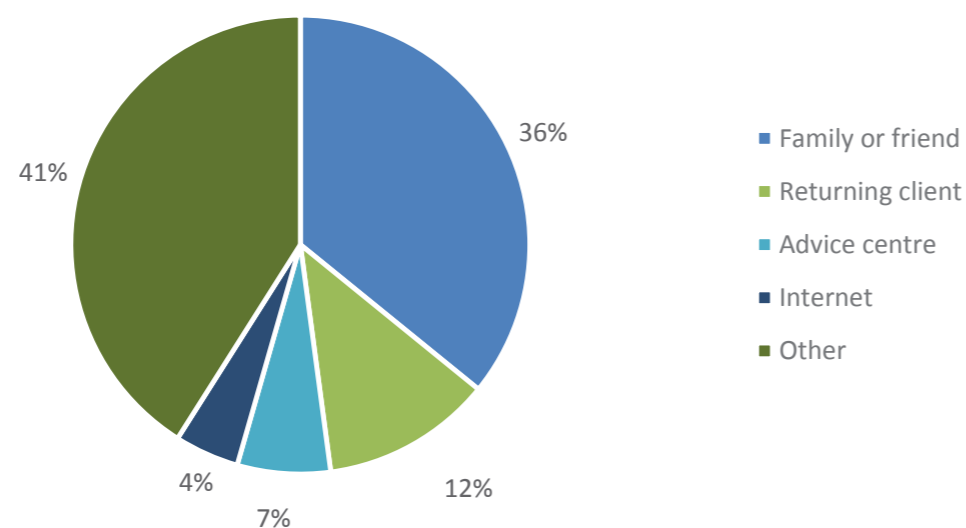


Nearly 60 per cent of our clients self-refer with the remainder being referred by a variety of agencies, the most significant of which is the local general practitioner.

Referred by

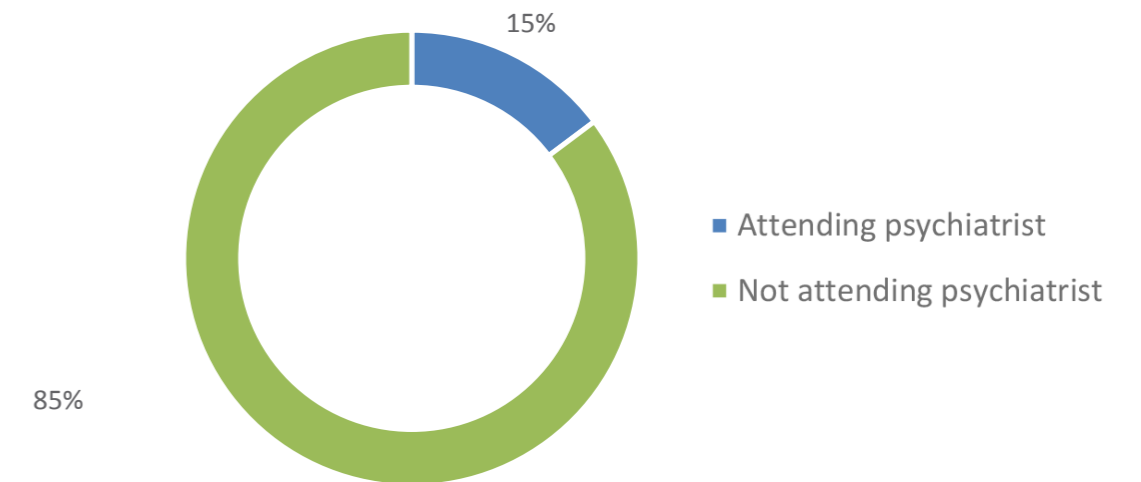


Self Referral

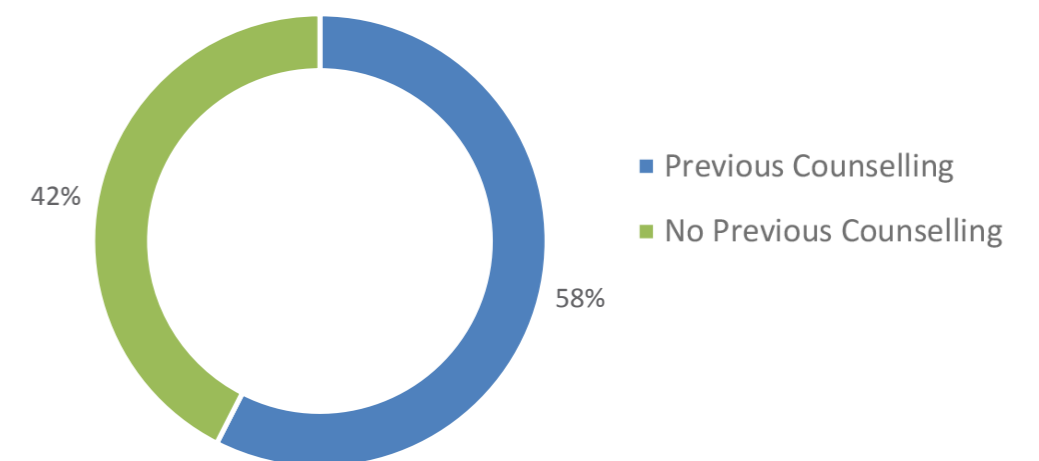


Clients Attending the Medical Profession

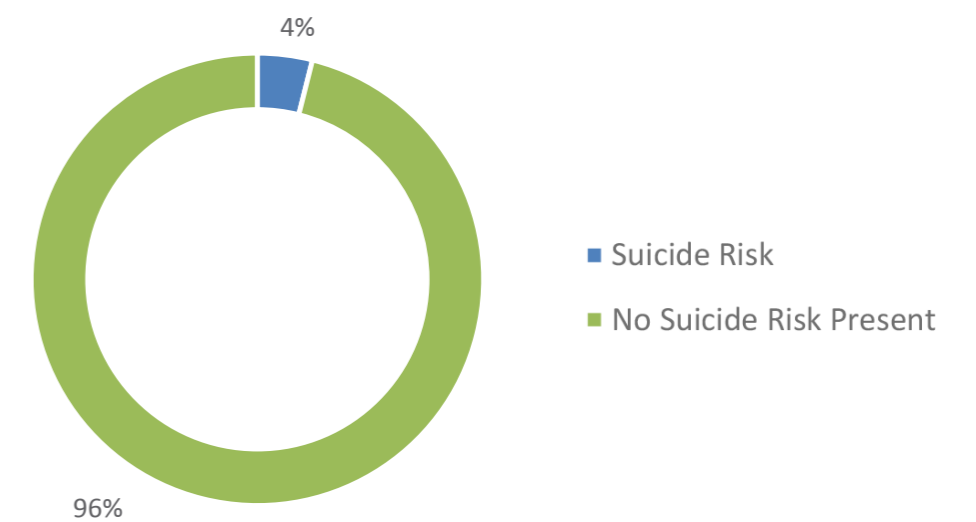
Involvement of a Psychiatrist



Previous Counselling



Suicide Risk



What Our Clients Say About Us

During 2016, we asked our clients for written feedback about their experience of the service, whether they would recommend it to others, and whether they felt it was beneficial. The comments that we received were reviewed to ensure that client satisfaction levels were high and to identify areas where the service might be further improved. A selection of the many positive observations that were submitted is set out below.

Counselling has opened my eyes to help me start living. Without it I don't know where I would be. I now have my toolbox that I can dip into from time to time when needed and it's always with me. Thank you for bringing me back and letting me see the wood from the trees and the beautiful autumn colours

26th January, 2016

A fantastic service. My counsellor helped me more than she knew on my journey of self-help.

5th February, 2016

My counsellor has been absolutely fantastic; she has been a wonderful source of support and encouragement to me over the past few months. She has helped me to unleash my own resilience and to help me empower myself. I am stronger, and happier because of my counselling.

1st March, 2016

I just wanted to say how grateful I am for your support, help and care you offered me over the last year and a half. I appreciate every session I attended at Living Life – it's been a life changing experience to me. Also, it is reassuring to know you are here if I ever need to reach out again.

4th March, 2016

After being initially very apprehensive about going for counselling I am so glad that I did as it has helped me put into words the emotions I have been feeling which in the past I would have bottled up. My mind is so much clearer. Thank you so much.

20th April, 2016

I really needed it, it was life-saving to me. Thanks, I will never forget. I got my hope back.

4th May, 2016

The counselling service that Living Life offered me was truly a lifeline in a terribly dark and lonely place in my life and I honestly believe that I would not be in this better place right now without your help and encouragement. In my current circumstances, I would never have been able to afford counselling so the service that you provide to people like me is absolutely invaluable and without doubt, the difference between existing and a life worth living.

17th May, 2016

I would like to say my experience has been life changing and I am aware of so much more things in my life. My counsellor was so good and understanding and helped me tremendously. Thank you.

14th June, 2016

I was amazed at how my sessions turned out as upon leaving each session I had so much new information to think over which better allowed me to understand feelings and thoughts. I am sincerely grateful for my time in counselling.

19th September, 2016

I am very grateful for the help I have received over the past few months. Counselling has helped me to deal with a difficult situation in a considered and honest way. I am so much better for this. You have been kind, supportive, considerate and helpful. Thank you.

5th October, 2016

My experience with Living Life has been so positive. It has helped me in ways I cannot describe. My counsellor has been a pillar of strength and has worked so professionally with me. A truly amazing woman! I know I can call Living Life if I ever need to and for that I will always be grateful.

26th October, 2016

It is clear from these representative quotations that Living Life Counselling has helped to enhance the lives of many of the most marginalized and vulnerable members of our community. The high level of client satisfaction indicates that we are achieving our key objective and is an important measure of our effectiveness.

FINANCES



Living Life Voluntary Counselling Centre Company Limited by Guarantee

DIRECTORS' REPORT

for the year ended 31 December 2016

The directors present their annual report together with the audited financial statements of the company for the year ended 31 December 2016.

Principal activities

The principal activity of the company is the provision of therapeutic counselling services to clients throughout Wicklow and South County Dublin.

Results for year

The Statement of Financial Activities and Balance Sheet for the year ended 31 December 2016 are set out on pages 35 & 37. Deficit on activities for the year amounted to €9,790 compared to a surplus of €41,075 in the previous year.

Review of activities and future developments

Living Life Voluntary Counselling Centre Company Limited by Guarantee is recognised throughout Wicklow and South County Dublin as providing a high quality counselling service to the unemployed and disadvantaged in our local community. The supply of these services is reliant on external funding and donations from clients. The target for the future is to align the model of service delivery with the available funding whilst seeking to enhance both.

Directors

The present membership of the Board is set out on page 2. Their record of attendance at board meetings is found in Appendix 2.

Interests of directors and company secretary

The company is limited by guarantee and does not have any share capital. Therefore the directors and company secretary who served during the year did not have a beneficial interest in the company.

Events since the balance sheet date

There are no significant events affecting the company since the year end.

Political donations

No political donations have been made by the company.

Books of account

The measures taken by the directors to ensure compliance with the requirements of Section 281-285 of the Companies Act 2014, regarding proper books of account are the implementation of necessary policies and procedures for recording transactions, the employment of competent accounting personnel with appropriate expertise and the provision of adequate resources to the financial function. The books of account of the company are maintained at Madeley, Eglinton Road, Bray, Co Wicklow. company are maintained at Madeley, Eglinton Road, Bray, Co Wicklow.

Principal risks and uncertainties

As is common with most charitable organisations the retention of current donors/funders and the sourcing of new funders for essential income required to sustain the organisation and its two centres is always a high risk. The annual operational budget and our plan for the year, is built upon, and reliant on, this incoming revenue. It is felt by the directors that there is an ongoing risk as all of our funding streams come under scrutiny due to government cutbacks and clients having less disposable income. However our three-year contract with Pobal with respect to part funding for staff salaries was renewed in 2016 and a new three-year contract has been signed from 2017-2020.

Auditors

The auditors, Colligan O'Cearbhaill & Co, have expressed their willingness to continue in office in accordance with Section 383 (2) of the Companies Act 2014.

Structure, Governance and Management of Living Life Voluntary Counselling Centre Limited

Living Life Voluntary Counselling Centre Company Limited by Guarantee is constituted as a company limited by guarantee without a share capital. Its purpose and objects are set out in its Constitution and how it conducts its business is set out in its Articles of Association. Both of these documents are posted on www.living-lifecounselling.com and are publicly available from the Companies Registration Office website www.cro.ie.

In 2016, there were five board directors with no resignations or appointments made. Every year at the AGM (usually in September) two Board directors retire by rotation and being eligible for re-election are re-appointed by the directors. Directors co-opted to the Board during any given year also retire at their first AGM and offer themselves for re-election. They are then nominated and elected from the company's membership. The process for appointing new directors is set out in the Articles of Association.

In 2016, the year began with seven members. In August 2016 there was one resignation and two appointments were made in October 2017. Membership in December 2016 totalled eight members of the charity.

Organisational structure and how decisions are made

Living Life Voluntary Counselling Centre Company Limited by Guarantee has a team of staff based in centres in Bray and Arklow, County Wicklow headed by a CEO who reports directly to the Board through the Chairperson. All staff report to the CEO.

Matters reserved for the Board include:

- The company's strategic plans and annual operating budgets.
- Projects outside the scope of the strategic plan.
- Approval of all capital expenditure items.
- Business acquisitions and disposals.
- Litigation.
- Appointment/removal of subgroup chairs and members.
- Appointment/removal of CEO.
- Appointment/removal of auditors.
- Approval of borrowing/finance facilities.
- Establishment, revision and amendment of fundamental management policies or other significant internal policies.
- Annual review of risk and internal control.
- Approval of new staff positions.

Although the Board of Directors is ultimately responsible for Living Life Voluntary Counselling Centre Company Limited by Guarantee and for the above list, certain duties and responsibilities are delegated from the Board to the CEO and through her to the staff team. This includes implementation of the strategic plan; leading and managing staff members, programmes, projects, finances, and all other administrative aspects so that the ongoing mission, vision, and strategies are fulfilled within the context of the values as approved by the Board of Directors. The CEO is also responsible for preparing materials for Board consideration.

A 'Code of Conduct and Conflict of Interest' policy is in place and observed by the Board and is used at every board meeting as a matter of course.

Governance Code for Community, Voluntary and Charitable Organisations

Living Life Voluntary Counselling Centre Company Limited by Guarantee has fulfilled the recommended guideline actions for compliance for a Type B organisation as defined by the Governance Code for Community, Voluntary and Charitable Organisations - www.governancecode.ie, and is registered as a compliant organisation.

Risk Review

Living Life Voluntary Counselling Centre Company Limited by Guarantee has established a finance sub-committee which met six times in 2016. This sub-committee is mandated to assist the Board in meeting its responsibilities by ensuring the adequacy and effectiveness of the financial reporting, internal controls, management information systems and risk management. A report is provided to the Board at each of its meetings. In 2016, the finance sub-committee noted that a healthy reserve had been built up over a number of years to protect the organisation against any future uncertainties with funders. The reserves policy was reviewed in April 2016 as part of the contracting arrangements with Pobal and it was determined that the minimum unrestricted reserves should be reduced to €160,000 by 2018 in line with Pobal guidelines.

Objectives and Activities

Living Life Voluntary Counselling Centre Company Limited by Guarantee has governing documents that set out that its overall aim is to provide a voluntary counselling service to the community in Wicklow, Dublin and beyond using accredited, qualified, and trainee counsellors under supervision on a voluntary donation basis.

Living Life Voluntary Counselling Centre Company Limited by Guarantee has a vision of a future where everybody lives their lives fully as included members of the community. Our mission is that through a supported team of volunteer counsellors, we provide affordable broad-ranging counselling services to the unemployed and disadvantaged in our local communities. Our values are:

- People Centred - our services are focused on and driven by the needs of our clients; we strive to be empathetic and to offer a friendly and welcoming environment.
- Inclusive - we do not discriminate against anyone; we treat everyone equally and value the input of everybody working for Living Life Counselling.
- Respectful - Living Life Counselling is a non-judgemental service where all clients, volunteers and staff are treated with respect and dignity.
- Quality - we offer a professional, honest and transparent service with integrity based on agreed standards.

In the strategic plan, there are three main goals with a number of specific objectives. The goals are as follows:

- To maximise the usage of the current premises without compromising the quality of the service

Transparency and public accountability

The Board believes that Living Life Counselling should be fully accountable to the general public, providing detailed information on where its funds come from and what they are spent on. We have provided substantial information in the Directors' report and since 2014 report our accounts in accordance with SORP, the international Statement of Recommended Practice for charities. We publish our accounts on our website.

Achievements and Performance in 2015

In 2016, Living Life Voluntary Counselling Centre Company Limited by Guarantee received 1,033 new client enquiries and offered 11,172 counselling sessions to individuals in the local community. Thirty-two new volunteer counsellors began with the service and 24 volunteer counsellors left the service in 2016. There was an average of 82 volunteer counsellors at any given time offering 233 counselling sessions per week in our two centres, Bray and Arklow.

Financial Performance Against Targets

The core income from all sources into Living Life Counselling's Income and Expenditure account over 2016 was €342,607 against expenditure of €352,397 over the same period, thus leading to an operational deficit of €9,790 in 2016 as compared with an operational surplus of €41,075 for 2015.

Principal Funding Sources

In 2016, the principle funding sources for Living Life Counselling's core operations were as described in note 4.

Pension

The company does not operate a pension plan but one employee avails of a PRSA.

Health and Safety

The directors are satisfied that the Health and Safety statement was reviewed during 2016 and that all staff members are aware and understand it and are provided with appropriate training.

Plans for Future Periods

2016 marked the twentieth anniversary of the charity and this was celebrated in September. To ensure that the longevity of the charity continues, a three year business plan was prepared in conjunction with the funding application process for Pobal. This business plan is fully aligned with the strategic plan which runs from 2016-2018 and which is reviewed annually. The Board of Directors also committed to conducting a full service review in 2017 to ensure that the mission, values and scope of work conducted is in line with the needs of the community and that the charity is operating as efficiently as it can.

On behalf of the Board

Director
Sr. Christina Goodman

Director
Jacqueline Horgan

Date: 6 February 2017

STATEMENT OF DIRECTORS' RESPONSIBILITIES for the year ended 31 December 2016

The directors are responsible for preparing the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Financial Reporting Council.

Company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the net income or expenditure of the charity for that year. In preparing these financial statements the directors are required to:

- select suitable accounting policies and apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the Charities SORP (updated 2008) has been followed;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The directors confirm that they have complied with the above requirements in preparing the financial statements.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements are prepared in accordance with accounting standards generally accepted in Ireland and with Irish Statute comprising the Companies Act 2014, and all Regulations to be construed as one with those Acts. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website. Legislation in the Republic of Ireland governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

In so far as the directors are aware:

- there is no relevant audit information (information needed by the charity's auditor in connection with preparing the auditor's report) of which the charity's auditor is unaware, and
- the directors have taken all the steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

On behalf of the Board



Director
Sr. Christina Goodman



Director
Jacqueline Horgan

Date: 6 February 2017

INDEPENDENT AUDITOR'S REPORT To The Members Of Living Life Voluntary Counselling Centre Limited

We have audited the financial statements of Living Life Voluntary Counselling Centre Company Limited by Guarantee for the year ended 31 December 2016 which comprise the Statement of Financial Activities, the Summary Income and Expenditure Account, the Balance Sheet, the Cash Flow Statement, the Accounting Policies and the related notes. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the charity's directors, as a body, in accordance with Section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the charity's directors those matters we are required to state to them in an auditor's 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 charity and the charity's directors as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditors

As described in the Statement of Directors' Responsibilities, the charity's directors are responsible for the preparation of the financial statements in accordance with applicable law and the accounting standards issued by the Financial Reporting Council (Generally Accepted Accounting Practice in Ireland).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

We report to you our opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, and are properly prepared in accordance with the Companies Act 2014. We state whether we have obtained all the information and explanations we consider necessary for the purposes of our audit and whether the financial statements are in agreement with the books of account. We also report to you our opinion as to:-

- whether the charity has kept proper books of account; and
- whether the Directors' Annual Report is consistent with the financial statements.

We report to the members if, in our opinion, any information specified by law regarding directors' remuneration and directors' transactions is not given and, where practicable, include such information in our report.

We read the Directors' Annual Report and consider the implications for our report if we become aware of any apparent misstatement within it.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charity's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the directors; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Directors' Annual Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Basis of opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charity's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error.

In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

We have undertaken the audit in accordance with the requirements of the APB Ethical Standards including the APB Ethical Standard, Provisions Available for Small Entities, in the circumstances set out in Note 3 to the financial statements.

Opinion

In our opinion the financial statements:

- give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, of the state of affairs of the charity as at 31 December 2016 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014

We have obtained all the information and explanations that we consider necessary for the purposes of our audit. In our opinion proper books of account have been kept by the charity. The financial statements are in agreement with the books of account.

In our opinion the information given in the Directors' Annual Report is consistent with the financial statements.

Matters on which we are required to report by exception

We have nothing to report in respect of the provisions in the Companies Act 2014 which require us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions specified by Sections 305 to 312 of the Act are not made.



Joann Magee for and on behalf of
Colligan O'Cearbhaill & Co.
 Chartered Accountants
 Registered Auditors
 Bri Chualann Court
 Adelaide Road
 Bray
 Co. Wicklow

STATEMENT OF FINANCIAL ACTIVITIES For The Year Ended 31 December 2016

for the year ended 31 December 2016

		Unrestricted Funds 2016 €	Restricted Funds 2016 €	Total 2016 €	Total 2015 €
	Notes				
Incoming Resources					
Generated funds:					
Activities for generating funds					
Donations		133,172	-	133,172	124,962
Charitable activities:					
Funding		-	208,567	208,567	232,473
Investment activities:					
Deposit interest		868	-	868	1,211
Total incoming resources	2/4	134,040	208,567	342,607	358,646
Resources Expended					
Resources Expended on Charitable Activities					
Cost of Charitable		143,830	208,567	352,397	317,571
Total Resources Expended	7	143,830	208,567	352,397	317,571
Net movement in funds for the year		(9,790)	-	(9,790)	41,075
Reconciliation of funds					
Balances brought forward at 1 January 2016		331,469	-	331,469	290,393
Balances carried forward at 31 December 2016		321,679	-	321,679	331,468

Approved by the Directors on 6 February 2017 and signed on its behalf by



Director
 Sr. Christina Goodman



Director
 Jacqueline Horgan

Date: 6 February 2017

SUMMARY INCOME AND EXPENDITURE ACCOUNT

For The Year Ended 31 December 2016

	Statement of Financial Activities	2016 €	2015 €
Gross income	Unrestricted funds Restricted funds	134,040 208,567	
		<u>342,607</u>	<u>358,646</u>
Total income		342,607	358,646
Total expenditure		(352,397)	(317,571)
Net income/(expenditure)		(9,790)	41,075

The charity has no recognised gains or losses other than the results for the year. The results for the year have been calculated on the historical cost basis.

Approved by the board on 6 February 2017 and signed on its behalf by



Director
Sr. Christina Goodman



Director
Jacqueline Horgan

Date: 6 February 2017

BALANCE SHEET AS AT 31 DECEMBER 2016

	Notes	2016 €	2015 €
Fixed Assets			
Tangible assets	11	<u>7,750</u>	<u>2,478</u>
Current Assets			
Debtors	12	355	3,579
Cash and cash equivalents		<u>321,989</u>	<u>333,847</u>
		322,344	337,426
Creditors: Amounts falling due within one year	13	(8,415)	(8,436)
Net Current Assets		<u>313,929</u>	<u>328,990</u>
Total Assets less Current Liabilities		<u>321,679</u>	<u>331,468</u>
Funds			
General fund (unrestricted)		<u>321,679</u>	<u>331,468</u>
Total funds	16	<u>321,679</u>	<u>331,468</u>

Approved by the Directors on 6 February 2017 and signed on its behalf by



Director
Sr. Christina Goodman



Director
Jacqueline Horgan

Date: 6 February 2017

CASH FLOW STATEMENT

for the year ended 31 December 2016

	Notes	2016 €	2015 €
Cash flows from operating activities			
Net movement in funds		(10,658)	39,865
Adjustments for:			
Depreciation	11	2,584	827
		<u>(8,074)</u>	<u>40,692</u>
Movements in working capital:			
Movement in debtors		3,224	(3,244)
Movement in creditors		(20)	(1,495)
		<u>(4,870)</u>	<u>35,953</u>
Cash flows from investing activities			
Interest received	6	868	1,211
Payments to acquire tangible assets	11	(7,856)	(2,263)
		<u>(6,988)</u>	<u>(1,052)</u>
Net cash generated from investment activities			
		<u>(11,858)</u>	<u>34,901</u>
Net (decrease)/increase in cash and cash equivalents		333,847	298,946
Cash and cash equivalents at 1 January 2016		321,989	333,847
Cash and cash equivalents at 31 December 2016		321,989	333,847

Living Life Voluntary Counselling Centre Company Limited by Guarantee

NOTES TO THE FINANCIAL STATEMENTS

for the year ended 31 December 2016

1. ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared in accordance with the Statement of Recommended Practice (Charities SORP in accordance with FRS 102, effective January 2015) and with generally accepted accounting principles in Ireland and Irish statute comprising the Companies Act 2014. They comply with the financial reporting standards of the Accounting Standards Board, as promulgated by Chartered Accountants Ireland. The following accounting policies have been applied consistently in dealing with items which are considered material in relation to the charitable company's financial statements.

Incoming Resources

Voluntary income or capital is included in the Statement of Financial Activities when the charity is legally entitled to it, its financial value can be quantified with reasonable certainty and there is reasonable certainty of its ultimate receipt. Entitlement to legacies is considered established when the charity has been notified of a distribution to be made by the executors. Income received in advance of due performance under a contract is accounted for as deferred income until earned. Grants for activities are recognised as income when the related conditions for legal entitlement have been met. All other income is accounted for on an accruals basis.

Tangible fixed assets and depreciation

Tangible fixed assets are stated at cost or at valuation, less accumulated depreciation. The charge to depreciation is calculated to write off the original cost or valuation of tangible fixed assets, less their estimated residual value, over their expected useful lives as follows:

Fixtures, fittings and equipment - 25% reducing balance

Taxation

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date where transactions or events have occurred at that date that will result in an obligation to pay more tax in the future, or a right to pay less tax in the future. Timing differences are temporary differences between the company's taxable income and its results as stated in the financial statements.

Deferred tax is measured on an undiscounted basis at the tax rates that are anticipated to apply in the periods in which the timing differences are expected to reverse, based on tax rates and laws that have been enacted or substantively enacted by the balance sheet date.

2. INCOMING RESOURCES

Voluntary income is recognised where there is entitlement, certainty of receipt, and the amount can be measured reliably. Voluntary income includes donations, gifts and fundraising. Voluntary income also includes any grant income received to carry on the charitable purpose of the organisation. Investment income is recognised on an accruals basis.

3. PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other charitable companies of our size and nature, we use our auditors to assist with the preparation of the financial statements.

4. TURNOVER

	2016 €	2015 €
Donations & Funding	341,739	357,435
Restricted funds		
Pobal	136,419	134,325
Commission for the Support of Victims of Crime	15,000	15,000
Drugs Task Force	30,748	30,748
Family Support Agency	26,400	26,400
Health Service Executive	-	15,000
3 T's	-	5,000
Loreto	-	6,000
	<u>208,567</u>	<u>232,473</u>
Unrestricted funds		
Counselling fees	129,135	118,910
Deposit interest	868	1,211
Miscellaneous Receipts	4,037	6,052
	<u>134,040</u>	<u>126,173</u>
Total funds	<u>342,607</u>	<u>358,646</u>

5. NET INCOMING RESOURCES

	2016 €	2015 €
Net Incoming Resources are stated after charging/(crediting):		
Depreciation of tangible assets	2,584	827
	<u>2,584</u>	<u>827</u>

6. INVESTMENT AND OTHER INCOME

	2016 €	2015 €
Bank interest	868	1,211
	<u>868</u>	<u>1,211</u>

7. ANALYSIS OF RESOURCES EXPENDED

	Cost of Charitable €
Restricted costs	
Salaries and wages	208,567
	<u>208,567</u>
Unrestricted costs:	
Governance costs	143,830
	<u>143,830</u>
Totals	<u>352,397</u>

8. ANALYSIS OF RESOURCES EXPENDED AND RELATED INCOME FOR CHARITABLE ACTIVITIES

	Cost of Charitable 2016 €	Total 2016 €	Total 2015 €
Charitable activities:			
Direct and other costs			
Costs	(352,397)	(352,397)	(317,571)
	<u>(352,397)</u>	<u>(352,397)</u>	<u>(317,571)</u>

9. ANALYSIS OF SUPPORT AND GOVERNANCE COSTS

	Support 2016 Governance 2016 €	Basis of Apportionment
Salaries & Wages	83,985	Governance
General Office	54,430	Governance
Audit Fees	1,537	Governance
Accountancy services	3,878	Governance
Total	<u>143,830</u>	

10. EMPLOYEES AND REMUNERATION

Number of employees

The average number of persons employed (including executive directors) during the year was as follows:

	2016 Number	2015 Number
Counselling	6	6
Administrative	5	4
	<u>11</u>	<u>10</u>

The staff costs comprise:

	2016 €	2015 €
Wages and salaries	281,014	254,098
	<u>281,014</u>	<u>254,098</u>

11. TANGIBLE FIXED ASSETS

	Fixtures, fittings and equipment €	Total €
Cost		
At 1 January 2016	59,737	59,737
Additions	7,856	7,856
	<u>67,593</u>	<u>67,593</u>
At 31 December 2016	67,593	67,593
Depreciation		
At 1 January 2016	57,259	57,259
Charge for the year	2,584	2,584
	<u>59,843</u>	<u>59,843</u>
At 31 December 2016	59,843	59,843
Net book value		
At 31 December 2016	7,750	7,750
	<u>7,750</u>	<u>7,750</u>
At 31 December 2015	2,478	2,478
	<u>2,478</u>	<u>2,478</u>

11.1 TANGIBLE FIXED ASSETS PRIOR YEAR

11.1 TANGIBLE FIXED ASSETS PRIOR YEAR				Fixtures, fittings and equipment €	Total €
Cost					
At 1 January 2015				57,474	57,474
Additions				2,263	2,263
At 31 December 2015				59,737	59,737
Depreciation					
At 1 January 2015				56,432	56,432
Charge for the year				827	827
At 31 December 2015				57,259	57,259
Net book value					
At 31 December 2015				2,478	2,478
At 31 December 2014				1,042	1,042
12. DEBTORS				2016 €	2015 €
Prepayments and accrued income				355	3,579
13. CREDITORS				2016 €	2015 €
Amounts falling due within one year					
Taxation and social security costs (Note 13)				6,052	6,110
Accruals				2,363	2,326
				8,415	8,436
14. TAXATION AND SOCIAL SECURITY				2016 €	2015 €
Creditors:					
PAYE / PRSI				6,052	6,110
15. ANALYSIS OF NET ASSETS BY FUND					
	Fixed assets - charity use €	Current assets €	Current liabilities €	Total €	
Unrestricted income					
Unrestricted	7,750	322,344	(8,415)	321,679	
	7,750	322,344	(8,415)	321,679	

16. ANALYSIS OF MOVEMENTS ON FUNDS

	Balance 1 January 2016 €	Incoming resources €	Resources expended €	Balance 31 December 2016 €
Restricted	-	208,567	(208,567)	-
Unrestricted income				
Unrestricted	331,469	134,040	(143,830)	321,679
Total funds	331,469	342,607	352,397	321,679

17. STATUS

The charity is limited by guarantee not having a share capital.

The liability of the members is limited.

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up while they are members or within one year thereafter for the payment of the debts and liabilities of the company contracted before they ceased to be members and the costs, charges and expenses of winding up and for the adjustment of the rights of the contributors among themselves such amount as maybe required, not exceeding € 1.

18. POST-BALANCE SHEET EVENTS

There have been no significant events affecting the Charity since the year-end.

19. TAX CLEARANCE

The company is compliant with relevant circulars, including Circular 44/2006 'Tax Clearance Procedures Grants, Subsidies and Similar Type Payments'.

This note is in adherence with the requirements set out in Circular 13/2014 which supercedes Circular 17/2010.

20. GRANTS RECEIVED

<u>Grant 1</u>	
Agency	Pobal
Sponsoring Government Department	Department of Social Protection
Grant Programme	Community Services Programme
Total Grant	€136,419
Expenditure	€136,419
Term	Expires 31 st December 2016
Received year end	31 st December 2016
Capital	NIL
Restriction on use	Support of staff wages
<u>Grant 2</u>	
Agency	Victims of Crime
Sponsoring Government Department	Department of Justice & Equality
Grant Programme	Grant Aid
Total Grant	€15,000
Expenditure	€15,000
Term	1 st January 2016 to 31 st December 2016
Received year end	31 st December 2016
Capital	NIL
Restriction on use	Support of staff wages

20. GRANTS RECEIVED

<u>Grant 3</u>	
Agency	Drugs Task Force
Sponsoring Government Department	Department of Health
Grant Programme	Grant Aid
Total Grant	€30,748
Expenditure	€30,748
Term	1 st January 2016 to 31 st December 2016
Received year end	31 st December 2016
Capital	NIL
Restriction on use	Funding the operational cost of the centre
<u>Grant 4</u>	
Agency	Tusla
Sponsoring Government Department	Family Support Agency
Grant Programme	Grant Aid
Total Grant	€26,400
Expenditure	€26,400
Term	1 st January 2016 to 31 st December 2016
Received year end	31 st December 2016
Capital	NIL
Restriction on use	Funding the operational cost of the centre

21. APPROVAL OF FINANCIAL STATEMENTS

The financial statements were approved and authorised for issue by the Board of Directors on 6 February 2017.

OPERATING STATEMENT for the year ended 31 December 2016

	2016 €	2015 €
<u>INCOME:</u>		
Counselling Fees	129,135	118,910
Pobal	136,419	134,325
Commission for the Support of Victims of Crime	15,000	15,000
Drugs Task Force	30,748	30,748
Tusla - Child and Family Agency	26,400	26,400
Health Service Executive	-	15,000
3 T's	-	5,000
Loreto	-	6,000
Miscellaneous Receipts	4,905	7,263
	342,607	358,646
<u>EXPENDITURE</u>		
Wages	281,014	254,098
Supervision	13,863	8,942
Counsellors Insurance	9,287	6,541
Other Counsellor Expenses	6,379	7,386
Audit & Accountancy	5,415	5,414
Advertising & Promotion	1,123	395
Rent & Rates	14,287	14,295
Repairs & Renewals	886	662
Electricity & Gas	4,193	3,167
Telephone	2,698	3,005
Postage, Stationery & Computer Expenses	4,698	4,324
Playroom	-	3,980
General Office Expenses	5,970	4,535
Depreciation	2,584	827
	352,397	317,571
NET SURPLUS	<u>(9,790)</u>	<u>41,075</u>

Appendix 1

LIVING LIFE VOLUNTARY COUNSELLING SERVICES COMPANY LIMITED BY GUARANTEE
DETAILED INCOME AND EXPENDITURE ACCOUNT BY ACTIVITIES
FOR THE YEAR ENDED 31ST DECEMBER 2016

	POBAL 2016 €	VOC 2016 €	DTF 2016 €	TUSLA 2016 €	OTHER 2016 €	TOTAL 2016 €	TOTAL 2015 €
INCOME	136,419	15,000	30,748	26,400	134,040	342,607	358,646
OPERATING SUPPORT COSTS							
Wages (Staff costs)	136,419	15,000	19,210	26,400	83,985	281,014	254,098
Counsellor Insurance	-	-	-	-	9,287	9,287	6,541
Supervision	-	-	1,440	-	6,943	13,863	8,942
Other Counsellor Expenses	-	-	-	-	6,827	6,379	7,386
Advertising & Promotion	-	-	-	-	1,123	1,123	395
Rent & Rates	-	-	4,920	-	9,367	14,287	14,295
Repairs & Renewals	-	-	-	-	886	886	662
Electricity & Gas	-	-	1,638	-	2,555	4,193	3,167
Telephone	-	-	720	-	1,978	2,698	3,005
Postage, Stationery & Computer costs	-	-	1,020	-	3,678	4,698	4,324
General Office Exp	-	-	1,800	-	4,170	5,970	4,535
Playroom	-	-	-	-	-	-	3,980
Depreciation	-	-	-	-	2,584	2,584	827
	136,419	15,000	30,748	26,400	138,415	346,982	312,157
GOVERNANCE SUPPORT COSTS							
Audit & Accountancy	-	-	-	-	5,415	5,415	5,415
TOTAL COSTS	134,325	15,000	30,748	26,400	143,830	352,397	317,571
EXCESS (DEFICIT) OF INCOME OVER EXPENDITURE	-	-	-	-	<u>(9,790)</u>	<u>(9,790)</u>	<u>41,075</u>

Appendix 2

Board Meeting Attendance Schedule for 2016

Directors Name	01/02 2016	04/04 2016	20/06 2016	17/10 2016	19/10 2016	12/12 2016
Chris Goodman	1	1	1	1	1	1
Ann Cannon	1	1	1	1	1	1
Jean Cox-Kearns	1	1	2	1	3	1
Jacqui Horgan	1	1	3	1	1	1
Peter Law less	1	1	1	1	3	1

1 denotes attendance in person

2 denotes attendance by conference call

3 denotes non attendance



If you would like to support us
please visit our web page:
www.livinglifecounselling.com

Bray Centre
Madeley,
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Co. Wicklow
T 01-2866729

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T 01- 2866729