



# ANNUAL REPORT

2018 - 2019



Windsor and Maidenhead Youth and Community Counselling Service  
Windsor Alma Road SL4 3HD - Maidenhead Marlow Road SL6 7YR  
Slough Church Street

Tel: 01753 842444 01628 636661

An initiative of Churches Together in Windsor

Supported by the Royal Borough of Windsor and Maidenhead

Nominated for The Queen's Award for Volunteering

Registered Charity No. 1177138

BACP Accredited Service

I am not what happened to me,  
I am what I choose to become.

Jung

In memory of George  
25/08/06 - 07/09/18

He understood the meaning of empathy.

How can I provide a relationship,  
which this person may use for their  
own personal growth?

Carl Rogers

# Chair's Report

This has been a year of much development. We spent considerable time on our commissioning service level agreement with RBWM. The finalisation of the process was put on hold when Shula became unwell. RBWM as her employer stepped back to give her health first priority and I know that Shula was extremely grateful and appreciative of their response. The work will resume later this year.

The appointment of the management team has greatly contributed to development. Alison Batey has a very clear programme for expanding the work in schools and securing income to support the work. She made a very detailed presentation to the trustees on the work she is doing. Damon has been preparing for our data handling with our own computer support rather than being a part of RBWM. He has investigated several possibilities and the best way forward is becoming clear. He has been very thorough in his reporting to the trustees, keeping us informed at all stages and on all matters in his remit. He has also spent a good proportion of his time during the year on triaging the waiting list. The outcome of that work has provided useful conclusions for future planning. Damon has also taken on the responsibility for the Advocacy work during the time that Shula has been unwell. Emily secured our excellent rebranding and has worked on the website to good effect. She has worked on bids for grants to fund our work and persuaded contacts to offer us good support for reasonable costs. We have to thank all three managers for the way in which they have carried the increased workload during Shula's absence.

We are on the point of completing our lease on the premises in Maidenhead and discussions are underway about Windsor. Eileen Goford and I have signed the lease ready for completion.

Looking to the future there are already opportunities for increasing the work we do in Slough particularly work in schools and we are about to begin offering a training course under the leadership of Julie Murrell.

The work of the volunteer counsellors and those who do voluntary shifts as receptionists etc. still provide the means to our success. They are the way we reach so many young adults and children who are in need of support. They are generous in their time and responsive to need in any emergency, offering a high standard of work with impeccable commitment to the clients.

I continue to be impressed by the way in which people work so hard for the Charity. I have been very pleased, on three separate occasions, to hear the work of Number 22 praised by people holding senior positions in the field of medicine and education. On each occasion, the person speaking had no knowledge of my interest which makes it doubly valuable. Thank you all for your contribution to the high standards and the work delivered with such compassionate professionalism.

I look forward to the next year with enthusiasm and wish to thank my fellow trustees for their support and advice. Finally, I must express my admiration and thanks to Shula for all her work, for the way she has dealt with her illness, and with all of you, wish her complete recovery and a restorative year ahead.

Sally Somerville  
Chair of Trustees

# Statement of Purpose

The objects of Windsor and Maidenhead Counselling Service as stated in the constitution are:

*... the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers, in the communities of Windsor & Maidenhead and the surrounding areas, on at least two sites, by maintaining and developing a youth & community counselling service for the giving of individual or group counselling and support.*

Windsor and Maidenhead Counselling Service provides a free confidential counselling service, through their three sites, Number 22 in Maidenhead, Windsor and Slough.

Counselling enables people to make sense of their thoughts and feelings, in the hope that they can make decisions about what they want to do to bring about change in their lives. It also provides a means of support and a space where they can feel valued and heard.

Counsellors at Number 22 focus on the person and how they feel about their lives, the counselling process is client led.

Counsellors at Number 22 Counselling go through a careful selection process, in order that they are competent to work with the issues that clients will bring. All counsellors are trained to at least certificate level. They are required to keep their skills up to date by attending several training courses, which are provided by the agency. All counsellors are enhanced police checked, and we are keeping apprised of any new legislation regarding vetting and barring.

# BACP Ethical Framework for the Counselling Professions

We are organisational accredited members of the British Association for Counselling and Psychotherapy and the way we work subscribes to their ethical framework for the counselling professions, good practice. All the counsellors that deliver at any of our sites are bound by the principles, values and personal moral qualities as laid down in the Ethical Framework for the Counselling Professions.

The fundamental values of counselling include a commitment to:

- ❖ Respecting human rights and dignity
- ❖ Alleviating symptoms of personal distress and suffering
- ❖ Enhancing people's wellbeing and capabilities
- ❖ Improving the quality of relationships between people
- ❖ Increasing personal resilience and effectiveness
- ❖ Facilitating a sense of self that is meaningful to the person(s) concerned within their personal and cultural context
- ❖ Appreciating the variety of human experience and culture
- ❖ Protecting the safety of clients
- ❖ Ensuring the integrity of practitioner-client relationships
- ❖ Enhancing the quality of professional knowledge and its application
- ❖ Striving for the fair and adequate provision of counselling and psychotherapy services

## Complaints Procedure

We aim to offer a service, which is safe for each client. Windsor and Maidenhead Counselling Service follows guidelines developed by the Royal Borough and also follow the ethical framework for good practice as a member of the British Association for Counselling and Psychotherapy. If a client is unhappy with any aspect of the service, they may contact the agency director/management team, to discuss particular concerns. If following this discussion, they want the complaint to go further they can contact Windsor and Maidenhead Counselling Service's management committee. Alternatively, if the client chooses they can contact the BACP directly and inform them of their complaint.

# Equal Opportunities Statement

At Windsor and Maidenhead Counselling Service, we recognise that we are based in a borough, which is a diverse place with a vibrant cultural mix. There are many benefits to this and we hope to reflect this in our organisation.

We believe that by valuing diversity and ensuring equality, everyone using our service will feel welcomed and supported.

We recognise that as an organisation we have a responsibility to demonstrate our commitment to anti discriminatory practice, playing an important part in improving life opportunities for people who are disadvantaged, vulnerable or have diverse characteristics.

We believe that all our counsellors have a responsibility to promote this policy by, treating each other and clients with dignity and respect and challenging discrimination in an appropriate manner.

We will ensure that all our facilities are fully accessible and will regularly monitor to ensure this continues. We will strive to ensure that clients and counsellors are not prevented from engaging with the service due to any disability.

When recruiting counsellors, we will acknowledge conditions, which may disadvantage them and we will work to remove this disadvantage. We will endeavour to include young people on our committee, with the intention of giving a voice to the vulnerable that have used our service.

When recruiting and placing counsellors on rota and in supervision we will take into account their need for flexibility around caring responsibilities, we will endeavour to ensure our way of working is family friendly. We will also take into account such issues when placing clients with counsellors.

Number 22 recognises that everyone has a contribution to make to our agency and has a right to respectful treatment.

# Co-ordinator's Report

Well what a year it has been, many of you will understand what I mean when I say it is a good thing that we don't always know the challenges ahead. Though many of those challenges were personal ones, they did impact in many ways on the service and so I am pleased to write that despite the challenges I feel that as a service we were triumphant and we have definitely grown, developed and I hope learned many things this year.

Looking over what I wrote last year, I am pleased at how the things I mentioned have been bedded in and that is very much down to the brilliant team that is now in place.

For some time when we have been reflecting on the challenges to the service or areas of weakness, it has been its dependence on one person, namely me. There has also been the acknowledgement by the trustees that I was carrying a huge burden of work and we needed a deputy for me. We were able to get funding for this, I am pleased to say. However, through conversations decided that a team would spread the load better, especially if each of those separate people had designated projects. It was also decided that they would be self-employed and paid in a similar way to our advocates. This suited the people we approached as it allowed them the flexibility they needed to work round the other roles they have.

I think we were very lucky to appoint, Damon Hall, Emily Warburton and Alison Batey. I am sure many of you will remember the wonderful job Alison did when she was our Counselling Support Worker so no surprise that her designated project was, Schools and Young People. Damon Hall worked on our waiting list and set up the pilot, so he took this forward developing on what he had learnt from the pilot and working on our database. Emily Warburton had a background in Marketing prior to training as a counsellor, and volunteering for us on reception, so she used her skills and contacts to develop our rebranding and our new website. Emily is also taking a lead around sponsorship and funding. Over-arching each of these projects was the expectation that they would support my role, though maybe not as much as it turned out.

They each came on board at the end of September and were settling into their projects, when my body with impeccable timing developed cancer. Had this have happened 6 months earlier we would have been in the risky territory that previous plans had put us in, as it was I was able to come in

and out, work when I could and when I couldn't, trust that everything was being held safely. Each of the team picked up additional tasks in order that everything carried on running smoothly along with working hard on their projects.

We very quickly saw the advantages of running long and short-term sessions alongside each other. There has naturally been some learning to do but another advantage of the team is that we have been able to talk over findings and explore options. Damon has very much led on this but has taken on board thoughts from the counsellors and fellow managers. This also tied in with part of Emily's work on the website and they decided to put the triage tool that Damon had piloted onto the website in order that clients could fill this out for themselves, thus speeding up the process.

Damon is now working on the new database, which it has been agreed will be with Iaptus in line with our reporting to the CCG. Going forward this database will collect our data automatically and the data we collect for the CCG and RBWM will be the same, making a much more streamlined system and freeing up Anne's time for other administration tasks. It will also have more security with regard to data. Damon has also dealt with the entire advocacy referrals in my absence, which was a real relief. We also made the decision to widen the pool of counsellors that we trained as advocates, offering the training to Youth Line counsellors. This was also another way for us to see ways of our services working together.

Emily has done some excellent work on the rebranding. There was a thorough conversation about the merits of various names and it was decided that each site would be called Number 22, though our official Charity name is still Windsor and Maidenhead Youth and Community Counselling Service. The name Number 22 has a heritage to it and is generic enough to fit for each of our sites. Also within this was the new logo, which we all thought was fresh and clear.

We have known for some time that we needed to update our website and Emily did an excellent job with this, we now have a website, which is easy to navigate, not too wordy, and we can access easily to update and inform visitors to the site of news. More importantly, there is space on the site for counsellors looking for placements to apply, thus speeding up that process and a place for clients to triage and speeding up that process too.

Alison had a number of exciting ideas about how we could build on and improve our delivery to the schools and also creative ways of supporting young people. Since her appointment, she has developed a coherent school offer, which she has been discussing with various schools across the whole borough. Alison has also taken on the counselling support workers as part of her team and they are all working well together. We have always offered our support to schools for free and we have sought funding ourselves to cover that. However, due to all the other pressures we now need to charge schools for the offer and this is one of the aspects that Alison is working on, this also means that qualified counsellors, who work in schools, can receive remuneration.

One of the other advantages of now having a team was being able to tighten up our processes and make them clearer. One of the downsides of a service evolving, especially when much of that has come from one person's mind, is that things are not necessarily as clear as they can appear. One of the tasks that the managers took over from me during my absences was interviewing and induction, I thought my process was straightforward, it was not! But I do believe that looking at these processes helped us to make them better, and we have done the one thing we always knew we had to do, which was protect the charity from me suddenly disappearing.

I am excited about the ideas that the managers have brought and this has meant we are able to further offer an extensive array of support. We have been very successful over the last few years in offering group support in schools, and now we are piloting that support to parents, this is another project, which is coming under Alison's remit. We also looked into offering group support in the agency to young people, but the feedback to this was not favourable so we are not taking this further at the moment.

I am pleased to say we have recently also appointed Julie Murrell to be another service manager. Julie's remit will be developing our external training. This initiative will deliver training to people who wish to become counsellors and will be delivered under CPCAB. We hope in this way to increase our cohort of trainee counsellors, give a clear sense of service culture from the beginning of training and bring in another funding stream. We will also be able to focus on our additional CPD days and how this can be delivered to external people. When Julie and I were speaking about this project recently we both expressed the same vision, of it being bedded within the CPCAB model, but with our extras around supervision,

working with young people and so forth, leading to it being a really good offer for people wanting to train as counsellors.

This year we saw 1164 clients. Last year we delivered 13,823 hours of counselling and this year we delivered 14,042. However it isn't only about the number of people we reach, it is also about the quality and that is why our clinical evaluation tool is so important and this year I am pleased to say our satisfaction rating was 94% in the agencies and 92% in the schools.

For too long now the demand on our service has led to people waiting for far too long to be seen, this is something that has troubled us for some time now and it has been no comfort to know that all the other services around were also facing growing waiting times. I am pleased though that the initiative we piloted last year has been successful in allowing us to see some people quicker. However, Damon and Emily are now going to work on the qualitative side of this offer, we know that more hours can be offered but we want to check whether people who have accessed short term counselling are then waiting for long term. Out of this research, we may decide to extend the short term to 9 - 12 sessions rather than the 6 - 9 sessions we are doing at the moment. It is important that we are always assessing our procedures and checking they are in the best interests of our clients.

Damon has continued to work on our database but with Emily has also looked at our share point and how best and safely we can utilise this. Very soon, we will have everything stored in the cloud, though we will hold data in different clouds in order that we are confident around security of client's data. We are lucky in now having a wonderful team of receptionists and they all work out of our Maidenhead site making appointments for all the different sites.

Last year when I spoke about our move away from RBWM, it was with the expectation that this would have been completed by now. However, due to my becoming unwell this has been pushed back. I would like to express my personal gratitude, and I know the trustees agree with me, for the patience of RBWM during this time and letting us just get on with the day-to-day running, knowing that we will get back to this task as soon as everything is back to normal.

We have now been running as a CIO for over a year and will be sending in our new charity returns for the new charity this year in line with Charity Commission regulations.

It seems that every year I am talking about the need to destigmatise issues around mental health. I remember last year praising Danny Rose for talking about his struggles with depression. I would like to recommend that everyone who has not seen it look at the programme that was on BBC, A Royal Team Talk: Tackling Mental Health, it was a really enlightening programme with men talking about the different issues they have faced with their mental health. I am very aware though of the growing issues we are facing as a society about the pressures facing young people. That is why I am so pleased about the initiatives that we are developing, which are helping us to reach out to more young people. It is also why I am so pleased that Dr Sangeeta Mahajan has agreed to speak to us about teenage suicide. From recent reports, suicide rates amongst teenagers have almost doubled in the last eight years. Provisional data compiled in 2018 by the Office for National Statistics shows the suicide rate in children and young people has increased whilst it has dropped in older age groups. Recent studies have suggested that British children are some of the unhappiest in the world.

It is not surprising therefore, that the pressures on our mental health services are growing and despite commitments made that mental health would be given the same priority as physical health that is clearly not the case. As a service, we are constantly seeing thresholds rise for clients to be seen by CAMHS or CMHT and that is part of why we are so busy.

When we were initially set up over 40 years ago, our service was very much an early help, responding to different levels of distress yes, but predominantly working with people long before the need for mental health services were required. We are now working with far more complex issues and those people are unable to access additional support, so that does put more pressure on our service and the team that work here, hence a number of the changes that we have implemented and other changes that we will continue to explore.

Naturally every year we have counsellors who move on for a variety of reasons, many as they build up their private practice or others as they take on additional paid roles and are unable to find the space to continue giving us their time. It is though exciting to see people who have been able to use the experience they have gained with us to further their career. They all gave so much to the agency and we are extremely grateful for the time they were with us; we wish them well for all their future endeavours.

However, the flip side of goodbyes are the welcomes and we have certainly had a lot of those this year, I am pleased to say. It costs us £535.00

every time we take on a new counsellor and each counsellor costs us £620.00 a year, so I am especially grateful to the funding bodies that have given us the money in order that we can continue to recruit and maintain our counselling cohort. Some of the new people have been able to back fill for those who have moved on and others have meant that we can increase hours. Whether in Maidenhead keeping us at almost capacity; or in Windsor and Slough increasing our resource. This year we have welcomed; Heather, Lianne, Lucy, Jo, Anita, Ben, Lyndsey, Bev, Noreen, Nicola, Nichola, Mary-Lyn, Sydney, David, Rukhiya, Joanne, Cate, Harpreet, Jane, Mary, Marielle, Jamie, Nadia, Lisa, Helen, Aaliyah.

The selection process is tough, as it needs to be, everyone who comes on to a rota has to complete a recording and a written piece, is DBS checked and reference checked. I remember when taking on a new person they commented how daunting it was to do the recording and written piece but how afterwards it was so reassuring that we took the competency of our counsellors seriously and that they did feel more confident knowing they had passed the assessment. One of our new initiatives is that the managers also mentor new counsellors coming on rota; this gives them that additional layer of support, which we recognise is vital.

We also welcomed back Lisa and Louise, it is always lovely when people who have had to step back then make the decision to return. I think that says something about the environment that we all create that people want to come back; and it is very much a team effort, as an organisation the culture we have is down to the various people who work here. For me it has always been important that we carry through the ethos of the person centred way of being, that we all value each other and have respect for one another. That doesn't mean we always agree but it does mean that respect underpins our communications.

Therefore, I would like to end by thanking everyone who makes that possible, from our chair and the members of the executive, our administrator and volunteer receptionists, the counselling support workers, our wonderful cleaners, the service managers, the counsellors in the agencies and in the schools and the advocates. Naturally, this year I need to say an especially big thank you as so many people have done so much extra in order to support me this year.

I would also make an especial thank you and acknowledgement to our Chair Sally Somerville, Sally is making an admirable job of guiding our service through the intricacies of changing our status. Sally is so self-effacing and is constantly expressing how much she has to learn about the service,

if that is the case then it is a desirable quality as her questions always help all of us to get to the right answer.

I would also like to thank the people in RBWM who support me, Hilary Hall, who continues in the role as my line manager during the time of our transition despite having many demands on her time and to Liz Hinchy who has been working with us towards the commissioning process. Both of them have been so supportive and patient with the predicament we found ourselves in. At no time did I feel pressure to do more than I was able, or speed up the process that I was unable to give my full attention to. I would also like to mention my supervisor Mike Worrall, who helped me so much through the process of how to share my diagnosis with clients and the team, he was the perfect sounding board. I would also like to thank Michael and his team at Our Community Enterprise, who have helped us so much with the process of moving to greater autonomy alongside helping with funding bids, and the different funders who mean that we can continue to grow in order to respond to the need for our service.

Every year I say how much I enjoy my job and it is no less true for being repeated, thank you everyone for making our organisation a place to be proud of and to committing to another year and seeing what lies ahead.

Shula Tajima  
Director of Counselling Services

# Feedback from Clients

## The Voice of the Clients

In an effort to discover how the clients feel about the service they receive from our service, we ask clients for feedback following their final session. Whilst ensuring the confidentiality of the clients here is a small selection of the feedback given to us by clients.

"I feel that this period of counselling has been the most successful I have ever had, my counsellor was wonderful, she listened, remembered and challenged me"

"This has given me the opportunity to talk to someone about my problems, worries and feelings without being judged and I then found solutions"

"A weight has lifted off my shoulders, I feel as if the grey clouds have cleared away"

"Has helped me to understand my emotions and that generally everything is okay."

"I am in such a better place than I was when I started. Listening, understanding, compassion and great patience, I experienced it all"

"I realised I wasn't alone, which was how I had been feeling for such a long time"

"It was so positive and really helped me to clear out all the negative thoughts that I had been stuck with"

"I just feel better about being the person that I am"

"Thank you for giving me back my life"

# Feedback from clients in group-work

"I think having this group is really helpful to express my feelings, when I talk it makes me feel like a different person"

"I like how we can freely talk and nothing is held back"

"If you are sad and lonely and you get into this group, you can make multiple friends and it definitely helps you"

"I didn't say much in the group but I liked going because it made me realise that I was not the only one dealing with stuff"

"I don't tell my friends stuff about how I am feeling so the group was good, cos I could talk about those things"

"I found the group useful to talk about my friendship problems"

"Thank you so much for helping me at school"

"Being in a group makes me feel happy because finally I could speak to someone and know that I am not alone."

"I like the group because if you want to talk you can, but if you don't want to you don't have to"

"It helps to talk about things that others won't understand"

"This group is everything a child wants. It's an amazing place, it's so helpful, full of joy and you feel safe, no one judges you it's really great. We never have to bottle things up."

"It has definitely helped me to cope with school and other things"

# Feedback from advocacy clients

"You helped me to speak out"

"You helped me to say difficult things about my dad, that I wouldn't have usually said"

"You never twisted my words"

"You really helped me, I felt I could talk openly and you were always honest with me"

"It was good to know that someone was speaking up for me in meetings"

"I trusted you"

## **From the parents of our advocacy clients**

"Having the advocate at the meeting made the whole situation calmer"

"When you were speaking I could hear my child"

"I am so pleased that my child knows there is someone who supports him outside of social services without a conflict of interest"

"She went above and beyond what I expected"

"He bonded well with her and would talk to her when he wouldn't talk to anyone else"

# Client Issues

## June 2018 - June 2019

Clients usually present with a multiplicity of issues, for instance a client may initially come to our service saying they are suffering from low self-esteem, however as the sessions progress they may tell their counsellor they are being bullied and may let them know they are self-harming. Over the last year these are the issues, which the counsellors and their clients have worked on together:

Depression	398	Mental health	386
Low Self-Esteem	147	Sexuality/Gender	98
Anxiety	298	Substance Misuse	17
Anger	295	Illness/Disability	13
Relationship - Partner	97	Pregnancy	15
Relationship - Family	187	Eating Disorder	295
Bereavement	175	Sexual Abuse	186
Bullying	373	Alcohol Abuse	115
Domestic Violence	186	Divorce/family breakdown	142
Emotional Abuse	182	Education/Exams	87
Suicide/Suicidal Thoughts	189	Abortion	19
Child/ren	368	Trouble with Police	11
Relationship - Parents	287	Homelessness	16
Phobias/Compulsive behaviour	67	Religious Issues	6
Physical Abuse	71	Self-Harm	375
Rape	65	Job Change	8
Relationships-Friends	282	Work Related	46

We care about the environment of our two agencies, and the rooms we hire. We want both agencies to appear clean and professional but also friendly and approachable. We are very lucky in the services of Kelly and Nigel who are our cleaners and take great pride in keeping our rooms looking clean and tidy. In the main the feedback from clients is positive about the rooms, though occasionally personal tastes may clash. The environment of the agencies is important as it is saying to our clients that they are valued and also that the counsellors have a pleasant place to work. With this in mind also in Slough we purchased comfortable chairs in order that the clients and counsellors would feel comfortable. However, we recognised that the environment in Slough is not as comfortable for either clients or counsellors and so for this reason we are extremely grateful to one of our counsellors, Jaga, who with her husband, redecorated the rooms and put pictures up and added small items to improve the rooms.

Clients consistently spoke of not feeling judged and of being valued, and this feedback is very important to us. Clients also say they appreciate being given a choice of appointment times, though with our waiting list this can feel more pressured. We are running out of hours to add on more rotas and open often for almost 12 hours.

Many clients spoke of feeling able to recommend our service to their friends and it is positive for us when we see this happening. Our clients are the ones who from experience can say how effective the counsellors are. So their positive feedback is our best advertisement.

Our policy of having envelopes in the counselling rooms that clients can put donations into, if they wish, has proved successful. We have also added a Just Text Giving service and many clients are now making their donations in that way. We have also placed empty containers in the rooms if people want to drop spare coins in. However, we do not ask clients for any contribution for the counselling they receive. There have been some who have felt able to give donations, some very generous, as a way of saying how much they value the service they have received. We appreciate their contribution enormously.

We are very aware that our growing waiting list impacts on the wellbeing of clients who want an appointment. However, in much of our feedback clients speak of the ease of making an appointment and we believe this is due to the wide selection of times and that we try as much as possible to offer the most convenient time to clients. This also impacts on the waiting list as appointments after school time and during the evening are at a premium.

We are aware that there are many reasons for the growth in the waiting list and some of these were around the growing awareness of the service, the growing acceptance to access counselling, but also a growing need for the service as thresholds in other services rise.

I am pleased though that our initiative to offer short term alongside long term counselling, has increased the people we can see quicker. However, as we move forward we will continue to pilot initiatives to see people quicker.

# Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Jodi Romaker

## Committee Members:

Mary Luxon  
Christina Faruki  
Carolyn Fisher  
Cllr Mohammed Ilyas  
Sally Wright  
Sue Curley  
Steven Gregory  
Damon Hall

School Representatives: - Shaane Khan

Director of Service Shula Tajima

## Service Managers

Damon Hall Emily Warburton Alison Batey Julie Murrell

## Administrator

Anne Lang

## Volunteer Administrators/Receptionists

Clare, Rox, Isabel, Adriana

# Volunteer Counsellors

Lilly, Vivienne, Claire, Katherine, Shareen, Jacqui, Vanessa, Sally, Parminder, Kim, Claudia, Bilkis, Shaun, Kim R, Sarah, Sara, Tracy, Glen, Selma, Cherena, Rebecca, Daren, Louise, Trish, Claire, Babs, EJ, Simon, Sharyn, Sonal, Shieva, Steven, Carolyn, Gemma, Dimitrios, Narinder, Maria, Angela, Hamilton, Teresa, Yve, Jo, Kathryn, Liz, Rachel M, Jennie, Gill, Stephen, Sarah, Suzanne, Damon, Meena, Shaz, Gina, Sue, Sally, Ros C, Fauziah, Sharan, Andy, Karen M, Louise, Lucy, Emily, Dominique, John, Ros L, Julie, Jilby, Lindsay, Laura, Linda, Alison H, Dee, Norma, Neena, Yvonne, Viv, Nicky, Maria, Tracey, Avryl, Rebecca, Diane, Emma, Nikki, Lorna, Jo V, Hamilton, Angela, Ewan, Lisa, Sarah, Sally, Louisa, Pauline, Soni, Aggy, Bruce, Jay, Vicky, Tracy, Jenny, Patch, Zahda, Clare, David, Sarah L, Emma, Moira, Lisa, Laura M, Graham, Ashdeep, Jay, Tracy, Melissa, Mary, Amy, Bernie, Chris, Jane, Sameera, Sally, Rebecca, Jamie, Cate, Katherine, Nichola, Rukhiya, Meena, Harpreet, Becky D, Lianne, David G, Ben, Heather, Lisa, Marielle, David C, Jaga, David, Joanne, Mary-Lyn, Sydney, Emma, Noreen, Nadia, Lisa, Jo, Helen, Aaliyah

## Counselling Support Workers:

Caroline Rossiter, Lisa Parkinson

## Schools Counsellors:

Viv, Sally, Sue, Lilly, Norma, Jo, Linda, Louise, Karen, Amy, Sara, Sharyn, Steve, Nicky, Lisa, Graham, Emily

## Cleaners

Kelly and Nigel

## Advocates:

Alison B, Bernie, Wendy, Damon, Jo, Rachael, Vicky, Raksha, Narinder, Jaga, Shaun, Sarah, Linda, Lilly, Dee, Christine, Sharyn, Tricia, Sara, Norma, Charmaine, Clare, Julie, Micheala

## Supervisors

Barbara Thomas, Miriam James, Alison Batey, Sue Rowe, Linda Dorgan, Barrie Hopwood, Deena O'Brian, Paul Cockroft, Julie Murrell, Racheal Barton, Joan Devoil, Ben Jearum, Avryl Goodspeed, Barbara Beaumont

Joan Moore, Mike Worrall (Supervisors to Director)

## Trainers

Kieran McCrystal, Alison Batey, Mike Worrall, Julie Murrell, Wendy Gregory, Dr Rachel Freeth, Megan Stafford, Shula Tajima, Micheala Stay, Lisa Thompson

# Advocacy Report

It has now been five years since we began providing advocates for young people who are involved with social care, either as a looked after child or as part of a child protection investigation. We also occasionally support parents, whose children are subject to these orders, and social care are concerned about their vulnerability and their ability to speak in meetings. I am very pleased that we have been able to support these people too as it also helps the children to know their parent is being supported.

We deliver a training for advocates every year, this year it has happened just before this meeting in June. This year we decided that training should be over 2 days as there is so much information to share. Our advocates are taken from our cohort of counsellors who have a minimum of 50 hours of practice and have taken part in our young people's training or have worked with young people in other settings. This year as well for the first time, we extended the invitation to the counsellors in Youth Line in Bracknell. It is vital that we have good-sized pools of advocates to offer work to in order that we can respond to social care as quickly as possible.

We continue to hold the contract with RBWM and are commissioned by them to provide this service, though the advocates themselves are independent. Our contract with them is to provide advocates for required meetings, for which they pay us £25.00 per hour plus the advocate's expenses. We then pass £20.00 of this to the advocates with the £5.00 being towards the cost incurred by us for administration, training and support. All our advocates have signed a form to agree to pay their own tax as is required. We will review this charge next year as we have maintained it at that rate since we first started.

As part of our Service Level Agreement, we have quarterly meetings, which also helps us to monitor how the service is progressing. The statistics we have provided in this report come out of the statistics we deliver to our quarterly meetings. As we report regularly, we also discover other statistics, which will be useful so adapt. As we develop our new database this will also feed into the advocacy reporting.

Alongside the initial training, advocates are able to attend regular supervision if they wish, unlike the counsellor's supervision this is optional though those who attend do find the support helpful, especially talking with the other advocates and hearing their experiences.

The anecdotal feedback we receive is very positive and the Independent Reviewing Officers and Social Workers regularly comment on what a positive difference having the advocates makes. We have now started sending evaluation forms to social workers and the response has been very positive as to their experience of having an advocate for their client. A small sample of the feedback from clients and parents is included in the feedback section of the report.

Our advocates also take on the role of Independent Visitors; this role is to support children who are looked after by the local authority, especially those who are, for a number of reasons, out of our area.

# Counselling Service Manager Marketing - Website

Around the same time that I qualified as a counsellor, Shula and I had chatted many times about new names for Number 22, what a website could look like and how we may be able to streamline some of our processes to make us more efficient. I had volunteered in an administrative role for a couple of years whilst qualifying as a counsellor so when Shula offered me a Counselling Services Manager role within the agency, I was very excited and somewhat daunted. Since October 2018, I have worked ten hours a week, usually 6 or 7 hours a week in the agency and the rest from home. So what has the last 9 months held...well quite a lot.

I started with exploring new names for our charity. We settled on Number 22 as it already delivered on many levels; it is locally recognised, it has very positive connotations with our client base and has an excellent reputation with local commissioners e.g. the CCG, schools, RBWM. I then worked on developing a new logo and a new website with contacts of mine who have worked at a fraction of their usual rates for us. Our new logo with its speech bubbles and soft colouring has been designed to show the inclusive, collaborative nature of our service. The website borrows a lot of our original online wording, which has stood the test of time, with some new content added and a brand new look. The client enquiry form has been the most important part of our online content development. Number 22 had secured funding to triage our clients but this was overwhelming us from an administrative point of view. Damon, Alison and I were spending hours each week trying to contact clients and triaging them before putting them onto the waiting list. This entire job can now be done online and clients have been overwhelmingly positive about this development. I had hoped that perhaps 50% - 60% of clients would be happy to enter themselves onto the waiting list via the online enquiry form but in reality, it is virtually 100%. We of course still triage over the phone where clients do not wish to do this online but it has proved rare for a client to need to do this. This development has freed up a huge amount of time, which is being spent, on many other priorities.

I spend a couple of hours a week booking client appointments for counsellors. Claire came back from a period of absence and has been working on this with Damon and me. I have trained Claire how to do this now that our waiting list is on Share Point and between the three of us our aim is to never let a client hour go unfilled. We do not succeed 100% of

the time but Claire has made a massive difference at helping us to achieve this aim and we'll keep trying our very best in this crucial role.

Next, I set about recruiting, inducting and training our three further amazing admin volunteers. Rox manages the message book brilliantly, Adriana downloads the client enquiries onto the waiting list and Isobel is working on our training programme and cleaning up the data on the waiting list. They all answer the phone constantly to both clients and counsellors and help in any way they can. Claire, Rox, Adriana and Isobel have made a huge difference to the support, which we all enjoy in the office, and I thank them enormously for the work they do.

On a weekly basis, I receive many queries from counsellors which I always endeavour to answer within 24 hours. I do not always quite make my own self-imposed deadline but I do my very best!

I enjoy recruiting new counsellors into our service. Shula visited many colleges at the beginning of the academic year and we have received many applications. Interviewing and inducting these counsellors, followed with mentoring has been a shared responsibility with Alison and Damon. I have written admin instructions for new counsellors in an attempt to make the entry into the service more straightforward.

Alison has led the charge with her work in schools and we've supported each other by reading her proposals together and she has worked with me on the proposal, which we recently put to the Slough Youth Offending Team for which we're awaiting an answer.

Alison and I have also recently started working on some funding bids together and are beginning to get the hang of the sort of things, which funders would like, from us in their individual bid formats. It has been quite a learning curve. I secured £500 of funding from Three Mobile's local initiative fund.

I have worked with Damon on determining which sort of database we should use to replace the creaking excel format which we are currently using and certainly isn't fit for purpose. The website developer recommended an IT specialist who has been supporting us at 50% of his normal daily rate when we have the odd question.

A refurb of Windsor continues to be on my to do list and the Community Payback Team are still primed to help us. I had not predicted that Shula's absence would draw me in other directions so this is a case of over promising and under delivering on my part. I will get there, please bear with me.

I continue with my client work at the agency, taking on one of Shula's clients also for a brief time during her absence. I have also been working in Altwood School for this academic year having completed the amazing 'Working with Young People' course last year. The counselling work is still pretty new to me but overwhelmingly the part which makes all the admin work worth it. The way I see it...we work for an amazing charity, with clients who depend on us to keep it all going. They are lucky to have us but we're enormously privileged to have them too.

Emily Warburton

# Counselling Service Manager Schools and Young People

As I reflect on my time as Counselling Service Manager, I am aware that I first reported to Number 22's Annual General Meeting some 15 years ago in the role of Outreach Worker.

The timing of taking on this new role for Number 22 was significant for a number of reasons. One being the opportunity for me to bring to the agency all the learning and experience I have gained over the past 15 years but most importantly the news of Shula's diagnosis and the need for a team to hold, manage and develop the agency in her absence.

It has at times been challenging for Damon, Emily and myself as we endeavour to do the very best for Shula, the agency, the counsellors and most importantly our clients.

With many changes, already taking place with the work Damon was doing with systems and processes we quickly established a list of priorities and set about identifying what our individual roles would entail.

We meet weekly as a team, often joined by Shula and all decisions are discussed and collaboratively agreed.

Within a couple of months, I began to work more closely with the school counsellors and Counselling Support Workers (Lisa and Caroline) and have created a School Counsellors Team. We recently held our first team meeting and discussed how we could further align the provision of counselling in schools delivered by Number 22.

As my role centres on supporting children, young people and families I was keen to develop a cost effective school-based counselling service. I hoped to bring my experience of working on the ETHOS Project (A significant government funded piece of research in to evidence-based effective school counselling).

With the support of Emily and Damon, I am pleased to report that in January we secured a proposal to work with Claire's Court School and are now in a position to offer opportunities for some of our experienced, committed counsellors.

The package we offer to schools includes 8hrs of counselling a week, which is delivered by a qualified lead counsellor and a volunteer, gaining the experience of working therapeutically in a school setting.

Viv and Lisa M have been doing a fantastic job and following a review of the work in July, we are hoping the service will grow further within Claire's Court.

Recently Desborough have agreed to adopt our services and build on the positive work that has taken place over the years, both with individual counselling and the groups that Lisa delivers.

I am in the process of negotiating a service level agreement and hope to have 2 counsellors placed for the Autumn term.

There are ongoing discussions with Newlands School who are also endeavouring to secure funding to secure a consistent counselling service in school. They have for the past 2 terms been supported by Jo V and would very much like to receive our service.

As a service we have historically offered schools counselling free but recognise that this is not something we can sustain.

The package we offer is affordable however funding always dictates the level of support schools are able to offer.

Windsor Boys School, Windsor Girls School and Dedworth middle are all part of a local school enterprise and I have been redirected to the contact I need to speak to regarding discussions of a counselling service. At a local level, we have strong working relationships with the schools and they are keen to further develop the provision they are able to offer their students.

I will continue to work with schools in Windsor and Maidenhead (and possibly Slough in the future) to enhance the positive work that our counsellors do in schools.

In January I ran a 2-day Training "Working with Groups" which was very well attended with many counsellors expressing their desire to develop and facilitate therapeutic support groups. We were very lucky to have a talk from a parent (Ann Lamden) who kindly shared her own personal story. The counsellors were very grateful to Ann and felt humbled by her presence.

Over the past few months, I have been exploring the best way to begin to offer Support Groups to parents.

We have many young people on our waiting list with lots of worried parents often contacting us as an agency seeking support for their children. With the thresholds at CAHMS being significantly higher, many children and young people are experiencing huge waiting times before being offered support.

I am pleased to report that we will begin to offer this service to parents from this month. By the time this report is published, we would have begun the work.

We have a small team of Counsellors that we have identified to carry out this work and would like to say thank you to Melissa, Sharyn, and Julie for their commitment to this new exciting opportunity.

The referrals have come through Furze Platt School and I am working closely with the Parent Support Manager to identify parents who would benefit from this support. Following a recent meeting with the Head teacher of the junior school, I am confident that this will hugely help some families who are really struggling to manage for a myriad of reasons. I believe this service will grow and that we can begin to target families through the Borough and Achieving for Children, particularly the Early Help team.

To fund this work Emily and I have recently submitted an application for funding with a Masonic Charity and are in contact with someone local who is supporting our application.

In addition to parent groups, Emily and I have met with the Youth Offending Team and are exploring ways to offer group work to the young people offering a safe, confidential space to emotionally support them as they often navigate an exceptionally complex environment often isolated and not in education.

Alongside all the development, I have been undertaking within this role I have been interviewing and inducting new counsellors, which is a real pleasure, and I look forward to welcoming many new counsellors to our wonderful agency.

Lisa P and I recently attended a "Coffee Morning" at Sports Able, which was run by the Borough to target loneliness in the elderly community. Other agencies taking part were SMILE, Mind and the Police. Tea and cake was in abundance and we enjoyed spending time with local people in the community.

I reflect on the past 8 months with a real sense of positivity and excitement for the ongoing development of Number 22 and am really enjoying the role of Counselling Service Manager. The challenges it brings are all opportunities for improvement.

I would finally like to say a very big thank you to Damon and Emily for supporting me in this role and especially for their patience and understanding related to my computer skills ☺.

I believe that Damon, Emily and I provide a diverse but complimentary skill set beyond counselling and I hope that you have all felt the benefit of this in some small way.

I very much look forward to our team growing and welcoming Julie on board.

Alison Batey

# Counselling Service Manager Systems and Advocacy

I must be getting old. I have given up breakfast, as it seemed to be that time of day every half an hour. In addition, it seems that it was only yesterday that I finished writing my report for the 2018 AGM, and it is here again, the AGM that is.

The offer of 6-weeks short term counselling (with a possible extension to 9-weeks) is working, in that counsellors like it and clients like it and, even though some clients go back on to the list for long term counselling, lots find the short term is enough for them. Something Emily and I plan to do is to collate the stats to see if we can reduce the numbers of clients wanting to come back for long term counselling by tweaking the length of short term counselling available. It may be that we trial some longer short term slots, say 12 sessions alongside the standard 6/9 to see if that is enough time for clients to feel they don't need to return to the long term list.

We now need to up the number of long term counselling slots available as we do not have many slots to fill on a monthly basis and that is causing our list to grow. The problem that we still have is that for every 5 slots we fill, 10 new clients register on the waiting list. Even though we are seeing more clients than ever before, our waiting list continues to creep up. (When Emily first showed me her brilliant new cards to promote the service, I wanted to hide them). I am not sure how, or if, we can ever solve this, but it is an issue that Emily, Alison and I have our thinking caps on for permanently.

The upgrade to the computer system has been a long and slow process. I put together a wish list last summer, identifying things that would make the administration for the counsellors and agency so much easier. However, our needs are bespoke and some companies took a long time to get back to me. I have to thank Emily for helping here as she was able to tap in to local knowledge and local companies, but we are still up in the air somewhat. I now can see why government systems projects take so long and always go way over budget.

We need the upgrade to our systems in order to capture accurate records, as our statistics are our lifeline. Without statistics to demonstrate the effectiveness of counselling, we do not get funding. Without funding, the service ceases to exist.

As well as data showing the effectiveness of counselling, accurate records are required to prove we are delivering the service we set out to. For example, counsellors need to mark off when clients attend or DNA. My driving force throughout this process has been to make things as easy as possible. A simple touchscreen interface with a series of algorithms and equations working in the background to generate the information we need is the top of my wish list. However, we are still in discussions about whether this is possible.

The local CCG has offered us the way into the NHS's systems. This is called IAPTUS and does, at first glance seem to be an answer to our prayers, but as with everything there is a cost and one that now we have to decide whether we can afford.

There is a third way: DIY. This would entail building a new database with the software we already have, SharePoint and Office 365, and then buying bolt on services. For example, I would really like our clients to be texted appointment reminders, for at least the first session, like the GP and Dentists do to reduce the time spent wasted with DNAs, and this is something we could commission.

We will need a new database when we leave the RBWM computer network in due course, so it seems the sensible time to upgrade everything else.

Things have been a little frantic with Shula being away. However, between us we have just about managed to keep things afloat, at least I don't think we have broken anything (yet). I have been dealing with Shula's emails and she gets a lot. I have to apologise if I have not got back to anyone or it's taken me so long to reply, as I can go email blind. How Shula copes when it's a 24/7/365 I don't know. Thankfully, Shula is back with us so things will settle down to normal.

One other role I have taken on in Shula's absence has been dealing with the advocacy referrals and I now appreciate the time and effort Shula puts in to make sure that our young clients, entering into the care system or child protection process, have the help and support to make sure their voice is heard.

I can't thank Emily, Alison enough for their help and a big thank you to our new admin team of Claire, Rox, Adriana and Isobel, who have made such a huge difference to the running No22.

Damon Hall

# Counselling Support Worker

## Windsor

Since beginning my role as Counselling Support Worker in January, I feel as though my feet have not touched the ground. Already my learning has been vast as I settle into this incredibly rewarding role, and I am looking forward to the continuation of this as my journey progresses. Currently, I am facilitating 11 groups across 8 schools.

All of the schools I approached were keen to take up the opportunity of continuing the emotional support groups, although for me, stepping into Rahila's very experienced shoes has been daunting! Finding my own voice as group facilitator is an ongoing process, as I discover what works and what does not. All the groups are so different and each teaches me something new every week. One of the commonalities of all the groups however, is how very generous the students are; in sharing their stories, and supporting one another through hard times and conflict, as well as celebrating the joys that occur in life. They have all taken very seriously the importance of trust within the group, to enable them to open up and find relief in the knowledge that they are not alone. Many of the presenting issues around young people today appears to be anxiety and stress, particularly around exam time, low self-esteem and image - made all the more complicated within the realms of today's social media, difficulty in managing emotions, navigating relationships.... the list could go on and on.

Some of the groups have proved more challenging than others. Knowing that these students are struggling with distressing life stories, goes some way to emphasise just how vital the role of facilitating such groups can be, and treading the delicate balance between holding and sharing information, and making the decision when to refer on to more tailored support. With this in mind, I have found the support of supervision and colleagues invaluable. Witnessing how some students have flourished and grown within the nurturing space of the group, has been a very moving experience.

A breakdown of each group:

### **Windsor Girls School:**

I have facilitated a total of 3 groups to date, each for 6 weeks: One group focussing on Low self-esteem, another on exam anxiety, and another on difficulty in controlling emotions. Some felt that 6 weeks was not long enough to really establish a relationship, so I have been able to offer a continuation for the self-esteem of an extra 4 sessions.

Group clients: 18

Group client hours: 18

Group contact hours: 74

Alongside groups, I have worked 1-1 with 4 clients.

Clients: 4

Client hours: 11

### **Windsor Boys School:**

I continue to work with a group of 6 boys. We explore a variety of issues as they arise each week.

Group clients: 6

Group client hours: 13

Group contact hours: 54

I have also seen 1 client 1-1.

Client: 1

Client hours: 15

### **St.Edwards Royal Free Ecumenical Middle School:**

There are two groups: one boys and one girls. We have worked together for 15 sessions each group, and will continue on to the end of term and assess how we move forward, as some will be transitioning on to Upper School.

Group clients: 10

Group client hours: 30

Group contact hours: 122

**Trevelyan Middle School:**

Two groups run in this school: one boys and one mixed. We will meet until the end of term and review how we might move forward, as a new safe guarding lead joins the school who I look forward to meeting and discussing plans. Three members of the boys group will be transitioning to Upper school.

Group clients: 9

Group client hours: 23

Group contact hours: 108

**Dedworth Middle School:**

One group comprising of 6 girls continues in this school. We look at a variety of issues as they surface each week. We will continue until the end of term when we will review moving forward.

Group clients: 6

Group client hours: 14

Group contact hours: 80

**Charters Secondary School:**

I facilitate one group of 6 girls. Previously there had been no groups running in this school for a while, so it has been good to re-establish a relationship. The girls were referred for various issues and have formed really well as a group.

Group clients: 6

Group client hours: 11

Group contact hours: 64

**Churchmead Secondary School:**

One group in this school made up of different age groups and genders. They have begun to form well as a group.

Group clients: 6

Group client hours: 9

Group contact hours: 38

**St. Peters Middle School:**

I facilitate a group of 4 boys who have struggled with behavioural and emotional issues. We will work together until the end of term, when they will transition to Upper School.

Group clients: 4

Group client hours: 15

Group contact hours: 52

**Caroline Rossiter**

**Counselling Support Worker Windsor**

# Counselling Support Worker (Maidenhead)

Summary Total Counselling Support Hours (11 September 2018 - 31 May 2019)

School	Number of Groups	Number of Group Clients	Total Group Hours Completed	Total Individual Group Member Contact Time (Hours)	Individual Clients	Individual Hours Completed
Altwood	4	24	53	200	2	6
Cox Green	6	38	45	178	-	-
Desborough	-	-	-	-	7	31
Furze Platt	3	15	53	196	3	11
Manor Green	4	23	49	209	-	-
Newlands	5	26	60	238	1	3
<b>Total</b>	<b>22</b>	<b>126</b>	<b>260</b>	<b>1021</b>	<b>13</b>	<b>51</b>

It is a well-known and powerful statistic that one in ten young people are affected with a diagnosable mental health problem - at least three students in every classroom. Our local child and adolescent mental health service (CAMHS) reports the pressure that they experience following a 'considerable' increase in referral rates and complexity of the issues with which young people are presenting. However, around 50% of the children and young people referred do not meet CAMHS thresholds and are told that they require a lower level of support (*East Berkshire CCG Local Transformation Plan 2018-19*). As Counselling Support Worker, I see the impact of these statistics in every school. Waiting lists are long and school staff bear the pressure of supporting young people who are struggling with how they feel.

Early intervention to support emerging emotional and mental health needs is key. The group support that Caroline and I provide is an integral part of this. Our groups offer emotional support at the earliest stages when a young person may be identified as vulnerable and equally if it is decided that a young person does not meet criteria for more specialist support. My work across six schools enables me to develop and nurture close

relationships with pastoral teams, school counsellors and ELSA staff to ultimately try to be a part of the best support for each individual student. I am reminded of the need for our service on a daily basis.

As I wrote my piece for our annual report last year, I described how humbling it is to work alongside the children and young people we support. In a job where no two days are the same, this is my constant. The beginning stages of forming every group is tentative; the students feel apprehensive and unsure of what to expect and whether they can trust a group of relative strangers. From the outset, we carve out a safe space, developing an understanding that for an hour each week the group is a space to think, to reflect, to explore and to understand together without judgement; as well as a place to escape the pressures that school can bring, to make new friends and have fun! Together, gradually we can build a sense of belonging and shared experience to promote further understanding, acceptance and support of what each member is going through. Many groups harness this support and continue it once our time together has ended, in the knowledge that they are no longer alone in how they feel.

My work with groups is varied. Each of my six schools is also my client, which necessitates six sets of contacts with whom to liaise and six sets of logistics and resulting paperwork - this is rather a juggling act at times! Across the ten groups that are, running each week the students will be at different stages of group development; perhaps feeling shy and nervous during a first session or comfortable, enjoying laughs, banter (and sometimes arguing) alongside offering crucial empathy and understanding alongside peers that they have grown to know at a different level to most other friends. We may think about how it feels to be anxious or experiencing low mood, or what it is like to join a new secondary school and the struggle to fit in and make new friends. We may gently share past painful experiences about family difficulties or mental health struggles or focus on how stressful exams can be; trying to unravel where pressures lie and how we can challenge negative thoughts alongside sharing strategies to cope with feelings of panic or the practicalities of revising.

In addition to my work with groups, I have continued to see a small number of individual clients, mostly on a short-term basis, and have undertaken project work to develop some mental wellbeing sessions for year 8 students at Newlands. I have worked closely with the school to understand their objectives and to develop a series of five short sessions with the aim of helping students to identify and normalise feelings; understanding the difference between every day and overwhelming feelings. We have explored ways of looking after mental wellbeing and

stressed where to find support, both inside and outside of school, together with enhancing understanding of how to support friends. Although our evaluation is in its early stages and the programme is continuing, initial feedback is positive and this is potentially an area for the agency to expand on and roll out to other interested schools.

This is an exciting year for the Agency's work in schools, particularly driven by Alison's new role as Counselling Services Manager for Children, Young People and Families. It is a privilege to work alongside her and to feed into how our schools work may develop. We have welcomed Caroline as a much-valued member of the team to work in Windsor and, as the number of counsellors working in schools grows, we are starting to feel more like a school's team. I think this will make a big difference to how we learn from each other and share best practice; ultimately strengthening the support that we can provide to the young people with whom we work.

#### **Altwood**

- Girls' Group rotating membership of 11 (years 8-11)
- Boys' Group of 4 (years 7-9)
- Boys' group of 4 (year 10)
- Mixed group of 3 (year 8)

<b>Number of Groups</b>	<b>Number Group Clients</b>	<b>Total Group Hours Completed</b>	<b>Total Individual Group Member Contact Time (Hours)</b>	<b>Individual Clients</b>	<b>Individual Hours Completed</b>
4	22	53	200	2	6

#### **Cox Green**

- Mixed group of 8 students (year 8/9)
- Mixed group of 5 students (year 7/8)
- Mixed exam stress group of 8 (year 11)
- Boys' group of 3 (year 8)
- Mixed group of 8 (Year 10)
- Mixed group of 6 students (year 7)

<b>Number of Groups</b>	<b>Number Group Clients</b>	<b>Total Group Hours</b>	<b>Total Individual Group</b>	<b>Individual Clients</b>	<b>Individual Hours Completed</b>
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		<b>Completed</b>	<b>Member Contact Time (Hours)</b>		
6	38	45	178	-	-

### **Desborough College**

Desborough has not had a need for group support this academic year. I have been supporting individual students and continuing to develop our relationship with the school prior to a new counsellor starting with them in the Autumn Term.

<b>Number Group Clients</b>	<b>Total Group Hours Completed</b>	<b>Total Individual Group Member Contact Time (Hours)</b>	<b>Individual Clients</b>	<b>Individual Hours Completed</b>
-	-	-	7	31

### **Furze Platt**

- Boys' group of 4 (year 8)
- Mixed group of 4 (year 8/9)
- Mixed group of 7 (year 7/8)

<b>Number of groups</b>	<b>Number Group Clients</b>	<b>Total Group Hours Completed</b>	<b>Total Individual Group Member Contact Time (Hours)</b>	<b>Individual Clients</b>	<b>Individual Hours Completed</b>
3	15	53	196	3	11

### **Manor Green**

- Boys' group of 5 students (mixed year groups)
- Girls' group of 4 students (mixed year groups)
- Boys' group of 8 students (mixed year groups)
- Girls' group of 5 students (mixed year groups)

<b>Number</b>	<b>Number</b>	<b>Total</b>	<b>Total</b>	<b>Individual</b>	<b>Individual</b>
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of Groups	Group Clients	Group Hours Completed	Individual Group Member Contact Time (Hours)	Clients	Hours Completed
4	23	49	209	-	-

### Newlands

- Group of 6 (year 9/10). The group will continue to meet as a self-facilitating group with the agreement of the school
- Group of 6 (Year 8)
- Group of 5 (mixed year groups)
- Group of 4 (year 9)
- Group of 5 (year 10)
- Ten tutor time mental wellbeing sessions delivered to 67 students across two tutor groups in year 8. This will continue to the end of July 2019.

Number of Groups	Number Group Clients	Total Group Hours Completed	Total Individual Group Member Contact Time (Hours)	Individual Clients	Individual Hours Completed
5	26	60	238	1	3

### Lisa Parkinson

# Understanding Mental Wellbeing Sessions Feedback Report

Number 22 delivered 5 short, tutor time sessions to students February-April 2019. Counsellor Lisa Parkinson worked closely with Patricia Morales, Newlands' Student Focus Centre Manager, to develop the following objectives:

- i. To normalise and generate an understanding of feelings
- ii. To introduce the concept of everyday and overwhelming feelings
- iii. To be able to identify sources of support in and out of school
- iv. To understand how to look after mental health and wellbeing
- v. To understand how to support friends

Parents were informed of the sessions and signposted to more information about how to support their child with any issues raised by the sessions. The tutor was fully involved in sessions. Students were signposted to the Student Focus Centre, Kooth and ChildLine and were able to ask questions anonymously. Feedback was gathered before and after the series as follows, (it should be noted that feedback was collected from 30 students prior to the start of sessions and 35 completed forms were collected at the end):

## 1. I understand the difference between everyday feelings and overwhelming feelings:

	Before Sessions (30 respondents)	End of Sessions (35 respondents)	% Change
<b>Strongly Agree</b>	23%	29%	+6%
<b>Agree</b>	57%	65%	+8%
<b>Not Sure</b>	17%	3%	-14%
<b>Disagree</b>	3%		
<b>Strongly Disagree</b>	-	3%	+3%

80% of students agreed or strongly agreed that they understood the difference between everyday and overwhelming feelings before sessions started. This rose to 94% following sessions, although one student strongly disagreed. Verbatim feedback suggests that a greater understanding of the concept of everyday and overwhelming feelings is helpful. This will hopefully start to normalise everyday feelings and encourage students to seek support if their feelings become overwhelming.

**2. I understand who I can speak to inside and outside of school if I need help with understanding my feelings:**

	Before Sessions (30 respondents)	End of Sessions (35 respondents)	% Change
<b>Strongly Agree</b>	47%	57%	+10%
<b>Agree</b>	37%	31%	-6%
<b>Not Sure</b>	10%	6%	-4%
<b>Disagree</b>	-	3%	+3%
<b>Strongly Disagree</b>	6%	3%	-3%

88% of students either strongly agreed or agreed that they knew who they could speak to inside and out of school to gain support following the sessions compared to 84% prior to sessions starting. A small number of students were not sure, disagreed or strongly disagreed; overall feedback from these students was less favourable which may point to individual issues and the fact that it is hard to discuss difficult feelings. However, more can be done in future sessions to emphasise where to find support.

**3. I understand how I can look after my mental health and wellbeing:**

	Before Sessions (30 respondents)	End of Sessions (35) respondents	% Change
<b>Strongly Agree</b>	17%	29%	+12%
<b>Agree</b>	47%	34%	-13%
<b>Not Sure</b>	27%	34%	+7%
<b>Disagree</b>	6%	3%	-3%
<b>Strongly Disagree</b>	3%	-	

64% of students either strongly agreed or agreed that they knew how to look after their mental wellbeing prior to sessions. Following sessions students were more likely to strongly agree, however there was no overall change. Whilst only one student disagreed how to look after their mental wellbeing, a third of students were still not sure. The 5 Ways to Wellbeing were used as an introduction to this subject which could be further reinforced in school to increase understanding.

**4. I understand how I can support my friends with how they are feeling:**

	Before Sessions	End of Sessions	%
--	-----------------	-----------------	---

	(30 respondents)	(35 respondents)	Change
<b>Strongly Agree</b>	50%	31.5%	<b>-18.5%</b>
<b>Agree</b>	33%	37%	+4%
<b>Not Sure</b>	17%	31.5%	+14.5%
<b>Disagree</b>	-	-	-
<b>Strongly Disagree</b>	-	-	-

83% of students strongly agreed or agreed that they knew how they could support their friends with how they are feeling prior to sessions starting. There was actually a 14.5% decrease in how strongly students agreed with this statement following sessions and more students saying that they felt unsure how to support their friends. This area has the potential for further understanding in school. However, it is suggested that students feel more unsure because sessions introduced the importance of boundaries when supporting friends and when to involve someone else (an important original objective). Students were all emailed a leaflet from Anna Freud with more information about supporting friends, including boundaries to increase understanding in this area: [https://www.annafreud.org/media/8030/helping\\_someone\\_else\\_accessible\\_pdf.pdf](https://www.annafreud.org/media/8030/helping_someone_else_accessible_pdf.pdf)

### 5. Could you tell us what you liked best about the mental wellbeing sessions?

Verbatim feedback has been grouped into the following themes:

<b>Understanding Feelings:</b>	<ul style="list-style-type: none"> <li>• I liked learning from other people on how they dealt with their feelings and could help me in the future</li> <li>• I understand more about my feelings</li> <li>• I liked talking about the difference between overwhelming and everyday feelings because I didn't know before</li> <li>• I liked that I got taught the difference of everyday feelings and overwhelming feelings so I can understand what feelings are going on in my body</li> <li>• That I learnt how to recognise how I feel and what it is</li> <li>• I just like it as it's like therapy to me. It's really soothing and it helps me.</li> <li>• I feel understood and not alone</li> </ul>
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<b>Getting Support:</b>	<ul style="list-style-type: none"> <li>• I liked how we now know not to help each other and where we can get support from. And interacting with each other</li> </ul>
<b>Looking after ourselves:</b>	<ul style="list-style-type: none"> <li>• I liked how we were told what we could do to help ourselves if feeling low. That was very useful</li> <li>• They helped me with my feelings and how to spend my time. And how to deal with my mental health.</li> <li>• They teach you how to look after your mental wellbeing</li> <li>• It could help us in the future</li> </ul>
<b>Helping Friends:</b>	<ul style="list-style-type: none"> <li>• That I know how to look after my friends</li> <li>• I liked learning what I could do to help my friends with overwhelming feelings</li> <li>• I have learnt how to look after my friends and understand the difference between feelings.</li> <li>• How we can understand how we can help friends and ourselves</li> </ul>
<b>Style of Sessions:</b>	<ul style="list-style-type: none"> <li>• I liked that we did not just sit down but did activities</li> <li>• The games</li> <li>• Things we did at the back of the class (activities)</li> <li>• I liked that we moved around the class and interacted with each other</li> <li>• That you aren't forced to say anything and that no one judges each other</li> <li>• I liked the games and activities</li> <li>• I really liked that we could be open and everybody could be honest</li> <li>• We openly talked about this topic together</li> <li>• When we had to walk round our room with a sticker that had some feelings on it</li> </ul>

## 6. Could you tell us what you didn't like about the mental wellbeing sessions?

Verbatim feedback indicates that the content and style of the sessions were not found helpful by everyone. However, most students stated 'nothing' or left this section blank:

- It didn't exactly help as it's the same thing every time. It was awkward and a bit continuous so it got boring
- It was continuous so got very boring
- I didn't really enjoy the activities, like when you had to walk around

- When we had to stand at the back and we had to tell others about what we did and they talked over us
- Talking about depression and sadness
- I didn't like that we didn't learn about different types of mental health
- It didn't suit everyone's needs and wasn't needed for everyone
- How much information we have to take in one session
- Nothing! They were very good

### **Conclusion**

Overall, this was a positive first set of sessions. Students were mostly engaged and feedback shows understanding in the concepts introduced has increased. Feedback also highlights that for a small number of students the subject matter is challenging.

From a facilitator's point of view it was a challenge to deliver very short, interactive sessions and promote a full understanding of a complex topic. However, students do not say that the sessions felt too short and only one student commented on how much information needed to be taken on board during one session.

To build on the sessions and to continue to normalise talking about mental wellbeing, it is suggested that the concepts introduced such as everyday and overwhelming feelings and the 5 Ways To Wellbeing are now reinforced in school alongside a continuing emphasis on seeking support as an individual or with a friend. Notably, understanding around the boundaries of supporting friends is an area to follow up.

Sessions will now be rolled out more widely in the year and will be monitored ongoing to gain more insight into the impact of the format.

# School Counselling

I started working at Claire's Court School in February this year. I am the first placed Lead Counsellor in a local school. This is one of the latest initiatives introduced by Number 22 and so it has been quite a learning curve for all of us involved, owing to it being the first school to buy into this service and work in this way together with Number 22.

Claire's Court secondary schools are split over two sites; I work at the boys' secondary school, contracted to work with five boys each week, and the agency has a volunteer counsellor working at the secondary girls school site, contracted to work with three pupils each week. The two of us come together once a month at supervision sessions. Speaking from my experience since starting, my relationship with the school is extremely positive. The boys and every one of the staff who I have come into contact with are great. I felt instantly welcomed and greatly valued. The buy in from the school (yes, financially as well as emotionally) has been nothing but positive and they are very pleased to have us on site.

Communication between myself and the school is open and clear, and the organisational side is well managed. The agreement between the agency and school, is for each pupil to be offered up to 10 sessions each, but the school are offering to be flexible with this time frame if I feel more sessions might be of benefit.

I am very much enjoying my time at the school..... and, of course, being paid to work in a school is extremely welcome to me, having worked at local schools as a volunteer to quite a few years! As further opportunities in similar roles become available - please feel free to contact me for a chat if I can help!

Viv

# Joining Number 22

One of the requirements to complete the diploma for Amersham College is, for all students to find a placement for themselves where they can volunteer as a counsellor and to achieve their 100 hours voluntary counselling required by the BACP. I looked at the lists of counselling placement agencies given by the college and I was drawn for some reason to No.22. So with a little trepidation I phoned..... Emily picked up my call.....instantly I knew it was the right place for me. She was warm and kind and understood my fears. It's quite a step to put yourself out there offering yourself up, well not for some maybe but it was for me. She was able to allay my fears and told me what I needed to do in order to gain a placement at No.22. Within a few weeks I had done my recording met with Shula and the rest is history!!

From that moment on I have enjoyed every moment of being a part of the volunteer counsellors at No.22. The training and induction is robust and very informative, we are shown all that we need to do both before we see a client and afterwards. We are shown where all the paperwork is meant to be filed and what notes need to be made and how to input the data and log clients onto the computer, then the floor is yours as it were. The focus is entirely on the client and their wellbeing and the person centred approach is at the forefront. The non-judgmental stance is paramount and you can feel it through the core of the agency.

We are allocated mentors who would be our first port of call should anything happen that we need to check or if we are unsure how to input or access some information on the computer. This is really valuable for all new volunteers, feeling like there is someone to ask if you need help. As a volunteer counsellor the agency allocate a supervisor and you meet with them once a month, this is a requirement by the BACP, but the fact that the agency help you initially to find a supervisor takes a lot of the pressure of a new trainee when it could feel like there is so much to organise and to learn.

I started at No.22 last October and have since been fortunate enough to have seen a wide variety of clients. This is invaluable for my experiential learning and also for my college work. I have worked with many different clients with very different presenting issues, no two days are ever the same in the agency. It became apparent to me quite quickly how grateful the clients are to have been given a time and a day to talk to someone about their concerns/issues, a real life line for some and they are very

open and willing to get started on their journey. The teachings from college become 'real' when theory gets put into practise and you can see the value of offering the core conditions and their effect on the relationship with the client, as where the relationship develops so too does the work that you are able to do with the client. Each time we need a new client a request is put onto the computer and we are then matched with a new client who will already have been triaged by one of the team. The team of People/volunteers work tirelessly round the clock to ensure that every single person's experience is what they should expect both for the client and the counsellor.

At the heart of No.22 sits Shula, an uncompromising, astute, pragmatic but entirely selfless and caring soul. Her ethos spreads and is felt by all who work at No.22. Every volunteer shares her passion and the work delivered is to each counsellor's best.

There are many training courses available for all volunteers covering a wide range of topics from self-harm to ethics to mother and daughter relationships. Everyone has the opportunity to attend these and can book them independently, this provides the opportunity for continued CPD which is also a requirement of the BACP governing body. The training is well presented and thoughtful and expertly put together.

I feel very fortunate to be a part of this agency reaching out to the community, offering a life line to some and just an ear to others. The door is always open and the ethos of the un-judgmental positive regard for each and every person who comes through the door is testament to why and how this agency is so unique and highly regarded.

Lyndsey Holmes.

# A Trustee's Perspective

I first heard about Number 22 whilst studying for a Diploma in Therapeutic Counselling at Amersham and Wycombe College. Other students on my course had secured placements with Number 22 and were full of praise for the quality of the service it provided and the ways in which the organisation valued and nurtured its volunteer counsellors, both qualified and in training.

I decided to brave the rigorous application process and in doing so became convinced that here was an organisation that truly cared about its clients, volunteers and staff. The professional, in depth application process reassured me that only competent volunteers were selected, that the quality of the service provided to clients was of paramount importance and that volunteers were truly appreciated and well supported through the provision of supervision and ongoing training.

I was delighted to be accepted as a volunteer counsellor and even happier when Shula suggested, the skills and experience from my years of working with young people and as a member of the senior management team in a national, grant-giving charitable trust, could be of use to the agency and invited me to become a trustee. Well, happy may not quite be the correct word as in truth I was a little daunted about the legal responsibilities. However, having been in the role now for over a year, any fears I had have proved unfounded.

All the trustees of Number 22 are volunteers. We all believe strongly in the charity's purpose and either bring relevant skills and experience from related professions, represent stakeholders such as the local authority or have specialist skills and knowledge pertinent to the role of trustee. Collectively we hold ultimate legal responsibility for the organisation and so must:

- Always act in the best interests of the charity
- Make sure the charity complies with its governing document and with charity law requirements
- Manage the charity's resources responsibly by implementing appropriate financial controls and manage any risks financial or otherwise
- Always act with reasonable care and skill when making decisions and take advice when necessary
- Ensure the charity is accountable: by complying with statutory accounting and reporting requirements in respect of the law; to

- members of the charity; within the charity where responsibilities have been delegated to staff or volunteers
- Ensure the charity is carrying out its purpose for the public benefit.

We meet every couple of months to monitor, review and develop the work of the charity. The excellent reports and presentations produced by the Director of Counselling, her Managers and the Counselling Support Workers provide invaluable detail and insight into all aspects of the service. They also help to reassure us that the delegated authority and responsibilities given to senior staff, that help us to govern more efficiently and effectively are being exercised properly.

The trustees are very aware of their responsibilities to clients, staff and volunteers. There is regular review of policies and procedures, and safeguarding is a permanent item on our agenda. When there are important decisions to be made in areas that fall outside the expertise of the trustees we seek professional advice. For any decision agreed to be acted upon the trustee meeting must be quorate, which means a specified number of trustees were present. Minutes of all meetings are recorded. This is usually my responsibility and I work hard at making sure they reflect clearly, accurately and succinctly the salient points and decisions made from the often wide ranging, and sometimes complex, discussions.

Being a trustee whilst the organisation is going through a period of major transition has been a particularly interesting, stimulating and at times challenging role. I have enjoyed grappling to understand the implications of the necessary change of legal status to that of a Charitable Incorporated Organisation (CIO); understanding and approving the constitution of the new charity; working on creating and approving a business plan that sets out in the long term what the new charity will do, how it will do it and how the appropriate resources (particularly money and people) may be secured to carry out those plans.

Becoming a commissioned service has presented its own challenges. Trying to unravel the intricacies of the former charity's relationship with the local authority in order to produce a Service Level Agreement for the new one has been slow and frustrating at times. The Chair of the trustees has worked tirelessly on it throughout the year. Sally has provided the committee with excellent leadership and has instilled us with confidence that we are managing this period of change competently and to the best of our ability.

In thinking about writing this article I realised just how important the mutual trust and confidence between trustees and staff/volunteers is. Staff and volunteers need to trust and be confident in us making the right decisions for them to function properly and safely, whilst we need to trust and have confidence in them to deliver the agreed policies and procedures to enable us to meet both our internal and external responsibilities.

It is really exciting to be part of a team that is guiding Number 22 towards a new era of growth and development. The need for counselling services is enormous and growing, statutory services cannot meet the demand and many children and young people are facing unacceptably long waiting times for therapy. Number 22 provides an invaluable service and the trustees are determined to make sure that it is well placed to continue providing an efficient and effective service of the highest quality to clients, delivered by staff and volunteers who feel supported, valued and whose commitment and importance is recognised and applauded.

I feel honoured and privileged to be a trustee of such a special organisation.

Karen Melton

# Social Media

Did you know we have our very own facebook page?

It can be found at

<https://www.facebook.com/windsormaidenhead.sloughcounselling>

Each week one of our volunteers (Maria Whyte) writes a short article on a mental health related topic. At present we have 75 friends on our page and this number is gradually growing.

If you join our page, remember to set your privacy settings sufficiently in case some friends turn out to be clients of our service.

Maria is stepping down from this role soon, and we would like to thank her for all she has contributed. Another volunteer is going to take over the role.

## COUNSELLORS'S REPRESENTATIVE REPORT

I have been the counsellor's representative for over 2 years now and I am still very much enjoying my role within the committee.

Being the counsellor's representative allows me to be the voice of all the counsellors from Slough, Windsor and Maidenhead.

If anyone has any concerns or queries or would like to discuss anything with me please do not hesitate to contact me and I will happily discuss it with you confidentially and take it to the committee at the next meeting.

Carolyn Fisher

# SSS Group

A few of us met up for a coffee in Windsor to chat about what we WMCS counsellors might want to do together to **S**hare, **S**upport and **S**ocialise with each other (we could be known as the **SSS** group!).

The sorts of things that might be of interest are:

- Sharing and comparing modalities (eg Person Centred, Gestalt, Transactional Analysis)
- Sharing experience of use of materials with clients, eg art work, objects
- Learning from counsellors who have started a private practice
- Sharing of local resources (eg rooms)
- Short term vs long term counselling
- Client referrals
- Peer supervision
- Reading groups (where we could read BACP and other counselling articles and discuss them)
- Watching counselling educational videos and discussing them
- Film nights (where we would watch a film and then talk about what we see from a counselling point of view)
- WMCS issues to raise with Shula
- etc

We thought that how this might work best is if whoever comes to the meeting decides on 2-3 topics they want to discuss over coffee, and just take it from there

Feel free to call a meeting anytime anywhere! We'd like the group to be self-leading: no one is "in charge". If you want to organise a meeting, then just go ahead and do it. (Perhaps easier if you team up with someone so you know there will be at least two of you!)

## Statistical information 18/19 (01.06.18-31.05.19)

Number of New Clients	1175
Number of Clients seen	1164
Number of Counselling Hours Offered	13645
Number of Counselling hours	14042 (includes group members individually)

Area	New Clients
Windsor	247
Maidenhead	419
School	153
Advocate	120
Slough	236

Employment	New Clients
Employed	326
Retired	53
Student	688
Unemployed	108

Ethnicity	New Clients
Asian	190
Black/mixed	92
Other	63
White	830

Gender	New Clients
Female	688
Male	487

Referred by	New Clients
CAMHS	22
Directions	0
Doctors	190
Other Agency	183
School	249
Self Referral	176
Social Services	188
Talking Therapies	89
Woman's Aid	
Word of Mouth	69
Internet	9

Age Range	New Clients
Under 11	94
Between 11 & 13	209
Between 14 & 19	388
Between 20 & 25	119
Between 26 & 35	128
Family	237
Don't Know	0

Parent	New Clients
No	880
Yes	295

Schools	Actual clients
Number of Schools	16
Hours provided	2800
Pupils seen	420

Advocates	Actual
Number of Advocates	19
Hours provided	2360
Young people seen	539

# ADVOCACY STATS

YEAR: June 2018 - May 2019

<b>New Advocacy Clients</b>	
Age 0-10	59
Age 11-15	27
Age 16+	31

Total new referrals = 116

<b>Young People seen – Child Protection</b>	Total clients-	Total hours
Age 0-10	188	665.25
Age 11-15	120	423.25
Age 16+	80	257

## Totals overall for Child Protection=

Clients seen = 388

Client Hours = 1345.5

<b>Young People seen – Child in Care</b>	Total clients	Total hours
Age 0-10	14	58.5
Age 11-15	60	195.5
Age 16+	77	216.25

## Totals overall for Children in care

Clients seen = 151

Client Hours = 470.25

**Note** - these figures are calculated monthly and then added together for this report, no travel hours included

# Clinical Evaluation Findings

Our findings this year demonstrated three main points. Yet again our clients overwhelmingly experienced improvement in their emotional wellbeing after receiving counselling. There was no change in the percentage who experienced a positive outcome and therefore no change in those who did not experience an improvement. There was a slight improvement in the positive outcomes in schools, though both figures were very similar across both deliveries. The findings were as follows:

## Agency work;

Percentage who felt they improved	94%
Percentage who felt the same	5%
Percentage who felt no improvement	1%

Of the clients who improved the majority saw an improvement of between 1 and 5 points, though the majority of this group saw an improvement of 3

All the clients who saw no improvement or felt the same came for less than 5 sessions

The clients who experienced positive movement came for an average of over 20 sessions

## Schools work

Percentage who felt they improved	92%
Percentage who felt the same	6%
Percentage who felt no improvement	2%

# TREASURERS REPORT for the year Ended 31 March 2019

Please see the attached Receipts and Payments Account for the year ended 31 March 2019.

The accounts are accurate and will be split between the old charity and the new one so that they can be submitted for inspection. The inspected accounts for the new charity will then be able to be officially signed off and be filed as part of a report with the Charities Commission.

We would like to express our sincere appreciation for those organisations and trusts that have provided funding to us so far this year and to those who are committed to donate this year and beyond.

In particular, I would like to thank our major supporters, which has included First Growth, a charity which matched its previous donation of £33,380. I would also like to thank the Spooze Merry and Rixman Foundation, which generously contributed £21,000.

We received other funding from the Big Lottery Grant, RBWM, and the Berkshire Community Foundation.

Within other donations, we have received money from the Louis Baylis Charitable Trust as well as the Windsor and Maidenhead Christian Trust.

In addition, we received a sizeable donation from someone who wishes to remain anonymous to support the work we do in schools.

Although the accounts reflect a large donation received from the Clinical Commissioning Groups, this is due to money being paid late last year which then had to be applied to the following financial year.

As you can see by the expenditure analysis for the year, the majority of our spending continues to be staff costs from advocacy work, outreach in schools, and the costs of direct support for the counsellors in their supervision and training.

You may notice in the account that at the end of the financial year we still had a considerable amount of cash in the Co-op account, but this has now been transferred across to the Metro Bank account since we are mainly working from this account.

We have also completed a proposed budget as last year one of our financial aims was to set up a budget so that we can handle our increased expenditures as we continue to improve and expand.

Fundraising is always an important part of keeping our charity going and growing and being able to offer free services to the community. We are aware that we have a cushion of reserves, however, we will need to make further and thoughtful investments into the charity so that it can continue to meet the needs our community whilst continuing to flourish.

Jodi Romaker

**WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE**  
**REGISTERED CHARITY NO. 272036/1177138**  
**RECEIPTS AND PAYMENTS ACCOUNT**  
**FOR THE YEAR ENDED 31ST MARCH 2019**

	2019		2018		2017	
	£	£	£	£	£	£
<b>Income</b>						
<b>Donations and legacies</b>						
RBWM	4,400		180		-	
Thames Valley Police and Crime Commission	-		-		14,400	
NHS Clinical Commissioning Groups	97,500		20,000		52,521	
First Growth	33,380		33,380		10,000	
Berkshire Community Foundation	8,000		-		-	
Big Lottery Grant	9,860		-		-	
Spoore Merry and Rixman Foundation	21,000		-		-	
Other grants, donations and sundry income	11,325		28,490		15,892	
<b>Charitable activities</b>						
Income from schools counselling	-		-		3,990	
Income from advocacy work	37,820		45,586		54,321	
Supervision provided	623		1,648		600	
Contribution to course costs	1,971		1,445		3,000	
Contribution to administration costs	478		250		420	
Charity fair & goods sold	381		306		-	
<b>Investment income</b>						
Room Hire	8,667		3,548		2,715	
Interest received	-		-		29	
	<u>          </u>	235,404	<u>          </u>	134,833	<u>          </u>	157,888
<b>Expenditure</b>						
<b>Raising funds</b>						
Expenses concerning schools counselling	-		-		-	
Expenses concerning advocacy work	49,479		56,471		44,158	
Just giving charges	216		-		306	
Cost of fair & goods sold	313		152		-	
<b>Charitable activities</b>						
Staff costs - administrative and schools outreach	35,995		11,967		26,904	
Counsellor training	7,166		7,342		7,731	
Supervision groups	33,887		35,141		32,712	
Managers	19,260		-		-	
Subscriptions	314		530		-	
Office and miscellaneous expenses	1,449		1,215		1,218	
Stationery and postage	266		776		1,159	
Motor expenses	463		-		-	
Telephone (including answerphone)	4,027		4,118		3,015	
Advertising	257		257		-	
Insurance	3,572		3,537		3,345	
IT	3,883		-		3,408	
Rent and room hire	12,281		7,462		5,760	
Gifts	-		-		63	
Cleaning	1,228		866		676	
AGM	499		396		420	
<b>Governance costs</b>						
Consultancy fees	3,588		-		-	
Bank charges	5		-		-	
Accountancy and inspection fees	1,932		1,797		-	
	<u>          </u>	180,079	<u>          </u>	132,027	<u>          </u>	130,874
Excess of receipts over payments		<u>          </u>		<u>          </u>		<u>          </u>
		55,325		2,806		27,015

**WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE**  
**REGISTERED CHARITY NO. 272036/1177138**  
**STATEMENT OF ASSETS AND LIABILITIES**  
**AS AT 31ST MARCH 2019**

	2019 £	2018 £	2017 £
<b>Bank and cash balances</b>			
Petty cash	-	-	256
Metro current	75,847	-	-
Barclays current	949	33,211	44,979
Barclays deposit	-	-	2,659
Co-op	48,934	37,194	19,705
NSB Account	5,665	5,665	5,665
	<u>131,396</u>	<u>76,070</u>	<u>73,264</u>
<b>Represented by:</b>			
<b>Reserves</b>			
Net assets at 1st April 2018	76,070	73,264	46,250
Excess of receipts over payments	55,325	2,806	27,015
	<u>131,396</u>	<u>76,070</u>	<u>73,264</u>

All funds are unrestricted

Signed BY:

*Sally Wright* 29/5/19

*Eileen Goford* 29/5/19

*A. Hall* 29/5/19

*John Romell* 29/5/19

*Sally Sainsville* 29/5/19

# LISTEN

*When I ask you to listen to me  
and you start to give me advice,  
you have not done what I asked*

*When I ask you to listen to me  
and you begin to tell me why  
I shouldn't feel that way,  
you are trampling on my feelings*

*When I ask you to listen to me  
and you feel you have to do something  
to solve my problem  
you have failed me - strange  
as that may seem*

*LISTEN! All I asked was that you listen,  
not to talk or to do - just hear me.  
Advice is cheap, I'm not helpless.  
Maybe discouraged and faltering,  
but not helpless.*

*When you do something for me that I can  
and need to do for myself, you contribute  
to my fear and weakness.*

*But, when you accept as a simple fact  
that I do feel what I feel, no matter how irrational,  
then I can stop trying to convince you and get on with  
the business of understanding what's behind this irrational feeling,  
And when that's clear, the answers are obvious and I don't need advice.  
Irrational feelings make sense when we  
Understand what's behind them.*

*(Anon)*

## Friends of Windsor and Maidenhead Counselling Service

Dee Agnew-Marquez	Bridgette Morris
Sylvia Andrews	Hazel McDonald
Mark Arthurn	Jackie Mathews
Mike Mathews	Hazel Cooper
Norman Cumming	Doreen Nutall
Marion Cutts	Keith Payne
Tania Frommholz	Maureen Payne
Eileen Goford	Laura Peake
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