



Annual Report · 2023/24



Windsor and Maidenhead Youth and Community Counselling Service
Windsor - Alma Road, SL4 3HD · Maidenhead - Marlow Road, SL6 7YR
Slough - Burnham Park Hall, SL1 7HR

Tel: 01628 636661 · Email: info@number22.org

An initiative of Churches Together in Windsor Commissioned by Royal Borough of Windsor and Maidenhead and NHS Frimley Health ICS
Registered Charity No. 1177138



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

Carl Jung

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

Carl Rogers

*"You go your way,
I'll go your way too"*

Leonard Cohen

Table of Contents

<u>Mission Statement</u>	<u>4</u>
<u>Number 22 Values</u>	<u>4</u>
<u>Number 22 Services</u>	<u>5</u>
<u>Voice of the Clients.....</u>	<u>6</u>
<u>Client Issues.....</u>	<u>7</u>
<u>Chair’s Report on Behalf of the Trustees</u>	<u>8</u>
<u>The Board of Trustees – Future Plans.....</u>	<u>8</u>
<u>Director’s Report</u>	<u>9</u>
<u>Receiving the British Empire Medal.....</u>	<u>10</u>
<u>2023/24 Delivery</u>	<u>11</u>
<u>The Number 22 Team</u>	<u>12</u>
<u>Voice of the counsellors</u>	<u>15</u>
<u>Number 22 Provision.....</u>	<u>16</u>
<u>Hope@22:</u>	<u>16</u>
<u>After School@22:</u>	<u>16</u>
<u>SupportLine@22:</u>	<u>16</u>
<u>Staff Support Service:</u>	<u>17</u>
<u>Counselling in Schools</u>	<u>17</u>
<u>School Counsellor Report</u>	<u>19</u>
<u>CPCAB Counsellor Training</u>	<u>20</u>
<u>Student Report</u>	<u>21</u>
<u>Advocacy Service</u>	<u>21</u>
<u>Number 22 Finances</u>	<u>22</u>
<u>Treasurer’s Report</u>	<u>24</u>
<u>British Association for Counselling and Psychotherapy (BACP) Ethical Framework.....</u>	<u>25</u>
<u>Equal Opportunities Statement</u>	<u>25</u>
<u>Ways you can Support us</u>	<u>26</u>

Mission Statement

To improve the mental health and resilience of people in our community, enabling them to navigate life's challenges. Through counselling and well-being services, we provide support to empower individuals to lead fulfilling lives and to thrive.

Number 22 Values

Our values are rooted in the principles outlined by the BACP Ethical Framework. Ensuring that we aim to provide the highest standard of care and integrity in our professional practice.

- Respect for human dignity and diversity
- Integrity and accountability
- Commitment to professional excellence
- Promoting client well-being
- Confidentiality and trust
- Fostering ethical relationships
- Social responsibility

By embodying these values, we aspire to create a professional environment that upholds the integrity of the counselling and psychotherapy profession and makes a meaningful difference in the lives of those we serve.

Number 22 Services

Free Counselling for young people and adults - in our agency rooms and online

Individual and group counselling in secondary schools in - Maidenhead, Windsor, Slough, Ascot and Marlow

Seedlings Service – counselling and play therapy in primary schools

Support Line – a confidential telephone service for young people and adults

Hope@22 – working with clients who are experiencing suicidal ideation

Working with young carers

Staff Support Service – offering support to staff in schools, social care and emergency services

GP surgery partnerships

Training Counsellors – CPCAB Levels 2,3,4, 5 & 6

FamilySupport@22

Voice of the Clients

Discovering how our clients feel about the counselling we provide helps us to continue giving the best service we can. Below is some of the feedback from a selection of our clients.

"I was pleasantly surprised by the stress-relieving effects of counselling. My counsellor possessed a gentle and compassionate nature, both in her speech and comprehension. She understands the stress and hardship I am experiencing. My recommendation for individuals facing mental stress is to seek counselling. A big thank you my counsellor and the team at the organization for their support to individuals struggling with mental stress."

"Counselling enabled me to discuss thoughts and feelings that I would struggle to discuss with family or friends. It helped me process what had happened and my counsellor encouraged me to review how I felt and helped me to understand how to move forward. I'm in a much better place now than when I started counselling and have a much clearer understanding of the person I am. I also learned that I can change myself and my future, which is a powerful thought. I felt very supported by my counsellor through some very difficult times and feel I benefitted immensely from her support, patience and ability to help me process events and emotions."

"It helped me to look at my life and work out why I had acted in a certain way, I also concluded that behaviours that I initially thought were not acceptable, were actually not too bad and I should be happier with who I was."

"My counsellor has really helped me understand why I feel the way I do more and I've found it very useful to analyse why certain things make me feel a certain way. I felt I was in a very safe space to speak openly and freely."

"Counselling had a huge impact on me. I was in a place where I couldn't help myself and my counsellor helped me so much to understand my feelings and this was a safe place where I could let out my emotions and felt heard. I wish I didn't have to cut it short due to work commitments but regardless, the short amount of time has helped me so much. I am very grateful to Number 22 for the help I was given and would recommend it to anyone. The process was fantastic."

"When I started counselling my thoughts on a daily basis went to ending it all. I am now back to where I was when I was a younger, stronger person and am back to facing the quagmire of life head on. Life isn't easy and won't ever be easy but ducking out of existence is not the way to go."

Client Issues

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 our counsellors and their clients have worked on together:



Chair's Report on Behalf of the Trustees



This has been a very successful year for Number 22. Our Director and Management Team have developed the provision to increase our impact within the community we serve. This year our Staff Support Service has been taken up by more schools and other organizations. The number of schools taking up our Counselling Packages has increased and our Seedlings Project with younger children is making steady progress. Our telephone helpline for young people is a valued source of support and we have now extended the offer to adults.

Our CPCAB courses have continued to fill and at the AGM we are celebrating the first cohort of students to complete Level 4 with us; they are now qualified counsellors.

The solid financial position is the result of intelligent fundraising bids, commissioning from the NHS and AfC, a grant from the Better Care Fund as well as our loyal local

funders who provide, each year, a valuable contribution towards our projects within Maidenhead and Windsor. Our hope is to achieve further funding to underpin initiatives in Slough.

All of our activities are kept on track by our Senior Administrator, our IT Manager and other administrative staff.

Finally we must thank our amazing counsellors. The voluntary and paid work they offer is beyond value. The high standards of clinical excellence that are maintained ensure that Number 22 remains an exceptionally well respected service.

The Board of Trustees has recently welcomed three new members, each of whom has brought energy, enthusiasm and professional expertise to support our role of Governance. Three long serving Trustees will be resigning at the AGM having been in post for a considerable number of years and underpinned our development process from the inception of the CIO.

The Trustees wish to thank all those who contribute to the work of Number 22, especially the steadfast contribution of our Director and the enthusiasm and innovative thinking of our Management Team and all our Counsellors who make the needs of our clients their driving force.

Sally Somerville

The Board of Trustees – Future Plans

This coming year 24/25 will be a time of change for Number 22 as our Director, Shula Tajima will be retiring. We have therefore appointed Number 22's first CEO so that we can transition responsibilities carefully and continue to grow our offer, whilst supporting our clients, counsellors and students.

Following a search and selection process, we were very pleased to appoint our current Business Manager, Emily Warburton to the post of CEO. Emily will begin her role on 1st September, working initially alongside Shula.

In the Autumn we shall start the process of appointing a new clinical lead to take over when Shula retires in 2025

Director's Report



Yet again this year has been a busy one, yet again this year we delivered amazing support to the community and yet again this year we developed new projects in order to increase our delivery to reach increased demand. Despite no longer receiving advocacy referrals, which I will discuss later, we increased our overall referrals to 2,785 clients. What is even more impressive though was the support we delivered, which was 33,404 hours of support an increase of 2,292 over what we delivered last year.

I remember a few years ago posing the question, whether quantity was a good measure of our efficacy. I still recognise that the most important is quality and quantity does not always measure that clinical excellence, but I do believe that the many people who come to us demonstrates to the trust within the community when they come to 22.

We have though also expanded the ways we deliver. Sometimes we have had to make difficult decisions, but always at the core of our decision making process has to be what is

in the best interest of the client. Over the last few years we worked incredibly hard to bring down our wait times for young people and we have got to the point where 80% of our under 18 year old clients are seen within 6 weeks. This is a great achievement. However we saw the wait times for adults growing steadily larger at every meeting and so we are now bringing in some innovative practices to reduce the wait times for adults.

We also decided to open up our support line to adults, and this has been a great success. We have also seen great success in the areas of the organisation that not only offers support but brings in an income stream, which we are able to put back into more delivery to our clients. The Staff Support offer has really taken off in schools and within the emergency services and Sarah has done a great job with this. Likewise our schools offer continues to grow and Alison also had another success with the Conference for Professionals who work with Young People.

This year though did see us take the strategic decision to not tender for the advocacy contract. Even though we knew this was a sound decision, I know how hard it was for Damon and his team to withdraw their support from these very vulnerable clients. Damon has worked hard with Coram Voice, the new service, to make the transition as smooth as possible, and at this time we are still supporting a small number of advocacy clients to ease the transition.

Our CPCAB delivery has also grown much faster than any of us imagined when we first embarked on this aspect of our organisation. Not only does it provide us with an income stream that can be used for our front line work, but more importantly it enables Julie and her team to teach person centred counselling to a level that we know is in the best interests of our clients. It is so lovely that this year at our AGM we are able to celebrate the graduation of that first cohort of counsellors who started on our first Level 2 and followed the programme through.

I would like to thank everyone for all their hard work over the last year. Number 22 is very much a team effort from the trustees, the volunteers, the cleaners, the management team, supervisors and the many counsellors who work within our paid projects. None of what we achieve would happen without every single one of the people here.

I know I was the one who was honoured with an award, but none of it would happen without the drive, determination and compassion of the people that make Number 22 the incredibly unique place it is.

Shula Tajima

Receiving the British Empire Medal



As some of you will be aware I was awarded the BEM in The King's Birthday Honours List. I received the medal this year in March in The Guildhall, Windsor, and I was accompanied by my two daughters. The citation was read out by Gerry Lejeune OBE Joint CEO of Berkshire Community Foundation and I have included it below.

Citation for Shula Tajima BEM

Shula has made a distinctive contribution to the Windsor and Maidenhead Counselling Service (WMCS). When the service lacked resource and was facing large financial pressures, Shula adapted and developed the organisation in to a more independent and freestanding charitable body. Shula has shown exceptional leadership over this period of change. Shula has a 'hands on' approach and is always available even outside her usual working hours and over and above what is expected. Shula began her career as an operational volunteer at a counselling service called

Number 22, based in Maidenhead. From an early stage, her leadership potential was evident, and she was invited to set up and work in a new organisation called Youth Talk in Windsor.

Shula went on to successfully merge these 2 services in to one single new charity - the Windsor and Maidenhead Counselling Service.

The charity has experienced, continuous rapid growth over a number of years, from 45 counsellors in 2006 to 166 counsellors in 2016. This counselling service is offered free of charge to service users. During the pandemic, when face to face counselling sessions weren't allowed, Shula quickly set up an online service so clients could still access this vital support.

On a personal level, Shula has experienced many challenges in her life.

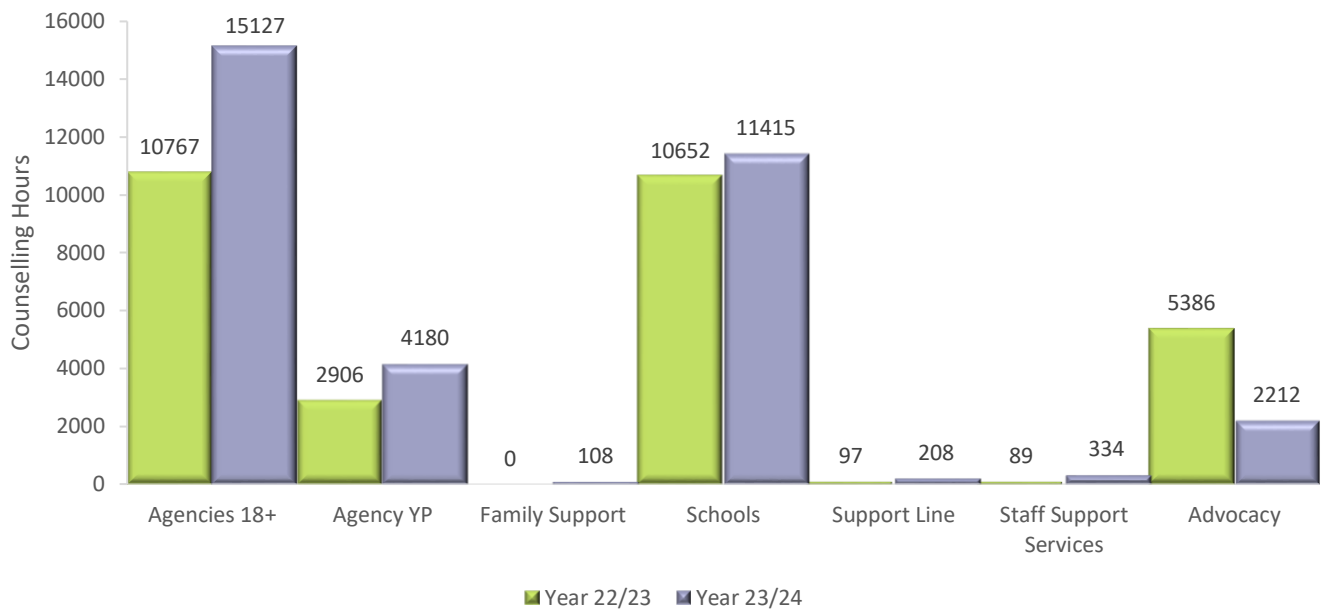
However, she has shown great resilience and persistence in overcoming these challenges by first becoming a probation officer and then a counsellor which led her to her current career with the WMCS.

Shula has made a substantial and impressive contribution to counselling in her community using her life experiences to positively change the lives of others.

Shula Tajima receives the British Empire Medal for services to the Community in Berkshire.

2023/24 Delivery

Number of Counselling Hours Offered

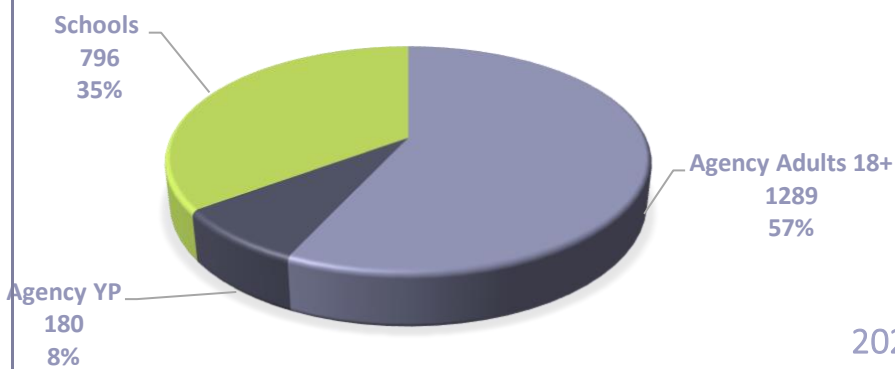


Total Hours Offered

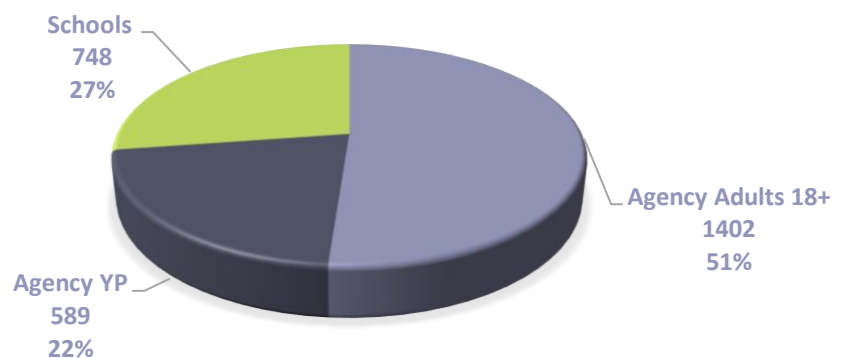
Year 22/23	Year 23/24	
29,897	33,584	+12% increase

Number of Referrals

2022/23



2023/24



The Number 22 Team

Executive Committee

Chair: Sally Somerville
Vice Chair: Kate Taylor
Secretary: Karen Melton
Treasurer: Peter Child

Committee Members: Liz Bailey
Sue Curley
Chris Duncan
Carolyn Fallon
Siobhan Murray
Sally Wright

Young Person Representative: Zoe Chingozha
Director of Service: Shula Tajima

Service Managers



Damon Hall



Emily Warburton



Alison Batey



Julie Murrell



Sarah Luke

Administrators

Anne Lang · Dalia Bosnic · Ruksana Khan · Mandy Bailey

IT Manager

Lucie Lang

Our Counsellors

Abi · Adeola · Agnieszka · Alexandra · Allen · Ali · Alina · Aman · Amanda R · Amanda WY · Amrit · Amy D · Amy M · Amy T
Ana · Angela · Anita · Anna · Ashdeep · Babs · Barbara · Becky · Ben Ja · Ben Je · Bernie · Beth · Brenda · Camilla · Carly-
Anne · Carole · Caroline · Catherine D · Catherine S · Cassie · Catherine Chantal · Charmain · Claire · Christopher S
Christopher H · Dalia · Damon · Dan · Dawinder · Debbie · Denise · Dominique · Eleanor · Ellen V · Ellen C · Elizabeth
Emily Wa · Emily Wo · Emma Gr · Emma Gu · Emma H · Emma R · Eva · Fifi · Fiona · Francis · Freddie · Gareth · Gemma
Georgina · Geraldine · Gina M · Gina S · Ginella · Gurpal · Gwen · Hannah · Harry · Heather · Helen A · Helen M · Helen P
Helen W · Helena · Holly · India · Ingvild · Isobel · Iza · Jackie · Jamie · Jane B · Jane G · Janie · Jennie · Jenny · Jennifer
Jessica B · Jessica H · Jo B · Jo H · Jo N · Johanna · Joanne · Judith · Julie D · Julie I · Justine · Kameliya · Karen · Karen · Katie
Kelly G · Kelly R · Kelly H · Kim · Kiran · Kuraisha · Lauren · Laura · Leah · Leanne · Liliana · Linda · Lisa B · Lisa F · Lisa H
Lisa M · Lisa P · Lisa B · Lisa P · Lisa T · Louisa · Luani · Lucy C · Lucy J · Lyndsey · Maija · Mandy · Maria · Marianne · Marilla
Marielle · Martina · Melissa · Micheal · Micheala · Michelle F · Michelle J · Michelle M · Milly · Narinder · Natalie D
Natalie K · Nicky · Nicola · Nikki · Nina L · Nina N · Noni · Noreen · Norma · Patch · Paul G · Paul M · Paula D · Paula J
Pauline · Pavan · Peter · Petra · Pina · Queenie · Rachel · Rachel · Romana · Roseanne · Rosemary · Ramen · Rox · Sadia
Sally A · Sally M · Salma · Sandra · Sarah B · Sangi · Sara · Sarah Hi · Sarah Hu · Sarah R · Sarah T · Scott · Selina · Shash
Shaheena · Shradha · Sonia · Sophie · Sophie Ke · Sophie Kn · Sophie M · Soraya · Steve · Sukie · Susan · Susannah · Tarnjoat
Trish · Vergine · Vinika · Viv · Vivien · Vivienne · Zoe A · Zoe F

School Group Counsellors

Lisa Bradly · Lisa Miller · Chantal Line

School Counsellors

Abi Brown · Amy Day · Amy Money · Amy Taylor · Angela Chambers · Anita Pollard · Becky Messitt
Beth O'Keefe · Ellen Cooper · Emily Warburton · Emma Hawkins · Gill Christensen · Gwen Tregunno · Holly Jordan
Iza White · Jo Houghton · Julie Duffield · Justine Harvey · Linda Baseley · Lisa Miller · Lisa Parkinson · Lucy Jones
Lyndsey Holmes · Marielle Quinlan · Melissa Gale · Nicky Ashby · Nina Lee · Nina Nilsson · Paul Matton · Sadia Zaffar
Samantha Bidmead · Scott Hamilton · Selina Kerr · Shradha Tan · Sophie Kearney · Viv Jones
Gemma Linley-Barker · Joanne Hunt · Kelly Gomm · Kuraisha Anis · Lisa Perry · Mandy Bailey · Marielle Quinlan
Nicky Ashby · Rachel Wyatt · Romana Norman · Samantha Bidmead · Sarah Bracken

Hope@22 Counsellors

Emma Guest · Charmain Hartshorne · Melissa Gale · Lisa Haymes · Paula Daynes · Ingvild Engen
Isobel Neve · Jenn Craig · Anna Mulcock · Lilly Capuozzo · Noreen Hashmi · Vivien Osman · Bernie Hartshorne
Sophie Mitchell

After School @ Counsellors

Lilly Capuozzo · Vivienne Shiels · Susan Coffi · Nina Nilsson · Adeola Oke · Amanda Wayling · Angela Chambers
Vinika Lakhiani · Rachel Wyatt · Bernie Hartshorne · Julie Duffield · Vergine Hakobyan · Sophie Knight · Viv Osman
Shrada Tan · Joanne Hunt · Julie Duffield · Becky Messitt · Stephen Noyes · Beth O'Keefe · Lisa Miller · Karina Kasler
Eva Ahmad · Ginella Williams · Emma Groves · Shaheena Sharif · Kameliya Taylor · Peter Good · Lauren Bourne
Leanne Parsons · Nicky Ashby

Adults @22 Counsellors

Noreen Hashmi · Sarah Reucassel · Lisa Perry · Eva Ahmed · Lisa Haymes · Soraya McLellan · Vivien Osman
Janie Ironside Wood · Lisa Bradley · Zoe Chegwidan · Michael Tooley · Selina Kerr · Dawinder Shinhmar
Susannah Nicklin · Lauren Bourne · Jenn Craig

Young Carer's Counsellor

Lisa Miller

Support Line Counsellor

Mandy Bailey

Staff Support Practitioners

Sharron Harrison · Dominique Du Pre · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison
Wendy Walker · Melissa Gale · Julie Iokiem · Lisa Parkinson · Pauline Hill · Shamala Shaukat · Ellen Cooper de-Groote
Nina Nilsson · Lisa Bedwell · Jo Bird · Emma Guest

Cleaners

Kelly · Nigel

Advocates

Lucy Jones · Rox Khan · Rozxann Weston · Nick Denholm · Nicola McEvoy · Lisa Parkinson · Norma Machray
Louise Marian · Dee Miller · Bernie Hartshorne · Damon Hall · Sarah Orme · Pina Denholm · Jaga Heys
Sabina Petrine · Judith Pearmain · Chantal Line · Lisa Miller · Anna Mulcock · Nina Lee · Jen Morrison · Ros Lawson
Vinika Lakhinai · Narinder Bains

Independent Visitors

David Warburton · Clint Finn

Supervisors

Ben Jearum · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison
Shamala Shaukat · Wendy Walker · Barbara Thomas · Paul Cockcroft · Rachel Barton · Julie Murrell · Deena O'Brien
Lilly Capuozzo · Tony Freegrove · Rayna Shock · Barrie Hopwood · Joan Moore · Mike Worrall

Trainers

Alison Batey · Damon Hall · Dr Rachel Freeth · Jan Hawkins · Julie Murrell · Lisa Thompson
Mike Worrall · Shula Tajima · Susie Jameson · Kieran McCrystal

CPCAB Tutors

Julie Murrell · Clare Franzen · Dominique Du Pre · Jo Bird · Ben Jackson
Nina Nilsson · Shamala Shaukat · Sophie Mitchell · Roma Patel

Voice of the counsellors

"I feel a huge deep sense of purpose and meaningfulness working on the Hope project - knowing that our work can be potentially life saving and offer a kind, caring and sensitive space to individuals that can be in such a vulnerable place.

I also feel extremely appreciative for the invaluable collaborative learning experience within our supervision groups, with fellow Hope Counsellors sharing and providing insight into their client work/what they bring. The work can be emotionally intense, especially when working with potentially such high risk clients. This collaborative sharing aids personal reflection and continuous learning.

Overall, working on the Hope project provides a unique opportunity to make a significant difference to others."

"It is such a lovely thing to do, "to sit with another person who is alone" they need nothing from us but a committed and regular space to feel heard and of value. Each client leaves me with something, whether its a key word, phrase or something that has been touched upon. Sometimes, it feels extremely challenging work and its at these times we need to be able to call upon our self care, supervisor or peers for the pillars needed to support us, so that we can continue to be there and present for the clients that may have no one or nowhere else to turn.

At first I felt daunted by the work and the case load, but now I wouldn't be without such rewarding and important work.

Thank you for allowing me the privilege to work with this type of client."

Each year our counsellors fill in a survey. Below are words that counsellors feel reflects their experience of Number 22.



Number 22 Provision

Whilst a large amount of the work that we do is provided by our counsellors on a voluntary basis, we charge organisations who use our service and carry out a lot of fundraising so that we can meet our running costs and remunerate our counsellors where we can. Below are the projects/school service reports which demonstrate these areas of work within Number 22.

Hope@22:

Our Hope project supports some of the most vulnerable clients within our community who live with suicidal ideation. This year we are delighted to have received funding to enable us to increase the level of provision for this vital and much needed service.

After School@22:

The Afterschool Service offers young people counselling within a community setting either face to face or online. Over the last 12 months we have supported 100's of young people and now have over 25 counsellors dedicated to working with young people afterschool.

This service helps our young people better understand their emotions, learn healthy ways to cope with stress, improve self-esteem and build strong relationships, in order for them to embark on new experiences with a positive outlook.

Quotes from parents:

I can't thank you and the whole Number 22 counselling team for supporting my daughter, it's been life changing for our whole family.

Quote from appointment makers:

These sessions are often felt to be a lifeline for many of these young people, who are in many cases falling between the gaps caused by the immense strain being experienced in our education and healthcare systems. The counselling sessions offer these young people a much needed, supportive space in which to talk and to process what they are experiencing and a start in finding their own ways through their difficulties. The local community has an invaluable resource in No22 as an agency, providing absolutely essential help for our young people at this nationally and globally challenging time in history.

Quote from a counsellor:

It's provided a space for young people to have the freedom to be themselves, to explore who they really are or want to be rather than the identity they and/or society projects.

Have learnt so much already from the young people I'm working with, especially that they don't feel listened to, or their opinions considered and always judged on their behaviour, even by people who are sent to help them. What we offer is a completely different and positive experience and the young people I'm working with find it surprising as they have experienced disappointment and distrust with other services. I'm hopeful that delivering a positive relationship experience will help the young people to build trust in utilising other services if needed in the future.

SupportLine@22:

In 2021 we launched a telephone support line for young people aged between 11-25 years. Since this time we have seen 100's of young people using the service to access emotional support, advice and signposting.

Back in March this year we were delighted to announce we were opening the service up to adults. Since the launch of this service, we have supported over 100 young people and many adults are now also accessing the support each week.

'Mandy was excellent, the way she spoke and understood where I was coming from was comforting, along with the way she understood and answered back was good to hear too it made me sure she was engaging in the conversation not just listening. Helped me a lot as I was going through a rough time the night before so it was a lovely way to start my day. Thank you Mandy if you see this.' (Age 15).

Staff Support Service:

The Staff Support Service is a dedicated service designed to support staff wellbeing, foster resilience, and strengthen workplace practice by facilitating individual or group sessions.

This service is in high demand, and we are now offering this to schools and colleges across the country. We are also delighted to work alongside Thames Valley Police in offering their staff this service.

In the year ahead we are ambitious, and our aim is to continue to support any workplace that would benefit strengthening staff resilience and wellbeing.

Below is feedback we have gathered from participants:

"I find this type of support very useful. The ability to discuss your feelings, concerns, issues etc with a professional who has a completely objective and independent perspective to be of real value. I have utilised support of a similar nature previously and will look to again. This would be an excellent resource if it could be made to be available as a regular session."

"A very useful session. A confidential space to discuss issues at home and work without any judgement. Felt lighter as a result."

Counselling Service Manager – Sarah Luke

Counselling in Schools:

The school based counselling service continues to be an integral part of what Number 22 has to offer the community. We have a solid and excellent reputation for the work we carry out in schools. To date we work with 31 schools in Maidenhead, Windsor, Slough, Ascot and Marlow, offering group work and 1:1 counselling. The team of counsellors, who deliver this work comprises of qualified, experienced Lead counsellors and Volunteers who are completing their training. We have a team of 47 counsellors at present all of whom show true commitment and dedication for the work they do in supporting the young people.

As part of the school service, we also offer a Seedlings Service, which supports children in primary schools under the age of 11yrs.

The needs of the young people are often quite complex and we support our counsellors with this through supervision, CPD sessions and regular team meetings. Collaborative working in schools is vital to ensure good practice and that reporting of safeguarding is clear and effective. Our counsellors work with some incredibly difficult issues that surround young people and this year we reported 36 safeguarding concerns to Designated Safeguarding Leads in schools.

I continue to attend local Borough meetings, which ensures I am kept up to date as to what other support is being delivered with our areas.

Within the school service, we work collaboratively with Family Action who support young carers and the sessions offered are delivered within the school setting.

With our highly regarded reputation, we are at times contacted by schools in the sad event of a critical incident.

This year we supported the staff and students at Eton College following the sudden death of a student. The team of counsellors were amazing and we were able to respond within 24hours, providing support at the most difficult time.

The College were truly impressed and very grateful for the professionalism shown by our counsellors. I would also like to take this opportunity of thanking them again for all that they did at such short notice.

It continues to be a pleasure to work in the role of counselling service manager for schools and I am very proud of the team I work with who make the school service a huge success.....Thank you!!

Conference

We were extremely proud and pleased to run our first ever Conference for professionals on the 26th March 2024, 'The Power of Identity...This is me'. The event took a lot of hard work from all of the team and I would like to say a big thank you to everyone involved and to those who attended to support Number 22. (Also to St.Piran's School for hosting us) Great team effort!!

The focus of the day was working with difference and we had a great guest speaker Andrew Moffatt who beautifully set the scene for the day. Counsellors and other professionals working with young people attended the day and the feedback we received was excellent with many saying they hope the event is run again next year.

There was a variety of workshops that the attendees could participate in, alongside a drama performance from Access 27 on working with Transgender clients. The workshops were delivered by Anti-ms, Dwight Turner, Access 27 and Bold Voices.

The day ended with a beautiful section called Human Story, and it was a privilege to have David Warburton and Mahmood share their story of connection and how even with extreme difference, a mutual respect and understanding can be established allowing for a positive relationship.

Counselling Service Manager, Schools - Alison Batey



School's Feedback:



School Counsellor Report

I have been asked to talk about my experience working as a school counsellor for No.22, not an onerous task in any sense of the word, in fact a joy to talk about. I asked to meet with Alison just after I started to work with No.22 in 2017. I had heard of a 'new' initiative developed by Alison involving No.22 working within schools to provide counselling. After meeting Alison, I was clear on her ambition for delivering sessions in school which was aligned to my own passion. A programme offering counselling within the school itself, making it much easier for the students to access help and for us being able to reach them sooner not to mention, just more students.

After our initial meeting I was offered a volunteer role within a school in Maidenhead which progressed quickly to a lead role in a different school, which I remain at today. In addition, there have been numerous opportunities to work in other schools, either permanently, for a set period or for individual days providing urgent help.

Personally, I have been able to grow and develop individually. I have gained experience and knowledge of people from different cultures and backgrounds. Also learning how different schools operate and how their systems work. This has enabled me to offer a more well-rounded approach to my clients. Each day brings something different and the opportunity to work with many different people.

I feel fully held and supported by Alison who provides expert support and guidance and can resolve any problem or query. A well run and professional provision of counselling.

Thanks to this school counsellor provision we have been able to reach so many young people, with such important needs, that might never have otherwise been able to benefit from any support. I personally cannot thank Alison enough for the opportunities I have and I know many others in schools who feel the same.

Lyndsey Holmes

CPCAB Counsellor Training:

We have our first Level 4 diploma graduates. Congratulations to the 15 students who graduated and are with us tonight to receive their certificates. 8 of the students started with us at Level 2 and have progressed all the way through to Level 4 and some have continued with us to Level 5.

We also have 5 new supervisors who completed our supervisor's course and 3 who just have their external assessment to complete. Congratulations to the 8 of them too.

In 2024 we have Levels 2,3,4 and 5 running, 7 courses in total, two Level 4 groups are due to complete this year. Our latest external verification from CPCAB stated that 'Teaching is of a high quality as are written assessments'. and 'What a great end to a highly successful training year. Congratulations to all the staff and students!'

We continue to train new tutors as well as develop new courses to provide Number 22 with person centred counsellors and supervisors who have been trained with the rigour and integrity required to meet the needs of the local communities of Windsor, Maidenhead and Slough.

As part of the Level 4 and 5 courses we hold an annual experiential weekend. This year we returned to Hurley with 53 students from 5 courses for a weekend where we looked at 20 basic human needs. The theme for the weekend, alongside personal development, was self-care and thinking about how we get our needs met. We undertook a whole range of activities incorporating support and trust, teamwork, acceptance, listening and enjoyment and fun amongst others. Even the sun participated by shining on us for the two days.

Counselling Service Manager, CPCAB Training Delivery - Julie Murrell



Experiential weekend

Student Report

As I'm writing this, it's almost 4 years to the day from when I was accepted for my Certificate in Counselling Skills with Number 22. At that time, the world around us was turbulent and we had all lived through the first of many lockdowns. I was ever so lucky to have those weekly meetups; to explore, to challenge, to learn, to grow – just to have a safe space to get away from the uncertainty around us.

Today, I'm sitting next to an envelope containing my Diploma Certificate, revisiting the long and winding path that got me here.

It's been self-discovery in its purest form, and it certainly hasn't been easy. I'm slightly taken by a wave of nostalgia for my peer group, without whom this wouldn't have been possible, and who taught me so much along the way.

Level 2 opened my eyes to what listening actually meant, and that to be self-aware I had to acknowledge that I really wasn't. Level 3 was a step up, a foray into theory and deeper exploration. I can't surmise Level 4 in a sentence, other than to offer a wry smile and reminisce over the paperwork – but in all seriousness it was enriching, stimulating and at times... fun!

Number 22 has been an incredibly warm, welcoming space to learn and grow – under the watchful eye of our honestly incredible tutors, and the wider support network of the agency. Being able to do my placement here has felt like an honour, and I continue to offer my services to clients as I can see the value it brings.

I am so glad to have graduated here, and ever so grateful to everyone who helped along the way.

Sophie Mitchell

Advocacy Service:

Number 22 no longer provides an Advocacy and Independent Visitor service for Achieving for Children (AfC)/RBWM.

It was with real regret that Number 22 felt that we could not tender for the Advocacy and Independent Visitor contract. Number 22 felt that we could not provide the quality of work that is our norm with the level of funding available in the new Achieving for Children contract. We had been working with a large volume of clients for AfC, a mix of children and parents totalling over 200 clients, when AfC decided to put the contract up for renewal. Many of those clients will no longer receive advocacy, as the new contract does not allow for work with adults, or those under 12.

It has been a long hard road transitioning some clients to Coram Voice, the new provider, which, at the time of writing, has not been fully completed.

Of the 200 clients we were working with, 35 have been transferred over to Coram Voice, with another 18 clients staying with Number 22 until the end of July, when they will also transfer to Coram Voice.

It feels like an end of an era, not only for myself but also for those advocates who have worked so hard to provide the best possible service to their clients. All the advocates have been distressed at having to finish with existing clients, when the work had not ended. But nothing lasts forever and we have had 10 years of fulfilling work, with amazing people we have met along the way.

I would like to thank those Independent Reviewing Officers and Conference Chairs who have supported our advocacy and who expressed appreciation for the work we did, supporting the work that they do.

I would like to thank all those hard working social workers, again who supported us to carry out our work, so that we could support them in carrying out theirs.

I know that Number 22 has really made a difference to families and young people in the borough, who have had Social Service's involvement in their family's lives. It is always at a time of crisis in the family, when social workers step in to help. Having an independent advocate to make sure that the voices of those involved is not lost, amongst all the voices of the professionals involved, is very important. We have worked hard to make sure those voices have been heard.

I would like to take this opportunity to thank all my advocates who have worked so hard over the years and who have made such a difference to their clients' lives.

I have now taken on a new role at Number 22, that of recruitment manager. I get to meet those counsellors at the beginning of their counselling career and it is such a joy to meet them. I spend my time interviewing and having conversations with amazing people, full of enthusiasm and eagerness, it is quite infectious, and I thank them for it.

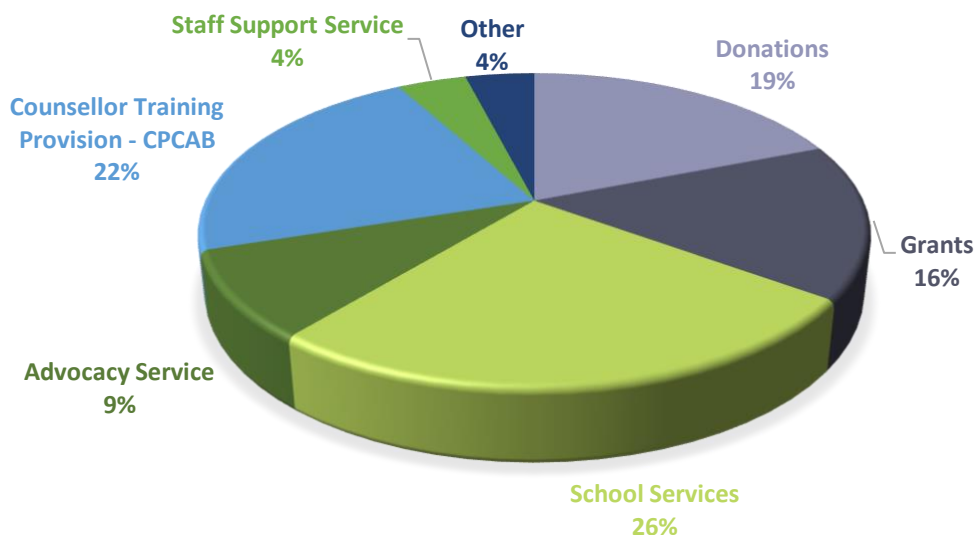
Counselling Service Manager, Advocacy/Independent Visiting – Damon Hall

Number 22 Finances:

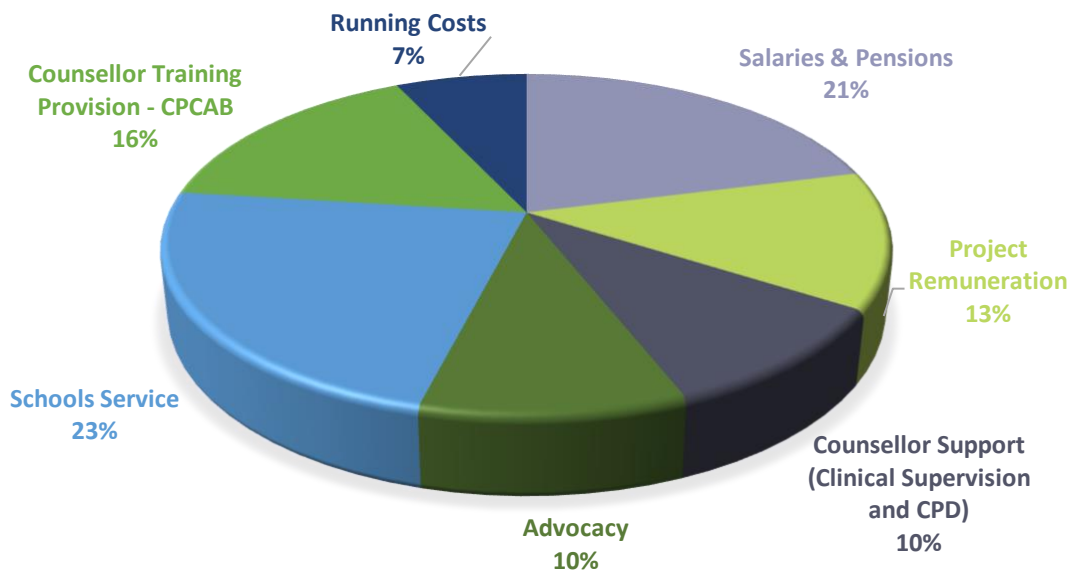
Retaining a free at the point of use service for all of our clients is incredibly important to us. You will have read earlier in the report that much of our work is delivered on a voluntary basis (48%) We have been moving the model over the last 5-6 years in order to remunerate counsellors for the balance of the provision (52%) which helps us to retain experienced, dedicated counsellors often long after they have qualified, allowing us to deliver a broader, richer service to our clients. By providing Clinical Supervision, subsidised CPD training days and a supportive agency environment, we strive to attract and provide work to the absolute best trainee and qualified counsellors in the area.

We also need money and this comes in the form of (1) our own income streams which generate surpluses (2) commissioning grants from statutory services and (3) a lot of fundraising. This year our income has increased a little on the previous year and we have spent an additional £28,000 on delivering services. This is broken down as follows:

Income



Expenditure



Our income streams of Schools work, CPCAB training and Staff Support Service all have the dual role of providing outstanding services, as well as making vital contributions to our running costs. We are very grateful to receive commissioning grants from NHS Frimley Health and Care ICS and Achieving for Children on behalf of The Royal Borough of Windsor and Maidenhead. This year we also received a grant from the Better Care Fund to support our work in Slough. As we transition away from providing an Advocacy service to RBWM, Number 22 has subsidised this area in 2023/24.

Once again, we have been recipients of a large number of fantastic donations from foundations and charitable trusts this year. As some foundations have had to tighten their purse strings, we have gone further afield to find funds. This has resulted in a greater breadth and lots of new organisations donating to Number 22. Projects such as Hope@22 supporting adult clients who are feeling suicidal; SupportLine@22 our telephone support line for young people and adults, FamilySupport@22 and AfterSchool@22 our agency counselling for young people wouldn't be possible without the funds that we receive from those who believe in our work.

As ever, a huge thank you to all of you who have supported us this year; our service would be much lesser without you.

Our Supporters:



The Prince Philip Trust Fund



Garfield Weston
FOUNDATION



Windsor and Maidenhead Christian Trust
Giving through Christ's love

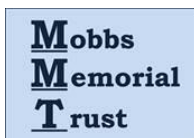


HEATHROW
COMMUNITY
TRUST



St Luke's Church
Maidenhead

The Louis Baylis
CHARITABLE TRUST
Is pleased to support No 22
Community Counselling Services
<https://www.louisbaylistrust.org.uk/>



Business Manager – Emily Warburton

Treasurer's Report

Year Ending 31 March 2024

It is once again encouraging to report that the financial position continues to present a strong position for the charity. A detailed review of financial performance is included in the annual accounts and the main points are:

- (a) Net income (income less expenditure) of £80332 (2023: £99232) shows another satisfactory year.
- (b) Income from charitable activities grew by 11% which has enabled more funds for the delivery of counselling services for the communities within which we work.
- (c) Cash of £703954 as of 31 March 2024 is an increase over last year of over £125000.
- (d) Total funds carried forward are now almost £480,000 and these funds are considered sufficient to protect the charity and its service users from any disruption of services for at least 9 months, as required by the Charity Commission.

Our financial statements include Key Performance Indicators which show significant growth and improvement over the previous year.

All our income streams have brought funds into the charity and are monitored closely for performance.

Fundraising (£335000 this year, £390000 last year) continues to be an essential part of our income and as expressed in more detail elsewhere in this report, we remain very grateful to all our donors.

The last 3 years have seen significant growth in financial activity and extra work has been placed on the financial and administrative side of the charity. The trustees are very grateful for the commitment and expertise displayed by the business manager and the administrative team.

Thanks also to Two Rivers Accountancy who completed the independent examination of the accounts on a timely basis, having taken over from Stiles, our previous examiners.

Peter Child

British Association for Counselling and Psychotherapy (BACP) Ethical Framework

We are an organisational accredited member of the BACP and the way we work subscribes to their ethical framework for the counselling profession's 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. To this end we aim to offer a service which is safe for each client. Number 22 follows guidelines developed by the Royal Borough of Windsor and Maidenhead and the BACP. If clients are unhappy with any aspect of the service, they may contact the agency director/management team in the first instance and then Number 22's Board of Trustees and/or the BACP directly as required. We welcome feedback on all aspects of our service and always consider carefully any ways that we can improve on our ways of working.

Equal Opportunities Statement

At Number 22, we are based in two boroughs, which are diverse places with a vibrant cultural mix. There are many benefits to this and we hope to reflect these benefits in our organisation. We believe that by valuing diversity and ensuring equality, everyone using and working in our service will feel welcomed and supported.

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.

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

We are aware that what may not be perceived as a barrier to one person could be experienced as an insurmountable hurdle by another. Through listening to the needs of service users and staff we aim to support people in any way they require.

Ways you can Support us

Text Calm22

Plus your donation amount to 70070 or scan the QR code below



Easy Fundraising

Or if you are shopping online go to www.easyfundraising and register your support for Number 22. A percentage of all you buy will then come to us at no cost to you!

 Donate With PayPal

Scan the code below to donate via PayPal



We are also on social media. Please take a look and spread the word of the work that we do.



@Number 22counselling · @ Number 22counselling · @counsellingNumber 22 · linkedin.com/company/number22