



## Annual Report · 2022/23



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



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

Jung

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

Carl Rogers

## Welcome

### Chair's Report on Behalf of the Trustees- Sally Somerville, Chair of the Trustees



This report must begin with the exciting news that in the Birthday Honours list Shula Tajima has been awarded the British Empire Medal for services to the community of Berkshire as Director of Windsor and Maidenhead Youth and Community Counselling Service. It is an extremely well-deserved recognition of her contribution and dedication to the work of Number 22 and we all congratulate her wholeheartedly on this achievement.

This year has been one of considerable growth and development for Number 22. Our new management structures and administrative arrangements are working well to create greater efficiency and clearer monitoring. The shifting of roles and responsibilities has also helped to relieve overload on our Director and Managers. We are making good progress with the development of our new database which will make life easier for everyone, perhaps especially counsellors, who are required to report all their activities in some detail.

The Trustees have welcomed two new members to the Board, Chris Duncan and Kate Taylor, each of whom brings professional expertise which is welcome and can strengthen the support we can offer to management and help us when considering strategy. We have also said farewell to two very longstanding members, Mary Luxon who was the Co-ordinator of the Service in the past and Eileen Goford who worked with the Youth Talk Service in Windsor. In the course of a long association each has given thoughtful and loyal support which we have greatly appreciated. Thank you also to Donna Stimson who has given us support and encouragement over the last three years.

We have been very fortunate in the grants we have received from funders. We are in a sound financial position and have been able to expand and extend our offer to clients. This is particularly so in the variety of ways in which Managers have made the service easily accessible to young people.

Our schools' work continues to expand in a way that we would not have imagined five years ago. The Advocacy service is very well received and the Advocates are often commended by clients and colleagues for the quality of the support they offer.

The development of the counselling courses accredited by the Counselling and Psychotherapy Central Awarding Body, has been particularly exciting and extremely successful as we continue to expand into further professional training.

The high standards maintained in every area of our work is possible because of the hugely dedicated commitment of all those involved. To our Director, the Trustees extend a sincere thank you.

The outcome of the pandemic, the rising cost of living and the disturbing news of the war in Ukraine is creating extra strain on mental health for people in our community and nationally. In spite of the considerable expansion of our services and greatly increased number of Counsellors available for work, the present situation of ever rising demand is challenging. Facing this challenge is our mission this year and always.

## Number 22 Community

Windsor and Maidenhead Counselling Service provides a free confidential counselling service, through our 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 clients and how they feel about their lives, the counselling process is client led.

Counsellors at Number 22 go through a careful selection process so that they are competent to work with the issues that clients bring. All counsellors are trained to at least certificate level, and are in the process of completing a diploma. Many of our counsellors are fully qualified and are very experienced practitioners. 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.

## British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions

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.

## Director's Report- Shula Tajima



It has been a very exciting year, not only have we been building on the success of earlier projects but also developed further plans and seen these come to fruition. One of the enjoyable aspects of my role is watching people have ideas and then often the team working together to make them happen. Earlier in the year, the management team all gathered to develop a strategic plan; we also used this as an opportunity to think about the different responsibilities with different roles. Primarily though it was a chance for all of us to think about the organisation going forward, and the kind of organisation we wanted to be. The strong theme that we all agreed on was that we never lose sight of our person centred-ness and at our heart is our commitment to the community that we support.

There is no doubt that we have grown so much as an organisation, and it has been vital that in order to stay safe within this growth we have to keep a keen eye on the business side of our charity. I am extremely grateful for Sally, Peter and the other trustees who ensure we are developing our business side alongside our great clinical work. Emily provides that perfect link between the management team and the Trustees, and I know they hold her in great respect. We have though grown our counselling team, between July last year and mid-May this year we have recruited 48 new counsellors and there are more in the pipeline. By the time, I address the AGM we could be looking at 60 new counsellors potentially. We always look at the waiting list, when we meet fortnightly, and the people on that list are in our minds. We are endeavouring to develop new ways of working to reach people more efficiently. I am pleased that at the moment we are working on a joint project with the AnDY Clinic, where hopefully those clients who are more appropriate for work with their anxiety can receive support from this team. We are also developing a pilot looking at offering one off sessions, using our helpline as a model, in order to reach people quickly for a short intervention. We will be looking at the outcomes of this in August. We are also piloting a family support project. None of this amazing work could happen without the commitment of our counsellors, advocates, ancillary staff, supervisors, managers and trustees. To all of you I say a well-deserved thank you.

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

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

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

*"I like this group. It helps me a lot, it helps keep me calm and not get angry"*

*"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 have been able to talk to her and she understands me. When she represented me in a meeting, I heard her say what I wanted her to say, and she fought for me."*

*"Having a consistent person to talk to and who kept reminding people in meetings to think about me"*

*"I've had 4 social workers but only one advocate. She's the person I can trust the most."*

*"Having someone to support me express my views in meetings"*

[illegible]

## Client Issues June '22 – June '23

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:



## The Number 22 Team

## Executive Committee

Chair: Sally Somerville  
Vice Chair: Eileen Goford

Secretary: Karen Melton  
Treasurer: Peter Child

Committee Members: Mary Luxon  
Sally Wright  
Sue Curly  
Donna Stimson  
Liz Bailey  
Gurch Singh  
Chris Duncan  
Kate Taylor

Young Person Representative: Zoe Chingoza  
Counsellor's Representative: Carolyn Fisher  
Director of Service: Shula Tajima



## Service Managers



Damon Hall



Emily Warburton



Alison Batey



Julie Murrell



Sarah Luke

## Administrators

Anne Lang · Ellen Vintner · Ruksana Khan · Dalia Bosnic

## IT Manager

Lucie Lang

## School Support & Development Officer

Amy Day

## Volunteer Counsellors

Abi · Adeola · Alex · Allen · Aman · Amanda · Amrit · Amy D · Amy M · Amy T · Andy · Angela · Anita · Anna · Ashdeep  
Babs · Barbara · Becky H · Becky M · Ben J · Ben J · Beth · Brenda · Camilla · Carole · Cat · Catherine · Chantal · Charmain  
Claire · Christopher · Damon · Dan · Daniel · Dawinder · Debbie · Dee · Denise · Dominique · Eleanor · Ellen V · Ellen CDG  
Libby · Emily · Emma G · Emma G · Emma H · Emma H · Eva · Evangelina · Fifi · Fiona · Gareth · Georgie · Georgina · Gill  
Gina · Ginella · Grant · Gwen · Hannah · Harpreet · Heather · Helen M · Helen P · Holly · India · Ingvild · Isobel · Iza · Jaga  
Jamie · Jane B · Jane G · Janie · Jennie · Jenny · Jennifer · Jessica · Jill · Jo B · Jo H · Jo N · Julie D · Julie I · Justine  
Karen · Karina · Kelly G · Kelly R · Kelly H · Kim D · Kim J · Kim P · Kiran · Lauren · Leah · Lii · Liliana · Linda · Lisa B · Lisa H  
Lisa M · Lisa P · Lisa B · Lisa P · Louisa · Louise · Lucy · Lyndsey · Maija · Mandy · Marcus · Maria · Marianne · Marielle  
Marzena · Melissa · Micheal · Micheala · Michelle F · Michelle J · Michelle M · Milly · Narinder · Nick · Nicky A · Nicky J  
Nicola M · Nicole F · Nikki · Nina L · Nina N · Noni · Nora · Noreen · Olenka · Oliver · Pam · Patch · Paul · Paula D · Paula J  
Pavan · Peter G · Peter P · Petra · Pina · Poonam · Queenie · Rachel M · Rachel N · Rachel W · Ramen · Ros · Rox · Ruby  
Rukhiya · Sadia · Sally · Samantha · Sangi · Sarah H · Sarah O · Sarah R · Sarah T · Scott · Selina · Sharan · Shash · Shradha  
Sonia · Sophie K · Sophie M · Soraya · Steve · Steven · Stoyan · Susan · Susannah · Suzanne · Trish · Vergine · Vinika · Viv  
Vivien · Vivienne · Zoe

## School Group Counsellors

Lisa Bradly · Lisa Miller · Chantal Line · Julie Ioakeim · Stoyan Vladimirov

## School Counsellors

Amy Day · Anita Pollard · Ellen Cooper · Ellen Vintner · Emily Warburton · Emma Hawkins · Gill Christensen  
Gwen Tregunno · Iza White · Jo Houghton · Judith Pearman · Justine Harvey · Kim Perkins · Linda Baseley · Lisa Miller · Lisa  
Parkinson · Lucy Jones · Lyndsey Holmes · Melissa Gale · Nina Lee · Nina Nilsson · Paul Matton · Sadia Zaffar · Sadia Zaffar ·  
Shradha Tan · Sophie Kearney · Stoyan V · Suzanne Veronica · Viv Jones · Abi Brown · Adeola Oke · Amy Money · Amy  
Taylor · Angela Chamber · Becky Hazelwood · Becky Messitt · Gill Christensen · Holly Jordan · India Gill  
Julie Duffield · Kelly Gomm · Lisa Bradley · Nicky Ashby · Rukhiya Budden · Samantha Bidmead  
Selina Kerr · Soraya McLellan

## Hope@22 Counsellors

Emma Guest · Lucy Jones · Melissa Gale · Patch welling · Harpreet Saimbhi · Ingvild Engen  
Isobel Neve · Joanne Newman · Anna Mulcock · Lilly Capuozzo · Noreen Hashmi · Vivien Osman



### After School @ Counsellors

Lilly Capuozzo · Vivienne Shiels · Susan Coffi · Nina Nilsson · Suzanne Veronica (Farrell) · Lucy Jones · Leah Harris  
Aman O'Connor · Adeola Oke · Olenka Hennessey · Narinder Bains · Amanda Wayling · Ellen Vintnor  
Patch Welling · George Cheeseman · Kiran Sidhu · Angela Chambers · Vinika Lakhiani · Rachel Wyatt  
Bernie Hartshorne · Paul Matton · Damon Hall · Marzena Fiedorczyk · Julie Duffield · Vergine Hakobyan  
Nicky Ashby

### Young Carers' Counsellors

Sophie Kearny · Lisa Miller · Amanda Wayling-Yates · Julie Duffield · Lisa Parkinson

### Support Line Counsellors

Suzanne R Farrell · Leah Harris · Lucy Jones

### Reflective Practitioners

Ben Jearum · Dominique Du Pre · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison · Wendy Walker

### 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 · Peter Batey · Clint Finn

### Supervisors

Ben Jearum · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison  
Dominique Du Pre · Wendy Walker · Barbara Thomas · Paul Cockcroft · Rachel Barton · Julie Murrell · Deena O'Brien  
Barrie Hopwood · Tony Freegrove · Rayna Shock · Sharron Harrison ·

### Supervisors to the Director

Joan Moore · Mike Worrall

### Trainers

Alison Batey · Damon Hall · Dr Rachel Freeth · Jan Hawkins · Julie Murrell · Lisa Thompson · Maria Palmer  
Megan Thomas · Mike Worrall · Shula Tajima · Susie Jameson · Rayna Shock · Alice Farrington · Harpreet Saimbhi  
Kieran McCrystal

### CPCAB Tutors

Julie Murrell · Clare Franzen · Dominique Du Pre · Jo Bird · Ben Jackson · Ben Jearum · Zoe Foster · Sara Smith  
Nina Nilsson · Shamala Shaukat

## Number 22 Services

Free Counselling for young people and adults counselling in our agency rooms

Individual and group counselling in primary and secondary schools in Maidenhead, Windsor and Slough

**Seedlings Service** – counselling and play therapy in primary schools, including year 6 transition to secondary schools group work

**Support Line** – a confidential telephone service for young people

**Advocacy Service** – supporting children in contact with social services

**Hope** – working with people who have suicidal ideation

**Working with young carers**

**Reflective Practice** – offering support to DSLs in schools and staff in social care

**GP surgeries Partnerships**

**Independent Visitors** – supporting children looked after by the local authority

**Training Counsellors** – Currently Levels 2,3,4

**FamilySupport@22**

## Number 22 Managers' Reports

### Counselling Service Manager, Advocacy/Independent Visiting – Damon Hall



It has been a roller coaster of a year in the advocacy service at Number 22. This time last year, we were run off our feet with referrals. We had about 200 families that we supported, both young people from the age of 4, to their parents and guardians. We were working with looked after children, as well as care leavers, some clients we had supported for 10 years. We also worked with children who had a social worker due to being on a child protection plan (CP), staying with them until they progressed to a child in need plan (CIN), and ultimately, stepping down when there was no need for social services intervention. We had been getting many more referrals for parents, both mums and dads, sometimes due to parental conflict, or mental health issues and learning difficulties. Social workers valued the support we gave to both them and the parents; facilitating communication between both parties without rancour and misunderstanding. This went a long way to smoothing out the dealings with social services for the parents, and helped the social workers do their job efficiently. This kept all the advocates busy, some working almost full time, while others had a more part time working pattern.

Sadly, we are having to cut back on the advocacy service due to budgetary constraints at Achieving for Children (AfC). We need to cut the number of hours we deliver every month by two thirds, which means the number of children we advocate for has been drastically reduced.

We will no longer be working with families throughout their journey with social services, but be time limited to 6 months, i.e., the beginning of the child protection process. We will no longer be working with children on a child in need plan. Working with parents will be the exception as will be the case with care leavers. Children in care will also have their access to advocacy restricted. This has been a very difficult and distressing time for the advocates, their clients and the social workers at AfC.

The independent visitors have been doing a sterling job, everybody enjoying the experience.

We have been busy with unaccompanied asylum seeker, age verification, appropriate adult work. This is when we sit in on an interview with a young person who has arrived in this country, often on the dinghies at Dover, having had their documents lost or stolen *en route*, so unable to prove their age. It is for the social worker to determine their age. We are there to make sure the young person understands what is going on, and that their welfare is maintained. We have been called to be the independent witness when appeals have been made, when the young person does not have the result they hoped for. We were able to show that the process was fair and that the young person did understand what was going on and the interview was carried out properly.

## Counselling Service Manager, CPCAB Training Delivery- Julie Murrell



Number 22 runs CPCAB counselling training courses at levels 2,3 and 4 (diploma). We have 10 tutors Julie Murrell, Dominique DuPre, Clare Franzen, Jo Bird, Shamala Shaukat, Sara Smith, Ben Jackson, Ben Jearum, Nina Nilsson and Zoe Foster and currently have 7 courses running, consisting of 2 Level 2's, 2 Level 3's 2 Level 4's year 1 and 1 Level 4 year 2, with 101 students. Many of our tutors also started their counselling journey by volunteering at Number 22.

December this year will see our first cohort of 15 diploma students graduating to be fully qualified counsellors which is really exciting, 8 of them started with us at level 2 on our very first course in 2020. All of our students have worked so hard and we are really proud of them. Most of our level

4 students have their placement with Number 22 and are firmly embedded within the Number 22 family.

It is astonishing how much we have grown since starting with 19 students on Level 2 in 2020, our start was delayed due to Covid lockdown. We decided to take a Leap of faith and start online and we were surprised as to how well received it was. We have continued to deliver Level 2 and 3 online and we deliver Level 4 in person with some online. Online working is here to stay and it is important that our students learn to deliver counselling sessions both online and in person. We use Number 22 in Maidenhead for 2 of the Level 4 course and Elizabeth House in Cookham for 1 of them, this is due to lack of space in Number 22 and we are really grateful to the manager at Elizabeth House for offering us such a wonderful space.

Our training program is growing and evolving continually, listening to our students and our counsellors for ways of meeting their ongoing training needs. Our current year 2 Level 4 students have asked us about a Level 5 and we are planning this now. Another course we are working on is to get Number 22's Young People training, run by Alison Batey, to become a recognised CPD qualification through CPCAB. This year we are starting a Level 6 supervision course in June.

Our courses are supported by our external verifier from CPCAB, Austin Pacitto, our internal verifier for Level 4 and the supervisor, Bruce Rolls (also a previous volunteer counsellor with Number 22) Julie Murrell is the internal verifier for level's 2 and 3 and Clare Franzen is the moderator for Levels 2 and 3 and Dominique DuPre is the moderator for level 4.



*Level 4 Students years 1 & 2*

## Counselling Service Manager, Schools- Alison Batey



It continues to be a complete pleasure to work within Number 22 as the School Counselling Service Manager. The school-based service has now been running for some years and we continue to build professional, positive relationships with the local schools. We have an extremely dedicated team of school counsellors comprising of Lead, volunteers and group counsellors.

The work in schools with young people can at times be incredibly complex as we see young people who present with ever more complexities and specialist services being overwhelmed. We endeavour to support the counsellors with regular meetings and twilight training sessions to enhance their knowledge and skills. The packages we offer schools are bespoke to the school needs, which ensures we are able to adapt what we offer. This also allows us at times to work creatively to provide an adaptable, accessible service for young people and staff in schools.

I attend regular meetings with the local Boroughs well-being team and other professionals, which gives us all the opportunity of linking up on what our services offers, and what may be happening nationally with young people's mental health services. Number 22 is highly valued by other organisations who confidently refer young people to us through schools, the agency and support line. The relationships we have with schools is a positive one and we know that they truly value the work our counsellors do in schools. I often receive feedback from schools commenting on the counsellor's professionalism and commitment, so a big Thank you to my team of school counsellors.

As mentioned above young people are presenting with needs that are more complex and this year we have seen an increase in reporting safeguarding. In total, we have dealt with 36 safeguarding concerns and these have been passed to the Designated Safeguarding Leads in schools.

Number 22 have been involved in supporting a number of critical incidents in schools this year. Sadly, there have been a number of young people who have died in traumatic circumstances and I am so grateful to the counsellors who step in to offer support often to the school community and staff in very difficult circumstances.

This year we have also been able to support refugees from Ukraine within a school setting. We are lucky as an organisation to have many counsellors who speak different languages and were very willing to support these YP, many of whom are here without their parents and families. The work has at times been challenging for the counsellors but they have done an amazing job!!

As part of the school service we have our Seedlings Service which is working with the under 11's. This year we offered a 4-day training to the counsellors on working with this age group and am pleased to say we had 15 counsellors attend. This training upskilled the counsellors who can now begin to support the younger age group. We have appropriate clinical supervisors to support this work. Amy Day is part of my team in the role of School Support and Development Officer. I would like to thank Amy for her support this year as she plays a crucial role behind the scene in supporting the team and me. Amy liaises with many primary schools and continue to build relationships with them. For my school team and myself we are now heading in to the last half term of the academic year team and very much looking forward to the break over the summer.

Finally, I would like to acknowledge the management team and Shula. It is a real pleasure to work with such a passionate, committed, and dedicated team and look forward to more exciting times ahead for Number 22.

## Slough Champion/ Project Service Manager- Sarah Luke



Back in 2020 I was appointed the Slough Champion for Number 22. Our aim was to expand our services for young people within the Slough community. I'm feel proud with what we have achieved over the last 3 years. We have developed projects and built strong relationships within the Slough community to support many young people in Schools, GP's surgeries and within our agency. This support has been through 1:1 counselling and group work. Each year of our funding we have increased the number of young people we have been able to reach, and it feels like we are very much part of the community supporting many young people who need us the most.

Through our work we have positively impacted the lives of many young people. However, our work is far from over in Slough as we remain dedicated to continuing to support the young people within this community.

I would like to take the opportunity to thank Children in Need who fund this project and the work we do within Slough.



## Projects

As a team we work well together to think creatively about developing projects that can help our community. We work hard in ensuring our projects work well and we access the skills and expertise of our counsellors. When developing projects, we look at services we can offer our current clients as well as identified gaps in community provision for services.

We have several projects we run which I have listed below:

**Hope project** – for clients who triage as severe in need. We offer 20 sessions with a trained counsellor.

**Afterschool @22** – for young people who would like to access counselling services outside of school.

**Young carers** – counselling support for young carers.

**Telephone Support line** – a service for anyone aged between 11-25 years, who would like to advice, signposting, or a listening ear.

**Reflective practice** – wellbeing support for staff working in education.

**GP services** – we have a number of counsellors working within local health centres supporting patients through our counselling provision.

**FamilySupport@22** – works with individual families where relationships are proving challenging. We provide a space for families to talk, listen and finds ways of supporting each another.

## Business Manager – Emily Warburton

### Funding



We continue to be able to provide a free service for our clients because of our volunteer counsellors, supporters and funders. This means that this year we have met all of our running costs and have also been able to pay our counsellors for a great deal of sessional work which has allowed us to extend our provision extensively. This is possible because of our clear income streams of Schools work, Advocacy and CPCAB training, all of which make a contribution to funding the service. 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. RBWM Councillors of all political parties have been supportive of our work this year

as has Alka Kharbanda, High Sheriff of Berkshire. On top of that we have achieved fantastic donations from foundations and charitable trusts this year. Projects such as *Hope@22* supporting clients who are feeling suicidal; *SupportLine@22* our telephone support line for young people 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. A huge thank you to all those who support us to keep doing what we do.

### Our Supporters:



**Frimley Health and Care**



#OneSlough



**— SHANLY —  
FOUNDATION**

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



Windsor and Maidenhead Christian Trust  
*Giving through Christ's love*

## IT

It doesn't feel too long ago that at Number 22 all of our data was on paper. Now we're virtually a paperless organisation with all the challenges that implementing IT systems bring. We are currently in the process of developing a new database for storing client records, marking client attendance, reporting our stats and so on. Our new system will, in time, also be able to do so much more for us. We're looking at automating some of the client appointment making so that appointments are made more quickly as well as linking counsellors' clinical hours with our accounting software so that counsellors are paid more easily without having to submit additional paperwork. These are just some of the improvements that we are looking to make and this wouldn't be possible without the hard work of a small group of people: Lucie Lang is now working as Number 22's IT Manager with Mark Feetham who is spending hours understanding our way of working and building a bespoke system to meet our requirements. I am extremely grateful to them and also to Richard van der Knaap and Chris Duncan for their advice and support as we navigate these tricky decisions of how to invest our funds in order to create an IT system fit for our needs.

## Our Work

### Group School Case Study – Chan Line, Schools Group Counsellor

#### *Windsor Boys School*

Group 1- 5 boys, Year 9

From my very first introduction into Windsor Boys' School, it was clear that Liz is positively invested in group work and can see how it is helpful to the boys. She collates the names for the groups, making sure they are of a similar age and year group, each session content is group-led.



When the group first started, every boy was on report for behavioural difficulties in the classroom and around the school. At the end of the first session, each boy presented me with a card that I was asked to date and sign to prove they had attended and were not skipping class.

By the third week, only one boy had a report card for the remainder of that week and since then, there have been no incidents resulting in the need for report cards.

School policy states no walking around school during class although it is permitted with a member of staff, something the

boys have enjoyed doing with me as they are able to maintain boundaries around behaviour and conduct.

Over the 12 sessions, there have only been 7 absences and more than half of those have been due to not being present in school rather than non-attendance to the group. The boys arrive on time, happy to be there and are engaged. They enjoy the freedom to talk about and explore what they choose and most weeks ask if they can stay for another lesson.

## Support Line Counsellors

Quotes from some of our team members on the support line:

Leah

*"I really enjoy working on the support line because it feels so beneficial to the young people who make use of it. Something that makes it so valuable is how accessible it is to the young people and how they are able to use the time in a way that supports them best. That could be having someone to truly listen to what is going on for them, to seek advice about something specific or talk about other places they can get*



support for their specific difficulty. Hearing the young person start the phone call with uncertainty and nervousness, being alongside them and offering reassurance and support, and that young person often coming away with more certainty about their next step and feeling better than when they started the call is an incredible process to be part of.”

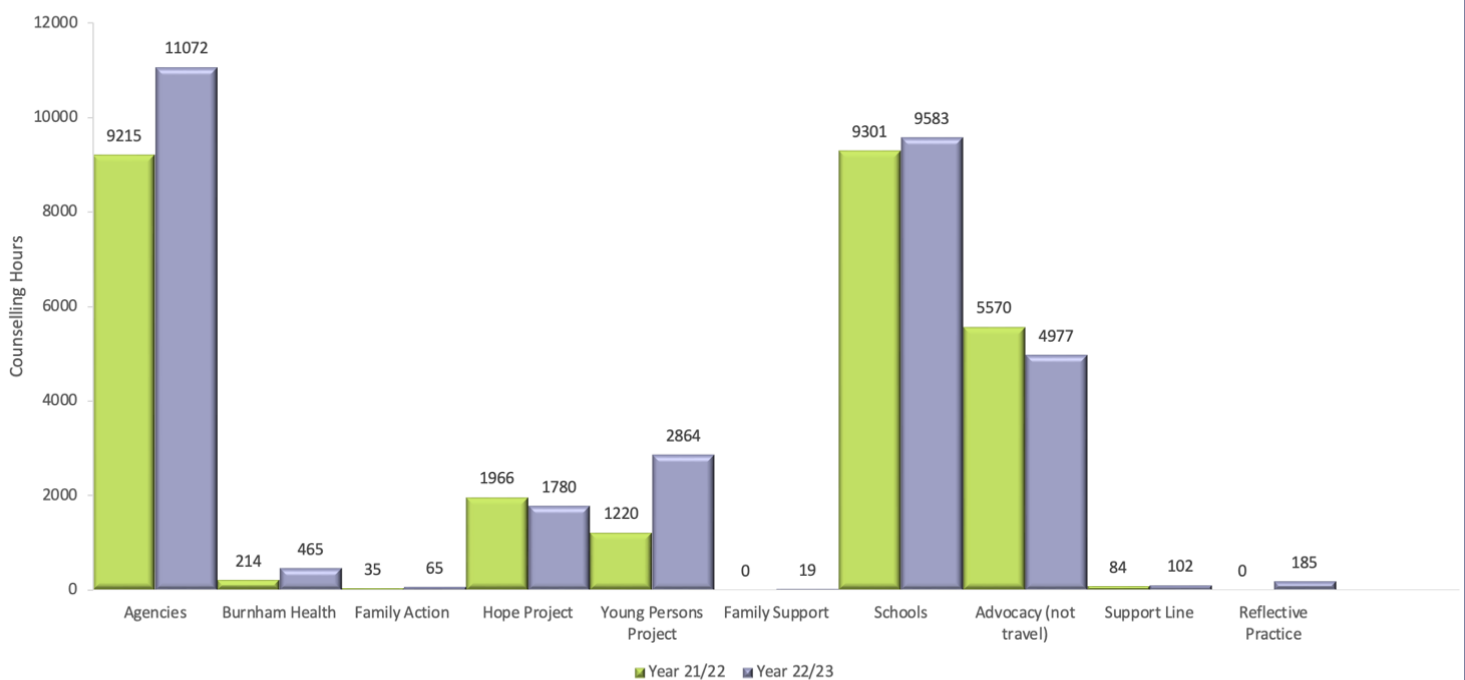
Suzanne:

“I am finding working on the support line rewarding as it is such a varied and interesting role for a practitioner. You can be dealing with the challenges of school and peer friendships with a 12-year-old in one session, followed by concerns about use of porn with a 20-year-old. I am able to give an opportunity for clients to have their voice heard for the first time in an accepting, non-judgmental way. For our young clients to feel heard and valued even for a short time could acknowledging what they have said and trying to understand what is going on for them in that moment.”



## Statistics

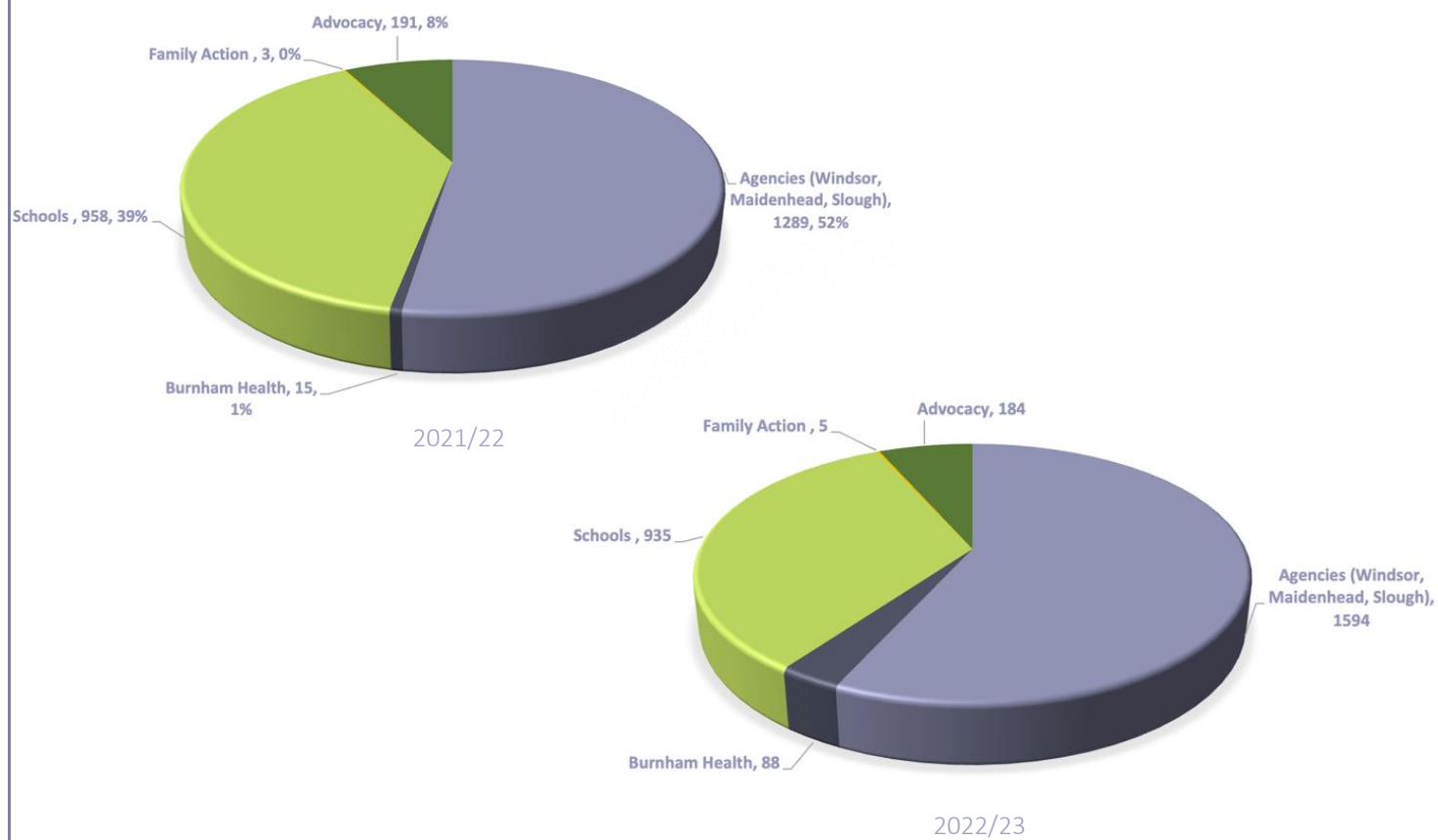
### Number of Counselling Hours



### Total Hours

Year 20/21	Year 21/22	Year 22/23
19,234	27,605	31,112

## Number of Referrals



## Schools work Totals

	Year 21/22	Year 22/23	% Increase
Number of Counsellors	44	51	14%
Hours Provided	9301	9583	3%

## School Assemblies



## Treasurer's Report Ended 31 March 2023 – Peter Child, Treasurer

It is 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 £99232 shows another satisfactory year.
- (b) Income grew by 34% which has enabled more funds for the delivery of counselling services for the communities within which we work.
- (c) Cash of £578188 as of 31 March 2023 is an increase over last year of over £98000.
- (d) Total funds carried forward are now almost £400,000 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 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 2 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.



## 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](http://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!

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



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