

WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

England & Wales · Charity number 1043347

Details

Other names	WOKINGHAM YOUTH ADVICE RESOURCE AND COUNSELLING SERVICE, A R C
Status	Registered
Legal form	Other
Registered	1995-01-16
Register	View on the Charity Commission register

Contact

Address
Arc
35 Reading Road
Wokingham
Berks
RG41 1EG

Phone 01189772818

Email coordinator@arcweb.org.uk

Website www.arcweb.org.uk

Activities

Objects: TO RELIEVE AND PREVENT SUFFERING CAUSED BY MENTAL OR PHYSICAL ILL HEALTH OR BY SOCIAL OR ECONOMIC CIRCUMSTANCES AMONG YOUNG PEOPLE, PARTICULARLY 14 - 21 YEAR OLDS IN WOKINGHAM AND SURROUNDING AREAS, BY ESTABLISHING, MAINTAINING AND DEVELOPING A COUNSELLING SERVICE FOR GIVING SUCH PERSONS INDIVIDUAL COUNSELLING INFORMATION, AND PRACTICAL ADVICE

Activities: provide a free and confidential counselling and information service to wokingham district residents

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** Children/young People

Geography

- **Area of benefit:** IN PARCTICE WOKINGHAM DISTRICT AND SURROUNDING AREAS
- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£287,241	£262,343	-	-
2024-03-31	£260,332	£276,960	-	-
2023-03-31	£241,492	£228,205	-	-
2022-03-31	£194,420	£192,600	-	-
2021-03-31	£155,924	£131,977	-	-

Trustees

Name	Role	Appointed
NANCY QUINNELL	Chair	
ann stainton		2016-05-04
dick crowther		2017-03-10

Accounts

2025 Annual Report

ARC



April 2025



The Queen's Award
for Voluntary Service

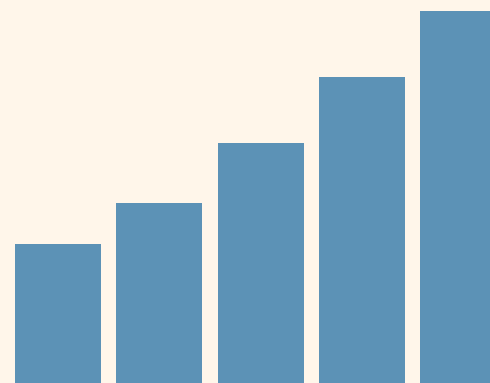
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Service



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About

ARC offers one-to-one counselling to Adults and Young People across Wokingham and the surrounding areas. We provide confidential counselling, at our main site in Wokingham, Oakwood in Woodley, GP surgeries and Schools across the area.

ARC provides an important role within the community, with referrals coming from other agencies as well as self-referrals.

In addition to counselling, we also offer important support for 16 – 25 year olds, through our Youth Access program, which provides information to young people on where and how to access support, from housing, to work and mental health.

Our counselling services are free to young people under the age of 21 years and low cost for adults. We believe that counselling should be accessible for all and that cost should never be a barrier to better mental health.

We are a charity with over 25 years offering support within the Wokingham area.





The Chair's Report

The Counsellors at ARC have been very busy this year, helping the people of Wokingham and beyond. The main concern again is anxiety, mainly around finance, which has an impact on family relationships. To help cope with these demands; we have had to recruit new Counsellors.

At ARC we are very concerned with providing as much help and support as we can. We have once again this year run a weekend of training; which was presented by Stefan Charidge, "Working Experimentally with Gestalt". The training was very well received by all who attended. We have also run a day's CBT Training on the subject of Addiction. As a gesture of goodwill; a dinner was organised at a well known restaurant in the centre of Wokingham, it was very appreciated by all who attended.

There has been a significant increase in the number of young people being referred to ARC, diagnosed with ADHD. Therefore our Youth Work needs constant investment in order to meet the ever increasing needs and challenges that Shaffrina, our Youth Access Worker, and her team cope with in Sixth Forms, Colleges and University. They provide advice on such matters as, housing, health issues, drugs and sexual health.

Our costs have increased, so a lot of pressure has been exerted on ARC to meet the increasing demands, such as the need to have a new conservatory roof to replace the old one that was in a poor state of disrepair.

We have to extend our warmest gratitude to Josh and Jack and their Australian adventures, which raised much needed funds. Also to Wokingham Borough Council, David Riddle Memorial Trust, St. James's Place, to name but a few, including a Brownie Pack, which raised £100, which touched my heart!

We must also say a very big thank you to all those who work for ARC, including Annelie in her new post in communications and we welcome Jane, who organises the office.

Finally, I must extend heartfelt gratitude to Paul, Vanessa, and all our hard working and committed Counsellors and our dedicated Management Team.

Nancy Quinnell
12th April 2025



Something Special

"I was referred to ARC by my GP surgery when I was around 15 years old. At the time, I was really struggling with my mental health. I was offered six initial sessions, and from the very first meeting, I felt an immediate connection with my therapist – it took no more than five minutes to build trust. She was brilliant: genuinely understanding and kind.

From the start, I felt welcomed and safe enough to talk openly about what was bothering me. Over the course of those six sessions, we worked together to develop coping strategies I could use on my own. At first, I found it hard to put them into practice, but with resilience and encouragement, I gradually began to use them – and they helped.

What sets ARC apart from other services is how open and welcoming they are. I never felt judged. You can talk about anything, knowing it stays confidential. The counsellors are genuinely caring – it's not just a job to them. It's clear they're there to help, not for personal gain, and that meant a lot to me.

The whole experience made me feel listened to, appreciated, and truly seen. I wasn't just another number being rushed through the system. I felt like I mattered – like they had time for me and genuinely wanted to help.

Looking back now, I honestly don't believe I'd be where I am today – studying Paramedic Science at university, pursuing my dream career – without the support I received from ARC. Their help was not only important; it was life-changing."

2025 Client via Youth Access

Management Committee



NANCY QUINNELL
CHAIR
RETIRED WOODLEY TOWN
COUNCILLOR AND TEACHER



ANN STANTON
SECRETARY
ARC CO-FOUNDER AND
INDEPENDENT DELEGATE



DICK CROWTHER
TREASURER
RETIRED BOARD MEMBER OF
DIAGEO AND MARS



ROSEMARY COOK
EARLEY TOWN COUNCILLOR
REPRESENTATIVE



SHELAGH FLOWERS
WOODLEY TOWN COUNCIL
REPRESENTATIVE



REV. JACKIE CASE
CHURCHES TOGETHER
REPRESENTATIVE



**RACHELLE
SHEPHERD DUBEY**
EARLEY TOWN COUNCILLOR
REPRESENTATIVE



KAY GILDER
WOODLEY TOWN COUNCIL
REPRESENTATIVE



**DR. KATHERINE
HADFIELD**
GENERAL PRACTITIONER
PAEDIATRIC SPECIALIST



The Team 2024/25

Office

Paul Cassidy (Coordinator)

Jane Buckland (Finance)

Vanessa Bunting-Palmer (Clinical Coordinator)

Annelie Ryan (Marketing Manager)

Jane Steadman (Office Manager)

Olivia Cassidy (Marketing Intern)

Shaffrina Rogers (OutReach & YIACS Manager)

Counselling Supervisors

Vanessa Bunting-Palmer

Lilly Capuozzo

Jo Cooke

Charlie Wall

Sue Byrne

Counsellors

Adam Blay, Amal Mohammed, Anna Brooks, Beatrice Mistretu, Becky Wilson, Kerry Findlay, Catherine Montague, Ceri Johnston, Claudia Gridelli, Danny Phillips, Debbie Rathge, Debbie Thorpe, Elena Bradley-Syrett, Emily King, Emily Whan, Grace Pattenden, Honesty Sumner, Jackie Robertson, Jane Ainslie, Jane Buckland, Jane Steadman, Julie Dawson, Julie Fowler, Kate Lawrence, Kate McDonnell, Kate Selleck, Katie Forrester, Kayleigh Birch, Ken Mendoza, Krissy Harryman, Kuldeep Kuner, Laura Crossley, Lindsey Robertson, Maddy Trotman, Maria Burger, Maria Schultz, Martin Watts, Martina Lukacova-Vaughan, Maya French, Michelle McLeish, Michelle Miles, Monica Dunne, Nadine Hartley, Neil Wheatley, Nina Cummings, Ote Abudiore, Peter Clements, Phaedra Ashford, Phil Armorgie, Richard Francis, Sarah Challis, Sarah Holmes, Sarah Kavanagh, Shaffrina Rogers, Sian Aitken, Sophie Harrison, Sue Eckert, Sylvana Bielec, Vicky Guthrie and Victoria Hanks

Co-ordinator's report

Another busy year for all of us here at ARC counselling and we are grateful for the support of all our funders. Our main new project was to continue providing 45 young person sessions per week.

This is to allow young people who cannot access counselling in their schools or some of those who are not attending school to get the support they need. This was an unfunded project and costs us over £30,000 a year to provide. Do see the list of our funders, but a special thanks to the David Riddle trust and St James Place for their generous support.

An amazing fundraising adventure was Josh and Jack who ran across Australia to raise funds for us a 12-week adventure, beset by problems but they persevered and raised over £4,000 for us, a huge well done to them.



The main increase in clients presenting issues is around neurodiversity, with more young people being diagnosed with ADHD and autism, and the issues around this. Young people with these issues can find it difficult to cope in our school system, with loud noises and other distractions making normal learning difficult and can affect their attendance and home life. We are also seeing an increase in adults that have been diagnosed with this, either through the NHS or privately.

The continued squeeze on public finances has also been a challenge to negotiate, with more demands on charitable givers, less money available from local authorities and increased cost of living for our residents. We also have seen our costs increase over the year but are extremely grateful for the continued support of Wokingham borough council, its officers and councillors, without whom we would be unable to meet the demands for our services.

All our staff are either part time or volunteers and without their efforts and time we would not be able to operate, a huge thanks to Jane who has taken over the office management, and Vanessa our clinical coordinator for her hard work ensuring our BACP accreditation continues as well as managing our client management system to record our work, and the benefits that counselling has. All our funders require detailed reports on numbers of people seen, ages, demographics as well as impact that counselling has on our clients' lives.

I would also like to thank our management committee for their time, expertise and support over the year, an integral part of the ARC family.

Reading University has been providing us with a social media intern, this year it's Olivia, for the past few years, which has been a great addition to our team, and we also welcome Annelie who has been appointed to a new post of marketing and communications, and produced this report.

Youth counselling services offer numerous benefits that can significantly impact the lives of young people. Here are some key advantages:

- **Emotional Support:** Counselling provides a safe and confidential space for young individuals to express their thoughts and feelings without fear of judgment. This can be especially important during the turbulent transition from childhood to adolescence.
- **Improved Coping Skills:** Counsellors help youth develop healthy ways to cope with stress, anxiety, and other challenges they face in their daily lives. This can lead to better mental health and overall well-being.
- **Enhanced Self-Esteem:** Through counselling, young people can improve their self-esteem and build stronger relationships. This can empower them to pursue their goals and navigate life's challenges with confidence.
- **Resilience and Confidence:** Counselling promotes resilience and boosts motivation, helping young individuals face future challenges with strength.
- **Better Relationships:** Counselling provides tools and insights needed to improve and maintain relationships with friends, family, and loved ones.
- **Personal Growth:** Counselling can help youth tap into their true potential, guiding them towards personal growth and self-discovery.

Overall, ARC youth counselling services play a vital role in supporting the mental health and well-being of young people, helping them navigate life's challenges and achieve their full potential.

Paul Cassidy
17th April 2025



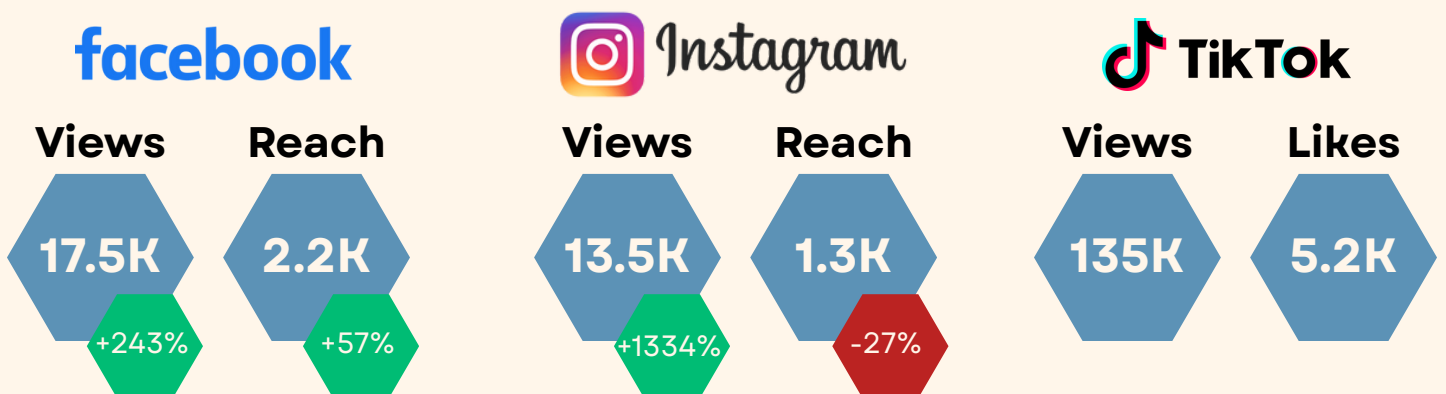
Social Media report

This social media analysis compares ARC's performance over two four-month periods: September to December 2024 and January to April 2025. During the latter period, ARC benefited from the fantastic support of social media intern Olivia Cassidy and the addition of new Marketing Manager Annelie Ryan, both of whom contributed significantly to our growth. The data focuses on two key metrics: views, which refer to the number of times our content has been watched or seen, and reach, which indicates the number of unique users who have seen our posts. **So wherever you see views higher than the reach, this means that the same users have gone back more than once to refer to and digest our content - a very promising sign!**

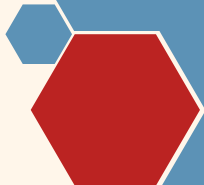
September 2024 - December 2024



January 2025 - April 2025



The only exception to growth is Instagram reach, which Olivia and Annelie have identified as a result of our lacking video content. With exciting plans underway to boost video production, we hope to see growth in this area in Q3 & Q4 2025. **To support this, we encourage all counsellors - the "boots on the ground" - to keep seeking out opportunities for client testimonials and to begin gaining consent using the "Client Story Form", available in the marketing folder on Coffee Break.**



Top Performing Posts: What’s Resonating with Our Audience

The most popular posts consistently include topics such as “secret signs” of various mental health conditions, simple step-by-step advice slides, the benefits of therapy, introductions to who we are at ARC, awareness dates, and content related to anxiety. These insights help us understand what matters most to our audience and guide future content planning.

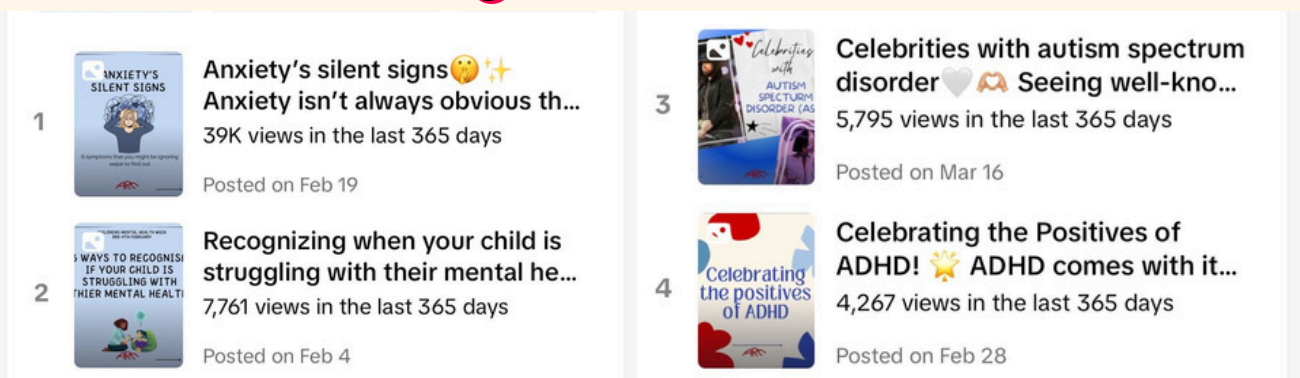
facebook



Instagram



TikTok



Clinical Co-ordinator

Report

Once again, it has been a busy year, with many challenges and changes. We continue to develop as an agency and I am proud of the service that we provide to the young people and adults of Wokingham.

Counsellors - Over the year we have recruited 20 new counsellors, which has enabled us to maintain a counselling team of just over 60 counsellors. Of this number, 23 work with Children and Young People (CYP), we have 13 qualified counsellors, and the remaining counsellors are either in their first or second year of their qualification.

I continue to be impressed with the level of skill that all our counsellors bring to their roles.

Supervisors - Our supervision team is unchanged from last year and bring a wealth of experience to their work. It remains a strength of ARC that our counsellors have in-house supervision for their work with colleagues who have extensive knowledge of the agency.

Training - Once again we had a successful training weekend at Bournemouth, which looked at Gestalt techniques that could be incorporated into our client work. It was, as always, a great opportunity to meet with our colleagues and celebrate ARC's achievements. We have presented our in-house Children and Young People training for the third time, with participants now moving on to working with clients. The course was enthusiastically received by the trainees.

April saw our 4th ARC Spring Conference, which has become an integral part of our training programme. This year we looked at addiction in the morning, and the afternoon was a choice of either Psychosocial Development or Current Issues in CYP Counselling. Feedback from the participants for all sessions has been very positive.

BACP Accreditation - Once again, we successfully passed our third year of the BACP Rolling Accreditation process. The feedback was again positive, with all criteria being met on first submission.

Thank You - It remains for me to express my personal thanks to all of you who work together to make ARC the successful agency it is, enabling it to provide help to so many clients. I have recently been reviewing our client feedback and it is heart-warming to hear the personal stories of how people's lives have been helped.

Vanessa Bunting-Palmer
24th April 2025

Making a Difference

"ARC helped me to feel more at ease in talking to new people and realise that opening up isn't as scary as it seems."

"It has helped me massively. I was bedridden with anxiety and now i feel like a totally different person, like I have a new life."

"Felt listen to, not judged, sound practical advice. I feel stronger, more positive with actionable tools. I will miss coming."

"From where I started in July, I am a different person mentally and physically. It was easy to get close too my counsellor which has made it easier to talk about things."

ARC

"Without having someone to talk to, hear me and respond with care and understanding, I would have been lost."

"I feel more proud of who I am."

"It's given me a voice."

"ARC helped me when I was in a very upset and closed off time and now I feel so much happier and able to talk to people close to me."

"I have learnt a lot, got lots of tools and have started using them. My counsellor is excellent!"

"It has helped me process and move on from a really difficult period in my life. It has massively reduced my anxiety and I feel so much happier in myself."

"It's helped me realise that I can overcome anxiety and that it won't rule my life."

Youth Access Report

Schools and Outreach venues	Total No. sessions
Surgery	143
Oakwood Center	330
Addington	144
Bohunt	175
Bulmershe	324
Emmbrook	549
Finchampstead primary	113
Foundry	108
Highclose	368
Leighton P	27
Loddon primary	14
Oakbank	164
Piggott's	330
Polehampton Primary	7
Forest	169
Waingels	723

Outreach and schools

- Outreach and schools counselling has remained steady.
- We are currently serving 11 schools and 2 outreach venues, with 13 counsellors.
- Some counsellors are counselling on multiple days and in multiple venues.
- Arc is currently running 20 days per week with our counsellors.

Total
Outreach
Sessions:
3,115



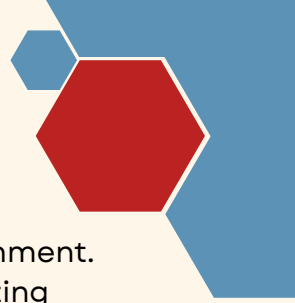
Feedback from the schools:

Emmbrook School benefits from having ARC counsellors in school because it helps the pupils to feel more emotionally contained. They build a trusting relationship with the counsellor and know that there is a safe confidential space in school where they can share their worries. They know that unless the counsellor feels they are in danger they can share what is worrying them without it being discussed with teachers and parents. Students have felt better able to cope with issues which can often feel overwhelming. When the counselling has finished pupils feel able to come and seek support if they are struggling. Pupils have reported that they feel less anxious having shared their worries and been given strategies to help them

Bulmershe, we have so many students in need of counselling services for one reason and another, that we just simply cannot deal with them all in our pastoral centre. By having a trusted partner like ARC, it means our young people can benefit from their services and we have peace of mind that they are having their needs met

Waingels: I think that offer of sessions during the school day really supports students to access the service. I've had some students say that having it during the school day, allows them to commit to the sessions for longer periods as they don't have "put parents / carers out " by asking for lifts to and from the sessions





Our initial funding ran out July 2024, with the project being a great accomplishment. We successfully gained a 2nd round of National lottery funding. This was amazing news and really showed how invaluable this project is for local young people. This project continues to be instrumental in engaging young people within their community. It has begun connecting the 16–25-year-olds to organisations that support and serve them. The project has also supported external organisations to understand what young people need from their perspective. Youth Access has been the link between a young person’s voice and community organisations.

Having reflected on ‘what went well and what we needed to improve’, we had evidence that offering drop-in sessions were not as beneficial then offering 1:1 appointments. Having already got the initial infrastructure in place, we have been able to amend and improve our delivery model to be able to offer more 1:1 sessions. Through these sessions we have supported clients with mental health and wellbeing, CV writing, advocacy, family support and guidance, job searching and applications, and signposting. Since September alone we have had 74 individual information advice and guidance sessions.

We have modified some of our deliveries to provide specialised information, advice and guidance to specific targeted and vulnerable groups. Bracknell and Wokingham College are now identifying targeted groups to attend specialised sessions of delivery. For example, we ran a session on the racial unrest that happened over the summer. The session went extremely well with young people having open discussions, facilitated by the youth worker. The young people felt empowered to voice their own opinions and there were differing views within the group.

This led to an open debate with views being explored and challenged to gain a broader understanding all round. This month we delivered sex and the law to 22 ESOL students (English for speaker of other languages). We have also modified our delivery to include morning sessions. This was to allow for more 6th forms to have access to the service. Bulmershe school now has a morning session fortnightly. So far, we have reached 1869 young people since September. We have now offered targeted sessions to identified young people at Waingels College, and this starts after the Easter break. Moving forward, Youth Access will be visible at all local community events, raising the profile for ARC as well as reaching out to everyone in the community.

Feedback: “I did 3 or 4 different lots of counselling sessions with the same issue, it was helping while I was doing it and for a bit after but then I’d feel stuck because I’d done the steps they helped me to plan out, but I had no idea what I wanted or needed to do next. Whereas when I started meeting with Shaffrina she was able to show me the different options and helped me join things that I didn’t even know were out there. Which in turn helped me to grow in confidence and I am now able to do them by myself without even really thinking about it.”



Donor Thank You



Bringing people closer to Jesus Christ through His Church
Catholic Diocese of Portsmouth



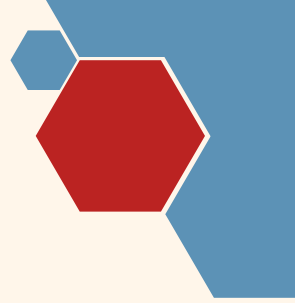
BERKSHIRE
COMMUNITY
FOUNDATION



Twyford
PARISH COUNCIL

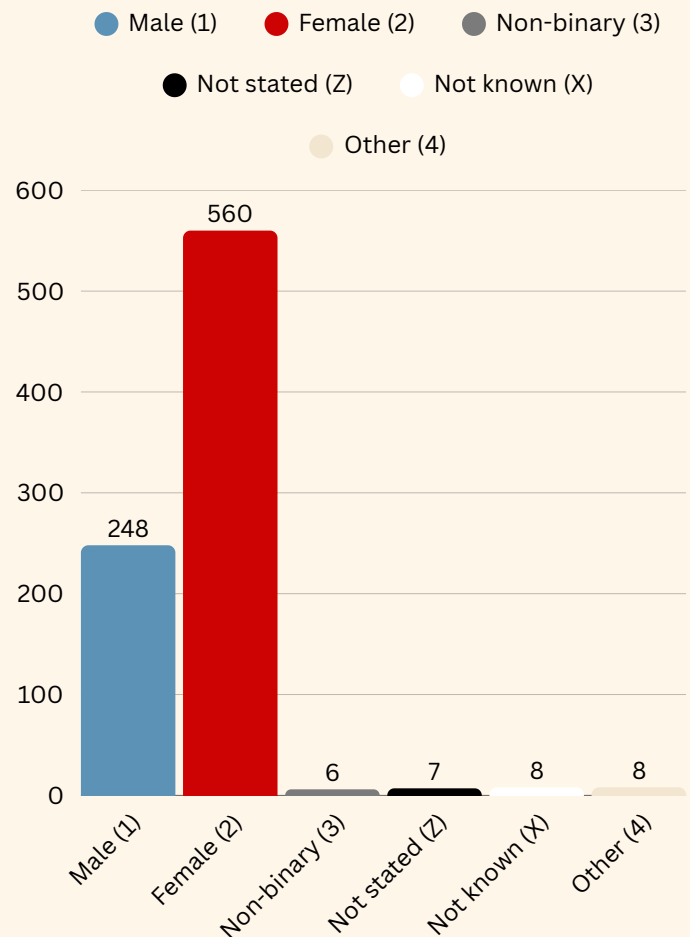
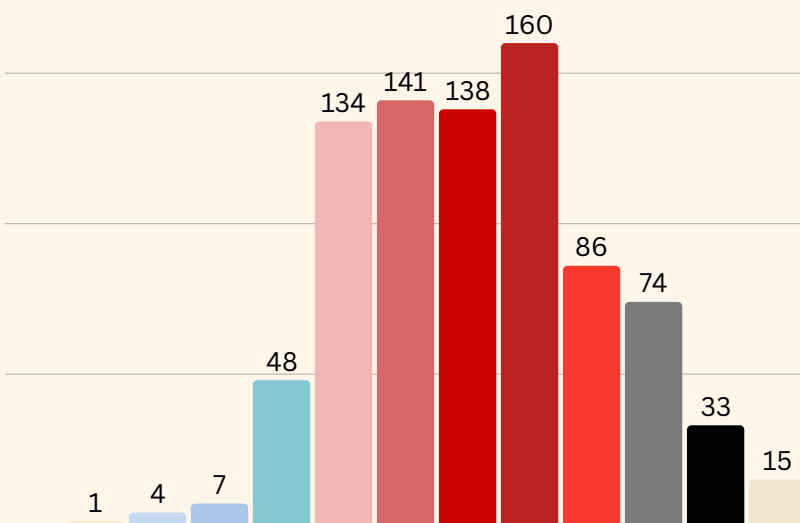
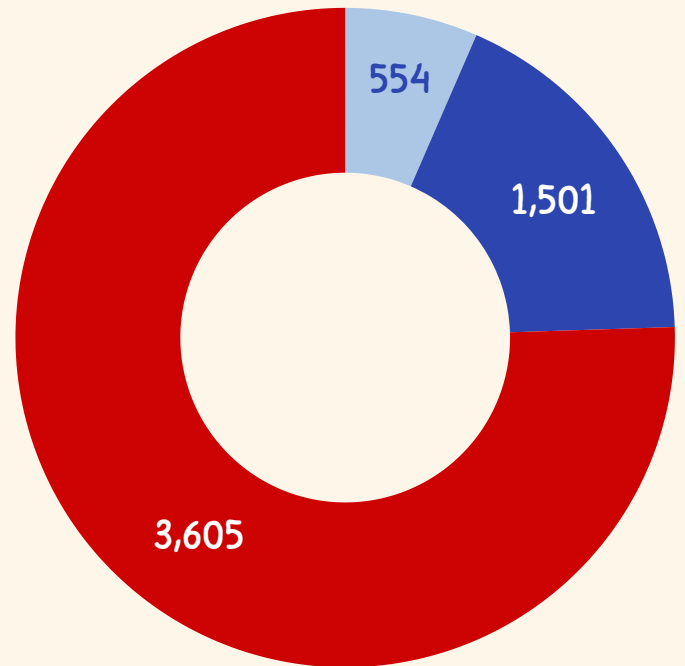


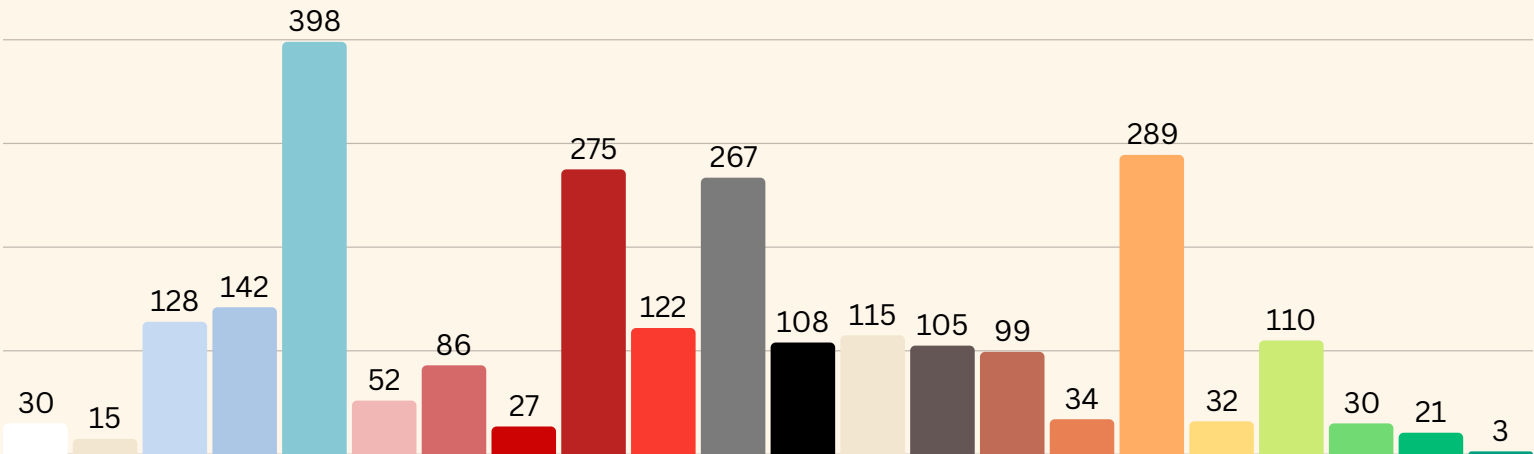
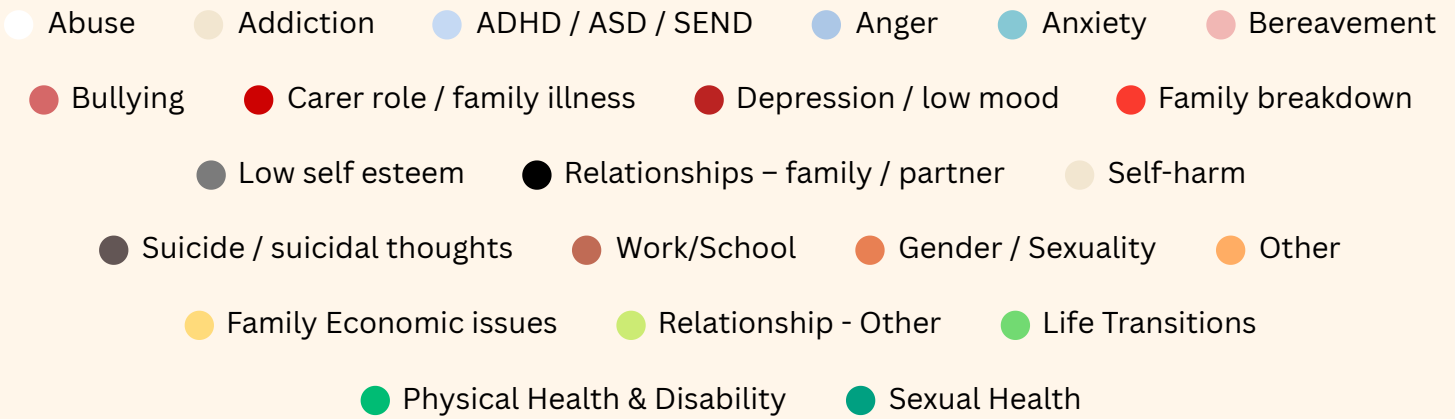
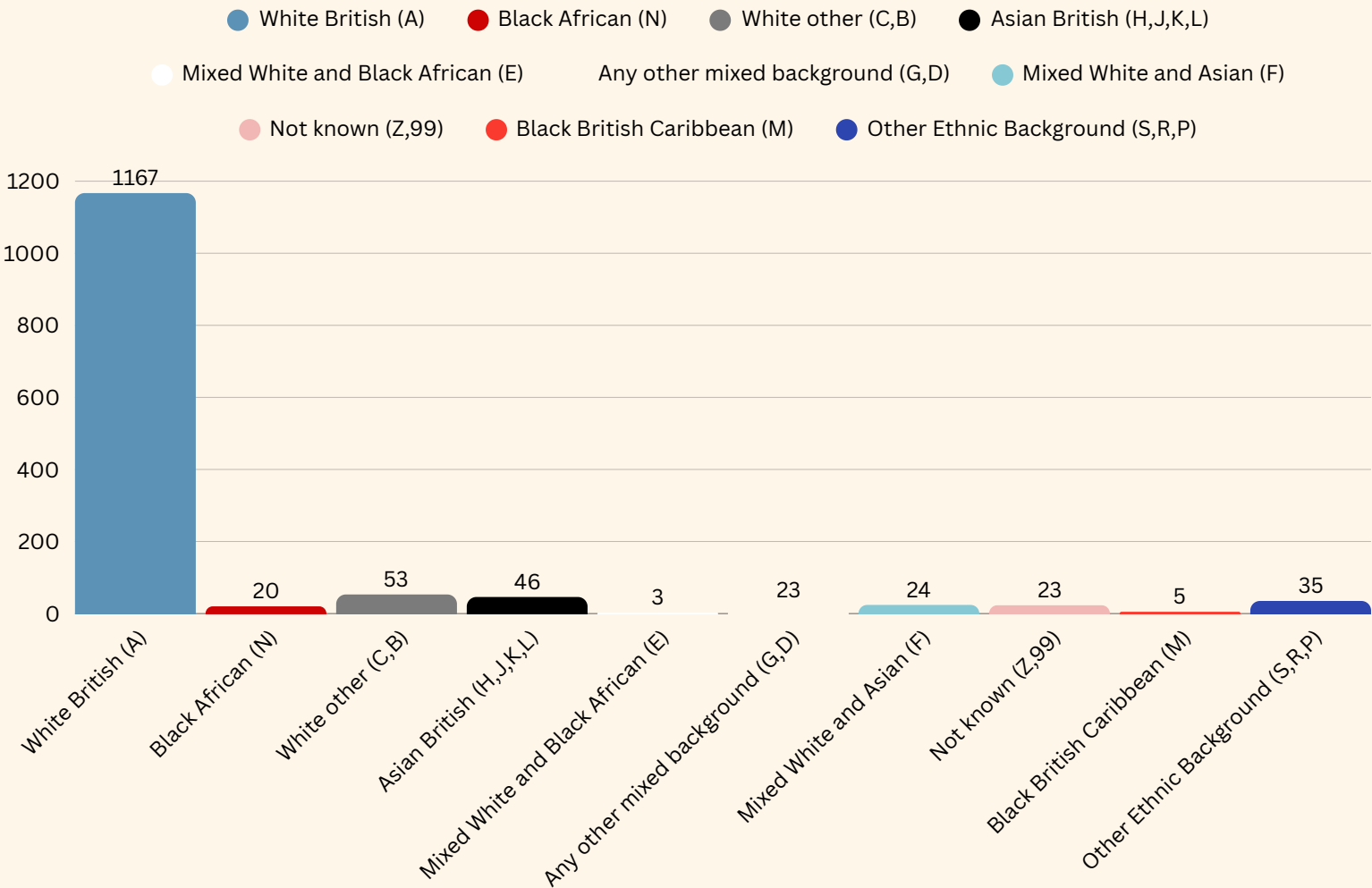
The Year in Review



- Number of young people who have received...
- New young people accessing Counselling
- Number of Counselling sessions delivered in...

- 5-7 years
- 8 years
- 9 years
- 10 years
- 11 years
- 12 years
- 13 years
- 14 years
- 15 years
- 16 years
- 17 years
- 18 years
- 18-24 years





ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2024/25

INCOME

Wokingham Borough Council	36,260.00
Berkshire NHS	31,000.00
National Lottery Community Fund	35,612.00
Woodley Town Council	5,000.00
Earley Town Council	2,000.00
Thames Valley Police	3,502.74
Wokingham Without	-
Schools Counselling	89,936.00
Wokingham United	7,500.00
Session Fees	34,596.56
University of Reading	1,729.61
Charitable Donations	25,348.50
Other Income	14,040.00
Bank Interest Received	716.37

Total 287,241.78

EXPENDITURE

Schools Counselling - Contracts	68,037.50
Schools Counselling - Ad hoc	5,063.77
GP Counselling	2,752.00
YP Counselling	27,076.00
Young Citizens Advice Work	7,337.63
Rent & Rates	6,066.70
Printing & Stationery	3,501.49
Furniture & Equipment	4,200.73
Maintenance	2,700.00
Woodley Outreach	9,722.00
General Expenses	3,527.57
Staff Salaries & Subcontractors	70,563.12
Counsellors Supervision	43,600.00
Counsellors Training	7,217.45
Legal & Professional Fees	978.00

Total 262,343.96

EXCESS OF INCOME OVER EXPENDITURE 24,897.82

BALANCE SHEET AS AT 31 MARCH 2025

Brought Forward from 2023/24	95,927.89
Plus surplus income from 2024/25	24,897.82
Total	<u>120,825.71</u>

Represented by Current Account	48,139.25
Less outstanding cheques	48,139.25
Debtors & Prepayments	33,654.98
Deposit Account	51,618.89
Petty Cash	160.06
Creditors & Accruals	(12,747.47)
Total	<u>120,825.71</u>



08 May 2025

Prepared by :-

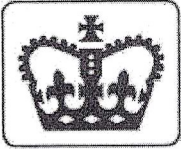
ACS Accounting

Date :- 08/05/25

Approved by :-

ARC Wokingham

Date :- 08/05/25



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name

ARC
WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

**On accounts for the year
ended**

31 MARCH 2025

**Charity no
(if any)**

103347

Set out on pages

3

(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2025

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:



Date:

08 MAY 2025

Name:

SIMON MANN

Relevant professional
qualification(s) or body
(if any):

CHARTERED MANAGEMENT ACCOUNTANT, ACMA

Address:

ACS ACCOUNTING (BERKSHIRE) LTD

SIOTE 3 MARKET HOUSE, 19-21 MARKET PLACE

WOKINGHAM RG40 1AP

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2024/25

INCOME

Wokingham Borough Council	36,260.00
Berkshire NHS	31,000.00
National Lottery Community Fund	35,612.00
Woodley Town Council	5,000.00
Earley Town Council	2,000.00
Thames Valley Police	3,502.74
Wokingham Without	-
Schools Counselling	89,936.00
Wokingham United	7,500.00
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University of Reading	1,729.61
Charitable Donations	25,348.50
Other Income	14,040.00
Bank Interest Received	716.37

Total 287,241.78

EXPENDITURE

Schools Counselling - Contracts	68,037.50
Schools Counselling - Ad hoc	5,063.77
GP Counselling	2,752.00
YP Counselling	27,076.00
Young Citizens Advice Work	7,337.63
Rent & Rates	6,066.70
Printing & Stationery	3,501.49
Furniture & Equipment	4,200.73
Maintenance	2,700.00
Woodley Outreach	9,722.00
General Expenses	3,527.57
Staff Salaries & Subcontractors	70,563.12
Counsellors Supervision	43,600.00
Counsellors Training	7,217.45
Legal & Professional Fees	978.00

Total 262,343.96

EXCESS OF INCOME OVER EXPENDITURE 24,897.82

BALANCE SHEET AS AT 31 MARCH 2025

Brought Forward from 2023/24	95,927.89
Plus surplus income from 2024/25	24,897.82
Total	<u>120,825.71</u>

Represented by Current Account	48,139.25
Less outstanding cheques	48,139.25
Debtors & Prepayments	33,654.98
Deposit Account	51,618.89
Petty Cash	160.06

Creditors & Accruals (12,747.47)
Total 120,825.71



08 May 2025

Prepared by :-



ACS Accounting

Date :- 08/05/25

Approved by :-



ARC Wokingham

Date :- 08/05/25

Accounts

Annual Report

2023-2024



ARC

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ABOUT ARC

ARC is a charity with over 20 years' experience supporting Wokingham and the surrounding areas.

We offer one-to-one counselling to Adults and Young People across Wokingham and the surrounding areas. We provide confidential counselling, at our main site in Wokingham, Oakwood in Woodley, and GP surgeries and Schools across the area.

ARC provides a vital role within the community, with referrals coming from other agencies as well as self-referrals.

Our counselling services are free to young people under the age of 21 years and low cost for adults. We believe that counselling should be accessible for all and that cost should never be a barrier to better mental health.

In addition to counselling, we also offer important support for 16 - 25 year old's, through our Youth Access program (YIACS), which provides information to young people on where and how to access support, from housing, to work and mental health.

OUR COUNSELLING ROOMS



CHAIR'S REPORT



It has been a fulfilling and challenging year. ARC has recruited many new Counsellors to meet the ever growing needs of the population of Wokingham and surrounding areas.

Anxiety is again very high on the list of priorities throughout families. Problems regarding personal income and associated concerns over family finances, the continuing conflict between Russia and Ukraine, along with the war between Israel and Palestine are high on the list.

Young people's mental health since Covid has declined and shows little sign of levelling off, in fact seems to be getting worse.

There are high rates of people being diagnosed needing ECHPs and higher levels of people being diagnosed with ADHD. This has necessitated greater needs for support. We have increased the size of our teams to cope with the ever growing demands that these problems throw up. ARC provides Counsellors with regular training and organises meeting for Counsellors to share skills, along with information on trends that are coming through the system.

ARC continues to run courses for parents of anxious children that are vulnerable and susceptible to self-harm and provides on-going training to teachers and any one who is responsible for children regarding susceptibility to suicide.

Supervision is an important aspect to the role of counselling and on-going training both in-house and at residential settings is very important to us. We require the very highest level of counselling in order to maintain the utmost safety of our clients.

The Youth Access Project working in Schools and Colleges continues to gain strength and it is hoped that we will get a further 3 years funding for this very worthwhile enterprise. Caitlin Parris is our new intern from the University of Reading, working on our social media pages, we wish her well with this.

ARC can only carry out all the work required with the generous help and support of the people and the organisations that fund us. It was very good to meet with Lee Teideman who is the Commissioning Officer for Wokingham Borough Council; to strengthen our relationship with one of our funders, this was extremely important to us.

I must also extend my gratitude to all Counsellors and members of the Management Committee for their support and encouragement throughout the year.

I will end on a very sad note and report that Chris Allen died peacefully at home and we hold his wife Lynne in our hearts. Chris was a founding member of ARC and the way he supported and nurtured old and new Counsellors will be very much missed.

Nancy Quinnell

Chair

MANAGEMENT COMMITTEE



CHAIR

Nancy Quinnell

Retired Woodley Town
Councillor and teacher



SECRETARY

Ann Stainton

ARC Co-founder
and independent
delegate



TREASURER

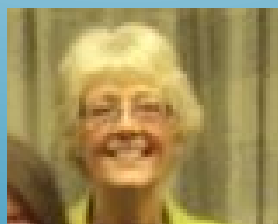
Dick Crowther

Retired board
member of Diageo
and Mars



Rosemary Cook

Earley Town Councillor
Representative



Shelagh Flowers

Woodley Town
Council
Representative



Rev. Jackie Case

Churches Together
Representative



**Rachelle Shepherd
Dubey**

Wokingham Borough
Councillor
and an experienced



Kay Gilder

Woodley Town
Council
Representative



Dr Katharine

Hadfield
General
Practitioner
Paediatric
Specialist

THE TEAM:

Paul Cassidy (Coordinator), Vanessa Bunting-Palmer (Clinical Coordinator), Caroline Woodford (Admin Manager), Jane Buckland (Finance Manager), Shaffrina Rogers (YIACS Manager), Jemma Maicher (YIACS), Lilly Capuozzo (Outreach Manager), Charlie Wall (Admin), Marv Rees (Admin), Caitlin Parris (Social Media Intern)

THE COUNSELLORS:

Adam, Amal, Anna B, Anna O, Azib, Becky, Caroline, Cath, Catherine, Ceri, Charlotte, Claudia, Danny, Debbie, Elena, Emma, Grace, Honesty, Jackie, Jane A, Jane B, Jane S, Julie D, Julie F, Julie H, Kate, Katie, Kayleigh, Kemba, Ken, Krissy, Kuldeep, Laura, Lilly, Linda, Lindsey, Lizzie, Louise, Maddy, Maria, Martin, Martina, Mary, Maya, Michelle, Natasha, Neil, Ote, Phaedra, Richard, Sarah Ha, Sarah Ho, Seema, Shaffrina, Sian, Sophie, Spencer, Sue, Tegan, Vicky, Victoria

COUNSELLING SUPERVISORS:

Vanessa Bunting-Palmer, Jo Cooke, Heidi Joliffe, Maria Facey, Janet Gunn, Lilly Capuozzo, Sue Byrne, Chris Allen, Charlotte Wall.

COORDINATORS REPORT

It feels like it's been a really good year for ARC, where thanks to the backing of the management committee we have continued to expand our service to match the post Covid demand for our services. We were risking using some of our reserve funding to do this, as well as try to keep up with the huge jump in inflationary costs. We had a late Christmas present from the Postcode lottery covering those costs to the tune of £30k, a huge relief.

A great concern at the beginning of the year was both the increased demand, and the severity of the presenting issues young people were bringing to counselling. This has led us to increase the number of sessions we offer to young people, moving from a six-session model that had been sufficient for the past decade to a 9-session model.

Our level 5 qualified youth counselling team was grown to allow us to offer an extra 40 sessions a week at ARC, this has had a massive effect on our waiting list which was getting towards 100 young people waiting to see a counsellor, the list now stands at under 40.

Demand for our low-cost adult counselling provision has also grown post-Covid, with anxiety and the effects that has on family relationships, worries around financial insecurity has led us to increase the size of the student counselling team who come to us for their placement.

The ARC team now stands over 80 people and includes counsellors, supervisors, office, management committee all of who help us provide an excellent service to the residents of Wokingham.

Like most charity's we have had our costs increase this year, much more than previous years, and have been able to absorb some of them, but to continue to match the need we will have to increase prices to schools. We feel it is still extremely good value and does not reflect the actual cost being subsidised by our many funders.

Our youth access project, funded by the national lottery goes from strength to strength, thanks to Shaffrina and Jemma, we are hopeful that funding can be extended for a further 3 years, allowing us to work with the hard to reach 16-25 age group.

Our in-house training team have also had a busy year, with the youth counselling qualification, online counselling training for new counsellors and ensuring our safeguarding is as robust as possible. We aim to offer the highest quality and safety for all our clients.

Thanks must be given to our two key partners, Wokingham borough council and the NHS, for their continued support, as well as the growing list of local councils, funders and companies that contribute so much to improve our resident's mental health.

A special thanks to our clinical coordinator Vanessa for ensuring our BACP accredited service status continues, amongst all her other duties.



Paul Cassidy

CLINICAL COORDINATORS REPORT

We have come to the end of another very busy year, one of change and consolidation, all with the aim of providing a professional and effective counselling service to our young people and adults.

COUNSELLORS

We have recruited 18 student counsellors in the last 6 months, which now brings our counselling team to over 60. Student counsellors work with adult clients, along with several counsellors who have continued to work with adults after qualification. This brings a depth of experience that is greatly valued.

Alongside this, around half of our counsellors work with children and young people, both at ARC and in Woodley and the many schools that use our services.

It is always a delight to see the teamwork and camaraderie between counsellors on the same shift.

SUPERVISORS

We have gained a supervisor this year, one who has come 'through the ranks' with ARC and has settled quickly into the work. Sadly, we also lost Chris Allen from the team. His wealth of experience will be greatly missed.

TRAINING

Online working is something that has developed during and post-Covid, so we now have a recommended online course that counsellors undertake, along with an ARC induction session. This has enabled us to ensure consistency and high standards of practice when working online.

Our Bournemouth training last October was another success, on the topic of *Trauma and the Fear Continuum*. Alongside the benefits of the training, this weekend always provides an opportunity to gather as a whole and celebrate our work.

We have also just had our 3rd ARC Conference Day, held in Wokingham. This week's topic was looking at incorporating CBT skills into our practice. It was a thought-provoking and challenging day, but also an enjoyable one.

We have presented our in-house Children and Young People training for the second time, with 8 counsellors qualifying to work with the secondary age group. This training has now become a regular part of our calendar and we will be running it again this summer.



Vanessa Bunting-Palmer
Clinical Coordinator

OUTREACH AND SCHOOLS

INCREASE IN DEMAND

2024 has started with an increase of Counsellors demand in the schools around Wokingham area; two new schools have shown an interested in our School Counselling Service, Holme Grange and St Joseph and a Pupil Referral Unit (Foundry College). All three schools have requested a Counsellor who could fulfil the increasing demand of students asking for mental health help. We also had existing schools requesting for more hours of Counselling Service to prepare for the exam stress that seems to be escalating this time of the year.



REFERRALS

The professional relationship that has been established between ARC, Counsellors and Schools is evident by the clients' demand for counselling coming to the agency where parents and carers of young people seem to have been referred by Schools or GPs. This has also been aided by the various workshops delivered by ARC in Primary and Secondary schools across the borough.

PROFESSIONAL & ETHICAL TEAM

All ARC School Counsellors are qualified and deliver a professional and ethical service which is second to none; this is also supported by the continuous training opportunities that ARC offers to all its Volunteers and Paid Counsellors and by monthly Supervision.

Currently, we have 17 schools that are using ARC's services, some of them with one or two Counsellors on site. In total we are delivering over 80 hours of Counselling Service per week to young people between the age of 11 and 18 and I am sure this is a good indication of the continuous support that ARC receives from the Wokingham community.



Lilly Capuozzo

Outreach & Schools Coordinator

YOUTH ACCESS

This year has been hugely successful with numbers of young people we have supported in

This year was spent building trusting relationships, promoting engagement and enabling young people to have access to the services. The young people of Wokingham have had access to drugs and alcohol awareness sessions, sexual health sessions and mental health sessions through schools and colleges.

Piggott's 6th form feedback:

Shaffrina and her team have been incredible this year. From organising workshops with over 200 students, delivering assemblies and drop-in clinics my students (Year 12 and 13) have benefitted from impartial advice and signposting. Firstly, I feel very lucky to have such a professional and organised colleague come to our school regularly free of charge. The students have grown to know Shaffrina as a friendly face in the common room and engaged with her stand during the lunch time drop ins. She has also provided some smaller group or individual sessions with students. They have given students the opportunity to be well-informed about issues they face and signposted them to appropriate resources or services when appropriate. Shaffrina and Jemma are an asset to ARC and I have been so impressed with their generosity of their time and expertise. Thank you and I hope to continue working with you for a long time!

the thousands. **Figures from year 1s funding report.**

Indirect support – advertising, assemblies, and access to materials relevant to the young people. Piggots 6th form 500 students we attend fortnightly. Approx 7,500 over the year.

Maiden Erlegh 6th form 450 students we attend fortnightly. Approx 6,750 over the year.

Bracknell and Wokingham college we reach 200 students fortnightly. Approx 3,000 over the year.

Waingels college and Bulmershe 150 each and we attend fortnightly. Approx rough total 4,500 over the year.

Direct support – signposting / referrals / direct support. Approx 2,000

1:1s: 7 young people aged between 17-25 - accessing up to 10 sessions. Covering mental health, Employment, LGBTQ+, life skills, bereavement, exam stress, assault, addiction. Total 48 1:1 session.

Our service has increased with external organisations referring young people to us and reaching out for their own advice and guidance. Our delivery has now been extended to 1 more college and 1 more 6th form. We have increased our 1;1 support, doubling our reach. We are currently in talks with **Wokingham Pride** to enable a youth team to be part of this next year with our focus this year being young people being active participants within their community.

We have increased the way we provide our services to support more young people individually. We have had an increase in referrals, including external referrals (Mind) and self-referrals. More young people have had access to individual sessions and clear pathways into other services. *1;1 young person aged 22- 'I have had talking therapy a few times. We set goals and things I want to achieve*

but once outside the therapy room, I don't know what to do. This is helping me to make those goals achievable, thank you'.

We have supported young people to access education, employment, volunteer work and mental health services. Several young people have been referred through to ARCs counselling service, having not had the confidence to access therapy previously. This individual support has enabled our clients to access the support they need and making pathways clear and accessible.

Last year we struggled to access certain demographic groups for example SEND and ages 19-25. Through our partnership with a new college and are now working with SEN young people aged 16-25 years making access to information, advice, and guidance accessible to all.

Jemma joined the team last year. She has now completed her level 2 youth work qualification and in the process of completing her level 3 JNC youth work qualification. She has been a real asset to the work we have achieved.

Part of our funding within the community includes community engagement. We have an exciting new project developing independent ambassadors called '*youth participation and community engagement project*' This is growing as the young people increase in confidence and critique and review services locally. This has been a wonderful experience to see developing.

Following the assemblies, we are pleased to announce that we have established an ambassador's group who are keen to campaign and make Wokingham services more accessible to all young people.

What research tells us:

- *Empowered youth CAN and DO make a difference!*
- *Youth Participation and Community Change seeks to shift the viewpoint from youth as being problems to empowering them to enact positive social change.*
- *Young people become empowered by their participation in the decisions that affect their lives-which in turn can lead to real positive change in the community.*

Quote - *Mainstream view of much of today's youth is that of being victims of society rather than a being a possible positive influence on society as a whole.*

- *Our approach will include community-based research, assessments, and evaluation.*

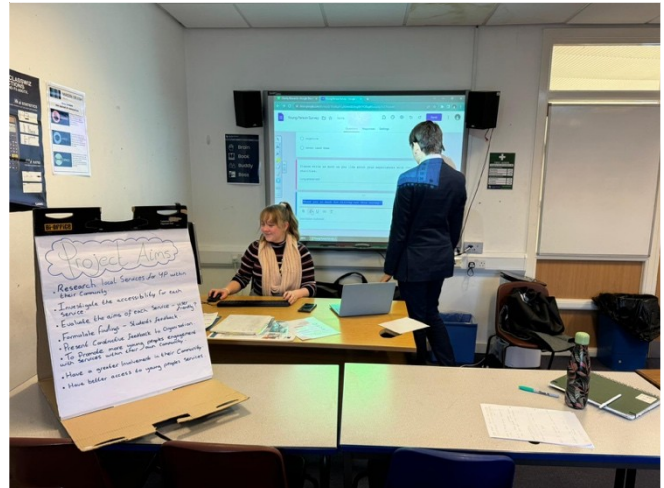
THE YOUTH PARTICIPATION AND COMMUNITY ENGAGEMENT PROJECT

Will be a sub project within our project running parallel to the services offered in year One.

It's been a pleasure to watch the young people grow in independence and create their own project with us as facilitators.

We are excited to be able to walk alongside the young people and to support them to feel embedded in their services and their community.

Project aims:



This project aims for young people to:

- Research local services for young people within their community.
- Investigates the accessibility for each service.
- Evaluate the aims of each service.
- Formulate findings.
- Present constructive feedback to organizations.
- To promote more young people's engagement with services within their own community
- Young people have greater involvement in the community.
- Have better access to services.

Outcomes:

- ✓ Young people are actively involved in shaping their community.
- ✓ Young people's voices are heard, valued, and acted upon.
- ✓ To have promoted positive, active change.



Shaffrina Rogers

Youth Access

- ✓ Organizations make reasonable changes in their service following research and feedback.
- ✓ Young people feel empowered to make changes within their community.

WORKSHOPS

At ARC we recognised the need for the parents/carers of children and young people to have additional resources to support them. It can be confusing and lonely as a parent/carer supporting a child struggling with mental health difficulties. We have developed four new workshops that can be offered through schools throughout the area, to reach parents who may need some additional support and information.



Two of which are help supporting children to manage their anxiety, one aimed at Primary school age and the other Secondary school age.

The other two workshops are aimed at Self-harm awareness and Suicide awareness.

We have offered the workshops to all local schools, including 5 at subsidised rates (the "5 Golden tickets") via Julian Bushell, who

We received interest from 2 Secondary schools, 1 college and 7 Primary schools and booked 9 Anxiety workshops and 1 Suicide awareness workshop (an INSET training session for 47 staff). Two of the Primary schools have booked two workshops which they plan to fill by offering spaces to other local schools, if necessary. It is positive to hear that the workshops are being discussed more widely in the school community. Unfortunately, there were not enough parents/carers to fill a booking for the Self-harm awareness workshop

Generally attendance is between 20-40 people per workshop.

We create an environment of empathy, honesty and no judgement. Which provide the parents/carers a safe space to share their experiences, concerns and questions. This was expressed in their feedback.

We found parents/carers willing to share their lived experiences with the group and found that other people had similar experiences, which created dialogue, discussion and connection. They used the space for reflection, sharing their thoughts, feelings and experiences within their 'activity groups', the whole group and individually with ARC staff.

Parents/carers felt they had better awareness and understanding of the topic at the end of the workshop. We provided some psychoeducation to help in understanding the topic, which was well received.

Attendees were provided with a PDF of the

kindly initially contacted schools sharing our flyer. This helped to get schools to respond and commit.

workshop (via school) and handout sheets with the ideas we shared, to help them to support their children and young people.

The majority of parents/carers were not aware of the services that ARC offer. We received many children, young people and adult referrals to ARC as a result of the workshops. This connection with the school increases the school community's awareness of our services. Also, according to the Primary school teachers, the need for counselling for under 11 years old has increased (since the pandemic) and they are finding that their 'nurture support' is not enough for some students. A parent's feedback wondered if ARC could consider providing workshops for children in schools and parents/carers would like there to be more access to counsellors for Primary school children.



We now have a group of counsellors who are interested in delivering the workshops. Phaedra, Amal and Claudia have enthusiastically committed themselves to the team and are now delivering workshops. We enjoy working together and I would like to thank them, as well as Lilly, for their ongoing support.

FUTURE

Our aim is to continue to offer workshops to schools and grow our offering. We are reflecting on how best to reach the families affected by self-harm and suicide to attend workshops. Perhaps through inter-school collaboration, via the website or parents who refer clients. One local primary school recently considered reaching out to other primary schools and host a shared workshop on self-harm.

We are looking into the possibility of developing workshops to meet the needs of

FEEDBACK FROM THE WORKSHOPS

"Thank you, a helpful session, felt very welcome to share."

"All speakers were approachable and friendly."

"The workshop was extremely helpful. Very well presented"

"Consider sessions in school to help children understand anxiety and how to help themselves and understand their own feelings."

"Thanks for a great session. A good mix of useful information and practical ideas for supporting my son."

"Really informative, with great practical ways to help my children."

"Really helpful - Good advice on how to communicate with young person - also nice to hear that I am not alone and that some of this behaviour is totally normal!"

"Very informative workshop, I will go away with new tools to support my son"

the community which may include Primary schools.

MAKING A DIFFERENCE

This year again, we have offered over 11000 counselling sessions. Demand for our services continues to grow.

2000 counselling sessions to Children and Young People at ARC in Wokingham.



Over 3700 Adult counselling session took place at ARC Wokingham

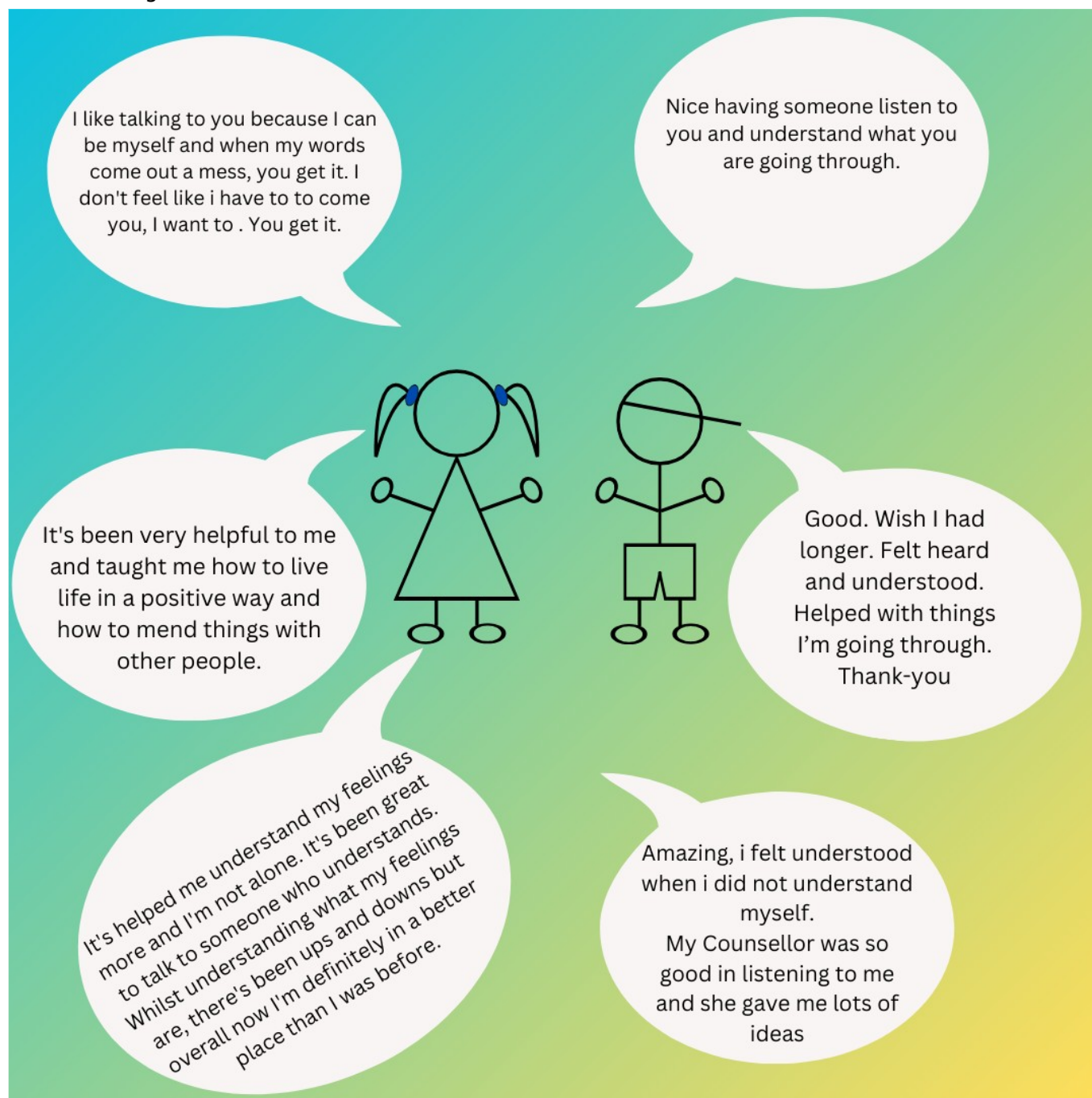


Our counsellors based at local schools have provided over 3900 sessions over the past year and this area continues to grow in both demand and complexity.



CHILDREN & YOUNG PEOPLE'S FEEDBACK

At the start of counselling the average well-being score at the start of counselling was a score of 3 out of 10. By the end of the 6 sessions (increased to 9 sessions later on in the year) well-being scores average 7 out of 10.



ADULT FEEDBACK

On average our adult clients rate their level of well-being at the start of counselling of just under 3 out of a score of 10. By the end of the 12 sessions the score increased to a well-being score of 7. In all the feedback the clients found our counsellors:

- Easy to talk to.
- Felt their problems and feelings were understood.
- Felt they were listened to.

Below is just a snapshot of some of the feedback we have received.

I have found counselling very helpful in working through how my various thoughts and feelings may be impacted by past experiences and also how I might tackle things differently.

My Counsellor has helped me out of a very dark hole, she has made me feel more confident, more able to validate my feelings and emotions and overall given me my life back, she is amazing. I feel like a different person, so much lighter and can cope with events now so much more easily, now I can just focus on being the best mum and live my best life

Counselling has been invaluable and it has been a great support and reliable support. Very helpful with my personal needs with disability.

being assured my feelings are valid, no judgement on past-being able to have closure. being able to control my emotions before they happen.

Let me see things in a different way. Thank you.

FEEDBACK

I'm more open to evaluating situations and not letting them get the best of me.

Allowed me to process bereavement, safe space to talk, safe space to cry and given me the opportunity to address issues at home. I have found it very beneficial and my counsellor has been amazing.

It has been really good to work with my counsellor and feel like someone is making a genuine effort to help, understand and empathise with me. Being able to speak about my thoughts has been very useful, even if my problems aren't exactly resolved.

My counsellor has had a profound impact on my life for the better helping me become more self-aware/developed/minded in order to grow mentally. I couldn't thank Them enough

It has been challenging but enabled me to began to accept my past and acknowledge how it has impacted me now. My counsellor has supported me throughout to make significant changes to my thought process. I feel like I have a better understanding of myself and I feel empowered with the progress that I've made.

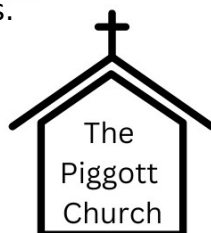


THANK YOU!

ARC would like to thank and express our huge gratitude to all the local companies, councils and organisations that provide the well needed financial support for our services throughout 2023/2024 and onwards.



**WOKINGHAM
BOROUGH COUNCIL**



The
Piggott
Church



**University of
Reading**



HURST HORTICULTURAL &
COTTAGE GARDEN SOCIETY



**Winnersh
Parish
Council**

ARC wouldn't be able to operate effectively without the dedication and support from our volunteers and counsellors and we would like to extend thanks to all.



FINANCIAL REPORT

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2023/24

INCOME

Wokingham Borough Council	31,735.00
Berkshire NHS	31,000.00
National Lottery Community Fund	29,412.00
Woodley Town Council	5,000.00
Wokingham Town Council	3,500.00
Earley Town Council	2,000.00
Wokingham Without	750.00
Schools Counselling	78,651.00
Wokingham United	7,500.00
Session Fees	18,606.11
Charitable Donations	45,367.18
Gift Aid Claims	2,009.39
Other Income	1,337.27
Bank Interest Received	675.68

Total 260,332.43

EXPENDITURE

Schools Counselling - Contracts	63,181.00
Schools Counselling - Ad hoc	9,833.80
GP Counselling	3,411.92
YP Counselling	30,612.00
Young Citizens Advice Work	11,629.74
Rent & Rates	9,468.53
Printing & Stationery	5,648.31
Furniture & Equipment	3,151.41
Maintenance	3,381.84
Woodley Outreach	3,122.20
General Expenses	2,600.12
Bank Charges, Credit Card Fees & Interest	474.28
Staff Salaries	73,487.35
Counsellors Supervision	43,332.00
Counsellors Training	9,764.55
Legal & Professional Fees	2,991.00

Total 276,960.05

EXCESS OF INCOME OVER EXPENDITURE (16,627.62)

BALANCE SHEET AS AT 31 MARCH 2024

Brought Forward from 2022/23	112,555.51
Plus surplus income from 2023/24	(16,627.62)
Total	<u>95,927.89</u>

Represented by Current Account	56,707.07
Less outstanding cheques	56,707.07
Debtors & Prepayments	28,124.80
Deposit Account	50,902.52
Petty Cash	160.06
Creditors & Accruals	(39,966.56)
Total	<u>95,927.89</u>

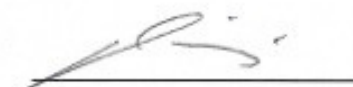
ACS Accounting
26 April 2024

Prepared by :-

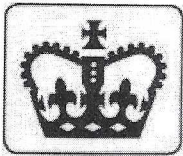


ACS Accounting 29/04/24
Date :-

Approved by :-



ARC Wokingham
Date :- 29/4/24



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
ARC
WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

**On accounts for the year
ended**

31 MARCH 2024

**Charity no
(if any)**

103347

Set out on pages

3

3(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

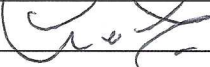
I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:



Date:

26 APRIL 2024

Name:

SIMON MANN

**Relevant professional
qualification(s) or body
(if any):**

CHARTERED MANAGEMENT ACCOUNTANT, ACMA

Address:

ACS ACCOUNTING (BERKSHIRE) LTD

SIOTE 3 MARKET HOUSE, 19-21 MARKET PLACE

WOKINGHAM RG40 1AP

Section B

Disclosure

Only complete if the examiner needs to highlight matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

**Give here brief details of
any items that the
examiner wishes to
disclose.**

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2023/24

INCOME

Wokingham Borough Council	31,735.00
Berkshire NHS	31,000.00
National Lottery Community Fund	29,412.00
Woodley Town Council	5,000.00
Wokingham Town Council	3,500.00
Earley Town Council	2,000.00
Wokingham Without	750.00
Schools Counselling	78,651.00
Wokingham United	7,500.00
Session Fees	18,606.11
Charitable Donations	45,367.18
Gift Aid Claims	2,009.39
Other Income	1,337.27
Bank Interest Received	675.68

Total 260,332.43

EXPENDITURE

Schools Counselling - Contracts	63,181.00
Schools Counselling - Ad hoc	9,833.80
GP Counselling	3,411.92
YP Counselling	30,612.00
Young Citizens Advice Work	11,629.74
Rent & Rates	9,468.53
Printing & Stationery	5,648.31
Furniture & Equipment	3,151.41
Maintenance	3,381.84
Woodley Outreach	3,122.20
General Expenses	2,600.12
Bank Charges, Credit Card Fees & Interest	474.28
Staff Salaries	73,487.35
Counsellors Supervision	43,332.00
Counsellors Training	9,764.55
Legal & Professional Fees	2,991.00

Total 276,960.05

EXCESS OF INCOME OVER EXPENDITURE (16,627.62)

BALANCE SHEET AS AT 31 MARCH 2024

Brought Forward from 2022/23	112,555.51
Plus surplus income from 2023/24	(16,627.62)
Total	<u>95,927.89</u>

Represented by Current Account	56,707.07
Less outstanding cheques	56,707.07
Debtors & Prepayments	28,124.80
Deposit Account	50,902.52
Petty Cash	160.06
Creditors & Accruals	(39,966.56)
Total	<u>95,927.89</u>

Prepared by :-

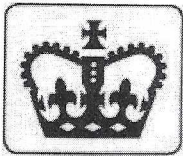


ACS Accounting 29/04/24
Date :-

Approved by :-



ARC Wokingham
Date :- 29/4/24



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
ARC
WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

**On accounts for the year
ended**

31 MARCH 2024

**Charity no
(if any)**

103347

Set out on pages

3

3(remember to include the page numbers of additional sheets)

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2024

**Responsibilities and
basis of report**

As the charity trustees of the Trust, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").

I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

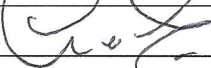
**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention (other than that disclosed below *) in connection with the examination which gives me cause to believe that in, any material respect:

- accounting records were not kept in accordance with section 130 of the Act or
- the accounts do not accord with the accounting records

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in order to enable a proper understanding of the accounts to be reached.

** Please delete the words in the brackets if they do not apply.*

Signed:  Date: 26 APRIL 2024

Name: SIMON MANN

Relevant professional qualification(s) or body (if any): CHARTERED MANAGEMENT ACCOUNTANT, ACMA

Address: ACS ACCOUNTING (BERKSHIRE) LTD
SIOTE 3 MARKET HOUSE, 19-21 MARKET PLACE
WOKINGHAM RG40 1AP

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ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2023/24

INCOME

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Deposit Account	50,902.52
Petty Cash	160.06
Creditors & Accruals	(39,966.56)
Total	<u>95,927.89</u>

Prepared by :-



ACS Accounting 29/04/24
Date :-

Approved by :-



ARC Wokingham
Date :- 29/4/24

Accounts



2023 Annual Report

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ABOUT ARC

ARC offers one-to-one counselling to Adults and Young People across Wokingham and the surrounding areas. We provide confidential counselling, at our main site in Wokingham, Oakwood in Woodley, GP surgeries and Schools across the area.

ARC provides an important role within the community, with referrals coming from other agencies as well as self-referrals.

In addition to counselling, we also offer important support for 16 – 25 year olds, through our Youth Access program, which provides information to young people on where and how to access support, from housing, to work and mental health.

Our counselling services are free to young people under the age of 21 years and low cost for adults. We believe that counselling should be accessible for all and that cost should never be a barrier to better mental health

We are a charity with over 25 years offering support within the Wokingham area.

CHAIRS REPORT

It has been a very successful year for ARC, despite some of the challenges we have had to face, such as the aftermath of the Covid pandemic, people still require on-line counselling sessions. They will continue to be delivered as long as they are needed.

Following the Covid Lockdown, ARC has reintroduced its training



sessions in Bournemouth, which this year was very well received; with positive feedback. ARC needs to be at the forefront of the delivery of training to students with autism and ADHD, and workshops for counsellors are to be instigated.

Due to the increasing challenge facing the population, with regard to '3 Dads Walk' and their presentation to Parliament; ARC has decided to put together Workshops for both Schools and Colleges on the 'Trauma of Suicide'; these workshops will be available in the coming months.



With the financial assistance of Lottery Funding, ARC has been able to facilitate a Youth Access Project. Shaffirina put together this commendable project and has been working in

both schools and colleges; delivering help on the following topics, sexual health, substance abuse and mental health. We are very pleased to report that we have been able to employ an assistant to help in the delivery of this much needed work, particularly with young people that have dropped out of education in the 16-25 age group.

We are happy to report that in partnership with Reading University, Emma is assisting us with our Social Media strategy to form a more coherent delivery.

Top of the list for counselling sessions is still anxiety, this can take the form of financial worries, parental concerns regarding their children not wanting to attend school, after effects of Covid; with



people isolating and continuing to wear masks, problems obtaining GP consultations, children fearful of attending school (a big problem).

Mental health and depression are still an ongoing concern. ARC provides a very worthwhile service to the people of Wokingham and beyond.

We are indebted to the following organisations for their very generous support, NHS, Wokingham Borough & Town Councils, Wokingham without, Woodley, Winnersh and Twyford Town Councils and all other financial donations.

Finally I wish to give thanks to all our hard working and dedicated Counsellors, Administrative staff and all members of the Management Committee.

Nancy Quinnell

THE TEAM 2022-23

THE MANAGEMENT COMMITTEE



CHAIR

Nancy Quinnell

Retired Woodley Town Councillor and teacher



SECRETARY

Ann Stainton

ARC Co-founder and independent delegate



TREASURER

Dick Crowther

Retired board member of Diageo and Mars



David Hare

Earley Town Councillor Representative



Shelagh Flowers

Woodley Town Council Representative



Rev. Jackie Case

Churches Together Representative



Rachelle Shepherd Dubey



Dr Katharine Hadfield

THE TEAM:

Paul Cassidy (Coordinator), Vanessa Bunting-Palmer (Clinical Coordinator), Caroline Woodford (Admin Manager), Shaffrina Rogers (YIACS Manager), Lilly Capuozzo (Outreach Manager), Charlie Wall (Admin), Mary Rees (Admin), Emma Carter (Intern)

THE COUNSELLORS: Amanda, AnnaB, AnnaO, BeckyR, BeckyW, Cath, CatherineM, Charlotte, Danny, Davi, Debbie, Elizabeth, Emma, Grace, Heidi, Helma, Honesty, Jackie, Jamie, JaneB, JaneS, Jean, JulieD, JulieF, JulieH, Karolina, Katie, Kayleigh, Kemba, Ken, Kirsty, Krissy, Kuldeep, Laura, Leah, Lilly, Linda, Lizzie, Louise, Lucy, Maddy, Martin, Martina, Mary, Maya, Natasha, Neil, Olivia, Ote, Paul, Sarah, Shaffrina, Sophie, Sue, Tegan, Vicky.

COUNSELLING SUPERVISORS:

Vanessa Bunting-Palmer, Maria Facey, Jo Cooke, Heidi Joliffe, Janet Gunn, Lilly Capuozzo, Sue Byrne, Chris Allen.

STATISTICS

The last 12 months ARC have provided over 11,000 sessions across the Wokingham area.



2000 counselling sessions to Children and Young People at ARC in Wokingham.

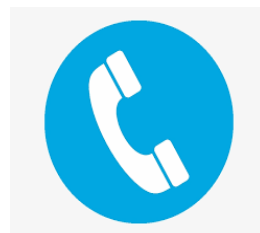


Over 3700 Adult counselling sessions took place at ARC Wokingham



Our counsellors based at local schools have provided over 3900 sessions over the past year and this area continues to grow in both demand a???

Online & telephone counselling has continued to be an important part of ARC's offering with over 500 sessions provided over the past year.



Within the GP Surgeries we have provided 300 sessions and this will be an area of growth for ARC now that Covid restrictions have lifted.

COORDINATORS REPORT

A YEAR IN REVIEW



times as low as possible.

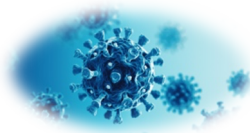
Staffing continues to be a challenge, the demand for qualified youth counsellors, from both schools as well as other services means we struggle to keep up with the demand.



We have run our first in-house introduction to level 5 youth counselling and those participants are now using those skills to great effect.

Covid still affects young people, with increased social anxiety, and more school non-attenders, A major increase in the severity of presenting problems, with self-harm and suicidal ideation a big concern. We do anticipate the Covid effect unravelling for at least 5 years; it seemed to affect those in transition from primary to secondary, and secondary to 6th form the most.

Increased diagnosis of ADHD and autism, along with the increase in numbers of those waiting for tests has led to a rise in demand for counselling, to help the young person come to terms with the label.



PARTNERSHIPS

We are part of the Wokingham wellbeing hub, working with others to help with some more complex cases, as well as working with other local charities such as JAC and CLASP. We have also agreed to work with Wokingham's emotional wellbeing steering group

INCREASED SCHOOL OFFER

With some schools now employing their own counsellors we have continued to have some more involvement with existing schools, we provide emotional supervision to support staff in 2 of our schools, helping with staff retention and reducing absence due to stress. Our national lottery funded Youth Access project works extremely well with school 6th forms, colleges and the hard to reach 16-25 year olds, Shaffrina Rogers, the project lead is doing great things. Peer mentor training has resumed in some schools. To that effect, we have appointed Lilly Capuozzo as our school and outreach coordinator, to promote our services and ensure the best possible relations with the education sector.

Our adult counselling service, little advertised but well respected, is also offered to schools, both for teachers and staff, as well as parents who are also trying to cope in these difficult and challenging times. We benefit by the extra income it generates as well as a cohort of potential new youth counsellors for the future.

I am grateful for the support of the great team we have at ARC, ensuring we have a quality , safe and professional team available to meet the growing needs of our growing population in the borough. Without their dedication, time and qualities we would find it hard to manage.

In the coming year we plan to increase the size of our team, hoping to resume and increase outreach work in GP surgeries. We are still exploring an increased counselling offer to primary school aged children, the demand is increasing but funding for it still remains an issue.

I am also grateful for the time and support of ARCs management committee ensuring ARC can continue to grow and improve in helping our community

Paul Cassidy

Coordinator



CLINICAL COORDINATORS REPORT

This past year has continued to be a mixture of change, consolidation and growth.

LAMPLIGHT & COFFEE BREAK

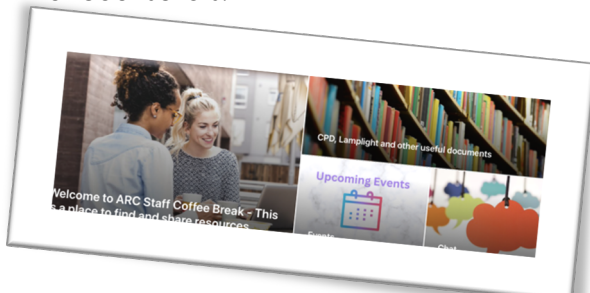
We have been busy embedding the new Lamplight



database system, which is working smoothly and is providing a platform that reduces the administrative load on

counsellors with their client work, whilst at the same time ensuring that we have good quality information at hand.

We are also continuing to exploit the advantages of our Microsoft Sharepoint site "ARC Staff Coffee Break" which offers a one-stop shop for information and resources for counsellors.



COUNSELLORS

We have just completed this year's round of recruitment and appointed a number of promising student counsellors, as well as some already qualified with young people work. These new faces add to an amazing group of counsellors with a great variety and depth of experience. It is this mixture of experience, along with our willingness to learn from each other, that makes ARC such a rewarding place to work at.

SUPERVISORS

We welcomed two new supervisors to the team this year, to add to what is a strong and experienced team. I know from counsellor feedback how much their guidance and wisdom is valued.

TRAINING

We successfully ran our Introduction to Children and Young People counselling course, focusing on secondary aged clients. The course was valued by those participating and has boosted the number of young people counsellors at ARC. We will be running this again over the summer, and hope to make it an annual offering to extend the skill set of our counsellors. As mentioned by Paul, we also hope to extend this training to primary age children in the near future.

We are about to launch a course that will provide new counsellors with the skills to work online and will make it available to all our counsellors, whether as an initial training or a refresher.



Our Bournemouth training weekend last October was a valuable opportunity to gather together, participate in a very informative and useful training about Shame and Narcissism, and remind ourselves of the wider ARC community that we are part of.



Vanessa Bunting-Palmer
Clinical Coordinator

YOUTH ACCESS REPORT

Youth access started July last year (2022) with no infrastructure or delivery plan. Having analysed the funding bid we created a programme of delivery, outcome measures and evaluation tools. With this being a brand-new offer, it was important to spend the first few months



networking with local providers to ensure we were fully aware of the offers

already existing within the borough. It was also a great opportunity for us to get our service offer out. This was very successful with services complementing our offer, offering to advertise and sign post to Youth Access as well as ARC offering the same for other services.

We also attended local events to advertise our service. We met the Mayor of Woodley who was keen to hear more about us



Our original service delivery consisted of 4 drop-in sessions held at ARC covering: wellbeing, sexual health, LGBTQ+ and Education, employment and training (ETE). Due to this being so new we were aware that engagement may be limited until our service was fully advertised.

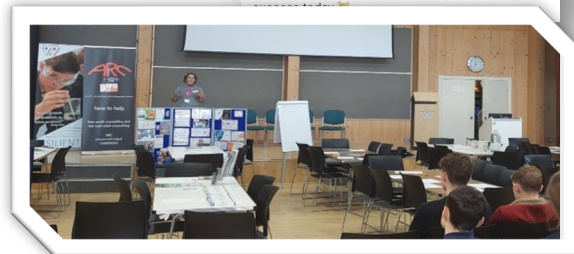
YOUTH ACCESS IN SCHOOLS



We decided to take the service to the young people. Five schools, Bracknell and Wokingham college, Maiden Earleigh (450 students), Piggot (500 students), Waingels and Bulmershe (150 students each), took up the offer for us to run fortnightly sessions onsite over lunchtime. This meant that we were able to engage with the young people enabling us to hit our reporting outcomes. Initially we ran assemblies for all 6th forms so that the young people knew who we were and what we were offering. The assemblies consisted of advertising and practical activities around mental health, wellbeing, drugs and alcohol, ETE and sexual health.

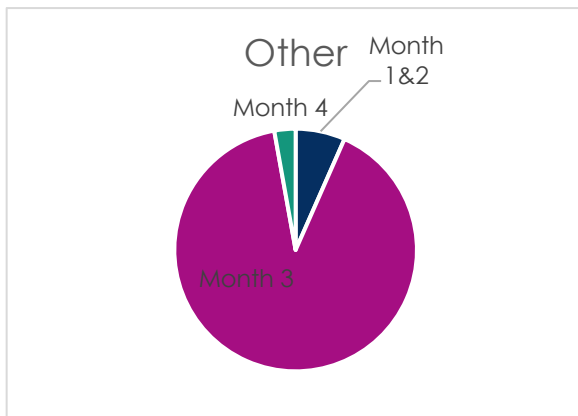
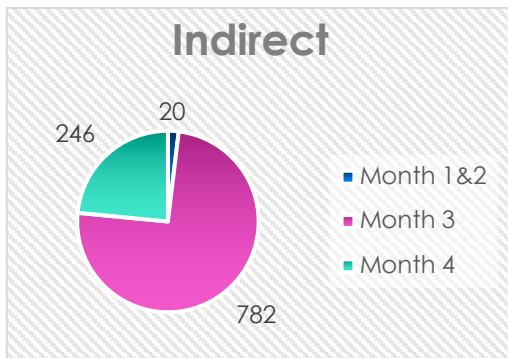
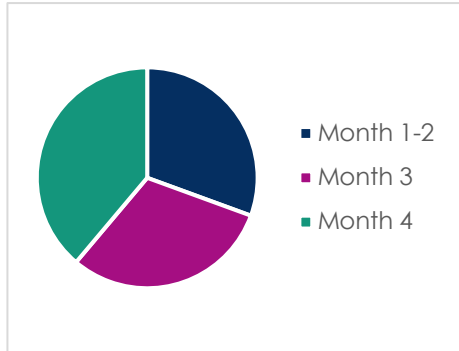


8 likes
 bracwokcollege Thank you to @samaritanscharity, @villagegym, @arc_counselling, @lovejesnews, the sexual health and LGBT+ Club team from @bracknellforest, @steppingstonesbracknell, @bracknell_town_mission, @happinesshubberkshire, Cranstoun, Debra from Careers, Rebecca our Counsellor and our Intervention Progress Coaches and Progress Coaches team for making our Freshers' Fair a great



SEPTEMBER TO JANUARY

Focus was on advertising & providing advice. Below figures show the number of young people that we supported over this initial period



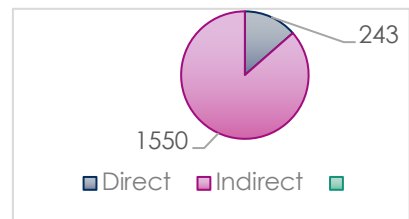
JANUARY TO FEBRUARY

Mental health awareness and local / national services.



Our findings indicated that most students (75%) didn't know the local or national services in detail. They may have heard of the services but were not sure what they offered. Moving

forward we have arranged for local and national services to send advertising to us so we can hand it out to the young people.



MARCH TO APRIL

Drugs and alcohol

The students were very keen to engage with the drugs and alcohol workshops and on this occasion were queuing to try the drunk goggles and to see if they could place a condom on a demonstrator whilst having the effect of being drunk



Whilst the project has been running it has come to light that the need for 1:1 support is increasing. We have had over 10 referrals for 1:1 practical support through schools around exam stress, bereavement, LGBTQ+, ETE and sexual health. These are young people who wouldn't access support services.

Ongoing 1:1 support:

- Bereavement
- LGBTQ+

SUCCESSES:

- We have now supported 2 young people into some sort of education setting (Elevate – apprenticeship team and the princes trust).
- 1 student who had a sexual incident following a party- she has now agreed to access counselling.
- 1 young person with a family history of alcohol abuse – now agreed to access counselling.

Success with external services:

- **P3 housing** and ARC Youth Access have agreed to work holistically with Youth Access providing information, guidance, and support for the young people in the supported housing project.
- **Cranstoun drugs and alcohol service** have agreed to run sessions alongside us within 6th forms and colleges.
- Bracknell and Wokingham college and staff members at 6th forms have also been gaining information, guidance, and support from youth access.

ARC has also created an LGBTQ+ information booklet for young people and families- giving them information, guidance, support, and signposting information. This is currently with the publishers.

Due to the demand of the service, we employed a new member of staff who has now signed up to the National Youth Work Agency to complete her Level 3 qualification in youth work. We will be supporting her training.

Overall, the project has been a great success with more needs emerging as we deliver this great opportunity for our young people between 16-18 years. Moving forward we are looking at amending our delivery to accommodate more 1:1 sessions. We have also identified a huge need for more sexual health information as many young people missed their school sessions due to covid. This has been added to the programme for delivery after Easter.



MAKING A DIFFERENCE

In August 2022, the BACP (The British Association for Counselling and Psychotherapy) reviewed our service and our professional accreditation. We received some very positive feedback from the BACP which we would like to share:



"It is clear what a brilliant and valuable service ARC provide to CYP and adult clients in their area and how hard they are working to expand, upskill and deliver professional counselling services, appreciated by service users and the team." (BACP Aug 2022)

Over the last year we have provided over 11,000 number of counselling sessions at ARC and at in our outreach sectors. The feedback from our clients continues to be positive. Below is a snap shot from a selection of our clients:

Counselling has helped me move forward, and have hope for myself. Helped me find peace.

I have learned coping strategies for my anxiety. Counselling in a good thing.

Talking through my problems has helped me work through my feelings and issues.

Counselling has been invaluable it has been a great and reliable support.

Made my daily aspects of life easier more awareness of my feelings.

ARC has helped me in ways I wouldn't have thought possible. I feel a weight has been lifted.

DONOR THANK YOU

ARC would like to thank and express our huge gratitude to all the local companies, councils and organisations that provide the financial support for our services throughout 2022/2023 and onwards.

A huge thank you to all our volunteers and counsellors!



**WOKINGHAM
BOROUGH COUNCIL**



healthwatch
Wokingham Borough



**BERKSHIRE
COMMUNITY
FOUNDATION**



Berkshire Healthcare **NHS**
NHS Foundation Trust

Waitrose

NHS
Wokingham
Clinical Commissioning Group



DAVID WILSON HOMES
WHERE QUALITY LIVES



TESCO
Community Grants



FINANCIAL REPORT

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2022/23

INCOME

Wokingham Borough Council	29,785.00
Berkshire NHS	23,000.00
National Lottery Community Fund	29,392.00
Woodley Town Council	5,000.00
Wokingham Town Council	3,500.00
Earley Town Council	1,500.00
Primary Care Trust	37,937.14
Wokingham Without	1,000.00
Schools Counselling	69,351.00
Wokingham United	7,500.00
Session Fees	17,620.96
Training Income	948.00
Charitable Donations	13,991.76
Gift Aid Claims	676.21
Other Income	27.86
Bank Interest Received	262.64

Total 241,492.57

EXPENDITURE

Schools Counselling - Contracts	57,902.50
Schools Counselling - Ad hoc	7,153.44
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Printing & Stationery	9,213.68
Furniture & Equipment	3,981.27
Maintenance	4,253.37
Woodley Outreach	6,619.20
General Expenses	3,881.16
Bank Charges, Credit Card Fees & Interest	344.33
Staff Salaries	59,278.68
Counsellors Supervision	32,677.00
Counsellors Training	10,224.75
Legal & Professional Fees	819.00

Total 228,205.89

EXCESS OF INCOME OVER EXPENDITURE 13,286.68

BALANCE SHEET AS AT 31 MARCH 2023

Brought Forward from 2021/22	99,268.83
Plus surplus income from 2022/23	13,286.68
Total	<u>112,555.51</u>

Represented by Current Account	47,265.35
Less outstanding cheques	47,265.35
Debtors & Prepayments	17,751.12
Deposit Account	50,226.84
Petty Cash	202.90
Creditors & Accruals	(2,890.70)
Total	<u>112,555.51</u>



04 May 2023

Prepared by :-

ACS Accounting

Date :- 04/05/23

Approved by :-

ARC Wokingham

Date :- 4/5/23



Section A

Independent Examiner's Report

Report to the trustees/
members of

ARC
WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

On accounts for the year
ended

31 MARCH 2023

Charity no
(if any)

1043347

Set out on pages

3

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").


I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:  Date: 04 MAY 2023

Name: SIMON MANN

Relevant professional qualification(s) or body (if any): CHARTERED MANAGEMENT ACCOUNTANT, ACMA

Address: ACS ACCOUNTING (BERKSHIRE) LTD
SUITE 3 MARKET HOUSE, 19-21 MARKET PLACE
WOKINGHAM RG40 1AP

Section B Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2022/23

INCOME

Wokingham Borough Council	29,785.00
Berkshire NHS	23,000.00
National Lottery Community Fund	29,392.00
Woodley Town Council	5,000.00
Wokingham Town Council	3,500.00
Earley Town Council	1,500.00
Primary Care Trust	37,937.14
Wokingham Without	1,000.00
Schools Counselling	69,351.00
Wokingham United	7,500.00
Session Fees	17,620.96
Training Income	948.00
Charitable Donations	13,991.76
Gift Aid Claims	676.21
Other Income	27.86
Bank Interest Received	262.64

Total 241,492.57

EXPENDITURE

Schools Counselling - Contracts	57,902.50
Schools Counselling - Ad hoc	7,153.44
GP Counselling	3,342.79
YP Counselling	14,118.00
CAMHS	1,605.20
Young Citizens Advice Work	7,432.35
Rent & Rates	5,359.17
Printing & Stationery	9,213.68
Furniture & Equipment	3,981.27
Maintenance	4,253.37
Woodley Outreach	6,619.20
General Expenses	3,881.16
Bank Charges, Credit Card Fees & Interest	344.33
Staff Salaries	59,278.68
Counsellors Supervision	32,677.00
Counsellors Training	10,224.75
Legal & Professional Fees	819.00

Total 228,205.89

EXCESS OF INCOME OVER EXPENDITURE 13,286.68

BALANCE SHEET AS AT 31 MARCH 2023

Brought Forward from 2021/22	99,268.83
Plus surplus income from 2022/23	13,286.68
Total	<u>112,555.51</u>

Represented by Current Account	47,265.35
Less outstanding cheques	47,265.35
Debtors & Prepayments	17,751.12
Deposit Account	50,226.84
Petty Cash	202.90
Creditors & Accruals	(2,890.70)
Total	<u>112,555.51</u>

Prepared by :-



ACS Accounting

Date :- 04/05/2023

Approved by :-



ARC Wokingham

Date :- 4/5/23



Section A

Independent Examiner's Report

Report to the trustees/
members of

ARC
WOKINGHAM YOUTH COUNSELLING AND INFORMATION SERVICE

On accounts for the year
ended

31 MARCH 2023

Charity no
(if any)

1043347

Set out on pages

3

Responsibilities and
basis of report

I report to the trustees on my examination of the accounts of the above charity ("the Trust") for the year ended 31/03/2021.

As the charity's trustees, you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ("the Act").


I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

**Independent
examiner's statement**

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:  Date: 04 MAY 2023

Name: SIMON MANN

Relevant professional qualification(s) or body (if any): CHARTERED MANAGEMENT ACCOUNTANT, ACMA

Address: ACS ACCOUNTING (BERKSHIRE) LTD
SUITE 3 MARKET HOUSE, 19-21 MARKET PLACE
WOKINGHAM RG40 1AP

Section B Disclosure

Only complete if the examiner needs to highlight material matters of concern (see CC32, Independent examination of charity accounts: directions and guidance for examiners).

Give here brief details of any items that the examiner wishes to disclose.

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2022/23

INCOME

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04 May 2023

Prepared by :-

ACS Accounting

Date :- 04/05/2023

Approved by :-

ARC Wokingham

Date :- 4/5/23

Accounts



ARC Annual Report 2022





bacp | Accredited Service

ARC Team

Management Committee

Nancy Quinnell
Ann Stainton
Dick Crowther
Shelagh Flowers
Katharine Hadfield
David Hare
Phil Cunnington

rachael vicci
olenka kristina ken
lorraine debbie madeline
anna amanda julie claire
ote julie becky danny laura
kathleen lindsey vicky sarah
anna jean honesty jane nadine
helen maya kuldeep elizabeth
jane mary anna lizzie
sue **Our Counsellors** grace helma davi
lucy shaffrina linda
martina karolina leah
lilly natasha
eva

Staff

Paul Cassidy
Vanessa Bunting-Palmer
Julia Wiles
Ioana Lupas
Grace Pattenden
Jane Buckland
Charlotte Wall
Mary Rees

Counselling Supervisors

Chris Allen

Heidi Jolliffe

Janet Gunn

Lyn Rhodes

Maria Facey

Vanessa Bunting-Palmer

Lilly Capuozzo

Chair's Report

I need to open this report with a huge thank you to the staff team, who have all worked tirelessly throughout the Covid Pandemic to keep the office and client group operational. Most staff were working remotely from home, but were able to keep in touch with clients on Zoom. I want to pay tribute to the courage of those staff who wanted to work face to face with clients at ARC and in the schools, whilst using PPE protection measures advised by the Government. I also acknowledge the continued dedication of the Management team who conduct their meetings via Zoom.

We welcome new staff members these include, a Finance manager, (2 days a week), and a new Office Manager (4 days a week). We hope they will be happy and fulfilled working for ARC and bring back stability; as we are working within a new Management system. Also we give a warm welcome to the new member of our Management team, The Rev. Jackie Case. She has been a Superintendent Minister of the Methodist Circuit in Wokingham; so she has a very good knowledge of the area.

Our funding continues to support and enable us to counsel people through these challenging times; working closely with our local council and their new Mental Health Team (The Hub). It has been a tough year for people struggling to come to terms with anxiety issues such as health and finance, with concerns over rising cost of living and energy prices. People are so worried they are considering 'downsizing' and even moving away from the area. Children worried about parents and how they are going to find the money to heat homes and meeting food bills. One of the main issues coming from schools; where the pupils are currently studying World War 2 history - is concerns about Putin and whether this country will come into direct combat with Russia and war will ensue (troubling times). Ukrainian refugees are coming into Wokingham and maybe schools and ARC will endeavour to help and support in any way they can.

At the moment we are undergoing recruitment for our new venture and are seeking to employ a Youth Information Worker and I am pleased to say that this post is being funded by The National Lottery Community Fund. This new post involves working with the 6th Forms in Schools and Colleges and a Drop - In Centre at ARC and the Oakwood centre. The service will provide advice on housing in the event of family breakdowns and the need to move home, educational support (giving possible career and course advice), counselling and emotional support, including advice and help on various sexual/health issues.

I am pleased to report that ARC is in a really positive position about its future. We have got through tough and challenging times with all staff working with the utmost professionalism and dedication; serving the people of Wokingham and beyond.

Nancy Quinnell

20th April 2022

Co-ordinators Report

Another disrupted year working with covid, its restrictions and effects on our client's mental health has presented many challenges for our wonderful team, all of which have been met with determination and resolve.

One expected issue was having enough staff ready to meet the expected increase in

demand, which we are working towards solving. Staff turnover and recruitment and training

has left us working in hybrid ways, mostly face to face where possible but using Zoom and

Teams when not. The many meetings that we are required to attend the latter is best use of

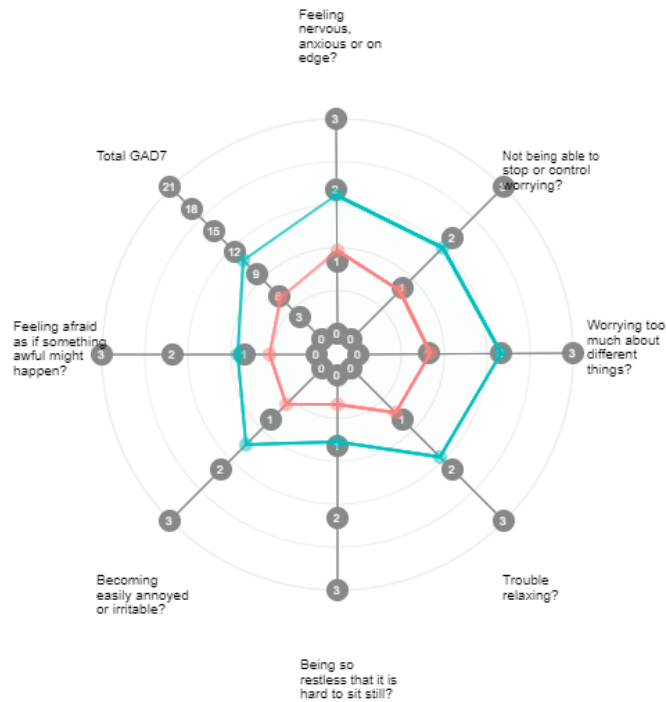
time, we do miss the networking opportunities but still allows us to work in better

collaboration with partners and other organisations.

Our finances were also reduced over the period, mainly due to the reduction in trading

monies, thankfully our major grant funders continued to support our work as in previous

years.



Average initial score

Average final score

Table 1 - Average GAD-7 Outcome Measure over last year

The most noticeable emotional effects of the pandemic on people is the natural increase in anxiety, around health and wellbeing as well as fears for the future and how it may affect opportunities as well as the reduction in opportunities to improve social skills.

Seeing ourselves on screen and the selfie culture has made the previous numbers of self-image problem in young people grow, with more young people seeing themselves as having weight issues, an increase in eating disorders, self-harm, looking at surgery and other ways to seemingly improve the way we look.

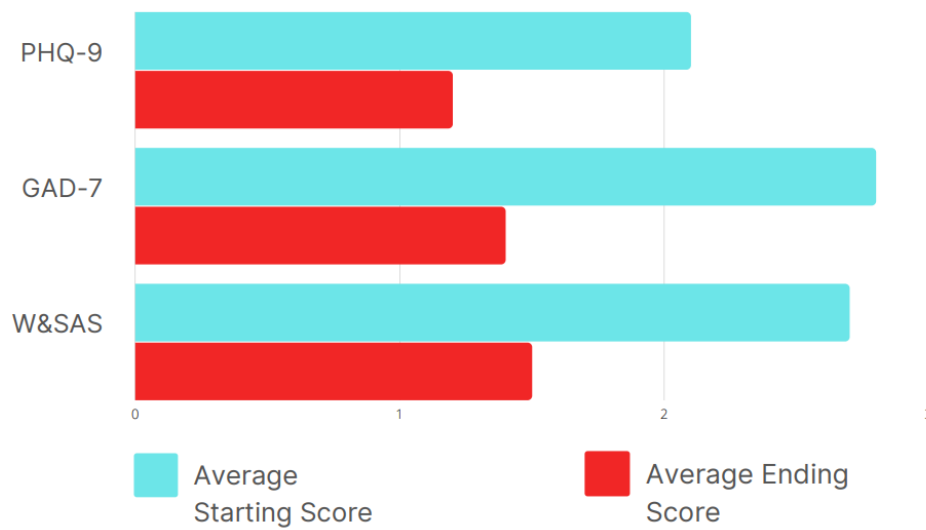
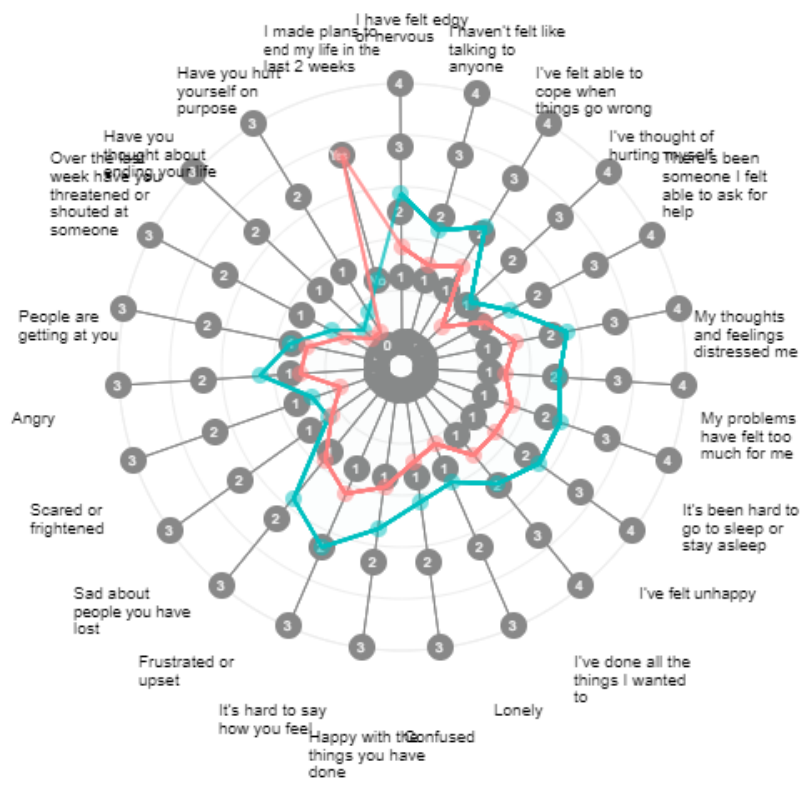


Table 2 - Average adult outcome scores over the last year

We do foresee the increase in demand for our service to continue to be higher for the next 5 to 7 years as the young people who have experienced the covid phenomenon work through the education sector, especially when it comes to transition from primary to secondary education, those moving to sixth form or college, and then university, and onto adulthood.



Average initial score
Average final score

Table 3 - Average Under 18s Core outcome scores over last year

One of our greatest strengths is that we offer a universal service, seeing ages 11 to 90. The obvious gap is the under 11s. the demand and funding for this cohort is too low for us to invest in the recruitment, training and retention of staff who have the skills to work with this age group. We are happy to do so, but only if long term funding can be agreed. With a new lease on our Wokingham site, and covid restrictions easing the future of ARC looks assured and much needed, we are grateful for our admin team, counsellors, supervisors, management committee and our partners for their continued support. It is much appreciated.

Paul Cassidy

Clinical Co-ordinators Report

It seems hard to believe that I have already been in post for a year, the time has gone so quickly. It has certainly been a year of many ideas, initiatives, and change, which continues into 2022.

It has been a privilege to be so actively involved with the daily business of ARC, something that has given me another layer of appreciation for the work that is done for the young people and adults that come to us for counselling. Our counsellors, at all levels of experience, are committed to doing their best for their clients' wellbeing and do an amazing job. They, in turn, are backed up by an experienced and professional team of supervisors.

One way to repay counsellors' commitment is through the training events we hold. Highlights this year have included two NHS-backed PPEP training sessions, on Managing Distress in Young People and Supporting Young People with Eating Disorders. We also, in the absence of being able to have our usual training weekend in Bournemouth, held a one-day ARC Conference locally, with members of the ARC community presenting trainings on a variety of topics. This was our first opportunity to meet as a large group since lockdown started and was much enjoyed by all.

A notable change this year was the introduction in September 2021 of Lamplight, a client information database specifically designed for the charity sector. This replaced our previous paper/computer hybrid for keeping waiting lists, client appointments and wellbeing measures. All counsellors, along with the admin team, had to be trained in the use of Lamplight, and have been cooperative (and patient!) as we all got used to the system. My particular thanks to Charlie Wall, who works with me on the system administration and training.

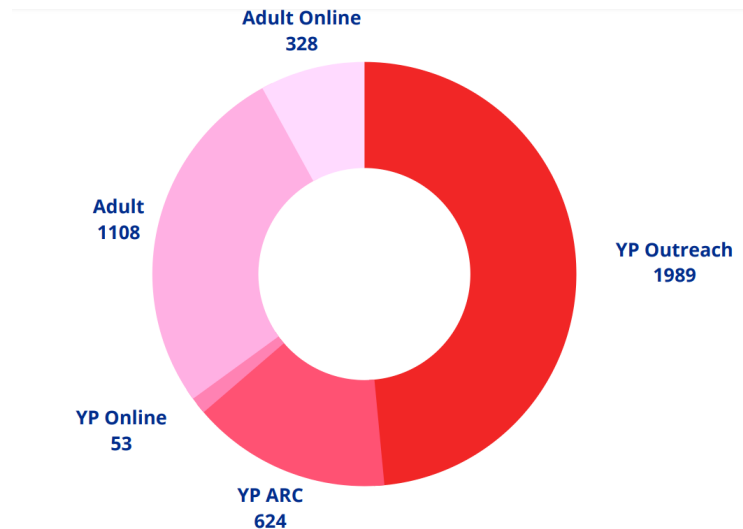


Table 4- Number of client sessions since introduction of Lamplight in September 2021. Overall total 4102.

We have also introduced ARC Staff Coffee Break, an area for ARC staff to find and share resources, follow news items, access ARC policies and chat with each other. The aim was to centralise information and improve communication, and it has had an enthusiastic reception.

Our plans continue this year, with the launching of a new ARC course that will enable qualified ARC counsellors to work specifically with young people aged 11-18. The team behind this is busy preparing for a September launch.



Having to take some time off recently due to a bereavement has really brought home to me how much of a family we are at ARC. The number of counsellors who contacted me with their sympathy and well wishes was quite humbling, and I thank every one of them for their contribution to the care that I felt surrounded and supported by.

There are so many people who contribute to all that ARC is. My thanks to everyone involved in ARC, however small or large their contribution. We couldn't help so many people without you.

Vanessa Bunting-Palmer

Client Impact Statements

I've made peace with parts of myself and my family dynamic that had been unspoken. I feel more forward looking and centred generally. I feel heard and validated in my trauma.

First came to counselling because of low mood, self-harm and friendship problems. I am now happier with my friends and my moods are generally higher. This has been a good experience :-)

Talking through my problems has significantly helped me work through my feelings and issues. As a result, I feel completely different to where I started, and I have some great coping mechanisms to use in the future.

Re-evaluating thinking and thought process I am less tired and sleeping better. It has been a fun and helpful experience.

First reason I came to counselling was because I was depressed. Since counselling started, I've grown and matured and have had help. Generally, the experience has been good and useful

I am feeling so much better. When I first met you, I was in a rut, couldn't sleep or concentrate and was completely overwhelmed. Thanks for listening, I feel so much clearer in my head. I'm sleeping better, thinking positively, and looking forward to the future. You have been so easy to talk to, I felt relaxed and comfortable with you. You made counselling so easy and natural.

Income and Expenditure Account Report

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2021/22

INCOME

Wokingham Borough Council	29,566.00
CAMHS	20,250.00
Woodley Town Council	5,000.00
Wokingham Town Council	3,500.00
Earley Town Council	1,500.00
Primary Care Trust	30,420.00
Thames Valley Police	6,000.00
Wokingham Without	1,000.00
Schools Counselling	70,474.00
Session Fees	13,687.62
Training Income	630.00
Charitable Donations	10,056.00
Gift Aid Claims	1,970.57
Other Income	360.12
Bank Interest Received	6.39

Total 194,420.70

EXPENDITURE

Schools Counselling - Contracts	58,118.00
Schools Counselling - Ad hoc	3,899.92
GP Counselling	3,873.70
YP Counselling	8,699.20
CAMHS	8,384.40
Rent & Rates	7,018.62
Printing & Stationery	2,920.30
Furniture & Equipment	6,886.14
Fundraising Costs	577.69
Maintenance	1,437.00
Woodley Outreach	6,576.00
Community Welbeing Projects	150.00
General Expenses	3,930.63
Bank Charges, Credit Card Fees & Interest	438.90
Staff Salaries	44,433.83
Counsellors Supervision	32,810.00
Counsellors Training	1,654.58
Legal & Professional Fees	792.00

Total 192,600.91

EXCESS OF INCOME OVER EXPENDITURE 1,819.79

BALANCE SHEET AS AT 31 MARCH 2022

Brought Forward from 2020/21	97,449.04
Plus surplus income from 2021/22	1,819.79
Total	<u>99,268.83</u>

Represented by Current Account	39,499.04
Less outstanding cheques	-
Debtors & Prepayments	44,700.99

Deposit Account	50,006.90
Petty Cash	57.00

Creditors & Accruals	(34,995.10)
Total	<u>99,268.83</u>



09 May 2022

Prepared by :-

ACS Accounting

Date :- 09/05/2022

Approved by :-

ARC Wokingham

Date :-

Acknowledgments and Thank You

ARC would like to thank and express our huge gratitude to all the local companies, councils and organisations that provide the financial support for our services throughout 2021/2022 and onwards.

A huge thank you to all our volunteers and counsellors!

Thank you!



**WOKINGHAM
BOROUGH COUNCIL**



healthwatch
Wokingham Borough



**BERKSHIRE
COMMUNITY
FOUNDATION**



Berkshire Healthcare **NHS**
NHS Foundation Trust

Waitrose

NHS
Wokingham
Clinical Commissioning Group

TESCO
Community Grants





Accounts

ARC

Annual Report 2021



NHS
Wokingham
Clinical Commissioning Group



The Queen's Award
for Voluntary Service

bacp | Accredited
Service

ARC Team

Management Committee

Nancy Quinnell *Chair*
Ann Stainton *Secretary*
Dick Crowther *Treasurer*
Shelagh Flowers
Katharine Hadfield
Graham Howe
David Hare

Staff

Paul Cassidy *Co-ordinator*
Alexia Bylett *Clinical Co-ordinator*
Julia Wiles *Admin and Finance Lead*
Ioana Lupas *Admin*
Grace Pattenden *Admin*
Bren MacLachlan *Admin*

Counselling Supervisors

Chris Allen
Claire Basil
Vanessa Bunting-
Palmer
Maria Facey
Janet Gunn
Heidi Jolliffe
Lyn Rhodes
Sandra Waters



Chair's Report, March 2021

Last year's report began with the words:

“We are living through unprecedented times, both in our daily lives and in the world of counselling, due to the Coronavirus (Covid-19) pandemic.”

Never in my wildest dreams did I think that we would still be in this predicament.

I am going to carry on by saying a very big thank you to Paul, Alexia, the office staff and counsellors for the wonderful way that they have continued to run this service so admirably, despite the additional challenges that they have all had to face: these being Zoom counselling training, lateral flow testing for staff working face-to-face, and the immense infection control measures.

It is with sadness that we have to say goodbye to our Clinical Co-ordinator Alexia Bylett, who is leaving us after 17 years of service. She has helped and supported ARC in so many ways, not least of all by helping to raise standards and implement quality training, along with supervision, making us a far more professional and respected organisation. Alexia has also helped ARC to gain accreditation with BACP. We will all fondly remember the training experiences in the coastal town of Bournemouth, which she organised, as well as all the Safeguarding Training. Even through these tough times, she has worked tirelessly to ensure that all counsellors carried out Zoom training on how to be an online counsellor.

Paul and I conducted Zoom interviews for a new Clinical Co-ordinator to replace Alexia earlier this month and we are delighted to inform you that Vanessa Bunting-Palmer was appointed. She is currently working alongside Alexia to ensure a smooth transition.

With the easing of the lockdown restrictions it is anticipated that there will be a surge in demand for our services, with the commensurate rise with issues involving emotional/mental health, including bereavement, social anxiety, eating disorders and depression. Anxiety over employment will no doubt remain an issue.

My sincere gratitude must also be conveyed to the Management Committee that has continued to meet regularly on Zoom, ensuring that ARC can play its part in the provision of an invaluable Counselling Service to the people of Wokingham and its surrounding areas.

Nancy Quinnell

Chair

Co-ordinator's Report, 2021

This is a very different report to anything I have written in the past 20 years of working at ARC. Our staff members have had to adapt to rapidly changing circumstances, and have done so with professionalism and commitment.

ARC closed down

The pandemic initially closed our all operations, while we looked at moving everything online: our office team moved to working through our website, keeping in contact with existing clients and booking online sessions for those seeking help. Thank goodness for Zoom!

Training and making ARC COVID-safe

All our counsellors undertook an extensive 80 hours of online training in how to work online and over the telephone, keeping therapy as safe and effective as possible.

We then made changes to our Wokingham offices to make the rooms COVID-safe for staff and clients, and we continued to support some of the most vulnerable young clients in their schools. Updating risk assessments on a weekly basis and responding to the ever-changing situation was a challenge that all our team took part in.

Focus on safe service provision and supporting counsellors

The last lockdown after Christmas has been the most difficult for ARC, with team members unable to work and one furloughed. This meant we had to focus on service provision, with our priority on the safety of staff and clients.

Thankfully, in February, we were able to start providing lateral flow testing for staff working face-to-face, and the first of the counsellors have had their vaccinations under the government's social care workers banner.

Because of the demands of ensuring a safe and effective service provision during challenging times, we have had to put on hold our newly purchased client management system, as well as the required NHS data submission, part of our funding agreement with the CCG.

However, a great achievement we have managed to complete is the reaccreditation process with the BACP, our governing body.

A huge **THANK YOU** must go out to all involved in this intensive piece of work.



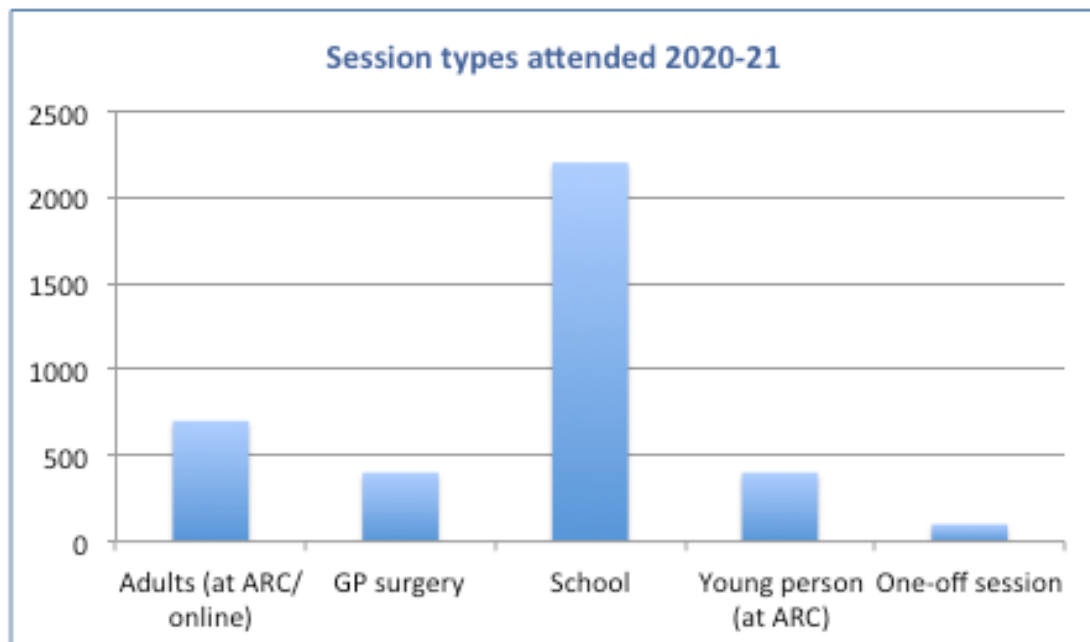
Service use and main issues

Another consequence of the pandemic was a reduction in demand for our services, with many reasons for this, including lack of suitable IT and services users being unable to find a safe and confidential space to participate in counselling.

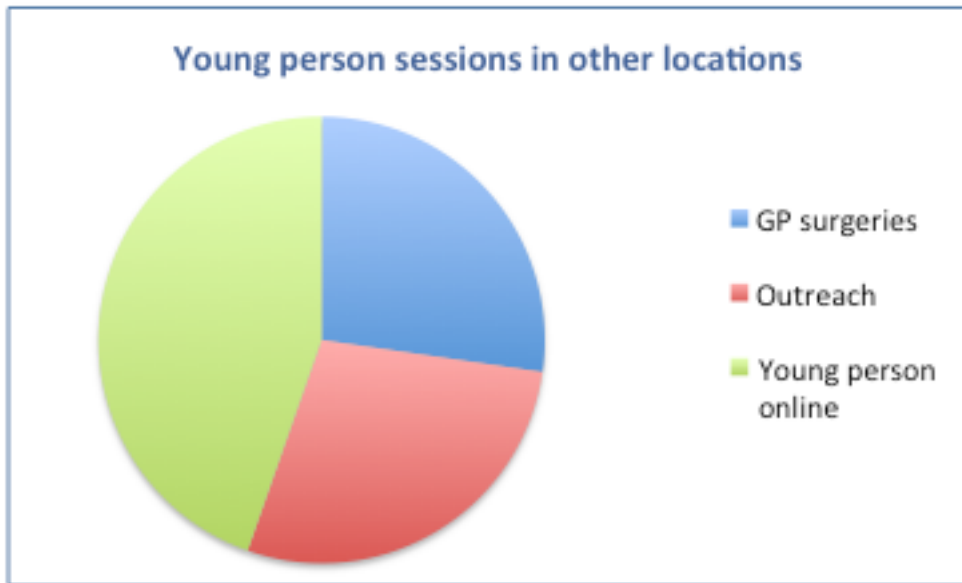
Another consequence was a change in the main stresses that young people were previously seeking help for including reductions in anxiety around going to school, friendships, academic stresses, exams and bullying.

Sessions attended

Overall, **3,800** sessions were attended in 2020-21. Over half of these were school sessions, as can be seen below.

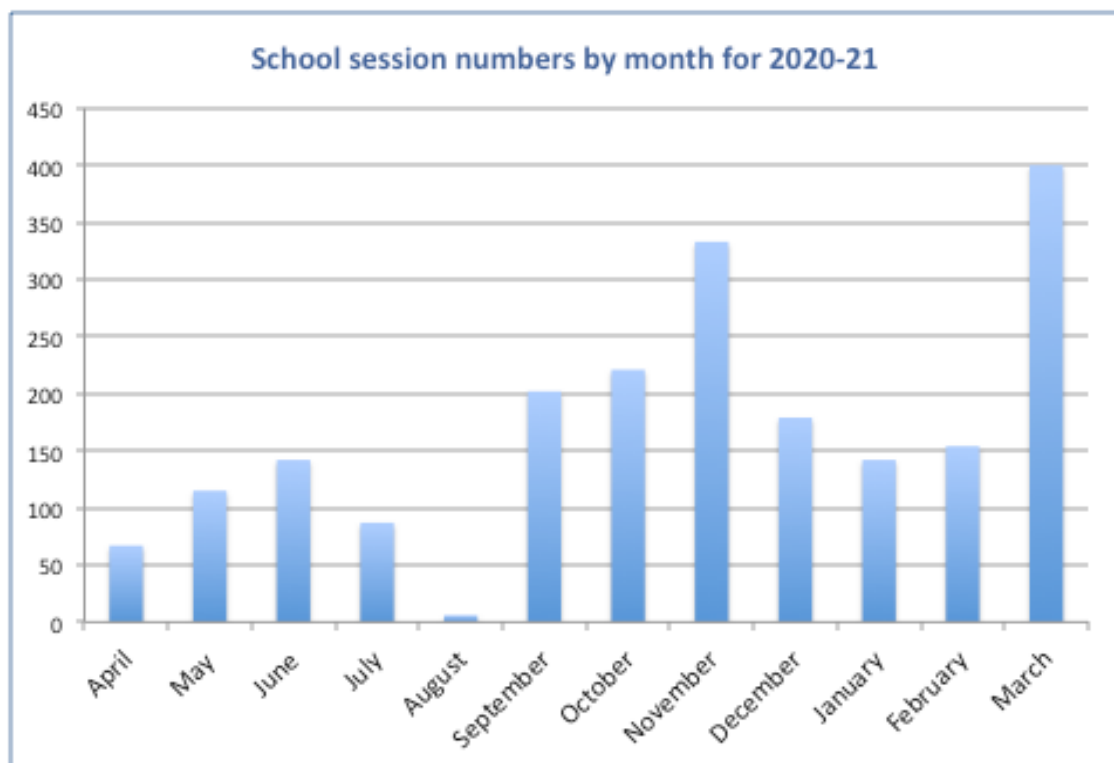


Of the above figures, young person session numbers for locations other than school are as below - with 208 at GP surgeries, 214 outreach sessions and 340 young people choosing to work online with counsellors.



When considering school session numbers, the below chart shows the attendance levels for the period soon after the first lockdown, when many young people were no longer able to attend school.

During the periods after lockdowns eased and/or when schools reopened after holidays, there was an influx of more young people seeking counselling - in June 2020, September to November 2020, and in March 2021. We would anticipate this increase in session numbers to continue, as lockdown eases and client self-isolation reduces as COVID cases reduce.



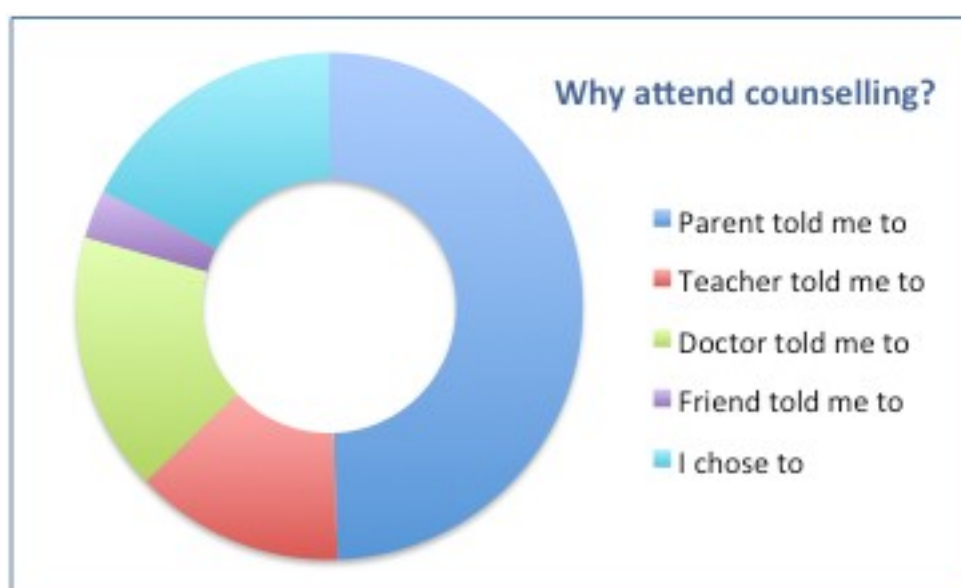
Demographics and main presenting issues

Young people demographics

The majority of young people attending sessions lived in Wokingham or Woodley, though some young people came from Twyford, Winnersh, Reading, Crowthorne, Bracknell and Finchampstead.

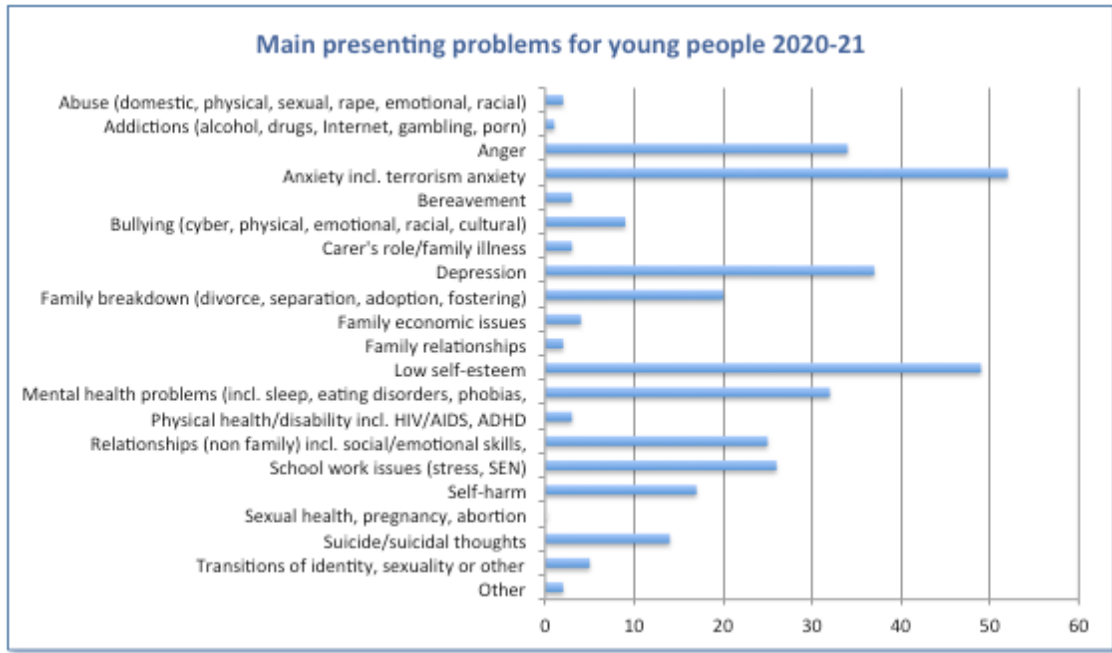
Around two thirds of young people were female and one third was male. Around 88% were white British, almost 10% Asian or Asian British and the remainder classified as mixed or multiple ethnicities.

Of young people attending almost half were asked to by a parent; and 17% chose to attend themselves. Of the remainder, 16% were told to attend by their doctor, 13% by their teacher and 3% by a friend. Just under a quarter had previously received counselling.



As seen in the graph below, the main issues for young people this year were around anxiety and depression, low self-esteem, anger and mental health problems, with comparable numbers to last year.

School-related issues were comparably unsurprisingly lower than for the previous year, presumably due to many young people being absent for a significant proportion of school over the last year.

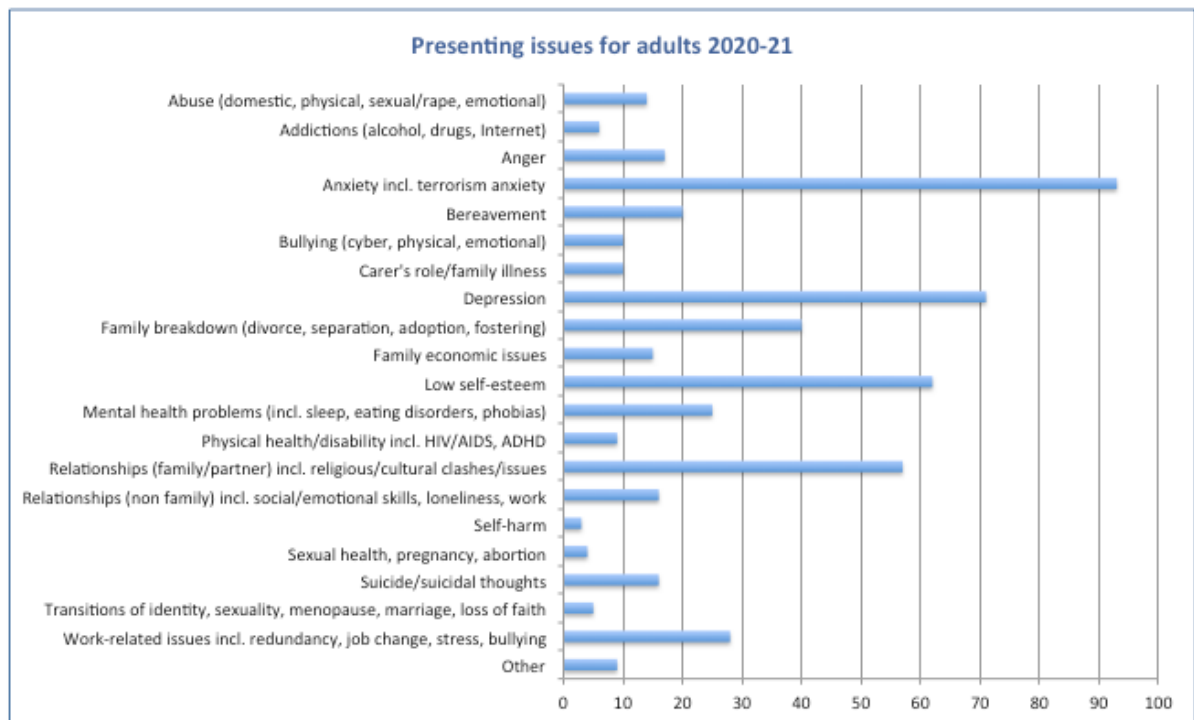


Adult demographics

For adults attending the Wokingham site (or attending online or telephone counselling), as with young people, around two thirds were female and one third male. Around 83% were white British, almost 3% Asian or Asian British (both lower figures than for young people), 3% Afro-Caribbean, and 6% in a new categorisation of European. The remainder classified as 'other'. In terms of age, 24% were 18-25 years old, 78% were over 25 years, and 20% were uncategorised.

As seen in the graph below, the main issue for adults this year was anxiety, almost double on last year. Other issues that doubled from last year include depression, low self-esteem, family relationship issues and family breakdown. Work-related issues and mental health challenges also increased from last year. It is clear that the impact of the Pandemic, the numerous lockdowns, and the uncertainties and anxieties of the last year, have had severe impacts on relationships, family cohesiveness and mental health in adults.

The only issues to see a decrease were non-family relationships (potentially because there was significantly less interaction with those outside the family) and family economic issues.



Improvement levels for adults and young people

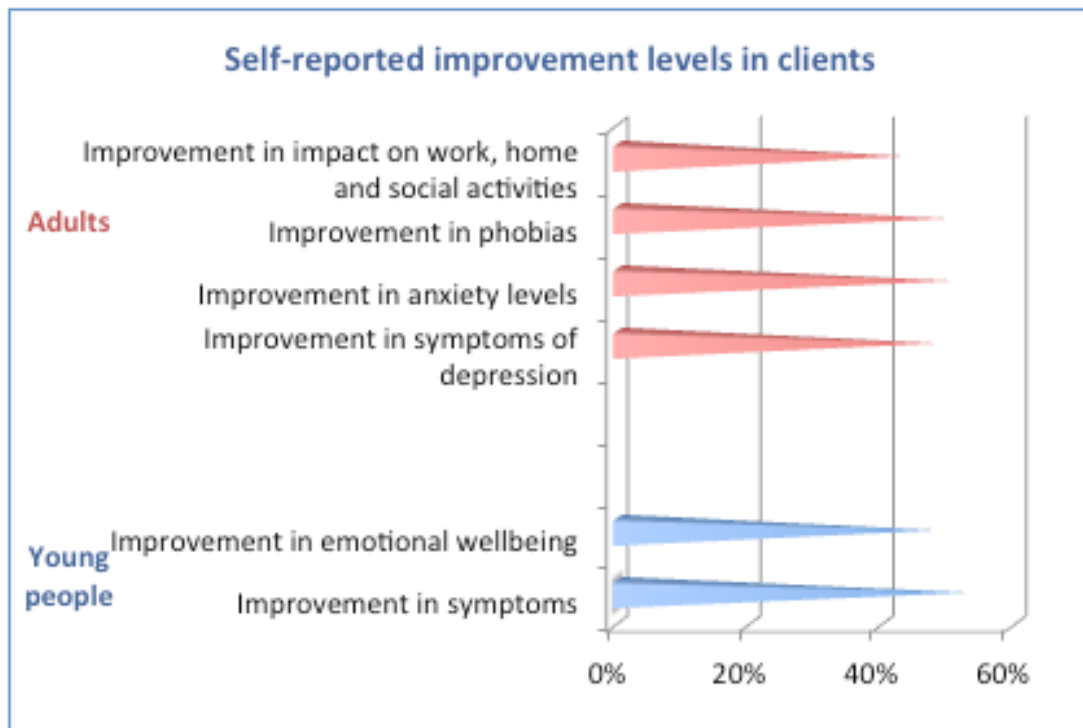
There were significant improvements self-reported by both adults and young people.

Adults reported a:

- 50% improvement in symptoms of anxiety and phobias
- 48% improvement in the impact of their difficulties on work, home and social activities
- 43% improvement in symptoms of depression

Young people reported a:

- 53% improvement of symptoms since attending counselling
- 48% improvement in emotional wellbeing.



Perception of counselling by young people

Overall, young people found the service easy to approach and safe; and found it easy to speak to their counsellor, who enabled them to feel listened to. The vast majority felt understood and safe.

Around three fifths definitely felt they benefitted from attended counselling, with the majority feeling it was probably a good thing to have done so. Half would recommend counselling to a friend, with the other half possibly recommending counselling.

There was a small proportion that felt less sure of their experiences, and one respondent felt unsafe and unheard, and that counselling had been of no benefit. Although it may be that this client wasn't ready or willing to attend counselling, it may be useful, going forward, to identify more about what ARC could do to improve the service for the small proportion of clients that feel this way.

Young people's self-reported thoughts around counselling

Why attended counselling?

Young people reported that they had attended counselling for reasons such as anxiety, depression, mental health, feeling sad all the time, low self-esteem, "bad" or intrusive thoughts, struggling to cope with sensory sensitivities, and individual changes to home circumstances. A minority of young people attended because their friends or family "made" them.

Benefits of counselling

Many young people reported great benefits to having attended counselling. This included being able to cope better; lower levels of

stress, anxiety or depression; higher levels of confidence and happiness; feeling calmer, feeling less angry, and feeling more able to manage big emotions. Specific comments that show how clients have felt about counselling include:

- *“I have been more open.”*
- *“My ability to understand my process and reason out my thoughts to make choices [has improved].”*
- *“I try to view things from a different perspective [SIC] before letting them get to me.”*

Overall experience of counselling

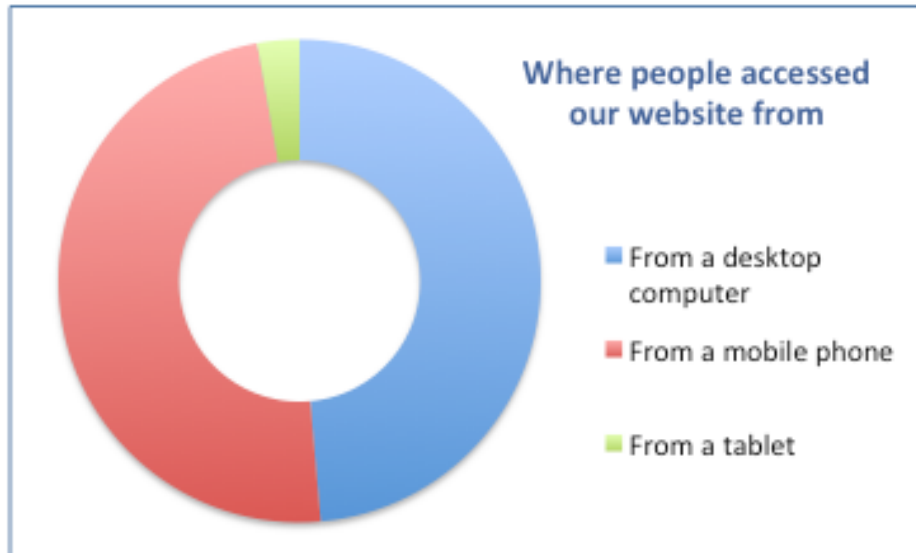
While one young person felt that counselling wasn't for them, and another felt it was ok, but wouldn't do it again, the majority of young people found the overall experience really helpful to them. Below are some of the words that were used to describe how they felt.



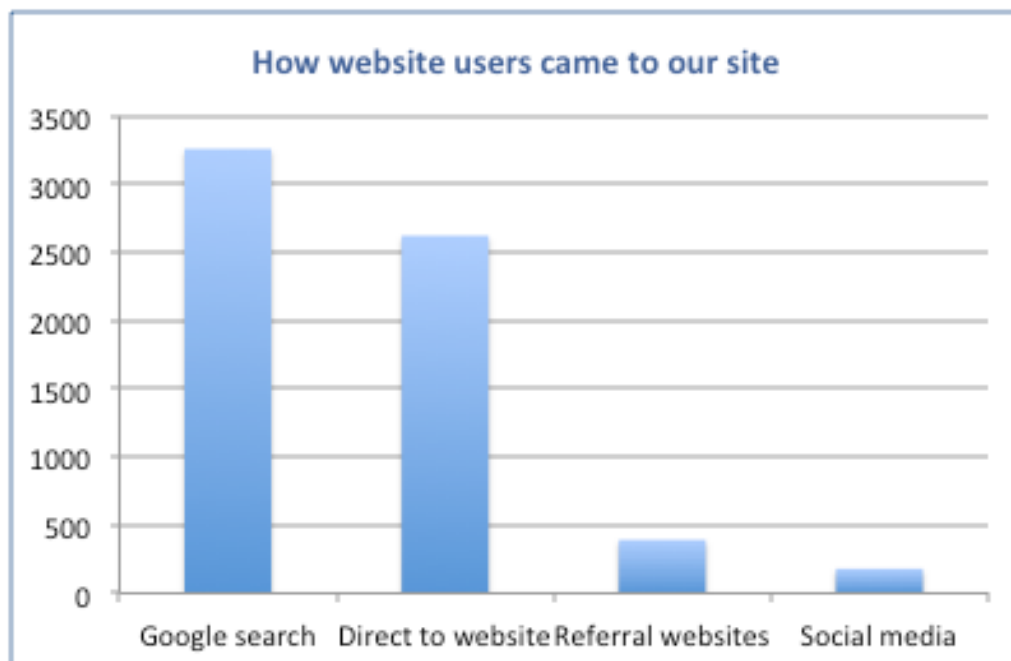
It is clear that ARC and its counsellors have had a vital support role in the lives of many young people and adults over the last year. This is demonstrated in the statistics and the self-reported comments from young people.

Website traffic report

From 1st March 2020 to 1st March 2021 there was a total of 6,298 visitors to the website undertaking 8,831 sessions on the website. The vast majority accessed our website either through a desktop computer (3,083) or a mobile phone (3,081). A small proportion of service users accessed our website through a tablet (179).



Most people came to our site via Google search or directly to our website. There was also a small proportion of visitors that came through referral websites and social media. There were 485 visits in total to the online payment page.



Most popular website pages

Finally, the most popular pages on our website (in order) are:

- Youth Counselling
- Adult Counselling
- Get in Touch

- About
- Volunteering

We can see that we still have people wishing to volunteer with us, which is important in terms of what the future holds for ARC. It is also good to see that the main usage of our website has been to find out more about counselling sessions or to get in touch with us, which is, after all, our purpose.

What does the future hold?

Going forward, we know that once the current lockdown eases, we will be dealing with a backlog of demand for face-to-face counselling as well as coming to terms with the issues the pandemic has had on clients' emotional and mental health, including bereavement, social anxiety, eating disorders and depression. Our services will be in more demand than ever before.

With that in mind, we have taken the decision to increase our counselling team through virtual interviews, and carried out induction and safeguarding training.

Finally, with thanks to...

My thanks go to the Management Committee for their time and support, again via many online meetings; a huge thank you to all our team for all their help in ensuring that ARC continues to support the local community; and thanks to our partners for their generous help in continuing to fund us through difficult times.

Paul Cassidy
Co-ordinator

Clinical Co-ordinator's Report

Here we are, a year on from the start of the Pandemic that has taken us all by storm.

What I am very proud to say is that through hard work and the willingness to adapt to change, ARC has managed to grow into the present environment and, in many ways, move forward through these challenging times.

As Clinical Co-ordinator, I have been able to be part of the team, and also able stand back and observe how the various internal teams have managed through some very challenging times.

We have managed to survive as we have maintained our priorities as an agency, in that the service of clients remains paramount. We have also managed to go beyond this and to thrive.

Survival

We have been able to:

- Maintain communications with our accrediting body, to stay on top of research and regulations.
- Research alternative methods of working with clients through various media.
- Provide ongoing support and supervision to all our counsellors and staff:
 - o Supervisors have continued to run online groups for counsellors who have chosen to take a break through this time.
 - o The Co-ordinator, the admin team and I have continued to meet via Zoom every Monday as usual, as well as working more flexibly through the week, as required.
 - o We have also offered whole agency Zoom meetings, provided online training in place of our annual event in Bournemouth, and kept everyone up-to-date on a regular basis.
- Link with other agencies to share information where helpful.
- Recommend training in working online, so that counsellors have been able to keep the standard of their counselling work at the highest level possible.

Thriving

I am proud to say that as well as keeping the agency alive, we have also taken steps to move forward. This has included:

- Working through the reaccreditation process that was due for its five-year renewal during this time.
- Conducting a recruitment drive to maintain the level of counsellors that will be needed, going forward to deal with the

after-effects of this global trauma, as well as the on-going difficulties that our community will have experienced at an individual level.

Finally, it is with sadness that I bid a personal farewell to ARC. After 17 years, it is time for me to move on. I leave the Agency with pride and fond memories. It has been a privilege to be part of its growth over the years.

There is opportunity now for the new clinical lead, Vanessa Bunting-Palmer, to bring renewed energy and vision into the role, and I am confident that the Agency will go from strength to strength.

My final words are ones of thanks:

- To Paul, my right-hand man for all those years - he is the very heart of ARC.
- The admin team, who are the most dedicated individuals, and have worked so hard especially through this very difficult year.
- The team of supervisors, without whom my job would not have been possible.
- The counsellors, past and present, who have created the community we have all shared in.

A hand-drawn graphic that says "THANK YOU!". The word "THANK" is on the top line and "YOU!" is on the bottom line. The letter "H" in "THANK" is replaced by a red heart. The letter "O" in "YOU!" is replaced by a blue heart. There is a small orange heart at the end of the exclamation point.

Alexia Bylett
Clinical Co-ordinator

Counsellors' Experiences of Working During the Pandemic

For many counsellors, this last year has been an enormous learning curve. A lot of work has gone into re-training staff in how to work remotely, including learning about the theory and practice of telephone and video counselling.

There have been many challenges for both staff and clients: family commitments and conducting sessions from home; changing practices for those counsellors and clients continuing to work face-to-face or moving to remote work; some clients preferring to wait for counsellors who could not work face-to-face for a time; and all the additional anxieties and fears that the Pandemic brought up for many people on both sides of the counselling relationship.

Below are the experiences of some of ARC's counsellors during the last year.

Laura, Trainee Counsellor

"I started at ARC at the beginning of last year, however due to the pandemic I couldn't start with clients until September. This was hugely frustrating as I really wanted to start with clients; to make a difference to people's lives and obviously to start my 100 hours.

"I was lucky that once I started with clients, ARC was able to stay open, which was ideal for me as I wanted to stay working face-to-face. I have felt supported, and have also found the supervision that is provided to be of great importance and invaluable. I have learnt so much working at ARC."

Davi, Counsellor

"Adapting our work to the pandemic presented a great challenge at the start - ensuring we had adequate training to work online and necessary processes in place to work ethically and safely, especially given the vulnerability of our client base and lack of physical access to safeguarding, if required.

"On a lighter note, for me, it also needed constant communication and co-ordination within my family to make sure everybody had all the food and drink they needed from the kitchen I worked in, as we all had slightly different break and lunch times and they weren't 'allowed' downstairs while I was in session - I'm guessing you can imagine the grunts from an ever hungry teenage son about this!

"On the whole, I feel it has presented great opportunity and success, helping the profession find new ways to access those in need of our support. I am proud of the work I have been able to do

since the start of the pandemic – offering approximately 175 sessions through ARC in school, switching between wearing gloves and coats when working face-to-face in 'well ventilated' rooms to odd combinations of jogging bottoms and smart tops when working over Zoom.

“It has been quite an experience and a time for considerable personal and professional growth.”

Nina, Accredited Counsellor

“Working through this pandemic has been pretty special, if I’m honest. Things have been different practically, with the masks, the cleaning, and the hand sanitising, but the main difference has been a sense of togetherness with clients – that we were in this together, working together, and all doing our best. This has felt like a very different way of working than usual, with this big shared experience that we are all living through right now, and, for many, an existential panic that we know nothing about what is coming, any illusion of certainty gone.

“To my great disappointment, I wasn’t able to work during the first lockdown, due to family circumstances. Then I completed the 80-hour online training course in telephone and online counselling. This was a huge achievement for me that I was able to fit in between lockdowns, when my kids returned to school.

“During the second and third lockdowns, I worked via telephone, and was surprised and delighted to find that it worked really well for both my clients and myself. The nature of the work changed, and different topics arose. For many of my telephone sessions, the kids were home and so I drove to an empty car park, hot water bottles and blankets in the back, and conducted my calls while (usually) staring out through rain-spattered windows. I had to be creative to make things work this year!

“There has been something quite precious about this last year, in terms of greater awareness of the other, that I really hope continues. I feel fortunate to have lived through this really strange period of time.”

Finally, here is a poem from Laura, one of our counsellors, about self-harm. It gives a flavour of the importance of the work our counsellors have continued to do during the Pandemic to support those in distress.

Self-harm

Self-harm may be their will to survive,

The way they manage to stay alive.

Self-harm may be their attempt to be heard,

*It's a way of them talking, when they can't find the words.
They don't want to die,
That's not their desire,
They just want someone to feel their fire.
They may feel rage, they may feel pain,
When they cut and see the blood,
It pours like the rain.
They feel the release,
They momentarily feel free,
But then they look and they ask you....
"Is this how I'll always be?"*

ARC Wokingham

INCOME AND EXPENDITURE ACCOUNT - 2020/21

INCOME

Wokingham Borough Council	26,974.00
YMCA	1,680.00
Woodley Town Council	5,500.00
Wokingham Town Council	3,500.00
Earley Town Council	1,500.00
Primary Care Trust	37,000.00
Schools Counselling	44,247.00
Session Fees	7,866.62
Training Income	412.91
Charitable Donations	23,949.68
Gift Aid Claims	1,594.79
Other Income	888.32
JRS Grant	790.40
Bank Interest Received	20.72
Total	155,924.44

EXPENDITURE

Schools Counselling - Contracts	32,812.00
Schools Counselling - Ad hoc	1,596.35
GP Counselling	3,358.00
YP Counselling	5,556.00
Rent & Rates	6,547.12
Printing & Stationery	2,847.15
Furniture & Equipment	5,422.48
Fundraising Costs	665.00
Victim Support	751.20
Maintenance	876.00
Woodley Outreach	3,640.80
Community Wellbeing Projects	96.00
General Expenses	2,775.96
Bank Charges, Credit Card Fees & Interest	265.30
Staff Salaries	36,556.63
Counsellors Supervision	24,145.50
Counsellors Training	3,280.20
Legal & Professional Fees	785.40
Total	131,977.09

EXCESS OF INCOME OVER EXPENDITURE

23,947.35

BALANCE SHEET AS AT 31 MARCH 2021

Brought Forward from 2019/20	73,501.69
Plus surplus income from 2020/21	23,947.35
Total	97,449.04

Represented by Current Account	37,930.81
Less outstanding cheques	-
Debtors & Prepayments	49,261.05

Deposit Account	40,002.11
Petty Cash	203.10
Creditors & Accruals	(29,948.03)
Total	97,449.04



04 May 2021

Prepared by :-

ACS Accounting

Date :- 04/05/21

Approved by :-

ARC Wokingham

Date :- 6 / MAY 2021

Acknowledgments and thank you

ARC would like to thank and express our huge gratitude to all the local companies, councils and organisations that provided the financial support for our services throughout 2020/2021 and onwards.

Thank you!



**WOKINGHAM
BOROUGH COUNCIL**



healthwatch
Wokingham Borough



**BERKSHIRE
COMMUNITY
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Berkshire Healthcare **NHS**
NHS Foundation Trust

Waitrose

NHS
Wokingham
Clinical Commissioning Group



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