



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

Our Counsellors

rachael vicci
olenka kristina ken
lorraine debbie madeline
anna amanda julie
claire
jodie becky danny
laura
kathleen lindsey vicky sarah
anna jean honesty jane nadine
helen maya kuldeep elizabeth
jane mary anna lizzie
sue Our Counsellors
lucy shaffrina linda davi
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

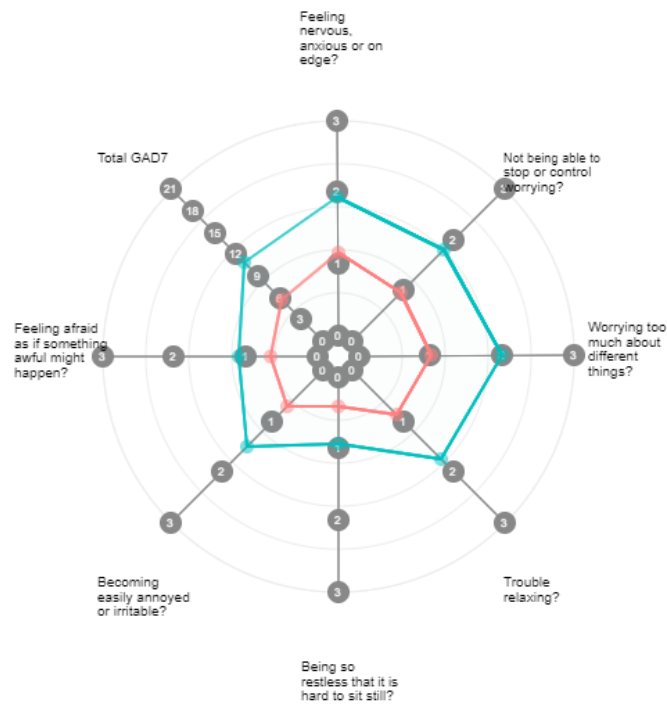
Teams when not. The many meetings that we are required to attend the latter is best use of

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.

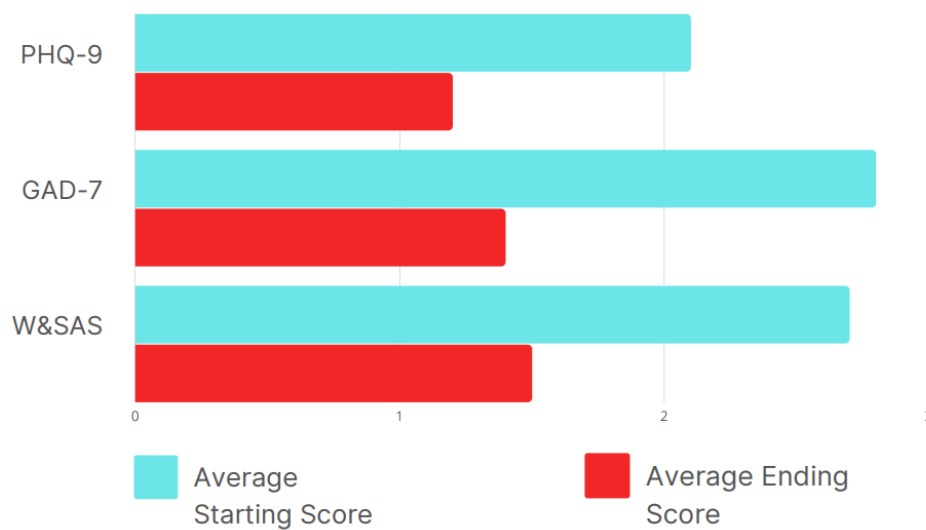


Table 2 - Average adult outcome scores over the last year

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.

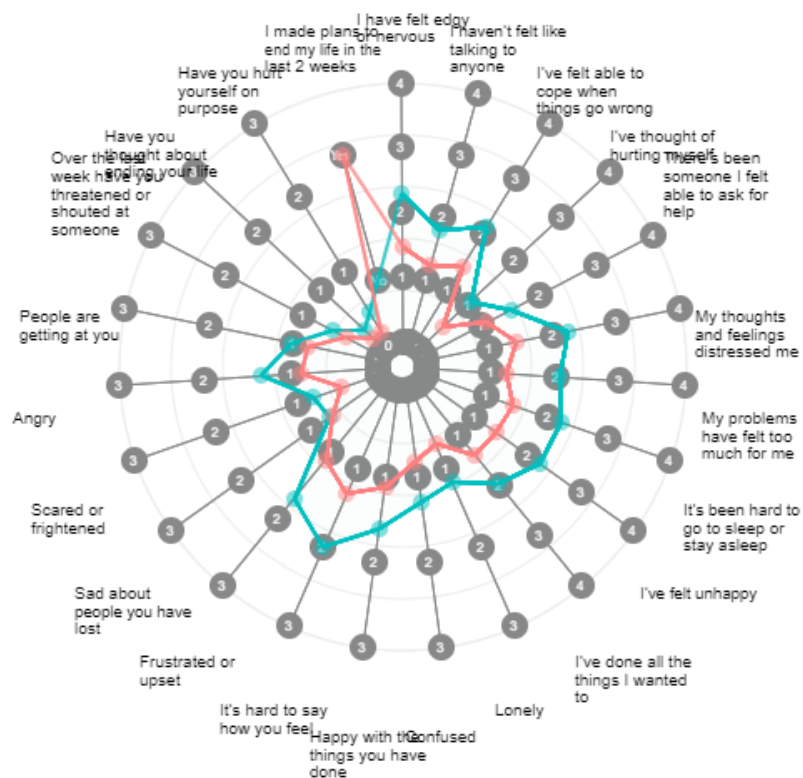


Table 3 - Average Under 18s Core outcome scores over last year

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.

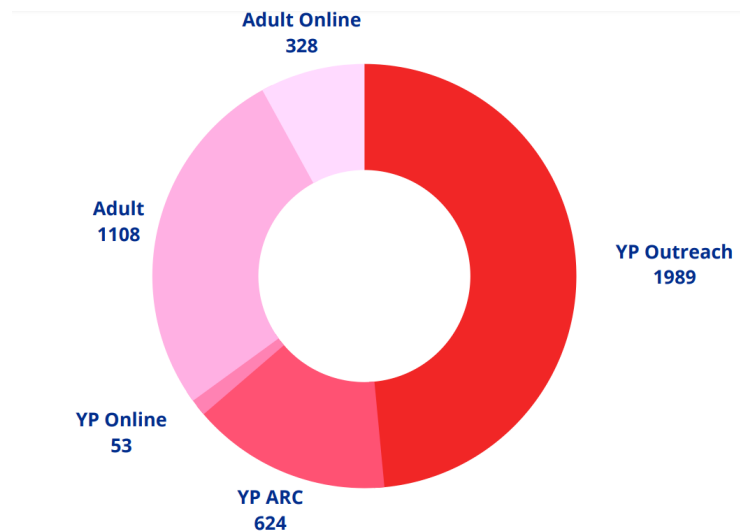


Table 4- Number of client sessions since introduction of Lamplight in September 2021. Overall total 4102.

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 Wellbeing 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	99,268.83

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	99,268.83



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 Healthcare **NHS**
NHS Foundation Trust

Waitrose

NHS
Wokingham
Clinical Commissioning Group

TESCO
Community Grants



