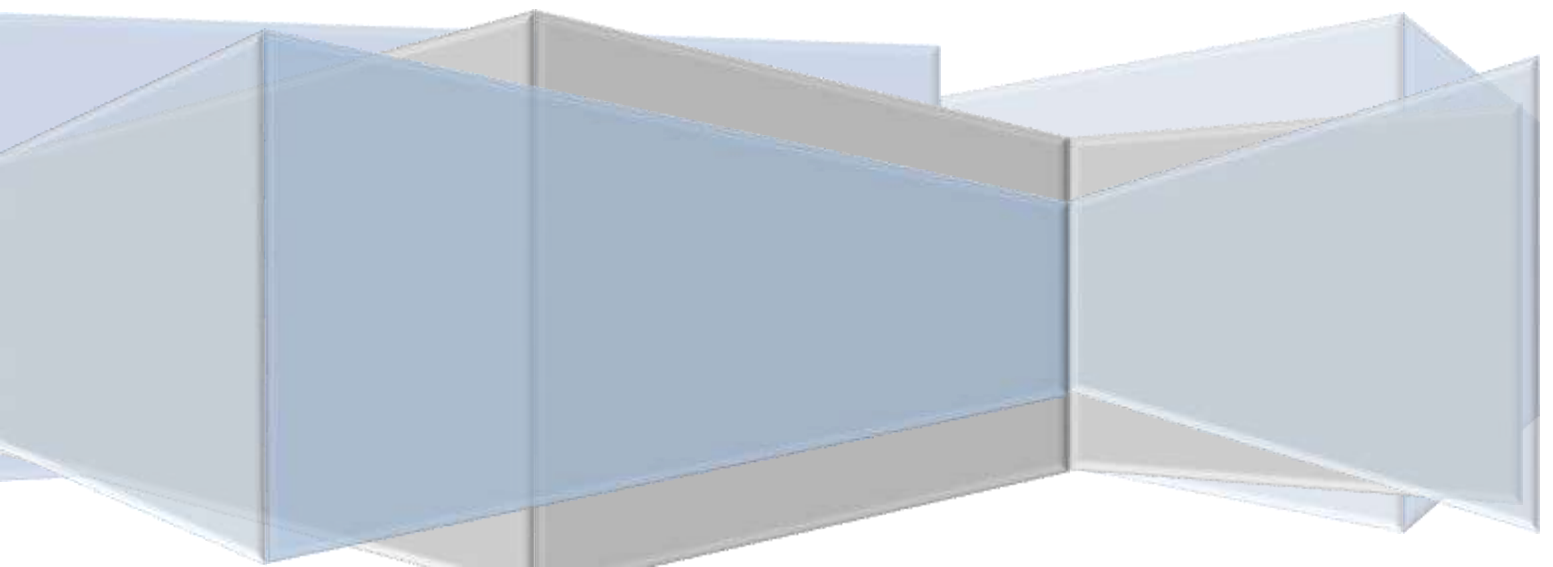




A vital service for people with mental health needs

ANNUAL REPORT & ACCOUNTS 2021/22



ACCOUNTS and ANNUAL REPORT OF THE TRUSTEES

For the year ended 31st March 2022

REFERENCE & ADMINISTRATIVE INFORMATION as at 31st MARCH 2022

1	NAME OF THE CHARITY	BROMLEY COMMUNITY COUNSELLING SERVICE
2.	CHARITY REGISTRATION No.	1103861
3.	COMPANY REGISTRATION No.	4942090
4.	ADDRESS	121 Masons Hill BROMLEY Kent BR2 9HT
5.	TRUSTEES	Christopher Barrett (<i>Chair</i>) Venetia Bell Tony Catherall (<i>Treasurer</i>) Nicola Talbot Samantha Merry Frances Westerman (Advisor to the Board)
6.	CLINICAL DIRECTOR	Dr Raffaella Katsanis
7.	BANKERS	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
8.	AUDITOR	T.L. Huxtable, FCCA 11 Stanhope Grove Beckenham Kent BR3 3JB
9.	WEBSITE	www.bccs.uk.com
11.	SOCIAL MEDIA	Twitter: @BCCS121 Facebook: /bromley.community.counselling
10.	JUST GIVING	www.justgiving.com/ bromleycommunitycounsellingservice
11.	CONTACT DETAILS	0208 460 7711 contact@bccs.uk.com

TABLE OF CONTENTS

REFERENCE & ADMINISTRATIVE INFORMATION as at 31 st MARCH 2022	2
TABLE OF CONTENTS	3
PURPOSE.....	4
OBJECTIVES.....	4
THE COUNSELLING SERVICE	4
STRUCTURE, GOVERNANCE, AND MANAGEMENT.....	9
FINANCIAL REVIEW.....	10
Financial Reserves Policy.....	11
Financial Risk Management	11
Fundraising.....	11
DECLARATION.....	12

PURPOSE

Bromley Community Counselling Service (BCCS) provides high quality, effective, affordable counselling to anyone over the age of 18 who lives in the London Borough of Bromley and surrounding areas. The counselling service, which is a BACP¹ Accredited Service,² is provided for people who may be struggling with personal, emotional or mental health difficulties. The staff at BCCS assist them to find new ways to make a fresh start in certain areas of their lives or to come to terms with things that can't be changed. The benefits of supporting individuals through periods of extreme stress and mental illness are many – families can be kept together, employment maintained or re-started, harmful behaviours avoided and poor mental health addressed. For those who need it, long term counselling can be life-changing or even life-saving.

OBJECTIVES

The charitable objects of BCCS are as follows:

- The relief of psychological distress among the residents of the London Borough of Bromley by the provision of counselling.
- The promotion of social inclusion for the public benefit by preventing people from becoming socially excluded, relieving the needs of those people who are socially excluded and assisting them to integrate into society.
- The advancement of the education of the public in the subjects of counselling and psychotherapy.
- The relief of financial and economic hardship by the provision of free advice and assistance to persons who, through lack of means, would otherwise be unable to obtain such expert advice.

THE COUNSELLING SERVICE

BCCS has its roots in the local community and has developed low-cost long-term counselling provision in response to its mental health needs.

Clients mostly self-refer or contact the service on the advice of their GP, Community Mental Health Team, IAPT³ service, other local organisation, or by personal recommendation.

Overview

For most of 2021-22 the service was still impacted by the global Covid-19 pandemic, all counsellors were continuing to deliver sessions online until October 2021. This meant reduced access for people who were not able to connect and use Zoom sessions, because of technology or lack of privacy. This, of course, had a significant impact on the organisation because fees are BCCS's main source of income. Counsellors had to engage in further training in techniques for working online because, although similar, there are significant differences and ethical challenges unique to working in this new way.

¹ British Association for Counselling & Psychotherapy: www.bacp.co.uk

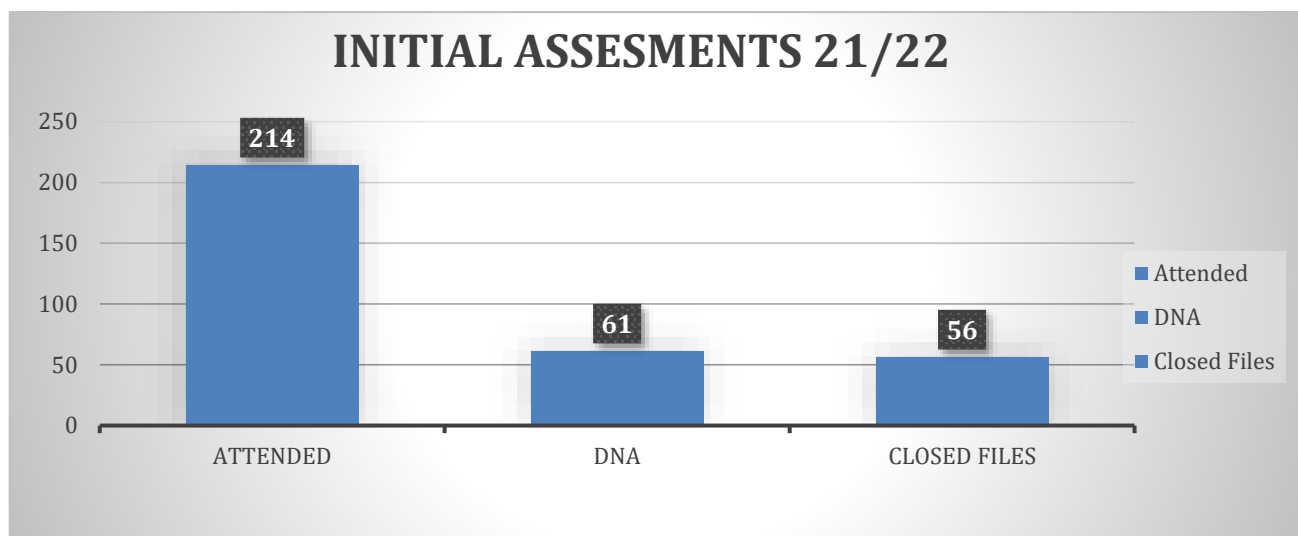
² BACP Accredited Counselling Service member no. 118757

³ 'Improving Access to Psychological Therapies': <http://www.iapt.nhs.uk/iapt/>

Since October 2021, and with a new Clinical Director, BCCS has started a major transformation of the service. The plan included: reviewing of policies & procedures, digitalising clients and finance systems, prioritising health & safety for staff, counsellors and clients and increasing capacity of delivery from 45 to 90 counsellors, including a plan to launch an online service to cater for wider areas in London and Kent. We have improved operational and clinical policies and procedure to facilitate smooth running of the service by shortening waiting lists, recruiting volunteer assessors (trained by BCCS) to increase capacity of access to the service. We have launched the couple counselling service and offered short term counselling to clients referred by Bromley & Croydon Women's Aid.

Assessments

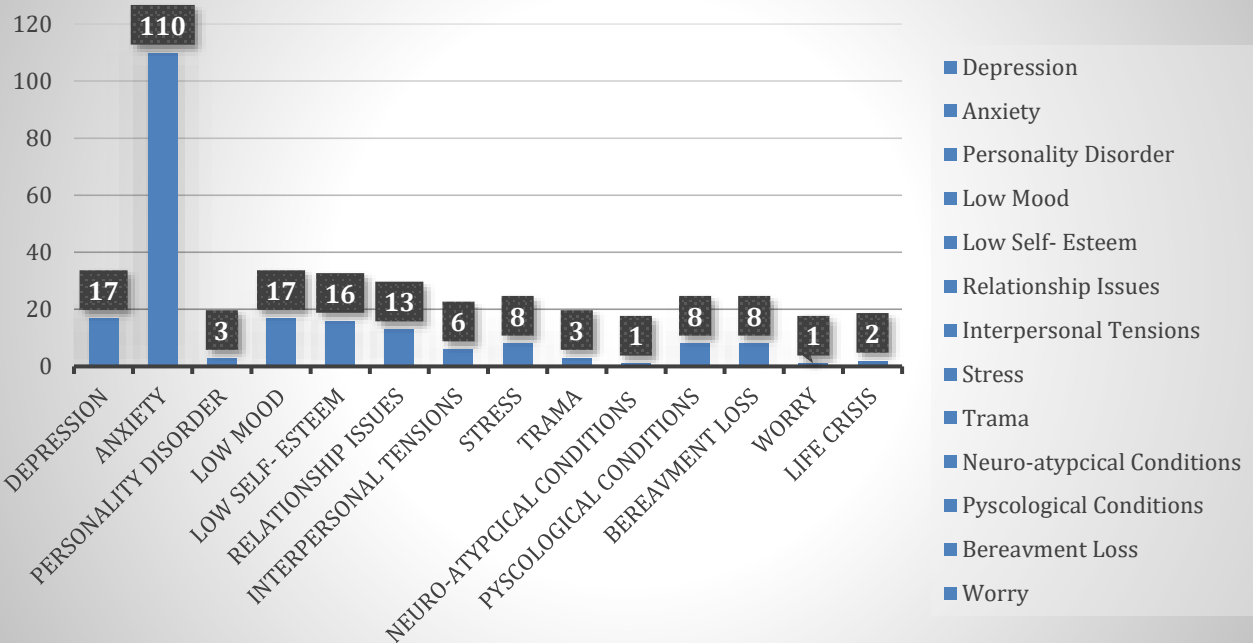
In the period between April 2021 and March 2022, we assessed 275 potential clients, of whom 214 entered counselling, which is a significant increase on last year's total of 164. This is due to opening up our service face to face again in October 2021 and help clients who were not in a position to attend counselling online sessions to attend in person at BCCS office.



Presenting Problems

Anxiety was identified as the main presenting difficulty at time of assessment, followed by low mood and depression. Our assessors have been trained in using the 6 P model and formulate the most suitable intervention for the client based on presenting issues, predisposing factors and risks. 80% of formulations are for long term counselling, 15% CBT and 5% short term.

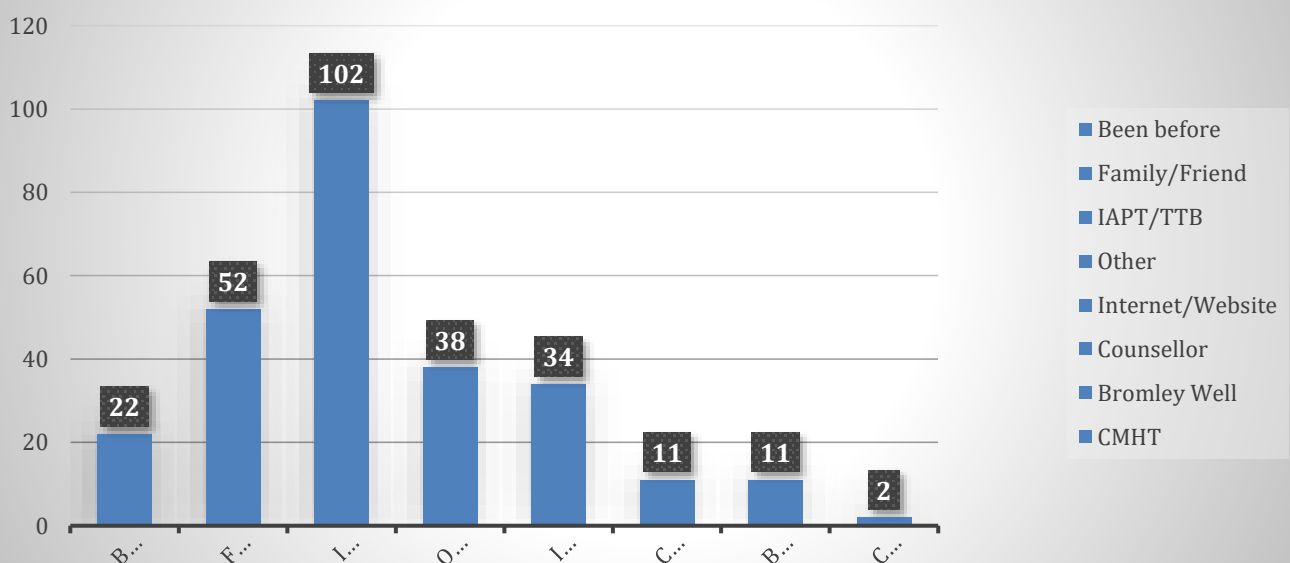
Presenting Problems 2021-2022



Referral Sources

The chart below shows that the majority of referrals came from NHS services, including GPs and Talk Together Bromley, where patients had been signposted to BCCS to avoid long waiting lists. Many clients need longer-term support than that provided by statutory services, and a small proportion of these NHS referrals had already received free treatment and wished to continue therapy in a longer-term more in-depth setting. Many patients were also referred for short term interventions and CBT. BCCS started offering these interventions since October 2021.

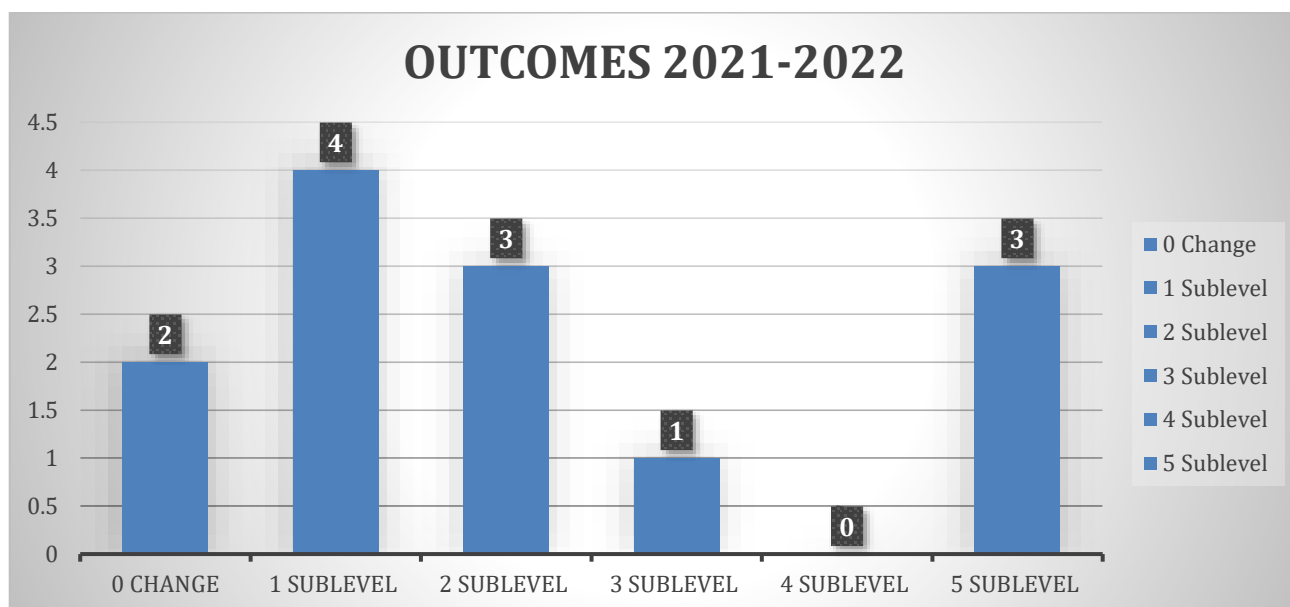
REFERRAL SOURCES 2021-2022



Outcomes

BCCS monitors outcomes monthly throughout counselling and at the final appointment. The CORE34 questionnaire is a psychological questionnaire used by many NHS services in the UK that measures levels of anxiety, depression and overall functioning. It classifies people according to their score into 6 sub-divisions: Healthy, Low, Mild, Moderate, Moderately-severe, and Severe. The aim is for clients to drop down to Healthy scores (i.e. in the non-clinical range), but a drop of at least 2 sublevels indicates not only clinical change (e.g. moderate, through low, to mild) but *reliable* change too. The data we have analysed in previous years shows that clients really need to have around 20-24 sessions to achieve lasting improvement.

56 clients ended their counselling between 1st April 2021 and 31st March 2022, having received up to a year of weekly sessions. The chart below indicates the number of clients who have completed outcome measures toll Core 34 from the beginning, throughout counselling and at the end, and have improved by various sub-levels. Overall, they have all clinically improved. More than 50% of clients have dropped down to at least 2 sublevels indicating a reliable change.



Feedback

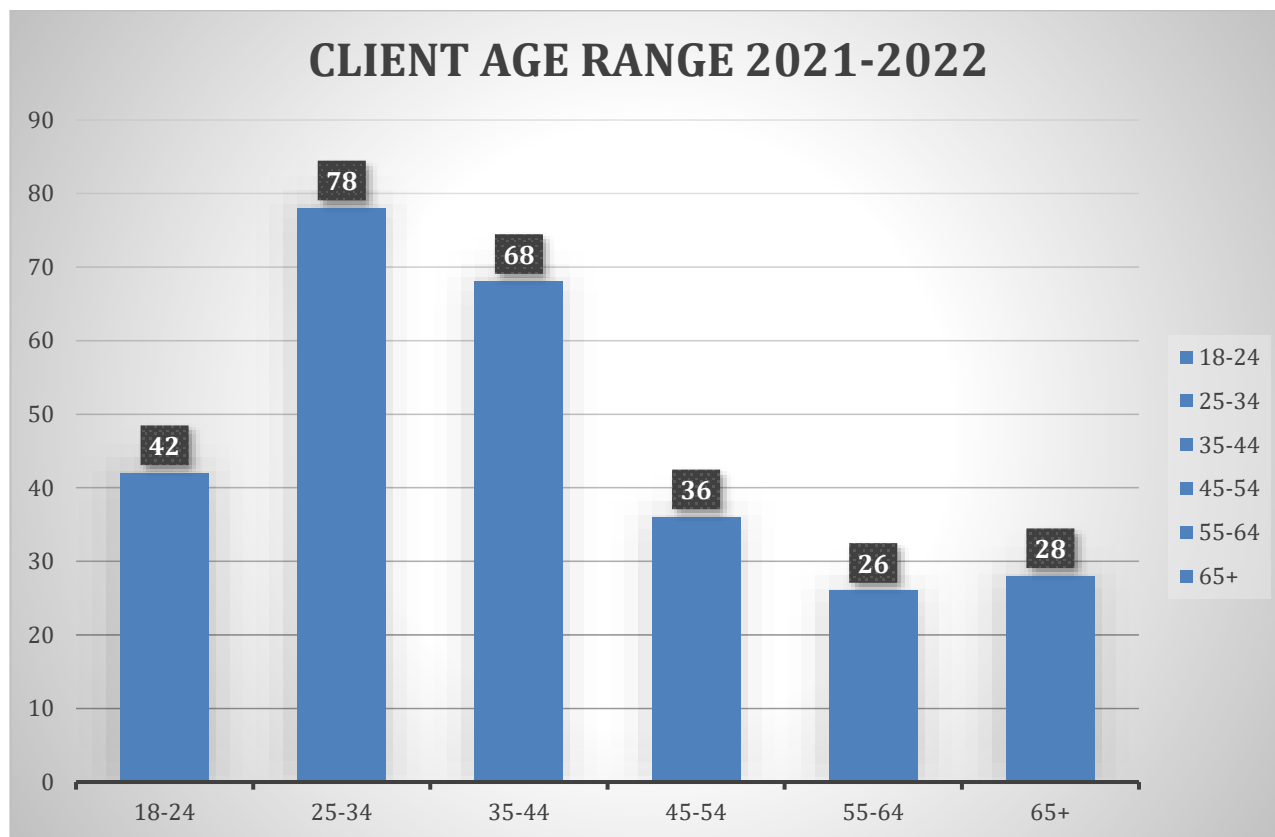
At discharge clients and counsellors leaving their placements are asked to complete an evaluation questionnaire, which gives them the opportunity to feedback personally. Below examples of typical of feedback we receive:

Counsellor: *'I am very grateful to have had my placement at BCCS. I've received really good support from my supervisors, there has been a constant supply of clients for when I have needed to take new ones on and the office staff have been very friendly and helpful. I've also deeply valued the input from other counsellors at BCCS and have become good friends with one of them, whom I know I will stay in touch with for a long time. It really has been a great start to my counselling career - thank you BCCS!'*

Client: *'Just wanted to express my love and appreciation for my first visit with my counsellor last week. Thank you for the phenomenal service you give to the community. I have just given you all a five star review ...!'*

Demographics

In 2021-22 our demographics show a considerable increase of clients age 25-34 seeking long term counselling. There is also an evident increase in the age range of over 65 with presenting issues surrounding bereavement and loss during the pandemic.



Clinical Provision

BCCS provides high-quality clinical placements for counsellors-in-training who, in 2021-22, came from many London and Kent based training colleges/universities, and for qualified counsellors working towards their BACP or UKCP accreditation. This enables us to offer a range of interventions that ensure the best therapeutic provision for clients. It also provides clinical supervision to staff and volunteers from local charities that are working with vulnerable members of the public and who do not have a clinical qualification.

BCCS provide a wide range of therapies, and an explanation of the differences between different models of working can be found on our website (<https://bccs.uk.com/types-of-counselling/>). Although most of our therapists use an integrative model of working, drawing on different modalities to suit the needs of the client, some are trained in a pure model of therapy, such as psychodynamic therapy, Transactional Analysis, or Gestalt psychotherapy.

In October 2021 BCCS launched two new clinical provisions, Couple Therapy and CBT (Cognitive behavioural Therapy). Specialist therapists and clinical supervisors were recruited to effectively deliver these interventions and improve access to the community. Evidence and analysis of outcomes are being collated and will be presented in our next annual report.

Money matters

A major factor that influences access is the cost of counselling. The provision of accessible counselling is at the cornerstone of BCCS's ethos. In comparison with local private counselling (which ranges around £50-£80 per appointment) BCCS provides a very cost-attractive service for our local community, and offers counselling for a contribution as low as £20 per appointment for clients who cannot afford a private therapist. It is the Trustees' aim to be able once again to provide counselling for £5 for those on welfare benefits. BCCS has been able to do this in the past year thanks to The National Lottery, whose generous funding has enabled us to provide time-limited therapy for up to 20 appointments at £5 each. Subject to receiving grants or donations this service will be made available to the community again.

TRAINING & DEVELOPMENT OF TRUSTEES AND STAFF

As part of our annual clinical audit, carried out towards the end of every financial year, staff provide evidence of continuing professional development (CPD) and, during their annual face-to-face appraisal interview, identify gaps in knowledge arising from feedback given by their clients, supervisors, and line managers. This contributes to the CPD workshops we organise, although because of the Pandemic there have only been two during the past year. We provided Assessment & Formulation training to more experienced counsellors who volunteered to work as Assessors for BCCS. We also provided Domestic Violence training (via the charity Women's Aid) to counsellors who were interested in working with these clients group.

STRUCTURE, GOVERNANCE, AND MANAGEMENT

BCCS is a charity and company limited by guarantee which has no share capital. Each Trustee undertakes to contribute a sum not exceeding £10 in the event of BCCS being unable to meet its liabilities. The Trustees bring a variety of skills and experience to the Board, providing knowledgeable leadership. The Board has ultimate responsibility for directing the affairs of BCCS and ensuring that it is solvent, well-run, and meets its charitable objects.

Trustees are elected to serve for a period of three years after which they retire by rotation and can be re-elected. There is no maximum number of Trustees but there is a minimum of three. The Trustees who have served during the year are:

Name	Resigned
Chris Barrett (Chair)	
Venetia Cooper	
Tony Catherall (Treasurer)	
Frederiek Chatfield	17.08.21
David Howarth	13.10.21
Dessa Miller	01.02.22
Sam Merry	
Nicky Talbot	

Advisor to the Board: Frances Westerman	
--	--

The Board of Trustees meets every 12 weeks to review the strategic direction and performance of the charity.

Management of the counselling service is delegated to the Clinical Director, Dr Raffaella Katsanis, who carries responsibility for the day-to-day running of the organisation. All of the charity's paid staff are part-time and include five clinical supervisors, seven counselling assessors, a finance manager, and a small team of part-time office administrators and receptionists. Volunteer counsellors, who are either qualified and working towards their eventual BACP/ UKCP accreditation or are counselling trainees on clinical placement, provide the counselling activity. All counsellors are recruited, selected, monitored and evaluated by the Clinical Director and the team of supervisors.

BCCS monitors its client base for diversity and accessibility as well as its staff recruitment practices. All policies are reviewed on a two-year rotation by the Clinical Director, who ensures they also meet the requirements of the Equality Act 2010. BCCS works actively to avoid any discriminatory practice to ensure equality of opportunity in the recruitment of staff, volunteers, the Board of Trustees, and its service to the public. In striving to implement, monitor and develop its Equality Policy, all new staff are asked to complete an Equality Impact Monitoring form, the completion of which is optional. The information gathered is anonymous and confidential and is used solely for monitoring and evaluation purposes.

The counselling rooms are situated at BCCS's registered office: 121 Masons Hill, although they have been closed for 6 months of the year 2021-2022. BCCS actively seeks to be as widely accessible as possible to the public, and is committed to being proactive in its engagement with clients and staff to ensure that all clients and members of staff who have particular requirements because of their protected characteristic⁴ can access its information, and perform their roles as equally as those who do not share their protected characteristic. The Accessibility Strategy is reviewed annually and is available on request.

FINANCIAL REVIEW

The financial year 2021-22 has seen BCCS start to recover from the global pandemic. Face to face sessions have resumed in the centre where they had been online during Covid pandemic. This has seen an increase in restricted fees by over 15%. The minimum fee charged to new clients has been increased from £16 to £20. We may need to increase this again in the near future to ensure income is at a sustainable level. We have also increased the initial assessment fee.

We received a grant for the Bromley Homeless Shelter of just over £7,000, a grant for the deaf service for £2,800 and nearly £6,500 for the National lottery grant.

With slightly increased profits, BCCS is now going from strength to strength following the pandemic. We are in a better position to build on this and increase recruitment of counsellors which will lead to more clients accessing the service.

A formal copy of the Accounts for 2021-2022 has been sent to all Trustees. The income and Expenditure account has been prepared on the basis that all operations are continuing operations.

⁴ In accordance with The Equality Act 2010

Financial Reserves Policy

The Board of Trustees regularly reviews its reserves requirement, and has decided that between three and six months' operational costs are an appropriate level of reserves. This is to provide enough resources for the fulfilment of employment contracts and leasehold contracts, and to give the counsellors adequate time to structure an ending process with their clients should this become necessary.

Financial Risk Management

The Trustees actively review the major risks that the Charity faces on a regular basis, such as the financial viability of the organisation and the subsequent impact on staff and volunteers due to any lack of confidence and uncertainty about the future. Other risks that are regularly monitored include those that cover the professional reputation of BCCS, such as a loss of confidence due to lengthy waiting lists and client numbers consequently dropping, or the impact on staff's confidence and competence due to the increased complexity in clients who are accepted by us. The Trustees have dealt with these risks by having adequate levels of reserves, taking out appropriate insurances and by setting policies that meet legislative and good practice requirements.

Fundraising

We are grateful to The National Lottery and Flowers for All for significant grants towards our low-cost counselling service, and to all our private donors – who have given generous contributions to help us continue the work of this charity.

We are also grateful to organisations that created a pathway for donations in 2020-21: Amazon Smile, PayPal Giving, The Giving Machine, and JustGiving.

Also our thanks go to those several clients, whom we cannot name because of confidentiality, who ended their therapy in 2021-22 and who made a donation to BCCS after their counselling had ended. All this help has made a significant contribution to BCCS and its work in the local community.

Message from the Chair of Trustees

BCCS has faced yet another year of challenges successfully. The second year of the Covid pandemic saw the continuing uptake of vaccinations amongst clients, counsellors, and office staff, enabling a shift back towards more face-to-face counselling. As with many other organisations, however, we now appreciate that the ability to meet safely and effectively online opens up opportunities.


This year we have seen the departure of our Clinical Director, Carolyn Couchman, and the appointment of her successor, Raffaella Katsanis. Carolyn has been the heart and soul of BCCS for years. She has built the reputation of BCCS for high quality counselling, and carried us through the shock of the first waves of Covid. We are immensely grateful and she will be missed.

Raffaella now has the task of taking BCCS into a new future – there will be bumps in the road, but I am confident she will succeed. The coming year will see the development and implementation of a new strategy to make BCCS sustainable in the long term, so it can continue to provide excellent support at low cost to people suffering with their mental health.

DECLARATION

The Trustees declare that they have approved the Trustees' Report, above.

Signed on behalf of the Charity's Trustees:

Signature	
Full name	CHRISTOPHER BARRETT
Position	CHAIR OF TRUSTEES
Date	23 rd November 2022

BROMLEY COMMUNITY COUNSELLING SERVICE 2021-2022

Incoming Resources	Unrestricted £	Restricted £	Training £
Fees	132,225		
Donations	6,105		
Grants		24,824	
Supervisors Reports	200		
Interest	9		
Sundries	755		
Govt Furlough	6,014		
Other Funding	3,180		
Training fees			158
TOTAL	148,486	24,824	158
Resources Expended			
Staff & Volunteer Costs	102,045	16,386	
Premises	13,544	1,000	
Office Expenses	5,371		
Fundraising	126		
Utilities	2,688	1,000	
Sundries	3,664		
Phone	2,638		
Insurance	1,204	500	
Training Costs			215
Building Work	362		
Office Equipment	1,313		
Office Covid	467		
Subscriptions			
TOTAL	133,423	18,886	215
NET INCOME	15,063	5,938 -	57
B/F	93,535	12,546	1,250
TRANSFERS	6,945 -	6,945	
C/F	115,543	11,539	1,193

**BROMLEY COMMUNITY
COUNSELLING SERVICE 2021-2022**

INCOME	£
Fees	132225
Supervisors reports	200
Donations	6105
Training fees	158
Grants	24824
Interest	9
Sundries	755
Government Furlough	6014
Other funding	3180
TOTAL	173469

EXPENDITURE	
Staff	118431
Premises	14544
Support	19550
TOTAL	152525

b/f from March 2021	107331
c/f to April 2022	128275

BROMLEY COMMUNITY

COUNSELLING SERVICE 2021-2022

Balance Sheet 31/3/22 £

Bank	129,258
Cash in Transit	260
Total	129,518

Trade creditors	1,243
-----------------	-------

NET ASSETS	128,275
-------------------	----------------

FUNDS

Unrestricted	64,543
Restricted	12,732
Reserves	51,000
TOTAL	128,275

INDEPENDENT EXAMINER'S STATEMENT

Bromley Community Counselling Service
(A Company Limited by Guarantee)

We have reviewed the financial statement of Bromley Community Counselling Services on the previous pages for the 12 month period ended 31st March 2022. The financial statements have been prepared under the historical cost convention and the accounting policies set out therein.

Our audit work has been undertaken so that we might state to the Trustees those matters we are required to state to them in an Auditor's Report and for no other purpose. To the fullest extent permitted by Law, we do not accept or assume responsibility to anyone other than the Trustees as a body for our audit work, this report, or for the opinions we have formed.

Respective responsibilities of Trustees and Auditors

As described in the statement of Trustees' responsibilities, the Trustees are responsible for the preparation of the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Accepted Accounting Practice).

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK & Ireland).

We report to you our opinions as to whether the financial statements give a true and fair view and are properly prepared in accordance with the Companies Act 2006. We also report to you if, in our opinion, the Trustees' report is not consistent with the financial statements, if the Company has not kept proper accounting records, if we have not received all the information and explanations we require for our audit, or if information specified by law regarding remunerations and transactions is not disclosed.

Opinion

In our opinion, the Trustees report is consistent with the financial statements and the financial statements give a true and fair view of the state of affairs at 31st March 2022 of the charity and of its surplus for the period ended 31st March 2022, and have properly prepared in accordance with the Companies Act 2006.

T L Huxtable FCCA
11 Stanhope Grove
Beckenham
Kent
BR3 3JB



Date 8th May 2022