

## **Chairpersons Report**

Nov 22 to Nov 23

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Covid. in the period November 22 to November 23 we have organised a total of 2478 counselling

sessions - 75% of which have been face to face. This compares with 1938 sessions for the previous

year - more than a 20% increase and as such a tribute to the hard work of our volunteers

and in particular , the commitment of Liz Rose, our head coordinator. After a false start with a

deputy coordinator , this post is now being very ably filled by Amy Thomas. Welcome Amy.

Historically our wait times have been significantly more than our target of 6 weeks . I am

particularly pleased to note that increasing our volunteer counsellors to 28 and adding in 6 paid

counsellors has brought the wait times down to well below our target . This compares with other

local wait times of over a year. It is currently less than 3 weeks.

These statistics show that LCC is an ambitious organisation that punches well above its weight with

a significant commitment to improvement. As with any organisation there are further

improvements to come, but we are travelling in the right direction.

Providing counselling with our volunteers is our core service , and will remain our priority.

Our revised business model requires an average fee of £25 a session to provide this service , and this is achieved with a range of £20 - £35 according to means . We are confident that this core

service will remain viable if this fee structure is maintained. With private counselling available at

£60 or more and large charities and NHS bodies costed out at well over £100 this represents

remarkable value and indicates the lean efficient nature of our organisation , and meets our

stated vision of providing excellent counselling to those who would not normally be able to afford

it .

A lottery grant in November 22 allowed us to extend our services to those who could not afford

even these low fees but that pot of money is coming to an end , and in order to continue to provide a

service to these folk we need to obtain further grants. Grant applications are in progress.

In this period we have completed the first year of both our Paid Counsellor Project (PCP) and ESPn

projects - the latter being our first foray into a providing counselling for an outside organisation.

These two projects represent the first stages of our ambition to gradually increase the amount of

experience and expertise available in our counselling service as well as supporting our alumni at the

start of their careers.

The PCP project is now 18 months into the planned 3 year introduction. It now employs 7

counsellors and has delivered 594 sessions , within a few % of the planned number at this stage of

the project . A total of 11 counsellors have worked on this project after qualifying , of

whom 3 have now moved on to paid work on the ESPn project. Year 2 of the PCP project should

see us increase our paid work force to 8 with a 3rd year at this level , all supported by a 3 year

grant. This project is more or less breaking even and the challenge is to turn this into a self-

financing part of our organisation by the time the grant ceases in August 2025. Many thanks to Liz

Rose and Chris Orton who are driving this project.

Our small contract to provide counsellors for a local Primary Care Network ( the ESPn project) has

been a great success, and the contract has been renewed for a further year. We now have 3 of our

alumni working on this project, and our vision of supporting our counsellors at the beginning of

their careers has started to be achieved. The small surplus made on this contract has to some extent

ameliorated the losses made in the core service , and ideally we would slowly grow this work with

with further contracts. However, NHS contracts are notoriously fickle and subject to all sorts of

abrupt cancellations so we need to tread very carefully. The ESPn project has been brilliantly taken

forward by Imelda Byrne who is now stepping sideways once more to share the load with Steven

Maidment . His IT expertise should bring a great help with the managerial side of the organisation.

On the trustee side Liam Croucher stepped aside to concentrate on achieving full accreditation - we hope to see him back soon. Meanwhile Chris Orton and Cathy Jones ,

have really begun to apply financial and managerial rigour to the various facets of the

organisation which bodes well for the future. We have also welcomed Anne Hall , who has already

been helpful in applying the wisdom gained in her extensive experience of many facets of the

counselling profession. As eluded to above , we are slowly expanding and would welcome one , or

even two more trustees to add to our knowledge bank.

Looking to the future it is salutary to observe that a similar organisation based in Lymington has

recently folded. Organisations which are dependent on grants or contracts for survival will always

remain vulnerable to forced closure if these grants or contracts are suddenly withdrawn , so our

policy of a self- funding core service should enable survival. If we can continue to obtain grants

we can continue to extend our service to those who cannot pay , without putting the whole service

at risk. Equally , if we can obtain NHS contracts we can carefully grow our charity , but

always with a careful eye on the precarious nature of these contracts so that we don't

become financially too reliant on them. In order not to overwhelm our small team of coordinators

and trustees we probably need to introduce a bit more paid management capability , but again this

needs to be done with care so that the increase in costs inherent in this do not financially

overwhelm our business model . As with the various counselling projects mentioned above, our

approach to this must be cautious and financially prudent progress.

I would like to think that sufficient NHS provision of Mental Health services would one day make

our service redundant . At present this is far from the case so that we should continue to support

those who fall through the NHS net. My thanks to all within the organisation for their hard work to

achieve this . Meanwhile the Trustees confirm that they have followed the Charity Commission's

general guidance on public benefit and that they have conducted the affairs of Life Changes in

accordance with its aim to benefit the public.

# Life Changes Counselling

Company Limited by Guarantee No. 05750613

Registered Charity No. 1114553

Registered Office: Lands End House, Lands End Road, Southampton SO31 8DN

## Accounts for the year to 31st March 2023

Income and Expenditure Account		2022/23	2021/22
Income		£	£
Unrestricted donations	HEMC	1,500	
	Client donations	20,556	16,695
Restricted donations	PCP/HiWCF	8,560	
	Mazars	0	2,000
	ESPN	22,880	31,440
Individual donations	Amazon Smile	29	
	Ed Kennedy	1,054	
	Sponsorship	130	
	Emily's marathon	2,005	
	Hamble River Raid	200	
	CAF	500	2,209
	Lottery Community Grant	4,125	
	Emily Head Shave	500	
	Paypal Giving Fund	30	
<b>Total</b>		<b>62,069</b>	<b>20,904</b>
<b>Expenditure</b>			
Supervision		9,840	8,753
Premises for Core Services		7,200	-
HEMC Counselling		960	-
Sundries		385	-
Co-ordinator		17,827	19,678
Insurance (PI)		1,643	1,511
DBS		18	138
Web site/IT		226	241
Telephony		101	181
Advertising		90	-
Training		975	375
Subscriptions/Registrations		425	275
PCP/HiWCF		4,240	-
ESPN		22,719	-
<b>Total</b>		<b>66,649</b>	<b>31,152</b>
<b>Surplus/Deficit for the year</b>		<b>- 4,580</b>	<b>- 10,248</b>
<b>Balance Sheet</b>		<b>31.03.23</b>	<b>31.03.22</b>
		£	£
Assets	Cash at Lloyds Bank	23,622	20,162
Liabilities	Deferred Revenue HiWCF	- 2,265	-
	Deferred Revenue Lottery	- 5,775	-
		<b>15,582</b>	<b>20,162</b>
<b>Reserves</b>			
Balance at 1 April 2022		20,162	30,410
Surplus/Deficit for the year		- 4,580	- 10,248
		<b>15,582</b>	<b>20,162</b>

The above accounts have been independently examined and found to be in accordance with the books and records of the Life Changes Counselling Charity.

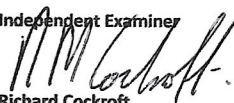
Accounts prepared by



Catherine Jones

Date: 10/7/23

Independent Examiner



Richard Cockcroft

Date: 17/7/23

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