

Registered number: 08287687
Charity number: 1154989



FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Unaudited

Trustees' report and financial statements

For the year ended 31 December 2020



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CHARITY COMMISSION

FAVERSHAM COUNSELLING SERVICE LTD
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FAVERSHAM COUNSELLING SERVICE LTD
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**Reference and administrative details of the company, its Trustees and advisers
for the year ended 31 December 2020**

Trustees	Pim Baxter OBE (resigned 29 March 2021) Sam Jones Phillip King (resigned 17 September 2020) Louise Molton Peter Gingell, Treasurer (appointed 6 April 2020) Satish Mathur, Chair (appointed 29 March 2021) Kate Walker (appointed 29 March 2021)
Company registered number	08287687
Charity registered number	1154989
Registered office	10 Gatefield Lane Faversham Kent ME13 8NX
Independant Examiner	Mrs L A Carrington FCCA Williams Giles Professional Services Ltd Chartered Accountants 12 Conqueror Court Sittingbourne Kent ME10 5BH

FAVERSHAM COUNSELLING SERVICE LTD
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Chairman's statement
for the year ended 31 December 2020

The chairman presents his statement for the year.

I am so pleased to be writing this. Having joined the Board just over two months ago, I see an organisation that is doing a wonderful job helping its clients with great care and professionalism. At a time when our services are much needed, I really hope that we are helping as many as we possibly can in, often, quite difficult circumstances.

This last year has certainly not been easy for anyone. The Covid crisis demanded a significant change in our operating model – moving quickly and effectively to virtual working; greater use of technology and ensuring that all correct procedures were in place to meet regulations in order to safeguard everyone.

The fact that we have done all this is a credit to the management team and all who work for, and with, us. Thank you all so much. This would not have been possible without your agility, planning, active participation, and co-operation.

We are a small charity but we continue to develop new services. For example, through our training programme we nurture and help develop new professional talent. At a time when there is so much demand for counselling services, this is of great help to us and the wider counselling profession. It helps also to build FCS' reputation and credibility.

We are in a good position to expand and broaden our services. However, we intend to do this carefully whilst maintaining, and improving, the quality of all our services.

Last but not least, I am sure you all recognise the valuable input of Pim Baxter who relinquished her Chairman role at the end of March 2021. For over 8 years Pim has done an amazing amount of work in moving FCS forward and become the organisation that it is now. Without her commitment and support FCS would not be what it is today.

Pim has been responsible for appointing our current Managing Director. This has, in turn, resulted in the building of a strong team which has included the appointment of our Clinical Lead and other key staff.

In turn, the team has explored new opportunities and developed services, eg. for NHS referred clients. We work to NHS standards, again a major achievement supported by Pim and the Board. This, of course, requires investment and FCS has made investments successfully under Pim's leadership.

Thank you so much Pim; I have a hard act to follow. We have a strong Board and working together we hope to continue to build on our success to date.



Satish Mathur
Chair, Faversham Counselling Service
Date: 25/08/2021

FAVERSHAM COUNSELLING SERVICE LTD
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Trustees' report
for the year ended 31 December 2020

The Trustees present their annual report together with the financial statements of the company for the year from 1 January 2020 to 31 December 2020. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

This is the report of Faversham Counselling Service (FCS) Trustees and has been prepared to demonstrate to our stakeholder groups the work and the continued development of our services together with how it has performed in the past year.

This includes our key performance indicators and some statistical information and feedback gathered from those who have accessed FCS through the IAPT service, FCS Talking Therapies.

FCS also provides a low-cost service to young people through long-term counselling as well as providing private therapy to individuals and couples, including Eye Movement Desensitisation Reprocessing (EMDR Therapy).

We are also developing our training capacity to help other organisations. We are doing this by increasing our networking and talking to training organisations to ensure we are giving them what they need. We are also expanding our ability to train counsellors. We are putting in a framework to ensure that any person training with us has a clear pathway through to qualifying as a therapist. This will include working within the low-cost part of the organisation to ensure that they have the requisite therapeutic hours. The training and development side of FCS is being increased to reflect the need for more highly qualified therapists for both our NHS work and our non-NHS work.

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Trustees' report (continued)
for the year ended 31 December 2020

FCS VISION, MISSION AND VALUES

FCS' vision is to ensure that those requiring talking therapies can access them at the time of need in Faversham and the surrounding areas.

OUR MISSION

Our mission is to enable ease of access in the provision of NICE-approved talking therapies in Faversham and the surrounding areas.

We aim to:

- Develop FCS to ensure that we are one of Kent's leading charities for counselling and psychological therapies, including accreditation by the BACP
- Provide NICE-approved, evidenced based talking therapies.
- Develop our student counsellors to enable long term therapy at a low cost for those that require it.

OUR VALUES

Our work is guided and informed by our commitment to:

- Working with those that come to us for therapy
- Listening to our clients by continuously working with client feedback, enabling voices to be heard
- Striving towards true inclusiveness
- Working in partnership, so that we can support our clients fully
- Ensuring everyone has access to high quality talking therapies

REALISING OUR VISION

Our strategic goals are:

1. Excellence in Service
2. Excellence in psychological therapy
3. Excellence in client recovery
4. Removing stigma
5. Data Collection

Objectives and activities

a. Objectives and Activities

Faversham Counselling Service's charitable objects are to prevent and relieve sickness and distress through the provision of professional counselling and to advance education and training for counsellors with a view to raising the standards of counselling for the benefit of the community.

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Trustees' report (continued)
for the year ended 31 December 2020

Objectives and activities (continued)

b. Public Benefit

FCS works with the NHS providing free Improving Access to Psychological Therapies ("IAPT") to all those living within Swale and surrounding areas. We also hold a contract with the University Medical Centre to provide the same NHS IAPT service to all those living within Canterbury and surrounding areas.

For those working within an IAPT setting CPD has been undertaken in subject areas such as the use of not just ADSM s (Anxiety Disorder Specific Measures) and other minimum data set (MDS) information. Our therapists can also access training from Health Education England if they work within the IAPT part of the organisation.

We also advance the education and training of counsellors through our low-cost counselling service, which enables student counsellors to gain the required therapeutic hours to qualify. This programme allows the students to have comprehensive practical training whilst the students are also trained to understand patient management programmes. FCS has also updated its CPD programme to widen what is available in terms of subject matter for both the IAPT therapists as well as those who work in other parts of the organisation.

In addition, we offer a bursary scheme for self-referred clients aged 16 to 18 living within Faversham and the surrounding areas. When FCS became a charity it was felt there was a need for a free service for young people aged between 16 and 18. This service still exists but with the advent of the Children's and Young Peoples IAPT the need is reducing. There is also private and low-cost therapies sessions to non-NHS referred clients, called FCS Faversham Community Counselling.

c. Organisational Structure and Decision Making

The Board meets bi-monthly. The Chair and the Managing Director ensure that they have regular contact, to ensure the integrity of the relationship between the Trustee body and the operational body of the charity. The Chair and the Trustees also meet with the Managing Director and the Lead for Clinical Services on an informal basis as and when required between the bi-monthly meetings.

This report is available in paper copy or published in full on our websites at:
www.favershamcounsellingservice.co.uk or www.fcstalkingtherapies.org.

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Trustees' report (continued)
for the year ended 31 December 2020

Objectives and activities (continued)

d. Brief Outline Of Area And Work

FCS started 29 years ago as a small charity based in Faversham. In that time, it has grown and, although we remain within Faversham, the catchment area for our work is Kent.

IAPT work undertaken by FCS Talking Therapies includes holding contracts with the NHS via Swale CCG, and, under sub-contract to the University Medical Centre for Canterbury and Coastal and other parts of the East Kent CCG.

IAPT constitutes much of our work. We gather information from our service user's feedback, as well as feedback from our various stakeholder groups, on a continuous basis. It is important to us that what we provide is a good reflection of the needs of our service users and that we are fulfilling our obligations to our wider stakeholder group.

Our IAPT work now more closely reflects the IAPT Handbook and includes our development, this year of the training of both High Intensity Therapists (HIT) and Psychological Wellbeing Practitioners (PWP)

FCS is also an accredited British Association of Counsellors and Psychotherapy (BACP) service we feel confident in the standards we have set ourselves and strive to improve upon by continuously expanding our experience and knowledge. During 2020 we were once again successful in maintaining our accreditation with BACP.

Within the accredited part of the service, we continue to expand our other work this includes private clients who pay the full cost of counselling. This could mean that there is no limit on the number of sessions someone can have with their therapist. FCS has also introduced a low-cost counselling service, which comes under the brand of Faversham Community Counselling (FCC). This operates using volunteer therapists who are in their final year of training.

We advance the education and training of counsellors through both our student counsellors training programme as well as our CPD programme ensuring a very high standard of therapeutic counsellors working for and within the community covered by FCS.

e. Those Who Work With FCS Talking Therapies

FCS has fully trained therapists working under the BACP Service Accreditation Scheme and its Ethical Guidelines for Good Working Practice. As well as BABCP, UKCP and other recognised accreditation bodies.

As an ethical organisation FCS is committed to continuing professional development for all those that work with us and for all those that work for FCS.

f. The Counselling Team for Faversham Community Counselling

Craig Abex – Service Lead

4 Private Therapists – Self-employed

8 Volunteers – Training Therapists

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Trustees' report (continued)
for the year ended 31 December 2020

Objectives and activities (continued)

g. Trustees

Our Trustees give of their time freely and we are very appreciative of their support for the service.

- Pim Baxter OBE was Deputy Director at the National Portrait Gallery, St Martin's Place, London until the end of October 2019. Pim is also a Lay Canon at St. Paul's Cathedral, London and a Governor of MidKent College. Pim served FCS since its incorporation and has been a great inspiration as Chair over the years but she decided to resign as a Trustee, effect from 29 March 2021, to pursue other activities.
- Peter Gingell is a qualified accountant with a long career in senior executive roles in small to large organisations. Currently he is a Trustee at Kent Union and at Avante Care & Support; for both these charitable companies he is also on their Finance and Resources Committee.
- Sam Jones has worked for both the NHS and the third sector. She has been a director for two CCGs in London commissioning mental health services.
- Louise Molton is the Director of Education at the Imperial Society of Teachers of Dancing (ISTD). The ISTD is an Educational Charity as well as a leading examination board in London. Louise has worked within education for 25 years having been a teacher and leader within the state and private sector.
- Philip King has 20 years' experience of fundraising, marketing and communications within the not-for-profit sector. He resigned as a Trustee on 17 September 2020.
- Kate Walker has over 28 years' experience in an extensive range of senior level HR posts, the majority of these being within the charity or not for profit sector. As a Trustee for FCS she believes she can add value by making sure that the workforce is engaged in the overall aims of the charity and equipped to deliver an excellent level of service.
- Satish Mathur is an experienced business advisor and Non-Executive Director who has held a number of management positions in industry and in the public sector, in addition to setting up and running his own businesses. Having worked with healthcare organisations in executive, consultancy, and NED roles, Satish has a sound understanding of, and empathy with, the healthcare sector. He hopes to work with colleagues and other stakeholders to apply his experience at FCS – to help it successfully grow its professional services and continue to deliver quality outcomes for its clients.

h. The Therapy Team for FCS Talking Therapies

Jackie Middleton – Clinical Lead and High Intensity Therapist (HIT)

Information Governance

1 Qualified HIT

1 Trainee Dynamic Interpersonal Therapist

1 Psychological Counsellor

4 Trainee HITs

1 Qualified PWP

3 Trainee PWPs

9 Counsellors (self-employed)

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Trustees' report (continued)
for the year ended 31 December 2020

a. What Has Been Happening During This Year

Achievements

FCS Talking Therapies IAPT (FCSTT)

We continue to undertake a contract with Swale CCG, and we have a long-term partnership with UMC to provide IAPT services in Canterbury and Coastal CCG. FCSTT has been successful in providing a fully compliant IAPT talking therapy service over this past, very difficult year.

Due to the Covid-19 Pandemic our referrals, in line with the whole of Kent and Medway IAPT services, underwent an initial dip but have now picked up again, especially since the beginning of January 2021, and are reflecting a more complex case load.

We now deliver several diverse but NICE approved evidence-based treatments for all anxiety disorders and depression. This means that we have a wider range of modalities within the service offering various treatments to meet client needs. These modalities include PWP, HIT CBT, Counselling for Depression, Eye Movement Desensitisation Reprocessing Therapy (EMDR), Dynamic Interpersonal Therapy (DIT) and Couples Therapy.

We have consistently met our KPIs both external – those set by the contract with the CCGs - and the internal KPIs that we set to ensure standards within the organisation.

One external KPI we measure is our recovery rate and the average for 2020 was 59.6% The KPI target is to be more than 50%.

To ensure that we achieve continuous improvement in outcomes for our clients we utilise the data that we collect for NHS England and the CCGs to improve the service we provide to our clients and stakeholders. By collecting meaningful data, on outcomes and other measures, we can see where we may be operating below our own minimum standards and through this, work towards continuous improvement.

We are working with our first cohort of IAPT compliant High Intensity Cognitive Behavioural Therapists (CBT HIT) Trainees at Canterbury Christchurch University Salomons campus, and Advance Practice Psychological Wellbeing Practitioners (PWP) Trainees at Surrey University.

We now have 86.5% employed staff and 13.5% self-employed staff. This reflects our compliance with the IAPT Handbook.

Due to the Covid-19 Pandemic and operating within Government Guidelines, we have been operating remotely using the Zoom platform for our clients. This has proved to have been successful for both staff and clients alike. We have regularly asked staff and clients about their experience of using this platform and the results have been positive.

Indicative of National IAPT Services, we have made the decision to review our model of service delivery. Evidence currently indicates that we should retain a certain element of our work remotely and go back to some in person work with our clients.

All Clinical Staff have taken part in Long Covid webinars and have continued access to these through the future collaborative platform within IAPT.

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Trustees' report (continued)
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(continued)

Fully trained IAPT staff have also taken part in IAPT Top Up Webinar Training in adjustments to treatment protocols and delivery for clients working online and on remote platforms.

We have issued all staff with guidance around looking after their wellbeing whilst working remotely. We hold weekly mindfulness sessions for all staff working remotely. This has proved to be popular with most regularly attending these sessions.

BABCP and BACP have delivered webinars for staff about how to expect remote sessions to work. We have updated our Treatment Agreement on our website to reflect changes and client expectations of the service.

The service has a fully utilised IAPTus Patient Management System for all its clinical work. This means that all patient registrations, clinical work, records, and reports are fully computerised and accessed through a cloud-based portal. This system fully meets the NHS Clinical and Information Governance requirements and assures full client confidentiality. All clients can go through our Step 2 'Be Mindful Programme' of online mindfulness as a first intervention within the service if they so choose.

We have updated our website and continue to add and improve the material to ensure that it is both compliant with our NHS contract, user-friendly and accessible for all those using the site. The website features all the aspects of our IAPT. The site has all the information and links required by the NHS, much of which is on the 'Links Page'.

We have a Service User Group to enable the voices of service users to contribute towards organisational development. Our leaflets and other information are updated regularly with input from service users and other stakeholders.

Our Clinical Lead is playing a key role (within IAPT) in setting up the IAPT joint venture with Kent and Medway Primary Trust (KMPT) in the acute hospitals staff wellbeing hub. Kent and Medway Acute ward staff will be able to refer into the hub and IAPT or KMPT take the appropriate clients through Manager and Occupational Health referral routes. We are also working collaboratively with other K&M IAPT Services to deliver on mutually agreed areas of growth, processes and IAPT planning and workforce.

FCC - Faversham Community Counselling

The year 2020 saw a lot of change and development at Faversham Community Counselling (FCC). As a service, we have better integrated our patient management system (Pragmatic Tracker) to ensure all data that was put into the system was standardised. This in turn has informed the formulation of new KPIs, which will support senior leadership to analyse service data in the future and better able to ensure that the service will reflect the needs of our clients.

FCC was also successful in expanding its workforce, doubling our number of clinical volunteers. Like many organisations, there were initial challenges in transitioning the service to remote working – due to the COVID-19 crisis. However, because of the continued hard work from all staff, FCC was able to establish itself very quickly as a counselling service that could offer telephone and video therapy to a diverse population. As we go forward, we will continue to provide remote services in addition to person-to-person options. Moreover, the growth of FCC's trainee clinicians led to a natural increase in revenue due to more clients receiving treatment. FCC also increased its private therapists to ensure that we have a broader offer of treatments for our private work.

The foundations of a CPD programme were established, one that is specifically catered towards trainees. However, therapists at all levels can attend. Alongside this, FCC has provided - and is still providing - successful peer groups.

Finally, another significant development requires all trainee clinicians to participate in regular case management meetings with their Service Lead, ensuring all therapists practice ethically, caseloads are reviewed, and clinical risks assessed.

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Trustees' report (continued)
for the year ended 31 December 2020

(continued)

b. Staff Training

We continue to review the training needs of those that work for FCS. As training is an integral part of our work as a charity, we are looking to take this development further. To this end we are completely reviewing our CPD package, in both the quality and the content of the training. To empower our existing therapists and widening this offer to those working outside our organisation.

During this year we have started to examine how we could become a training organisation not only for those already qualified but also those who may be interested in training to become a counsellor and are not sure of the correct pathway.

In terms of our work with the NHS we are now able to access more of NHS England and Health Education England for IAPT specific training modules. This will ensure that we are IAPT compliant for the NHS area of work. It also allows us to open a clear pathway for those wanting to work within IAPT who are accredited counsellors but will still need the requisite modality training.

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Trustees' report (continued)
for the year ended 31 December 2020

(continued)

c. Who uses the service?

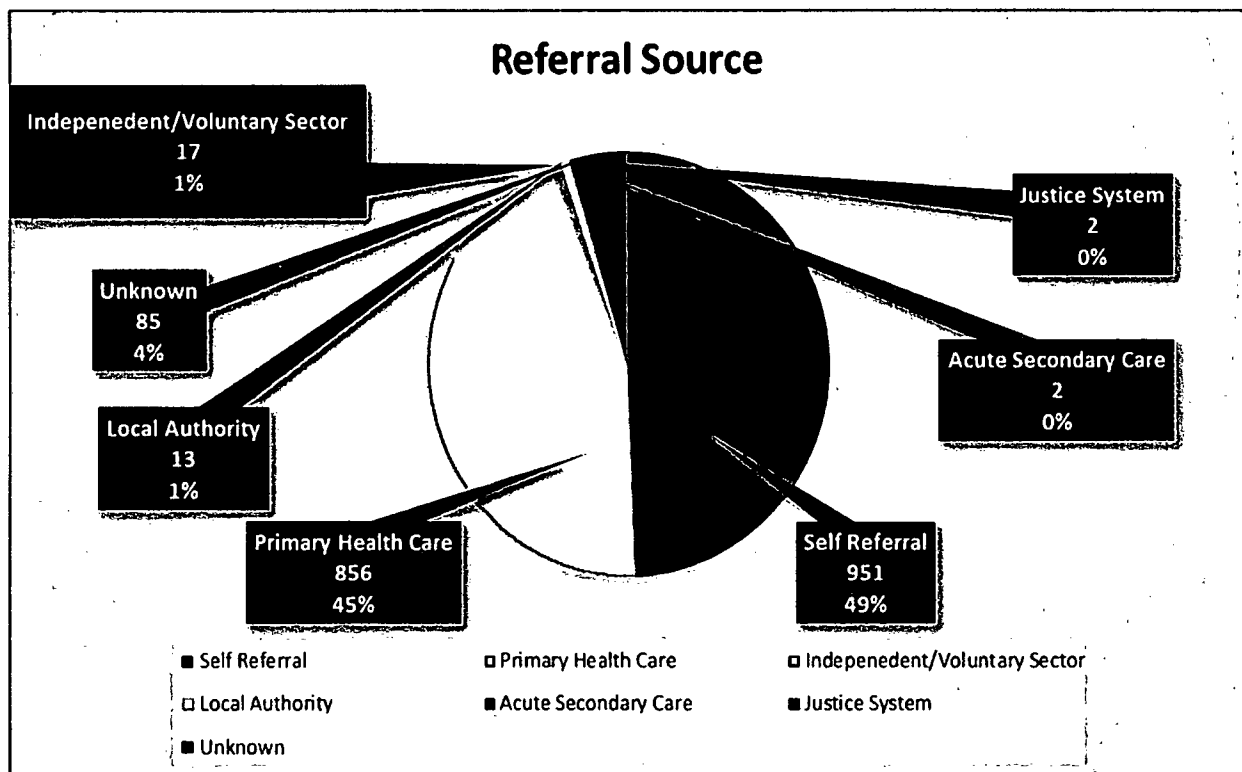
Despite COVID-19 and the impact that it has had on society, the statistics below reflect positively for FCSTT and our service users. Our achievement comes even with reduced referral numbers.

IAPT Referrals Received in 2020

1,926

Referral Source

49% of clients are self-referral.
45% of clients are Primary Health Care (GP) referral
6% Other



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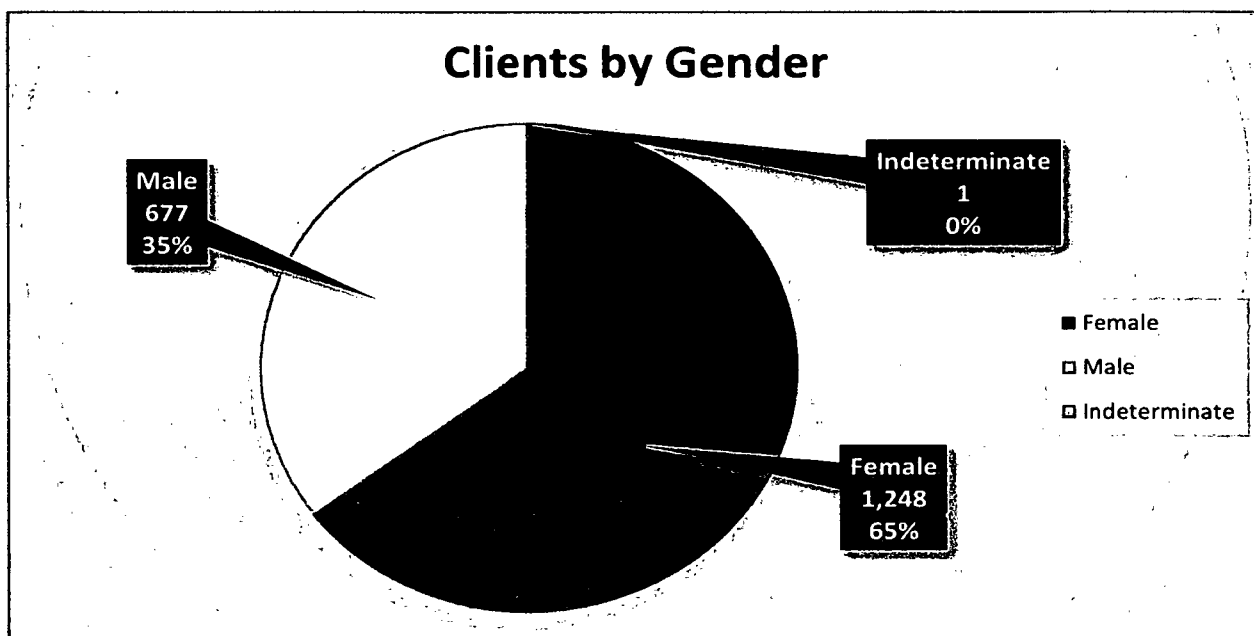
Trustees' report (continued)
for the year ended 31 December 2020

(continued)

Clients by Gender

The gender balance remains consistent and in line with National trends.

65% Female
35% Male
0% Indeterminate



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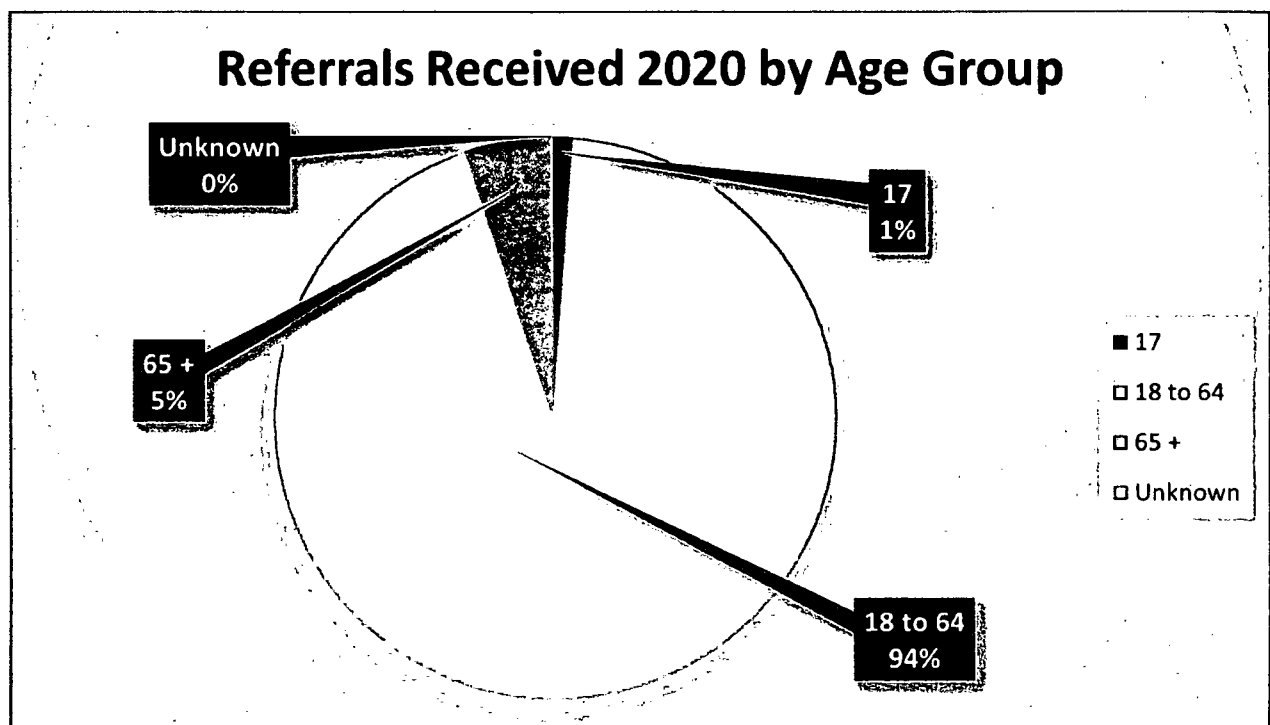
Trustees' report (continued)
for the year ended 31 December 2020

(continued)

Age of Clients referring to the service

This remains consistent with previous years and is in line with National data.

17	1.2%
18 to 64	93.7%
65 and over	5.1%
Unknown	0%



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Trustees' report (continued)
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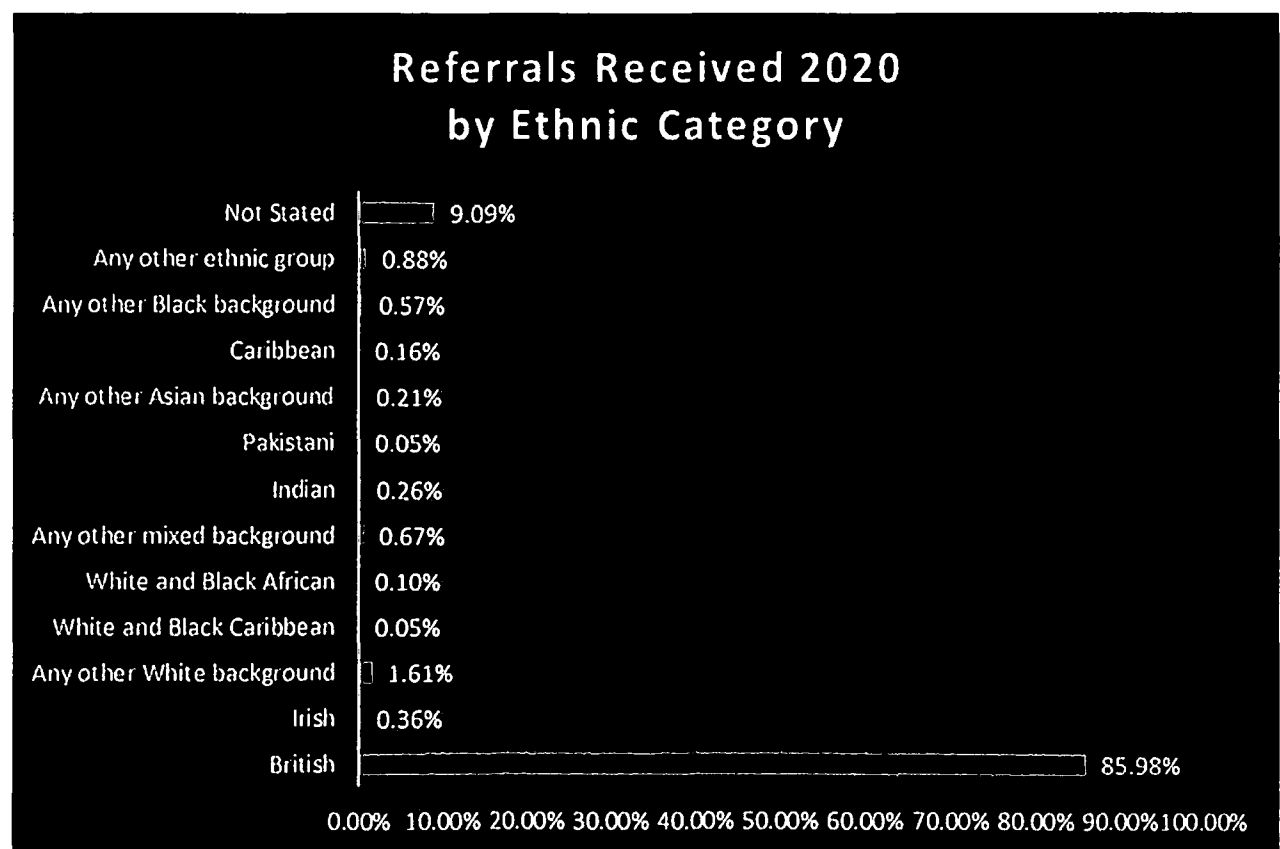
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Ethnicity

The statistics below are consistent with previous years and is in line with National data.

British	85.98%
Irish	0.36%
Any other White background	1.61%
White and Black Caribbean	0.05%
White and Black African	0.10%
Any other mixed background	0.67%
Indian	0.26%
Pakistani	0.05%
Any other Asian background	0.21%
Caribbean	0.16%
Any other Black background	0.57%
Any other ethnic group	0.88%
Not known	9.09%

Whilst we would prefer people to let us know their ethnicity for statistical purposes, they can opt out of giving this information.



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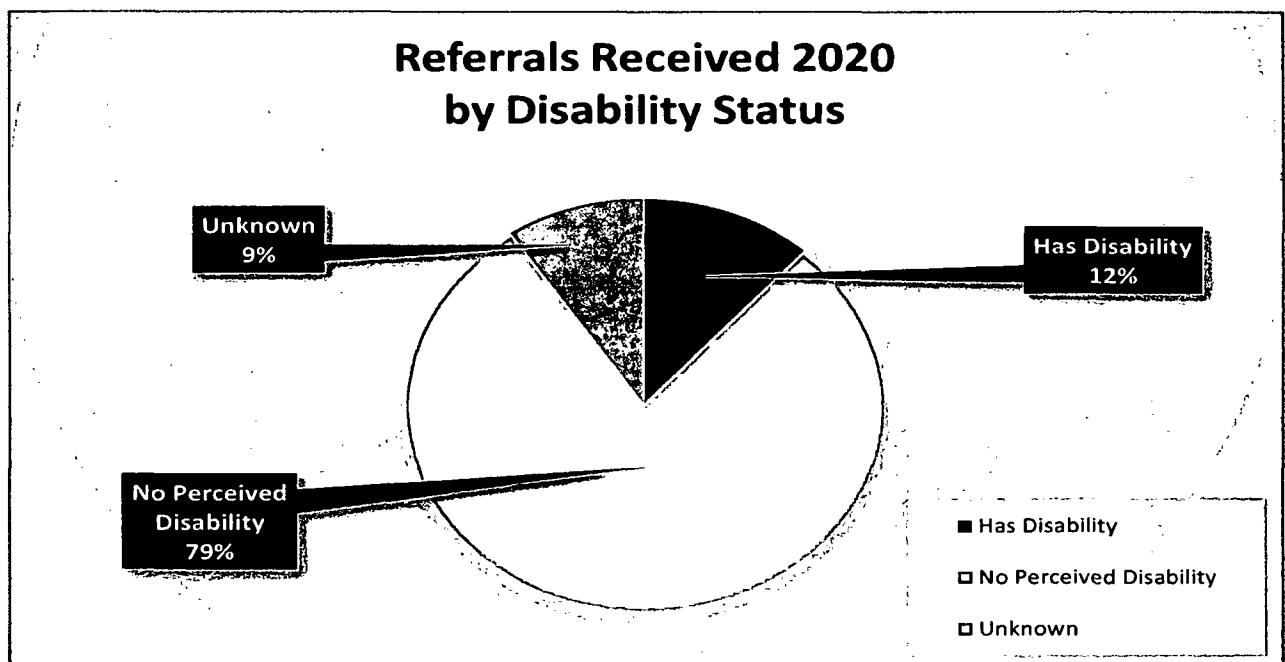
Trustees' report (continued)
for the year ended 31 December 2020

(continued)

Disability

The statistics below are consistent with previous years and is in line with National data.

Has Disability	11.67%
No Perceived Disability	79.23%
Unknown	9.10%



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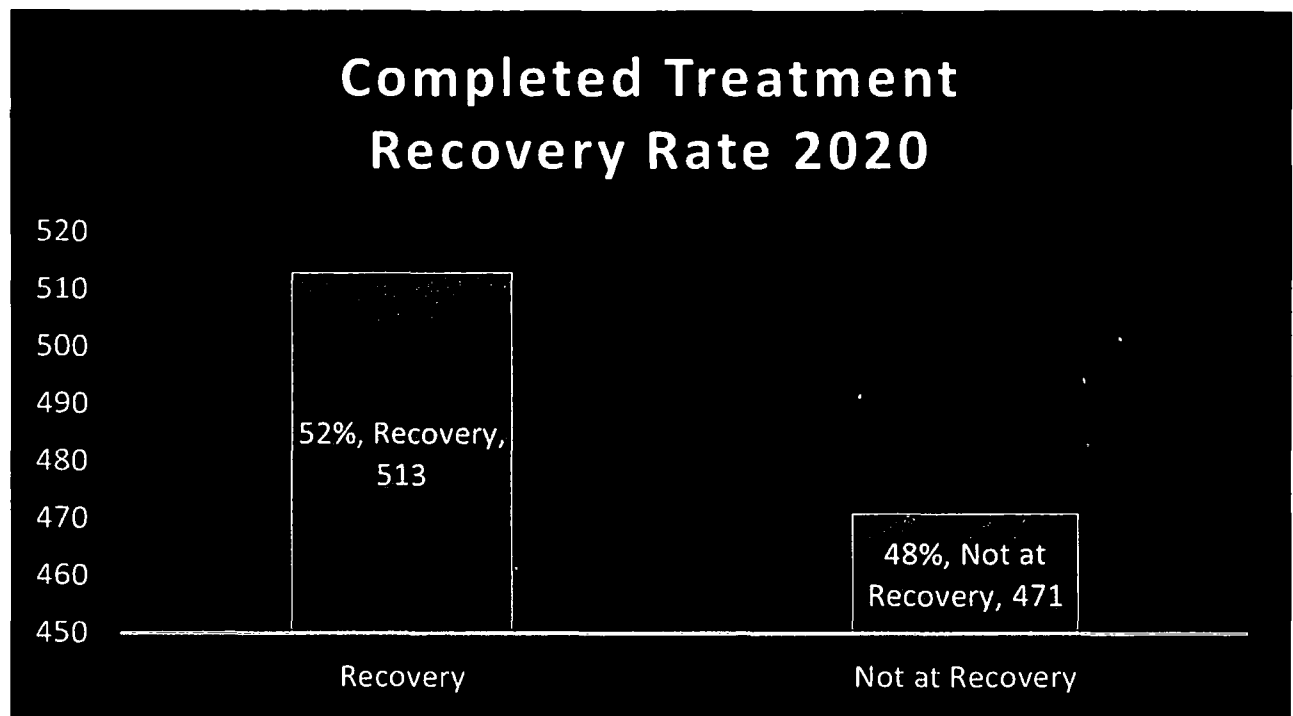
Trustees' report (continued)
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(continued)

Recovery Rates

The National target for Recovery is 50%. The statistics below are consistent with previous years and is above the national target.

52% At Recovery
48% No Recovery



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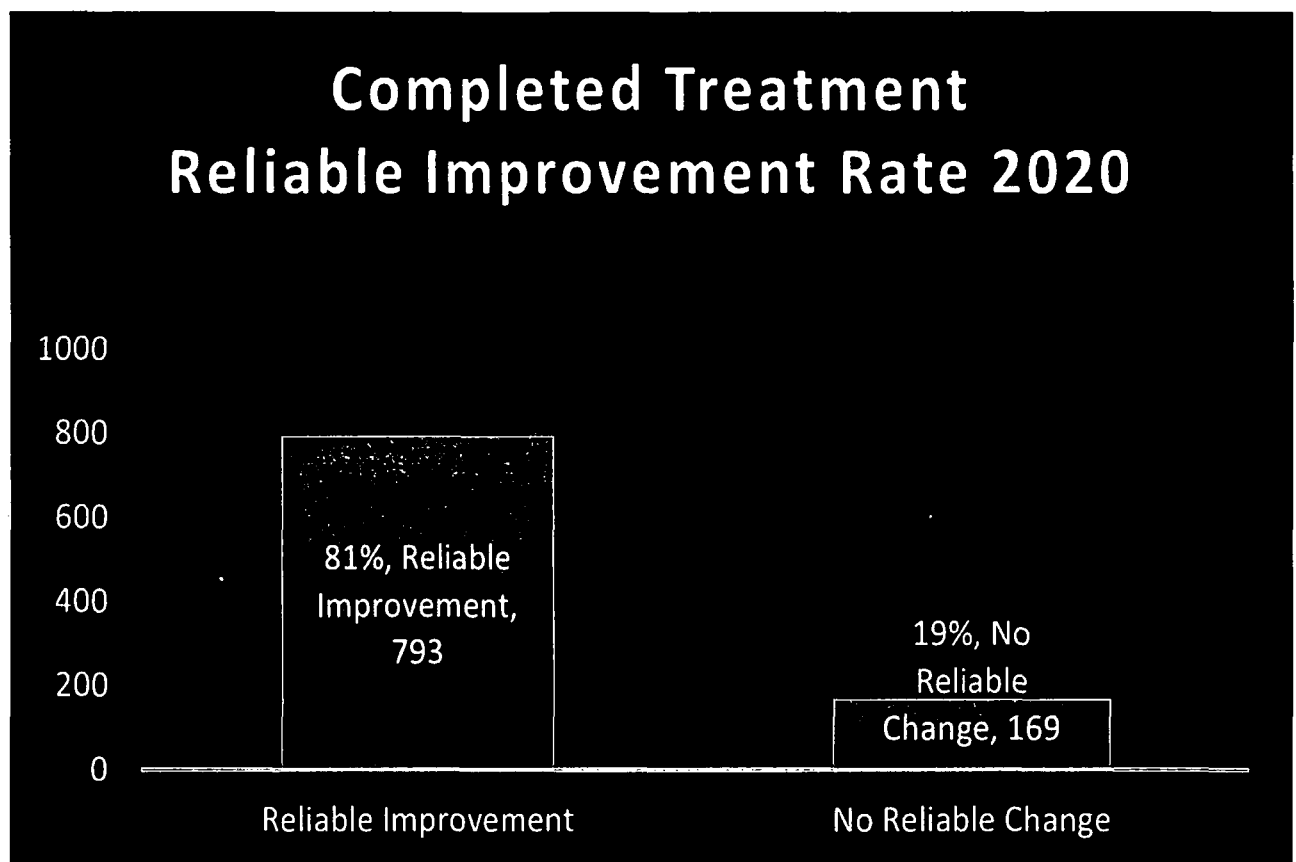
Trustees' report (continued)
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(continued)

Improvement Rates (Including those at Recovery)

The National target for Reliable Improvement is 75%. The statistics below are consistent with previous years and is well above the national target.

81% Reliable Improvement
19% No Reliable Improvement



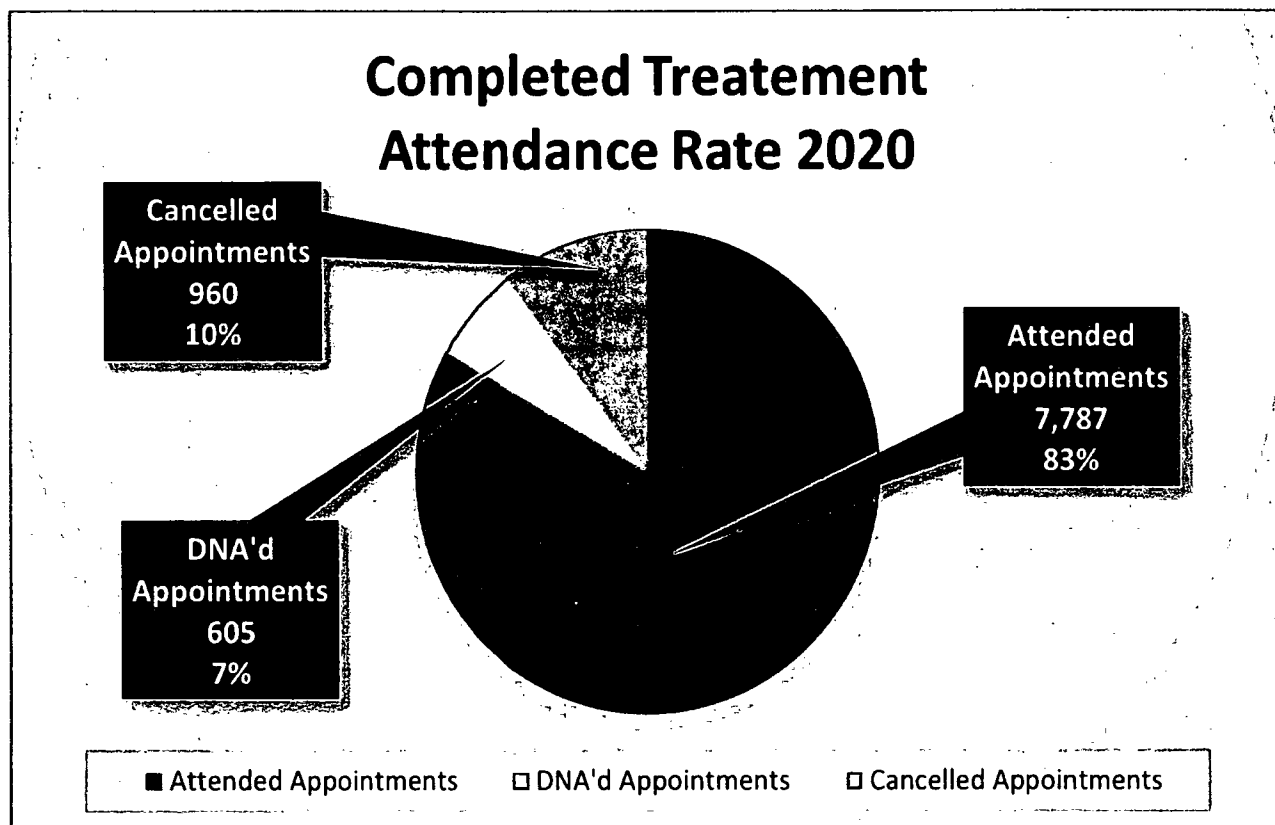
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Trustees' report (continued)
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(continued)

Attendance Rates

9,352 Offered Appointments
7,787 (83%) Attended Appointments
605 (7%) DNA (Did Not Attend) appointments
960 (10%) Cancelled Appointments



Assessment Rates 2020

1,365 Assessments completed

27.7% of those assessed, took no further action

15.0% of clients who receive an assessment were discharged as either not suitable for IAPT or referred on to another service

27.7% did not attend an assessment and were therefore discharged from our service.

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Trustees' report (continued)
for the year ended 31 December 2020

(continued)

d. Why Do People Come For Counselling

The most common reasons patients access FCS include common mental health issues such as depression and anxiety. However, we also see many referrals from patients who have many other diagnosed mental health disorders, for example, patients with Post Traumatic Stress Disorder, Borderline Personality Disorder and Bipolar Disorder.

FCS works across a wide range of issues, including:

- Phobias
- Self-harm
- Bereavement
- Relationship counselling
- Anxiety
- Depression
- Poor self esteem
- Obsessive-compulsive Disorder
- Trauma

Below is the provisional diagnosis information recorded for patients that referred into the service between January and December 2020. This is not those who have entered treatment.

Problem Descriptor 01.01.2020 - 31.12.2020	Count	%
Depressive episode	499	25.92%
Generalized anxiety disorder	377	19.57%
Recurrent depressive disorder	101	5.24%
Post-traumatic stress disorder	65	3.37%
Mixed anxiety and depressive disorder	39	2.02%
Social phobias	30	1.56%
Obsessive-compulsive disorder	23	1.19%
Mental disorder, not otherwise specified	22	1.14%
Disappearance and death of family member	19	0.99%
Specific (isolated) phobias	14	0.73%
Panic disorder [episodic paroxysmal anxiety]	13	0.67%
Agoraphobia	9	0.47%
Bipolar affective disorder	4	0.21%
Eating disorders	1	0.05%
Stress related	56	2.91%
Somatoform related	24	1.25%
All Relationship related issues	20	1.04%
Other	1	0.05%
No code provided	609	31.62%

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Trustees' report (continued)
for the year ended 31 December 2020

(continued)

e. FEEDBACK RESPONSES

It has been difficult, uncomfortable, sometimes distressing, but nonetheless extremely valuable to me.

Nervous originally about coming to speak to someone but after first appointment already felt less anxious + clearer mind. All my sessions since have helped me out on situation and given me advice on how I can deal with these in day to day life rather than allowing it to build up like before.

I was interested that what I learned showed me that venting on the past was not helpful to me. I enjoyed learning the techniques.

The service has given me the chance to take back control of my life and made me feel like I am in control of my destiny not my mental health

Helped me to understand that not everything that happens to me is my fault and that I don't have to hurt myself to fix it. Felt safe to open up.

I have become a more confident person I'm able to go out meet new people without worrying.

I thought I'd only get help with grandad's passing but I feel so much better as a person.

the methods shown on how to manage my mind/thoughts were amazing. They helped me in many stressful situations and daily problems of life. I practice the methods daily and am a lot more positive in my thinking and understand how the brain works. I am now anxious but realistic.

When I self-referred I could not have managed to do anything in terms of seeking or selecting help beyond getting myself to my GP and calling a number she gave me.

I just knew I needed some help, but knew also that talking about myself was difficult, uncomfortable, often distressing for me.

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Trustees' report (continued)
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(continued)

I feel I fell on my feet.
My Counsellor has
been brilliantly patient,
kind and sensitive.

Taught me to be kinder
to myself which has led
to me being less angry
and more positive.

Helped me manage
anxiety in the moment,
when having panic
attacks. Listened and
didn't judge me.

I feel the four weeks were
too short but that we
made good progress in
the time.

This was the first time I felt I was
listened to. Previous experience was
about uni, work and my sexuality
rather than what was going on for
me day to day. I was able to trust
and share by feelings.

Very good,
understanding
and cannot
fault.

Overall I feel so
much better in
myself. I know
now that it's okay
to have 'me' time
and not feel
guilty. My
Counsellor has
listened and
advised me
during my
sessions. I feel
calmer and less
angry. Many
thanks.

I have had such a wonderful
journey with my therapist... She
has shared all of my sorrows and
joys and always fully understood
how I have felt. I will be eternally
grateful for her kind words in
making me understand all that I
have been through. I know in the
end after taking lots of small steps
I will find my way... thank you so
very much.

Really great service,
therapist always available,
valuable advice given, easy
to understand, Would
definitely recommend. Thank
you for a great service.

I found the therapy
sessions most
satisfactory and gave
much to think about
and work within myself.

I feel that this style of counselling has
definitely suited me and I have been
able to address issues that have
troubled me for years. I am confident
that should I feel the need for help
again that this service is perfect for
me.

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Trustees' report (continued)
for the year ended 31 December 2020

Financial review

a. Going concern

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

Covid-19 has had a major effect on FCS, as for most people and organisations, in both organisational and financial terms. FCS has not been able to meet our clients on a face-to-face situation since March 2020 and has had to adapt to continue our important services. We have been meeting clients via electronic meeting platforms, like Zoom, so that we could continue to help our clients. However, we have not been able to meet as many clients in 2020 as we wanted and expected to. However, we were able to reduce a number of areas of expenditure, for example rent, to contain the financial affects. Additionally, we are very thankful for the support provided by our NHS customers.

b. Reserves policy

The Charity Commission require all charities to determine a Reserves Policy which should be appropriate to its own circumstances. This should be reviewed on a regular basis.

FCS's policy is to maintain three months of operating costs in general reserves, for the year ended 31 December 2020 this would equate to approximately £117,000. As at 31 December 2020 the charity's general reserves were £284,213.

c. Review of the year

During the year to 31 December 2020 FCS had a total income of £824,669 (2019: £650,468) while expenditure was £721,962 (2019: £606,103). This resulted in a surplus for the year of £102,707 (2019: £40,791).

This result was particularly encouraging given the global impact of Covid-19. FCS has been fortunate that, as the number of clients helped during the year increased which is the main factor in the increase in total income, that its cost base included rented accommodation which could not be used during lockdowns and other local Covid-19 restrictions.

This situation is not likely to continue after our therapists start to return to our offices.

Counsellor costs were £214,702 in 2020, compared to £295,975 in 2019. This reduction was mainly the result of employing more Therapists and thus not requiring as many, mainly self-employed, Counsellors. This strategic change, together with the increased number of clients helped in the year, led to Staff costs increasing from £150,749 in 2019 to £348,356 in 2020.

As in previous years, no Trustee received any remuneration or other benefits nor were any Trustee expenses incurred.

This overall position has put FCS in a good position for entering 2021.

The Trustees also have to consider the following two aspects in order to expect that FCS can continue on sound financial footing for the foreseeable future.

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Trustees' report (continued)
for the year ended 31 December 2020

Structure, governance and management

a. Constitution

The company is registered as a charitable company limited by guarantee and is a registered charity number 1154989.

b. Methods of appointment or election of Trustees

The management of the company is the responsibility of the Trustees who are elected and co-opted under the terms of the Trust deed.

c. Organisational structure and decision-making policies

The Board meets bimonthly. The Chair and the Managing Director ensure that they talk on a regular basis. The Chair and the Trustees meet with the Managing Director and the Lead for Clinical Services more frequently on an informal basis as and when required.

This report has been prepared to clearly demonstrate to our stakeholder groups the work and development of the service, how it has performed in the past year, including its key performance indicators and, importantly, to allow users and other stakeholders to view some statistical information and feedback gathered from those who have accessed Faversham Counselling Service through the IAPT service, FCS Talking Therapies, either as an individual, or as a couple and those who have utilised the bursary or low cost counselling client opportunities.

This report is available in paper copy or published in full on our website at:
www.favershamcounsellingservice.co.uk or www.fcstalkingtherapies.org.

Approved by order of the members of the board of Trustees on 25/08/21 and signed on their behalf by:



Satish Mathur
Chair of Trustees



Peter Gingell
Treasurer

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Statement of Trustees' responsibilities
for the year ended 31 December 2020

The Trustees (who are also the directors of the company for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year. Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

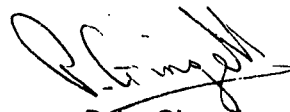
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on
25/08/21 and signed on its behalf by:



Satish Mathur
Chair of Trustees



Peter Gingell
Treasurer

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Independent examiner's report
for the year ended 31 December 2020**

Independent examiner's report to the Trustees of Faversham Counselling Service Ltd ('the company')

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 December 2020.

Responsibilities and basis of report

As the Trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the company's accounts carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ACCA, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act 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; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

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.

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

Signed:



Dated: 26/08/2021

Mrs L A Carrington

FCCA

Williams Giles Professional Services Ltd
12 Conqueror Court
Sittingbourne
Kent
ME10 5BH

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Statement of financial activities (incorporating income and expenditure account)
for the year ended 31 December 2020

	Note	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Income from:				
Charitable activities	2	822,763	822,763	647,197
Investments	3	1,906	1,906	2,586
Other income	4	-	-	685
		<u>824,669</u>	<u>824,669</u>	<u>650,468</u>
Total income				
Expenditure on:				
Charitable activities	5	721,962	721,962	609,677
		<u>721,962</u>	<u>721,962</u>	<u>609,677</u>
Total expenditure				
		<u>102,707</u>	<u>102,707</u>	<u>40,791</u>
Net movement in funds				
Reconciliation of funds:				
Total funds brought forward		181,506	181,506	140,715
Net movement in funds		102,707	102,707	40,791
		<u>284,213</u>	<u>284,213</u>	<u>181,506</u>
Total funds carried forward				

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 29 to 39 form part of these financial statements.

FAVERSHAM COUNSELLING SERVICE LTD

(A company limited by guarantee)

Registered number: 08287687

**Balance sheet
as at 31 December 2020**

	Note	2020 £	2019 £
Fixed assets			
Tangible assets	11	8,434	2,261
		<u>8,434</u>	<u>2,261</u>
Current assets			
Debtors	12	100,714	57,098
Cash at bank and in hand		235,883	159,157
		<u>336,597</u>	<u>216,255</u>
Creditors: amounts falling due within one year	13	(60,818)	(37,010)
Net current assets		<u>275,779</u>	<u>179,245</u>
Total assets less current liabilities		<u>284,213</u>	<u>181,506</u>
Total net assets		<u>284,213</u>	<u>181,506</u>
Charity funds			
Unrestricted funds	14	284,213	181,506
Total funds		<u>284,213</u>	<u>181,506</u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 25/08/21 and signed on their behalf by:


Satish Mathur
Chair of Trustees


Peter Gingell
Treasurer

The notes on pages 29 to 39 form part of these financial statements.

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Statement of cash flows
for the year ended 31 December 2020

	2020 £	2019 £
Cash flows from operating activities		
Net cash used in operating activities	86,715	53,663
	<hr/>	<hr/>
Cash flows from investing activities		
Purchase of tangible fixed assets	(9,989)	(594)
	<hr/>	<hr/>
Net cash used in investing activities	(9,989)	(594)
	<hr/>	<hr/>
Cash flows from financing activities		
Change in cash and cash equivalents in the year	76,726	53,069
Cash and cash equivalents at the beginning of the year	159,157	106,088
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	235,883	159,157
	<hr/> <hr/>	<hr/> <hr/>

The notes on pages 29 to 39 form part of these financial statements

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Notes to the financial statements
for the year ended 31 December 2020

1. Accounting policies

1.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Faversham Counselling Service Ltd meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

1.2 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

NHS Contract Income is recognised when the charity is able to charge for the services provided under their contracts and as recognised by the IPAT system.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

1.3 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

Charitable activities and Governance costs are costs incurred on the company's operations, including support costs and costs relating to the governance of the company apportioned to charitable activities.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

Notes to the financial statements
for the year ended 31 December 2020

1. Accounting policies (continued)

1.5 Tangible fixed assets and depreciation

A review for impairment of a fixed asset is carried out if events or changes in circumstances indicate that the carrying value of any fixed asset may not be recoverable. Shortfalls between the carrying value of fixed assets and their recoverable amounts are recognised as impairments. Impairment losses are recognised in the Statement of financial activities incorporating income and expenditure account.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Fixtures and fittings	-	25% Reducing Balance
Computer equipment	-	33% Straight Line

1.6 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.7 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1.8 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

1.9 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

1.10 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

1. Accounting policies (continued)

1.11 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Investment income, gains and losses are allocated to the appropriate fund.

2. Income from charitable activities

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Counselling services	822,763	822,763	647,197
	<u>822,763</u>	<u>822,763</u>	
Total 2019	<u>647,197</u>	<u>647,197</u>	

3. Investment income

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Investment income	1,906	1,906	2,586
	<u>1,906</u>	<u>1,906</u>	
Total 2019	<u>2,586</u>	<u>2,586</u>	

4. Other incoming resources

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
CPD Training and SAR's income	-	-	685
	<u>-</u>	<u>-</u>	
Total 2019	<u>685</u>	<u>685</u>	

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
Counselling services	721,962	721,962	609,677
Total 2019	609,677	609,677	

6. Analysis of expenditure by activities

	Activities undertaken directly 2020 £	Support costs 2020 £	Total funds 2020 £	Total funds 2019 £
Counselling services	244,383	477,579	721,962	609,677
Total 2019	348,409	261,268	609,677	

Analysis of direct costs

	Counselling services 2020 £	Total funds 2020 £	Total funds 2019 £
Counsellor costs	214,702	214,702	295,975
Room hire and other operating leases	29,681	29,681	52,434
Total 2020	244,383	244,383	348,409
Total 2019	348,409	348,409	

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

6. Analysis of expenditure by activities (continued)

Analysis of support costs

	Counselling services 2020 £	Total funds 2020 £	Total funds 2019 £
Staff costs	348,356	348,356	150,749
Depreciation	3,816	3,816	722
Insurance	1,439	1,439	1,519
Telephone	4,589	4,589	3,534
Postage and stationery	2,328	2,328	4,289
Advertising	180	180	1,402
Other costs	14,161	14,161	2,821
Printing	1,925	1,925	2,223
Travel	397	397	2,789
IT expenses	27,139	27,139	23,465
Accounting and bookkeeping	5,482	5,482	7,787
Professional fees	504	504	103
Director of Services management fees	61,606	61,606	52,159
Repairs and maintenance	586	586	738
Cleaning	790	790	2,212
Subscriptions	816	816	1,419
Bank charges	105	105	205
Governance costs	3,360	3,360	3,132
	<u>477,579</u>	<u>477,579</u>	<u>261,268</u>
Total 2019	<u>261,268</u>	<u>261,268</u>	

7. Net income/(expenditure)

	2020 £	2019 £
This is stated after charging:		
Depreciation of tangible fixed assets: owned by the charity	<u>3,816</u>	<u>722</u>

During the year, no Trustees received any remuneration, benefits in kind nor reimbursement of expenses (2019 - £NIL).

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

8. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £1,400 (2019 - £980).

9. Staff costs

	2020	2019
	£	£
Wages and salaries	319,927	140,265
Social security costs	23,422	7,866
Contribution to defined contribution pension schemes	5,007	2,618
	348,356	150,749

The average number of persons employed by the company during the year was as follows:

2020	2019
No.	No.
14	7

No employee received remuneration amounting to more than £60,000 in either year.

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2019 - £NIL).

During the year ended 31 December 2020, no Trustee expenses have been incurred (2019 - £NIL).

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

11. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
Cost or valuation			
At 1 January 2020	3,810	13,465	17,275
Additions	1,691	8,298	9,989
At 31 December 2020	<u>5,501</u>	<u>21,763</u>	<u>27,264</u>
Depreciation			
At 1 January 2020	2,521	12,493	15,014
Charge for the year	1,717	2,099	3,816
At 31 December 2020	<u>4,238</u>	<u>14,592</u>	<u>18,830</u>
Net book value			
At 31 December 2020	<u>1,263</u>	<u>7,171</u>	<u>8,434</u>
At 31 December 2019	<u>1,289</u>	<u>972</u>	<u>2,261</u>

12. Debtors

	2020 £	2019 £
Due within one year		
Trade debtors	1,040	520
Other debtors	653	1,586
Prepayments and accrued income	99,021	54,992
	<u>100,714</u>	<u>57,098</u>

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

13. Creditors: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	21,775	22,792
Other taxation and social security	20,059	2,883
Other creditors	1,912	836
Accruals and deferred income	17,072	10,499
	<u>60,818</u>	<u>37,010</u>

14. Statement of funds

Statement of funds - current year

	Balance at 1 January 2020 £	Income £	Expenditure £	Balance at 31 December 2020 £
Unrestricted funds				
General Funds	181,506	816,070	(713,363)	284,213
Unallocated amounts	-	8,599	(8,599)	-
	<u>181,506</u>	<u>824,669</u>	<u>(721,962)</u>	<u>284,213</u>

Statement of funds - prior year

	Balance at 1 January 2019 £	Income £	Expenditure £	Balance at 31 December 2019 £
Unrestricted funds				
General Funds	140,715	647,103	(606,312)	181,506

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

15. Summary of funds

Summary of funds - current year

	Balance at 1 January 2020 £	Income £	Expenditure £	Balance at 31 December 2020 £
General funds	181,506	824,669	(721,962)	284,213

Summary of funds - prior year

	Balance at 1 January 2019 £	Income £	Expenditure £	Balance at 31 December 2019 £
General funds	140,715	647,103	(606,312)	181,506

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	8,434	8,434
Current assets	336,597	336,597
Creditors due within one year	(60,818)	(60,818)
Total	284,213	284,213

Analysis of net assets between funds - prior period

	Unrestricted funds 2019 £	Total funds 2019 £
Tangible fixed assets	2,261	2,261
Current assets	216,255	216,255
Creditors due within one year	(37,010)	(37,010)
Total	181,506	181,506

17. Reconciliation of net movement in funds to net cash flow from operating activities

	2020 £	2019 £
Net income for the period (as per Statement of Financial Activities)	102,707	40,791
Adjustments for:		
Depreciation charges	3,816	722
Loss/(profit) on the sale of fixed assets	-	(789)
Decrease/(increase) in debtors	(43,616)	13,268
Increase/(decrease) in creditors	23,808	(329)
Net cash provided by operating activities	86,715	53,663

FAVERSHAM COUNSELLING SERVICE LTD
(A company limited by guarantee)

**Notes to the financial statements
for the year ended 31 December 2020**

18. Analysis of cash and cash equivalents

	2020 £	2019 £
Cash in hand	235,883	159,157
Total cash and cash equivalents	235,883	159,157

19. Analysis of changes in net debt

	At 1 January 2020 £	Cash flows £	At 31 December 2020 £
Cash at bank and in hand	159,157	76,726	235,883
	159,157	76,726	235,883

20. Pension commitments

The company operates a defined contributions pension scheme. The assets of the scheme are held separately from those of the company in an independently administered fund. The pension cost charge represents contributions payable by the company to the fund and amounted to £5,007 (2019 - £2,618).

21. Related party transactions

During the period payments were made totalling £61,606 (2019 - £52,159) for management services from Cloak & Dagger Limited, a company for whom Sarah Pearce, managing director of Faversham Counselling Service Ltd, is the sole director. As at 31 December 2020 £5,099 (2019 - £Nil) was outstanding.

FAVERSHAM COUNSELLING SERVICE LTD

(A company limited by guarantee)

Glossary

Accreditation	In the IAPT context, course accreditation with a recognised professional body indicates that the training programme has undergone a process of scrutiny to ensure that its curriculum, teaching materials, staffing, resources, management and governance structures have met the necessary national curricula requirements as agreed and laid down by the IAPT programme.
ADSM	Anxiety disorder specific measure
BABCP	British Association for Behavioural & Cognitive Psychotherapies The lead organisation for Cognitive Behavioural Therapy (CBT) in the UK and Ireland. It promotes, improves and upholds standards of CBT practice, supervision and training. It supports its members to develop professionally and links with the CBT community. It is a professional association operating a highly-respected voluntary register for our accredited cognitive behavioural psychotherapists, and help to protect the public by supporting best practice.
BACP	British Association for Counselling & Psychotherapy It is the professional association for members of the counselling professions in the UK.
Bipolar Disorder	Formally called Manic Depression, is a mental health condition which causes extreme mood swings, that includes emotional highs and lows
BPD	Border line personality disorder, also known as, emotionally unstable personality disorder (EUPD). A disorder of mood where a person is unable to stabilise emotional regulation and their interactions with others.
Caseness	Under IAPT requirements, a person is said to be at "caseness" when their symptom score exceeds the accepted clinical threshold for the relevant measure of symptoms. For the PHQ-9, this is a score of 10 or above. For the GAD-7, this is a score of 8 or above. Other symptom measures, such as those used to measure the severity of different anxiety disorders, have their own specific thresholds. Some outcome measures (such as the WSAS) do not have recommended caseness thresholds but provide valuable additional information about the quality of a treatment response.
CBT	Cognitive Behavioural Therapy This is a type of talking treatment which focuses on how your thoughts, beliefs and attitudes affect your feelings and behaviour, and teaches you coping skills for dealing with different problems. It combines cognitive therapy (examining the things you think) and behaviour therapy (examining the things you do).
CCG	Clinical Commissioning Group
COPD	Chronic obstructive pulmonary disease
CPD	Continuing professional development
CQC	Care Quality Commission
DIT	Dynamic Interpersonal Therapy

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DNA	Did Not Attend
EMDR	Eye Movement Desensitisation Reprocessing Therapy
GAD-7	Generalised Anxiety Disorder Scale
GP	General practitioner
HIT	High Intensity Therapist
IAPT	Improving Access to Psychological Therapies
IBS	Irritable bowel syndrome
ICT	Integrated Care Partnership
IESO	A digital IAPT service provider
IPT	Interpersonal psychotherapy
KMPT	Kent and Medway Partnership Trust
KPI	Key Performance Indicator
KLOE	Key Lines of Enquiry
LTC	Long-term physical health condition. A range of long-term physical health conditions such as cardiovascular disease, chronic obstructive pulmonary disease, diabetes and musculoskeletal disorders.
MBCT	Mindfulness-based cognitive therapy
MDS	Minimum Data Set
MUS	Medically unexplained symptoms. Persistent physical symptoms that are distressing and disabling but cannot be wholly explained by a known physical pathological cause. Examples include chronic fatigue syndrome and irritable bowel syndrome.
NCCMH	National Collaborating Centre for Mental Health
NICE	National Institute for Health and Care Excellence
PTSD	Post-Traumatic Stress Disorder
PEQ	Patient Experience Questionnaire
PHQ-9	Patient Health Questionnaire for Depression
Problem descriptor	The descriptor corresponds with ICD-10 codes and captures information on the nature, severity and duration of symptoms, and their impact on functionality. A problem descriptor is used to support identification of appropriate NICE-recommended treatment options. It is recognised that people may have more than one mental health problem. For this reason, services can enter several problem descriptors. The primary problem descriptor should reflect the treatment being delivered.
PWP	Psychological wellbeing practitioner

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RCT	Randomised controlled trial
Recovery	A national standard that at least 50% of eligible referrals should move to recovery has been set for IAPT services. A person moves to recovery if their symptoms were considered a clinical case at the start of their treatment (that is, their symptoms exceed a defined threshold as measured by scoring tools) and not a clinical case at the end of their treatment.
Reliable improvement	A person has shown reliable improvement if there is a significant improvement in their condition following a course of treatment, measured by the difference in their first and last score.
Reliable recovery	A person has 'reliably recovered' if they meet the criteria for both recovery and reliable improvement.
Step 2	Step 2 treatments are undertaken by Psychological Wellbeing Practitioners (PWP) and they are noted as being of low to mild/moderate levels of need.
Step 3	Step 3 therapists, are High Intensity Therapists (HITs) who work with higher levels of psychological need.
WAWU	We are with you (another IAPT service provider, previously called ThinkAction and KCA)
WSAS	Work and Social Adjustment Scale