

Abacus Counselling and Support

Annual Report

2022 - 2023



ABACUS

COUNSELLING & SUPPORT

SINCE 2007

#Talking for change

Abacus Counselling and Support **Annual Review Contents**

<u>Section</u>	<u>Page</u>
Introduction	3
Objects, Aims, Objectives, Values	4
Who's Who at Abacus	6
Professional Standards and Partnership working	7
Project Managers Report	8
Work Completed and achievements/outcomes/feedback	9
Statistical Information	10
Financial Summary Balance Sheet	14
Financial Report	15
Future Plans	16
Thanks to	17

Introduction

Welcome to the 2022-23 Annual Report for Abacus Counselling and Support. The report summarises the work that the charity has completed, in order to continue to provide services of the last year. It also details some of the issues presented by the clients that we work to support. Clients may have several issues needing support to deal with, which they may have coped with for years. Helping clients to overcome these problems and give them the opportunity to move forward with renewed hope and new perspective, is always a privilege.

The report firstly sets out the charity's objects stated on its constitution, along with its aims, organisational objectives and values and who is involved in its running. There is a breakdown of who contributes to the charity and in what role. There is a report from the Chair of Trustees. The Project Managers Report goes into more detail, regarding the work completed this year. There is a variety of information on the output of the charity, using a variety of statistical data and feedback from clients. There is a summary of the Finances, for the last financial year, with comparison to the previous year. Finally, there is a summary of plans for the next year and thanks to various local agencies.

We hope you find this document to be useful and informative. If you have any questions, please contact us on info@abacuscounsellingandsupport. Finally I would like to take this opportunity to thank all the trustees and volunteers who have continued to provide their time and skills, to keep the charity running. Whilst the charity itself is small, the impact it has on a client's life, is significant and long lasting.

Objects, Aims, Objectives, Values

Charitable Objective

Abacus Counselling and Support is a Registered Charity, number 1163844.

It's charitable objective as stated on the charity's constitution is to:

Protect and promote the mental and emotional health of people living in South Essex, by providing, developing and maintaining an affordable and accessible counselling service, with relevant and assessed support.

Main Aims

Clients referred to the service will:

- go through a robust assessment process, to ensure the charity is able to provide support and the client is willing to engage with the support provided.
- Be provided with good quality counselling sessions, which is monitored effectively.
- Be supported to overcome personal and emotional issues, identified and agreed upon in the assessment process.
- Be able to have improved mental health, as a result of session provided.
- Be advised of alternative forms of support available, if the client/referral is identified as someone who cannot be supported by the charity, in the assessment process.

Organisational objectives

The objectives of Abacus counselling and support are to:

- Develop a secure funding and income generation base from which to develop a sustainable and high-quality service, for clients supported to the charity.
- Ensure our services are delivered to a consistent high quality, which meets the targets set by funders and the needs of our service users, within the diverse communities of Southend and surrounding areas.
- Continue develop the board of trustees and volunteers for recruitment and training, to build a team best placed to deliver our services.

- Continue develop and assess the range of support the service providers, to ensure it continues to evolve and develop in line with changing needs of the community's mental health.
- Engage with key stakeholders and work in partnership with statutory bodies, the charities and commercial organisations to meet the needs of clients referred and improve the emotional and psychological health and well-being of the community.
- Identify and understand the needs, concerns and mental health problems of the community, by annual consultation and ongoing contact with clients and relevant local organisations.

Our Values

Safe: we work at all times to ensure the safety of clients, workers and the community.

Ethical: we work to ensure that all counselling is in line with agreed ethical standards set out by the necessary professional bodies.

Professional: all support provided is of a high standard and carried out in line with agreed policies and procedures.

Accessible: support provided is accessible to clients regardless of their financial situation, age, gender or ethnicity.

Partnership: we will work in partnership with other agencies, to ensure that services are connected to meet the full range of client needs.

Who's Who at Abacus Counselling and Support

Board of Trustees

Lesley Butcher – Chair

Janice Lyons

Brenda Lewis

David Bannister

Steve Harvey

Paula Buck

Senior Management Team

Nick Chard – Project Manager/Treasurer/Secretary (volunteer)

Norman Livermore – Operations Manager (Paid), Counselling Supervisor (sessional) and counsellor (volunteer)

Volunteer Counsellors

Lynn Lynne (also sessional Supervisor)

Naomi Angel

Alex Watson

Hayley Robinson (Student Placement)

Contractors

Lea Williams of Yours Creative Lea – Marketing

Andrew Clark at A Clark Accounts – Book Keeper

Professional Standards

All counsellors are members of the British Association of Counselling and Psychotherapy (BACP) and/or National Counselling Society (NCS). They have regular supervision, have their own professional indemnity insurance and take part in regular training and CPD. These requirements ensure Abacus works towards providing its values of providing a service that is Safe, ethical and Professional, for clients.

Partnership Working

Abacus Counselling has links to a number of local organisations, in and around Southend.

Abacus currently rent rooms from Hub 151, on West Road in Shoeburyness. A number of other community organisations work out of the venue and future partnership opportunities are being explored. It now also sees clients at St Luke's Community Centre, on Cluny Square. It is currently planning on running activities for groups who meet there.

The charity receives referrals from a number of sources including Therapy for you and other medical professionals and Southend Council. However many come direct from the community.

If Abacus is not able to provide support, we can refer on to other community mental health agencies. We have forwarded clients on to Mind, Southend on Sea Rape Crisis, Southend on Sea Domestic Abuse Partnership and the Olivetree Centre in Eastwood, amongst others.

Abacus attends network meetings run by Counselling and Support Services Southend, Southend's Mental Health Partnership Forum and Castle Point and Rochford's Emotional Health and Wellbeing Board. This helps the charity to link further with other agencies providing similar support and gives it a voice, at a strategic level.

Project Managers Report

2022 to 2023 has seen Abacus fully come out of the pandemic, with referrals numbers and client sessions making a significant recovery. This may possibly reflect a level of pent-up demand for mental health services which has been developing, over the pandemic. Despite this, Abacus has managed to keep up with demand and continue to offer affordable counselling sessions for the public.

The opportunities of covid (such as they are) allowed Abacus to improve it's health and safety procedures and have the capacity to run virtual sessions, when necessary. Now the pandemic is over, these developments have been embedded into the workings of the charity.

Abacus had a change of trustees in 2022. Steve Cooper stepped down as Chair and his wife Sarah Cooper also stepped down. In turn the secretary Lesley Butcher stepped up as Chair of trustees, with project manager Nick Chard being treasurer and secretary. David Bannister agreed to act as minute taker, at trustees meetings. Abacus also welcomed two new trustees, of Steve Harvey and Paula Buck.

Funding continued for the Operations Manager role, being completed by Norman Livermore. This dedicated role gives specific time to managing client enquiries and taking referrals, allocating them to counsellors and booking rooms. This funding came from Essex Community Foundation and is currently funded for 2 years. Statistics gathered (see below) show the effectiveness of this role, with clients generally being allocated and starting sessions within a month.

Abacus has continued to develop links with the communities, helping to provide more support to fundable groups. Abacus has started to run counselling sessions at St Luke's community health, on Cluny Square in Southend. It is currently in the pilot stage, running sessions and planning group activities, to community groups and attendees.

Abacus continued to attend a variety of community events for example at Garons Park, Victoria shopping centre and at Hub 151. These events continued to raise the profile of the charity and engage with communities.

Abacus continues to use the services of Lea Williams, to help manage and run its online marketing presence. Abacus also continues to use the

services of Andrew Clark, to help with book keeping. Both are very useful and help the charity access specialist services.

Now the pandemic is over, Abacus can look forward to move forward in expanding its amount and range of services to the community.

Work Completed and Achievements/Outcomes/Feedback

2022 saw a partial recovery of support offered to the community. Though some work to regain output pre-pandemic needs to be done. The following pages show various graphs and charts, giving details of output.

28 referrals were received, in 2022, a slight drop from last year. These were mostly adult females. Only one referral was under 18. 236 sessions were completed, showing a continued recovery of output on a per session basis.

Referrals were received on a regular basis throughout the year. But there were a few periods when non were received (April, May), which was unusual.

Presenting issues showed a range of issues. The main ones listed were anxiety, bereavement, Domestic Abuse, depression and family issues. This would correlate with the community coming out of a pandemic, with lots of bereavement and family issue, along with general mental health problems. This year we also had a few couples counselling sessions being run.

Timescales for client passing through the system were just as good if not better, compared to last year. Length of time to be initially allocated, in 2021-22 - 50% took up to 7 days. However in 22-23 two thirds took 7 days. Roughly two thirds of referrals again took 7 days to then be assessed. None took over 21 days. Roughly 75% took 7 days to start sessions. None took more than 14 days to be started. Finally most clients needed up to 6 sessions, in 2022-23. Few needed more than this. This shows a good throughput of clients and avoided a waiting list, due to clients taking a long time to be completed.

Evaluation and CORE scores both showed a reduction in symptoms, as a result of sessions. One client had only marginal decrease in core score. But this client only attended few sessions before ending sessions. Interestingly their evaluation scores showed a significant decrease, but Core scores - a more clinical assessment - showed little change.

Specific Feedback form a client:

Client G, 57yr old Female

“My counsellor was excellent - Thank You. The person who did my assessment very kindly listened and helped me to have the correct counsellor, for me and my situation”.

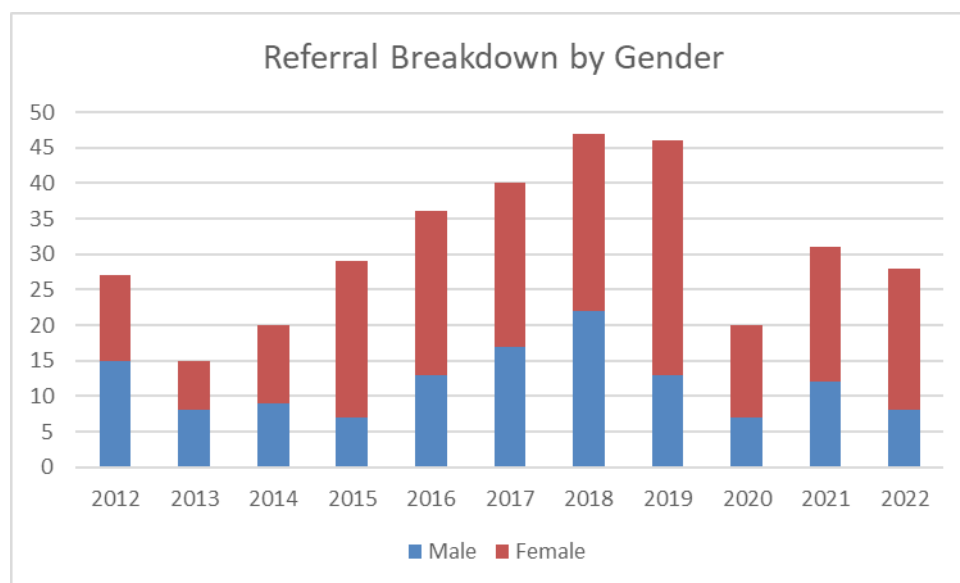
Client J, 81yr old Male

“Absolutely brilliant and my counsellor came to my home for each session and made it more comfortable.”

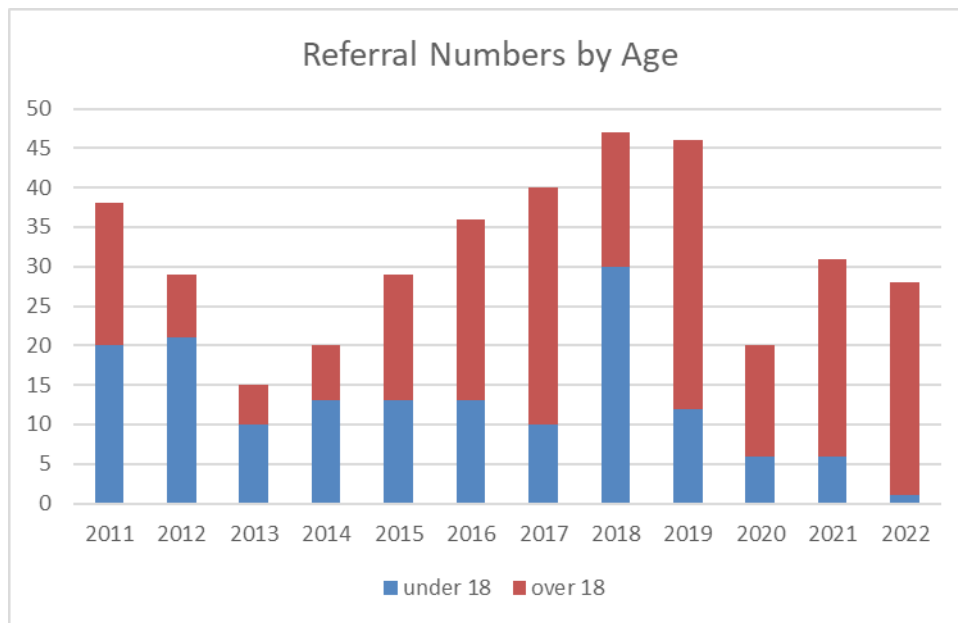
Statistical Information on Work Completed

2011-2021

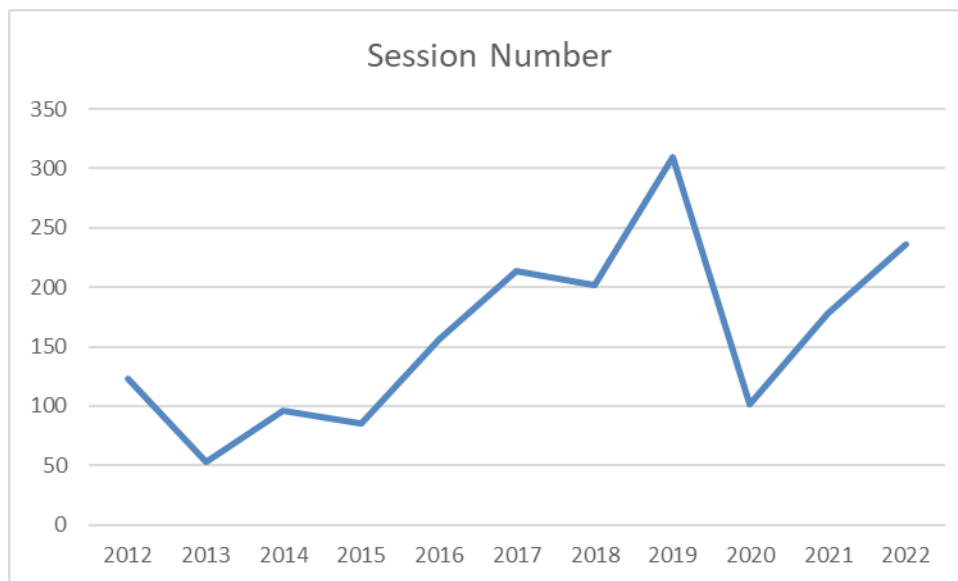
Number of referrals received from 2012 till 2022, detailing gender split



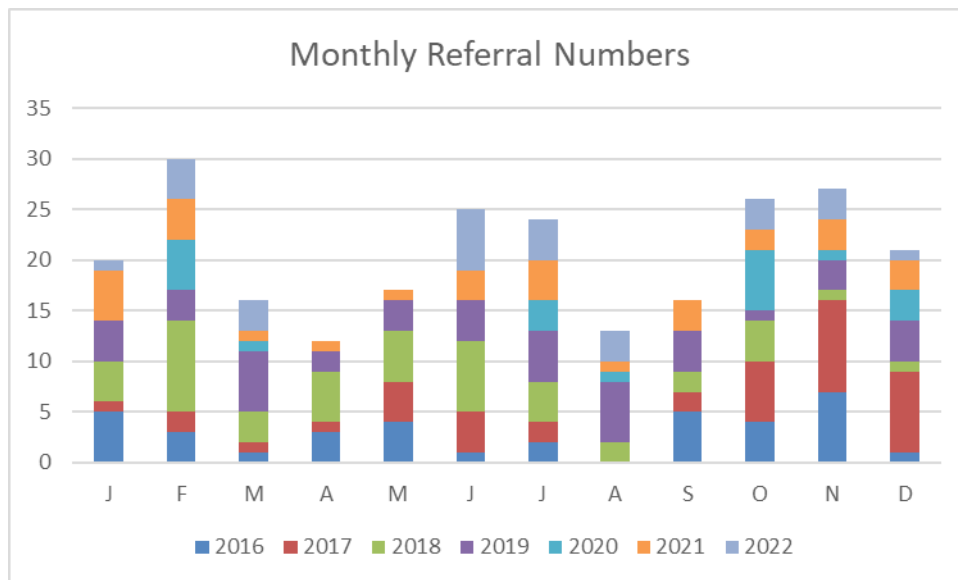
Number of referrals received from 2011 till 2022, detailing age split



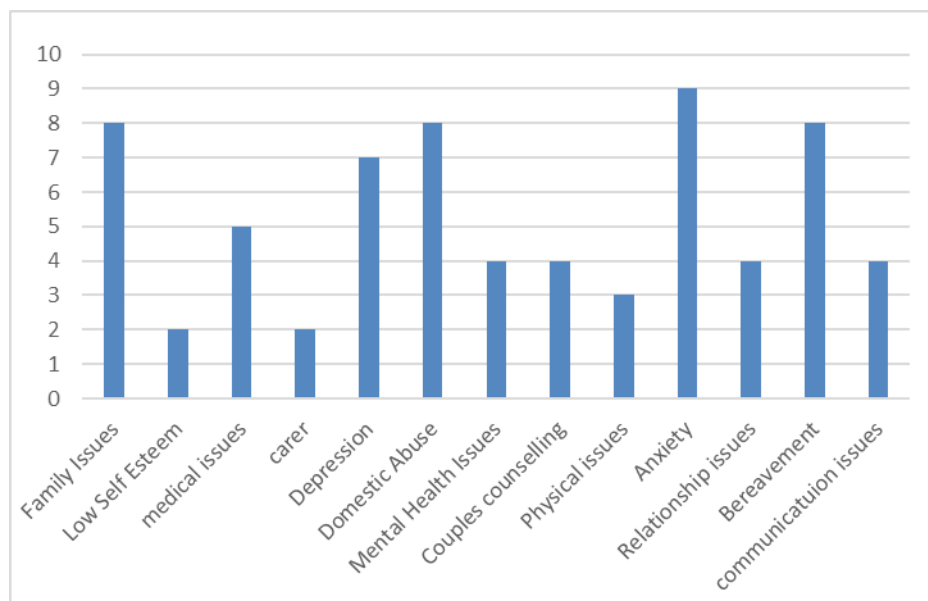
Session numbers 2012-2022



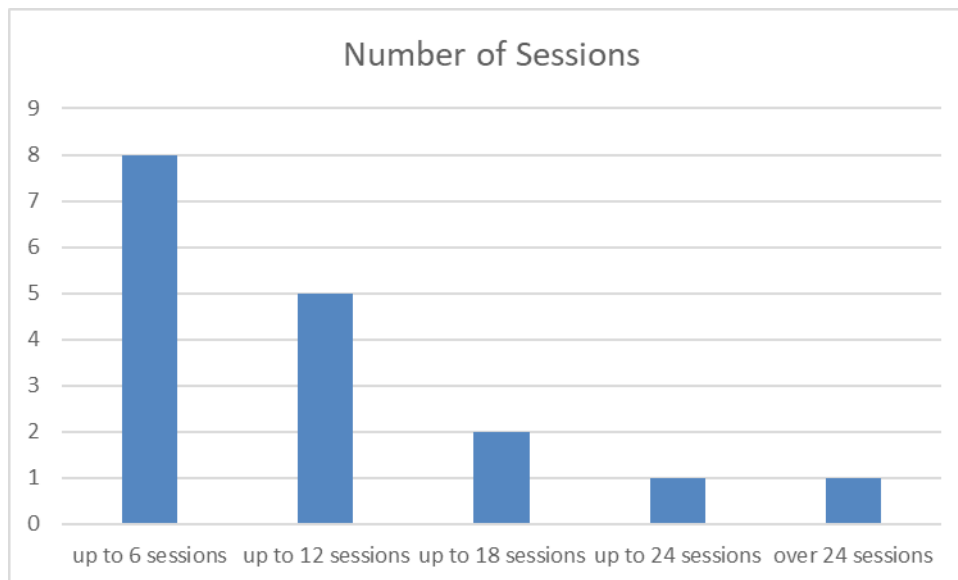
Referral numbers monthly breakdown 2016 – 2022



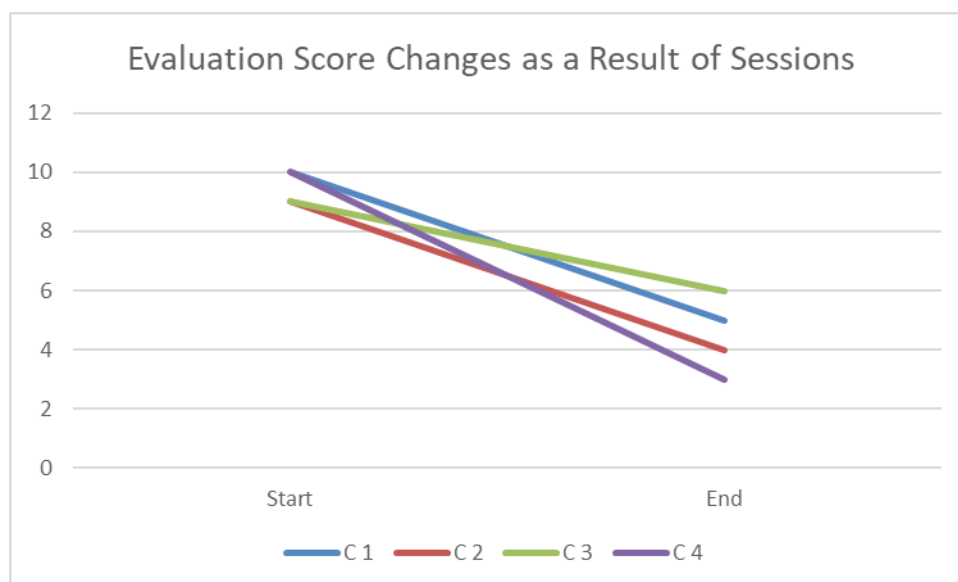
Range of Presenting Issues

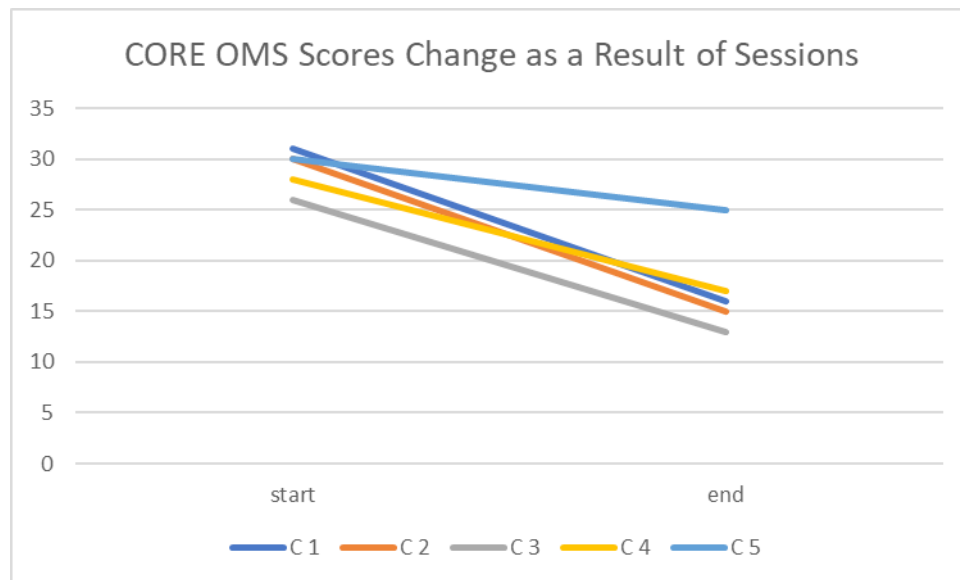


Number of Sessions Clients Needed in Therapy



Changes in Scores





Financial Summary Balance Sheet

Below are comparison summaries of finances for April 2021 to March 2022 and April 2022 to March 2023.

2021-22		Restricted	
		Rosca	
		Groundwork	
		ECF	
		Project 4	
Current Assets			1,344.84
			1,344.84
Cash and Bank		Unrestricted	
Bank Account	7,222.69		8,882.45
Deposit Account	3,004.60		
Petty Cash		Total Funds	10,227.29
Total Current Assets	10,227.29		
Net Assets	10,227.29	Unrestricted Funds Breakdown	
		(last yr)	
Funds Position		Counselling sessions	2,400
		(1940)	

Investments (0.28)	6.57		
Fundraising	0 (0)		
Other Income (537.06) (Donations/Gift Aid)	2,609.86		
Total Income (2477.34)	5,016.43		
		Funds Position	
		Restricted	
		ECF	
		CIF	0
			9,608.29
		OM pay	2,500.00
		FSJ	0.00
		ICCT	1592.00
			13,700.29
2022-23		Unrestricted	10,827.73
Current Assets		Total Funds	24,528.02
Cash and Bank			
Bank Account	21,516.85		
Deposit Account	3,011.17		
Petty Cash			
Total Current Assets			24,528.02
Net Assets			24,528.02

Financial Report

The charity experienced an increase in income both from restricted and unrestricted income, in the last financial year. This is due to more income coming in from sessions and more funding applications being successfully completed.

Restricted Funding

Funding was continued to be received from the Essex Community Foundation, to pay for the Operation's Manager post. This fund was successfully reapplied to, and awarded a 2 year funding settlement, to keep continuity and stability. It must be noted the funder decided to make a 2 year settlement, it was not requested in the application.

Core costs were paid for from the Community Investment Fund, run by SAVS and Southend Council. As well as core costs for delivery, this helped

pay for Safeguarding training for the service. We were able to have this funding for a second year, to ensure continuity of service and funding.

Other funding came from The Inter Church Caring Trust, to help pay for room hire for sessions. This allows Abacus to keep more of its income, as previously this was covered by income from sessions. FSJ Charities funded online safeguarding CPD for trustees and counsellors.

Book Keeping was continued to be provided by A Clark Accounts and managed on Xero accounting package. Monthly reports are provided, to monitor expenditure.

A funding application for the Post of Project Manager has been submitted to the Big Lottery.

Unrestricted funding and Other Income

Abacus generated £2400 from 236 sessions. This works out as costing just over £10 per session for clients, on average. This is a similar average cost to last year and shows Abacus continues to provide a financially accessible service to clients, which is excellent VFM.

Abacus was gifted over £2600 from donations. £2000 was from a private donor and £600 was from Essex Community Foundation, to help cover costs related to the increased cost of living crisis. An increased interest rate, led to more interest on the reserves account.

Reserves and Financial stability/sustainability

As of the April 2023, Abacus currently has over £10 000 of unreserved income available. Whilst this is a significant amount, Abacus now has increased outgoings with salary. The reserves can be used to cover shortfalls if one fund is not successful in being renewed. But multiple unsuccessful funding applications would cause a significant drain on reserves. Therefore continued careful management of reserves and funding applications is required. This is to ensure reserves are continued to be built and the risk of major demands on the reserves due to multiple unsuccessful funding applications, are avoided/minimised.

Future Plans

Going forwards the aims for 2023-2024 are:

- Develop further links with community organisations and groups, across Southend.
- Explore the possibility of running group activities.

- Continue to recruit more counselling volunteers, to further expand the team.
- Look to expand online therapy services, to support more clients.
- Further develop financial reserves, through increased investments and savings and paying for all running costs with funding applications.

Thanks to:



**community
investment
board**

ABACUS COUNSELLING AND SUPPORT

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31ST MARCH 2023

Abacus Counselling and Support

CONTENTS FOR THE YEAR ENDED 31ST MARCH 2023

	Page
Legal and Administrative Information	1
Receipts and Payments Account	2
Assets and Liabilities Account	3
Notes to the Financial Statements	4
Independent Examiner's Report	7

Abacus Counselling and Support

LEGAL AND ADMINISTRATIVE INFORMATION FOR THE YEAR ENDED 31ST MARCH 2023

Trustees:

Lesley Ann Butcher	(Appointed 130514)
Paula Buck	(Appointed 260522)
Stephen Harvey	(Appointed 260522)
Brenda Joan Lewis	(Appointed 250121)
David James Bannister	(Appointed 250121)
Janice Lyons	(Appointed 140515)

Registered Charity Number: 1163844

Registered Office: 135 Norwich Avenue
Southend on sea
SS2 4DH

Independent Examiner: David Andrew Robb
Associate of the Chartered Governance Institute
Affiliate of the Association of Charity Independent
Examiners
MBA

Banker: Barclays Bank UK PLC
1 Churchill Place
London
E14 5HP

Abacus Counselling and Support

RECEIPTS AND PAYMENTS ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Receipts					
Donations and Gifts	4	2,610	-	2,610	445
Grants Receivable	5	-	27,726	27,726	5,392
Fundraising and gift aid		-	-	0	532
Client session fees		2,400	-	2,400	1,500
Interest Received		7	-	7	0
Total Receipts		5,016	27,726	32,742	7,869
Payments					
Fundraising Activities		-	-	-	-
Session and Charitable Activities Costs	6	2,996	14,403	17,399	10,665
Governance Costs	7	75	-	75	75
Total Payments		3,071	14,403	17,474	10,740
Net Receipts/(Payments)		1,945	13,323	15,268	(2,871)
Net Receipts/(Payments) after Transfers		1,945	13,323	15,268	(2,871)
		Unrestricted Funds £	Restricted Funds £	Total Funds £	
Cash Funds at 31st March 2023		10,827	14,669	25,496	
Cash Funds at 31st March 2022		8,882	1,345	10,227	

Notes on pages 4 to 6 form part of these accounts

Abacus Counselling and Support

ASSETS AND LIABILITIES ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2023

	Notes	2023 £	2022 £
Monetary Assets			
Cash at Bank and in Hand	3	22,484	10,227
		22,484	10,227
Represented by Funds			
Essex Community Foundation (OM)	Restricted	2,500	1,345
Community Investment Fund	Restricted	9,812	
Interchurch Caring Trust ICCT funding	Restricted	1,592	
FSJ	Restricted	765	
Unrestricted Funds		10,827	8,882
		25,496	10,227

The accounts were approved by the Trustees and signed on their behalf by:

Signed: 

Name: Lesley Butcher
Date: 27/ September 2023

Lesley Ann Butcher - Chair of Abacus Counselling and Support

Abacus Counselling and Support

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

1. Basis of Preparation

These accounts are prepared on a receipts and payments basis, following best practice as laid down in the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP 2005) issued in October 2005, with all revenue and expenses shown on a cash basis.

2. Independent Examination

The cost of the Independent Examination was

3. Bank Accounts

	2023	2022
	£	£
Barclays current account	22,484	7,223
Deposit account	3,011	3,005
	<u>25,496</u>	<u>10,227</u>

4. Donations and Gifts

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Michael Chard	2,000	-	2,000	-
Essex Community Foundation	600	-	600	-
Donations below £250	10	-	10	455
	-	-	-	-
	<u>2,610</u>	<u>0</u>	<u>2,610</u>	<u>455</u>

Abacus Counselling and Support

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

5. Grants Receivable

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Essex Community Foundation	0	6,000	6,000	5,392
Community Investment Fund	-	18,961	18,961	-
Interchurch Caring Trust ICCT funding	-	2,000	2,000	-
FSJ	-	765	765	-
	-	-	0	-
	0	27,726	27,726	5,392

6. Session and Charitable Activities Cost

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Staff Costs	1,767	4,384	6,151	3,977
Councillor and Supervisor supervision	-	2,485	2,485	2,065
Supervisors supervision	-	630	630	-
Staff training	-	654	654	-
CPD/training	-	160	160	-
Accountancy fees	-	800	800	-
Telephone Internet	-	209	209	1,629
IT software and consumables	-	302	302	-
Expenses mileage	-	212	212	224
General expenses	86	-	86	-
Refreshments	-	135	135	75
Publicity/marketing	-	1,485	1,485	206
Professional fees	-	35	35	-
Printing/Stationary	-	277	277	94
Office/overheads	-	-	0	60
Supervision Room Hire	1,143	977	2,120	1,297
BACP	-	731	731	455
Insurance	-	928	928	583
	2,996	14,403	17,400	10,665

Abacus Counselling and Support

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31ST MARCH 2023

7. Governance Costs

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Funds 2023 £	Total Funds 2022 £
Independent Examination	75	0	75	75
	-	-	0	-
	75	0	75	75

8. Trustees' Remuneration

There was no trustee remuneration paid by the charity



Section A

Independent Examiner's Report

**Report to the trustees/
members of**

Charity Name
Abacus Counselling and Support

**On accounts for the year
ended**

31 March 2023

**Charity no
(if any)**

1163844

Set out on pages

1

I report to the trustees on my examination of the accounts of the above charity for the year ended 31/03/2023.

**Responsibilities and
basis of report**

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

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

**Independent
examiner's statement**

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

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

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

Signed:

D Robb

Date:

25/9/23

Name:

David Robb

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

Associate of the Chartered Governance Institute
Affiliate member Association of Charity Independent Examiners

Address:

33 Clatterfield Gardens

Westcliff on Sea

SS0 0AU