

WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE

England & Wales · Charity number 1177138

Details

Other names NUMBER 22, YOUTH TALK

Status Registered

Legal form CIO

Registered 2018-02-13

Register [View on the Charity Commission register](#)

Contact

Address Number 22 Counselling
4 Marlow Road
Maidenhead
SL6 7YR

Phone 01628636661

Email info@number22.org

Website <http://www.number22.org>

Activities

Objects: THE ADVANCEMENT OF EDUCATION, THE FURTHERANCE OF HEALTH AND THE RELIEF OF POVERTY, DISTRESS AND SICKNESS OF YOUNG PEOPLE, FAMILIES AND CARERS, IN THE COMMUNITIES OF WINDSOR, MAIDENHEAD AND THE SURROUNDING AREAS, ON AT LEAST TWO SITES, BY MAINTAINING AND DEVELOPING A YOUTH AND COMMUNITY COUNSELLING SERVICE FOR THE GIVING OF INDIVIDUAL OR GROUP COUNSELLING AND SUPPORT.

Activities: The objects of the CIO are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers, in the communities of Windsor & Maidenhead and the surrounding areas, on at least two sites, by maintaining and developing a youth & community counselling service for the giving of individual or group counselling and support.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Advancement Of Health Or Saving Of Lives, Disability
- **Who:** Children/young People, The General Public/mankind

Geography

- Bracknell Forest
- Buckinghamshire
- Slough
- Surrey
- Windsor And Maidenhead
- Wokingham

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,009,688	£1,006,869	£482,537	9
2024-03-31	£975,735	£895,403	£479,718	13
2023-03-31	£967,159	£867,927	£399,386	13
2022-03-31	£720,045	£600,943	£300,154	12
2021-03-31	£443,796	£382,850	-	-

Trustees

Name	Role	Appointed
Camilla Earp		2024-07-09
Carolyn Patricia Fallon		2023-07-11
Christopher Ian Duncan		2023-01-17
Dr Elizabeth Bailey		2021-11-16
Dr Lia Maragkou		2026-04-14
Kate Jennifer Snowdon Taylor		2023-05-23
Peter Child		2022-01-11
Sangeeta Saran		2025-09-16
Siobhan Murray		2023-07-11

Accounts

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2025
for
Windsor and Maidenhead Youth and
Community Counselling Service

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Windsor and Maidenhead Youth and
Community Counselling Service

Contents of the Financial Statements
for the Year Ended 31 March 2025

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2024/25. The year has seen the charity make progress through the management of a number of income streams:

- Fundraising
- Joint commissioning from Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health and Care ICS
- Schools' Counselling Service
- Advocacy Service
- Delivery of Counsellor Training Courses
- Reflective Practice to Schools and other statutory services
- Counselling service to a GP/Health Centre

This strategic approach to managing our finances has retained our favourable financial position whilst enabling the charity to offer more counselling hours than ever before, with many new initiatives to support those who are most in need.

We continue to hold reserves as necessitated by The Charity Commission and have deferred income to 2025/26 for projects which are taking place across financial years.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Management team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services ("Number 22")..

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- NHS Talking Therapies
- Other statutory and voluntary services
- Many self-referrals

2. A spot purchased Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order.

3. Individual and group counselling in schools - the provision of a low-cost counselling service.

4. CPCAB training to prospective counsellors.

5. Fundraising to support the above.

6. Support Line @ 22 - a telephone support line for young people and adults. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc.

7. Reflective practice - a service for professionals in leadership roles; providing support and an opportunity to reflect on the demands of their roles.

8. Adults@22 project to support the waiting list. Using Number 22 resources to remunerate counsellors to work with a number of adults, to reduce waiting times.

Public benefit

Number 22 is a vital resource within the local communities of Maidenhead, Windsor and Slough providing free support to young people, adults, families and carers. In 2024/25 we have continued to see an increase in demand for our services; as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our priorities continue to be to maintain the quality of the services we offer and to expand our capacity to meet the ever-increasing demand.

We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

OBJECTIVES AND ACTIVITIES

Counselling Provision

Across 2024/25, 270 counsellors offered 35,023 counselling hours plus 316 advocacy hours. Many of these hours have been delivered to young people in both the agency and in schools. This work requires additional experience and training and some of these hours are remunerated. A number of adults have been seen within our Hope@22 project which is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated. Approximately 50% of the work carried out at Number 22 is offered to the agency by our counsellors on a voluntary basis.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face-to-face work and remote work continues and has been welcomed and well used by our clients.

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22.

In 2024/25 this donor base has included new foundations and trusts who haven't donated to Number 22 before.

We are delighted that the Berkshire Community Foundation has helped us to secure funding for a second year for Hope@22 which supports clients who are experiencing suicidal thoughts.

In 2024/25, generous donations have come from The Spoor, Merry & Rixman Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, The Heathrow Community Trust, The David Brownlow Charitable Foundation, One Slough Community Fund, The King Cullimore Charitable Trust, The National Lottery and individual donors. We have also received a number of donations from clients as well as staff fundraising.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

- Number 22's KPIs are reported quarterly to our commissioners - the NHS Frimley Health and Care ICS and Achieving for Children (for The Royal Borough of Windsor & Maidenhead). The results are in the accompanying Annual Report.
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme. The results are in the accompanying Annual Report.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

FINANCIAL REVIEW

Financial position and principal funding sources

The Statement of Financial activities for the year ended 31 March 2025 presents a strong financial position to carry forward into 2025/26. With an income of £1,009,688 (3% year on year growth) and expenditure of £1,006,869 (12% year on year growth) we have had more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

We have made a smaller surplus than in previous recent years because:

- this has been a year of transition as we have restructured and recruited a new Clinical Director to replace our retiring Director, and the management team has been increased and strengthened.
- we have supported our adult clients with an increase in counselling provision as detailed elsewhere in this report
- implementation of a new database to replace the current inadequate system

Our schools' work, reflective practice work and CPCAB training courses have supported the core objectives of the charity and have also been designed to bring funds into the charity and to make a contribution to our running costs.

Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health & Care ICS jointly commission Number 22's service. Their funding makes up 9% of our total income and makes a valuable and much needed contribution to our work with young people.

Our Advocacy service has not made a contribution to running costs and been funded in part by the charity. This has now drawn to a close and will no longer be offered as a service.

Whilst we receive many referrals from statutory services for adults, we do not receive any statutory funding for this work. Our adult waiting list is therefore quite long and we have taken several steps this year to address this situation and reduce waiting times.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. The Charity Commission require Number 22 to have a reserves policy in place which we have set at 6-9 months of general expenditure and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs.

Going concern

As we close our 2024/25 year, the Number 22 accounts present a strong financial position to carry forward into 2025/26, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

- Continue to increase the counselling provision to meet demand; offering a blended service of remote and face to face work.
- Continue to develop means of reducing the waiting list for example project work and one off counselling sessions via SupportLine@22.
- Continue to develop the range of work in Primary, Middle and Secondary schools, including counselling for young people and Reflective Practice for staff.
- Continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4, Level 5 and Level 6.
- Continue to support counsellors to extend their training and experience to work with Young People - our training course for this purpose has been endorsed by the accreditation body, the CPCAB.
- Continue to seek support from existing and new funding supporters, for specific projects and to contribute towards operational costs.
- Seek to work in the corporate space, offering emotional wellbeing workshops and therapeutic support.
- Continue to offer Reflective Practice support in other statutory services e.g. the police service.
- Evaluate our School Absenteeism Pilot Project which has been funded by Slough Borough Council / Slough Children First in two Slough secondary schools and roll out to support further young people.
- Extend our work with marginalised and disadvantaged communities. We have completed some research on this which led to a successful National Lottery bid supporting refugees and asylum seekers.
- Continue to hear the voice of the client so that we deliver an appropriate service, by setting up monitoring and feedback panels.
- Continue to track income and expenditure using Xero and to forecast future finances accurately.
- Embed our new database system effectively across all work areas. This will support the monitoring of client attendance, speed up appointment making; improve our collection and reporting of clinical outcomes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise. For example: those from an educational background advise on Number 22's schools' work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. One Trustee is from Windsor and one is from Maidenhead, in line with our Constitution. Number 22's Treasurer is a retired Finance Director.
- The following key roles are currently filled - Chair of Trustees, Vice Chair, Treasurer and Secretary.
- The Trustees, the CEO, the Director and the Managers make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Trustees is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Trustees meet six times per year and additional meetings are scheduled where required for example.
- The Finance Committee (Treasurer, Chair of Trustees, CEO, Director, Administrator, Accountant) meet quarterly to monitor income and expenses; to set the budget for the following year.
- The Trustees receive safeguarding training. For all newly appointed Trustees, a core list of responsibilities, the Number 22 Constitution and the most recent Report and audited Accounts is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code.
- None of the executive committee is related.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville (until 13th January 2025)
Chair	Kate Taylor (from 13th January 2025)

Vice-Chair	Kate Taylor (until 11th January 2025)
Vice-Chair	Chris Duncan (from 11th January 2025)

Treasurer	Peter Child

Committee Members

Carolyn Fallon
Claire Giocobbe
Siobhan Murray
Camilla Skuse

CEO

Emily Warburton

Director of Service

Shula Tajima

Operations Director

Sarah Luke

Service Managers

Luani Baird
Alison Batey
Damon Hall
Julie Murrell

Administrators

Anne Lang
Mandy Bailey
Dalia Bosnic

IT Manager

Lucie Lang

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The Number 22 Trustees have considered risks to the charity. These are listed in the Risk Register which is regularly reviewed by the Trustees and the Executive and Management teams. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. The Risk Register was last reviewed in May 2025.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
S Curley (resigned 9.7.24)
K Melton (resigned 9.7.24)
P Child
E Bailey
S Wright (resigned 9.7.24)
C Duncan
K Taylor
C Fallon
S Murray
C Giacobbe (appointed 16.9.24)
C Skuse (appointed 9.7.24)

Auditors

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

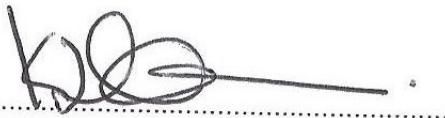
STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

The law applicable to charities in England and Wales, the Charities Act 2011, Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards 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 charity will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the board of trustees on 19th May 2025 and signed on its behalf by:

A handwritten signature in black ink, appearing to be 'K Taylor', written over a dotted line.

K Taylor - Trustee

Report of the Independent Auditors to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Opinion

We have audited the financial statements of Windsor and Maidenhead Youth and Community Counselling Service (the 'charity') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Charities Act 2011.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters where the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the Report of the Trustees is inconsistent in any material respect with the financial statements; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees are responsible for the preparation of the financial statements which give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

We have been appointed as auditors under Section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above and on the Financial Reporting Council's website, to detect material misstatements in respect of irregularities, including fraud.

We obtain and update our understanding of the entity, its activities, its control environment, and likely future developments, including in relation to the legal and regulatory framework applicable and how the entity is complying with that framework. Based on this understanding, we identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. This includes consideration of the risk of acts by the entity that were contrary to applicable laws and regulations, including fraud.

In response to the risk of irregularities and non-compliance with laws and regulations, including fraud, we designed procedures which included:

- Enquiry of management and those charged with governance around actual and potential litigation and claims as well as actual, suspected and alleged fraud;
- Reviewing minutes of meetings of those charged with governance;
- Assessing the extent of compliance with the laws and regulations considered to have a direct material effect on the financial statements or the operations of the company through enquiry and inspection;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management bias and override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for indicators of potential bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of noncompliance. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

Report of the Independent Auditors to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Delia Allott FCCA (Senior Statutory Auditor)
For and on behalf of Two Rivers Accounting Services Limited, Statutory Auditor
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Date: 19th May 2025

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	372,730	27,000	399,730	335,515
Charitable activities	4				
Schools counselling		290,321	-	290,321	252,804
Advocacy work		13,504	-	13,504	85,053
Supervision		4,636	-	4,636	1,602
Training courses		14,430	-	14,430	10,702
CPCAB training		199,893	-	199,893	213,953
Burnham Health		26,830	-	26,830	21,430
Independent visitors		-	-	-	1,117
Reflective practice		45,059	-	45,059	43,115
Investment income	3	15,285	-	15,285	10,445
Total		<u>982,688</u>	<u>27,000</u>	<u>1,009,688</u>	<u>975,736</u>
EXPENDITURE ON					
Charitable activities	5				
Schools counselling		197,526	-	197,526	207,475
Advocacy work		12,741	-	12,741	84,688
Supervision		79,333	-	79,333	77,989
Training courses		9,777	-	9,777	11,870
Managers		47,628	-	47,628	27,206
CPCAB training		173,868	-	173,868	146,226
Family action		1,004	-	1,004	2,261

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
Burnham Health		19,132	-	19,132	14,546
Agency counselling		54,794	-	54,794	55,873
Hope project		46,680	-	46,680	27,144
Independent visitors		135	-	135	872
Family support		2,033	-	2,033	2,308
Reflective practice		25,753	-	25,753	18,298
Refugee project		903	-	903	-
Absenteeism project		810	-	810	-
Adult counselling		25,897	-	25,897	-
Support line		2,149	-	2,149	3,387
Other		279,706	27,000	306,706	215,261
Total		<u>979,869</u>	<u>27,000</u>	<u>1,006,869</u>	<u>895,404</u>
NET INCOME		2,819	-	2,819	80,332
RECONCILIATION OF FUNDS					
Total funds brought forward		479,718	-	479,718	399,386
TOTAL FUNDS CARRIED FORWARD		<u><u>482,537</u></u>	<u><u>-</u></u>	<u><u>482,537</u></u>	<u><u>479,718</u></u>

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2025

	Notes	Unrestricted fund £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	10	2,015	-	2,015	-
CURRENT ASSETS					
Debtors	11	162,623	-	162,623	158,229
Cash at bank		671,696	-	671,696	703,954
		<u>834,319</u>	<u>-</u>	<u>834,319</u>	<u>862,183</u>
CREDITORS					
Amounts falling due within one year	12	(353,797)	-	(353,797)	(382,465)
NET CURRENT ASSETS		<u>480,522</u>	<u>-</u>	<u>480,522</u>	<u>479,718</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>482,537</u>	<u>-</u>	<u>482,537</u>	<u>479,718</u>
NET ASSETS		<u>482,537</u>	<u>-</u>	<u>482,537</u>	<u>479,718</u>
FUNDS	13				
Unrestricted funds				482,537	479,718
TOTAL FUNDS				<u>482,537</u>	<u>479,718</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 15th May 2025 and were signed on its behalf by:


K Taylor - Trustee


P Child - Trustee

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2025

	Notes	31.3.25 £	31.3.24 £
Cash flows from operating activities			
Cash generated from operations	1	(38,688)	125,765
Net cash (used in)/provided by operating activities		(38,688)	125,765
Cash flows from investing activities			
Purchase of tangible fixed assets		(2,546)	-
Interest received		8,976	-
Net cash provided by investing activities		6,430	-
Change in cash and cash equivalents in the reporting period		(32,258)	125,765
Cash and cash equivalents at the beginning of the reporting period		703,954	578,188
Cash and cash equivalents at the end of the reporting period		671,696	703,954

The notes form part of these financial statements

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.25 £	31.3.24 £
Net income for the reporting period (as per the Statement of Financial Activities)	2,819	80,332
Adjustments for:		
Depreciation charges	531	-
Interest received	(8,976)	-
Increase in debtors	(4,394)	(24,086)
(Decrease)/increase in creditors	(28,668)	69,519
Net cash (used in)/provided by operations	<u>(38,688)</u>	<u>125,765</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.24 £	Cash flow £	At 31.3.25 £
Net cash			
Cash at bank	703,954	(32,258)	671,696
	<u>703,954</u>	<u>(32,258)</u>	<u>671,696</u>
Total	<u>703,954</u>	<u>(32,258)</u>	<u>671,696</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £152,389 (2023: £181,800), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Restricted income

Rooms are provided by local authorities free of charge. The value of the rooms has been assessed by a professional valuer, and this value has been recognised as restricted income along with a corresponding expense.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

1. ACCOUNTING POLICIES - continued

Charitable activities

Reflective Practice

The charity offers a reflective practice service for professional in leadership roles (currently working in schools and the police); providing support and an opportunity to reflect on the demands of their roles. Income and expenses are recognised over the period which the service is provided.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Fixtures and fittings	- 20% on cost
Computer equipment	- 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Basic financial assets

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

1. ACCOUNTING POLICIES - continued

Basic financial assets

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

2. DONATIONS AND LEGACIES

	31.3.25	31.3.24
	£	£
Donations	237,025	180,164
Grants	160,210	152,839
Contribution to admin/DBS cost	2,495	2,512
	399,730	335,515

Grants received, included in the above, are as follows:

	31.3.25	31.3.24
	£	£
Royal Borough of Windsor & Maidenhead	53,000	53,000
NHS Clinical commissioning groups	74,570	73,600
Children in need	-	6,239
Garfield Weston	-	20,000
Slough Borough Council	5,640	-
Office space provide rent free	27,000	-
	160,210	152,839

3. INVESTMENT INCOME

	31.3.25	31.3.24
	£	£
Rent and room hire received	6,309	10,445
Deposit account interest	8,976	-
	15,285	10,445

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.25 £	31.3.24 £
Activity		
Schools counselling	290,321	252,804
Advocacy	13,504	85,053
Supervision	4,636	1,602
Training income	14,430	10,702
CPCAB training	199,893	213,953
Burnham Health	26,830	21,430
Independent visitors	-	1,117
Reflective practice	45,059	43,115
	<u>594,673</u>	<u>629,776</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Schools counselling	197,526
Advocacy work	12,741
Supervision	79,333
Training courses	9,777
Managers	47,628
CPCAB training	173,868
Family action	1,004
Burnham Health	19,132
Agency counselling	54,794
Hope project	46,680
Independent visitors	135
Family support	2,033
Reflective practice	25,753
Refugee project	903
Absenteeism project	810
Adult counselling	25,897
Support line	2,149
	700,163

6. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	200,731	141	18,209
		Governance	
	Other £	costs £	Totals £
Other resources expended	64,792	18,571	302,444

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2025 nor for the year ended 31 March 2024.

8. STAFF COSTS

	31.3.25 £	31.3.24 £
Wages and salaries	205,679	188,809
Social security costs	12,080	10,300
Other pension costs	11,138	11,354
	228,897	210,463

The average monthly number of employees during the year was as follows:

	31.3.25	31.3.24
Management	1	1
Administration	5	6
Schools counselling	3	6
	9	13

No employees received emoluments in excess of £60,000.

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	329,276	6,239	335,515
Charitable activities			
Schools counselling	252,804	-	252,804
Advocacy work	85,053	-	85,053
Supervision	1,602	-	1,602
Training courses	10,702	-	10,702
CPCAB training	213,953	-	213,953
Burnham Health	21,430	-	21,430
Independent visitors	1,117	-	1,117
Reflective practice	43,115	-	43,115
Investment income	10,445	-	10,445
Total	<u>969,497</u>	<u>6,239</u>	<u>975,736</u>
EXPENDITURE ON			
Charitable activities			
Schools counselling	207,475	-	207,475
Advocacy work	84,688	-	84,688
Supervision	77,989	-	77,989
Training courses	11,870	-	11,870
Managers	27,206	-	27,206
CPCAB training	146,226	-	146,226
Family action	2,261	-	2,261
Burnham Health	14,546	-	14,546

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted funds £	Total funds £
Agency counselling	43,554	12,319	55,873
Hope project	27,144	-	27,144
Independent visitors	872	-	872
Family support	2,308	-	2,308
Reflective practice	18,298	-	18,298
Support line	3,387	-	3,387
Other	215,261	-	215,261
Total	883,085	12,319	895,404
NET INCOME/(EXPENDITURE)	86,412	(6,080)	80,332
RECONCILIATION OF FUNDS			
Total funds brought forward	393,306	6,080	399,386
TOTAL FUNDS CARRIED FORWARD	479,718	-	479,718

Notes to the Financial Statements - continued
for the Year Ended 31 March 2025

10. TANGIBLE FIXED ASSETS

	Fixtures and fittings £	Computer equipment £	Totals £
COST			
At 1 April 2024	-	1,720	1,720
Additions	2,388	158	2,546
At 31 March 2025	2,388	1,878	4,266
DEPRECIATION			
At 1 April 2024	-	1,720	1,720
Charge for year	478	53	531
At 31 March 2025	478	1,773	2,251
NET BOOK VALUE			
At 31 March 2025	1,910	105	2,015
At 31 March 2024	-	-	-

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade debtors	127,027	116,275
Prepayments and accrued income	35,596	41,954
	162,623	158,229

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	62,607	67,259
Taxation and social security	6,297	4,484
Other creditors	284,893	310,722
	353,797	382,465

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

13. MOVEMENT IN FUNDS

	At 1.4.24 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	479,718	2,819	482,537
TOTAL FUNDS	<u>479,718</u>	<u>2,819</u>	<u>482,537</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	982,688	(979,869)	2,819
Restricted funds			
Office space provide rent free	27,000	(27,000)	-
TOTAL FUNDS	<u>1,009,688</u>	<u>(1,006,869)</u>	<u>2,819</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	393,306	86,412	479,718
Restricted funds			
Children in need	6,080	(6,080)	-
TOTAL FUNDS	<u>399,386</u>	<u>80,332</u>	<u>479,718</u>

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	969,497	(883,085)	86,412
Restricted funds			
Children in need	6,239	(12,319)	(6,080)
TOTAL FUNDS	<u>975,736</u>	<u>(895,404)</u>	<u>80,332</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.23 £	Net movement in funds £	At 31.3.25 £
Unrestricted funds			
General fund	393,306	89,231	482,537
Restricted funds			
Children in need	6,080	(6,080)	-
TOTAL FUNDS	<u>399,386</u>	<u>83,151</u>	<u>482,537</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,952,185	(1,862,954)	89,231
Restricted funds			
Children in need	6,239	(12,319)	(6,080)
Office space provide rent free	27,000	(27,000)	-
	<u>33,239</u>	<u>(39,319)</u>	<u>(6,080)</u>
TOTAL FUNDS	<u>1,985,424</u>	<u>(1,902,273)</u>	<u>83,151</u>

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE

England & Wales - Charity number 1177138

Accounts



Annual Report · 2023/24

Windsor and Maidenhead Youth and Community Counselling Service
Windsor - Alma Road, SL4 3HD · Maidenhead - Marlow Road, SL6 7YR
Slough - Burnham Park Hall, SL1 7HR

Tel: 01628 636661 · Email: info@number22.org

An initiative of Churches Together in Windsor Commissioned by Royal Borough of Windsor and Maidenhead and NHS Frimley Health ICS
Registered Charity No. 1177138



*"I am not what happened to me,
I am what I choose to become".*

Carl Jung

*"How can I provide a relationship, which this person
may use for their own personal growth?"*

Carl Rogers

*"You go your way,
I'll go your way too"*

Leonard Cohen

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Mission Statement

To improve the mental health and resilience of people in our community, enabling them to navigate life's challenges. Through counselling and well-being services, we provide support to empower individuals to lead fulfilling lives and to thrive.

Number 22 Values

Our values are rooted in the principles outlined by the BACP Ethical Framework. Ensuring that we aim to provide the highest standard of care and integrity in our professional practice.

- Respect for human dignity and diversity
- Integrity and accountability
- Commitment to professional excellence
- Promoting client well-being
- Confidentiality and trust
- Fostering ethical relationships
- Social responsibility

By embodying these values, we aspire to create a professional environment that upholds the integrity of the counselling and psychotherapy profession and makes a meaningful difference in the lives of those we serve.

Number 22 Services

Free Counselling for young people and adults - in our agency rooms and online

Individual and group counselling in secondary schools in - Maidenhead, Windsor, Slough, Ascot and Marlow

Seedlings Service – counselling and play therapy in primary schools

Support Line – a confidential telephone service for young people and adults

Hope@22 – working with clients who are experiencing suicidal ideation

Working with young carers

Staff Support Service – offering support to staff in schools, social care and emergency services

GP surgery partnerships

Training Counsellors – CPCAB Levels 2,3,4, 5 & 6

FamilySupport@22

Voice of the Clients

Discovering how our clients feel about the counselling we provide helps us to continue giving the best service we can. Below is some of the feedback from a selection of our clients.

"I was pleasantly surprised by the stress-relieving effects of counselling. My counsellor possessed a gentle and compassionate nature, both in her speech and comprehension. She understands the stress and hardship I am experiencing. My recommendation for individuals facing mental stress is to seek counselling. A big thank you my counsellor and the team at the organization for their support to individuals struggling with mental stress."

"Counselling enabled me to discuss thoughts and feelings that I would struggle to discuss with family or friends. It helped me process what had happened and my counsellor encouraged me to review how I felt and helped me to understand how to move forward. I'm in a much better place now than when I started counselling and have a much clearer understanding of the person I am. I also learned that I can change myself and my future, which is a powerful thought. I felt very supported by my counsellor through some very difficult times and feel I benefitted immensely from her support, patience and ability to help me process events and emotions."

"It helped me to look at my life and work out why I had acted in a certain way, I also concluded that behaviours that I initially thought were not acceptable, were actually not too bad and I should be happier with who I was."

"My counsellor has really helped me understand why I feel the way I do more and I've found it very useful to analyse why certain things make me feel a certain way. I felt I was in a very safe space to speak openly and freely."

"Counselling had a huge impact on me. I was in a place where I couldn't help myself and my counsellor helped me so much to understand my feelings and this was a safe place where I could let out my emotions and felt heard. I wish I didn't have to cut it short due to work commitments but regardless, the short amount of time has helped me so much. I am very grateful to Number 22 for the help I was given and would recommend it to anyone. The process was fantastic."

"When I started counselling my thoughts on a daily basis went to ending it all. I am now back to where I was when I was a younger, stronger person and am back to facing the quagmire of life head on. Life isn't easy and won't ever be easy but ducking out of existence is not the way to go."

Client Issues

Clients usually present with a multiplicity of issues, for instance a client may initially come to our service saying they are suffering from low self-esteem, however as the sessions progress, they may tell their counsellor they are being bullied and may let them know they are self-harming. Over the last year, these are the issues which our counsellors and their clients have worked on together:



Chair's Report on Behalf of the Trustees



This has been a very successful year for Number 22. Our Director and Management Team have developed the provision to increase our impact within the community we serve. This year our Staff Support Service has been taken up by more schools and other organizations. The number of schools taking up our Counselling Packages has increased and our Seedlings Project with younger children is making steady progress. Our telephone helpline for young people is a valued source of support and we have now extended the offer to adults.

Our CPCAB courses have continued to fill and at the AGM we are celebrating the first cohort of students to complete Level 4 with us; they are now qualified counsellors.

The solid financial position is the result of intelligent fundraising bids, commissioning from the NHS and AfC, a grant from the Better Care Fund as well as our loyal local

funders who provide, each year, a valuable contribution towards our projects within Maidenhead and Windsor. Our hope is to achieve further funding to underpin initiatives in Slough.

All of our activities are kept on track by our Senior Administrator, our IT Manager and other administrative staff.

Finally we must thank our amazing counsellors. The voluntary and paid work they offer is beyond value. The high standards of clinical excellence that are maintained ensure that Number 22 remains an exceptionally well respected service.

The Board of Trustees has recently welcomed three new members, each of whom has brought energy, enthusiasm and professional expertise to support our role of Governance. Three long serving Trustees will be resigning at the AGM having been in post for a considerable number of years and underpinned our development process from the inception of the CIO.

The Trustees wish to thank all those who contribute to the work of Number 22, especially the steadfast contribution of our Director and the enthusiasm and innovative thinking of our Management Team and all our Counsellors who make the needs of our clients their driving force.

Sally Somerville

The Board of Trustees – Future Plans

This coming year 24/25 will be a time of change for Number 22 as our Director, Shula Tajima will be retiring. We have therefore appointed Number 22's first CEO so that we can transition responsibilities carefully and continue to grow our offer, whilst supporting our clients, counsellors and students.

Following a search and selection process, we were very pleased to appoint our current Business Manager, Emily Warburton to the post of CEO. Emily will begin her role on 1st September, working initially alongside Shula.

In the Autumn we shall start the process of appointing a new clinical lead to take over when Shula retires in 2025

Director's Report



Yet again this year has been a busy one, yet again this year we delivered amazing support to the community and yet again this year we developed new projects in order to increase our delivery to reach increased demand. Despite no longer receiving advocacy referrals, which I will discuss later, we increased our overall referrals to 2,785 clients. What is even more impressive though was the support we delivered, which was 33,404 hours of support an increase of 2,292 over what we delivered last year.

I remember a few years ago posing the question, whether quantity was a good measure of our efficacy. I still recognise that the most important is quality and quantity does not always measure that clinical excellence, but I do believe that the many people who come to us demonstrates to the trust within the community when they come to 22.

We have though also expanded the ways we deliver. Sometimes we have had to make difficult decisions, but always at the core of our decision making process has to be what is

in the best interest of the client. Over the last few years we worked incredibly hard to bring down our wait times for young people and we have got to the point where 80% of our under 18 year old clients are seen within 6 weeks. This is a great achievement. However we saw the wait times for adults growing steadily larger at every meeting and so we are now bringing in some innovative practices to reduce the wait times for adults.

We also decided to open up our support line to adults, and this has been a great success. We have also seen great success in the areas of the organisation that not only offers support but brings in an income stream, which we are able to put back into more delivery to our clients. The Staff Support offer has really taken off in schools and within the emergency services and Sarah has done a great job with this. Likewise our schools offer continues to grow and Alison also had another success with the Conference for Professionals who work with Young People.

This year though did see us take the strategic decision to not tender for the advocacy contract. Even though we knew this was a sound decision, I know how hard it was for Damon and his team to withdraw their support from these very vulnerable clients. Damon has worked hard with Coram Voice, the new service, to make the transition as smooth as possible, and at this time we are still supporting a small number of advocacy clients to ease the transition.

Our CPCAB delivery has also grown much faster than any of us imagined when we first embarked on this aspect of our organisation. Not only does it provide us with an income stream that can be used for our front line work, but more importantly it enables Julie and her team to teach person centred counselling to a level that we know is in the best interests of our clients. It is so lovely that this year at our AGM we are able to celebrate the graduation of that first cohort of counsellors who started on our first Level 2 and followed the programme through.

I would like to thank everyone for all their hard work over the last year. Number 22 is very much a team effort from the trustees, the volunteers, the cleaners, the management team, supervisors and the many counsellors who work within our paid projects. None of what we achieve would happen without every single one of the people here.

I know I was the one who was honoured with an award, but none of it would happen without the drive, determination and compassion of the people that make Number 22 the incredibly unique place it is.

Shula Tajima

Receiving the British Empire Medal



As some of you will be aware I was awarded the BEM in The King's Birthday Honours List. I received the medal this year in March in The Guildhall, Windsor, and I was accompanied by my two daughters. The citation was read out by Gerry Lejeune OBE Joint CEO of Berkshire Community Foundation and I have included it below.

Citation for Shula Tajima BEM

Shula has made a distinctive contribution to the Windsor and Maidenhead Counselling Service (WMCS). When the service lacked resource and was facing large financial pressures, Shula adapted and developed the organisation in to a more independent and freestanding charitable body. Shula has shown exceptional leadership over this period of change. Shula has a 'hands on' approach and is always available even outside her usual working hours and over and above what is expected. Shula began her career as an operational volunteer at a counselling service called

Number 22, based in Maidenhead. From an early stage, her leadership potential was evident, and she was invited to set up and work in a new organisation called Youth Talk in Windsor.

Shula went on to successfully merge these 2 services in to one single new charity - the Windsor and Maidenhead Counselling Service.

The charity has experienced, continuous rapid growth over a number of years, from 45 counsellors in 2006 to 166 counsellors in 2016. This counselling service is offered free of charge to service users. During the pandemic, when face to face counselling sessions weren't allowed, Shula quickly set up an online service so clients could still access this vital support.

On a personal level, Shula has experienced many challenges in her life.

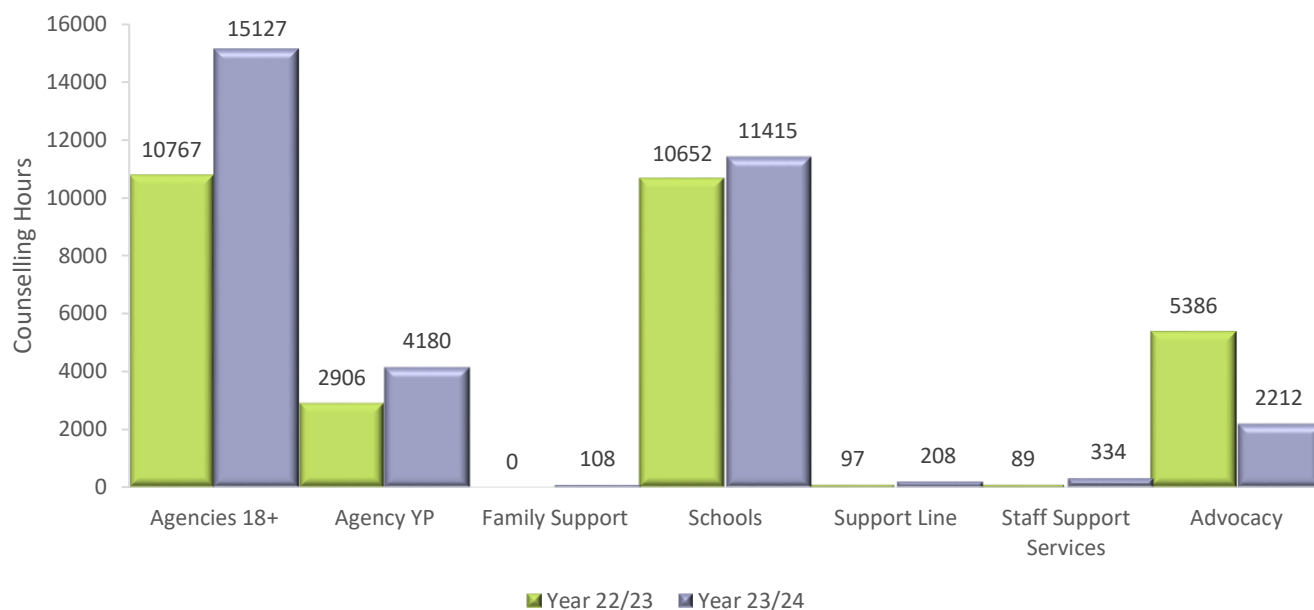
However, she has shown great resilience and persistence in overcoming these challenges by first becoming a probation officer and then a counsellor which led her to her current career with the WMCS.

Shula has made a substantial and impressive contribution to counselling in her community using her life experiences to positively change the lives of others.

Shula Tajima receives the British Empire Medal for services to the Community in Berkshire.

2023/24 Delivery

Number of Counselling Hours Offered

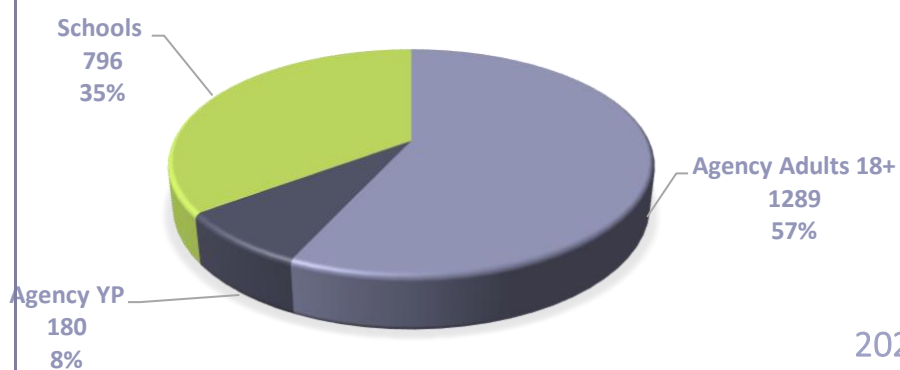


Total Hours Offered

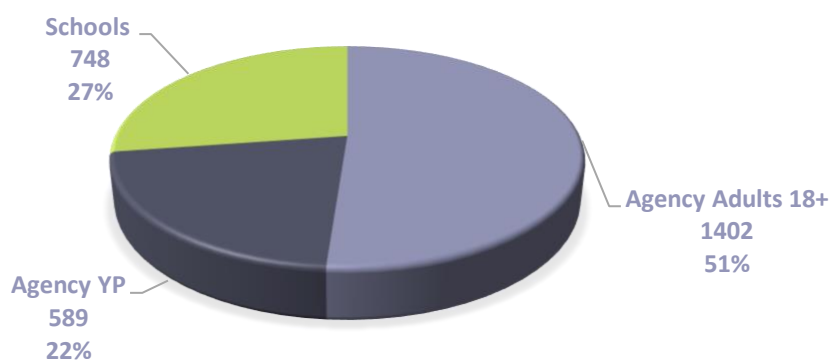
Year 22/23	Year 23/24	
29,897	33,584	+12% increase

Number of Referrals

2022/23



2023/24



The Number 22 Team

Executive Committee

Chair: Sally Somerville
Vice Chair: Kate Taylor
Secretary: Karen Melton
Treasurer: Peter Child

Committee Members: Liz Bailey
Sue Curley
Chris Duncan
Carolyn Fallon
Siobhan Murray
Sally Wright

Young Person Representative: Zoe Chingozha
Director of Service: Shula Tajima

Service Managers



Damon Hall



Emily Warburton



Alison Batey



Julie Murrell



Sarah Luke

Administrators

Anne Lang · Dalia Bosnic · Ruksana Khan · Mandy Bailey

IT Manager

Lucie Lang

Our Counsellors

Abi · Adeola · Agnieszka · Alexandra · Allen · Ali · Alina · Aman · Amanda R · Amanda WY · Amrit · Amy D · Amy M · Amy T · Ana · Angela · Anita · Anna · Ashdeep · Babs · Barbara · Becky · Ben Ja · Ben Je · Bernie · Beth · Brenda · Camilla · Carly-Anne · Carole · Caroline · Catherine D · Catherine S · Cassie · Catherine Chantal · Charmain · Claire · Christopher S · Christopher H · Dalia · Damon · Dan · Dawinder · Debbie · Denise · Dominique · Eleanor · Ellen V · Ellen C · Elizabeth · Emily Wa · Emily Wo · Emma Gr · Emma Gu · Emma H · Emma R · Eva · Fifi · Fiona · Francis · Freddie · Gareth · Gemma · Georgina · Geraldine · Gina M · Gina S · Ginella · Gurpal · Gwen · Hannah · Harry · Heather · Helen A · Helen M · Helen P · Helen W · Helena · Holly · India · Ingvild · Isobel · Iza · Jackie · Jamie · Jane B · Jane G · Janie · Jennie · Jenny · Jennifer · Jessica B · Jessica H · Jo B · Jo H · Jo N · Johanna · Joanne · Judith · Julie D · Julie I · Justine · Kameliya · Karen · Karen · Katie · Kelly G · Kelly R · Kelly H · Kim · Kiran · Kuraisha · Lauren · Laura · Leah · Leanne · Liliana · Linda · Lisa B · Lisa F · Lisa H · Lisa M · Lisa P · Lisa B · Lisa P · Lisa T · Louisa · Luani · Lucy C · Lucy J · Lyndsey · Maija · Mandy · Maria · Marianne · Marilla · Marielle · Martina · Melissa · Micheal · Micheala · Michelle F · Michelle J · Michelle M · Milly · Narinder · Natalie D · Natalie K · Nicky · Nicola · Nikki · Nina L · Nina N · Noni · Noreen · Norma · Patch · Paul G · Paul M · Paula D · Paula J · Pauline · Pavan · Peter · Petra · Pina · Queenie · Rachel · Rachel · Romana · Roseanne · Rosemary · Ramen · Rox · Sadia · Sally A · Sally M · Salma · Sandra · Sarah B · Sangi · Sara · Sarah Hi · Sarah Hu · Sarah R · Sarah T · Scott · Selina · Shash · Shaheena · Shradha · Sonia · Sophie · Sophie Ke · Sophie Kn · Sophie M · Soraya · Steve · Sukie · Susan · Susannah · Tarnjoat · Trish · Vergine · Vinika · Viv · Vivien · Vivienne · Zoe A · Zoe F

School Group Counsellors

Lisa Bradly · Lisa Miller · Chantal Line

School Counsellors

Abi Brown · Amy Day · Amy Money · Amy Taylor · Angela Chambers · Anita Pollard · Becky Messitt · Beth O'Keefe · Ellen Cooper · Emily Warburton · Emma Hawkins · Gill Christensen · Gwen Tregunno · Holly Jordan · Iza White · Jo Houghton · Julie Duffield · Justine Harvey · Linda Baseley · Lisa Miller · Lisa Parkinson · Lucy Jones · Lyndsey Holmes · Marielle Quinlan · Melissa Gale · Nicky Ashby · Nina Lee · Nina Nilsson · Paul Matton · Sadia Zaffar · Samantha Bidmead · Scott Hamilton · Selina Kerr · Shradha Tan · Sophie Kearney · Viv Jones · Gemma Linley-Barker · Joanne Hunt · Kelly Gomm · Kuraisha Anis · Lisa Perry · Mandy Bailey · Marielle Quinlan · Nicky Ashby · Rachel Wyatt · Romana Norman · Samantha Bidmead · Sarah Bracken

Hope@22 Counsellors

Emma Guest · Charmain Hartshorne · Melissa Gale · Lisa Haymes · Paula Daynes · Ingvild Engen · Isobel Neve · Jenn Craig · Anna Mulcock · Lilly Capuozzo · Noreen Hashmi · Vivien Osman · Bernie Hartshorne · Sophie Mitchell

After School @ Counsellors

Lilly Capuozzo · Vivienne Shiels · Susan Coffi · Nina Nilsson · Adeola Oke · Amanda Wayling · Angela Chambers · Vinika Lakhiani · Rachel Wyatt · Bernie Hartshorne · Julie Duffield · Vergine Hakobyan · Sophie Knight · Viv Osman · Shradha Tan · Joanne Hunt · Julie Duffield · Becky Messitt · Stephen Noyes · Beth O'Keefe · Lisa Miller · Karina Kasler · Eva Ahmad · Ginella Williams · Emma Groves · Shaheena Sharif · Kameliya Taylor · Peter Good · Lauren Bourne · Leanne Parsons · Nicky Ashby

Adults @22 Counsellors

Noreen Hashmi · Sarah Reucassel · Lisa Perry · Eva Ahmed · Lisa Haymes · Soraya McLellan · Vivien Osman · Janie Ironside Wood · Lisa Bradley · Zoe Chegwidan · Michael Tooley · Selina Kerr · Dawinder Shinhmar · Susannah Nicklin · Lauren Bourne · Jenn Craig

Young Carer's Counsellor

Lisa Miller

Support Line Counsellor

Mandy Bailey

Staff Support Practitioners

Sharron Harrison · Dominique Du Pre · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison
Wendy Walker · Melissa Gale · Julie Iokiem · Lisa Parkinson · Pauline Hill · Shamala Shaukat · Ellen Cooper de-Groote
Nina Nilsson · Lisa Bedwell · Jo Bird · Emma Guest

Cleaners

Kelly · Nigel

Advocates

Lucy Jones · Rox Khan · Rozxann Weston · Nick Denholm · Nicola McEvoy · Lisa Parkinson · Norma Machray
Louise Marian · Dee Miller · Bernie Hartshorne · Damon Hall · Sarah Orme · Pina Denholm · Jaga Heys
Sabina Petrine · Judith Pearmain · Chantal Line · Lisa Miller · Anna Mulcock · Nina Lee · Jen Morrison · Ros Lawson
Vinika Lakhinai · Narinder Bains

Independent Visitors

David Warburton · Clint Finn

Supervisors

Ben Jearum · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison
Shamala Shaukat · Wendy Walker · Barbara Thomas · Paul Cockcroft · Rachel Barton · Julie Murrell · Deena O'Brien
Lilly Capuozzo · Tony Freegrove · Rayna Shock · Barrie Hopwood · Joan Moore · Mike Worrall

Trainers

Alison Batey · Damon Hall · Dr Rachel Freeth · Jan Hawkins · Julie Murrell · Lisa Thompson
Mike Worrall · Shula Tajima · Susie Jameson · Kieran McCrystal

CPCAB Tutors

Julie Murrell · Clare Franzen · Dominique Du Pre · Jo Bird · Ben Jackson
Nina Nilsson · Shamala Shaukat · Sophie Mitchell · Roma Patel

Voice of the counsellors

"I feel a huge deep sense of purpose and meaningfulness working on the Hope project - knowing that our work can be potentially life saving and offer a kind, caring and sensitive space to individuals that can be in such a vulnerable place.

I also feel extremely appreciative for the invaluable collaborative learning experience within our supervision groups, with fellow Hope Counsellors sharing and providing insight into their client work/what they bring. The work can be emotionally intense, especially when working with potentially such high risk clients. This collaborative sharing aids personal reflection and continuous learning.

Overall, working on the Hope project provides a unique opportunity to make a significant difference to others."

"It is such a lovely thing to do, "to sit with another person who is alone" they need nothing from us but a committed and regular space to feel heard and of value. Each client leaves me with something, whether its a key word, phrase or something that has been touched upon. Sometimes, it feels extremely challenging work and its at these times we need to be able to call upon our self care, supervisor or peers for the pillars needed to support us, so that we can continue to be there and present for the clients that may have no one or nowhere else to turn.

At first I felt daunted by the work and the case load, but now I wouldn't be without such rewarding and important work.

Thank you for allowing me the privilege to work with this type of client."

Each year our counsellors fill in a survey. Below are words that counsellors feel reflects their experience of Number 22.



Number 22 Provision

Whilst a large amount of the work that we do is provided by our counsellors on a voluntary basis, we charge organisations who use our service and carry out a lot of fundraising so that we can meet our running costs and remunerate our counsellors where we can. Below are the projects/school service reports which demonstrate these areas of work within Number 22.

Hope@22:

Our Hope project supports some of the most vulnerable clients within our community who live with suicidal ideation. This year we are delighted to have received funding to enable us to increase the level of provision for this vital and much needed service.

After School@22:

The Afterschool Service offers young people counselling within a community setting either face to face or online. Over the last 12 months we have supported 100's of young people and now have over 25 counsellors dedicated to working with young people afterschool.

This service helps our young people better understand their emotions, learn healthy ways to cope with stress, improve self-esteem and build strong relationships, in order for them to embark on new experiences with a positive outlook.

Quotes from parents:

I can't thank you and the whole Number 22 counselling team for supporting my daughter, it's been life changing for our whole family.

Quote from appointment makers:

These sessions are often felt to be a lifeline for many of these young people, who are in many cases falling between the gaps caused by the immense strain being experienced in our education and healthcare systems. The counselling sessions offer these young people a much needed, supportive space in which to talk and to process what they are experiencing and a start in finding their own ways through their difficulties. The local community has an invaluable resource in No22 as an agency, providing absolutely essential help for our young people at this nationally and globally challenging time in history.

Quote from a counsellor:

It's provided a space for young people to have the freedom to be themselves, to explore who they really are or want to be rather than the identity they and/or society projects.

Have learnt so much already from the young people I'm working with, especially that they don't feel listened to, or their opinions considered and always judged on their behaviour, even by people who are sent to help them. What we offer is a completely different and positive experience and the young people I'm working with find it surprising as they have experienced disappointment and distrust with other services. I'm hopeful that delivering a positive relationship experience will help the young people to build trust in utilising other services if needed in the future.

SupportLine@22:

In 2021 we launched a telephone support line for young people aged between 11-25 years. Since this time we have seen 100's of young people using the service to access emotional support, advice and signposting.

Back in March this year we were delighted to announce we were opening the service up to adults. Since the launch of this service, we have supported over 100 young people and many adults are now also accessing the support each week.

'Mandy was excellent, the way she spoke and understood where I was coming from was comforting, along with the way she understood and answered back was good to hear too it made me sure she was engaging in the conversation not just listening. Helped me a lot as I was going through a rough time the night before so it was a lovely way to start my day. Thank you Mandy if you see this.' (Age 15).

Staff Support Service:

The Staff Support Service is a dedicated service designed to support staff wellbeing, foster resilience, and strengthen workplace practice by facilitating individual or group sessions.

This service is in high demand, and we are now offering this to schools and colleges across the country. We are also delighted to work alongside Thames Valley Police in offering their staff this service.

In the year ahead we are ambitious, and our aim is to continue to support any workplace that would benefit strengthening staff resilience and wellbeing.

Below is feedback we have gathered from participants:

"I find this type of support very useful. The ability to discuss your feelings, concerns, issues etc with a professional who has a completely objective and independent perspective to be of real value. I have utilised support of a similar nature previously and will look to again. This would be an excellent resource if it could be made to be available as a regular session."

"A very useful session. A confidential space to discuss issues at home and work without any judgement. Felt lighter as a result."

Counselling Service Manager – Sarah Luke

Counselling in Schools:

The school based counselling service continues to be an integral part of what Number 22 has to offer the community. We have a solid and excellent reputation for the work we carry out in schools. To date we work with 31 schools in Maidenhead, Windsor, Slough, Ascot and Marlow, offering group work and 1:1 counselling. The team of counsellors, who deliver this work comprises of qualified, experienced Lead counsellors and Volunteers who are completing their training. We have a team of 47 counsellors at present all of whom show true commitment and dedication for the work they do in supporting the young people.

As part of the school service, we also offer a Seedlings Service, which supports children in primary schools under the age of 11yrs.

The needs of the young people are often quite complex and we support our counsellors with this through supervision, CPD sessions and regular team meetings. Collaborative working in schools is vital to ensure good practice and that reporting of safeguarding is clear and effective. Our counsellors work with some incredibly difficult issues that surround young people and this year we reported 36 safeguarding concerns to Designated Safeguarding Leads in schools.

I continue to attend local Borough meetings, which ensures I am kept up to date as to what other support is being delivered with our areas.

Within the school service, we work collaboratively with Family Action who support young carers and the sessions offered are delivered within the school setting.

With our highly regarded reputation, we are at times contacted by schools in the sad event of a critical incident.

This year we supported the staff and students at Eton College following the sudden death of a student. The team of counsellors were amazing and we were able to respond within 24hours, providing support at the most difficult time.

The College were truly impressed and very grateful for the professionalism shown by our counsellors. I would also like to take this opportunity of thanking them again for all that they did at such short notice.

It continues to be a pleasure to work in the role of counselling service manager for schools and I am very proud of the team I work with who make the school service a huge success.....Thank you!!

Conference

We were extremely proud and pleased to run our first ever Conference for professionals on the 26th March 2024, 'The Power of Identity...This is me'. The event took a lot of hard work from all of the team and I would like to say a big thank you to everyone involved and to those who attended to support Number 22. (Also to St.Piran's School for hosting us) Great team effort!!

The focus of the day was working with difference and we had a great guest speaker Andrew Moffatt who beautifully set the scene for the day. Counsellors and other professionals working with young people attended the day and the feedback we received was excellent with many saying they hope the event is run again next year.

There was a variety of workshops that the attendees could participate in, alongside a drama performance from Access 27 on working with Transgender clients. The workshops were delivered by Auti-ms, Dwight Turner, Access 27 and Bold Voices.

The day ended with a beautiful section called Human Story, and it was a privilege to have David Warburton and Mahmood share their story of connection and how even with extreme difference, a mutual respect and understanding can be established allowing for a positive relationship.

Counselling Service Manager, Schools - Alison Batey



School's Feedback:



School Counsellor Report

I have been asked to talk about my experience working as a school counsellor for No.22, not an onerous task in any sense of the word, in fact a joy to talk about. I asked to meet with Alison just after I started to work with No.22 in 2017. I had heard of a 'new' initiative developed by Alison involving No.22 working within schools to provide counselling. After meeting Alison, I was clear on her ambition for delivering sessions in school which was aligned to my own passion. A programme offering counselling within the school itself, making it much easier for the students to access help and for us being able to reach them sooner not to mention, just more students.

After our initial meeting I was offered a volunteer role within a school in Maidenhead which progressed quickly to a lead role in a different school, which I remain at today. In addition, there have been numerous opportunities to work in other schools, either permanently, for a set period or for individual days providing urgent help.

Personally, I have been able to grow and develop individually. I have gained experience and knowledge of people from different cultures and backgrounds. Also learning how different schools operate and how their systems work. This has enabled me to offer a more well-rounded approach to my clients. Each day brings something different and the opportunity to work with many different people.

I feel fully held and supported by Alison who provides expert support and guidance and can resolve any problem or query. A well run and professional provision of counselling.

Thanks to this school counsellor provision we have been able to reach so many young people, with such important needs, that might never have otherwise been able to benefit from any support. I personally cannot thank Alison enough for the opportunities I have and I know many others in schools who feel the same.

Lyndsey Holmes

CPCAB Counsellor Training:

We have our first Level 4 diploma graduates. Congratulations to the 15 students who graduated and are with us tonight to receive their certificates. 8 of the students started with us at Level 2 and have progressed all the way through to Level 4 and some have continued with us to Level 5.

We also have 5 new supervisors who completed our supervisor's course and 3 who just have their external assessment to complete. Congratulations to the 8 of them too.

In 2024 we have Levels 2,3,4 and 5 running, 7 courses in total, two Level 4 groups are due to complete this year.

Our latest external verification from CPCAB stated that 'Teaching is of a high quality as are written assessments'. and 'What a great end to a highly successful training year. Congratulations to all the staff and students!'

We continue to train new tutors as well as develop new courses to provide Number 22 with person centred counsellors and supervisors who have been trained with the rigour and integrity required to meet the needs of the local communities of Windsor, Maidenhead and Slough.

As part of the Level 4 and 5 courses we hold an annual experiential weekend. This year we returned to Hurley with 53 students from 5 courses for a weekend where we looked at 20 basic human needs. The theme for the weekend, alongside personal development, was self-care and thinking about how we get our needs met. We undertook a whole range of activities incorporating support and trust, teamwork, acceptance, listening and enjoyment and fun amongst others. Even the sun participated by shining on us for the two days.

Counselling Service Manager, CPCAB Training Delivery - Julie Murrell



Experiential weekend

Student Report

As I'm writing this, it's almost 4 years to the day from when I was accepted for my Certificate in Counselling Skills with Number 22. At that time, the world around us was turbulent and we had all lived through the first of many lockdowns. I was ever so lucky to have those weekly meetups; to explore, to challenge, to learn, to grow – just to have a safe space to get away from the uncertainty around us.

Today, I'm sitting next to an envelope containing my Diploma Certificate, revisiting the long and winding path that got me here.

It's been self-discovery in its purest form, and it certainly hasn't been easy. I'm slightly taken by a wave of nostalgia for my peer group, without whom this wouldn't have been possible, and who taught me so much along the way.

Level 2 opened my eyes to what listening actually meant, and that to be self-aware I had to acknowledge that I really wasn't. Level 3 was a step up, a foray into theory and deeper exploration. I can't surmise Level 4 in a sentence, other than to offer a wry smile and reminisce over the paperwork – but in all seriousness it was enriching, stimulating and at times... fun!

Number 22 has been an incredibly warm, welcoming space to learn and grow – under the watchful eye of our honestly incredible tutors, and the wider support network of the agency. Being able to do my placement here has felt like an honour, and I continue to offer my services to clients as I can see the value it brings.

I am so glad to have graduated here, and ever so grateful to everyone who helped along the way.

Sophie Mitchell

Advocacy Service:

Number 22 no longer provides an Advocacy and Independent Visitor service for Achieving for Children (AfC)/RBWM.

It was with real regret that Number 22 felt that we could not tender for the Advocacy and Independent Visitor contract. Number 22 felt that we could not provide the quality of work that is our norm with the level of funding available in the new Achieving for Children contract. We had been working with a large volume of clients for AfC, a mix of children and parents totalling over 200 clients, when AfC decided to put the contract up for renewal. Many of those clients will no longer receive advocacy, as the new contract does not allow for work with adults, or those under 12.

It has been a long hard road transitioning some clients to Coram Voice, the new provider, which, at the time of writing, has not been fully completed.

Of the 200 clients we were working with, 35 have been transferred over to Coram Voice, with another 18 clients staying with Number 22 until the end of July, when they will also transfer to Coram Voice.

It feels like an end of an era, not only for myself but also for those advocates who have worked so hard to provide the best possible service to their clients. All the advocates have been distressed at having to finish with existing clients, when the work had not ended. But nothing lasts forever and we have had 10 years of fulfilling work, with amazing people we have met along the way.

I would like to thank those Independent Reviewing Officers and Conference Chairs who have supported our advocacy and who expressed appreciation for the work we did, supporting the work that they do.

I would like to thank all those hard working social workers, again who supported us to carry out our work, so that we could support them in carrying out theirs.

I know that Number 22 has really made a difference to families and young people in the borough, who have had Social Service's involvement in their family's lives. It is always at a time of crisis in the family, when social workers step in to help. Having an independent advocate to make sure that the voices of those involved is not lost, amongst all the voices of the professionals involved, is very important. We have worked hard to make sure those voices have been heard.

I would like to take this opportunity to thank all my advocates who have worked so hard over the years and who have made such a difference to their clients' lives.

I have now taken on a new role at Number 22, that of recruitment manager. I get to meet those counsellors at the beginning of their counselling career and it is such a joy to meet them. I spend my time interviewing and having conversations with amazing people, full of enthusiasm and eagerness, it is quite infectious, and I thank them for it.

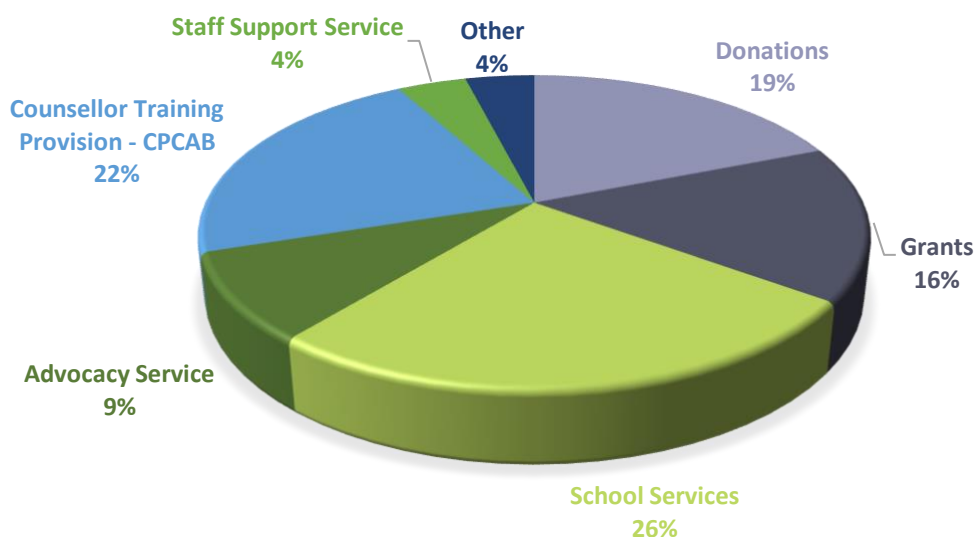
Counselling Service Manager, Advocacy/Independent Visiting – Damon Hall

Number 22 Finances:

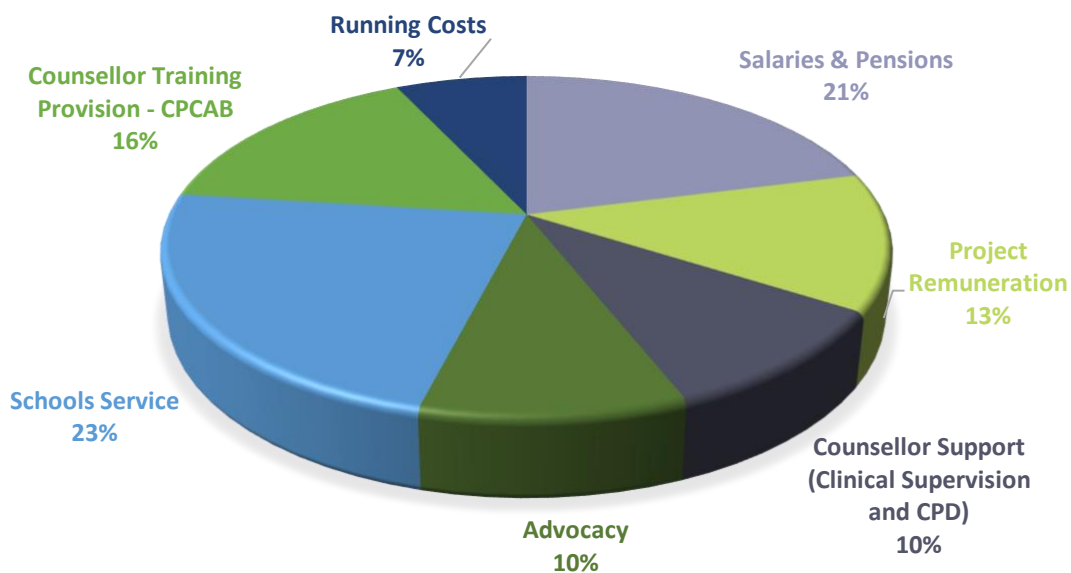
Retaining a free at the point of use service for all of our clients is incredibly important to us. You will have read earlier in the report that much of our work is delivered on a voluntary basis (48%) We have been moving the model over the last 5-6 years in order to remunerate counsellors for the balance of the provision (52%) which helps us to retain experienced, dedicated counsellors often long after they have qualified, allowing us to deliver a broader, richer service to our clients. By providing Clinical Supervision, subsidised CPD training days and a supportive agency environment, we strive to attract and provide work to the absolute best trainee and qualified counsellors in the area.

We also need money and this comes in the form of (1) our own income streams which generate surpluses (2) commissioning grants from statutory services and (3) a lot of fundraising. This year our income has increased a little on the previous year and we have spent an additional £28,000 on delivering services. This is broken down as follows:

Income



Expenditure



Our income streams of Schools work, CPCAB training and Staff Support Service all have the dual role of providing outstanding services, as well as making vital contributions to our running costs. We are very grateful to receive commissioning grants from NHS Frimley Health and Care ICS and Achieving for Children on behalf of The Royal Borough of Windsor and Maidenhead. This year we also received a grant from the Better Care Fund to support our work in Slough. As we transition away from providing an Advocacy service to RBWM, Number 22 has subsidised this area in 2023/24.

Once again, we have been recipients of a large number of fantastic donations from foundations and charitable trusts this year. As some foundations have had to tighten their purse strings, we have gone further afield to find funds. This has resulted in a greater breadth and lots of new organisations donating to Number 22. Projects such as Hope@22 supporting adult clients who are feeling suicidal; SupportLine@22 our telephone support line for young people and adults, FamilySupport@22 and AfterSchool@22 our agency counselling for young people wouldn't be possible without the funds that we receive from those who believe in our work.

As ever, a huge thank you to all of you who have supported us this year; our service would be much lesser without you.

Our Supporters:



The Prince Philip Trust Fund



Garfield Weston
FOUNDATION

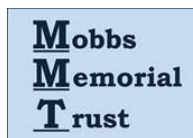


Windsor and Maidenhead Christian Trust
Giving through Christ's love



St Luke's Church
Maidenhead

The Louis Baylis
CHARITABLE TRUST
Is pleased to support No 22
Community Counselling Services
<https://www.louisbaylistrust.org.uk/>



Business Manager – Emily Warburton

Treasurer's Report

Year Ending 31 March 2024

It is once again encouraging to report that the financial position continues to present a strong position for the charity. A detailed review of financial performance is included in the annual accounts and the main points are:

- (a) Net income (income less expenditure) of £80332 (2023: £99232) shows another satisfactory year.
- (b) Income from charitable activities grew by 11% which has enabled more funds for the delivery of counselling services for the communities within which we work.
- (c) Cash of £703954 as of 31 March 2024 is an increase over last year of over £125000.
- (d) Total funds carried forward are now almost £480,000 and these funds are considered sufficient to protect the charity and its service users from any disruption of services for at least 9 months, as required by the Charity Commission.

Our financial statements include Key Performance Indicators which show significant growth and improvement over the previous year.

All our income streams have brought funds into the charity and are monitored closely for performance.

Fundraising (£335000 this year, £390000 last year) continues to be an essential part of our income and as expressed in more detail elsewhere in this report, we remain very grateful to all our donors.

The last 3 years have seen significant growth in financial activity and extra work has been placed on the financial and administrative side of the charity. The trustees are very grateful for the commitment and expertise displayed by the business manager and the administrative team.

Thanks also to Two Rivers Accountancy who completed the independent examination of the accounts on a timely basis, having taken over from Stiles, our previous examiners.

Peter Child

British Association for Counselling and Psychotherapy (BACP) Ethical Framework

We are an organisational accredited member of the BACP and the way we work subscribes to their ethical framework for the counselling profession's good practice. All the counsellors that deliver at any of our sites are bound by the principles, values and personal moral qualities as laid down in the Ethical Framework. To this end we aim to offer a service which is safe for each client. Number 22 follows guidelines developed by the Royal Borough of Windsor and Maidenhead and the BACP. If clients are unhappy with any aspect of the service, they may contact the agency director/management team in the first instance and then Number 22's Board of Trustees and/or the BACP directly as required. We welcome feedback on all aspects of our service and always consider carefully any ways that we can improve on our ways of working.

Equal Opportunities Statement

At Number 22, we are based in two boroughs, which are diverse places with a vibrant cultural mix. There are many benefits to this and we hope to reflect these benefits in our organisation. We believe that by valuing diversity and ensuring equality, everyone using and working in our service will feel welcomed and supported.

We have a responsibility to demonstrate our commitment to anti discriminatory practice, playing an important part in improving life opportunities for people who are disadvantaged, vulnerable, or have diverse characteristics.

Number 22 recognises that everyone has a contribution to make to our agency and has a right to respectful treatment. We are aware that what may not be perceived as a barrier to one person could be experienced as an insurmountable hurdle by another. Through listening to the needs of service users and staff we aim to support people in any way they require.

Ways you can Support us

Text Calm22

Plus your donation amount to
70070 or scan the QR code
below



Easy Fundraising

Or if you are shopping online go to
www.easyfundraising
and register your
support for Number 22.
A percentage of all you buy will then
come to us at no cost to you!

 **Donate With PayPal**

Scan the code below to donate via
PayPal



We are also on social media. Please take a look and spread the word of the work that we do.



@Number 22counselling · @ Number 22counselling · @counsellingNumber 22 · linkedin.com/company/number22

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Windsor and Maidenhead Youth and
Community Counselling Service

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Windsor and Maidenhead Youth and
Community Counselling Service

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for the Year Ended 31 March 2024

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2023/24. The year has seen the charity make progress through the management of a number of income streams:

- Fundraising
- Joint commissioning from Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health and Care ICS
- Schools' Counselling Service
- Commissioned Advocacy Service
- Delivery of Counsellor Training Courses
- Reflective Practice to Schools
- Counselling service to a GP/Health Centre

This strategic approach to managing our finances has put us in a favourable financial position.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people and adults in the community who may come to the service of their own accord. Referrals are also taken from:
 - GP surgeries
 - Social services
 - CAMHS
 - Schools
 - Talking Therapies
 - Other statutory and voluntary services
 - Many self-referrals
2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order.
3. Individual and group counselling in schools - the provision of a low-cost counselling service.
4. CPCAB training to prospective counsellors.
5. Fundraising to support the above.
6. Support Line @ 22 - a telephone support line for young people and adults. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc.
7. Reflective practice - a service for professionals in leadership roles (currently working in schools and the police); providing support and an opportunity to reflect on the demands of their roles.

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, adults, families and carers. In 2023/24 we have continued to see an increase in demand for our services; as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our priorities continue to be to maintain the quality of the services we offer and to expand our capacity to meet the ever increasing demand.

We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

In 2023/24, 203 counsellors offered over 31,914 counselling hours plus 2,212 Advocacy hours. Many of these hours have been delivered to young people in both the agency and in schools. This work requires additional experience and training and some of these hours are remunerated. A number of adults have been seen within our Hope@22 project which is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work is required to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face-to-face work and remote work continues and has been welcomed and well used by our clients.

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22.

In 2023/24 this donor base has expanded to include new foundations and trusts who haven't donated to Number 22 before.

For several years, one large donation has supported our work with clients who are feeling suicidal and as this funding has come to an end, we are delighted that the Berkshire Community Foundation has helped us to secure new funding so that we can continue this project for the next three years.

In 2023/24, generous donations have come from The Spoores, Merry & Rixman Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Garfield Weston Foundation, The Prince Philip Trust, The Heathrow Community Trust, The Mobbs Memorial Trust, The Englefield Charitable Trust, RWS Foundation, Slough Better Care Fund, St Luke's Church Maidenhead, The Syder Foundation, The David Brownlow Charitable Foundation and two donors who wish to remain anonymous. We have also received a number of donations from clients. We received the final payments from our Children in Need grant.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

- Number 22's KPIs are reported quarterly to our commissioners - the NHS Frimley Health and Care ICS and Achieving for Children (for The Royal Borough of Windsor & Maidenhead).
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

FINANCIAL REVIEW

Financial position and principal funding sources

The Statement of Financial activities for the year ended 31 March 2024 presents a strong financial position to carry forward into 2024/25. With an income of £975,734 (1% year on year growth) and expenditure of £895,402 (3% year on year growth) we have had more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

Our schools' work, reflective practice work and CPCAB training courses have supported the core objectives of the charity and have also been designed to bring funds into the charity and to make a contribution to our running costs.

The Advocacy service is drawing to a close in 2024/25.

Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health & Care ICS jointly commission Number 22's service. Their baseline funding makes up 9% of our total income and makes a valuable and much needed contribution to our running costs.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. The Charity Commission require Number 22 to have a reserves policy in place which we have set at 6-9 months of general expenditure and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs.

Going concern

As we close our 2023/24 year, the Number 22 accounts present a strong financial position to carry forward into 2024/25, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

- Continue to increase the counselling provision to meet demand; offering a blended service of remote and face to face work.
- Continue to develop means of reducing the waiting list for example project work and one off counselling sessions via SupportLine@22.
- Continue to develop the range of work in Primary, Middle and Secondary schools, including counselling for young people and Reflective Practice for staff.
- Continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4, Level 5 and Level 6.
- Continue to support counsellors to extend their training and experience to work with Young People - our training course for this purpose has been endorsed by the accreditation body, the CPCAB.
- Continue to seek support from existing and new funding supporters, for specific projects and to contribute towards operational costs.
- Seek to work in the corporate space, offering emotional wellbeing workshops and therapeutic support.
- Offer Reflective Practice support in other statutory services e.g. the police service.
- Continue to track income and expenditure using Xero and to forecast future finances accurately.
- Update our database system for storing counsellor and client records; monitoring client attendance and recording notes; making appointments; improving our collection and reporting of clinical evaluation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise. For example: those from an educational background advise on Number 22's schools' work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. One Trustee represents The Royal Borough of Windsor and Maidenhead in line with our Constitution. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Executive Committee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Vice Chair and Treasurer.
- The Trustees, the Director and the Managers make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safeguarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code. - None of the executive committee are related.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Kate Taylor

Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Elizabeth Bailey
Sue Curley
Chris Duncan
Carolyn Fallon
Siobhan Murray
Sally Wright

Young People's Representative

Zoe Chingozha

Director of Service

Shula Tajima

Service Managers

Alison Batey
Damon Hall
Sarah Luke
Julie Murrell
Emily Warburton

Administrators

Anne Lang
Ruksana Khan
Dalia Bosnic

IT Manager

Lucie Lang

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Risk Register which is regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. The Risk Register was last reviewed in April 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
S Curley
S Wright
K Melton
P Child
E Bailey
G Singh (resigned 12th March 2023)
D Stimson (resigned 4th May 2023)
M Luxon (resigned 11th July 2023)
M A E Goford (resigned 11th July 2023)
C Duncan (appointed 17th January 2023)
K Taylor (appointed 23rd May 2023)
C Fallon (appointed 11th July 2023)
S Murray (appointed 11th July 2023)

Independent Examiner

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Approved by order of the board of trustees on 06/06/2024 and signed on its behalf by:

S. A Somerville

S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Delia Allott FCCA

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Date: 6/6/24

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	329,275	6,239	335,514	389,711
Charitable activities	4				
Schools counselling		252,804	-	252,804	202,978
Advocacy work		85,053	-	85,053	207,703
Supervision		1,602	-	1,602	14,283
Training courses		10,702	-	10,702	7,605
CPCAB training		213,953	-	213,953	129,225
Burnham Health		21,430	-	21,430	9,365
Parents group		-	-	-	900
Independent visitors		1,117	-	1,117	3,231
Reflective practice		43,115	-	43,115	-
Investment income	3	10,445	-	10,445	2,158
Total		<u>969,496</u>	<u>6,239</u>	<u>975,735</u>	<u>967,159</u>
EXPENDITURE ON					
Charitable activities	5				
Schools counselling		207,475	-	207,475	217,509
Advocacy work		84,688	-	84,688	178,494
Supervision		77,989	-	77,989	77,072
Training courses		11,870	-	11,870	13,735
Managers		27,206	-	27,206	41,403
CPCAB training		146,226	-	146,226	101,993

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
Family action		2,261	-	2,261	1,121
Burnham Health		14,546	-	14,546	6,935
Agency counselling		43,554	12,319	55,873	-
Parents group		-	-	-	488
Hope project		27,144	-	27,144	35,212
Independent visitors		872	-	872	1,879
Family support		2,308	-	2,308	110
Reflective practice		18,298	-	18,298	-
Other		218,647	-	218,647	191,976
Total		883,084	12,319	895,403	867,927
NET INCOME/(EXPENDITURE)		86,412	(6,080)	80,332	99,232
RECONCILIATION OF FUNDS					
Total funds brought forward		393,306	6,080	399,386	300,154
TOTAL FUNDS CARRIED FORWARD		479,718	-	479,718	399,386

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	11	158,229	-	158,229	134,143
Cash at bank		703,954	-	703,954	578,188
		<u>862,183</u>	<u>-</u>	<u>862,183</u>	<u>712,331</u>
CREDITORS					
Amounts falling due within one year	12	(382,465)	-	(382,465)	(312,945)
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
NET CURRENT ASSETS					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
NET ASSETS					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
FUNDS					
Unrestricted funds	13			479,718	393,306
Restricted funds				-	6,080
TOTAL FUNDS					
				<u>479,718</u>	<u>399,386</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
06/06/2024 and were signed on its behalf by:

S.A. Somerville
S Somerville - Trustee

Pere Child
P Child - Trustee

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	125,766	98,585
Net cash provided by operating activities		<u>125,766</u>	<u>98,585</u>
Change in cash and cash equivalents in the reporting period		125,766	98,585
Cash and cash equivalents at the beginning of the reporting period		<u>578,188</u>	<u>479,603</u>
Cash and cash equivalents at the end of the reporting period		<u>703,954</u>	<u>578,188</u>

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net income for the reporting period (as per the Statement of Financial Activities)	80,332	99,232
Adjustments for:		
Depreciation charges	-	574
(Increase)/decrease in debtors	(24,086)	14,927
Increase/(decrease) in creditors	69,520	(16,148)
Net cash provided by operations	<u>125,766</u>	<u>98,585</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank	578,188	125,766	703,954
	<u>578,188</u>	<u>125,766</u>	<u>703,954</u>
Total	<u>578,188</u>	<u>125,766</u>	<u>703,954</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £152,389 (2023: £181,800), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

1. ACCOUNTING POLICIES - continued

Charitable activities

Reflective Practice

The charity offers a reflective practice service for professional in leadership roles (currently working in schools and the police); providing support and an opportunity to reflect on the demands of their roles. Income and expenses are recognised over the period which the service is provided.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Basic financial assets

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

1. ACCOUNTING POLICIES - continued

Basic financial assets

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	180,163	206,346
Grants	152,839	181,800
Contribution to admin/DBS cost	2,512	1,565
	<u>335,514</u>	<u>389,711</u>

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Royal Borough of Windsor & Maidenhead	53,000	62,920
NHS Clinical commissioning groups	73,600	74,600
Children in need	6,239	24,280
Garfield Weston	20,000	20,000
	<u>152,839</u>	<u>181,800</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Rent and room hire received	<u>10,445</u>	<u>2,158</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.24 £	31.3.23 £
Schools counselling	252,804	202,978
Advocacy	85,053	207,703
Supervision	1,602	14,283
Training income	10,702	7,605
CPCAB training	213,953	129,225
Burnham Health	21,430	9,365
Parents group	-	900
Independent visitors	1,117	3,231
Reflective practice	43,115	-
	629,776	575,290

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Schools counselling	207,475
Advocacy work	84,688
Supervision	77,989
Training courses	11,870
Managers	27,206
CPCAB training	146,226
Family action	2,261
Burnham Health	14,546
Agency counselling	55,873
Hope project	27,144
Independent visitors	872
Family support	2,308
Reflective practice	18,298
	676,756

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

6. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	160,343	826	14,684
		Governance costs	Totals
	Other £	£	£
Other resources expended	28,826	10,780	215,459

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

8. STAFF COSTS

	31.3.24 £	31.3.23 £
Wages and salaries	188,809	180,262
Social security costs	10,300	7,425
Other pension costs	11,354	13,575
	210,463	201,262

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Management	1	1
Administration	6	6
Schools counselling	6	6
	13	13

No employees received emoluments in excess of £60,000.

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	365,431	24,280	389,711
Charitable activities			
Schools counselling	202,978	-	202,978
Advocacy work	207,703	-	207,703
Supervision	14,283	-	14,283
Training courses	7,605	-	7,605
CPCAB training	129,225	-	129,225
Burnham Health	9,365	-	9,365
Parents group	900	-	900
Independent visitors	3,231	-	3,231
Investment income	2,158	-	2,158
Total	942,879	24,280	967,159
EXPENDITURE ON			
Charitable activities			
Schools counselling	217,509	-	217,509
Advocacy work	178,494	-	178,494
Supervision	75,872	1,200	77,072
Training courses	13,735	-	13,735
Managers	24,403	17,000	41,403
CPCAB training	101,993	-	101,993
Family action	1,121	-	1,121

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Burnham Health	6,935	-	6,935
Parents group	488	-	488
Hope project	35,212	-	35,212
Independent visitors	1,879	-	1,879
Family support	110	-	110
Other	191,976	-	191,976
Total	849,727	18,200	867,927
 NET INCOME	 93,152	 6,080	 99,232
 RECONCILIATION OF FUNDS			
Total funds brought forward	300,154	-	300,154
 TOTAL FUNDS CARRIED FORWARD	 393,306	 6,080	 399,386

10. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2023 and 31 March 2024	1,720
DEPRECIATION	
At 1 April 2023 and 31 March 2024	1,720
NET BOOK VALUE	
At 31 March 2024	-
At 31 March 2023	-

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	116,275	99,863
Other debtors	-	55
Prepayments and accrued income	41,954	34,225
	<u>158,229</u>	<u>134,143</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	67,259	71,212
Taxation and social security	4,484	4,887
Other creditors	310,722	236,846
	<u>382,465</u>	<u>312,945</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

13. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	393,306	86,412	479,718
Restricted funds			
Children in need	6,080	(6,080)	-
TOTAL FUNDS	<u>399,386</u>	<u>80,332</u>	<u>479,718</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	969,496	(883,084)	86,412
Restricted funds			
Children in need	6,239	(12,319)	(6,080)
TOTAL FUNDS	<u>975,735</u>	<u>(895,403)</u>	<u>80,332</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	300,154	93,152	393,306
Restricted funds			
Children in need	-	6,080	6,080
TOTAL FUNDS	<u>300,154</u>	<u>99,232</u>	<u>399,386</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	942,879	(849,727)	93,152
Restricted funds			
Children in need	24,280	(18,200)	6,080
TOTAL FUNDS	<u>967,159</u>	<u>(867,927)</u>	<u>99,232</u>

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	300,154	179,564	479,718
TOTAL FUNDS	<u>300,154</u>	<u>179,564</u>	<u>479,718</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,912,375	(1,732,811)	179,564
Restricted funds			
Children in need	30,519	(30,519)	-
TOTAL FUNDS	<u>1,942,894</u>	<u>(1,763,330)</u>	<u>179,564</u>

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2024
for
Windsor and Maidenhead Youth and
Community Counselling Service

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Windsor and Maidenhead Youth and
Community Counselling Service

Contents of the Financial Statements
for the Year Ended 31 March 2024

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2023/24. The year has seen the charity make progress through the management of a number of income streams:

- Fundraising
- Joint commissioning from Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health and Care ICS
- Schools' Counselling Service
- Commissioned Advocacy Service
- Delivery of Counsellor Training Courses
- Reflective Practice to Schools
- Counselling service to a GP/Health Centre

This strategic approach to managing our finances has put us in a favourable financial position.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people and adults in the community who may come to the service of their own accord. Referrals are also taken from:
 - GP surgeries
 - Social services
 - CAMHS
 - Schools
 - Talking Therapies
 - Other statutory and voluntary services
 - Many self-referrals
2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order.
3. Individual and group counselling in schools - the provision of a low-cost counselling service.
4. CPCAB training to prospective counsellors.
5. Fundraising to support the above.
6. Support Line @ 22 - a telephone support line for young people and adults. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc.
7. Reflective practice - a service for professionals in leadership roles (currently working in schools and the police); providing support and an opportunity to reflect on the demands of their roles.

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, adults, families and carers. In 2023/24 we have continued to see an increase in demand for our services; as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our priorities continue to be to maintain the quality of the services we offer and to expand our capacity to meet the ever increasing demand.

We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

In 2023/24, 203 counsellors offered over 31,914 counselling hours plus 2,212 Advocacy hours. Many of these hours have been delivered to young people in both the agency and in schools. This work requires additional experience and training and some of these hours are remunerated. A number of adults have been seen within our Hope@22 project which is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work is required to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face-to-face work and remote work continues and has been welcomed and well used by our clients.

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22.

In 2023/24 this donor base has expanded to include new foundations and trusts who haven't donated to Number 22 before.

For several years, one large donation has supported our work with clients who are feeling suicidal and as this funding has come to an end, we are delighted that the Berkshire Community Foundation has helped us to secure new funding so that we can continue this project for the next three years.

In 2023/24, generous donations have come from The Spoore, Merry & Rixman Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Garfield Weston Foundation, The Prince Philip Trust, The Heathrow Community Trust, The Mobbs Memorial Trust, The Englefield Charitable Trust, RWS Foundation, Slough Better Care Fund, St Luke's Church Maidenhead, The Syder Foundation, The David Brownlow Charitable Foundation and two donors who wish to remain anonymous. We have also received a number of donations from clients. We received the final payments from our Children in Need grant.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

- Number 22's KPIs are reported quarterly to our commissioners - the NHS Frimley Health and Care ICS and Achieving for Children (for The Royal Borough of Windsor & Maidenhead).
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

FINANCIAL REVIEW

Financial position and principal funding sources

The Statement of Financial activities for the year ended 31 March 2024 presents a strong financial position to carry forward into 2024/25. With an income of £975,734 (1% year on year growth) and expenditure of £895,402 (3% year on year growth) we have had more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

Our schools' work, reflective practice work and CPCAB training courses have supported the core objectives of the charity and have also been designed to bring funds into the charity and to make a contribution to our running costs.

The Advocacy service is drawing to a close in 2024/25.

Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health & Care ICS jointly commission Number 22's service. Their baseline funding makes up 9% of our total income and makes a valuable and much needed contribution to our running costs.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. The Charity Commission require Number 22 to have a reserves policy in place which we have set at 6-9 months of general expenditure and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs.

Going concern

As we close our 2023/24 year, the Number 22 accounts present a strong financial position to carry forward into 2024/25, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

- Continue to increase the counselling provision to meet demand; offering a blended service of remote and face to face work.
- Continue to develop means of reducing the waiting list for example project work and one off counselling sessions via SupportLine@22.
- Continue to develop the range of work in Primary, Middle and Secondary schools, including counselling for young people and Reflective Practice for staff.
- Continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4, Level 5 and Level 6.
- Continue to support counsellors to extend their training and experience to work with Young People - our training course for this purpose has been endorsed by the accreditation body, the CPCAB.
- Continue to seek support from existing and new funding supporters, for specific projects and to contribute towards operational costs.
- Seek to work in the corporate space, offering emotional wellbeing workshops and therapeutic support.
- Offer Reflective Practice support in other statutory services e.g. the police service.
- Continue to track income and expenditure using Xero and to forecast future finances accurately.
- Update our database system for storing counsellor and client records; monitoring client attendance and recording notes; making appointments; improving our collection and reporting of clinical evaluation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise. For example: those from an educational background advise on Number 22's schools' work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. One Trustee represents The Royal Borough of Windsor and Maidenhead in line with our Constitution. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Executive Committee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Vice Chair and Treasurer.
- The Trustees, the Director and the Managers make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safeguarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code. - None of the executive committee are related.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Kate Taylor

Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Elizabeth Bailey
Sue Curley
Chris Duncan
Carolyn Fallon
Siobhan Murray
Sally Wright

Young People's Representative

Zoe Chingozha

Director of Service

Shula Tajima

Service Managers

Alison Batey
Damon Hall
Sarah Luke
Julie Murrell
Emily Warburton

Administrators

Anne Lang
Ruksana Khan
Dalia Bosnic

IT Manager

Lucie Lang

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Risk Register which is regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. The Risk Register was last reviewed in April 2024.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
S Curley
S Wright
K Melton
P Child
E Bailey
G Singh (resigned 12th March 2023)
D Stimson (resigned 4th May 2023)
M Luxon (resigned 11th July 2023)
M A E Goford (resigned 11th July 2023)
C Duncan (appointed 17th January 2023)
K Taylor (appointed 23rd May 2023)
C Fallon (appointed 11th July 2023)
S Murray (appointed 11th July 2023)

Independent Examiner

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Approved by order of the board of trustees on 06/06/2024 and signed on its behalf by:

S. A Somerville

S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Delia Allott FCCA

Two Rivers Accountancy
38 Eton Wick Road
Eton Wick
Windsor
Berkshire
SL4 6JL

Date: 6/6/24

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	329,275	6,239	335,514	389,711
Charitable activities	4				
Schools counselling		252,804	-	252,804	202,978
Advocacy work		85,053	-	85,053	207,703
Supervision		1,602	-	1,602	14,283
Training courses		10,702	-	10,702	7,605
CPCAB training		213,953	-	213,953	129,225
Burnham Health		21,430	-	21,430	9,365
Parents group		-	-	-	900
Independent visitors		1,117	-	1,117	3,231
Reflective practice		43,115	-	43,115	-
Investment income	3	10,445	-	10,445	2,158
Total		<u>969,496</u>	<u>6,239</u>	<u>975,735</u>	<u>967,159</u>
EXPENDITURE ON					
Charitable activities	5				
Schools counselling		207,475	-	207,475	217,509
Advocacy work		84,688	-	84,688	178,494
Supervision		77,989	-	77,989	77,072
Training courses		11,870	-	11,870	13,735
Managers		27,206	-	27,206	41,403
CPCAB training		146,226	-	146,226	101,993

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
Family action		2,261	-	2,261	1,121
Burnham Health		14,546	-	14,546	6,935
Agency counselling		43,554	12,319	55,873	-
Parents group		-	-	-	488
Hope project		27,144	-	27,144	35,212
Independent visitors		872	-	872	1,879
Family support		2,308	-	2,308	110
Reflective practice		18,298	-	18,298	-
Other		218,647	-	218,647	191,976
Total		<u>883,084</u>	<u>12,319</u>	<u>895,403</u>	<u>867,927</u>
NET INCOME/(EXPENDITURE)		86,412	(6,080)	80,332	99,232
RECONCILIATION OF FUNDS					
Total funds brought forward		393,306	6,080	399,386	300,154
TOTAL FUNDS CARRIED FORWARD		<u><u>479,718</u></u>	<u><u>-</u></u>	<u><u>479,718</u></u>	<u><u>399,386</u></u>

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2024

	Notes	Unrestricted fund £	Restricted fund £	31.3.24 Total funds £	31.3.23 Total funds £
CURRENT ASSETS					
Debtors	11	158,229	-	158,229	134,143
Cash at bank		703,954	-	703,954	578,188
		<u>862,183</u>	<u>-</u>	<u>862,183</u>	<u>712,331</u>
CREDITORS					
Amounts falling due within one year	12	(382,465)	-	(382,465)	(312,945)
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
NET CURRENT ASSETS					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
NET ASSETS					
		<u>479,718</u>	<u>-</u>	<u>479,718</u>	<u>399,386</u>
FUNDS					
Unrestricted funds	13			479,718	393,306
Restricted funds				-	6,080
TOTAL FUNDS					
				<u>479,718</u>	<u>399,386</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
06/06/2024 and were signed on its behalf by:

S.A. Somerville
S Somerville - Trustee

Pere Child
P Child - Trustee

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	31.3.24 £	31.3.23 £
Cash flows from operating activities			
Cash generated from operations	1	125,766	98,585
Net cash provided by operating activities		<u>125,766</u>	<u>98,585</u>
Change in cash and cash equivalents in the reporting period		125,766	98,585
Cash and cash equivalents at the beginning of the reporting period		<u>578,188</u>	<u>479,603</u>
Cash and cash equivalents at the end of the reporting period		<u>703,954</u>	<u>578,188</u>

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.24 £	31.3.23 £
Net income for the reporting period (as per the Statement of Financial Activities)	80,332	99,232
Adjustments for:		
Depreciation charges	-	574
(Increase)/decrease in debtors	(24,086)	14,927
Increase/(decrease) in creditors	69,520	(16,148)
Net cash provided by operations	<u>125,766</u>	<u>98,585</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23 £	Cash flow £	At 31.3.24 £
Net cash			
Cash at bank	578,188	125,766	703,954
	<u>578,188</u>	<u>125,766</u>	<u>703,954</u>
Total	<u>578,188</u>	<u>125,766</u>	<u>703,954</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £152,389 (2023: £181,800), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

1. ACCOUNTING POLICIES - continued

Charitable activities

Reflective Practice

The charity offers a reflective practice service for professional in leadership roles (currently working in schools and the police); providing support and an opportunity to reflect on the demands of their roles. Income and expenses are recognised over the period which the service is provided.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Basic financial assets

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

1. ACCOUNTING POLICIES - continued

Basic financial assets

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

2. DONATIONS AND LEGACIES

	31.3.24	31.3.23
	£	£
Donations	180,163	206,346
Grants	152,839	181,800
Contribution to admin/DBS cost	2,512	1,565
	<u>335,514</u>	<u>389,711</u>

Grants received, included in the above, are as follows:

	31.3.24	31.3.23
	£	£
Royal Borough of Windsor & Maidenhead	53,000	62,920
NHS Clinical commissioning groups	73,600	74,600
Children in need	6,239	24,280
Garfield Weston	20,000	20,000
	<u>152,839</u>	<u>181,800</u>

3. INVESTMENT INCOME

	31.3.24	31.3.23
	£	£
Rent and room hire received	<u>10,445</u>	<u>2,158</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

4. INCOME FROM CHARITABLE ACTIVITIES

	31.3.24 £	31.3.23 £
Schools counselling	252,804	202,978
Advocacy	85,053	207,703
Supervision	1,602	14,283
Training income	10,702	7,605
CPCAB training	213,953	129,225
Burnham Health	21,430	9,365
Parents group	-	900
Independent visitors	1,117	3,231
Reflective practice	43,115	-
	629,776	575,290

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Schools counselling	207,475
Advocacy work	84,688
Supervision	77,989
Training courses	11,870
Managers	27,206
CPCAB training	146,226
Family action	2,261
Burnham Health	14,546
Agency counselling	55,873
Hope project	27,144
Independent visitors	872
Family support	2,308
Reflective practice	18,298
	676,756

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

6. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	160,343	826	14,684
		Governance costs	Totals
	Other £	£	£
Other resources expended	28,826	10,780	215,459

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

8. STAFF COSTS

	31.3.24 £	31.3.23 £
Wages and salaries	188,809	180,262
Social security costs	10,300	7,425
Other pension costs	11,354	13,575
	210,463	201,262

The average monthly number of employees during the year was as follows:

	31.3.24	31.3.23
Management	1	1
Administration	6	6
Schools counselling	6	6
	13	13

No employees received emoluments in excess of £60,000.

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	365,431	24,280	389,711
Charitable activities			
Schools counselling	202,978	-	202,978
Advocacy work	207,703	-	207,703
Supervision	14,283	-	14,283
Training courses	7,605	-	7,605
CPCAB training	129,225	-	129,225
Burnham Health	9,365	-	9,365
Parents group	900	-	900
Independent visitors	3,231	-	3,231
Investment income	2,158	-	2,158
Total	942,879	24,280	967,159
EXPENDITURE ON			
Charitable activities			
Schools counselling	217,509	-	217,509
Advocacy work	178,494	-	178,494
Supervision	75,872	1,200	77,072
Training courses	13,735	-	13,735
Managers	24,403	17,000	41,403
CPCAB training	101,993	-	101,993
Family action	1,121	-	1,121

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Burnham Health	6,935	-	6,935
Parents group	488	-	488
Hope project	35,212	-	35,212
Independent visitors	1,879	-	1,879
Family support	110	-	110
Other	191,976	-	191,976
Total	849,727	18,200	867,927
 NET INCOME	 93,152	 6,080	 99,232
 RECONCILIATION OF FUNDS			
Total funds brought forward	300,154	-	300,154
 TOTAL FUNDS CARRIED FORWARD	 393,306	 6,080	 399,386

10. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2023 and 31 March 2024	1,720
DEPRECIATION	
At 1 April 2023 and 31 March 2024	1,720
NET BOOK VALUE	
At 31 March 2024	-
At 31 March 2023	-

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	116,275	99,863
Other debtors	-	55
Prepayments and accrued income	41,954	34,225
	<u>158,229</u>	<u>134,143</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	67,259	71,212
Taxation and social security	4,484	4,887
Other creditors	310,722	236,846
	<u>382,465</u>	<u>312,945</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

13. MOVEMENT IN FUNDS

	At 1.4.23	Net movement in funds	At
	£	£	31.3.24
			£
Unrestricted funds			
General fund	393,306	86,412	479,718
Restricted funds			
Children in need	6,080	(6,080)	-
TOTAL FUNDS	<u>399,386</u>	<u>80,332</u>	<u>479,718</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	969,496	(883,084)	86,412
Restricted funds			
Children in need	6,239	(12,319)	(6,080)
TOTAL FUNDS	<u>975,735</u>	<u>(895,403)</u>	<u>80,332</u>

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	300,154	93,152	393,306
Restricted funds			
Children in need	-	6,080	6,080
TOTAL FUNDS	<u>300,154</u>	<u>99,232</u>	<u>399,386</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	942,879	(849,727)	93,152
Restricted funds			
Children in need	24,280	(18,200)	6,080
TOTAL FUNDS	<u>967,159</u>	<u>(867,927)</u>	<u>99,232</u>

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.22 £	Net movement in funds £	At 31.3.24 £
Unrestricted funds			
General fund	300,154	179,564	479,718
TOTAL FUNDS	<u>300,154</u>	<u>179,564</u>	<u>479,718</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,912,375	(1,732,811)	179,564
Restricted funds			
Children in need	30,519	(30,519)	-
TOTAL FUNDS	<u>1,942,894</u>	<u>(1,763,330)</u>	<u>179,564</u>

14. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.

Accounts



Annual Report · 2022/23



Windsor and Maidenhead Youth and Community Counselling Service
Windsor - Alma Road, SL4 3HD · Maidenhead - Marlow Road, SL6 7YR
Slough - Burnham Park Hall, SL1 7HR

Tel: 01628 636661 · Email: info@number22.org

An initiative of Churches Together in Windsor Commissioned by Royal Borough of Windsor and Maidenhead and NHS Frimley Health ICS
Registered Charity No. 1177138



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*"I am not what happened to me,
I am what I choose to become".*

Jung

*"How can I provide a relationship, which this person
may use for their own personal growth?"*

Carl Rogers

Welcome

Chair's Report on Behalf of the Trustees- Sally Somerville, Chair of the Trustees



This report must begin with the exciting news that in the Birthday Honours list Shula Tajima has been awarded the British Empire Medal for services to the community of Berkshire as Director of Windsor and Maidenhead Youth and Community Counselling Service. It is an extremely well-deserved recognition of her contribution and dedication to the work of Number 22 and we all congratulate her wholeheartedly on this achievement.

This year has been one of considerable growth and development for Number 22. Our new management structures and administrative arrangements are working well to create greater efficiency and clearer monitoring. The shifting of roles and responsibilities has also helped to relieve overload on our Director and Managers. We are making good progress with the development of our new database which will make life easier for everyone, perhaps especially counsellors, who are required to report all their activities in some detail.

The Trustees have welcomed two new members to the Board, Chris Duncan and Kate Taylor, each of whom brings professional expertise which is welcome and can strengthen the support we can offer to management and help us when considering strategy. We have also said farewell to two very longstanding members, Mary Luxon who was the Co-ordinator of the Service in the past and Eileen Goford who worked with the Youth Talk Service in Windsor. In the course of a long association each has given thoughtful and loyal support which we have greatly appreciated. Thank you also to Donna Stimson who has given us support and encouragement over the last three years.

We have been very fortunate in the grants we have received from funders. We are in a sound financial position and have been able to expand and extend our offer to clients. This is particularly so in the variety of ways in which Managers have made the service easily accessible to young people.

Our schools' work continues to expand in a way that we would not have imagined five years ago. The Advocacy service is very well received and the Advocates are often commended by clients and colleagues for the quality of the support they offer.

The development of the counselling courses accredited by the Counselling and Psychotherapy Central Awarding Body, has been particularly exciting and extremely successful as we continue to expand into further professional training.

The high standards maintained in every area of our work is possible because of the hugely dedicated commitment of all those involved. To our Director, the Trustees extend a sincere thank you.

The outcome of the pandemic, the rising cost of living and the disturbing news of the war in Ukraine is creating extra strain on mental health for people in our community and nationally. In spite of the considerable expansion of our services and greatly increased number of Counsellors available for work, the present situation of ever rising demand is challenging. Facing this challenge is our mission this year and always.

Number 22 Community

Windsor and Maidenhead Counselling Service provides a free confidential counselling service, through our three sites, Number 22 in Maidenhead, Windsor and Slough.

Counselling enables people to make sense of their thoughts and feelings, in the hope that they can make decisions about what they want to do to bring about change in their lives. It also provides a means of support and a space where they can feel valued and heard. Counsellors at Number 22 focus on the clients and how they feel about their lives, the counselling process is client led.

Counsellors at Number 22 go through a careful selection process so that they are competent to work with the issues that clients bring. All counsellors are trained to at least certificate level, and are in the process of completing a diploma. Many of our counsellors are fully qualified and are very experienced practitioners. They are required to keep their skills up to date by attending several training courses, which are provided by the agency. All counsellors are enhanced police checked.

British Association for Counselling and Psychotherapy (BACP) Ethical Framework for the Counselling Professions

We are an organisational accredited member of the BACP and the way we work subscribes to their ethical framework for the counselling profession's good practice. All the counsellors that deliver at any of our sites are bound by the principles, values and personal moral qualities as laid down in the Ethical Framework. To this end we aim to offer a service which is safe for each client. Number 22 follows guidelines developed by the Royal Borough of Windsor and Maidenhead and the BACP. If clients are unhappy with any aspect of the service, they may contact the agency director/management team in the first instance and then Number 22's Board of Trustees and/or the BACP directly as required. We welcome feedback on all aspects of our service and always consider carefully any ways that we can improve on our ways of working.

Equal Opportunities Statement

At Number 22, we are based in two boroughs, which are diverse places with a vibrant cultural mix. There are many benefits to this and we hope to reflect these benefits in our organisation. We believe that by valuing diversity and ensuring equality, everyone using and working in our service will feel welcomed and supported.

We have a responsibility to demonstrate our commitment to anti discriminatory practice, playing an important part in improving life opportunities for people who are disadvantaged, vulnerable, or have diverse characteristics.

Number 22 recognises that everyone has a contribution to make to our agency and has a right to respectful treatment. We are aware that what may not be perceived as a barrier to one person could be experienced as an insurmountable hurdle by another. Through listening to the needs of service users and staff we aim to support people in any way they require.

Director's Report- Shula Tajima



It has been a very exciting year, not only have we been building on the success of earlier projects but also developed further plans and seen these come to fruition. One of the enjoyable aspects of my role is watching people have ideas and then often the team working together to make them happen. Earlier in the year, the management team all gathered to develop a strategic plan; we also used this as an opportunity to think about the different responsibilities with different roles. Primarily though it was a chance for all of us to think about the organisation going forward, and the kind of organisation we wanted to be. The strong theme that we all agreed on was that we never lose sight of our person centred-ness and at our heart is our commitment to the community that we support.

There is no doubt that we have grown so much as an organisation, and it has been vital that in order to stay safe within this growth we have to keep a keen eye on the business side of our charity. I am extremely grateful for Sally, Peter and the other trustees who ensure we are developing our business side alongside our great clinical work. Emily provides that perfect link between the management team and the Trustees, and I know they hold her in great respect. We have though grown our counselling team, between July last year and mid-May this year we have recruited 48 new counsellors and there are more in the pipeline. By the time, I address the AGM we could be looking at 60 new counsellors potentially. We always look at the waiting list, when we meet fortnightly, and the people on that list are in our minds. We are endeavouring to develop new ways of working to reach people more efficiently. I am pleased that at the moment we are working on a joint project with the AnDY Clinic, where hopefully those clients who are more appropriate for work with their anxiety can receive support from this team. We are also developing a pilot looking at offering one off sessions, using our helpline as a model, in order to reach people quickly for a short intervention. We will be looking at the outcomes of this in August. We are also piloting a family support project. None of this amazing work could happen without the commitment of our counsellors, advocates, ancillary staff, supervisors, managers and trustees. To all of you I say a well-deserved thank you.

Discovering how our clients feel about the service we provide helps us to continue giving the best service we can. Below is some of the feedback from a selection our clients

"A weight has lifted off my shoulders, I feel as if the grey clouds have cleared away"

"It was so positive and really helped me to clear out all the negative thoughts that I had been stuck with"

"I like this group. It helps me a lot, it helps keep me calm and not get angry"

"I didn't say much in the group but I liked going because it made me realise that I was not the only one dealing with stuff"

"I have been able to talk to her and she understands me. When she represented me in a meeting, I heard her say what I wanted her to say, and she fought for me."

"Having a consistent person to talk to and who kept reminding people in meetings to think about me"

"I've had 4 social workers but only one advocate. She's the person I can trust the most."

"Having someone to support me express my views in meetings"

[illegible]

Client Issues June '22 – June '23

Clients usually present with a multiplicity of issues, for instance a client may initially come to our service saying they are suffering from low self-esteem, however as the sessions progress, they may tell their counsellor they are being bullied and may let them know they are self-harming. Over the last year, these are the issues which the counsellors and their clients have worked on together:



The Number 22 Team

Executive Committee

Chair: Sally Somerville
Vice Chair: Eileen Goford

Secretary: Karen Melton
Treasurer: Peter Child

Committee Members: Mary Luxon
Sally Wright
Sue Curly
Donna Stimson
Liz Bailey
Gurch Singh
Chris Duncan
Kate Taylor

Young Person Representative: Zoe Chingoza
Counsellor's Representative: Carolyn Fisher
Director of Service: Shula Tajima

Service Managers



Damon Hall



Emily Warburton



Alison Batey



Julie Murrell



Sarah Luke

Administrators

Anne Lang · Ellen Vintner · Ruksana Khan · Dalia Bosnic

IT Manager

Lucie Lang

School Support & Development Officer

Amy Day

Volunteer Counsellors

Abi · Adeola · Alex · Allen · Aman · Amanda · Amrit · Amy D · Amy M · Amy T · Andy · Angela · Anita · Anna · Ashdeep
Babs · Barbara · Becky H · Becky M · Ben J · Ben J · Beth · Brenda · Camilla · Carole · Cat · Catherine · Chantal · Charmain
Claire · Christopher · Damon · Dan · Daniel · Dawinder · Debbie · Dee · Denise · Dominique · Eleanor · Ellen V · Ellen CDG
Libby · Emily · Emma G · Emma G · Emma H · Emma H · Eva · Evangelina · Fifi · Fiona · Gareth · Georgie · Georgina · Gill
Gina · Ginella · Grant · Gwen · Hannah · Harpreet · Heather · Helen M · Helen P · Holly · India · Ingvild · Isobel · Iza · Jaga
Jamie · Jane B · Jane G · Janie · Jennie · Jenny · Jennifer · Jessica · Jill · Jo B · Jo H · Jo N · Julie D · Julie I · Justine
Karen · Karina · Kelly G · Kelly R · Kelly H · Kim D · Kim J · Kim P · Kiran · Lauren · Leah · Lii · Liliana · Linda · Lisa B · Lisa H
Lisa M · Lisa P · Lisa B · Lisa P · Louisa · Louise · Lucy · Lyndsey · Maija · Mandy · Marcus · Maria · Marianne · Marielle
Marzena · Melissa · Micheal · Micheala · Michelle F · Michelle J · Michelle M · Milly · Narinder · Nick · Nicky A · Nicky J
Nicola M · Nicole F · Nikki · Nina L · Nina N · Noni · Nora · Noreen · Olenka · Oliver · Pam · Patch · Paul · Paula D · Paula J
Pavan · Peter G · Peter P · Petra · Pina · Poonam · Queenie · Rachel M · Rachel N · Rachel W · Ramen · Ros · Rox · Ruby
Rukhiya · Sadia · Sally · Samantha · Sangi · Sarah H · Sarah O · Sarah R · Sarah T · Scott · Selina · Sharan · Shash · Shradha
Sonia · Sophie K · Sophie M · Soraya · Steve · Steven · Stoyan · Susan · Susannah · Suzanne · Trish · Vergine · Vinika · Viv
Vivien · Vivienne · Zoe

School Group Counsellors

Lisa Bradly · Lisa Miller · Chantal Line · Julie Ioakeim · Stoyan Vladimirov

School Counsellors

Amy Day · Anita Pollard · Ellen Cooper · Ellen Vintner · Emily Warburton · Emma Hawkins · Gill Christensen
Gwen Tregunno · Iza White · Jo Houghton · Judith Pearman · Justine Harvey · Kim Perkins · Linda Baseley · Lisa Miller · Lisa
Parkinson · Lucy Jones · Lyndsey Holmes · Melissa Gale · Nina Lee · Nina Nilsson · Paul Matton · Sadia Zaffar · Sadia Zaffar ·
Shradha Tan · Sophie Kearney · Stoyan V · Suzanne Veronica · Viv Jones · Abi Brown · Adeola Oke · Amy Money · Amy
Taylor · Angela Chamber · Becky Hazelwood · Becky Messitt · Gill Christensen · Holly Jordan · India Gill
Julie Duffield · Kelly Gomm · Lisa Bradley · Nicky Ashby · Rukhiya Budden · Samantha Bidmead
Selina Kerr · Soraya McLellan

Hope@22 Counsellors

Emma Guest · Lucy Jones · Melissa Gale · Patch welling · Harpreet Saimbhi · Ingvild Engen
Isobel Neve · Joanne Newman · Anna Mulcock · Lilly Capuozzo · Noreen Hashmi · Vivien Osman

After School @ Counsellors

Lilly Capuozzo · Vivienne Shiels · Susan Coffi · Nina Nilsson · Suzanne Veronica (Farrell) · Lucy Jones · Leah Harris
Aman O'Connor · Adeola Oke · Olenka Hennessey · Narinder Bains · Amanda Wayling · Ellen Vintnor
Patch Welling · George Cheeseman · Kiran Sidhu · Angela Chambers · Vinika Lakhiani · Rachel Wyatt
Bernie Hartshorne · Paul Matton · Damon Hall · Marzena Fiedorczyk · Julie Duffield · Vergine Hakobyan
Nicky Ashby

Young Carers' Counsellors

Sophie Kearny · Lisa Miller · Amanda Wayling-Yates · Julie Duffield · Lisa Parkinson

Support Line Counsellors

Suzanne R Farrell · Leah Harris · Lucy Jones

Reflective Practitioners

Ben Jearum · Dominique Du Pre · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison · Wendy Walker

Cleaners

Kelly · Nigel

Advocates

Lucy Jones · Rox Khan · Roxann Weston · Nick Denholm · Nicola McEvoy · Lisa Parkinson · Norma Machray
Louise Marian · Dee Miller · Bernie Hartshorne · Damon Hall · Sarah Orme · Pina Denholm · Jaga Heys
Sabina Petrine · Judith Pearmain · Chantal Line · Lisa Miller · Anna Mulcock · Nina Lee · Jen Morrison · Ros Lawson
Vinika Lakhinai · Narinder Bains

Independent Visitors

David Warburton · Peter Batey · Clint Finn

Supervisors

Ben Jearum · Lou Stratford · Barbara Belmont · Alison Batey · Sharron Harrison
Dominique Du Pre · Wendy Walker · Barbara Thomas · Paul Cockcroft · Rachel Barton · Julie Murrell · Deena O'Brien
Barrie Hopwood · Tony Freegrove · Rayna Shock · Sharron Harrison ·

Supervisors to the Director

Joan Moore · Mike Worrall

Trainers

Alison Batey · Damon Hall · Dr Rachel Freeth · Jan Hawkins · Julie Murrell · Lisa Thompson · Maria Palmer
Megan Thomas · Mike Worrall · Shula Tajima · Susie Jameson · Rayna Shock · Alice Farrington · Harpreet Saimbhi
Kieran McCrystal

CPCAB Tutors

Julie Murrell · Clare Franzen · Dominique Du Pre · Jo Bird · Ben Jackson · Ben Jearum · Zoe Foster · Sara Smith
Nina Nilsson · Shamala Shaukat

Number 22 Services

Free Counselling for young people and adults counselling in our agency rooms

Individual and group counselling in primary and secondary schools in Maidenhead, Windsor and Slough

Seedlings Service – counselling and play therapy in primary schools, including year 6 transition to secondary schools group work

Support Line – a confidential telephone service for young people

Advocacy Service – supporting children in contact with social services

Hope – working with people who have suicidal ideation

Working with young carers

Reflective Practice – offering support to DSLs in schools and staff in social care

GP surgeries Partnerships

Independent Visitors – supporting children looked after by the local authority

Training Counsellors – Currently Levels 2,3,4

FamilySupport@22

Number 22 Managers' Reports

Counselling Service Manager, Advocacy/Independent Visiting – Damon Hall



It has been a roller coaster of a year in the advocacy service at Number 22. This time last year, we were run off our feet with referrals. We had about 200 families that we supported, both young people from the age of 4, to their parents and guardians. We were working with looked after children, as well as care leavers, some clients we had supported for 10 years. We also worked with children who had a social worker due to being on a child protection plan (CP), staying with them until they progressed to a child in need plan (CIN), and ultimately, stepping down when there was no need for social services intervention. We had been getting many more referrals for parents, both mums and dads, sometimes due to parental conflict, or mental health issues and learning difficulties. Social workers valued the support we gave to both them and the parents; facilitating communication between both parties without rancour and misunderstanding. This went a long way to smoothing out the dealings with social services for the parents, and helped the social workers do their job efficiently. This kept all the advocates busy, some working almost full time, while others had a more part time working pattern.

Sadly, we are having to cut back on the advocacy service due to budgetary constraints at Achieving for Children (AfC). We need to cut the number of hours we deliver every month by two thirds, which means the number of children we advocate for has been drastically reduced.

We will no longer be working with families throughout their journey with social services, but be time limited to 6 months, i.e., the beginning of the child protection process. We will no longer be working with children on a child in need plan. Working with parents will be the exception as will be the case with care leavers. Children in care will also have their access to advocacy restricted. This has been a very difficult and distressing time for the advocates, their clients and the social workers at AfC.

The independent visitors have been doing a sterling job, everybody enjoying the experience.

We have been busy with unaccompanied asylum seeker, age verification, appropriate adult work. This is when we sit in on an interview with a young person who has arrived in this country, often on the dinghies at Dover, having had their documents lost or stolen *en route*, so unable to prove their age. It is for the social worker to determine their age. We are there to make sure the young person understands what is going on, and that their welfare is maintained. We have been called to be the independent witness when appeals have been made, when the young person does not have the result they hoped for. We were able to show that the process was fair and that the young person did understand what was going on and the interview was carried out properly.

Counselling Service Manager, CPCAB Training Delivery- Julie Murrell



Number 22 runs CPCAB counselling training courses at levels 2,3 and 4 (diploma). We have 10 tutors Julie Murrell, Dominique DuPre, Clare Franzen, Jo Bird, Shamala Shaukat, Sara Smith, Ben Jackson, Ben Jearum, Nina Nilsson and Zoe Foster and currently have 7 courses running, consisting of 2 Level 2's, 2 Level 3's 2 Level 4's year 1 and 1 Level 4 year 2, with 101 students. Many of our tutors also started their counselling journey by volunteering at Number 22.

December this year will see our first cohort of 15 diploma students graduating to be fully qualified counsellors which is really exciting, 8 of them started with us at level 2 on our very first course in 2020. All of our students have worked so hard and we are really proud of them. Most of our level

4 students have their placement with Number 22 and are firmly embedded within the Number 22 family.

It is astonishing how much we have grown since starting with 19 students on Level 2 in 2020, our start was delayed due to Covid lockdown. We decided to take a Leap of faith and start online and we were surprised as to how well received it was. We have continued to deliver Level 2 and 3 online and we deliver Level 4 in person with some online. Online working is here to stay and it is important that our students learn to deliver counselling sessions both online and in person. We use Number 22 in Maidenhead for 2 of the Level 4 course and Elizabeth House in Cookham for 1 of them, this is due to lack of space in Number 22 and we are really grateful to the manager at Elizabeth House for offering us such a wonderful space.

Our training program is growing and evolving continually, listening to our students and our counsellors for ways of meeting their ongoing training needs. Our current year 2 Level 4 students have asked us about a Level 5 and we are planning this now. Another course we are working on is to get Number 22's Young People training, run by Alison Batey, to become a recognised CPD qualification through CPCAB. This year we are starting a Level 6 supervision course in June.

Our courses are supported by our external verifier from CPCAB, Austin Pacitto, our internal verifier for Level 4 and the supervisor, Bruce Rolls (also a previous volunteer counsellor with Number 22) Julie Murrell is the internal verifier for level's 2 and 3 and Clare Franzen is the moderator for Levels 2 and 3 and Dominique DuPre is the moderator for level 4.



Level 4 Students years 1 & 2

Counselling Service Manager, Schools- Alison Batey



It continues to be a complete pleasure to work within Number 22 as the School Counselling Service Manager. The school-based service has now been running for some years and we continue to build professional, positive relationships with the local schools. We have an extremely dedicated team of school counsellors comprising of Lead, volunteers and group counsellors.

The work in schools with young people can at times be incredibly complex as we see young people who present with ever more complexities and specialist services being overwhelmed. We endeavour to support the counsellors with regular meetings and twilight training sessions to enhance their knowledge and skills. The packages we offer schools are bespoke to the school needs, which ensures we are able to adapt what we offer. This also allows us at times to work creatively to provide an adaptable, accessible service for young people and staff in schools.

I attend regular meetings with the local Boroughs well-being team and other professionals, which gives us all the opportunity of linking up on what our services offers, and what may be happening nationally with young people's mental health services. Number 22 is highly valued by other organisations who confidently refer young people to us through schools, the agency and support line. The relationships we have with schools is a positive one and we know that they truly value the work our counsellors do in schools. I often receive feedback from schools commenting on the counsellor's professionalism and commitment, so a big Thank you to my team of school counsellors.

As mentioned above young people are presenting with needs that are more complex and this year we have seen an increase in reporting safeguarding. In total, we have dealt with 36 safeguarding concerns and these have been passed to the Designated Safeguarding Leads in schools.

Number 22 have been involved in supporting a number of critical incidents in schools this year. Sadly, there have been a number of young people who have died in traumatic circumstances and I am so grateful to the counsellors who step in to offer support often to the school community and staff in very difficult circumstances.

This year we have also been able to support refugees from Ukraine within a school setting. We are lucky as an organisation to have many counsellors who speak different languages and were very willing to support these YP, many of whom are here without their parents and families. The work has at times been challenging for the counsellors but they have done an amazing job!!

As part of the school service we have our Seedlings Service which is working with the under 11's. This year we offered a 4-day training to the counsellors on working with this age group and am pleased to say we had 15 counsellors attend. This training upskilled the counsellors who can now begin to support the younger age group. We have appropriate clinical supervisors to support this work. Amy Day is part of my team in the role of School Support and Development Officer. I would like to thank Amy for her support this year as she plays a crucial role behind the scene in supporting the team and me. Amy liaises with many primary schools and continue to build relationships with them. For my school team and myself we are now heading in to the last half term of the academic year team and very much looking forward to the break over the summer.

Finally, I would like to acknowledge the management team and Shula. It is a real pleasure to work with such a passionate, committed, and dedicated team and look forward to more exciting times ahead for Number 22.

Slough Champion/ Project Service Manager- Sarah Luke



Back in 2020 I was appointed the Slough Champion for Number 22. Our aim was to expand our services for young people within the Slough community. I'm feel proud with what we have achieved over the last 3 years. We have developed projects and built strong relationships within the Slough community to support many young people in Schools, GP's surgeries and within our agency. This support has been through 1:1 counselling and group work. Each year of our funding we have increased the number of young people we have been able to reach, and it feels like we are very much part of the community supporting many young people who need us the most.

Through our work we have positively impacted the lives of many young people. However, our work is far from over in Slough as we remain dedicated to continuing to support the young people within this community.

I would like to take the opportunity to thank Children in Need who fund this project and the work we do within Slough.

Projects

As a team we work well together to think creatively about developing projects that can help our community. We work hard in ensuring our projects work well and we access the skills and expertise of our counsellors. When developing projects, we look at services we can offer our current clients as well as identified gaps in community provision for services.

We have several projects we run which I have listed below:

Hope project – for clients who triage as severe in need. We offer 20 sessions with a trained counsellor.

Afterschool @22 – for young people who would like to access counselling services outside of school.

Young carers – counselling support for young carers.

Telephone Support line – a service for anyone aged between 11-25 years, who would like to advice, signposting, or a listening ear.

Reflective practice – wellbeing support for staff working in education.

GP services – we have a number of counsellors working within local health centres supporting patients through our counselling provision.

FamilySupport@22 – works with individual families where relationships are proving challenging. We provide a space for families to talk, listen and finds ways of supporting each another.

Business Manager – Emily Warburton

Funding



We continue to be able to provide a free service for our clients because of our volunteer counsellors, supporters and funders. This means that this year we have met all of our running costs and have also been able to pay our counsellors for a great deal of sessional work which has allowed us to extend our provision extensively. This is possible because of our clear income streams of Schools work, Advocacy and CPCAB training, all of which make a contribution to funding the service. We are very grateful to receive commissioning grants from NHS Frimley Health and Care ICS and Achieving for Children on behalf of The Royal Borough of Windsor and Maidenhead. RBWM Councillors of all political parties have been supportive of our work this year

as has Alka Kharbanda, High Sheriff of Berkshire. On top of that we have achieved fantastic donations from foundations and charitable trusts this year. Projects such as *Hope@22* supporting clients who are feeling suicidal; *SupportLine@22* our telephone support line for young people and *AfterSchool@22* our agency counselling for young people wouldn't be possible without the funds that we receive from those who believe in our work. A huge thank you to all those who support us to keep doing what we do.

Our Supporters:



Frimley Health and Care



#OneSlough



**— SHANLY —
FOUNDATION**

*The Louis Baylis
CHARITABLE TRUST*
*Is pleased to support No 22
Community Counselling Services*
<https://www.louisbaylistrust.org.uk/>



Windsor and Maidenhead Christian Trust
Giving through Christ's love

IT

It doesn't feel too long ago that at Number 22 all of our data was on paper. Now we're virtually a paperless organisation with all the challenges that implementing IT systems bring. We are currently in the process of developing a new database for storing client records, marking client attendance, reporting our stats and so on. Our new system will, in time, also be able to do so much more for us. We're looking at automating some of the client appointment making so that appointments are made more quickly as well as linking counsellors' clinical hours with our accounting software so that counsellors are paid more easily without having to submit additional paperwork. These are just some of the improvements that we are looking to make and this wouldn't be possible without the hard work of a small group of people: Lucie Lang is now working as Number 22's IT Manager with Mark Feetham who is spending hours understanding our way of working and building a bespoke system to meet our requirements. I am extremely grateful to them and also to Richard van der Knaap and Chris Duncan for their advice and support as we navigate these tricky decisions of how to invest our funds in order to create an IT system fit for our needs.

Our Work

Group School Case Study – Chan Line, Schools Group Counsellor

Windsor Boys School

Group 1- 5 boys, Year 9

From my very first introduction into Windsor Boys' School, it was clear that Liz is positively invested in group work and can see how it is helpful to the boys. She collates the names for the groups, making sure they are of a similar age and year group, each session content is group-led.



When the group first started, every boy was on report for behavioural difficulties in the classroom and around the school. At the end of the first session, each boy presented me with a card that I was asked to date and sign to prove they had attended and were not skipping class.

By the third week, only one boy had a report card for the remainder of that week and since then, there have been no incidents resulting in the need for report cards.

School policy states no walking around school during class although it is permitted with a member of staff, something the

boys have enjoyed doing with me as they are able to maintain boundaries around behaviour and conduct.

Over the 12 sessions, there have only been 7 absences and more than half of those have been due to not being present in school rather than non-attendance to the group. The boys arrive on time, happy to be there and are engaged. They enjoy the freedom to talk about and explore what they choose and most weeks ask if they can stay for another lesson.

Support Line Counsellors

Quotes from some of our team members on the support line:

Leah

"I really enjoy working on the support line because it feels so beneficial to the young people who make use of it. Something that makes it so valuable is how accessible it is to the young people and how they are able to use the time in a way that supports them best. That could be having someone to truly listen to what is going on for them, to seek advice about something specific or talk about other places they can get

support for their specific difficulty. Hearing the young person start the phone call with uncertainty and nervousness, being alongside them and offering reassurance and support, and that young person often coming away with more certainty about their next step and feeling better than when they started the call is an incredible process to be part of.”

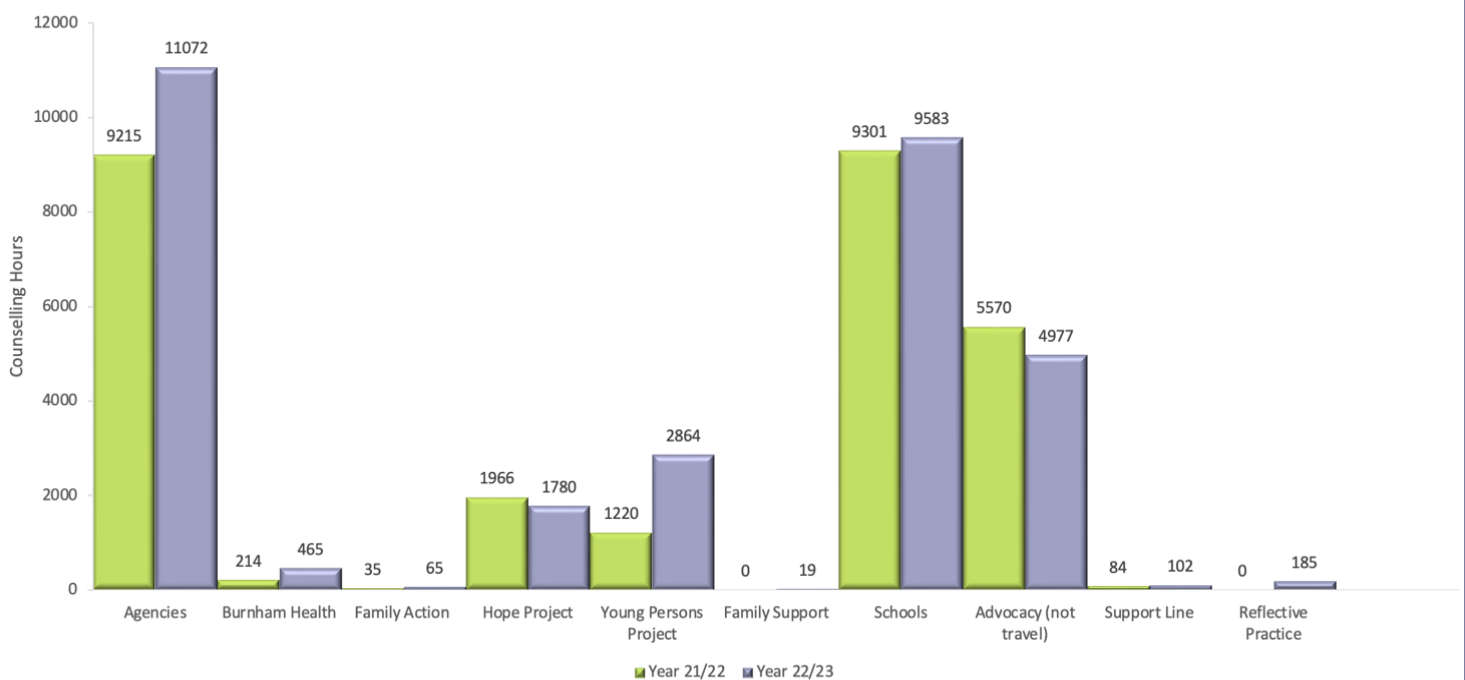
Suzanne:

“I am finding working on the support line rewarding as it is such a varied and interesting role for a practitioner. You can be dealing with the challenges of school and peer friendships with a 12-year-old in one session, followed by concerns about use of porn with a 20-year-old. I am able to give an opportunity for clients to have their voice heard for the first time in an accepting, non-judgmental way. For our young clients to feel heard and valued even for a short time could acknowledge what they have said and trying to understand what is going on for them in that moment.”



Statistics

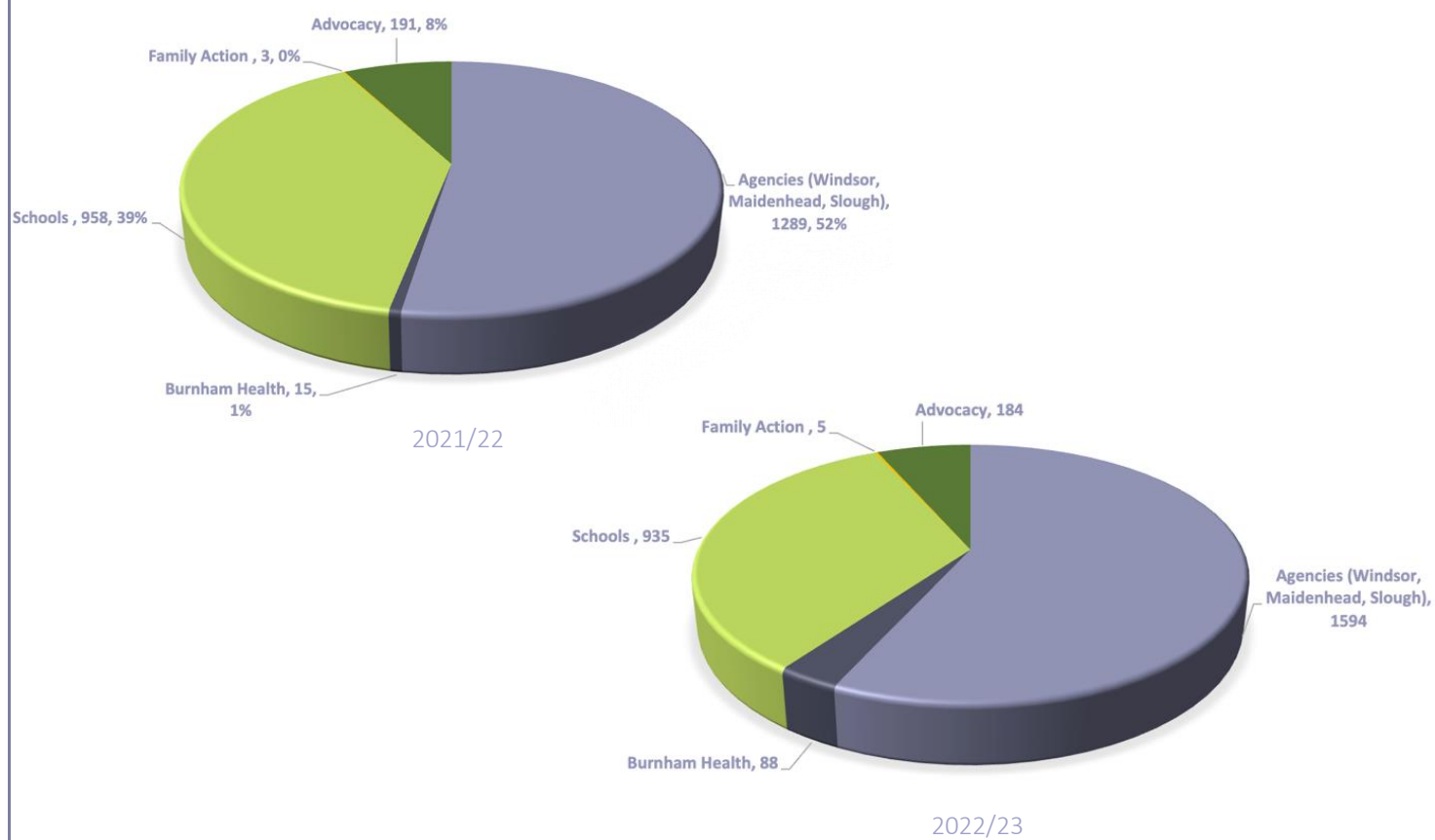
Number of Counselling Hours



Total Hours

Year 20/21	Year 21/22	Year 22/23
19,234	27,605	31,112

Number of Referrals



Schools work Totals

	Year 21/22	Year 22/23	% Increase
Number of Counsellors	44	51	14%
Hours Provided	9301	9583	3%

School Assemblies



Treasurer's Report Ended 31 March 2023 – Peter Child, Treasurer

It is encouraging to report that the financial position continues to present a strong position for the charity. A detailed review of financial performance is included in the annual accounts and the main points are:

- (a) Net income (income less expenditure) of £99232 shows another satisfactory year.
- (b) Income grew by 34% which has enabled more funds for the delivery of counselling services for the communities within which we work.
- (c) Cash of £578188 as of 31 March 2023 is an increase over last year of over £98000.
- (d) Total funds carried forward are now almost £400,000 and these funds are considered sufficient to protect the charity and its service users from any disruption of services for at least 9 months, as required by the Charity Commission.

Our financial statements include Key Performance Indicators which show significant growth and improvement over the previous year.

All our income streams have brought funds into the charity and are monitored closely for performance.

Fundraising continues to be an essential part of our income and as expressed in more detail elsewhere in this report, we remain very grateful to all our donors.

The last 2 years have seen significant growth in financial activity and extra work has been placed on the financial and administrative side of the charity. The trustees are very grateful for the commitment and expertise displayed by the business manager and the administrative team.



Ways you can Support us

Text Calm22

Plus your donation amount to
70070 or scan the QR code
below



Easy Fundraising

Or if you are shopping online go to
www.easyfundraising
and register your
support for Number 22.
A percentage of all you buy will then
come to us at no cost to you!

 **Donate With PayPal**

Scan the code below to donate via
PayPal



We are also on social media. Please take a look and spread the word of the work that we do.



@No22counselling • @ no22counselling • @counsellingNo22

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

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for the Year Ended 31 March 2023

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2022/23. The year has seen the charity make progress in all areas. We currently have five funding streams:

1. Fundraising
2. Joint commissioning from Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health and Care ICS
3. Income from our Schools' Packages, now including some work in primary schools
4. Income from our Advocacy work
5. Income from Counselling and Psychotherapy Central Awarding Body (CPCAB) counsellor training courses

This strategic approach to managing our finances has put us in a favourable financial position.

We are currently investigating further income streams which will also support our client base more widely, for example, undertaking some mental health support work in the corporate sector.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

6. A commissioned Independent Visiting Service for young people in the care of social services

7. Support Line @ 22 - a telephone support line for young people. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. In 2022/23 we have experienced a post-Covid spike in demand for our service as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our first priority continues to be the maintenance of the quality of the service we are already offering and the reduction in our waiting times. We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

190 volunteers provide over 31,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. A number of adults and young people have been seen within our Hope@22 project, this is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face-to-face work and remote work continues and has been welcomed and well used by our clients.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health.

For several years, one large donation has supported our work with clients who are feeling suicidal and this funding is coming to an end. We are currently seeking new funds in order to continue this project.

Generous donations this year have come from BBC Children in Need, The Spoore, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, Berkshire Healthcare, One Slough Community Fund, The Garfield Weston Foundation, The Heathrow Community Trust and two donors who would like to remain anonymous.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

- Number 22's KPIs are reported quarterly to our commissioners - the NHS Frimley Health and Care ICS and Achieving for Children (for The Royal Borough of Windsor & Maidenhead)
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

Statistical Information 22/23

01.06.22 - 31.05.23

Number of New Referrals

	Year 21/22	Year 22/23	% increase
Agencies (Windsor, Maidenhead, Slough) includes YP project (479)	1289	1594	24%
Burnham Health	15	88	486%
Family Action	3	5	66%
Schools	958	935	-2.5%
Advocacy	191	184	-4%
TOTAL	2456	2806	14%

Number of Counselling hours

	Year 21/22	Year 22/23	% increase
1. Agencies	9215	11072	20%
2. Burnham Health	214	465	117%
3. Family Action	35	65	85%
4. Hope Project	1966	1780	-9%
5. Young Person Project	1220	2864	134%
6. Family Support	0	19	100%
Total of above 1-6	12650	16265	28%
Schools	9301	9583	3%
Advocacy (not travel)	5570	4977	-11%
Support Line	84	102	21%
Reflective Practice	0	185	100%
TOTAL	27605	31112	13%

Schools

	Year 21/22	Year 22/23	% increase
Number of schools	50	41	-18%
Number of Schools Counsellors	44	51	14%
Hours Provided	9301	9583	3%
School assembly work	54 hours delivered and attended by 5711 pupils		

Advocacy

	Year 21/22	Year 22/23	% increase
Number of Advocates	27	26	-4%
Hours Provided (with travel)	6223	6172.5	-1%

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2023 presents a strong financial position to carry forward into 2023/24. With an income of £967,159 (34 % year on year growth) and expenditure of £867,927 (44% year on year growth) we have had many more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

We have worked to stabilize the resourcing of our young people's after school work by employing a counsellor to work in this project alongside the many self-employed counsellors. Our greater confidence in our finances has allowed us to do this.

Our schools' work, advocacy work and CPCAB training courses have each brought funds into the charity; each area making a contribution to our running costs.

Due to the growth of the charity, the unrestricted fund reserve is currently enough to protect the charity and its service users from any disruption of services for 9 months. The Charity Commission require Number 22 to have a reserves policy in place.

Principal funding sources

Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health & Care ICS jointly commission Number 22's service. Their baseline funding makes up 9% of our total income. Additional funding from the Frimley ICS which was carried over from 2021/22 and spent in 2022/23 made the commissioning 17% of the total income.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 9 months of general expenditure and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs.

Going concern

As we close our 2022/23 year, the Number 22 accounts present a strong financial position to carry forward into 2023/24, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can. Demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

1. Continue to increase the counselling provision; offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list for example project work, one off counselling sessions and SupportLine@22.
3. To continue to develop the range of work in Primary, Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
4. To consolidate provision of the Advocacy Service. To sign an Advocacy contract with Achieving for Children. To increase Advocacy provision outside of the RBWM work.
5. To continue to deliver an Independent Visiting Service to support looked after children, within RBWM.
6. To continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4 and extend into Level 5, a Supervision qualification and to have our Young People's training course accredited.
7. Seek new areas of funding for specific projects and to contribute towards operational costs.
8. Seek to work in the corporate space, offering emotional wellbeing workshops, therapeutic support and reflective supervision services.
9. To continue to track income and expenditure using Xero and to forecast future finances accurately.
10. To update our database system for storing counsellor and client records; monitoring client attendance and recording notes; making appointments; improving our collection and reporting of clinical evaluation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise for examples; those from an educational background advise on Number 22's schools work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. Two Trustees are local councillors with The Royal Borough of Windsor and Maidenhead in line with the commissioning grant requirements. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Trustee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Deputy Chair and Treasurer.
- The Trustees make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safe-guarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code.
- None of the executive committee are related.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Mary Luxon
Sally Wright
Sue Curley
Donna Stimson
Gurch Singh
Elizabeth Bailey
Chris Duncan
Kate Taylor

Young People's Representative

Zoe Chingozha

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Ruksana Khan
Ellen Vintner
Dalia Bosnic

IT Manager

Lucie Lang

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Business Plan and are regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. Further to this a more detailed Risk Register is currently being compiled with further thought behind the likelihood of each risk occurring and the potential impact of this. The Risk Register was completed during the year.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

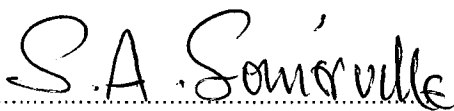
Trustees

S Somerville
S Curley
S Wright
K Melton
M Luxon (resigned 15/11/22)
M A E Goford
P Child
D Stimson
G Singh
E Bailey
C Duncan (appointed 17/1/23)
K Taylor (appointed 23/5/23)

Independent Examiner

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Approved by order of the board of trustees on 22.06.2023 and signed on its behalf by:



S Somerville - Trustee

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

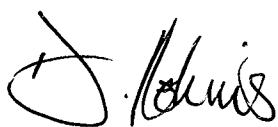
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Daniel Robins FCCA

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date: 27/6/2023.....

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	365,431	24,280	389,711	365,631
Charitable activities	4				
Schools counselling		202,978	-	202,978	142,719
Advocacy work		207,703	-	207,703	137,878
Supervision		14,283	-	14,283	4,350
Training courses		7,605	-	7,605	7,875
CPCAB training		129,225	-	129,225	61,416
Burnham Health		9,365	-	9,365	-
Parents group		900	-	900	-
Independent visitors		3,231	-	3,231	-
Investment income	3	<u>2,158</u>	<u>-</u>	<u>2,158</u>	<u>176</u>
Total		<u>942,879</u>	<u>24,280</u>	<u>967,159</u>	<u>720,045</u>
EXPENDITURE ON					
Raising funds	5	-	-	-	216
Charitable activities	6				
Schools counselling		217,509	-	217,509	211,667
Advocacy work		178,494	-	178,494	105,183
Supervision		75,872	1,200	77,072	62,105
Training courses		13,735	-	13,735	10,885
Managers		24,403	17,000	41,403	57,599

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
CPCAB training		101,993	-	101,993	47,283
Family action		1,121	-	1,121	736
Counselling packages		-	-	-	3,029
Burnham Health		6,935	-	6,935	-
Agency counselling		-	-	-	17,928
Parents group		488	-	488	855
Hope project		35,212	-	35,212	35,937
Independent visitors		1,879	-	1,879	-
Family support		110	-	110	-
Other		191,976	-	191,976	47,520
Total		849,727	18,200	867,927	600,943
NET INCOME		93,152	6,080	99,232	119,102
RECONCILIATION OF FUNDS					
Total funds brought forward		300,154	-	300,154	181,052
TOTAL FUNDS CARRIED FORWARD		393,306	6,080	399,386	300,154

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	11	-	-	-	573
CURRENT ASSETS					
Debtors	12	134,143	-	134,143	149,070
Cash at bank		572,108	6,080	578,188	479,603
		<u>706,251</u>	<u>6,080</u>	<u>712,331</u>	<u>628,673</u>
CREDITORS					
Amounts falling due within one year	13	(312,945)	-	(312,945)	(329,092)
NET CURRENT ASSETS		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>299,581</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>300,154</u>
NET ASSETS		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>300,154</u>
FUNDS	14				
Unrestricted funds				393,306	300,154
Restricted funds				6,080	-
TOTAL FUNDS				<u>399,386</u>	<u>300,154</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 22.06.2023 and were signed on its behalf by:


S Somerville - Trustee


P Child - Trustee

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	98,586	151,506
Net cash provided by operating activities		98,586	151,506
Change in cash and cash equivalents in the reporting period		98,586	151,506
Cash and cash equivalents at the beginning of the reporting period		479,603	328,097
Cash and cash equivalents at the end of the reporting period		578,188	479,603

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING
ACTIVITIES**

	31.3.23 £	31.3.22 £
Net income for the reporting period (as per the Statement of Financial Activities)	99,232	119,102
Adjustments for:		
Depreciation charges	574	573
Decrease/(increase) in debtors	14,927	(73,574)
(Decrease)/increase in creditors	(16,147)	105,405
Net cash provided by operations	<u>98,586</u>	<u>151,506</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank	479,603	98,585	578,188
	<u>479,603</u>	<u>98,585</u>	<u>578,188</u>
Total	<u>479,603</u>	<u>98,585</u>	<u>578,188</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £181,800 (2022: £191,998), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Basic financial assets

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	207,911	173,633
Grants	181,800	191,998
	389,711	365,631

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	31.3.23	31.3.22
	£	£
Royal Borough of Windsor & Maidenhead	62,920	62,360
NHS Clinical commissioning groups	74,600	99,383
Children in need	24,280	29,999
CJRS grant	-	256
Garfield Weston	20,000	-
	<u>181,800</u>	<u>191,998</u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Rents received	2,158	176

4. INCOME FROM CHARITABLE ACTIVITIES

Activity	31.3.23	31.3.22
	£	£
Schools counselling	202,978	142,719
Advocacy	207,703	137,878
Supervision	14,283	4,350
Training income	7,605	7,875
CPCAB training	129,225	61,416
Burnham Health	9,365	-
Parents group	<u>900</u>	<u>-</u>
Carried forward	572,059	354,238

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	31.3.23	31.3.22
	£	£
Brought forward	572,059	354,238
Independent visitors	3,231	-
	<u>575,290</u>	<u>354,238</u>

5. RAISING FUNDS

Other trading activities

	31.3.23	31.3.22
	£	£
Just giving charges	-	216
	<u>-</u>	<u>216</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6. CHARITABLE ACTIVITIES COSTS	Direct Costs £
Schools counselling	217,509
Advocacy work	178,494
Supervision	77,072
Training courses	13,735
Managers	41,403
CPCAB training	101,993
Family action	1,121
Burnham Health	6,935
Parents group	488
Hope project	35,212
Independent visitors	1,879
Family support	110
	675,951

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	146,067	626	7,973
	Other £	Governance costs £	Totals £
Other resources expended	21,550	14,864	191,080

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	31.3.23 £	31.3.22 £
Wages and salaries	181,694	115,876
Social security costs	7,425	1,915
Other pension costs	13,575	11,579
	<u>202,694</u>	<u>129,370</u>

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Management	1	1
Administration	6	4
Schools counselling	6	6
	<u>13</u>	<u>11</u>

No employees received emoluments in excess of £60,000.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	335,632	29,999	365,631
Charitable activities			
Schools counselling	142,719	-	142,719
Advocacy work	137,878	-	137,878
Supervision	4,350	-	4,350
Training courses	7,875	-	7,875
CPCAB training	61,416	-	61,416
Investment income	176	-	176
Total	690,046	29,999	720,045
EXPENDITURE ON			
Raising funds	216	-	216
Charitable activities			
Schools counselling	211,667	-	211,667
Advocacy work	105,183	-	105,183
Supervision	53,105	9,000	62,105
Training courses	10,885	-	10,885
Managers	42,756	14,843	57,599
CPCAB training	47,283	-	47,283
Family action	736	-	736
Counselling packages	3,029	-	3,029
Agency counselling	2,375	15,553	17,928
Parents group	855	-	855

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Hope project	35,937	-	35,937
Other	47,520	-	47,520
Total	561,547	39,396	600,943
NET INCOME/(EXPENDITURE)	128,499	(9,397)	119,102
RECONCILIATION OF FUNDS			
Total funds brought forward	171,655	9,397	181,052
TOTAL FUNDS CARRIED FORWARD	300,154	-	300,154

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022 and 31 March 2023	1,720
DEPRECIATION	
At 1 April 2022	1,147
Charge for year	573
At 31 March 2023	1,720
NET BOOK VALUE	
At 31 March 2023	-
At 31 March 2022	573

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	99,863	98,713
Other debtors	55	1,255
Prepayments and accrued income	34,225	49,102
	<u>134,143</u>	<u>149,070</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	71,212	55,843
Taxation and social security	4,887	1,388
Other creditors	236,846	271,861
	<u>312,945</u>	<u>329,092</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

14. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At
	£	£	31.3.23 £
Unrestricted funds			
General fund	300,154	93,152	393,306
Restricted funds			
Children in need	-	6,080	6,080
TOTAL FUNDS	<u>300,154</u>	<u>99,232</u>	<u>399,386</u>

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	942,879	(849,727)	93,152
Restricted funds			
Children in need	24,280	(18,200)	6,080
TOTAL FUNDS	<u>967,159</u>	<u>(867,927)</u>	<u>99,232</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	171,655	128,499	300,154
Restricted funds			
Children in need	9,397	(9,397)	-
TOTAL FUNDS	<u>181,052</u>	<u>119,102</u>	<u>300,154</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	690,046	(561,547)	128,499
Restricted funds			
Children in need	29,999	(39,396)	(9,397)
TOTAL FUNDS	<u>720,045</u>	<u>(600,943)</u>	<u>119,102</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	171,655	221,651	393,306
Restricted funds			
Children in need	9,397	(3,317)	6,080
TOTAL FUNDS	<u>181,052</u>	<u>218,334</u>	<u>399,386</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,632,925	(1,411,274)	221,651
Restricted funds			
Children in need	54,279	(57,596)	(3,317)
TOTAL FUNDS	<u>1,687,204</u>	<u>(1,468,870)</u>	<u>218,334</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2023
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

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for the Year Ended 31 March 2023

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Notes to the Financial Statements	16 to 28

Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2022/23. The year has seen the charity make progress in all areas. We currently have five funding streams:

1. Fundraising
2. Joint commissioning from Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health and Care ICS
3. Income from our Schools' Packages, now including some work in primary schools
4. Income from our Advocacy work
5. Income from Counselling and Psychotherapy Central Awarding Body (CPCAB) counsellor training courses

This strategic approach to managing our finances has put us in a favourable financial position.

We are currently investigating further income streams which will also support our client base more widely, for example, undertaking some mental health support work in the corporate sector.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

6. A commissioned Independent Visiting Service for young people in the care of social services

7. Support Line @ 22 - a telephone support line for young people. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. In 2022/23 we have experienced a post-Covid spike in demand for our service as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our first priority continues to be the maintenance of the quality of the service we are already offering and the reduction in our waiting times. We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

190 volunteers provide over 31,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. A number of adults and young people have been seen within our Hope@22 project, this is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face-to-face work and remote work continues and has been welcomed and well used by our clients.

ACHIEVEMENT AND PERFORMANCE

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health.

For several years, one large donation has supported our work with clients who are feeling suicidal and this funding is coming to an end. We are currently seeking new funds in order to continue this project.

Generous donations this year have come from BBC Children in Need, The Spoore, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, Berkshire Healthcare, One Slough Community Fund, The Garfield Weston Foundation, The Heathrow Community Trust and two donors who would like to remain anonymous.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

- Number 22's KPIs are reported quarterly to our commissioners - the NHS Frimley Health and Care ICS and Achieving for Children (for The Royal Borough of Windsor & Maidenhead)
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

Statistical Information 22/23

01.06.22 - 31.05.23

Number of New Referrals

	Year 21/22	Year 22/23	% increase
Agencies (Windsor, Maidenhead, Slough) includes YP project (479)	1289	1594	24%
Burnham Health	15	88	486%
Family Action	3	5	66%
Schools	958	935	-2.5%
Advocacy	191	184	-4%
TOTAL	2456	2806	14%

Number of Counselling hours

	Year 21/22	Year 22/23	% increase
1. Agencies	9215	11072	20%
2. Burnham Health	214	465	117%
3. Family Action	35	65	85%
4. Hope Project	1966	1780	-9%
5. Young Person Project	1220	2864	134%
6. Family Support	0	19	100%
Total of above 1-6	12650	16265	28%
Schools	9301	9583	3%
Advocacy (not travel)	5570	4977	-11%
Support Line	84	102	21%
Reflective Practice	0	185	100%
TOTAL	27605	31112	13%

Schools

	Year 21/22	Year 22/23	% increase
Number of schools	50	41	-18%
Number of Schools Counsellors	44	51	14%
Hours Provided	9301	9583	3%
School assembly work	54 hours delivered and attended by 5711 pupils		

Advocacy

	Year 21/22	Year 22/23	% increase
Number of Advocates	27	26	-4%
Hours Provided (with travel)	6223	6172.5	-1%

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2023 presents a strong financial position to carry forward into 2023/24. With an income of £967,159 (34 % year on year growth) and expenditure of £867,927 (44% year on year growth) we have had many more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

We have worked to stabilize the resourcing of our young people's after school work by employing a counsellor to work in this project alongside the many self-employed counsellors. Our greater confidence in our finances has allowed us to do this.

Our schools' work, advocacy work and CPCAB training courses have each brought funds into the charity; each area making a contribution to our running costs.

Due to the growth of the charity, the unrestricted fund reserve is currently enough to protect the charity and its service users from any disruption of services for 9 months. The Charity Commission require Number 22 to have a reserves policy in place.

Principal funding sources

Achieving for Children (for The Royal Borough of Windsor and Maidenhead) and the NHS Frimley Health & Care ICS jointly commission Number 22's service. Their baseline funding makes up 9% of our total income. Additional funding from the Frimley ICS which was carried over from 2021/22 and spent in 2022/23 made the commissioning 17% of the total income.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 9 months of general expenditure and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs.

Going concern

As we close our 2022/23 year, the Number 22 accounts present a strong financial position to carry forward into 2023/24, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can. Demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

1. Continue to increase the counselling provision; offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list for example project work, one off counselling sessions and SupportLine@22.
3. To continue to develop the range of work in Primary, Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
4. To consolidate provision of the Advocacy Service. To sign an Advocacy contract with Achieving for Children. To increase Advocacy provision outside of the RBWM work.
5. To continue to deliver an Independent Visiting Service to support looked after children, within RBWM.
6. To continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4 and extend into Level 5, a Supervision qualification and to have our Young People's training course accredited.
7. Seek new areas of funding for specific projects and to contribute towards operational costs.
8. Seek to work in the corporate space, offering emotional wellbeing workshops, therapeutic support and reflective supervision services.
9. To continue to track income and expenditure using Xero and to forecast future finances accurately.
10. To update our database system for storing counsellor and client records; monitoring client attendance and recording notes; making appointments; improving our collection and reporting of clinical evaluation.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise for examples; those from an educational background advise on Number 22's schools work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. Two Trustees are local councillors with The Royal Borough of Windsor and Maidenhead in line with the commissioning grant requirements. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Trustee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Deputy Chair and Treasurer.
- The Trustees make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safe-guarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code.
- None of the executive committee are related.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Mary Luxon
Sally Wright
Sue Curley
Donna Stimson
Gurch Singh
Elizabeth Bailey
Chris Duncan
Kate Taylor

Young People's Representative

Zoe Chingozha

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Ruksana Khan
Ellen Vintner
Dalia Bosnic

IT Manager

Lucie Lang

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Business Plan and are regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. Further to this a more detailed Risk Register is currently being compiled with further thought behind the likelihood of each risk occurring and the potential impact of this. The Risk Register was completed during the year.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
S Curley
S Wright
K Melton
M Luxon (resigned 15/11/22)
M A E Goford
P Child
D Stimson
G Singh
E Bailey
C Duncan (appointed 17/1/23)
K Taylor (appointed 23/5/23)

Independent Examiner

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Approved by order of the board of trustees on 22.06.2023 and signed on its behalf by:



S Somerville - Trustee

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2023.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under Section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under Section 145(5)(b) of the Act.

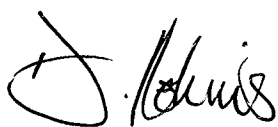
Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by Section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.



Daniel Robins FCCA

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date: 27/6/2023.....

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	365,431	24,280	389,711	365,631
Charitable activities	4				
Schools counselling		202,978	-	202,978	142,719
Advocacy work		207,703	-	207,703	137,878
Supervision		14,283	-	14,283	4,350
Training courses		7,605	-	7,605	7,875
CPCAB training		129,225	-	129,225	61,416
Burnham Health		9,365	-	9,365	-
Parents group		900	-	900	-
Independent visitors		3,231	-	3,231	-
Investment income	3	<u>2,158</u>	<u>-</u>	<u>2,158</u>	<u>176</u>
Total		<u>942,879</u>	<u>24,280</u>	<u>967,159</u>	<u>720,045</u>
EXPENDITURE ON					
Raising funds	5	-	-	-	216
Charitable activities	6				
Schools counselling		217,509	-	217,509	211,667
Advocacy work		178,494	-	178,494	105,183
Supervision		75,872	1,200	77,072	62,105
Training courses		13,735	-	13,735	10,885
Managers		24,403	17,000	41,403	57,599

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
CPCAB training		101,993	-	101,993	47,283
Family action		1,121	-	1,121	736
Counselling packages		-	-	-	3,029
Burnham Health		6,935	-	6,935	-
Agency counselling		-	-	-	17,928
Parents group		488	-	488	855
Hope project		35,212	-	35,212	35,937
Independent visitors		1,879	-	1,879	-
Family support		110	-	110	-
Other		191,976	-	191,976	47,520
Total		849,727	18,200	867,927	600,943
NET INCOME		93,152	6,080	99,232	119,102
RECONCILIATION OF FUNDS					
Total funds brought forward		300,154	-	300,154	181,052
TOTAL FUNDS CARRIED FORWARD		393,306	6,080	399,386	300,154

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2023

	Notes	Unrestricted fund £	Restricted fund £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	11	-	-	-	573
CURRENT ASSETS					
Debtors	12	134,143	-	134,143	149,070
Cash at bank		572,108	6,080	578,188	479,603
		<u>706,251</u>	<u>6,080</u>	<u>712,331</u>	<u>628,673</u>
CREDITORS					
Amounts falling due within one year	13	(312,945)	-	(312,945)	(329,092)
NET CURRENT ASSETS		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>299,581</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>300,154</u>
NET ASSETS		<u>393,306</u>	<u>6,080</u>	<u>399,386</u>	<u>300,154</u>
FUNDS	14				
Unrestricted funds				393,306	300,154
Restricted funds				6,080	-
TOTAL FUNDS				<u>399,386</u>	<u>300,154</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 22.06.2023 and were signed on its behalf by:


S Somerville - Trustee


P Child - Trustee

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2023

	Notes	31.3.23 £	31.3.22 £
Cash flows from operating activities			
Cash generated from operations	1	98,586	151,506
Net cash provided by operating activities		98,586	151,506
Change in cash and cash equivalents in the reporting period		98,586	151,506
Cash and cash equivalents at the beginning of the reporting period		479,603	328,097
Cash and cash equivalents at the end of the reporting period		578,188	479,603

The notes form part of these financial statements

Notes to the Cash Flow Statement
for the Year Ended 31 March 2023

**1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING
ACTIVITIES**

	31.3.23 £	31.3.22 £
Net income for the reporting period (as per the Statement of Financial Activities)	99,232	119,102
Adjustments for:		
Depreciation charges	574	573
Decrease/(increase) in debtors	14,927	(73,574)
(Decrease)/increase in creditors	(16,147)	105,405
Net cash provided by operations	<u>98,586</u>	<u>151,506</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.22 £	Cash flow £	At 31.3.23 £
Net cash			
Cash at bank	479,603	98,585	578,188
	<u>479,603</u>	<u>98,585</u>	<u>578,188</u>
Total	<u>479,603</u>	<u>98,585</u>	<u>578,188</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £181,800 (2022: £191,998), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Basic financial assets

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

1. ACCOUNTING POLICIES - continued

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2. DONATIONS AND LEGACIES

	31.3.23	31.3.22
	£	£
Donations	207,911	173,633
Grants	181,800	191,998
	389,711	365,631

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	31.3.23	31.3.22
	£	£
Royal Borough of Windsor & Maidenhead	62,920	62,360
NHS Clinical commissioning groups	74,600	99,383
Children in need	24,280	29,999
CJRS grant	-	256
Garfield Weston	20,000	-
	<u>181,800</u>	<u>191,998</u>

3. INVESTMENT INCOME

	31.3.23	31.3.22
	£	£
Rents received	2,158	176

4. INCOME FROM CHARITABLE ACTIVITIES

Activity	31.3.23	31.3.22
	£	£
Schools counselling	202,978	142,719
Advocacy	207,703	137,878
Supervision	14,283	4,350
Training income	7,605	7,875
CPCAB training	129,225	61,416
Burnham Health	9,365	-
Parents group	<u>900</u>	<u>-</u>
Carried forward	572,059	354,238

4. INCOME FROM CHARITABLE ACTIVITIES - continued

	31.3.23	31.3.22
	£	£
Brought forward	572,059	354,238
Independent visitors	3,231	-
	<u>575,290</u>	<u>354,238</u>

5. RAISING FUNDS

Other trading activities

	31.3.23	31.3.22
	£	£
Just giving charges	-	216
	<u>-</u>	<u>216</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £
Schools counselling	217,509
Advocacy work	178,494
Supervision	77,072
Training courses	13,735
Managers	41,403
CPCAB training	101,993
Family action	1,121
Burnham Health	6,935
Parents group	488
Hope project	35,212
Independent visitors	1,879
Family support	110
	675,951

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	146,067	626	7,973
	Other £	Governance costs £	Totals £
Other resources expended	21,550	14,864	191,080

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

9. STAFF COSTS

	31.3.23 £	31.3.22 £
Wages and salaries	181,694	115,876
Social security costs	7,425	1,915
Other pension costs	13,575	11,579
	<u>202,694</u>	<u>129,370</u>

The average monthly number of employees during the year was as follows:

	31.3.23	31.3.22
Management	1	1
Administration	6	4
Schools counselling	6	6
	<u>13</u>	<u>11</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	335,632	29,999	365,631
Charitable activities			
Schools counselling	142,719	-	142,719
Advocacy work	137,878	-	137,878
Supervision	4,350	-	4,350
Training courses	7,875	-	7,875
CPCAB training	61,416	-	61,416
Investment income	176	-	176
Total	690,046	29,999	720,045
EXPENDITURE ON			
Raising funds	216	-	216
Charitable activities			
Schools counselling	211,667	-	211,667
Advocacy work	105,183	-	105,183
Supervision	53,105	9,000	62,105
Training courses	10,885	-	10,885
Managers	42,756	14,843	57,599
CPCAB training	47,283	-	47,283
Family action	736	-	736
Counselling packages	3,029	-	3,029
Agency counselling	2,375	15,553	17,928
Parents group	855	-	855

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Hope project	35,937	-	35,937
Other	47,520	-	47,520
Total	561,547	39,396	600,943
NET INCOME/(EXPENDITURE)	128,499	(9,397)	119,102
RECONCILIATION OF FUNDS			
Total funds brought forward	171,655	9,397	181,052
TOTAL FUNDS CARRIED FORWARD	300,154	-	300,154

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2022 and 31 March 2023	1,720
DEPRECIATION	
At 1 April 2022	1,147
Charge for year	573
At 31 March 2023	1,720
NET BOOK VALUE	
At 31 March 2023	-
At 31 March 2022	573

Notes to the Financial Statements - continued
for the Year Ended 31 March 2023

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	99,863	98,713
Other debtors	55	1,255
Prepayments and accrued income	34,225	49,102
	<u>134,143</u>	<u>149,070</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	71,212	55,843
Taxation and social security	4,887	1,388
Other creditors	236,846	271,861
	<u>312,945</u>	<u>329,092</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

14. MOVEMENT IN FUNDS

	At 1.4.22	Net movement in funds	At
	£	£	31.3.23 £
Unrestricted funds			
General fund	300,154	93,152	393,306
Restricted funds			
Children in need	-	6,080	6,080
TOTAL FUNDS	<u>300,154</u>	<u>99,232</u>	<u>399,386</u>

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	942,879	(849,727)	93,152
Restricted funds			
Children in need	24,280	(18,200)	6,080
TOTAL FUNDS	<u>967,159</u>	<u>(867,927)</u>	<u>99,232</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	171,655	128,499	300,154
Restricted funds			
Children in need	9,397	(9,397)	-
TOTAL FUNDS	<u>181,052</u>	<u>119,102</u>	<u>300,154</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	690,046	(561,547)	128,499
Restricted funds			
Children in need	29,999	(39,396)	(9,397)
TOTAL FUNDS	<u>720,045</u>	<u>(600,943)</u>	<u>119,102</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.21 £	Net movement in funds £	At 31.3.23 £
Unrestricted funds			
General fund	171,655	221,651	393,306
Restricted funds			
Children in need	9,397	(3,317)	6,080
TOTAL FUNDS	<u>181,052</u>	<u>218,334</u>	<u>399,386</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,632,925	(1,411,274)	221,651
Restricted funds			
Children in need	54,279	(57,596)	(3,317)
TOTAL FUNDS	<u>1,687,204</u>	<u>(1,468,870)</u>	<u>218,334</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2023.

WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE

England & Wales - Charity number 1177138

Accounts



ANNUAL REPORT

2021 - 2022



Windsor and Maidenhead Youth and Community Counselling Service
Windsor Alma Road SL4 3HD - Maidenhead Marlow Road SL6 7YR
Slough, Burnham, Lan
Tel: 01628 636661

An initiative of Churches Together in Windsor
Commissioned by Royal Borough of Windsor and Maidenhead and CCG
Nominated for The Queen's Award for Volunteering
Registered Charity No. 1177138

BACP Accredited Service

I am not what happened to me,
I am what I choose to become.

Jung

How can I provide a relationship,
which this person may use for their
own personal growth?

Carl Rogers

Chair's Report

On Behalf of the trustees.

This has been a year of expansion and development. The adjustment of counsellors and clients to the return to face-to-face working was a gradual and not always easy process as the rules and the attitudes changed. The new order is successfully settling to both ways of working.

The demand for our services has increased very significantly and the Director and Management team have found new ways to meet that need by increasing the number of counsellors working with us and by setting up new ways in which young people can have access to our service. The new telephone line access is providing a much-needed fast track for young people. The weight of demand felt by all Mental Health providers including the NHS has resulted in a degree of extra funding from the CCG to help us deliver to more people more quickly.

Our expansion has been rapid, thanks to the generous donations and grants of funders from trust funds and from businesses. Such expansion called for thought to be given to the weight of work being carried by the Management team and particularly our Director. It was decided to review the structure of the leadership team with the help of a professional consultant and this is proving to be a very useful exercise. The outcomes are already apparent in the confidence with which we all face the year ahead knowing that there is a sound and equitable structure of roles and responsibilities to be relied upon to manage all the strands of the Charity's activities.

As Trustees we are constantly aware of the huge contribution each person makes to Number 22, from our Director and Management team; our Administrators and Counsellors and all the contributors to our funds and training programs. These maintain the central heart of the Charity in offering excellent clinical support for Mental Health in our Community.

We can only express our thanks to everyone and we will make every effort to fulfill our role as Trustees in supporting Number 22.

Sally Somerville
Chair of Trustees

Statement of Purpose

The objects of Windsor and Maidenhead Counselling Service as stated in the constitution are:

... the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers, in the communities of Windsor & Maidenhead and the surrounding areas, on at least two sites, by maintaining and developing a youth & community counselling service for the giving of individual or group counselling and support.

Windsor and Maidenhead Counselling Service provides a free confidential counselling service, through their three sites, Number 22 in Maidenhead, Windsor and Slough.

Counselling enables people to make sense of their thoughts and feelings, in the hope that they can make decisions about what they want to do to bring about change in their lives. It also provides a means of support and a space where they can feel valued and heard.

Counsellors at Number 22 focus on the clients and how they feel about their lives, the counselling process is client led.

Counsellors at Number 22 Counselling go through a careful selection process so that they are competent to work with the issues that clients bring. All counsellors are trained to at least certificate level, and are in the process of completing a diploma. They are required to keep their skills up to date by attending several training courses, which are provided by the agency. All counsellors are enhanced police checked, and we are keeping appraised of any new legislation regarding vetting and barring.

BACP Ethical Framework for the Counselling Professions

We are organisational accredited members of the British Association for Counselling and Psychotherapy and the way we work subscribes to their ethical framework for the counselling professions, good practice. All the counsellors that deliver at any of our sites are bound by the principles, values and personal moral qualities as laid down in the Ethical Framework for the Counselling Professions.

The fundamental values of counselling include a commitment to:

- ❖ Respecting human rights and dignity
- ❖ Alleviating symptoms of personal distress and suffering
- ❖ Enhancing people's wellbeing and capabilities
- ❖ Improving the quality of relationships between people
- ❖ Increasing personal resilience and effectiveness
- ❖ Facilitating a sense of self that is meaningful to the person(s) concerned within their personal and cultural context
- ❖ Appreciating the variety of human experience and culture
- ❖ Protecting the safety of clients
- ❖ Ensuring the integrity of practitioner-client relationships
- ❖ Enhancing the quality of professional knowledge and its application
- ❖ Striving for the fair and adequate provision of counselling and psychotherapy services

Complaints Procedure

We aim to offer a service, which is safe for each client. Windsor and Maidenhead Counselling Service follows guidelines developed by the Royal Borough and follows the ethical framework for good practice as a member of the British Association for Counselling and Psychotherapy. If clients are unhappy with any aspect of the service, they may contact the agency director/management team, to discuss particular concerns. If, following this discussion, they want the complaint to go further they can contact Windsor and Maidenhead Counselling Service's Board of Trustees. Alternatively, if the client chooses they can contact the BACP directly and inform them of their complaint.

Equal Opportunities Statement

At Windsor and Maidenhead Counselling Service, we recognise that we are based in two boroughs, which are diverse places with a vibrant cultural mix. There are many benefits to this and we hope to reflect these benefits in our organisation.

We believe that by valuing diversity and ensuring equality, everyone using our service will feel welcomed and supported.

We recognise that as an organisation we have a responsibility to demonstrate our commitment to anti discriminatory practice, playing an important part in improving life opportunities for people who are disadvantaged, vulnerable, or have diverse characteristics.

We believe that all our counsellors have a responsibility to promote this policy by, treating each other and clients with dignity and respect and challenging discrimination in an appropriate manner.

We will ensure that all our facilities are fully accessible and will regularly monitor to ensure this continues. We will strive to ensure that we do not prevent any clients and counsellors from engaging with the service because of any disability.

When recruiting counsellors, we will acknowledge conditions, which may disadvantage them and we will work to remove this disadvantage. We will endeavour to include young people on our committee, with the intention of giving a voice to the vulnerable who have used our service.

When recruiting and placing counsellors on rota and in supervision we will take into account their need for flexibility around caring responsibilities, we will endeavour to ensure our way of working is family friendly. We will also take into account such issues when placing clients with counsellors.

Number 22 recognises that everyone has a contribution to make to our agency and has a right to respectful treatment.

Director's Report

Last year I ended my report by hoping that the year ahead would bring us the same dynamism and achievement that 20-21 had brought. I am happy to say I did not hope in vain. I am pleased to say that this year has seen growth, but more importantly, I believe we have taken steps this year to protect our service and ensure that we can continue to support people as they face the challenges that life throws at them.

As I write those words, though I wonder how do we measure success as an organisation. Is it by how many people we see, how many referrals we receive, how long or how short our waiting list is? Moreover, when we look at those figures, are we then faced with the reality that each of those figures are a person in distress. Can we then measure success in another way? By how many hours we offer people, how many counsellors we have willing to be alongside those distressed people, whether people are happy to be a part of our organisation? I think it is a difficult question to answer, but we have to think about it, especially when we are responding to the different organisations that give us money. We have our main commissioners CCG, RBWM and recently AfC, they all want to see that their money is being used appropriately. Emily has done an amazing job at bringing in funds, but those organisations want to see what we have done with the money they have so generously given us. I hope that our true success lies in the quality of counselling we deliver. Of course, it is gratifying when every year we can see that we have increased in delivery, that our figures show how much we provide but I hope that more than anything what we deliver is of the highest standard.

The sad reality though is that there is a huge increase in the demand for all mental health services across England. In March 2022 90,789 young people were referred to a mental health service, in just one month. This was the highest monthly figure where records are available. One in every six children aged 5 - 16 has a mental health problem, 25% of young women have a diagnosable mental health problem and the number of young people presenting at A&E with urgent mental health needs has tripled in the last ten years. It is therefore no surprise that last year our referrals in the agency increased by 30% to 1289, and when we look at referrals across the entire agency it has risen by 51% to 2,456. Thank goodness therefore that we have been able to increase our delivery by 43%, delivering 27,521 hours of support. The key areas of increase to point out are in our young people's project that increased delivery by 108%, delivering 1,220 hours of

counselling. This was one of the projects that we set up in response to our awareness of the waiting list, especially for the under 18s. I am pleased that this project has been a success, in that we are seeing more young people quicker. However, the sad reality is that as quickly as a young person is placed with one of our counsellors another one, two or three replace them. In our fortnightly meetings the managers and I pay heed to the waiting list, think about pinch points and look for solutions. We have to keep on looking at innovative ways to try to see the young people quicker and to support them whilst they are waiting.

With this in mind, we developed a support line for young people, initially for those waiting, but we have now opened it up to other young people who are thinking of using our service, or would like the opportunity to talk something through. Sarah and Emily have worked hard on this project and it is proving successful. Between December and May, we supported 83 young people, 34 in Slough 42 in Windsor and Maidenhead and 7 from the surrounding areas. Sarah is also looking at ways to speed up the appointment process, again reducing waiting times as much as possible.

Over the last few years I have spoken of our developments and growth, and there is no doubt that in the last few years we have expanded, greatly. Towards the end of 2021 as a team, we recognised that growth did in itself bring issues that we had not really addressed before. It was clear that we offered clinical excellence but we recognised deficiencies in other parts of how the charity was run. I have to reassure you these were not catastrophic deficiencies; nevertheless, we felt that in order to ensure the best practice of all aspects of the charity we needed to address certain areas. With this in mind, we commissioned a company called Blue Giraffe to come in, look over the whole charity and then facilitate a day for the management team, where the findings of the report could be shared and suggestions made for a way forward.

The day was a huge success and I know the whole team valued the input of Lucy Hurst-Brown. We were gratified, though I suspect not surprised, that she acknowledged the clinical excellence of what we delivered. We were also open and brave enough to acknowledge the deficiencies and start thinking of ways to improve. We started implementing some small changes immediately, and then the team got together again for a whole day and looked at radical changes that we could and needed to put in place. Much of this was around streamlining and making people's roles better defined. It was also around strengthening our administration and making our

business model safer. We also looked at having a better oversight of governance.

One of the changes was around the need for an employed business manager. It was important that this role was PAYE rather than self-employed as this role would have oversight for our finances. It was clear to see that Emily was already doing many of the required tasks, so it was a good idea for Emily to take over this role. In order to do this, she increased her hours to 20, took on additional tasks and passed over some projects she had looked after. I believe this appointment has been very good for the service and I recommend that you read Emily's report and see for yourself the breadth of the role and the great competency she brings to it.

We also felt that the best use of Sarah's time was to put all the different projects under her remit. Obviously, part of this would be oversight for Slough sites but Sarah would manage our other projects. This has opened up different opportunities for Sarah to look at potential new projects and particularly as part of the team look at ways of increasing our delivery. Sarah has especially been working on creative ways to increase our footprint in Slough, given the challenges of finding rooms for an agency. Alongside this is her work on the Support Line, which I have already mentioned. We are aware that adults have also shown an interest in the support line so; I know she is also looking to expand this into developing a similar service for adults.

Prior to our re-shuffle, Alison had the lead for schools and young people. Earlier in the year, we had already identified that this project was getting so large that Alison needed support and I am pleased that Amy came on board to help Alison. However, we felt that it would take some pressure from Alison and give clearer reporting lines if we put all young people's projects under Sarah and all schools to come under Alison. This meant that Slough schools then came under Alison, which made sense, but increased the number she is working with. Alison continues to deliver our Young People training and safeguarding training.

Damon's role did not change at all; he continues to take the lead on advocacy and independent visiting. A part of his time this year has been working with me to change the way we work with AfC. Since we started delivering advocacy, we have invoiced for the cost of delivery. However going forward we will be commissioned by AfC to deliver the service. This will make budget setting better for both us and for AfC. Damon has also

been working on setting up independent visiting in order to provide more support to children who are looked after by the local authority. This has been frustrating for Damon as there has not been as much take up as we had hoped. However, Damon is now building relationships with different teams in AfC and hopefully this will encourage more referrals.

Julie's role was also not impacted by the changes, though her team has definitely grown. What has been exciting for me though has been seeing our level 4 CPCAB students joining the agency on placements. It seems so recent that we were taking on that first level 2 group and yet now many of them are seeing clients or preparing to start seeing clients. Our CPCAB students still have to go through the rigorous process to come on board, it has been a pleasure to assess their recordings and be aware of the excellence of the training that they have received. The amount of different groups is growing and I think we can acknowledge that this scheme to deliver training from Number 22 is proving a success. Most importantly though when the external validator comes along to assess the work of Julie's team they are always impressed.

The advantages of the CPCAB training is two-fold, we have a group of students who from the beginning can join in with the ethos that we espouse, but it is also a growing income stream that supports our continued delivery of free counselling to the community.

I think what strikes me with the managers is that though they have their specific projects, they support each other, and sometimes work on parts of a project together. I would like to express my gratitude to each of the managers for their dedication and hard work. We are lucky as a service to have all of them. All five of the managers have written reports of their respective projects in much more depth, and I recommend them to you.

Another change that came out of the away-days was the acknowledgement that we needed more administration. It is always important to balance the money we are given between front line delivery and the background that means the front line delivery happens smoothly. Good administration is vital in order that issues can be picked up quickly. Anne has been our administrator since 2003 and worked for 8 hours a week, though worked numerous hours on top. In recent years, we had brought, Lucie, Rox and Cate onto the team, but we had to accept we needed more. I am very pleased that Anne agreed to work full-time and I know having Anne available for the managers and myself when we need her, has made our

lives much easier. I feel much more confident that things will not fall through the gaps either.

Naturally every year we have counsellors who move on for a variety of reasons, many as they build up their private practice or others as they take on additional paid roles and are unable to find the space to continue giving us their time. It is though exciting to see people who have been able to use the experience they have gained with us to further their career. They all gave so much to the agency and we are extremely grateful for the time they were with us; we wish them well for all their future endeavours.

However, the flip side of goodbyes are the welcomes, and I am pleased to say we have certainly had a lot of those this year. It costs us in excess of £600.00 every time we take on a new counsellor and each volunteer counsellor costs us £800.00 a year, so I am especially grateful to the funding bodies that have given us the money in order that we can continue to recruit and maintain our counselling cohort. Some of the new people have been able to back fill for those who have moved on and others have meant that we can increase delivery. This year we have welcomed; Jennifer M, Lisa P, Lii, Zaida A, Pavan, Raman, Daniel C, Amanda, Caroline, Sally, Kelly R, Debbie M, Poonam, Richard, Aman S, Mandy, Marcus, Emma, Kelly H, Susannah, Amrit, Helen, Andy, Fifi, Daniel J, Stoyan, Sarah S, Ginella, Alex, Noni, Kameliya, Amy M, Catherine N, Lauren B, Soraya, Eva, Sophie, Jessie, Scott, Selina, Marzena, Hannah, Becky, Beth, Peter, Sarah H, Vergine, Amy T

The selection process is tough, as it needs to be, everyone who comes on to a rota has to complete a recording and a written piece, is DBS checked and reference checked. I remember when taking on a new person they commented how daunting it was to do the recording and written piece but how afterwards it was so reassuring that we took the competency of our counsellors seriously and that they did feel more confident knowing they had passed the assessment. I am also pleased that we are continuing our scheme where the managers, and myself, mentor new counsellors coming on rota; this gives them that additional layer of support, which we recognise is vital.

I would also like to mention those people who have been with us for many years. We are so lucky to have a wide array of people who are a number of years post qualification. I am pleased that due to our recent initiatives of paying qualified counsellors for work in specific projects we have been able to not only increase delivery but also demonstrate our commitment to

paying counsellors for the professional and dedicated work they do after many years of training and placement hours. Of the 27,521 clinical hours we delivered, 15,000 hours were through our paid workers, whether through schools, Hope@22, AfterSchool@22, SupportLine@22, or our other projects. We are delighted that we are able to provide so much paid work to our counsellors.

I think though that it also says something about the environment that we all create that people want to stay; and it is very much a team effort, as an organisation. The culture we have is down to the various people who work here. For me it has always been important that we carry through the ethos of the person centred way of being, that we all value each other and have respect for one another. That doesn't mean we always agree but it does mean that respect underpins our communications.

Therefore, I would like to end by thanking everyone who makes that possible, from our chair and trustees, the members of the executive committee, our administrators, the school group counsellors, our wonderful cleaners, the service managers, the counsellors in the agencies and in the schools, the advocates and the Independent Visitors. Everyone, whatever their role makes our agency function as well as it does.

I would also make an especial thank you and acknowledgement to our Chair Sally Somerville, Sally involves herself and devotes so much time to her role. I am pleased that Sally attends many of our management team meetings on a Thursday afternoon, in this way Sally not only understands the day-to-day running of the service but also sees for herself the dedication and hard work of the managers.

I would like to thank the people in RBWM, CCG and AfC who commission us, and meet with us regularly.

I would also like to thank Mike and Joan my supervisors whose support and encouragement are beyond price.

Every year I say how much I enjoy my job and it is no less true for being repeated, thank you, everyone for making our organisation a place to be proud of and to committing to another year and seeing what lies ahead.

Shula Tajima

Director of Counselling Services

Feedback from Clients

The Voice of the Clients

In an effort to discover how the clients feel about the service they receive from our service, we ask them for feedback following their final session. Whilst ensuring the confidentiality of the clients here is a small selection of the feedback given to us by clients.

"I feel that this period of counselling has been the most successful I have ever had, my counsellor was wonderful, and she listened, remembered and challenged me"

"A weight has lifted off my shoulders, I feel as if the grey clouds have cleared away"

"Counselling changed my life; my counsellor helped me to better understand myself and to be gentler with myself. I learnt so much about me!"

"I realised I wasn't alone, which was how I had been feeling for such a long time"

"It was so positive and really helped me to clear out all the negative thoughts that I had been stuck with"

"Thank you for giving me back my life"

"I've had such a cathartic letting go of all the trauma. I can't thank you enough for everything. You don't know what a positive and life changing impact you have had on my life"

Feedback from clients in group-work

"Confidence within school lessons and outside of school"

"It's nice to know you are not alone"

"I feel calmer, it makes me feel less stressed and I argue less"

"I like how we can freely talk and nothing is held back"

"I like this group. It helps me a lot, it helps keep me calm and not get angry"

"I didn't say much in the group but I liked going because it made me realise that I was not the only one dealing with stuff"

"I found the group useful to talk about my friendship problems"

"Thank you so much for helping me at school"

"It helps to talk about things that others won't understand"

Feedback from advocacy clients

"You helped me to speak out"

"You helped me to say difficult things about my dad that I wouldn't have usually said"

"You never twisted my words"

"You really helped me, I felt I could talk openly and you were always honest with me"

"It was good to know that someone was speaking up for me in meetings"

"I trusted you"

From the parents of our advocacy clients

"Having the advocate at the meeting made the whole situation calmer"

"When you were speaking I could hear my child"

"I am so pleased that my child knows there is someone who supports him outside of social services without a conflict of interest"

"He bonded well with her and would talk to her when he wouldn't talk to anyone else"

Feedback from Schools

Up until this academic year we had two fantastic counsellors who worked with our students – the counsellors were very adaptable and during the pandemic agreed to continue to carry out the sessions via telephone communication to ensure there was not a break in service for our young people. On return to school life after the pandemic, it was increasingly recognised that the need for support from the counselling service was heightened and we gained another counsellor at this point. We currently have three counsellors who come onto the school site to work with 5 students each throughout the day. So far, this academic year they have worked with 25 students and currently actively working with 15 students.

The communication with all three counsellors is excellent; they are also very flexible to enable us to support our students in the best possible way.

Client Issues

June 2021 - June 2022

Clients usually present with a multiplicity of issues, for instance a client may initially come to our service saying they are suffering from low self-esteem, however as the sessions progress they may tell their counsellor they are being bullied and may let them know they are self-harming. Over the last year, these are the issues, which the counsellors and their clients have worked on together:

Depression	589	Mental health	502
Low Self-Esteem	312	Sexuality/Gender	69
Anxiety	412	Substance Misuse	15
Anger	358	Illness/Disability	68
Relationship - Partner	167	Pregnancy	7
Relationship - Family	298	Eating Disorder	396
Bereavement	187	Sexual Abuse	192
Bullying	302	Alcohol Abuse	143
Domestic Violence	305	Divorce/family breakdown	348
Emotional Abuse	187	Education/Exams	165
Suicide/Suicidal Thoughts	287	Abortion	38
Child/ren	502	Trouble with Police	10
Relationship - Parents	343	Homelessness	16
Phobias/Compulsive behaviour	201	Religious Issues	7
Physical Abuse	65	Self-Harm	487
Rape	142	Job Change	
Relationships-Friends	253	Work Related	67
Isolation/Loneliness	289		

Premises and feedback from clients about the agency.

We care about the environment of our two agencies, and the rooms we hire. We want both agencies to appear clean and professional but also friendly and approachable. We are very lucky in the services of Kelly and Nigel who are our cleaners and take great pride in keeping our rooms looking clean and tidy. In the main, the feedback from clients is positive about the rooms, though occasionally personal tastes may clash. The environment of the rooms is important as it is saying to our clients that they are valued and that the counsellors have a pleasant place to work. Last year we were pleased about our move in Slough to The Urban Building, unfortunately once the building became busier it was apparent that the soundproofing was not to a standard we need. It is vital that clients do not feel overheard. We decided to withdraw from the Urban Building and are now developing our offer out of GP practices. As I write this we are currently increasing our delivery in Burnham Medical Centre and providing a service out of Langley. We obviously do not have the same control over how the rooms are decorated, but we do endeavour to make them as welcoming as possible. We continue to reduce our use of paper and continue to work from home for much of the office work.

Clients consistently speak of not feeling judged and of being valued, and this feedback is very important to us. Clients also say they appreciate being given a choice of appointment times, though with our waiting list this can feel more pressured. Our new way of working remotely is helping us to offer a diverse range of times. Going forward we will offer a blended service, meaning we are no longer restricted by the number of rooms we have. At the moment, in order to ensure the safety of clients and counsellors, we are only using two rooms in Windsor and in Maidenhead, this is in order to ensure good ventilation. Hopefully, in September we will be able to reopen our third rooms on both sites.

Many clients speak of feeling able to recommend our service to their friends and it is positive for us when we see this happening. Our clients are the ones who from experience can say how effective the counsellors are. Therefore, their positive feedback is our best advertisement.

We do not ask clients for any contribution for the counselling they receive, though some who have felt able to give donations, some very generous, as a way of saying how much they value the service they have received. We appreciate their contribution enormously.

We are very aware that our waiting list affects the wellbeing of clients who want an appointment. However, in much of our feedback clients speak

of the ease of making an appointment. We believe this is due to the wide selection of times on offer and that we try, as much as possible, to offer a time that is most convenient to clients. This also influences the waiting list as appointments after school and during the evening are at a premium.

I am pleased though that our initiative to offer short term alongside long term counselling, has meant we can see more people, more quickly. We have continued with our focused service specifically for under 18 year olds and this is again short term. Using our more experienced counsellors in this role and paying them, has helped to manage the waiting list, despite the increase in demand.

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Jodi Romaker/Peter Childs

Committee Members:

Mary Luxon
Sally Wright
Sue Curley
Natalie Mead (Stood down Jan 22)
Donna Stimson
Liz Bailey
Gurch Singh

Young Person Representative:	Max Warburton
Counsellor's Representative	Carolyn Fisher
Director of Service	Shula Tajima

Service Managers

Damon Hall Emily Warburton Alison Batey Julie Murrell Sarah Luke

Administrators

Anne Lang, Lucie Lang, Rox Khan, Cate Stevens

School Support and Development Officer

Amy Day

Volunteer Counsellors

Ellen, Chantel, Dawinder, Sophie, Kim R, Paul M, Catherine N, Noni, Gill, Peter, Brenda, Alexandra, Nicola M, Jess, Steven, Emily, Poonam, Jo H, Nicky J, Carole, Marcus, Bilkis, Ashley, Denise, Emma, Susannah, Kelly, Patch, Harpreet, Vivien, Jo N, Ashdeep, Noreen, Vivienne, Nikki, Mandy, Adriana, Amanda, Becky, Jane, Lii, Jenn, Parminder, Amy, Sarah, Linda, Jennie, Melissa, Viv, Maria, Jane G, Anna M, Suzanne, Louise H, Mary, Zoe, Linda, Leah, Sharyn, Sarah P, Lisa B, Nina N, Sophie M, Yvonne T, Rox, Nora, Yvonne B, Harpreet, Sally, Gina, Norma, Selina, Damon, Judith, Sonia, Trish, Emma, Kim D, Dominique, Moira, Holly, Sydney, Zahda, Camilla, Lilly, Hamilton, Sinead, Charmain, Lyndsey, Ellen C, Jacqui, Vergine, Sharan, Nina L, Jamie, Ingvild, Ginella, Michael, Karen, Anita, Andy K, Dan H, Nicole, Iza, Bernie, Joanne, Rachel, Rukiyah, Marielle, Heather, Helen, Lisa P, Emma H, Samantha, Sabina, Amy, Isobel, Georgina, Susan, Adeola, Chloe, Georgie, Cate, Cameo, April, David, Debbie, Julie I, Lucy J, Lisa M, Paul M, Ben J, Sophie, Mobinah, Gwendoline, Caroline, Sarah, Rachel, Shaswati, Julie, Lauren, Oliver, Nina L, Gareth, Abi, Soraya, Evangelina, Stoyan, Aman S, Shradha, Angela, Kiran, Vinika, Sadia, Rachel N, Paula, Kelly G, Steve, Sarah, Aman O, Catherine M, Cat, Dan, Pavan, Ramen, Lisa, Olyenka, Narinder, Eva, Scott, Helen, Becky, Kam, Selina, Marzena, Hannah, Amy T

School Group Counsellors:

Sharan Kaur, Aman O'Connor, Lisa Miller, Stoyan Vladimirov, Julie Ioakeim

Schools Counsellors:

Lead Counsellors

Emily W, Viv J, Lisa M, Amy D, Sharyn P, Sharan K, Linda B, Lyndsey H, Anita P, Sophie K, Emma G, Nina N, Carole B, Judith P, Lucy J, Cameo C, Adriana P, Melissa G, Sophie K, Jacqui V, Jo H,

Volunteers

Nina L, Judith P, Rukhiya B, Lisa P, Caroline S, Catherine M, Gwen T,
Lisa B, Gill C, Rox H, Kim P, Iza W, Ellen C, Justine H, Shradha T, Ellen V,
Paul M

Hope@22 Counsellors

Melissa Gale, Emma Guest, Lucy Jones, Viv Osman, Harpreet Saimbhi,
Patch Welling, Ingvild Engen, Joanna Newman, Anna Mulcock, Isobel Neve

Young People's Project Counsellors

Carole Bromhall, Sharan Kaur, Viv Osman, Maria Palmer, Vivienne Shiels,
Lilly Capuozza, Sharyn Prince, Cate Stevens, Susan Coffi, Nina Nilsson,
Suzanne Farrell, Lucy Jones, Leah Harris, Aman O'Connor, Vergine
Hakobyan, Adeola Oke, Olyenka Hennessey, Narinder Bains, Amanda
Wayling

Family Action:

Sophie Kearney

Support Line Team

Suzanne R Farrell, Leah Harris, Lucy Jones

Reflective Supervision

Ben Jearum, Dominique Du Pre

Cleaners

Kelly and Nigel

Advocates:

Alison B, Bernie, Damon, Narinder, Jaga, Shaun, Lilly, Dee, Sharyn, Tricia, Sara, Norma, Charmaine, Clare, Micheala, Amy, Lisa, Louise, Sarah, Lyndsey, Lucy, Rox, Lisa, Rozxann, Nick, Vivien, Nicola, Lisa, Pina,

Independent Visitors

David W, Clare S, Pete B, Clint F

Supervisors

Barbara Thomas, Alison Batey, Barrie Hopwood, Deena O'Brian, Paul Cockcroft, Julie Murrell, Racheal Barton, Joan Devoil, Ben Jearum, Barbara Beaumont, Lou Stafford, Tony Freegrove, Sharron Harrison, Rayna Shock

Joan Moore, Mike Worrall (Supervisors to Director)

Trainers

Kieran McCrystal, Alison Batey, Mike Worrall, Julie Murrell, Wendy Gregory, Dr Rachel Freeth, Shula Tajima, Lisa Thompson, Jan Hawkins, Moira Smith

CPCAB Tutors

Julie Murrell, Dominique Du Pre, Claire Franzen, Jo Bird, Shamala Shaukat, Sara Smith, Ben Jackson

Internal Verifier Bruce Rolls
External Verifier Austin Pacitto

Our agency offers many services.

Free Counselling for young people and adults

We provide counselling in schools in Maidenhead, Windsor and Slough

Transition groups for year 6 pupils in primary schools

A parent programme offering training and support in understanding adolescents

Support line - a confidential telephone service for young people

Seedlings Service - counselling and play therapy in primary schools

Advocacy Service - supporting children in contact with social services

Hope - working with people who have suicidal ideation

Family Action - working with young carers

Reflective Practice - offering support to DSLs in schools and staff in social care

Partnerships with GP surgeries

Independent Visitors - supporting children looked after by the local authority

Counselling Service manager Advocacy/Independent Visiting Report

The advocacy service has continued to grow, as Anne's statistics will testify. I respond to all invites to initial child protection conferences, with an email to the social worker with a referral form attached. This is to remind them of our service.

The feedback we get from both clients and social workers is consistently positive. We are supporting more adults, mainly parents involved with social services. Often we will have an advocate for the children and another advocate for the mum or dad.

Conferences and child in care reviews have mostly stayed online and I think this will be the way of the future. It saves time for everyone; social workers, parents, schools and other professionals, all I suspect find online meetings so much more convenient than having to attend meetings at the Town Hall.

With the revamp of the number22.org website, the advocacy page is more prominent. On this page, we have links to feedback forms, for parents, children and social worker. We have also commissioned a Freephone number, so that young people can self-refer, if they are looked after children or if they are involved with social services and have a social worker attached to them.

We have also decided to expand the advocacy service so that it is not just a commissioned service by AFC, but also a service that can be purchased independently by the public for any instance that requires the help of an advocate. We have already been involved with a client who needed our services with an Employment Tribunal. We as always do not give advice, but support clients in getting their voice heard. This service I expect to be something that will help generate income for No22, but will also fill a gap, as there is no comparable service locally.

Sadly I have to report that after putting lots of effort to recruit Independent Visitors, the take up by the social workers involved with looked after children was so slow, that we lost almost 50% of the people we had waiting for young people. Volunteers want to be involved with what

they have volunteered to do, not be waiting around for me to contact them. We were ready to roll the service out in October 2021, but despite meetings and emails to the social work team responsible for children in care, referrals were not forthcoming. We also contacted the management of those social work teams, but to no avail. We had one referral in January, one in April and then nothing until June when we had two more referrals. The IVs have all reported a positive experience with their young people, doing many different activities from football matches to exploring London on foot.

Looked after children are supported in education by the Borough's virtual head teacher. We have had conversations with her about setting up a mentoring scheme for children she oversees. This will be very much like Independent Visiting, just with less of a time commitment, seeing young people every 6 weeks or so. The virtual head would like every child she is involved with to have the opportunity to have a mentor, and has asked us to see if we can organise this.

RBWM have just taken on the care of a number of Unaccompanied Asylum seeking children. Most will have been trafficked across Europe and put in dinghies to cross the channel. They will start college in September, which is obviously quite a time away. The virtual head has organised outings to start the process of integration into society and show our cultural life. To this end, we have been asked to provide support, which we are very happy to do. It consists of weekly visits to museums and other outings, the first being a walking tour of Windsor.

Damon Hall

Counselling Service Manager

CPCAB Training Delivery

In 2021 we successfully delivered three level 2 courses and 57 students achieved their certificates and 1 level 3 course with 19 students completing the course.

We have six new courses started in 2022. Three introductory level 2 certificate courses with 44 students, which is disappointing as we were hoping to have 3 full courses with 72 students. The waiting list suggested that we would have enough, however for many reasons these students did not materialise. Disappointingly we also lost one of our level 2 tutors but have been able to replace Gareth with Sara Smith. We have Sara and Jo Bird delivering a level 2 course and Clare Franzen and Shamala Adnan Shaukat delivering the second and Ben Jackson and Shamala Adnan Shaukat have just started the third course.

We have two level 3 certificate courses running with 48 students, these courses are being run by Dominique DuPre, Clare Franzen and Jo Bird.

Both the level 2 and level 3 courses are 30 week courses and will complete in November 2022.

We are now running our level 4 diploma course, which is a two year course and we are in week 21. We have 15 students who are now officially trainee counsellors and several of the students have started their counselling placement at No22. The course is being delivered by Julie Murrell and Dominique DuPre and we have had a student teacher Ben Jackson on placement with us. Ben is also a trainee counsellor with No22 and has now been approved by CPCAB to tutor level 2 and so has moved on to tutor level 2 but continues to be mentored by Dominique.

We are continually working on our succession planning and for 2023 the plan is to have Julie and Dominique able to deliver all courses and for Julie and Dominique to be able to conduct Internal Verification. We have made the decision to run the three level 2 courses with lower numbers to be able to future proof our training programme. Our aim is to have two level 3 courses in 2023 and to also have two level 4 courses. This means that we need both the student numbers and also tutors who are approved to teach level 3 and level 4. By running level 2 courses with Shamala, Ben and Sara means that they can apply to tutor level 3 next year with the aim that Dominique, Julie, Jo and Clare will teach the level 4 courses.

We are also in the process of applying to CPCAB to offer level 6 Supervisor courses. The process is to write the scheme of work and the student handbook and complete the application form as well as get

approval for two tutors to teach. Julie Murrell has approval and Dominique DuPre will be applying in June. The rest of the paperwork is in full progress.

We are now using Julie Murrell as internal verifier for the level 2 and level 3 and Bruce Rolls, a former No 22 counsellor for level 4. Dominique DuPre moderates the level 2 and level 3 courses and will be undertaking A1 IV qualification in 2022 or 2023.

We have a lot of exciting potential for growth and to continue to be self-funding and provide funds for No 22

Julie Murrell

Feedback from one of our students

I started the L4 course with Number 22 in November and I am really enjoying the learning, working with my fellow trainees and the excellent support from my course tutors.

I think the expectations and content of the course work is really well laid out and I know what I need to do and by when. I feel I can access support from my tutors whenever I need it and the course offers a great balance between learning and practice of skills as well as personal development. It is great to do the course as part of Number 22 as it makes the process of getting a placement and supervision less daunting. As a group of trainees we are all keen and engaged, which helps a lot. Saying all this, doing L4 is more demanding than I had anticipated on top of work, family and life. But it is definitely worth it.

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Counselling Service Manager Schools

Introduction

This last year has continued to keep me very busy as I now manage an extensive school based counselling service. We continue to have an extremely positive reputation of working collaboratively with schools to support the emotional/mental health of children and young people. Many schools have now worked with us for many years; increasing the provision, they buy-in from us to accommodate the ever-growing need to support young people.

It is with some sadness that I report that the mental health of young people today continues to be a challenge. Research shows that statutory services are overwhelmed with wait times at the highest they have ever been, thus making it even harder for young people to access the right help when they most need it. The thresholds for some services such as CAMHS are so specific that even GP's are reporting that referrals are being rejected, as they do not meet the thresholds. This is very concerning, particularly for clients with complex needs or clients who present with risk to themselves.

It is reported that one in six children aged 5-16yrs old are identified as having a mental health issue, that equates to five per classroom. The number of A&E attendances by young people aged 18yrs and under have tripled in the last three years, with some reporting that this feels the only way to get help. The Coronavirus pandemic has significantly affected young people's wellbeing, with loneliness being at the forefront of their emotions.

With an awareness of the above, Number 22 are continuing to look at creative ways to support the young people in the community and it is a pleasure to work with a team that go the extra mile to support our clients. The team of school counsellors shows true dedication to the work they do in schools and schools report it is truly appreciated and immensely valued by the students.

Overview of school counselling Service

The package that the schools buy-in can be bespoke to their needs. The basic package includes us placing a qualified, experienced Lead counsellor alongside a volunteer who has completed the relevant training to work with this client group. They are supervised and mentored to ensure they receive the professional support to undertake the work in schools, which at times can be extremely challenging as we work to hold our clients who may present with risk. Safeguarding is central to this work and we work closely with the designated Safeguarding Leads in schools and this year we

have reported 27 safeguarding concerns to the schools. The NSPCC report that one in 10 young people experiences some form of neglect and often are scared or ashamed to tell someone. With a trusting, safe and boundaried relationship, our clients are able to seek the support they need. Neglect is the most common form of abuse category that children and young people are placed under with either CIN or Child Protection orders and often the intervention needed is to support the parents who may also be experiencing mental health issues.

The school team now comprises 50 counsellors of which there are 23 Lead counsellors and 22 volunteers. We also have a team of 5 school group counsellors covering Maidenhead and Windsor. The School Group Counsellors have each shared a case study within this report to show the work they are delivering.

This year we have delivered 6301 hours of 1:1 counselling in schools, and 3000 hours of group work. This equates to an increase of 40% of young people seen on last year.

Being a school counsellor with Number 22 also provides many opportunities to develop and it continues to be a real pleasure to support the individual development of counsellors. Below is a short piece written by Nina Lee to outline her experience of joining the schools' team.

I joined Alison and her team of school counsellors in September 2022 after expressing my interest in getting a placement in a secondary school. Alison and my agency mentor have been very encouraging and supportive in finding me a suitable school placement. I received Number 22's safeguarding training as well as their 4-day Children and Young People training course. Both training courses were valuable before I started as a trainee counsellor in school. Alison allocated me a school supervision group, which has been extremely helpful, because I am constantly learning from more experienced counsellors as well as finding my own voice and grow my confidence as a school counsellor. In October 2022, I started to work as a trainee counsellor in a secondary school in Maidenhead one morning per week. I support up to three young people clients. My clients age between 12 and 17 years and present a variety of issues including problems with siblings, parents and peers, issues around stress, coping with anxiety, understanding and managing panic attacks, worry, living in foster care, suicide ideation and bereavement. Working with young people is the highlight of my week and, although the work can be challenging at times, it is a privilege to be able to offer therapeutic support to them and learn from their experiences. Working with this client group has also highlighted my own need to take further training courses and deepen my understanding around issues that young people present, in areas such as eating disorders, self-harm or dealing with difference and diversity. I really enjoy being part of the Number 22 school counsellor team and hope to gain more experience after I qualify this summer.

Critical incidents

This year we have supported 3 schools who experienced critical incidents within their school community. I would like to thank our amazing counsellors who always respond to my call out for help. In addition, I would like to acknowledge the work Jo Bird has been doing for us in taking the Lead on this work and making herself available at very short notice to support the staff and pupils. The schools continue to be highly impressed and grateful for the support we can offer and because of one intervention are now buying in our counselling package.

Seedlings Service

Amy and I have been working collaboratively on the Seedlings Service and below is an overview of the work Amy has been doing for the past six months.

We currently have 2 placement students (Lisa Parkinson and Rukhiya Budden) who are undertaking an MA in Child and Adolescent Psychotherapy. We are learning as a team and now have clear referral, assessment and outcome measures to support primary work, alongside appropriate clinical supervision to support the work.

I would also like to welcome our primary School Group Counsellor Stoyan who has recently joined the team to deliver transitional work to year 6 pupils in the Maidenhead area. This piece of work is funded by a donation to Number 22.

School support and development officer-Amy Day

In my role as School Support and Development Officer, I have continued to work on developing the Seedling Service, but it is still in its infancy, and it will be important to build relationships with training providers so that we are a named placement provider for their students. This is an ongoing project.

We have a new School Group Counsellor who I have helped support during his induction and preparation for starting his new role and will continue to offer support by way of regular meetings.

As an agency, we offer many services, so it was felt that this information needed to be available in one informative leaflet. I have been working on putting together something that we can hand out so there is a clear document with all the provisions Number 22 has to offer.

Another project I have been working on is recruiting a Young Ambassador for Number 22. I have met with another agency who are in the early stages of setting up a Young Ambassador scheme and we are now working together to try to get this scheme up and running. The first thing we are doing is setting up a focus group of young people, to gain their thoughts and ideas on what they think the role should be and what should be involved. It is important to include the views of young people as this scheme is about them and they should have the opportunity to be involved from the start.

I have met with Family Action to talk about the service Number 22 offers and how we can work together to support, the young carers they work with.

We have had many applications for placements and I have assisted in going through them to confirm those applicants who still require a placement and those who are interested in working with young people.

Partnership working

I continue to work closely with other services within the Borough and regularly attend Networking meetings. This provides us with the opportunity of connecting to other professionals working with children and young people and to ensure the work we deliver is effective.

Recently it was a privilege to be invited to attend a Young Carers Appreciation Event. It was a pleasure to attend and I gave a brief overview of the partnership work we are doing to support Young Carers in the Borough.

Moving forward Sarah will be overseeing this project, following our internal restructure..

Training

Over the years, I have been with Number 22 I have trained many counsellors to work with CYP through delivery of my 4-day training. This course allows counsellors to develop their knowledge and skills to work with this younger client group and it continues to be so interesting and rewarding for me, to see them grow and go on to be Lead School Counsellors.

Moving forward as an organisation we recognise the need to have this training approved and I am in the process of working with Julie Murrell to achieve this.....Thank you Julie!!

We have also been linking up with Youthline in Bracknell to see if we could work collaboratively with our Young Peoples training in the future.

Plans

My plan moving forward is to focus on primary work with Amy and develop The Seedlings Service in order that we can reach out to even more children. Alongside this, I hope to be able to continue to deliver my training to the highest standard and have the training as a recognised course through CPCAB.

I am very proud of the service we offer and would like to just acknowledge my team and say a very big Thank you for all they do to support not only their clients but also us as an organisation. Number 22 strives to be a Person-centred agency, which I am very proud to be part of and I work with an amazing management team and I really value their support. Thank you Shula, Damon, Emily, Sarah, Julie and Anne.

Alison Batey ☺

Counselling Service Manager Projects

Support line - Support@22

This year we were so excited to have launched a telephone support line for young people. This service was initially set up to respond to the number of young people on our waiting list, we wanted to ensure these young people could have a fast route to accessing our services whilst waiting for counselling.

Since the launch of this service, we have supported over 100 young people, which is fantastic. We have also been able to widen our reach into the community and offer this service to any young person living in Slough, Windsor, and Maidenhead.

The support line is a bookable 25-minute telephone appointment for young people between the age of 11-25 years living in Slough, Windsor, and Maidenhead. The telephone service is run by Number 22 counsellors.

The appointment can be used as a:

- One off counselling session
- Reporting a safeguarding concern
- Introduction to counselling - what could a YP expect, allaying fears, taster session
- Signposting to other services

Reflective practice

We have seen some interest in the reflective practice sessions we have developed and have worked with a few schools and colleges providing groups and 1:1 support. The support we offer is for staff working in educational settings to have time to reflect on their roles and the impact these may have on their own mental health.

Here is some feedback on the reflective practice sessions received from two school designated safeguarding leads:

"Reflective practice has really helped me offload and gain wider perspective on how to handle the DSL role on daily basis. My mentor has helped me gain confidence in times stress, anxiety, and time management,

which together have been very difficult to manage. I looked forward to all my sessions and knowing I am not alone in handling this complex job role"

"I know I have only had one session to date but honestly it was great, and I feel so comforted knowing that I have more dates to come. Thank you for your help and continued support I have really appreciated it."

Slough space

We are delighted to have found some counselling space in Burnham Health Centre and Langley Health Centre. These spaces are now up and running and being enjoyed by several of our counsellors. I will continue to build on this and hopefully over the next few months aim to see us setting up more satellite spaces across Slough. This way we can reach more people across the Borough.

Sarah Luke

Counselling Service Manager

Business Manager

Fundraising and Finance have continued to be my focus for the 2021/22 year. I have been tracking our income and expenditure carefully against the budget which we set and reforecasting as the year has progressed. We have clear budgets for the revenue generating areas of Advocacy and the CPCAB training courses. The schools' work breaks even as we have invested resources into this area. Along with fundraising and commissioning grants, we now have a healthy income stream. We have been channeling these funds into delivering extensive client work whilst keeping appropriate funds in reserve as required by The Charity Commission thus ensuring that we do not overspend.

As we increase delivery and take on new counsellors to support this, our accounts show that we have large overheads, for example supervision and administrative expenses, so it is important that we keep a close track on our spending to ensure that we have stable finances moving forwards.

I start each financial year with a targeted approach to fundraising so that we can try to establish a clear picture of the income that we will have in this area. We started strongly with a number of donors supporting us with generous contributions towards AfterSchool@22 (our young people's after school work) and to our running costs. We still have money to run Hope@22 (our project targeting people on the waiting list experiencing suicidal thoughts). Later in the year we set up SupportLine@22, a telephone support line for young people to access a bookable appointment without the lengthy waits that can be experienced at Number 22 and across other local services.

Funders this year included BBC Children in Need, The National Lottery Community Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, Maidenhead United Football Club, Inner Wheel and two donors who wish to remain anonymous.

The Spoor, Merry & Rixman Foundation have become incredible partners and their belief in our work at Number 22 has really supported the young people we work with. They have donated towards AfterSchool@22, the Maidenhead Year 6 Transition Project, Young Carers in our community and

group work in senior schools. I then talked to them about not having enough trained counsellors to work with young people to satisfy the huge demand that we are experiencing at the moment. They really listened to our concerns and made a generous donation to help us to train more counsellors to work with young people. They were also trailblazers for the pilot of SupportLine@22. We are very grateful for their support.

The Frimley Clinical Commissioning Group share our vision and after a couple of discussions have supported us with funds over and above our commissioning grant so that Number 22 can continue to play an important role in supporting our community with the post-Covid mental health challenges that we are all experiencing in our client work.

Thank you to all of our amazing supporters; your recognition of the work that we do is hugely appreciated.

As the year progressed, the managers attended two Away Days where we worked on the changes that we believed needed to be made to our individual and collective responsibilities. I have handed over the project work into Sarah's extremely capable hands. Alongside Financial and Fundraising responsibilities, I have now picked up HR and Governance. As the agency becomes larger, we need to ensure that we have the right checks and balances in place so I have started working on what that really means for us.

The unique character of Number 22, created by us all, continues to be at the heart of everything we do. For me, this is at the forefront of my mind as we develop our offering and extend our provision.

Emily Warburton

Schools' Group Counsellors

RBWM

A selection of case studies from our group work.

The group was introduced by the school with the theme of 'working with anxiety'. I spent the first two sessions focusing on getting the group to mix with each student by initiating 'getting to know you' conversations and playing games that involved people moving around into different seats. By the third session it felt like the group had come together as a whole. We agreed it would be a good idea going forward to sit next to someone different each time we come in the following weeks. Given that the group all shared similar anxieties about making friends, socialising and school in general, this became a successful way to mix naturally with each other.

When putting the contract together some students were worried about students sharing information from the sessions with other peers. To put the clients at ease we spent a little time discussing what we might do if this should happen and how we might want to address this. We also focused on how it would feel and the consequences to each other of breaking confidentiality. This helped put the students at ease.

By the 5th session the students felt comfortable writing on the whiteboard what their anxieties were. Through this method we quickly identified the various similarities in anxieties and fears. Following this, we collectively went on to sharing ideas of coping strategies and looking at what works best for certain situations and settings. Some of these included sharing breathing techniques, certain objects to help calm us, the use of the grounding technique, and the power of talking to the right person.

Going forward some sessions were spent on 'checking in' and giving time to clients to share why the week had been such a struggle. It was amazing to see how good the clients were at supporting each other and allowing the space to the students who were struggling most some days.

By the end of the sessions, the group had not only found some new ways of managing their anxieties and worries but also made new friends. They shared with me on the last session how they had decided to set up a Whatsapp group to keep in touch and found themselves 'checking in' with each other as friends. Although the group was sad to see the time end they had gained what they needed to help them during their time at school.

During the first session the students naturally appeared nervous and reluctant I started the first session introducing myself and enquiring if the students were aware of the reason, they are attending this group a few of them expressed they may have an idea and the others were unsure. The topics that have been explored to date have been, Sexuality, body image, transition to high school and the issues they have been facing, bullying, anxiety, social media and exploring emotions.

At the start of each session, we have a check in I have used mood cards and the emotions wheel for this.

Body image and social media

For this session I used blank gingerbread cards, on one side they wrote/drew how others see themselves and on the other how they see themselves, I used this from Alison's training and have found this session to be powerful. They noticed others view them in a positive way where they view themselves in negative way and not "perfect". We explored where they have received these messages from and social media was an obvious link with body image, we explored who and what they view on social media and if social media and the celebrities are real of course they expressed that most of it is filtered and began to accept they are unique individuals. Naturally this will take time for them, I worked on their self-esteem with them.

Sexuality and pronouns

I found the students in the group were confused around their sexuality and they are working out their identity and worrying about where they 'fit in', this was not just at school but within their family dynamics as well. A few of the girls expressed their confusion - if they found a girl pretty does that make them a lesbian? The students appreciated the safe space offered as they were free to explore and be themselves. This is a fresh topic and the students want to explore this further.

Transition to high school and bullying

Bullying is a topic that the students returned to many times, we explored how it made them feel and the impact bullying has on them. I met with the school lead about this and she suggested I inform the student they can approach her anytime and she will escalate this. The students are excited and nervous attending "big" school.

Anxiety

I used A3 paper and as a group we explored where in their body they feel anxiety and how it makes them feel, we explored techniques 54321, breathe and distraction techniques.

Emotions

As a group the students wrote on an A3 piece of paper the emotions they are aware of. The mood cards and the emotions wheel helped the student to be aware of the different emotions and feelings they experience rather than good, fine and ok. I found using the mood cards truly helps

the students dive in deeper as they answer questions on the back of them, of course there is no pressure for them to answer.

For myself it has truly been a delight to witness this group grow, discover themselves and support each other they have genuinely built a safe and caring network for themselves.

The boys were offered the group for anxiety issues.

The boys all knew each other from the same year group, but not as friends.

Their range of anxiety varied from slight, to severe.

Over the weeks we did different things to build relationships between the boys. We looked at different emotions and when they had experienced them.

Splitting them into groups to learn about each other's experiences and then come back into the whole group and share about each other. This built their listening and empathy skills and built friendships which in turn built their trust in each other. They learnt to support and encourage each other.

This meant that over the weeks boys were more able to share how they felt. One boy was able to recognise that it was possible for him to share his feelings, and another boy discovered that he had the ability to encourage and help others. Other boys also saw these qualities.

By the end of the group all four boys had become good friends and learnt a lot about themselves and learned to empathise with each other.

The group were introduced to each other using a ball game. Each student said their name and the known name of another and threw the ball to them. After a number of goes, all students, including myself, knew each other's names.

I asked the group if they knew what the group was about then gave an introduction including Confidentiality and what it meant for the group. We drew up an Agreement including listening to others, giving everyone an opportunity to speak, keeping what is said in the group in the room, respecting everyone's input. I explained about Safeguarding and when and how external support may be sought.

We played a Dice Breaker game to get to know each other and to start to build trust between all the group members. This consists of a dice and shaker and a set of Favourites such as Activity, Place, Food, Person, Animal and Memory.

Each session started with a Check-In with how the week has been and how they are feeling right now. This was to get everyone an opportunity to

speak and be listened to and gives everyone in the group an understanding how everyone is feeling.

The Check-Ins also informed of any current common issues or individual difficulties.

After the Check-In there was a chance to ask questions or make comments to each other. Most of the sessions were talking and listening, sharing and supporting.

Games and Activities were also offered, such as card games, puzzles and fidget objects. This gave an opportunity to have some fun and to work on group skills such as communicating and collaborating.

Evaluation

The group took a number of sessions to get to know each other and to feel trust.

They gradually involved themselves more in the Check-Ins and interacted with each other, offering advice, experiences and support.

Having the Check-In gave them an opportunity to bring what was currently happening in their world and to be heard. Common themes would come, frequently sleep problems which they were able to discuss and to come to helpful solutions.

The students Presenting Issues were also covered with all the group members sharing the same concerns or being able to develop understanding of how that issue affected that person. The student who had difficulty with working in groups developed her confidence in the small group and was able to continue sessions in a larger group.

The group talked about what friendship is and how they could offer that to others and the ways of meeting different groups of friends. They also talked about their experiences of arguments and breakups and how these had affected them.

When discussing bullying all students explored how we can respond rather than react to bullying situations. They talked about relationships with teachers and the positive as well as negative aspects including fairness, interest and understanding.

The group helped each other with keeping to the Agreement so that each person got to say what they wanted to say without interruption and that what they said was received with respect and not judgement.

When the group finished its allotted number of sessions the students were given information on how they could continue to have support either in or out of school.

The first session was used to invite the participants in the group to form and write down an agreement or "safety rules". Each individual would express what they would need from the group for the time spent together. This allowed each child to express their unique need and also better understand the importance of their opinions. I also found after

writing down these "rules" children expressed "feeling more relaxed now that there's a clear idea what to expect". This also provided structure and formed the basis of trustworthiness, respectfulness, and honesty in the group relationship.

I used a fluffy round toy as a "microphone" and explained "whoever has the microphone has the right to talk and the rest of us will listen, as each opinion here is important and matters". I started the "check in" and shared how I felt. After this, I invited the group to continue and share how they felt. Some of them hesitated and others were rushing to share their thoughts and feelings. This provided the opportunity for the group to witness and experience the uniqueness and importance of each individual's needs.

After introducing the "feeling for the day" I would ask the group "what come up for you when you hear this word?" Then we open a discussion where the children can share with the group some of their stories, narratives and views on the subject. After the discussion I would invite the children to draw on a piece of paper their understanding of the "feeling of the day". Afterwards each individual shares with the group what they have drawn, talk a little bit about it and then we discuss as a group.

After the discussion we took around 10 minutes where we used a parachute. Each child grabs an end, and we throw objects in the middle of it, such as fluffy balls or rubber toys, and think about a worry, a difficult thought or feeling. After this we use breathing techniques and we start to move the parachute up and down, whilst focusing on our breathing. As this continues, I invite the children to notice any body sensations, in their shoulders, legs, wrists, feet, ankles etc. This provides an opportunity to connect their bodies to their feelings and possibly start recognising when a certain feeling occurs what the impact of the body might be. After the parachute exercise we sat down, and each child shared what it was like for them.

Each group has its own dynamic and what I think is important is to use the differences and bring awareness to the children of how important and natural this is. What is important for my work with the children is also to provide that "safe space" where they can express themselves, share their thoughts and feelings and explore some of those difficult emotions, without having to worry they will be judged, assessed, evaluated, or rejected.

Young People's Representative

I am the Young Person's Representative on Number 22's Executive Committee. I have now been doing this role for two years. I joined because the trustees wanted to hear a younger voice when making decisions about how best to support the emotional wellbeing of my peer group.

This year, I have continued to attend Executive Committee Meetings, once a quarter (when mock exams and A levels allow). I have watched with interest as Number 22 continues to grow and develop.

Support for young people continues to be much needed. For example, Number 22 recently stepped in to provide additional critical response at my school. It is really good to know that Number 22 are there when we need them. I have been particularly interested by the development of the Support Line for young people. We are constantly told that wait times for support are lengthy, so to know that there are counsellors who are quickly accessible is great.

I continue to believe that we are very lucky to have Number 22 on our doorstep and I am really thankful to all the counsellors who give their time for us.

Max Warburton

Social Media

Did you know that we have a small presence on social media? Our Facebook and Twitter feeds create awareness of what we stand for and provide platforms upon which to highlight our successes.

This year, we have been able to highlight the launch of Support@22 - our helpline for young people, staff reflective practice sessions and our new CPCAB Level 4 counselling training. We shared Shula appearing on Radio Berkshire talking about the Independent Visiting Service and Sarah appearing in the Maidenhead Advertiser explaining our helpline expansion.

Social Media is an important part of how we recognise the funding that we receive; we have thanked Berkshire Community Foundation, Children in Need, National Lottery, Spoor, Merry and Rixman, and Windsor and Maidenhead Christian Trust. Explaining how we will develop our service through much needed funds.

Although our social media activity is constrained by being run on a voluntary basis, it is an important part of how we showcase our work and brand. Our posts have reached over 4,000 people. It is a space for our personality to shine, our particularly favourite posts are feedback from our trainee counsellors and a collage of our agency tea party last summer. We would love you to take a look and spread the word. Find us at:

Facebook	@No22counselling
Twitter	@counsellingNo22

Lisa

COUNSELLORS' REPRESENTATIVE REPORT

I have been the counsellors' representative for over 4 years now and I am still very much enjoying my role within the committee.

Being the counsellors' representative allows me to be the voice of all the counsellors from Slough, Windsor and Maidenhead.

If anyone has any concerns or queries or would like to discuss anything with me please do not hesitate to contact me and I will happily discuss it with you confidentially and take it to the committee at the next meeting.

Carolyn Fisher

Statistical Information 21/22

(01.06.21-31.05.22)

Number of New Referrals

	Year 21/22	Year 20/21	Percentage increase
Agencies (Windsor, Maidenhead, Slough)	1289	991	30%
Burnham Health	15	23	-34%
Family Action	3	7	-54%
Schools	958	488	96%
Advocacy	191	115	66%
TOTAL	2456	1624	51%

Number of Counselling hours

	Year 21/22	Year 20/21	Percentage increase
1. Agencies	9215	6365	45%
2. Burnham Health	214	74	189%
3. Family Action	35	64	- 45%
4. Hope Project	1966	799	146%
5. Young Person Project	1220	586	108%
Total of above 1-5	12650	7880	60%
Schools	9301	6615	40%
Advocacy (not travel)	5570	4731	18%
TOTAL	27521	19234	43%

Schools

	Year 21/22	Year 20/21	Percentage increase
Number of schools	50	39	28%
Number of Schools Counsellors	44	29	51%
Hours Provided	9301	6615	40%

Schools Groups

Number of School	35	-	
Number of Counsellors	8	-	
Number of groups delivered	611	-	Hours included in above stats

Advocacy

	Year 21/22	Year 20/21	Percentage increase
Number of Advocates	27	25	8%
Hours Provided (with travel)	7351	5800	25%

Clinical Evaluation Findings

Our findings this year demonstrated three main points. Yet again our clients overwhelmingly experienced improvement in their emotional wellbeing after receiving counselling. There was little change in the percentage who experienced a positive outcome and therefore little change in those who did not experience an improvement. There was a slight improvement in the positive outcomes in schools, though both figures were very similar across both deliveries. The findings were as follows:

Agency work:

Percentage who felt they improved	94%
Percentage who felt the same	5%
Percentage who felt no improvement	1%

Of the clients who improved, the majority saw an improvement of between 1 and 5 points, though the majority of this group saw an improvement of 3

All the clients who saw no improvement or felt the same came for less than 5 sessions

The clients who experienced positive movement came for an average of 20 sessions or more.

Schools work

Percentage who felt they improved	91%
Percentage who felt the same	7%
Percentage who felt no improvement	2%

TREASURER'S REPORT for the year Ended 31 March 2022

It is encouraging to report that the financial position continues to present a healthy position for the charity. Income has increased by over 60% in the year, which has enabled more funds for the delivery of counselling services for the communities within which we work.

Our schools work and advocacy have each brought funds into the charity. The CPCAB training courses now make a substantial contribution to our running costs. Fundraising continues to be an essential part of our income and we remain very grateful to all our donors.

Total funds carried forward are now over £300,000 and we believe that these funds are enough to protect the charity and its service users from any disruption of services for at least 9 months, as required by the Charity Commission.

Our financial statements now include Key Performance Indicators which all showed significant growth and improvement over the previous year.

Peter Childs

LISTEN

*When I ask you to listen to me
and you start to give me advice,
you have not done what I asked*

*When I ask you to listen to me
and you begin to tell me why
I shouldn't feel that way,
you are trampling on my feelings*

*When I ask you to listen to me
and you feel you have to do something
to solve my problem
you have failed me - strange
as that may seem*

*LISTEN! All I asked was that you listen,
not to talk or to do - just hear me.
Advice is cheap, I'm not helpless.
Maybe discouraged and faltering,
but not helpless.*

*When you do something for me that I can
and need to do for myself, you contribute
to my fear and weakness.*

*But, when you accept as a simple fact
that I do feel what I feel, no matter how irrational,
then I can stop trying to convince you and get on with
the business of understanding what's behind this irrational feeling,
And when that's clear, the answers are obvious and I don't need advice.
Irrational feelings make sense when we
Understand what's behind them.*

(Anon)

Friends of Windsor and Maidenhead Counselling Service

Dee Agnew-Marquez

Sylvia Andrews

Mark Arthurn

Mike Mathews

Norman Cumming

Marion Cutts

Tania Frommholz

Eileen Goford

Thalia Grant

Donna Hayward-Sussex

Jane Hedley

Fiazu Al-Chalabi

Ann Hinton

Ian Grant

Mrs Williams

John Long

Mary Luxon

Majella Mannors

Anne King

Clifford Hayward

Jane Sorrell

Bernie Khan

Kate Saunders

Judy D'Arcy

Jan Lewin

Linda Frewing

Janette Placquet

Bridgette Morris

Hazel McDonald

Jackie Mathews

Hazel Cooper

Doreen Nutall

Keith Payne

Maureen Payne

Laura Peake

Margaret Robinson

Jean Stewart

Revd Serena Tajima

Elaine Watson

Roger Watson

Elizabeth Hurst

Sue Furney

Susan Hinds

Rev Mary Barnes

Paramjit Hothi

Michael Harding

Duncan Wardle

Stephen Sorrell

Andrew Lang

Babs Bansi

Mrs Stockton

Revd Mary Barnes

Merie Sharman

Dorothy Strack-Hankey

Heather Harbord

You can make a donation to us by text

Text Calm22
Plus your donation amount to
70070

Or if you are shopping online go to www.easyfundraising and register your support for Windsor and Maidenhead Counselling Service. A percentage of all you buy will then come to us at no cost to you!

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

Contents of the Financial Statements
for the Year Ended 31 March 2022

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2021/22. The year has seen the charity make progress in all areas. We currently have five funding streams:

1. Fundraising
2. Joint commissioning from The Royal Borough of Windsor and Maidenhead (RBWM) and the NHS Frimley Clinical Commissioning Group
3. Income from our Schools' Packages
4. Income from our Advocacy work
5. Income from Counselling and Psychotherapy Central Awarding Body (CPCAB) counsellor training courses

This strategic approach to managing our finances has put us in a favourable financial position.

We are currently investigating further income streams which will also support our client base more widely, for example, expanding our service into GP practices.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

6. A commissioned Independent Visiting Service for young people in the care of social services

7. Support Line @ 22 - a telephone support line for young people. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. In 2021 there continued to be an unprecedented demand for our service as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our first priority continues to be the maintenance of the quality of the service we are already offering and the reduction in our waiting times. We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

130 volunteers provide nearly 25,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. Adult and young people clients may have been seen within our Hope@22 project, this is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face to face work and remote work (started during the pandemic) via Zoom, the telephone etc. continues and has been welcomed and well utilised by our clients.

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health. One donor has supported our work with adult clients who are feeling suicidal. Frimley Health CCG has made some further donations over and above the commissioning grant to support project work initiated by the donations list below.

Generous donations this year have come from BBC Children in Need, The Spoore, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, Maidenhead United Football Club, The Inner Wheel, HP Counselling and a local donor who would like to remain anonymous.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

Statistical Information 21/22			
Number of New Client Referrals			
	Year 20/21	Year 21/22	% change
TOTAL	1624	2544	+56
Number of Counselling hours			
	Year 20/21	Year 21/22	% change
Agency	7880	10,545	+33
Schools	6615	9328	+41
Advocacy	4731	5069	+7
TOTAL	19234	24,942	+29
Schools			
	Year 20/21	Year 21/22	% change
Number of schools	39	45	+15
Number of School Counsellors	29	44	+51
Advocacy			
	Year 20/21	Year 21/22	% change
Number of Advocates	25	25	-

- Number 22's KPIs are reported quarterly to our commissioners - the Frimley Clinical Commissioning Group and The Royal Borough of Windsor & Maidenhead.
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2022 present a healthy position for the charity. With an income of £720,044 (62% year on year growth) and expenditure of £600,943 (57% year on year growth) we have had many more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

One of our challenges has been resourcing this work with counsellors as some funding has been received unexpectedly as a result of funding bids and has therefore been difficult to predict. We have started to formalise much of our project work in order to remunerate our counsellors and gain their commitment to the agency. This will continue apace in the next financial year as we have become more confident about fundraising and the stability of our finances as a CIO, alongside our commissioning contracts from The Royal Borough of Windsor and Maidenhead and Frimley Health CCG.

Our schools' work and advocacy have each brought funds into the charity. The CPCAB training courses now make a substantial contribution to our running costs.

Due to the growth of the charity, the unrestricted fund reserve is currently enough to protect the charity and its service users from any disruption of services for 9 months. The Charity Commission requires Number 22 to have a reserves policy in place.

Principal funding sources

The Royal Borough of Windsor and Maidenhead and the East Berkshire CCG jointly commission Number 22's service. This funding makes up about 13% of the total income.

The East Berkshire CCG gave further funds this year to support the unprecedented demand on statutory services so that Number 22 can support their response.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 9 months of general expenditure, and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs. There are no restricted reserves held at the year end.

Going concern

As we close our 2021/22 year, the Number 22 accounts are healthy, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

1. Continue to increase the counselling provision by offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list for example project work and SupportLine@22.
3. Increase the number of counselling hours offered in Slough by 50% by means of satellite locations.
4. To develop a further revenue stream by providing services to GP practices.
5. To continue to develop the range of work in Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
6. Development of work in primary schools, initially through x2 placement students who are studying Masters in Transpersonal Child, Adolescent and Family Psychotherapy.
7. To consolidate and continue to increase the provision of the Advocacy Service. To sign a renewed Advocacy contract with Achieving for Children.
8. To continue to develop an Independent Visiting Service to support looked after children, within RBWM.
9. To continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4.
10. Seek new areas of funding for specific projects and to contribute towards operational costs.
11. To continue to track income and expenditure using Xero and to forecast future finances accurately.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise for examples; those from an educational background advise on Number 22's schools work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. Two Trustees are local councillors with The Royal Borough of Windsor and Maidenhead in line with the commissioning grant requirements. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Trustee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Deputy Chair and Treasurer.
- The Trustees make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safe-guarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code.
- None of the executive committee are related.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Mary Luxon
Carolyn Fisher
Sally Wright
Sue Curley
Donna Stimson
Gurch Singh
Elizabeth Bailey

Young People's Representative

Max Warburton

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Lucie Lang
Ruksana Khan
Cate Stevens

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Business Plan and are regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. Further to this a more detailed Risk Register is currently being compiled with further thought behind the likelihood of each risk occurring and the potential impact of this. The Risk Register will be completed in June 2022.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
J Romaker (resigned 11.1.22)
S Curley
S Wright
C Fisher (resigned 18.3.22)
K Melton
M Luxton
M A E Goford
N I Mead (resigned 11.1.22)
P Child (appointed 11.1.22)
D Stimson (appointed 16.11.21)
G Singh (appointed 16.11.21)
E Bailey (appointed 16.11.21)

Independent Examiner

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

Approved by order of the board of trustees on and signed on its
behalf by:

.....
S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Daniel Robins FCCA
Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date:

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	335,632	29,999	365,631	205,496
Charitable activities	4				
Schools counselling		142,719	-	142,719	60,439
Advocacy work		137,878	-	137,878	125,915
Supervision		4,350	-	4,350	2,762
Training courses		7,875	-	7,875	11,807
CPCAB training		61,416	-	61,416	25,889
Counselling packages		-	-	-	10,030
Investment income	3	<u>176</u>	<u>-</u>	<u>176</u>	<u>1,458</u>
Total		690,046	29,999	720,045	443,796
EXPENDITURE ON					
Raising funds	5	216	-	216	216
Charitable activities	6				
Schools counselling		211,667	-	211,667	84,521
Advocacy work		105,183	-	105,183	77,262
Supervision		53,105	9,000	62,105	46,615
Training courses		10,885	-	10,885	10,218
Managers		42,756	14,843	57,599	48,176
CPCAB training		47,283	-	47,283	21,579
Family action		736	-	736	867
Counselling packages		3,029	-	3,029	718
Agency counselling		2,375	15,553	17,928	9,911

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
Parents group		855	-	855	1,050
Hope project		35,937	-	35,937	7,208
Other	7	<u>47,520</u>	<u>-</u>	<u>47,520</u>	<u>74,509</u>
Total		<u>561,547</u>	<u>39,396</u>	<u>600,943</u>	<u>382,850</u>
NET INCOME/(EXPENDITURE)		128,499	(9,397)	119,102	60,946
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>171,655</u>	<u>9,397</u>	<u>181,052</u>	<u>120,106</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>300,154</u></u>	<u><u>-</u></u>	<u><u>300,154</u></u>	<u><u>181,052</u></u>

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	11	573	-	573	1,147
CURRENT ASSETS					
Debtors	12	149,070	-	149,070	75,496
Cash at bank		<u>479,603</u>	<u>-</u>	<u>479,603</u>	<u>328,097</u>
		628,673	-	628,673	403,593
CREDITORS					
Amounts falling due within one year	13	(329,092)	-	(329,092)	(223,688)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET CURRENT ASSETS		<u>299,581</u>	<u>-</u>	<u>299,581</u>	<u>179,905</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		300,154	-	300,154	181,052
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET ASSETS		<u>300,154</u>	<u>-</u>	<u>300,154</u>	<u>181,052</u>
FUNDS	14				
Unrestricted funds				300,154	171,655
Restricted funds				<u>-</u>	<u>9,397</u>
TOTAL FUNDS				<u>300,154</u>	<u>181,052</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
..... and were signed on its behalf by:

.....
S Somerville - Trustee

.....
P Child - Trustee

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>151,506</u>	<u>211,680</u>
Net cash provided by operating activities		<u>151,506</u>	<u>211,680</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(1,720)
Interest received		<u>-</u>	<u>1,355</u>
Net cash provided by/(used in) investing activities		<u>-</u>	<u>(365)</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		151,506	211,315
Cash and cash equivalents at the beginning of the reporting period		<u>328,097</u>	<u>116,782</u>
Cash and cash equivalents at the end of the reporting period		<u>479,603</u>	<u>328,097</u>

The notes form part of these financial statements

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)	119,102	60,946
Adjustments for:		
Depreciation charges	573	573
Interest received	-	(1,355)
Increase in debtors	(73,574)	(46,927)
Increase in creditors	<u>105,405</u>	<u>198,443</u>
Net cash provided by operations	<u>151,506</u>	<u>211,680</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>
	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>
Total	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £191,998 (2021: £115,910), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Cash and cash equivalents

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. ACCOUNTING POLICIES - continued

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	173,633	89,586
Grants	<u>191,998</u>	<u>115,910</u>
	<u>365,631</u>	<u>205,496</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	31.3.22	31.3.21
	£	£
Royal Borough of Windsor & Maidenhead	62,360	60,603
NHS Clinical commissioning groups	99,383	44,667
Children in need	29,999	-
CJRS grant	256	640
Garfield Weston	-	10,000
	<u>191,998</u>	<u>115,910</u>

3. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Rents received	176	103
Deposit account interest	-	1,355
	<u>176</u>	<u>1,458</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22	31.3.21
		£	£
Schools counselling	Schools counselling	142,719	60,439
Advocacy	Advocacy work	137,878	125,915
Supervision	Supervision	4,350	2,762
Training income	Training courses	7,875	11,807
CPCAB training	CPCAB training	61,416	25,889
Counselling packages	Counselling packages	-	10,030
		<u>354,238</u>	<u>236,842</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

5. RAISING FUNDS

Other trading activities

	31.3.22	31.3.21
	£	£
Just giving charges	<u>216</u>	<u>216</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Schools counselling	126,414	85,253	211,667
Advocacy work	105,183	-	105,183
Supervision	62,105	-	62,105
Training courses	10,885	-	10,885
Managers	57,599	-	57,599
CPCAB training	47,283	-	47,283
Family action	736	-	736
Counselling packages	3,029	-	3,029
Agency counselling	17,928	-	17,928
Parents group	855	-	855
Hope project	<u>35,937</u>	<u>-</u>	<u>35,937</u>
	<u>467,954</u>	<u>85,253</u>	<u>553,207</u>

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	-	668	13,748
Schools counselling	<u>85,253</u>	<u>-</u>	<u>-</u>
	<u>85,253</u>	<u>668</u>	<u>13,748</u>

	Human resources £	Other £	Governance costs £	Totals £
Other resources expended	3,354	16,684	13,013	47,467
Schools counselling	<u>-</u>	<u>-</u>	<u>-</u>	<u>85,253</u>
	<u>3,354</u>	<u>16,684</u>	<u>13,013</u>	<u>132,720</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	31.3.22 £	31.3.21 £
Wages and salaries	115,876	80,446
Social security costs	1,915	484
Other pension costs	<u>11,579</u>	<u>8,483</u>
	<u>129,370</u>	<u>89,413</u>

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Management	1	1
Administration	4	4
Schools counselling	<u>6</u>	<u>6</u>
	<u>11</u>	<u>11</u>

9. STAFF COSTS - continued

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FROM 2021 FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	196,099	9,397	205,496
Charitable activities			
Schools counselling	60,439	-	60,439
Advocacy work	125,915	-	125,915
Supervision	2,762	-	2,762
Training courses	11,807	-	11,807
CPCAB training	25,889	-	25,889
Counselling packages	10,030	-	10,030
Investment income	<u>1,458</u>	<u>-</u>	<u>1,458</u>
Total	434,399	9,397	443,796
EXPENDITURE ON			
Raising funds	216	-	216
Charitable activities			
Schools counselling	84,521	-	84,521
Advocacy work	77,262	-	77,262
Supervision	46,615	-	46,615
Training courses	10,218	-	10,218
Managers	48,176	-	48,176
CPCAB training	21,579	-	21,579
Family action	867	-	867
Counselling packages	718	-	718

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Agency counselling	9,911	-	9,911
Parents group	1,050	-	1,050
Hope project	7,208	-	7,208
Other	<u>74,509</u>	<u>-</u>	<u>74,509</u>
Total	<u>382,850</u>	<u>-</u>	<u>382,850</u>
NET INCOME	51,549	9,397	60,946
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>120,106</u>	<u>-</u>	<u>120,106</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>171,655</u></u>	<u><u>9,397</u></u>	<u><u>181,052</u></u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2021 and 31 March 2022	<u>1,720</u>
DEPRECIATION	
At 1 April 2021	573
Charge for year	<u>574</u>
At 31 March 2022	<u>1,147</u>
NET BOOK VALUE	
At 31 March 2022	<u><u>573</u></u>
At 31 March 2021	<u><u>1,147</u></u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	98,713	62,199
Other debtors	1,255	1,255
Prepayments and accrued income	<u>49,102</u>	<u>12,042</u>
	<u>149,070</u>	<u>75,496</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	55,843	35,524
Taxation and social security	1,388	1,329
Accruals and deferred income	<u>271,861</u>	<u>186,835</u>
	<u>329,092</u>	<u>223,688</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

14. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	171,655	128,499	300,154
Restricted funds			
Children in need	9,397	(9,397)	-
TOTAL FUNDS	<u>181,052</u>	<u>119,102</u>	<u>300,154</u>

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above for 2022 are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	690,046	(561,547)	128,499
Restricted funds			
Children in need	29,999	(39,396)	(9,397)
TOTAL FUNDS	<u>720,045</u>	<u>(600,943)</u>	<u>119,102</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	120,106	51,549	171,655
Restricted funds			
Children in need	-	9,397	9,397
TOTAL FUNDS	<u>120,106</u>	<u>60,946</u>	<u>181,052</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	434,399	(382,850)	51,549
Restricted funds			
Children in need	9,397	-	9,397
TOTAL FUNDS	<u>443,796</u>	<u>(382,850)</u>	<u>60,946</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	120,106	180,048	300,154
TOTAL FUNDS	<u>120,106</u>	<u>180,048</u>	<u>300,154</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,124,445	(944,397)	180,048
Restricted funds			
Children in need	39,396	(39,396)	-
TOTAL FUNDS	<u>1,163,841</u>	<u>(983,793)</u>	<u>180,048</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	173,633	89,586
Grants	<u>191,998</u>	<u>115,910</u>
	365,631	205,496
Investment income		
Rents received	176	103
Deposit account interest	<u>-</u>	<u>1,355</u>
	176	1,458
Charitable activities		
Schools counselling	142,719	60,439
Advocacy	137,878	125,915
Supervision	4,350	2,762
Training income	7,875	11,807
Counselling packages	-	10,030
CPCAB training	<u>61,416</u>	<u>25,889</u>
	<u>354,238</u>	<u>236,842</u>
Total incoming resources	720,045	443,796
EXPENDITURE		
Other trading activities		
Just giving charges	216	216
Charitable activities		
Wages - schools counselling	43,470	41,045
Social security	446	-
Pensions	201	292
Schools counselling	82,297	43,184
Advocacy	105,183	77,262
Training costs	10,885	10,218
Supervision costs	62,105	46,615
Agency counselling	20,957	9,911
Parents group	855	1,050
Counselling packages	736	1,585
Carried forward	<u>327,135</u>	<u>231,162</u>

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
Charitable activities		
Brought forward	327,135	231,162
Hope project	35,937	7,208
CPCAB training expenses	47,283	21,579
Managers	<u>57,599</u>	<u>48,176</u>
	467,954	308,125
Other		
Subscriptions	53	319
Support costs		
Management		
Wages	72,406	39,401
Social security	1,469	484
Pensions	<u>11,378</u>	<u>8,191</u>
	85,253	48,076
Finance		
Bank charges	95	63
Depreciation of computer equipment	<u>573</u>	<u>573</u>
	668	636
Information technology		
Repairs and renewals	4,944	-
Computer expenses	<u>8,804</u>	<u>8,730</u>
	13,748	8,730
Human resources		
Staff training	3,354	-
Other		
Rent and room hire	5,687	720
Insurance	6,699	4,640
Telephone	2,537	1,508
General office expenses	1,356	1,134
Motor expenses	-	11
Advertising	<u>405</u>	<u>123</u>
	16,684	8,136
Governance costs		
Auditors' remuneration	1,280	1,000
Carried forward	1,280	1,000

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
Governance costs		
Brought forward	1,280	1,000
Accountancy and legal fees	7,134	5,731
Consultancy fees	<u>4,599</u>	<u>1,881</u>
	<u>13,013</u>	<u>8,612</u>
Total resources expended	<u>600,943</u>	<u>382,850</u>
Net income	<u><u>119,102</u></u>	<u><u>60,946</u></u>

This page does not form part of the statutory financial statements

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

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for the Year Ended 31 March 2022

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Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2021/22. The year has seen the charity make progress in all areas. We currently have five funding streams:

1. Fundraising
2. Joint commissioning from The Royal Borough of Windsor and Maidenhead (RBWM) and the NHS Frimley Clinical Commissioning Group
3. Income from our Schools' Packages
4. Income from our Advocacy work
5. Income from Counselling and Psychotherapy Central Awarding Body (CPCAB) counsellor training courses

This strategic approach to managing our finances has put us in a favourable financial position.

We are currently investigating further income streams which will also support our client base more widely, for example, expanding our service into GP practices.

Our surplus at the end of this year is required for (1) holding reserves as necessitated by The Charity Commission (2) fundraising grants which are set against projects that are continuing into the following financial year.

The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work.

Windsor & Maidenhead Youth and Community Counselling Service is known to our service users as Number 22 Community Counselling Services.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

OBJECTIVES AND ACTIVITIES

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

6. A commissioned Independent Visiting Service for young people in the care of social services

7. Support Line @ 22 - a telephone support line for young people. Bookable one off appointments for therapeutic work, questions about mental health issues and local services etc

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. In 2021 there continued to be an unprecedented demand for our service as young people and adults ask for our support in ever increasing numbers. As a local charity, now more than ever, it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

Our first priority continues to be the maintenance of the quality of the service we are already offering and the reduction in our waiting times. We continue to develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

130 volunteers provide nearly 25,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. Adult and young people clients may have been seen within our Hope@22 project, this is for clients expressing suicidal thoughts. The counsellors who carry out this work are remunerated.

Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our blended service of face to face work and remote work (started during the pandemic) via Zoom, the telephone etc. continues and has been welcomed and well utilised by our clients.

Fundraising activities

Our fundraising has centred around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health. One donor has supported our work with adult clients who are feeling suicidal. Frimley Health CCG has made some further donations over and above the commissioning grant to support project work initiated by the donations list below.

Generous donations this year have come from BBC Children in Need, The Spoore, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, Maidenhead United Football Club, The Inner Wheel, HP Counselling and a local donor who would like to remain anonymous.

Key Performance Indicators

As an organisation, we measure our performance in the following areas:

Statistical Information 21/22			
Number of New Client Referrals			
	Year 20/21	Year 21/22	% change
TOTAL	1624	2544	+56
Number of Counselling hours			
	Year 20/21	Year 21/22	% change
Agency	7880	10,545	+33
Schools	6615	9328	+41
Advocacy	4731	5069	+7
TOTAL	19234	24,942	+29
Schools			
	Year 20/21	Year 21/22	% change
Number of schools	39	45	+15
Number of School Counsellors	29	44	+51
Advocacy			
	Year 20/21	Year 21/22	% change
Number of Advocates	25	25	-

- Number 22's KPIs are reported quarterly to our commissioners - the Frimley Clinical Commissioning Group and The Royal Borough of Windsor & Maidenhead.
- The charity uses clinical evaluation tools and client feedback forms to report on clinical performance. The results are in the accompanying Annual Report.
- The Counselling and Psychotherapy Central Awarding Body monitors the performance of our counsellor training programme.
- Number 22's Advocacy service is monitored by the attendance of the Director at the annual performance board of Achieving for Children.
- Number 22's management team report bi-monthly to the Board of Trustees.
- The charity's Annual Report is available to the general public on our website and also submitted to the Charity Commission.

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2022 present a healthy position for the charity. With an income of £720,044 (62% year on year growth) and expenditure of £600,943 (57% year on year growth) we have had many more funds to support and increase our core activity of delivering counselling services to the communities within which we work.

One of our challenges has been resourcing this work with counsellors as some funding has been received unexpectedly as a result of funding bids and has therefore been difficult to predict. We have started to formalise much of our project work in order to remunerate our counsellors and gain their commitment to the agency. This will continue apace in the next financial year as we have become more confident about fundraising and the stability of our finances as a CIO, alongside our commissioning contracts from The Royal Borough of Windsor and Maidenhead and Frimley Health CCG.

Our schools' work and advocacy have each brought funds into the charity. The CPCAB training courses now make a substantial contribution to our running costs.

Due to the growth of the charity, the unrestricted fund reserve is currently enough to protect the charity and its service users from any disruption of services for 9 months. The Charity Commission requires Number 22 to have a reserves policy in place.

Principal funding sources

The Royal Borough of Windsor and Maidenhead and the East Berkshire CCG jointly commission Number 22's service. This funding makes up about 13% of the total income.

The East Berkshire CCG gave further funds this year to support the unprecedented demand on statutory services so that Number 22 can support their response.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 9 months of general expenditure, and we are confident that the current reserves shown in note 14 of the accounts are sufficient for those needs. There are no restricted reserves held at the year end.

Going concern

As we close our 2021/22 year, the Number 22 accounts are healthy, due to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

FUTURE PLANS

In the coming year we plan to:

1. Continue to increase the counselling provision by offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list for example project work and SupportLine@22.
3. Increase the number of counselling hours offered in Slough by 50% by means of satellite locations.
4. To develop a further revenue stream by providing services to GP practices.
5. To continue to develop the range of work in Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
6. Development of work in primary schools, initially through x2 placement students who are studying Masters in Transpersonal Child, Adolescent and Family Psychotherapy.
7. To consolidate and continue to increase the provision of the Advocacy Service. To sign a renewed Advocacy contract with Achieving for Children.
8. To continue to develop an Independent Visiting Service to support looked after children, within RBWM.
9. To continue to run CPCAB training as a funding stream at Levels 2, 3 and Diploma Level 4.
10. Seek new areas of funding for specific projects and to contribute towards operational costs.
11. To continue to track income and expenditure using Xero and to forecast future finances accurately.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Number 22 Board of Trustees

- Number 22 Trustees are recruited from the local community, made up of people who have shown an interest in mental health issues. Trustees come from a variety of professional backgrounds and advise on their areas of expertise for examples; those from an educational background advise on Number 22's schools work; a Trustee who is a retired GP advises on the organisation's interaction with medical services/the NHS. Two Trustees are local councillors with The Royal Borough of Windsor and Maidenhead in line with the commissioning grant requirements. Number 22's Treasurer is a retired Finance Director. There is one young person's representative who attends Trustee meetings to offer opinions on Number 22's work with young people.
- The following key roles are currently filled - Chair of Trustees, Deputy Chair and Treasurer.
- The Trustees make up the Executive Committee.
- There is a re-election of Trustees at each AGM in line with Number 22's Constitution.
- The voting mechanism of the Executive Committee is that a proposal is put forward and voted on. A motion is passed with a majority vote.
- The Executive Committee meets six times per year and additional meetings are scheduled where required for example finance meetings.
- The Executive Committee receive safe-guarding training and are all registered on the E-Learning for healthcare portal as volunteers. The sessions are aligned to Volunteer Certificate Standards produced by Helpforce. Mandatory modules include Data Security, Safeguarding Adults and Children, Health and Safety and Equality Diversity & Inclusion. For all newly appointed Trustees, a core list of responsibilities is provided in line with guidance from the Government and the Charity Commission as well as adherence to the charity governance code.
- None of the executive committee are related.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford
Secretary	Karen Melton
Treasurer	Peter Child

Committee Members

Mary Luxon
Carolyn Fisher
Sally Wright
Sue Curley
Donna Stimson
Gurch Singh
Elizabeth Bailey

Young People's Representative

Max Warburton

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Lucie Lang
Ruksana Khan
Cate Stevens

STRUCTURE, GOVERNANCE AND MANAGEMENT

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

Number 22 has considered risks to the charity. These are listed in the Business Plan and are regularly reviewed by the Trustees and the Management team. Each perceived risk has a procedure in place to deal with it in the event of an occurrence. Further to this a more detailed Risk Register is currently being compiled with further thought behind the likelihood of each risk occurring and the potential impact of this. The Risk Register will be completed in June 2022.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number
1177138

Principal address

4 Marlow Road
Maidenhead
Berkshire
SL6 7YR

Trustees

S Somerville
J Romaker (resigned 11.1.22)
S Curley
S Wright
C Fisher (resigned 18.3.22)
K Melton
M Luxton
M A E Goford
N I Mead (resigned 11.1.22)
P Child (appointed 11.1.22)
D Stimson (appointed 16.11.21)
G Singh (appointed 16.11.21)
E Bailey (appointed 16.11.21)

Independent Examiner

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2022

Approved by order of the board of trustees on and signed on its
behalf by:

.....
S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Daniel Robins FCCA
Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date:

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	335,632	29,999	365,631	205,496
Charitable activities	4				
Schools counselling		142,719	-	142,719	60,439
Advocacy work		137,878	-	137,878	125,915
Supervision		4,350	-	4,350	2,762
Training courses		7,875	-	7,875	11,807
CPCAB training		61,416	-	61,416	25,889
Counselling packages		-	-	-	10,030
Investment income	3	<u>176</u>	<u>-</u>	<u>176</u>	<u>1,458</u>
Total		690,046	29,999	720,045	443,796
EXPENDITURE ON					
Raising funds	5	216	-	216	216
Charitable activities	6				
Schools counselling		211,667	-	211,667	84,521
Advocacy work		105,183	-	105,183	77,262
Supervision		53,105	9,000	62,105	46,615
Training courses		10,885	-	10,885	10,218
Managers		42,756	14,843	57,599	48,176
CPCAB training		47,283	-	47,283	21,579
Family action		736	-	736	867
Counselling packages		3,029	-	3,029	718
Agency counselling		2,375	15,553	17,928	9,911

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
Parents group		855	-	855	1,050
Hope project		35,937	-	35,937	7,208
Other	7	<u>47,520</u>	<u>-</u>	<u>47,520</u>	<u>74,509</u>
Total		<u>561,547</u>	<u>39,396</u>	<u>600,943</u>	<u>382,850</u>
NET INCOME/(EXPENDITURE)		128,499	(9,397)	119,102	60,946
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>171,655</u>	<u>9,397</u>	<u>181,052</u>	<u>120,106</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>300,154</u></u>	<u><u>-</u></u>	<u><u>300,154</u></u>	<u><u>181,052</u></u>

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Balance Sheet
31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
FIXED ASSETS					
Tangible assets	11	573	-	573	1,147
CURRENT ASSETS					
Debtors	12	149,070	-	149,070	75,496
Cash at bank		<u>479,603</u>	<u>-</u>	<u>479,603</u>	<u>328,097</u>
		628,673	-	628,673	403,593
CREDITORS					
Amounts falling due within one year	13	(329,092)	-	(329,092)	(223,688)
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET CURRENT ASSETS		<u>299,581</u>	<u>-</u>	<u>299,581</u>	<u>179,905</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		300,154	-	300,154	181,052
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
NET ASSETS		<u>300,154</u>	<u>-</u>	<u>300,154</u>	<u>181,052</u>
FUNDS	14				
Unrestricted funds				300,154	171,655
Restricted funds				<u>-</u>	<u>9,397</u>
TOTAL FUNDS				<u>300,154</u>	<u>181,052</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
..... and were signed on its behalf by:

.....
S Somerville - Trustee

.....
P Child - Trustee

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Cash Flow Statement
for the Year Ended 31 March 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>151,506</u>	<u>211,680</u>
Net cash provided by operating activities		<u>151,506</u>	<u>211,680</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(1,720)
Interest received		<u>-</u>	<u>1,355</u>
Net cash provided by/(used in) investing activities		<u>-</u>	<u>(365)</u>
		<u> </u>	<u> </u>
Change in cash and cash equivalents in the reporting period		151,506	211,315
Cash and cash equivalents at the beginning of the reporting period		<u>328,097</u>	<u>116,782</u>
Cash and cash equivalents at the end of the reporting period		<u>479,603</u>	<u>328,097</u>

The notes form part of these financial statements

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)	119,102	60,946
Adjustments for:		
Depreciation charges	573	573
Interest received	-	(1,355)
Increase in debtors	(73,574)	(46,927)
Increase in creditors	<u>105,405</u>	<u>198,443</u>
Net cash provided by operations	<u>151,506</u>	<u>211,680</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>
	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>
Total	<u>328,097</u>	<u>151,506</u>	<u>479,603</u>

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £191,998 (2021: £115,910), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

1. ACCOUNTING POLICIES - continued

Charitable activities

A large amount of individual therapy sessions are provided in schools as well as some group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Independent Visiting

The charity offers a befriending/mentoring service to young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM). An Independent Visitor is an adult friend, who gives time and support to a young person to help them develop their emotional resilience. The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Cash and cash equivalents

Cash and cash equivalents are basic financial assets and include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities when applicable.

Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1. ACCOUNTING POLICIES - continued

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Employee benefits

The costs of short-term employee benefits are recognised as a liability and an expense. The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Donations	173,633	89,586
Grants	<u>191,998</u>	<u>115,910</u>
	<u>365,631</u>	<u>205,496</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	31.3.22	31.3.21
	£	£
Royal Borough of Windsor & Maidenhead	62,360	60,603
NHS Clinical commissioning groups	99,383	44,667
Children in need	29,999	-
CJRS grant	256	640
Garfield Weston	-	10,000
	<u>191,998</u>	<u>115,910</u>

3. INVESTMENT INCOME

	31.3.22	31.3.21
	£	£
Rents received	176	103
Deposit account interest	-	1,355
	<u>176</u>	<u>1,458</u>

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22	31.3.21
		£	£
Schools counselling	Schools counselling	142,719	60,439
Advocacy	Advocacy work	137,878	125,915
Supervision	Supervision	4,350	2,762
Training income	Training courses	7,875	11,807
CPCAB training	CPCAB training	61,416	25,889
Counselling packages	Counselling packages	-	10,030
		<u>354,238</u>	<u>236,842</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

5. RAISING FUNDS

Other trading activities

	31.3.22	31.3.21
	£	£
Just giving charges	<u>216</u>	<u>216</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
Schools counselling	126,414	85,253	211,667
Advocacy work	105,183	-	105,183
Supervision	62,105	-	62,105
Training courses	10,885	-	10,885
Managers	57,599	-	57,599
CPCAB training	47,283	-	47,283
Family action	736	-	736
Counselling packages	3,029	-	3,029
Agency counselling	17,928	-	17,928
Parents group	855	-	855
Hope project	<u>35,937</u>	<u>-</u>	<u>35,937</u>
	<u>467,954</u>	<u>85,253</u>	<u>553,207</u>

7. SUPPORT COSTS

	Management £	Finance £	Information technology £
Other resources expended	-	668	13,748
Schools counselling	<u>85,253</u>	<u>-</u>	<u>-</u>
	<u>85,253</u>	<u>668</u>	<u>13,748</u>

	Human resources £	Other £	Governance costs £	Totals £
Other resources expended	3,354	16,684	13,013	47,467
Schools counselling	<u>-</u>	<u>-</u>	<u>-</u>	<u>85,253</u>
	<u>3,354</u>	<u>16,684</u>	<u>13,013</u>	<u>132,720</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	31.3.22 £	31.3.21 £
Wages and salaries	115,876	80,446
Social security costs	1,915	484
Other pension costs	<u>11,579</u>	<u>8,483</u>
	<u>129,370</u>	<u>89,413</u>

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Management	1	1
Administration	4	4
Schools counselling	<u>6</u>	<u>6</u>
	<u>11</u>	<u>11</u>

9. STAFF COSTS - continued

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FROM 2021 FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	196,099	9,397	205,496
Charitable activities			
Schools counselling	60,439	-	60,439
Advocacy work	125,915	-	125,915
Supervision	2,762	-	2,762
Training courses	11,807	-	11,807
CPCAB training	25,889	-	25,889
Counselling packages	10,030	-	10,030
Investment income	<u>1,458</u>	<u>-</u>	<u>1,458</u>
Total	434,399	9,397	443,796
EXPENDITURE ON			
Raising funds	216	-	216
Charitable activities			
Schools counselling	84,521	-	84,521
Advocacy work	77,262	-	77,262
Supervision	46,615	-	46,615
Training courses	10,218	-	10,218
Managers	48,176	-	48,176
CPCAB training	21,579	-	21,579
Family action	867	-	867
Counselling packages	718	-	718

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Agency counselling	9,911	-	9,911
Parents group	1,050	-	1,050
Hope project	7,208	-	7,208
Other	<u>74,509</u>	<u>-</u>	<u>74,509</u>
Total	<u>382,850</u>	<u>-</u>	<u>382,850</u>
NET INCOME	51,549	9,397	60,946
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>120,106</u>	<u>-</u>	<u>120,106</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>171,655</u></u>	<u><u>9,397</u></u>	<u><u>181,052</u></u>

11. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2021 and 31 March 2022	<u>1,720</u>
DEPRECIATION	
At 1 April 2021	573
Charge for year	<u>574</u>
At 31 March 2022	<u>1,147</u>
NET BOOK VALUE	
At 31 March 2022	<u><u>573</u></u>
At 31 March 2021	<u><u>1,147</u></u>

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	98,713	62,199
Other debtors	1,255	1,255
Prepayments and accrued income	<u>49,102</u>	<u>12,042</u>
	<u>149,070</u>	<u>75,496</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	55,843	35,524
Taxation and social security	1,388	1,329
Accruals and deferred income	<u>271,861</u>	<u>186,835</u>
	<u>329,092</u>	<u>223,688</u>

Included in creditors is deferred income. As noted in the accounting policies, the charity includes income in the SOFA once it is entitled to that income.

In the case of income received for training courses, income is deferred and matched to the costs when the course takes place.

In the case of project income, a grant may be provided to cover a certain period of time, and the costs will be spent over the same period. The income is, therefore, split over the term in accordance with the performance of the tasks relating to that project.

14. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	171,655	128,499	300,154
Restricted funds			
Children in need	9,397	(9,397)	-
	<u>181,052</u>	<u>119,102</u>	<u>300,154</u>
TOTAL FUNDS	<u>181,052</u>	<u>119,102</u>	<u>300,154</u>

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above for 2022 are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	690,046	(561,547)	128,499
Restricted funds			
Children in need	29,999	(39,396)	(9,397)
TOTAL FUNDS	<u>720,045</u>	<u>(600,943)</u>	<u>119,102</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	120,106	51,549	171,655
Restricted funds			
Children in need	-	9,397	9,397
TOTAL FUNDS	<u>120,106</u>	<u>60,946</u>	<u>181,052</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	434,399	(382,850)	51,549
Restricted funds			
Children in need	9,397	-	9,397
TOTAL FUNDS	<u>443,796</u>	<u>(382,850)</u>	<u>60,946</u>

14. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	120,106	180,048	300,154
TOTAL FUNDS	<u>120,106</u>	<u>180,048</u>	<u>300,154</u>

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	1,124,445	(944,397)	180,048
Restricted funds			
Children in need	39,396	(39,396)	-
TOTAL FUNDS	<u>1,163,841</u>	<u>(983,793)</u>	<u>180,048</u>

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	173,633	89,586
Grants	<u>191,998</u>	<u>115,910</u>
	365,631	205,496
Investment income		
Rents received	176	103
Deposit account interest	<u>-</u>	<u>1,355</u>
	176	1,458
Charitable activities		
Schools counselling	142,719	60,439
Advocacy	137,878	125,915
Supervision	4,350	2,762
Training income	7,875	11,807
Counselling packages	-	10,030
CPCAB training	<u>61,416</u>	<u>25,889</u>
	<u>354,238</u>	<u>236,842</u>
Total incoming resources	720,045	443,796
EXPENDITURE		
Other trading activities		
Just giving charges	216	216
Charitable activities		
Wages - schools counselling	43,470	41,045
Social security	446	-
Pensions	201	292
Schools counselling	82,297	43,184
Advocacy	105,183	77,262
Training costs	10,885	10,218
Supervision costs	62,105	46,615
Agency counselling	20,957	9,911
Parents group	855	1,050
Counselling packages	736	1,585
Carried forward	<u>327,135</u>	<u>231,162</u>

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
Charitable activities		
Brought forward	327,135	231,162
Hope project	35,937	7,208
CPCAB training expenses	47,283	21,579
Managers	<u>57,599</u>	<u>48,176</u>
	467,954	308,125
Other		
Subscriptions	53	319
Support costs		
Management		
Wages	72,406	39,401
Social security	1,469	484
Pensions	<u>11,378</u>	<u>8,191</u>
	85,253	48,076
Finance		
Bank charges	95	63
Depreciation of computer equipment	<u>573</u>	<u>573</u>
	668	636
Information technology		
Repairs and renewals	4,944	-
Computer expenses	<u>8,804</u>	<u>8,730</u>
	13,748	8,730
Human resources		
Staff training	3,354	-
Other		
Rent and room hire	5,687	720
Insurance	6,699	4,640
Telephone	2,537	1,508
General office expenses	1,356	1,134
Motor expenses	-	11
Advertising	<u>405</u>	<u>123</u>
	16,684	8,136
Governance costs		
Auditors' remuneration	1,280	1,000
Carried forward	1,280	1,000

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2022

	31.3.22 £	31.3.21 £
Governance costs		
Brought forward	1,280	1,000
Accountancy and legal fees	7,134	5,731
Consultancy fees	<u>4,599</u>	<u>1,881</u>
	<u>13,013</u>	<u>8,612</u>
Total resources expended	<u>600,943</u>	<u>382,850</u>
Net income	<u><u>119,102</u></u>	<u><u>60,946</u></u>

This page does not form part of the statutory financial statements

WINDSOR & MAIDENHEAD YOUTH AND COMMUNITY COUNSELLING SERVICE

England & Wales - Charity number 1177138

Accounts



ANNUAL REPORT

2020 – 2021



Windsor and Maidenhead Youth and Community Counselling Service
Windsor Alma Road SL4 3HD – Maidenhead Marlow Road SL6 7YR
Slough The Urban Building SL1 2BE
Tel: 01628 636661

An initiative of Churches Together in Windsor
Commissioned by Royal Borough of Windsor and Maidenhead and
CCG

Nominated for The Queen's Award for Volunteering
Registered Charity No. 1177138

BACP Accredited Service

I am not what happened to me,
I am what I choose to become.

Jung

How can I provide a relationship,
which this person may use for
their own personal growth?

Carl Rogers

Chair's Report

What an extraordinary year this has been. It has challenged us all in every way, personally and professionally. No 22 never faltered. From the beginning of the first lockdown in 2020 our Director and Managers and Counsellors carried the charity seamlessly into new ways of working. Our grant funders were generous and provided the finances that are needed to meet the demand for our service. We are extremely grateful for their support which has enabled us to reach more people more quickly. This is particularly true for our work with Young People both in school and after school. The Children in Need grant has enabled us to expand work in Slough and to bring more schools into our programme of school funded work alongside the school groups' work funded exclusively by the charity.

The CPCAB course at Level 2, that we started to deliver in September 2020, has gone smoothly and sign up for the next round has been very encouraging. We are now also delivering a Level 3 course and planning to have a Level 4 course available by 2022/23. This has been a very successful new venture for us.

We stand in a much enhanced financial position this year as can be seen from the financial statement and the Treasurer's report but our stability relies on our funders continuing to support us. We have a planned programme of funding applications to support our need for funds and we are beginning to look towards sponsorship programmes to complement our own funding stream activities.

At this point I must pay particular tribute to the team work of staff in recognising and acting upon the perceived needs of the community which, post pandemic, have seen a definite increase in number and level.

As Chair of the Trustees I can only admire the passion and dedication that people bring to their work and I thank them for that steady commitment which is driving No22 to expand and to seek new ways to support the mental health of our community.

As Trustees we are involved in strategic planning and we are very pleased to be kept very clearly informed on statistics and new ventures. We appreciate the very good levels of reporting from managers and counsellors. I wish to thank our Director for the work she does in setting high standards when assessing competency to practise and for the ethical values she upholds in every area of the work of the Charity. It is this work that is vital to making Number 22 a good place to work and to giving a positive experience for clients.

Sally Somerville
Chair of Trustees

Statement of Purpose

The objects of Windsor and Maidenhead Counselling Service as stated in the constitution are:

... the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young

people, families and carers, in the communities of Windsor & Maidenhead and the surrounding areas, on at least two sites, by maintaining and developing a youth & community counselling service for the giving of individual or group counselling and support.

Windsor and Maidenhead Counselling Service provides a free confidential counselling service, through their three sites, Number 22 in Maidenhead, Windsor and Slough.

Counselling enables people to make sense of their thoughts and feelings, in the hope that they can make decisions about what they want to do to bring about change in their lives. It also provides a means of support and a space where they can feel valued and heard.

Counsellors at Number 22 focus on the person and how they feel about their lives, the counselling process is client led.

Counsellors at Number 22 Counselling go through a careful selection process, in order that they are competent to work with the issues that clients will bring. All counsellors are trained to at least certificate level, and are in the process of completing a diploma. They are required to keep their skills up to date by attending several training courses, which are provided by the agency. All counsellors are enhanced police checked, and we are keeping apprised of any new legislation regarding vetting and barring.

BACP Ethical Framework for the Counselling Professions

We are organisational accredited members of the British Association for Counselling and Psychotherapy and the way we work subscribes to their ethical framework for the counselling professions, good practice. All the counsellors that deliver at any of our sites are bound by the principles, values and personal moral qualities as laid down in the Ethical Framework for the Counselling Professions.

The fundamental values of counselling include a commitment to:

- ❖ Respecting human rights and dignity
- ❖ Alleviating symptoms of personal distress and suffering
- ❖ Enhancing people's wellbeing and capabilities
- ❖ Improving the quality of relationships between people
- ❖ Increasing personal resilience and effectiveness
- ❖ Facilitating a sense of self that is meaningful to the person(s) concerned within their personal and cultural context
- ❖ Appreciating the variety of human experience and culture
- ❖ Protecting the safety of clients
- ❖ Ensuring the integrity of practitioner-client relationships
- ❖ Enhancing the quality of professional knowledge and its application
- ❖ Striving for the fair and adequate provision of counselling and psychotherapy services

Complaints Procedure

We aim to offer a service, which is safe for each client. Windsor and Maidenhead Counselling Service follows guidelines developed by the Royal Borough and follow the ethical framework for good practice as a member of the British Association for Counselling and Psychotherapy. If a client is unhappy with any aspect of the service, they may contact the agency director/management team, to discuss particular concerns. If following this discussion, they want the complaint to go further they can contact Windsor and Maidenhead Counselling Service's Board of Trustees. Alternatively, if the client chooses they can contact the BACP directly and inform them of their complaint.

Equal Opportunities Statement

At Windsor and Maidenhead Counselling Service, we recognise that we are based in two boroughs, which are diverse places with a vibrant cultural mix. There are many benefits to this and we hope to reflect this in our organisation.

We believe that by valuing diversity and ensuring equality, everyone using our service will feel welcomed and supported.

We recognise that as an organisation we have a responsibility to demonstrate our commitment to anti discriminatory practice, playing an important part in improving life opportunities for people who are disadvantaged, vulnerable or have diverse characteristics.

We believe that all our counsellors have a responsibility to promote this policy by, treating each other and clients with dignity and respect and challenging discrimination in an appropriate manner.

We will ensure that all our facilities are fully accessible and will regularly monitor to ensure this continues. We will strive to ensure that clients and counsellors are not prevented from engaging with the service due to any disability.

When recruiting counsellors, we will acknowledge conditions, which may disadvantage them and we will work to remove this disadvantage. We will endeavour to include young people on our committee, with the intention of giving a voice to the vulnerable that have used our service.

When recruiting and placing counsellors on rota and in supervision we will take into account their need for flexibility around caring responsibilities, we will endeavour to ensure our way of working is family friendly. We will also take into account such issues when placing clients with counsellors.

Number 22 recognises that everyone has a contribution to make to our agency and has a right to respectful treatment.

Co-ordinator's Report

I am not sure when we were preparing for last year's report we realised that a year later we would still be living with restrictions. As I write this there is still the uncertainty and the concern about taking steps that then need to be re-traced. I think though what we have learnt this year is that we are a resilient organisation and that the people within it always rise to a challenge. There have been many opportunities to do things in a new way and as we have adapted, some, we know have brought improvement. I never imagined last year that I would still be working from home. We are beginning to move back to working from the office but all of the management team going forward will do a vast amount from home. We have discovered that this is an efficient way of working and in some aspects an economy.

Probably one of the main learnings has been around the potential of remote working. This time last year we saw it as a stop gap and something that going forward we could use in specific circumstances. We now feel that a blended service is the way forward. The concept of a blended service is, in part, due to the restrictions of covid, but also in response to the growing demand for our service and our need

to be creative about how to respond. It would appear that going forward we will still have to be aware of covid security and therefore we expect that in Windsor and Maidenhead we can only use two of our three rooms. This naturally reduces our offer, so to respond we will offer a number of sessions remotely. We have been surprised at how many clients have been happy to continue with remote working, finding it convenient. Therefore, we will be offering this option to clients. We anticipate that even once all the rooms in Slough, Maidenhead and Windsor are being fully utilised, we will still be able to offer remote and in this way continue to increase our offer.

I am though exceptionally pleased at how we have already increased that offer in this year. I think given the challenges of the last year, it could so easily been a case of just saying "let's just keep ticking over and keep development for more secure times". However, we did not do that, over the last few months we have developed new projects that have meant we have increased our delivery in an amazing way. We have seen a 47.5% increase in referrals across the service, I recognise that in some senses that demonstrates the growing demand on our service and is indicative of the growing concerns around people's mental health. However, we responded to that demand and kept a clear eye on the waiting list. We saw a 60% increase in the total support we deliver, this includes 63% increase in advocacy. We delivered 14,503 hours of counselling. So much of this was only possible because of the drive and commitment of the team of: Emily, Julie, Sarah, Alison and Damon. All of them have done amazing jobs this last year and I know you will all be as impressed as I am when you read their reports.

This year we were on course to review our business plan and I was so pleased to see that we had exceeded our plans. All that we had planned to do, we had put in place and then even more. This also meant that a job earlier in the year was for our chair, Sally, myself and the trustees to work together on our business plan for the next 3 years. The management team were also involved and I believe we have produced a visionary document, which thanks to the team is achievable.

When we met last year we had literally just appointed Sarah Luke to her position as Slough Manager or Slough Champion. Sarah started in her role in September 2020 and immediately took up the challenge to increase our delivery in Slough. It was a tricky start for Sarah as she started at the point that we were unsure whether we would go back into a lockdown and sure enough within a few months we did. One of our main objectives with Slough was to find rooms that we felt worked well and meant that our clients and counsellors felt comfortable. Trying to find and negotiate rooms in these times was a real challenge but Sarah definitely rose to it and we now have lovely rooms in the Urban Building in Slough. We were able to optimise our use by making Slough the first of our offices to go back to face-to-face work and we are slowly increasing our face-to-face work in

Slough. Much of our funding for Slough has come from a grant from Children in Need, so Sarah works closely with Emily to ensure that we are fulfilling the terms of the grant. We have also increased our delivery through our offer to the schools. Again our school work was impacted by Covid, however, in Slough just as in Windsor and Maidenhead, the school's team worked hard to deliver as much support as possible. Where the schools in Slough are concerned Sarah worked with Alison, this reduced the stretch to Alison, but also ensured that Sarah had a clear view of our delivery in Slough.

We were approached towards the end of last year to develop a pilot for Slough schools, around reflective supervision. This was in response to a recognition of how difficult the last year had been for staff and the need to offer them emotional support. Sarah and I initially worked on this together, though Sarah has done a great deal of the work. I think the concept of reflective supervision has been a new one for schools to understand but as the feedback is coming in, it would seem that it has been appreciated by the participants. I hope that we are able to increase the delivery and make the offer to more schools in Slough and potentially RBWM.

Damon has stepped back from working on the database and oversight of the waiting list. Rox is predominantly involved in the making of appointments, though Emily does step in on occasions and support Rox when she can. Rox, Emily, Anne and Lucie have been heavily involved in the development of the database, liaising with Mark in order that the database delivers for the very complex work we need it to do. The complexities of the database have also included allowing us to move to working paperless and storing data securely, easily accessing statistics to report to our commissioners and flowing data smoothly to the NHS. It has not been a smooth transition moving to the database and we have faced many challenges, my hope is that as we all get used to the system and the various fixes are sorted reporting will become much easier. There is no doubt that as our service has grown the complexities of collecting data has grown. This is especially so when we include the different projects. I know I echo the thoughts of the counsellors when I acknowledge the help and patience that Anne and Lucie show when they have been helping counsellors to negotiate share point and the database. I would also like to mention the patience and helpfulness of Emily and Rox as they do their best to make appointments for our clients.

Damon is now totally involved with Advocacy and Independent Visiting. I am pleased to say that our advocates attended over 40% of Child Protection Conferences almost a 46% increase on last year. I am in the process of negotiating a new contract for advocacy with Achieving for Children and also a contract for Independent Visiting but I feel confident that due to the exemplary work of our advocates this process will go smoothly. Damon works extremely hard to ensure that this aspect of our delivery is as good as it can be and he

is very much in charge of the day to day running of advocacy. Damon is also in the planning stages of our Independent Visitor offer. This will place volunteers with young people who are looked after and will give them a safe adult who is not a professional and will be consistent. I would recommend reading Damon's report to see the full scope of this project.

If any of you care to look at our accounts you will have clear evidence of just how hard Emily has been working. However, on many occasions Emily doesn't only raise the money, but she ensures that it is being used efficiently and for its designated use. An example of this is our Hope@No22 project. We were lucky enough to receive funds from a closing charity and the CCG, and after a democratic conversation amongst the team we decided to focus on clients on the waiting list who have complex needs or suicidal ideation. Different members of the team supported Emily with this, but now it is very much Emily's project and she ensures it runs smoothly.

Sally and I could see very quickly that Emily had a clear sight on finances and how the money she was raising was being spent. We approached Emily to have oversight over our finances and she has been doing an excellent job. I think what really balances Emily's seeming multiple roles is that her role overseeing the waiting list and being involved with school and agency clients helps her to see the areas we need to develop projects and then she busies herself finding the money. Something I should say she has been very good at.

As part of our business plan going forward I know Emily is looking at other projects that will bring in income streams. In this way, we are able to strike a balance between depending on commissioners and funders and also providing our own funding, which will definitely support the day-to-day running of the agency.

Alison continues to do some incredible work, developing our packages to schools, promoting our packages and co-ordinating and supporting our team of both school lead counsellors and volunteer counsellors. Alison also meets regularly with the School Group Counsellors, who are a team of six working across both RBWM and Slough. The schools and young people's project is a very large undertaking and I think it is good that the trustees are looking to bring someone in to support Alison.

Alison not only supports all the counsellors working in various roles in the schools, but has developed a 4-day training in working with young people. This she delivers twice a year in order that we can ensure all the counsellors who work with under 18s are competent and able to do so.

I am very aware that the teams in schools that meet with Alison are impressed by her passion and knowledge for young people and it is because of this that our school project is so successful. The numbers

for our school provision are remarkable. We are in 24 schools, through Alison's school packages, but when you add in the additional work we do in schools thanks to funding from Spoor, Merry and Rixman and Children in Need that adds up to 39 schools and have delivered 6615 hours of counselling.

Alison also worked alongside Sarah using the school model to develop the Burnham Health Promotion Trust project. With this project we are providing counsellors to a GP surgery using our model of lead counsellor and volunteer counsellor.

2020 saw a tricky start for our new CPCAB level 2 training. Julie and her team had to manage not only delivering a new course but also preparing everything to go remote and then eventually having the whole course delivered remotely. That first training was a success and all participants passed. However, other successes followed and it quickly became apparent that people wanted to sign up to our training. In a crowded field we have quite a bit going for us, namely being attached to a growing counselling service means that the trainers and potential placement are coming from very much the same ethos. I am also aware that Julie and her team are delivering a very good training and that is demonstrated by the feedback. We also provide access to our agency CPD to all trainees from level 3. Students though on our course will still have to go through the rigorous assessment before being offered a placement. Next year will see our delivery of the first level 4 and our first students hopefully having their placement with us.

The advantages of the CPCAB training is two-fold, we have a group of students who from the beginning can join in with the ethos that we espouse, but it is also a growing income stream that supports our continued delivery of free counselling to the community.

I think what strikes me with the managers is that though they have their specific projects on so many occasions there are crossovers and they support each other, or work on a part of a project together. All five of the managers have written reports of their respective projects in much more depth, and I recommend them to you.

As an organisation, we receive funding from the CCG, but their support is also of a practical nature and in the early days of lockdown, we attended meetings weekly with them and other agencies across East Berkshire. Those meetings have continued, though much less regularly, and play an important role in keeping us connected with other services across the area. They also helped us to think about those changes we will keep and that was a very positive exercise.

I do not think we could ever say the pandemic was a good thing, but I think as a team we have continued to come together, used this situation, and are coming out of it with some good lessons learnt.

For me that is an analogy for what we see so many of our clients do with the pain in their lives.

Naturally every year we have counsellors who move on for a variety of reasons, many as they build up their private practice or others as they take on additional paid roles and are unable to find the space to continue giving us their time. It is though exciting to see people who have been able to use the experience they have gained with us to further their career. They all gave so much to the agency and we are extremely grateful for the time they were with us; we wish them well for all their future endeavours.

However, the flip side of goodbyes are the welcomes, and I am pleased to say we have certainly had a lot of those this year. It costs us £600.00 every time we take on a new counsellor and each volunteer counsellor costs us £800.00 a year, so I am especially grateful to the funding bodies that have given us the money in order that we can continue to recruit and maintain our counselling cohort. Some of the new people have been able to back fill for those who have moved on and others have meant that we can increase hours. Whether in Maidenhead keeping us at almost capacity; or in Windsor and Slough increasing our resource. This year we have welcomed; Ellen, Camilla, Stephen, Kelly, Denise, Iza, Claire, Justine, Dan, Jane, Dawinder, Nina, Oliver, Tim, Gareth, Shaswati, Sarah, Ben, Zoe, Peter, Karen, David, Judith, April, Dalvinder, Ashley, Georgie, Joanne, Mobinah, Alison, Brenda, Susan, Lorna, Paula, Nina, Sonia, Sinead, Kiran, Vinika, Lindsey, Katie, Rachel, Evangelina, Catherine, Sadia, Paul, Cat, Aman, Preeti, Suzanne, Julie, Abi, Angela, Emma, Rachel, Shradhu, Hannah, Gwen, Ruby, Holly, Maija, Nadia, Lisa, Caroline, Jacqui, Gill, Sonia, Sophie, Rajna

The selection process is tough, as it needs to be, everyone who comes on to a rota has to complete a recording and a written piece, is DBS checked and reference checked. I remember when taking on a new person they commented how daunting it was to do the recording and written piece but how afterwards it was so reassuring that we took the competency of our counsellors seriously and that they did feel more confident knowing they had passed the assessment. I am also pleased that we are continuing our scheme where the managers, and myself, mentor new counsellors coming on rota; this gives them that additional layer of support, which we recognise is vital.

I would also like to mention those people that have been with us for many years, we are so lucky to have a wide array of people who are a number of years post qualification. I am so pleased that with the initiatives of Emily, Alison, Julie and Damon we are able to find ways of giving back monetarily to these people and that we are able to demonstrate in a practical way how much they are valued. I believe this is one of the reasons for our enviable retention rate.

I think though that it also says something about the environment that we all create that people want to stay; and it is very much a team effort, as an organisation the culture we have is down to the various people who work here. For me it has always been important that we carry through the ethos of the person centred way of being, that we all value each other and have respect for one another. That doesn't mean we always agree but it does mean that respect underpins our communications.

Therefore, I would like to end by thanking everyone who makes that possible, from our chair and the members of the executive, our administrators, the school group counsellors, our wonderful cleaners, the service managers, the counsellors in the agencies and in the schools and the advocates. Again, this year I need to say an especially big thank you as so many people have done so much extra in order to keep us going this year.

I would also make an especial thank you and acknowledgement to our Chair Sally Somerville, Sally made an admirable job of guiding our service through the intricacies of changing our status and has developed that understanding even more this year. Sally is so involved with the service and devotes so much time to it. I am especially pleased that Sally attends many of our management team meetings on a Thursday afternoon, in this way Sally not only understands the day-to-day running of the service but also sees for herself the wonderful contribution the managers make. One of the other advantages of covid was often during the summer having meetings in her lovely garden.

I would also like to thank the people in RBWM who support our organisation, especially as we now exist in our new relationship. A very big thank you to Liz Hinchey who worked with us on the commissioning process and has the ideal balance of patience and good humour. I would also like to thank Giovanni Ferri and Janette Fulwood who deal with our CCG commissioning, again are a wonderful support, and help us to be a better service. I report every quarter to Liz and Giovanni and every time they make the meeting an opportunity to show case our achievements.

I would also like to thank Mike and Joan my supervisors whose support and encouragement are beyond price.

Every year I say how much I enjoy my job and it is no less true for being repeated, thank you, everyone for making our organisation a place to be proud of and to committing to another year and seeing what lies ahead. For the last two years, I have added a plea for an easier year than the previous one. This year my hope is that the year ahead brings us the same dynamism and achievements that this year has brought.

Shula Tajima

Feedback from Clients The Voice of the Clients

In an effort to discover how the clients feel about the service they receive from our service, we ask clients for feedback following their final session. Whilst ensuring the confidentiality of the clients here is a small selection of the feedback given to us by clients.

“I feel that this period of counselling has been the most successful I have ever had, my counsellor was wonderful, and she listened, remembered and challenged me”

"This has given me the opportunity to talk to someone about my problems, worries and feelings without being judged and I then found solutions"

"A weight has lifted off my shoulders, I feel as if the grey clouds have cleared away"

"Counselling changed my life; my counsellor helped me to better understand myself and to be gentler with myself. I learnt so much about me!"

"I am in such a better place than I was when I started. Listening, understanding, compassion and great patience, I experienced it all"

"I realised I wasn't alone, which was how I had been feeling for such a long time"

"It was so positive and really helped me to clear out all the negative thoughts that I had been stuck with"

"I just feel better about being the person that I am"

"Thank you for giving me back my life"

Feedback from clients in group-work

"Confidence within school lessons and outside of school"

"It's nice to know you are not alone"

"I feel calmer, it makes me feel less stressed and I argue less"

"I like how we can freely talk and nothing is held back"

"I like this group. It helps me a lot, it helps keep me calm and not get angry"

"I didn't say much in the group but I liked going because it made me realise that I was not the only one dealing with stuff"

"I don't tell my friends stuff about how I am feeling so the group was good, cos I could talk about those things"

"I found the group useful to talk about my friendship problems"

"Thank you so much for helping me at school"

"I like talking to someone who is not a teacher and not my family as I don't worry about what I am saying."

"I don't want it to end"

"It helps to talk about things that others won't understand"

"The group helped with my anxiety as I could go and talk about my problems. The group helped me to feel better and not alone"

Feedback from advocacy clients

"You helped me to speak out"

"You helped me to say difficult things about my dad that I wouldn't have usually said"

"You never twisted my words"

"You really helped me, I felt I could talk openly and you were always honest with me"

“It was good to know that someone was speaking up for me in meetings”

“I trusted you”

From the parents of our advocacy clients

“Having the advocate at the meeting made the whole situation calmer”

“When you were speaking I could hear my child”

“I am so pleased that my child knows there is someone who supports him outside of social services without a conflict of interest”

“She went above and beyond what I expected”

“He bonded well with her and would talk to her when he wouldn’t talk to anyone else

Feedback from Schools

Number 22 has played a crucial part in supporting some of our most vulnerable pupils, particularly in these most uncertain times. Without this therapeutic support, some of our pupils would not have had the opportunity to share their thoughts and feelings with a professional counsellor. The feedback directly from the pupils that have worked with Anita has been so positive and more often than not, they do not want their sessions to come to a close.

We hope to continue working with Number 22 in the future and will no doubt increase the provision as Grove Academy grows.

Thank you so much Anita. You really have been so supportive and flexible during this difficult time. Whether that is adjusting sessions to deliver them online or finding your way around an enormous school only to find a locked room! I do hope that you continue to work with our pupils.

Student feedback

Feedback received from students attending a six-week group:

One of the year 11 students was in tears because it came to an end.

Loves how supportive it's felt.

Would like to continue.

Helpful to talk without being judged.

Very supportive & helpful, likes the group.

"I've been feeling safe".

"I have things that I am proud of".

"I've been able to make up my own mind about things".

"I believe I have choices".

Teachers

"We are delighted that Number 22 counselling service will be providing support to our students here at St Joseph's. We feel it will have a big impact on the emotional health and wellbeing throughout the school especially for our more vulnerable students. As a school we feel it is important that our students feel loved and cared for and are provided support for all aspects of their lives. Our hope is that by working with Number 22 we will be able to provide more specialist help for those students who really need it."



Client Issues

June 2020 – June 2021

Clients usually present with a multiplicity of issues, for instance a client may initially come to our service saying they are suffering from low self-esteem, however as the sessions progress they may tell their counsellor they are

being bullied and may let them know they are self-harming. Over the last year, these are the issues, which the counsellors and their clients have worked on together:

Depression	52 1	Mental health	456
Low Self-Esteem	23 6	Sexuality/Gender	57
Anxiety	38 6	Substance Misuse	18
Anger	32 3	Illness/Disability	65
Relationship - Partner	15 4	Pregnancy	6
Relationship - Family	26 5	Eating Disorder	367
Bereavement	16 4	Sexual Abuse	198
Bullying	21 2	Alcohol Abuse	132
Domestic Violence	29 8	Divorce/family breakdown	213
Emotional Abuse	13 9	Education/Exams	178
Suicide/Suicidal Thoughts	25 3	Abortion	16
Child/ren	45 3	Trouble with Police	6
Relationship - Parents	39 8	Homelessness	2
Phobias/Compulsive behaviour	12 1	Religious Issues	6
Physical Abuse	54	Self-Harm	432
Rape	11 8	Job Change	
Relationships-Friends	24 5	Work Related	58
Isolation/Loneliness	25 4		

We care about the environment of our two agencies, and the rooms we hire. We want both agencies to appear clean and professional but also friendly and approachable. We are very lucky in the services of Kelly and Nigel who are our cleaners and take great pride in keeping our rooms looking clean and tidy. In the main, the feedback from clients is positive about the rooms, though occasionally personal tastes may clash. The environment of the rooms is important as it is saying to our clients that they are valued and that the counsellors have a pleasant place to work. We have wanted to have more security and better rooms in Slough and thanks to Sarah's hard work; we are now working out of the Urban Building in Slough. The whole building is light and fresh and the rooms are very comfortable. The feedback we are receiving is that the move is a positive one. One of the consequences on Covid is that the Director is working more from home. The decision has been taken therefore to only use rooms in Windsor and no longer have an office. This will save money and be facilitated by less dependence on paper and work being stored in the cloud.

Clients consistently spoke of not feeling judged and of being valued, and this feedback is very important to us. Clients also say they appreciate being given a choice of appointment times, though with our waiting list this can feel more pressured. We are running out of hours to add on more rotas and open often for almost 12 hours. Our new way of working remotely though is helping here. Going forward we will offer a blended service, meaning we are no longer restricted by the number of rooms we have.

Many clients spoke of feeling able to recommend our service to their friends and it is positive for us when we see this happening. Our clients are the ones who from experience can say how effective the counsellors are. Therefore, their positive feedback is our best advertisement.

This year, due to covid restrictions we have not been able to receive cash gifts from clients. However, some clients have still been able to offer financial support in other ways. We do not ask clients for any contribution for the counselling they receive, though some who have felt able to give donations, some very generous, as a way of saying how much they value the service they have received. We appreciate their contribution enormously.

We are very aware that our waiting list impacts the wellbeing of clients who want an appointment. However, in much of our feedback clients speak of the ease of making an appointment and we believe this is due to the wide selection of times and that we try as much as possible to offer the most convenient time to clients. This also influences the waiting list as appointments after school time and during the evening are at a premium.

I am pleased though that our initiative to offer short term alongside long term counselling, has increased the people we can see quicker. We have continued with our focused service specifically for under 18

year olds, again short term. We used our more experienced counsellors in this role and paid them, this has helped to cut into the waiting list. I am pleased to say with the different projects we have established; despite the increase in demand for the service, we have reduced the waiting list.

Executive Committee

Chair
Vice-Chair

Sally Somerville
Eileen Goford

Secretary
Treasurer

Karen Melton
Jodi Romaker

Committee Members:

Mary Luxon
Carolyn Fisher
Sally Wright
Sue Curley
Natalie Mead

Young Person Representative:

Max Warburton

Director of Service

Shula Tajima

Service Managers

Damon Hall Emily Warburton Alison Batey Julie Murrell Sarah
Luke

Administrators

Anne Lang, Lucie Lang, Rox Khan

Volunteer Counsellors

Lilly, Vivienne, Claire, Parminder, Kim, Bilkis, Kim R, Sarah, Tracy,
Daren, Louise, Trish, Claire, Babs, Simon, Sharyn, Steven, Carolyn,
Narinder, Maria, Angela, Hamilton, Teresa, Jo, Liz, Rachel M, Jennie,
Sarah, Suzanne, Meena, Shaz, Gina, Sue, Sally, Fauziah, Sharan,

Andy, Karen M, Louise, Emily, Dominique, Ros L, Julie, Lindsay, Laura, Linda, Alison H, Dee, Norma, Yvonne, Viv, Nicky, Maria, Emma, Nikki, Lorna, Jo V, Hamilton, Lisa, Sarah, Sally, Louisa, Tracy, Jenny, Patch, Zahda, Sarah L, Emma, Moira, Lisa, Laura M, Ashdeep, Tracy, Melissa, Mary, Amy, Bernie, Jane, Jamie, Cate, Katherine, Nichola, Rukhiya, Meena, Harpreet, Becky D, Lianne, Ben, Heather, Lisa, Marielle, Jaga, Joanne, Mary-Lyn, Sydney, Emma, Noreen, Nadia, Lisa, Jo, Helen, Aaliyah, Maria P, Lisa B, Bev, Yvonne T, Lucy J, Paige, Georgina, Cherena, Joanne, Adeola, Anna M, Camao, Charmain, Isobel, Samantha, Lucy, Marian K, Heather C, Sophie, Ellen, Nora, Sarah, Vivien, Ingvild, Kim, Chantel, Sophie, Michael, Tamara, Chloe, Aman, Julie, Rox, Isobel, Nicola, Leah, Carole, Preeti, Sabina, Lindsey, Jo, Emily, Louise, Suzanne, Nina, Sinead Ellen, Camilla, Stephen, Kelly, Denise, Iza, Claire, Justine, Dan, Jane, Dawinder, Nina, Oliver, Tim, Gareth, Shaswati, Sarah, Ben, Zoe, Peter, Karen, David, Judith, April, Dalvinder, Ashley, Georgie, Joanne, Mobinah, Alison, Brenda, Susan, Lorna, Paula, Nina, Sonia, Sinead, Kiran, Vinika, Lindsey, Katie, Rachel, Evangelina, Catherine, Sadia, Paul, Cat, Aman, Preeti, Suzanne, Julie, Abi, Angela, Emma, Rachel, Shradhu, Hannah, Gwen, Ruby, Holly, Maija, Nadia, Lisa, Caroline, Jacqui, Gill, Sonia, Sophie

School Group Counsellors:

Caroline Rossiter, Sharan Kaur, Sameera Afsar, Lisa Miller, Sharyn Prince, Julie Ioakeim

Schools Counsellors:

Lead Counsellors

Emily W, Viv J, Lisa M, Amy D, Sharyn P, Lisa P, Sharan K, Linda B, Jo L, Lyndsey H, Anita P, Sameera A, Sophie K, Emma G, Katie W

Volunteers

Carole B, Anita P, Adriana P, Lucy J, Cameo C, Sophie K, Kim P, Jacqui V, Nina N, Zoe F

Hope@22 Counsellors

Melissa Gale, Emma Guest, Lucy Jones, Cherena Morlese, Viv Osman, Harpreet Saimbhi, Patch Welling

Young People's Project Counsellors

Neena Ayers, Carole Bromhall, Joanne Hunt, Sharan Kaur, Lisa Miller,
Viv Osman, Maria Palmer, Vivienne Shiels

Family Action:

Caroline R

BHPT Burnham

Julie I, Marian K

Cleaners

Kelly and Nigel

Advocates:

Alison B, Bernie, Damon, Narinder, Jaga, Shaun, Lilly, Dee, Sharyn,
Tricia, Sara, Norma, Charmaine, Clare, Micheala, Amy, Lisa, Louise,
Sarah, Lyndsey, Lucy, Rox, Lisa, Rozxann, Nick, Vivien, Nicola, Lisa,
Pina,

Supervisors

Barbara Thomas, Alison Batey, Linda Dorgan, Barrie Hopwood,
Deena O'Brian, Paul Cockcroft, Julie Murrell, Racheal Barton, Joan
Devoil, Ben Jearum, Barbara Beaumont, Lou Stafford

Joan Moore, Mike Worrall (Supervisors to Director)

Trainers

Kieran McCrystal, Alison Batey, Mike Worrall, Julie Murrell, Wendy Gregory, Dr Rachel Freeth, Shula Tajima, Micheala Stay, Lisa Thompson
Jan Hawkins

CPCAB Tutors

Julie Murrell, Dominique Du Pre, Claire Franzen

Counselling Service manager Advocacy/Independent Visiting Report

Advocacy

Referrals to the advocacy service have continued to follow a roller coaster rhythm this year, that is, a pattern of feast and famine and no predictability. Sometimes I have four referrals in an afternoon and at other times, I won't receive one for a fortnight.

Since the last AGM, we have trained a new cohort of advocates. Sadly some have already moved on to other work and have had to give up the role, while others have become a new line of stalwarts in our armoury. We plan to recruit and train more in 2022 with a focus on their ability to commit to the advocacy role. Advocacy is valuable and valued work and we generally have a low turnover of staff. This is important as the number of referrals grows.

The nature of the beast is that many referrals come in with very little notice of the first conference or meeting the advocate needs to attend. Thankfully, so far, we have never not been able to supply someone to fulfil a referral. Our team is extremely flexible, for which I thank them.

It has been very noticeable through lockdown that some families have struggled. In particular, we are currently seeing a rise in referrals caused through domestic violence and/ or parents with mental health issues. We are also being asked to support more parents than previously, again often linked to mental health problems they may have. The feedback I receive from these clients is that they are enormously grateful to have the support of someone independent, someone empathetic, and someone with a little bit of understanding around the issues of mental ill health.

Advocates were among the first cohort of professionals to be offered vaccines, which enabled them to return to face-to-face working at an early stage. Whilst we have adapted to the lockdowns and remote working, carrying out meetings over the phone or video conferencing is not ideal for many of our clients, and nearly impossible for some. Meaning can be misinterpreted and understanding lost when people are not communicating directly. Advocate interventions have been invaluable in some instances making sure both client and professional have understood what the other has said.

We are increasing our presence at the initial child protection conference stage and, more often than before, advocates are working with clients beyond child protection, staying with a young person or parent when they move to a child in need plan. I personally feel this is an important piece of work. It is equally, or even more, important that clients have a voice when the professionals around them are taking a step back.

Another development this year has been a request from the child protection chairs for advocates to produce reports prior to conference. This request has only been made within the last month and it is too early to report on its success or advocate take-up.

Our collection of feedback has been patchy to date, relying on self-reporting after we end with clients. We aim to develop this feedback process over the coming year, taking a more direct approach to contacting parents and young people about their involvement with the service and what has been helpful/ what we could do better. The findings from this will feed into ongoing training and supervision of advocates through the following year.

Independent Visiting

Back in the halcyon days pre-Covid, I had started to look into the logistics of setting up an Independent Visitor service. Sadly, this was

put on hold when the world shut down. Now, with an end in sight, an end to what I don't know, independent visiting is firmly back on the agenda.

At a recent commissioning discussion meeting, it was enormously encouraging to hear the borough's enthusiasm and support for this initiative. One of the things I was particularly keen to put in place was the ability not only for people actively in care to have an independent visitor, but also for the service to be available to those who have passed 18 and are no longer looked after children. It is important these individuals also have the opportunity to access the support of an independent visitor should they want it. It was heartening that we are all singing from the same page and share a similar vision about enabling young people in- and post-care to become successful and independent and achieve all they can.

We are still ironing out some technicalities but we have a job description and application form ready. I hope to be able to advertise more widely soon but please see the advert later in this report. If you know anyone you feel may be interested, please share this advert with them. I plan to start to interview prospective independent visitors (IVs) later in the summer so that the matching process can begin and young people can start to be supported by this service as soon as possible.

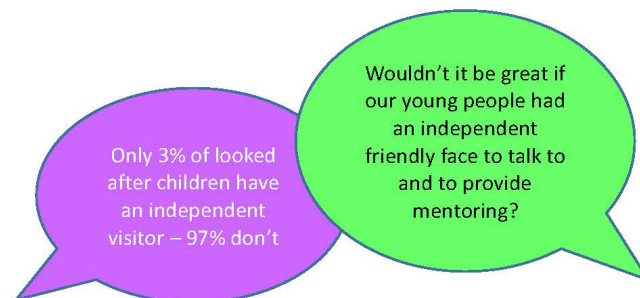
The matching process ensures we match young people to independent visitors with similar interests, hobbies, likes and dislikes, and so on. This is done to ensure as positive a relationship as possible. Independent visitors will make regular visitors and spend time enjoying activities with their young people, as well as offering support and advice to them.

We have identified necessary training for IVs and are looking to involve Kickback to help us in evaluating the implementation and development of the service. Kickback is the young person in care forum. They will largely be the users of the service and their input into what it provides and how it works will be invaluable.

Damon Hall



- ✓ Are you over 21?
 - ✓ Are you reliable and good at making friendships with people of all ages?
 - ✓ Do you want to make a difference to a young person's life while having fun?
 - ✓ Can you commit some time each month for a minimum of 2-years?
 - ✓ Are you prepared to sometimes travel long distances (expenses will be paid)?
- We are looking for people of all ages (over 21), from all backgrounds and experience to befriend and mentor young people in the care of the Royal Borough of Windsor and Maidenhead (RBWM).
 - An Independent Visitor is an adult friend, who gives time and support to a young person to help them reach their full potential.
 - The role of Independent Visitor is voluntary but volunteers receive expenses for any activities undertaken and for travel to visit a young person.
 - If you would like more information and an application form, please email damon.hall@wmcounselling.com using "Interested in IV" as the subject line.



Counselling Service Manager CPCAB Training Delivery

2021 has been a very busy year for our CPCAB courses. After a delayed start in 2020 due to Covid we launched our CPCAB level 2 course, Certificate in Counselling Skills and 19 students completed and passed the course in December 2020.

In Feb 2021 we launched level 3, Certificate in Counselling Studies, have 19 students enrolled, and are over half way through the course. We also started 2 new level 2 courses in Feb 2021 with 48 students over the 2 courses, all of our level 2 and level 3 students have completed their 2 assignments, are undertaking their external assessment in July and are part way completing their portfolio of work and are in the process of on boarding a new tutor and starting a further level 2 course in July 2021.

We have received the following feedback from students

'I believe with these tutors I can take the next step to level 4 and look forward to doing it with the same training provider. Thank you to all people behind this, especially to the tutors who run the course'

*'It was an amazing experiential journey for me - learning about myself, how to reflect and how to listen'
'Huge thank you to Julie and Dominique - how they adapted the course for delivery online and via zoom. The quality of the course delivery, they are both professional and approachable. Brilliant!'
'A lot of skills including being empathic, sitting with silence, self-reflection and listening skills. Also meeting likeminded people'
'I gained a deeper understanding of myself, gained a circle of likeminded individuals & an education into an area I have longed to train in'.*

We have been approved to deliver level 4 diploma in Therapeutic Counselling, a 2-year course which will qualify the students to become counsellors, and will start in Jan / Feb 2022.

In June 2021 we have had a successful internal verification of the courses and an external verification visit from CPCAB.

We have received the following IV & EV feedback

'It was a pleasure to attend a remote EV meeting with this new centre, offering CPCAB within a highly respected community counselling service established in 1976. Julie Murrell, counselling course co-ordinator managed a highly organised remote meeting, providing me with all the relevant evidence and impressively organising the breakout rooms at various times during the meeting. I met her CSK L2 co-tutor, Dominique du Pre, Clare Franzen who will tutor on CSK L2 next year and Bruce Rolls, the internal verifier. All were very welcoming and helpful'

'It is evident that all tutors have managed the remote learning process with flexibility, creativity and a high level of professionalism which the CSK L2 candidates confirmed in their discussion with me. The tutors need to be commended on running such excellent training in such challenging times! It was also a delight to meet the enthusiastic CSK L2 cohort and participate in their check-in. The candidates are thoroughly enjoying the course and nearly all are hopeful as well as excited about progressing to level three next year.'

Our tutor team is expanding in line with the growth in courses offerings, Julie Murrell and Dominique DuPre are currently teaching level 3 and have been approved to teach the level 4 course in 2022. Dominique and Clare Franzen are teaching the 2 level 2 courses and Gareth Bartlett and Ben Jearum are going to teach the new level 2 course. Joan Mankoo will be teaching level 2 next year with Ben Jearum and Gareth Bartlett and Clare Franzen will be teaching level 3. We have Ben Jackson from No 22 on a teacher placement and will be mentored by Dominique and Bruce Rolls, who was a volunteer counsellor with the agency, is our internal verifier for level 3. We are all looking forward to an exciting 2022 where we are planning 2 level 2 courses, 3 level 3 courses and a level 4 course.

Julie Murrell and Dominique DuPre

**Counselling Service Manager
Schools and Young People**

Introduction

As I reflect on the last year it is going to be difficult to write a report and not use the word busy, so I would like to start with saying that it has been a pleasure to have been part of an incredibly productive year where we all have reached out to more clients than ever as an organisation. We have all had to learn so much to enable us to work in different ways with our clients, often creatively adapting our work to meet the client's needs. Working remotely with children and young people has required us to adapt our practice in areas such as working alongside parents, holding boundaries, holding risk and not forgetting the mode of communication, whether it be phone or zoom. I acknowledge in my own practice that this way of working has meant that we can at times feel we are 'holding' our clients outside of the counselling room. Many children and young people did not experience endings in their therapy as the schools closed and the School counsellors did an amazing job at reaching out where they could.

I attended the BACP CYPF Conference in March titled "Weathering the Storm" and I was struck by how resilient we as an agency have been. I feel we certainly have weathered the storm!

It will be no surprise to any of you to hear that the mental and emotional health of young people is in crisis with the impact of the last year not truly known as of yet. Childline have seen an increase of 46% in calls to their services and a recent Study (The Oxwell School Survey 2020) indicates that young people have been significantly impacted by the pandemic and lockdown, showing loneliness as a significant finding.

Number 22 has responded in many ways and I would like to share what has been going on within the schools service that we provide.

Overview of School Counselling Service

One important aspect of what we offer at Number 22 is the School based Service which I have been managing and overseeing for the last 3 years. Schools are finally recognising the value of an in house service and with the CAMHS waiting times and thresholds to access ever increasing we have become a vital service to the schools we work with. This now includes primary schools who now need much more therapeutic support with the younger age group, who are experiencing emotional distress at a much younger age. Following the recent results published of the ETHOS Project (www.roehampton.ac.uk/research-centres/centre-for-research-in-social-and-psychological-transformation/ethos). Its findings show the importance and effectiveness of a schools based service. Evidence tells us that there is a significant reduction in psychological distress for young people who access counselling within school.

The package we offer can be bespoke to each School's needs, but the main package includes placing a Lead qualified counsellor

alongside a volunteer on placement, with professional development and progression for many if not most of our school counsellors.

I must also acknowledge that our reputation is highly regarded in the community and that I now get many schools approaching us to provide a counselling service. This is shown in the following numbers:

24 x Schools buy in our counselling package

31 x School counsellors made up of **18** Leads and **13** Volunteers on placement

6 x Group counsellors offering groups to local schools (Maidenhead, Windsor and Slough)

This equates to the school service delivering **155** hours of 1:1 counselling per week /**1850** hours per year. The school Group counsellors deliver over **440** hours of groups within both primary and secondary

The team continues to grow as we move in to planning for the next academic year, with more schools and counsellors coming on board. As a schools team we meet termly and communicate regularly sharing ideas and I hope that they feel supported in all their roles.

I feel privileged to be a part of the development of the school counsellors through the training I offer and then supporting the work they undertake on placements in schools. The school service has provided many opportunities for our counsellors to develop and secure Lead roles in schools.

Camao has kindly shared a few words to highlight his appreciation of the opportunities that Number 22 have been able to offer him.

"Working at Number 22 has provided me with the opportunity to develop personally with my counselling and is a great place for learning and developing as a counsellor in training. I have completed numerous CPD days/ training within Number 22 and appreciate the varied topics. I attended the Young People's 4-day training held by Alison towards the end of 2020, which further enhanced my passion and interest to want to work with young people. Since I started studying to become a counsellor, I have always wanted to work with young people but was unsure of the route I needed to take. Number 22 has provided me with the opportunity to do it through the training offered and the supervision provided to support the work. I was pleased to be offered a school volunteer placement position within Windsor Boys School and I have been in school since the beginning of 2021. I enjoy every moment of the experience and value the support of the pastoral staff team at school. It has reinforced my desire to work with this client demographic".

Other projects

- Burnham Health Promotion Trust- over the last year we have been working in partnership with BHPT who are a community based health service in Burnham. We have been offering a counselling service, which is being delivered through a GP surgery targeting young people. Julie Ioakim and Marian Kennedy have done a fantastic job with the feedback showing

positive results. We are working closely with Dr.Daily and Dawn Harris on this project as they report the results to their trustees.

- Parent Support Groups- Over the last year we have been offering parent support groups within the community. Both Melissa Gale and Julie Ioakiem have worked hard to get word out there, however with little uptake we have decided to review what we are offering. We are in the planning stages now but moving forward we are hoping to offer parents a 6-week programme of Psychological First Aid. We are very lucky to have Melissa's knowledge and experience on this and appreciate the time that both Julie and Melissa are investing in supporting parents.

- Family Action/Young Carers- We have been working collaboratively during the last year with Young Carers offering 1:1 counselling to a group of 10 young carers within the Borough. Caroline Rossiter has been undertaking this work and has done a fantastic job of staying in contact and endeavouring to support the clients remotely. The age of the clients is varied and has been at times been challenging for Caroline as she has had to adapt her work accordingly as I have previously mentioned, around parental involvement. Young Carers are often overlooked in society and we were pleased to have Sarah Collins join us at one of our team meetings to give us an overview of their services and how to refer on if we identify that a young person is caring for an adult in their lives.

I am pleased to report that we have secured further funding for next year.

- Crisis work- This term we were approached by one of our schools that we support with a package (Burnham Grammar School). They were experiencing a cohort of year 10's that were presenting with risk around suicidal ideation. After some consultation with the school, we were able to respond in a timely manner and place 2 experienced counsellors to run groups over a 6-week period.

This was a complex piece of work, which required us to work collaboratively with the pastoral team in school. Melissa and Julie recently completed this work and the evaluation and feedback has been so positive with the young people's attendance improving, less behavioural points given, less time out of lessons and improvement in coping strategies. Below is some feedback from the staff:

"They have started to speak about their ups and downs during the sessions however the communication with the counsellors has been fantastic which has allowed for these issues to be addressed and even added to the confidence of the group."

Partnership working within The Borough

Number 22 works hard to maintain and continue to build positive working alliances with other professionals. I regularly attend LIG (Local Implementation Meetings) and represent the voluntary sector in the governments Transformation Plan around the young people's mental health strategy. There is a huge amount of work going on behind the scenes to improve existing services and particularly the pathway to CAHMS.

Last week I attended a stakeholder's forum meeting where I was given the opportunity of sharing our experiences within the voluntary sector and the challenges we face. We are as a service highly regarded by other professionals and are recognized for all the work we are doing.

Plans

The work within schools continues to grow, and our School counsellors are working incredibly hard to support the clients. I would like to take this opportunity of saying a massive THANK YOU to everyone who is part of the schools team and look forward to continuing to work with you all.

I have many plans and ideas for next year, and will be focussing on primary schools and recruiting counsellors who have the skills/training to work with this age group.

I am hoping to link up with other local counselling organisations and our aim is to deliver our very own local Young People Counsellor Conference.

I think I may have achieved writing this report without using the word Busy too!

Alison Batey ☺

Counselling Service Manager Slough

The last 12 months have been an exciting time for Number 22, Slough. We are delighted to report that the goals we set ourselves of increasing our provision in our business plan 2018-2021 have been achieved!

With the funding we received from Children in Need, it was my privilege to have been appointed Service Manager for Slough in September 2020. This funding not only allowed us to have a dedicated Manager for Slough, but for us to expand our services in supporting young people. We set ourselves ambitious targets for the Children in Need funding. This was a challenge due to the pandemic, but these targets have already been achieved and we saw 126 young people between September 2020-April 2021 totalling over 715 counselling hours. We are very grateful to Children in Need for their ongoing support.

Since September 2020 we have built strong relationships with many of the schools and have had our Counsellors in those schools supporting young people through 1:1 counselling or group work. In

the coming autumn term, we will be placing 16 of our counsellors in 7 schools across Slough. This is very exciting, and our aim is to continue to increase the number of schools we work with over the year ahead.

Please see below an example of the fantastic feedback we have received from one of the wonderful schools we work with:

“Haybrook College have been working with No22 Counselling since January 2021. They have been quick to respond to our ever-growing need for additional counsellors across our provisions for which we have been extremely grateful. They have taken great care to find counsellors well suited to our unique cohort of pupils and understood the need for face-to-face sessions for our young people, at a time when most professionals were only able to offer virtual support. This careful and well-considered approach has ensured that our pupils are developing positive relationships and engaging well with their counsellors; staff report that pupils are usually eager to attend their sessions. We look forward to continuing our work with No22 across the next academic year.”

We are delighted to have found new premises in the centre of Slough at the Urban Building. This space is now up and running. Here we have two lovely rooms for our Counsellors to work from with access 6 days a week. Looking back to this time last year, we had around 12 Counsellors working from our old premises, but now have 26 Counsellors signed up to work from our new space and this number is growing, which is wonderful.

Number 22 has been working with Slough Council to facilitate a pilot for reflective practice for staff working in both primary and secondary schools. The sessions are for Head Teachers and Designated Safeguarding Leads and gives them the opportunity to have the space to reflect on their practice and decision-making. 18 members of school staff have attended from across 15 Slough schools. The feedback we have received from participants has been that they have found the sessions very helpful.

It feels like we have achieved a lot during the last 12 months and I look forward to working with such a dedicated group of volunteers, staff and trustees in delivering Number 22’s objectives for the future.

Sarah Luke

Facts and figures for Number 22 **Slough**



7488

year

counselling hours available in our Slough rooms each



144

counselling hours available in our Slough rooms each

week



126

young people have received our support from Sept 2020

- April 2021



7

Slough schools will access our 1:1 and group counselling

from Sept 2021



715

counselling hours have been delivered to young people

from Sept 2020 - April 2021



16

counsellors are working in Slough schools



18

DSL'S have accessed our reflective practice support



15

schools involved in reflective practice support.



14

groups will be run every week in Slough schools from

September 2021.

Counselling Service Manager Budget Oversight/Fundraising

Fundraising and Finance have been the main focus of my work this year for Number 22. We started strongly in April 2020 with a number of donors supporting us with generous contributions to fund our young people's after schoolwork. I then set about completing a very large funding bid which requested all sorts of financial information including a three-year income and expenses forecast. This set about a chain of events whereby all the managers started to forecast our year ahead numbers. We did not end up being awarded the money but it did really make us focus on how we need to manage our finances as a stand-alone charity now that we are no longer under the umbrella of RBWM. Some really useful work resulted and we now have a clear budget for each of the revenue generating areas -

schools, advocacy, CPCAB training courses. These all give us revenue streams, along with fundraising and commissioning grants to be able to keep delivering our service to our clients and crucially to try and keep the waiting lists manageable. Sally and Shula then asked me to take care of the charity's finances as part of my job role and I am currently driving everyone mad as I drone on about controlling expenses and being prudent! As we increase delivery and take on new counsellors to support this, you can see from our accounts that we have larger overheads to fund for example supervision and admin expenses so it is important that we keep a close track on our spending to make sure that we have stable finances moving forwards. Sally, Shula, Delia, Anne, Jodi and I have all worked together on this and their support has been invaluable in formulating a successful way of working in this area.

The year continued with some amazing fundraising wins. The young people's work continued and I would like to thank all of the counsellors who have engaged with this work. I am very grateful for all of your support and I know that the clients and their parents are too. We have kept the young people's wait at around six months so it's still quite long but nowhere near where it was a couple of years ago. Most funders like exciting project work which of course we are delighted to deliver but we also need to keep the lights on so 'running costs' grants are always much appreciated and we have been fortunate to receive some donations to this effect this year. BBC Children in Need, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, Maidenhead United Football Club, The Garfield Weston Foundation, Orbis Investment Advisory Ltd, Inner Wheel and a local donor who would like to remain anonymous have all been amazing supporters. The Spoor, Merry & Rixman Foundation have become incredible partners and their belief in our work at Number 22 has really supported the young people who we work with. Thank you to all our amazing supporters; we wouldn't be doing what we do without you.

The largest donation that Number 22 has ever received came just before Christmas from The Walter Hazell Charitable Trust – please see separate report on The Hope Project. A truly remarkable legacy gift to our clients. Thank you.

Rox has been the most amazing client appointment-making machine this year and we are so grateful that she now works for Number 22 ten hours a week. Nothing is ever too much trouble for Rox despite our best efforts to slow her down with the implementation of the new database! Periodically I support Rox with making client appointments and we often spend time looking at the needs of the waiting list and how we can best deliver our service to our clients. Thanks Rox for everything that you do.

Lisa P willingly (I think?) agreed to handle our social media messaging and set about with gusto updating and improving our facebook page, twitter feed and website. She updates regularly with

our fundraising efforts and mental health news stories. Lisa does all this in a voluntary capacity and for that; we are very grateful, thank you Lisa.

I continue to recruit, induct and support counsellors. I always welcome a chat about how you are all doing and try to help where I can. I really love it when a counsellor tells me that they have reached their 100 hours of counselling or had success with a client. It is a really rewarding part of my role.

The Children in Need funding began in September 2020 and recruiting Sarah to run this project has been a real success of our 2020/21 year. We were so delighted when Sarah agreed to join us and she has set about the task with gusto; opening new rooms in Slough and working with Slough schools. Our challenge to replicate our Windsor and Maidenhead offering in Slough is really starting to develop and our increased offering is much appreciated by the local community, particularly the young people.

I continue to work closely with Damon, Alison, Shula, and now Sarah too. I am ever grateful for their support with my own client work when I feel stuck. When Shula did my appraisal this year, the word 'team' came up repeatedly. We support and challenge each other and often make each other laugh along the way. For me, Number 22 is a great place to be and I feel very fortunate to be a part of it.

Hope@22, supported by The Walter Hazell Charitable Trust and East Berkshire NHS CCG

In October 2020 we received a letter into the office from the Walter Hazell Charitable Trust. After many years of work, the Trust had decided to wind up its activities and distribute its remaining funds. Having researched and found Number 22 online, the Trust were interested to learn about our work. This resulted in Alison and I being invited to meet the Trustees in Aylesbury. We were asked to be ready to discuss what differences could be made to Number 22's activities if we were awarded a donation.

We had a chat in our next team meeting about what the contents of that proposal document should be. I had felt for some time that having made some progress with the young people's waiting time that the next most serious pinch point was the number of clients who were expressing suicidal thoughts in their online submissions. The meeting document was therefore written about how we felt we could address this, giving evidence of how we had previously delivered work of this nature using the young people's project as an example. Alison and I attended the meeting in November and met with very welcoming and thoughtful Trustees who clearly wanted to put their Trust's money to good use. I think it is fair to say that they were surprised by the amount of suicide ideation expressed within our communities.

And in November, we received a letter from which I have extracted the following:

'I have to say that we were very impressed with your work and also quite concerned at the scale of the problem that you are dealing with, both with young people and adults in your area. The help that you are giving to clients with severe mental wellbeing problems which often include suicide ideation is incredibly important.

We particularly noted the potential impact that a donation to you could have in being able to support a larger number of clients and reduce the waiting list. You showed projections that would increase support levels ... to... clients which would be significant but we would like to go further than this. It is our view that this work is so important that we propose awarding you a donation of £75,000 which we hope can make a significant impact to your work.'

To say that we were stunned by this generosity is somewhat of an understatement. We set about planning a project, which would do justice to this incredible legacy.

Hope@22 was born. Shula and I interviewed Number 22 volunteers who were interested in this work and we are delighted that we now have seven counsellors doing this work, with an eighth counsellor joining the team this summer. Each counsellor sees eight clients per week for up to twenty sessions and this work is all carried out remotely. Normal procedure applies and if the client is clinically vulnerable at the end of this time, the work may be extended and/or the client can be added to the waiting list to be seen again in the future.

Before the work started, we formed two new supervision groups so that the counsellors could be supervised together and support one another. Barbara Thomas and Rachael Barton supervise this work.

The Hope counsellors also took part in a two-day training program to support them. The days were delivered by Mike Worrall and Rachel Freeth and I think the time was invaluable to the counsellors as they began this challenging project.

Just as we were about to start the work, we had the amazing news that Shula had successfully negotiated with the East Berkshire CCG to support this project also. This enables us to continue this work for longer. We have funds which will last for approximately fifteen months and we are aiming to work with 185 clients. I can report that we are on track to do this. At the end of this phase of the project, we will collate the statistics and clinical outcomes and will seek to raise further funds to continue with this work.

I will leave the last word to Lucy Jones, one of the Hope@22 counsellors; she describes working on the project:

'The Hope project is a unique project to be a part of. My experience of this so far has been something I will be able to carry with me throughout my counselling career. I have met

extraordinary people dealing and coping with all sorts of challenges in life. Being able to work with them has been incredibly rewarding. I have watched as over 20 sessions, people come from being on the phone to the crisis team to being utterly amazed at where they are now. Words in which they have described 'I didn't think I could ever feel like this', 'I have never had counselling like this, where it has actually helped me'.

To be able to be a part of this journey with them is something I can never explain. I am truly grateful to be able to work with them.'

Emily Warburton

School's Group Counsellor (Slough)

Face to face, work was resumed, after Covid-19 restrictions were lifted. Group work through previous school was re-established. Presenting issues through group work was mainly around anxiety, exam pressure and parents separation.

Keeping the Covid-19 safety restrictions in place for social distancing, running a welfare group had its own challenges of allocating people within a group setting. Keeping in mind the difference in mindset, diversity, need of each individual, had created difficulty in making people engage with one other.

Assessing this situation, I applied strategies that would help in easing the awkwardness within the group. I introduced an icebreaker challenge to help form a connection between them. We collaboratively worked on a contract that all within the group would benefit from like confidentiality, respect, listening, no judgements, honesty, encouragement, support, and no use of phones in the group.

In further sessions, we explored the anxiety around Covid-19 and the impact of it on students. They appeared to be fearful of Covid-19 and desperately want to go back to normal life as they feel restricted and uncertain about the future.

Students also mentioned their concern of going into isolation after one of the peers was tested positive, this is having a huge impact on their learning as they can't attend school for a couple of weeks.

Year 11 students have concerns around exams being cancelled due to the current pandemic. All of this is adding to their anxiety, as this would affect their exam results.

I facilitated the group in such a way that to the best of my knowledge everyone was given a fair chance to express themselves

and supported each other by sharing their experiences and coping skills.

The overall feedback from the students regarding the group work was that they felt more confident and less anxious after attending the sessions.

Name of School	Wexham School
How many groups	3
How many hours per month	12
How many young people in each group	3 ,2 and 5
Key themes	Anxiety, peer pressure and parents separation

Name of School	Lynch Hill Academy
How many groups	2
How many hours per month	8
How many young people in each group	5 in each group
Key themes	Low moods

Sameera Afsar

School's Group Counsellors RBWM

Overview of work:

Beginning in September 2020 much of the work was centred around settling into schools or anxieties around relationships with friends/family. Gradually, the focus shifted in both schools to the impact COVID was having on the students in regards to the break in routine and/or having family members affected by it.

The lockdowns led to groups transferring to working online. This went smoothly with Newlands Girls school however unfortunately Cox Green were not able to make this happen which led to 1:1 sessions with clients in the existing groups who needed it most. Still, this proved beneficial for the students, which meant I was still able to maintain contact and provide support in the best way possible given the change in circumstances.

Returning after Easter has felt completely different in both schools as the focus shifted in all my groups from COVID to individual key

themes. This has been interesting but refreshing to see how they have passed the journey and got back into their new routines with such strength. So much so that many of my existing groups came to a natural end, allowing me to start with new students for the final term.

Name of School	Newlands Girls School
How many groups	4 groups in total
How many hours	55
How many young people in each group	Group 1- year 7 = 8 young people Group 2- year 7 = 5 young people Group 3- year 8 = 7 young people Group 4- year 9= 6 young people went down to year 4.
Key themes	Sexuality, identity, COVID, anxiety, self-harm, relationships.

Name of School	Cox Green Secondary School
How many groups	4 groups in total
How many hours	59
How many young people in each group	Group 1- year 7= 8 young people went down to year 6. Group 2- year 11= 8 young people Group 3- year 9= 5 young people Group 4- year 8= 5 young people
Key themes	Exam stress, anxiety, impact of COVID, sexuality, identity.

Focus for future/areas of development:

I would like to work on ensuring the schools are putting together groups according to themes as sometimes it has proven harder to encourage the group to connect if they are present for different reasons. I think there is also some room for improvement with one school in ensuring that groups are ready at the allocated times. This is something I will continue to bring up with the school.

Sharan Kaur

Overview of work:

I have four schools, St Edwards, Trevelyan, Charters and Dedworth. Plus one project school Burnham Grammar School and another project school St Joseph's which finished in April. Dedworth have yet to restart, I have chased on a number of occasions and the Pastoral Lead has apologised for not setting up but has felt overloaded.

St Edwards and Trevelyan continue with the same groups as pre-lockdown.

Charters have just started with a new group.

BGS has 8 weeks 5 are completed.

St Joseph's completed sessions in April.

Name of School	St Edwards, Windsor
How many groups	2
How many hours per month	8
How many young people in each group	5 & 4
Key themes	☐ Anxiety due to isolation ☐ Anxiety due to returning to school ☐ Family separation ☐ Peer pressure

Name of School	Trevelyan, Windsor
How many groups	2
How many hours per month	8
How many young people in each group	5 & 4
Key themes	☐ Anxiety due to returning to school and imminent moving of schools ☐ Loss and grief ☐ Family issues, separation, bullying siblings

Name of School	Dedworth Middle School, Windsor
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	School still not resumed after lockdown

Name of School	Charters
How many groups	1
How many hours per month	4
How many young people in each group	4
Key themes	☐ Panic attacks, OCD, anxiety ☐ Loss and grief of friend in lockdown ☐ Fear of unknown

Name of School	St Josephs
How many groups	2

How many hours per month	8
How many young people in each group	6 + 4
Key themes	☐ Anxiety, bullying, Autism, rejection ☐ Anxiety around 'having' to decide sexuality after assemblies and tutor group talks led to perceived pressures to decide

Name of School	Burnham Grammar School
How many groups	1
How many hours per month	8
How many young people in each group	8
Key themes	☐ Self Harm, suicidal thoughts ☐ Keeping safe ☐ Peer pressure

Focus for future/areas of development:

Focus is varied between schools.

Lots of Anxiety, some around returning to school after some found learning easier online.

Some have anxiety due to being isolated for a long time. A lot depended on family circumstances and school pressure.

Most have expressed lots of anxiety at too much pressure of 5 lessons a day online and then homework afterwards, feeling there was no escape, only to be "told off" when returning to school if they had fallen behind.

Future focus will mean continuing to support pupils in reducing anxiety, coping and how to readjust.

Three different pupils from 3 different schools have brought anxiety at pressure to decide sexuality due to assemblies and tutor talks around the subject. Age groups include 12 to 15.

Focus will continue with reducing pressures to make decisions until they feel ready.

Julie Ioakeim

School	Windsor Girls School
Number of clients seen:	Groups x 2 (4 + 7) 1-1 X 2
Number of Hours:	33 hours - client hours 84
Overview of Work:	During lockdown support groups were difficult to continue for WGS. Over the lockdown period I was allocated a 1-1 client, who I continued with once students returned to

	school. In the interim easing of lockdown, I facilitated one group and saw one student 1-1. Since returning, one group has been allocated and we will continue to meet up until the end of the academic term, when my role as support worker will terminate. Themes for 1-1 and group are similar and include: anxiety, exam stress, panic attacks, relationships and family.
Summary:	Groups and 1-1 will come to an end as the academic year draws to a close, as does my role as group support worker. We are working toward the goodbyes and how connections can continue outside of the group space.

School:	Churchmead Secondary Datchet
Number of clients seen:	Group x 4 1-1 x 2
Number of Hours:	Group 42 - client hours 64 1-1 - 16
Overview of Work:	Groups have remained small since lockdown, a necessity as the room is very small! Both groups have been meeting for a time, and over lockdown I spoke intermittently with one small group of 2 and a 1-1 over zoom. One group finished as a group as one member felt they no longer needed to come and I continued with the remaining member 1-1. I was also asked to meet with another young person who was experiencing extreme difficulty. Themes for students are: anxiety and stress, gender, family, self esteem, depression and mood swings. One student found the pandemic so worrying that they did not return to school, instead are now being home schooled, I felt sad about this because this student in particular had made such progress attending the group.

School:	St.Peters
Number of clients seen:	2
Number of Hours:	11
Overview of Work:	Although there are no longer groups at St.Peter's, during the first lockdown I offered to speak with any of the group members who might be finding it difficult. I spoke with 2 members for a few weeks before schools began again. For these young people there was much anxiety and fear around the pandemic, and the safety of family members. They also found being at home comforting and the prospect of returning was also frightening. They found the sessions useful, and we explored ways to relax and calm, and managed to have some fun over the phone too!
School:	Windsor Boys School

Number of clients seen:	12
Number of Hours:	Groups hours 29 - client hours 83
Overview of Work:	Groups resumed as schools re-opened. One group has continued and now has 3 members, as the 4 th decided he no longer needed to come. A second group formed in March 21. The members are now settled and remain a group of 5. Themes for this group are: low self esteem, low confidence, friendship, school difficulties, family issues and anxiety.

Overview of work: Counselling Support Work took place in four schools. Furze Platt, Manor Green, Newlands and Desborough. Throughout the year the groups ran either in school or on an individual basis remotely via phone or video call. Each session starts with a Check In with each member of the group having the opportunity to let the group know how they are and how the week has been for them. We pay heed to The Agreement that was drawn up when the group started. This includes, giving each person the time to speak, listening to others and being supportive. From the Check In concerns, issues or themes can be further discussed. Resources such as card games, puzzles and art materials are supplied if required. These can aid group development, social interaction and a joint focus while talking. At the end of the sessions there is a Check Out looking forward to the weeks plans and to ensure all are ok to carry on to their next lesson.

Name of School	Furze Platt
How many groups	2 individual sessions/2 group sessions individual sessions
How many hours per month	8
How many young people in each group	2 students/5 and 6 students
Key themes	Relationships/Anxiety/Exam Stress/Peer Pressur

Name of School	Manor Green
How many groups	3 individual sessions
How many hours per month	8
How many young people in each group	3 students
Key themes	School Life/Home Life/Physical Difficulties/Friendships

Name of School	Newlands
How many groups	2 groups/2 individuals
How many hours per month	8
How many young people in each group	4 students/5 students
Key themes	Exam Techniques and Pressures/Scho

	Phobia/Peer Relationships/Bullying/Self Harm
Name of School	Desborough
How many groups	2 groups
How many hours per month	8
How many young people in each group	5 students/3students
Key themes	Bullying/ Depression/Competitiveness/Bereavement

Focus for future/areas of development:

Due to Lockdowns and Restrictions in this year much of the group work has been offered as remote individual sessions via phone or video call. The intention is to be back in schools with the groups when circumstance permits.

Lisa Miller

Overview of work:

I have run Year six transition groups in Maidenhead in 19 primary schools this academic year. I started with face-to-face work and then with the lockdown over the winter term transferred some groups to online. When face-to-face work was allowed to resume in schools in the Spring term I then went back into schools to deliver the workshops in the remaining schools. I also delivered extra sessions in the schools who did not have any face-to-face sessions due to lockdown. Two school did not respond to numerous emails and phone calls offering this service.

Although this work is short term, from the feedback I have been given from the children themselves, this short intervention has had a positive impact on many of the children who were chosen by the teaching staff at their schools. What would be ideal looking to next year, in my view, is for the initial six week program to be delivered over the first two terms of the year to all the schools, and then the summer term could be used to offer a further 2/3 sessions per school to revisit the skills and ideas taught in the initial sessions.

Total Children: 143

Name of School	Braywick Court Primary School
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Resilience building executive function focus
Name of School	All Saints Primary School

How many groups	2
How many hours per month	8
How many young people in each group	3
Key themes	Resilience building executive function focus
Name of School	Cookham Dean Primary School
How many groups	2 Individuals
How many hours per month	8
How many young people in each group	-
Key themes	Family breakdown
Name of School	Furze Platt primary
How many groups	3 individuals
How many hours per month	12
How many young people in each group	-
Key themes	
Name of School	<u>Courthouse Primary</u>
How many groups	<u>1</u>
How many hours per month	<u>4</u>
How many young people in each group	<u>6</u>
Key themes	<u>Transition</u>
Name of School	Bisham
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	White Waltham
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	Knowl Hill
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	Holy port
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition

Name of School	Riverside
How many groups	2
How many hours per month	8
How many young people in each group	6
Key themes	Transition
Name of School	Waltham St Lawrence
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	St Luke's
How many groups	2
How many hours per month	8
How many young people in each group	6
Key themes	Transition
<u>Name of School</u>	<u>Wessix school</u>
<u>How many groups</u>	<u>2</u>
<u>How many hours per month</u>	<u>8</u>
<u>How many young people in each group</u>	<u>6</u>
<u>Key themes</u>	<u>Transition</u>
Name of School	Lowbrook Academy
How many groups	2
How many hours per month	8
How many young people in each group	6
Key themes	Transition
Name of School	Cookham Rise
How many groups	2
How many hours per month	8
How many young people in each group	6
Key themes	Transition
Name of School	All saints
How many groups	1
How many hours per month	2
How many young people in each group	6
Key themes	Transition
Name of School	Woodlands

How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	Oldfield
How many groups	1
How many hours per month	4
How many young people in each group	6
Key themes	Transition
Name of School	Edmund Campion
How many groups	2
How many hours per month	8
How many young people in each group	6
Key themes	Transition

Focus for future/areas of development:

What would be ideal looking to next year, in my view, is for the initial six-week program to be delivered over the first two terms of the year to all the schools, and then the summer term could be used to offer a further 2/3 sessions per school to revisit the skills and ideas taught in the initial sessions.

Sharyn Prince

Young People's Representative

Hi, I'm Max. I'm the Young Person's Representative on Number 22's Board of Trustees. I have been doing this role for just over a year. I

joined because the Trustees wanted to hear a younger voice when making decisions about how best to support the emotional wellbeing of my peer group.

I have been attending Executive Meetings once a quarter and it's been really interesting to understand the charity and what Number 22 can offer young people. I am especially impressed with the school's programme which has expanded hugely this year, to include my school, Sir William Borlase. My Assistant Head told me a few weeks ago about how much of a success it is, which is great to hear as I feel that support for young people has been much needed particularly through the last year.

I attended Alison's safeguarding course with the other Trustees as it was a condition of one of our donor's grants. I really enjoyed understanding the professional responsibility that counsellors have when working with my age group – it made me feel really safe.

Throughout the last year, it can certainly be said that my friends and I have felt the effects of the pandemic. The uncertainty has been especially unsettling, with exams cancelled and social lives halted. I think we're lucky to have Number 22 on our doorstep and I'm really thankful to all the counsellors who give their time for us.

Max Warburton

CCG Commissioning

No 22 has risen admirably to the challenges of the last year to support more CYP and families than ever before. Despite increasing demand as well as an increase in clients presenting with more complex issues, they have provided over 19,000 hrs of support whilst also continuing to develop the skills of their staff and volunteers and expanding their community and schools offer in both RBWM and Slough.

During the lockdown periods, No 22 were able to quickly adapt to offering telephone and online counselling. They have used this learning to continue offering a blended model going forward, enabling more choice for service users.

We all see at first hand the extraordinary work done by No 22's staff and volunteers and I would like to thank them for their tremendous and inspiring work that has made all these achievements possible in increasingly difficult circumstances.

Giovanni Ferri

Social Media

It is an expectation of many funders to have a social media presence so that we can market their support. We also wanted to be more accessible online. As a result, we have decided to take a fresh look at Facebook and Twitter.

Objectives

Growing a social media presence can be very time consuming. We decided to focus on Facebook and Twitter, which fit the main profile for our clients and parents of our younger clients. It is useful to have a tight set of objectives as this project will be managed on a time limited (around an hour a week once we are established) and voluntary basis:

- Celebrate our successes
- Drive prospective clients, volunteer counsellors, potential trainees and donors to our website

- Highlight our fundraising messages
- Signpost clients and volunteer counsellors to reputable sources of information
- Raise awareness of our service as 'the' local counselling charity (being mindful that we do not want to overload our waiting list)

What we've done

- Rebranded our Facebook and Twitter presence to synergise with our new branding. This builds on Maria's incredible work on Facebook and Shula's tweets.
- Renamed our sites as follows (unfortunately they are not the same as we have some historic presence and do not know the original admins so we cannot remove/merge it!)
<https://www.facebook.com/No22counselling>
<https://twitter.com/counsellingNo22>
- All volunteer counsellors and trustees have been asked to like/follow our page and profile if they feel comfortable to do so
- Facebook and Twitter links have been added to our website
- 'Liked' and 'followed' national and local mental health pages and profiles. We are liking, sharing, commenting and retweeting posts and tweets in order to boost the number of our followers
- Posted news including our fundraising successes and highlighting how we are working throughout Covid-19.

Early Results

- Facebook page likes/followers grown from 28 to 90 followers
- Twitter follows grown from 45 to 84
- Developing new local followers including RBWM, Slough Public Health and East Berkshire CCG
- Posts have been liked and retweeted by high profile organisations including Samaritans and Place2Be

Next Steps

- Grow the number of followers and level of engagement by continuing to add stories
- Develop a rolling number of messages and news to use on social media in line with our objectives
- Encourage all new volunteers to like or follow our pages
- Highlight social media to our new clients (in the knowledge that if they 'like' a page it can be seen publicly, but if they 'follow' a page this is private)

Our social media presence is very much work in progress and we have a lot more work to do to build our presence. If you have any feedback, please do pass it on.

Thank you!

Lisa

COUNSELLORS' REPRESENTATIVE REPORT

I have been the counsellor's representative for over 4 years now and I am still very much enjoying my role within the committee.

Being the counsellor's representative allows me to be the voice of all the counsellors from Slough, Windsor and Maidenhead.

If anyone has any concerns or queries or would like to discuss anything with me please do not hesitate to contact me and I will happily discuss it with you confidentially and take it to the committee at the next meeting.

Carolyn Fisher

Statistical Information 20/21

(01.06.20-31.05.21)

Number of New Referrals

	Year 20/21	Year 19/20	Percentage increase
Agencies (Windsor, Maidenhead, Slough)	991	683	45%
Burnham Health	23	-	-
Family Action	7	-	-
Schools	488	295	65%
Advocacy	115	123	-6.5%
TOTAL	1624	1101	47.5%

Number of Counselling hours

	Year 20/21	Year 19/20	Percentage increase
1. Agencies	6365	-	-
2. Burnham Health	74	-	-
3. Family Action	64	-	-
4. Hope Project	799	-	-
5. Young Person Project	586	-	-
Total of above 1-5	7880	7037	12%
Schools	6615	2092	216%
Advocacy (not travel)	4731	2885	63%
TOTAL	19234	12014	60%

Schools

	Year	Year	Percentage increase

	20/21	19/20	
Number of schools	39	16	143%
Number of Schools Counsellors	29	13	129%
Hours Provided	6615	2092	216%
Advocacy			
	Year 20/21	Year 19/20	Percentage increase
Number of Advocates	25	19	31%
Hours Provided (with travel)	5800	3996	45%

Clinical Evaluation Findings

Our findings this year demonstrated three main points. Yet again our clients overwhelmingly experienced improvement in their emotional wellbeing after receiving counselling. There was no change in the percentage who experienced a positive outcome and therefore no change in those who did not experience an improvement. There was a slight improvement in the positive outcomes in schools, though both figures were very similar across both deliveries. The findings were as follows:

Agency work:

Percentage who felt they improved	93%
Percentage who felt the same	6%
Percentage who felt no improvement	1%

Of the clients who improved the majority saw an improvement of between 1 and 5 points, though the majority of this group saw an improvement of 3

All the clients who saw no improvement or felt the same came for less than 5 sessions

The clients who experienced positive movement came for an average of 20 sessions or more.

Schools work

Percentage who felt they improved	90%
Percentage who felt the same	8%
Percentage who felt no improvement	2%

TREASURERS REPORT for the year Ended 31 March 2021

Please see the attached Accounts for the year ended 31 March 2021. The accounts are accurate and will be submitted for inspection to be filed as part of a report with the Charities Commission.

We would like to express our sincere appreciation for those individuals, organisations and trusts that have provided funding to us so far this year and to those who are committed to donating this year and beyond.

The Royal Borough of Windsor and Maidenhead and the East Berkshire CCG continue to jointly commission Number 22's service. The East Berkshire CCG provided additional funding this year to support our Covid response.

Other revenue streams include counselling in schools, advocacy services, and CPCAB training. All of these activities have been designed to generate income to support our core activities and contribute to the operational costs of the charity.

Our fundraising has centered around bidding for funds from grant givers whose aims and objectives align with the charity. Many donors support our work with young people and their mental health, although one donor has supported our work with adult clients who are feeling suicidal.

Generous donations this year have been received from BBC Children in Need, The Spoor, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, Maidenhead United Football Club, The Garfield Weston Foundation, Orbis Investment Advisory Ltd, The

Inner Wheel, The Walter Hazell Charitable Trust and a local donor who would like to remain anonymous. We would also like to thank Amelia Warburton and Melissa Gale for their donations from their sponsored runs.

We continue to receive money from donations through Just Giving and Easy fundraising. Please keep in mind how easy and effortless it is for donations to be made to our charity through Easy fundraising each time you make an online purchase. Easy Fundraising turns your shopping into donations at no cost to you. Just go through Easyfundraising.org.uk and find our charity.

The majority of our spending continues to be staff costs from advocacy work, management, outreach in schools, and the costs of direct support for the counsellors in their supervision and training. We have had to increase our management and office support to meet our demand in increased growth and objectives.

Given our mission is to help vulnerable young people and adults, I am pleased to say that we have been successful in maintaining our reserves balance required for our Reserves Policy which aims to ensure our clients and services are protected from the risk of disruption at short notice.

Since the implementation of accounting software in April 2020, the charity has become more efficient in managing financial activities with quick access to reports, payments and receipts which can be linked with our bank.

Fundraising is always an important part of keeping our charity going and being able to offer free services to the community. Every donation makes a difference, no matter how big or small.

Jodi Romaker

LISTEN

*When I ask you to listen to me
and you start to give me advice,
you have not done what I asked*

*When I ask you to listen to me
and you begin to tell me why
I shouldn't feel that way,
you are trampling on my feelings*

*When I ask you to listen to me
and you feel you have to do something
to solve my problem
you have failed me – strange
as that may seem*

*LISTEN! All I asked was that you listen,
not to talk or to do – just hear me.
Advice is cheap, I'm not helpless.
Maybe discouraged and faltering,
but not helpless.*

*When you do something for me that I can
and need to do for myself, you contribute
to my fear and weakness.*

*But, when you accept as a simple fact
that I do feel what I feel, no matter how irrational,
then I can stop trying to convince you and get on with
the business of understanding what's behind this irrational feeling,
And when that's clear, the answers are obvious and I don't need
advice.
Irrational feelings make sense when we
Understand what's behind them.*

(Anon)

Friends of Windsor and Maidenhead Counselling Service

Dee Agnew-Marquez

Sylvia Andrews	Hazel McDonald
Mark Arthurn	Jackie Mathews
Mike Mathews	Hazel Cooper
Norman Cumming	Doreen Nutall
Marion Cutts	Keith Payne
Tania Frommholz	Maureen Payne
Eileen Goford	Laura Peake
Thalia Grant	Margaret Robinson
Donna Hayward-Sussex	Jean Stewart
Jane Hedley	Revd Serena Tajima
Fiazu Al-Chalabi	Elaine Watson
Ann Hinton	Roger Watson
Ian Grant	Elizabeth Hurst
Mrs Williams	Sue Furney
John Long	Susan Hinds
Mary Luxon	Rev Mary Barnes
Majella Mannors	Paramjit Hothi
Anne King	Michael Harding
Clifford Hayward	Duncan Wardle
Jane Sorrell	Stephen Sorrell
Bernie Khan	Andrew Lang
Kate Saunders	Babs Bansi
Judy D'Arcy	Mrs Stockton
Jan Lewin	Revd Mary Barnes
Linda Frewing	Merie Sharman
Janette Placquet	Dorothy Strack-Hankey
Bridgette Morris	Heather Harbord

You can make a donation to us by text

Text Calm22
Plus your donation amount to
70070

Or if you are shopping online go to www.easyfundraising and register your support for Windsor and Maidenhead Counselling Service. A percentage of all you buy will then come to us at no cost to you!

REGISTERED CHARITY NUMBER: 1177138

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

Contents of the Financial Statements
for the Year Ended 31 March 2021

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Detailed Statement of Financial Activities	19 to 21

Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2020/21. The year has seen the charity make progress in all areas. Fund raising and grants have supported expansion to reach more people more quickly. A developing income stream from our Schools Packages, our Advocacy work and the CPCAB courses has also contributed to putting us in a favourable financial position. The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work. In particular we wish to acknowledge the swift and effective response to the Covid lockdown so that clients were not left unsupported. New ways of working were implemented imaginatively.

Windsor & Maidenhead Youth and Community Counselling Service is also known as Number 22 and Youth Talk.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order.

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

OBJECTIVES AND ACTIVITIES

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. For many reasons 2020 was a stark reminder that mental health is something we need to proactively safeguard and therefore as a local charity, now more than ever it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

There is a growing demand for Number 22's service, so our first priority is to maintain the quality of the service we are already offering and reducing our waiting list times. In parallel we will also develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

120 volunteers provide approximately 12,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The Covid-19 pandemic has had a significant impact on our charity as we moved to a completely remote way of working within two weeks of the first national lockdown (March 2020). The management team worked with the counsellors to ensure that everyone was comfortable with this way of working. Some counsellors engaged in additional training to support this. Previously one hundred per cent of counselling was face to face in agency rooms and schools; this transition to online/telephone counselling was an enormous change for us and we are very proud of all our counsellors who took this step and continued to support their clients through this extraordinary year. Schools' work continued and where some school groups work wasn't possible, the counsellors used this time to increase the provision of individual work. Advocacy work continued and the CPCAB courses transitioned to online.

Fundraising activities

Our fundraising has centered around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health. One donor has supported our work with adult clients who are feeling suicidal.

Generous donations this year have come from BBC Children in Need, The Spoores, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, Maidenhead United Football Club, The Garfield Weston Foundation, Orbis Investment Advisory Ltd, The Inner Wheel, The Walter Hazell Charitable Trust and a local donor who would like to remain anonymous.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2021 present a healthy position for the charity. Although the gross income of £443,796 has increased by 87% in comparison with the previous year, our expenditure has also increased, resulting in a net income of £60,946, which is an increase from last year's loss (£5,175). The donations and legacies have made the greatest positive impact on the income, which total £205,496, and have more than doubled in comparison with the previous year. The largest expenditure is from school counselling, which has doubled from last year, from £41,695 to £84,229, although with a gross income of £60,439. Due to the growth of the charity, the unrestricted fund reserve is currently at £171,655, which is enough to protect the charity and its service users from any disruption of services for 9 months.

Principal funding sources

The Royal Borough of Windsor and Maidenhead and the East Berkshire CCG jointly commission Number 22's service. This funding makes up about 20% of the total income.

The East Berkshire CCG gave further funds this year to support our Covid response.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 6-9 months of general expenditure.

Going concern

As we close our 2020/21 year, the Number 22 accounts are less perilous than they have been in the past and this is down to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

FUTURE PLANS

In the coming year we plan to:

1. Increase counselling provision by offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list.
3. Increase the number of counselling hours offered in Slough by 50%.
4. To continue to develop the range of work in Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
 - Further development of the work in Primary schools: increase beyond Maidenhead
5. To consolidate and continue to increase the provision of the Advocacy Service.
6. To develop an Independent Visiting Service to support looked after children, within RBWM.
7. To continue to develop the CPCAB training as a funding stream at Levels 2 and 3 and implement Diploma Level 4.
8. Seek new areas of funding for specific projects and to contribute towards operational costs.
9. To develop and define clear and accessible tracking of income and expenditure using Xero and accountancy codes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford

Secretary	Karen Melton
Treasurer	Jodi Romaker

Committee Members

Mary Luxon
Carolyn Fisher
Sally Wright
Sue Curley
Natalie Mead

Young People's Representative

Max Warburton

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Lucie Lang
Ruksana Khan

Receptionist

Ruksana Khan

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

Principal address

4 Marlow Road

Maidenhead

Berkshire

SL6 7YR

Trustees

S Somerville

J Romaker

S Curley

S Wright

C Fisher

K Melton

M Luxton

M A E Goford

N I Mead (appointed 9.11.20)

Independent Examiner

Stiles & Co

2 Lake End Court

Taplow Road

Maidenhead

Berkshire

SL6 0JQ

Approved by order of the board of trustees on 15 July 2021 and signed on its
behalf by:

S. A. Somerville

S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Stiles & Co.

Darren Parsons FCCA
ACCA
Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date: 15/07/2021

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		196,099	9,397	205,496	99,691
Charitable activities					
Schools counselling		60,439	-	60,439	40,706
Advocacy work		125,915	-	125,915	81,662
Supervision		2,762	-	2,762	303
Training courses		11,807	-	11,807	3,755
CPCAB training		25,889	-	25,889	-
Counselling packages		10,030	-	10,030	-
Other trading activities	2	-	-	-	1,441
Investment income	3	1,458	-	1,458	9,797
Total		434,399	9,397	443,796	237,355
EXPENDITURE ON					
Raising funds		216	-	216	208
Charitable activities					
Schools counselling		84,521	-	84,521	41,730
Advocacy work		77,262	-	77,262	68,242
Supervision		46,615	-	46,615	40,815
Training courses		10,218	-	10,218	6,484
Managers		48,176	-	48,176	37,845
CPCAB training		21,579	-	21,579	-
Family action		867	-	867	-
Counselling packages		718	-	718	-
Agency counselling		9,911	-	9,911	-

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
Parents group		1,050	-	1,050	-
Hope project		7,208	-	7,208	-
Other		<u>74,509</u>	<u>-</u>	<u>74,509</u>	<u>47,206</u>
Total		<u>382,850</u>	<u>-</u>	<u>382,850</u>	<u>242,530</u>
NET INCOME/(EXPENDITURE)		51,549	9,397	60,946	(5,175)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>120,106</u>	<u>-</u>	<u>120,106</u>	<u>125,281</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>171,655</u></u>	<u><u>9,397</u></u>	<u><u>181,052</u></u>	<u><u>120,106</u></u>

The notes form part of these financial statements

**Windsor and Maidenhead Youth and
Community Counselling Service**

**Balance Sheet
31 March 2021**

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	7	1,147	-	1,147	-
CURRENT ASSETS					
Debtors	8	75,496	-	75,496	28,569
Cash at bank		<u>309,303</u>	<u>18,794</u>	<u>328,097</u>	<u>116,782</u>
		384,799	18,794	403,593	145,351
CREDITORS					
Amounts falling due within one year	9	(214,291)	(9,397)	(223,688)	(25,245)
		<u>170,508</u>	<u>9,397</u>	<u>179,905</u>	<u>120,106</u>
NET CURRENT ASSETS					
		171,655	9,397	181,052	120,106
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>171,655</u>	<u>9,397</u>	<u>181,052</u>	<u>120,106</u>
NET ASSETS					
FUNDS	10				
Unrestricted funds				171,655	120,106
Restricted funds				<u>9,397</u>	<u>-</u>
TOTAL FUNDS				<u>181,052</u>	<u>120,106</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
15 July 2021 and were signed on its behalf by:

S.A. Somerville
 S Somerville - Trustee

J Romaker
 J Romaker - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Changes in accounting policies

During the year income receivable increased to over the levels at which the charity is able to report on a receipts and payments basis. Therefore, the comparative amounts shown in these financial statements have been restated on accruals basis. The results of this change of policy are that net expenses have reduced from £13,612 to £5,175 and net assets have increased from £117,783 to £120,106.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £115,910 (2020: £42,946), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

Providing group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. Also providing a large amount of individual therapy sessions in schools. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding.
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Fundraising events	<u>-</u>	<u>1,441</u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Rents received	103	9,797
Deposit account interest	<u>1,355</u>	<u>-</u>
	<u>1,458</u>	<u>9,797</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Management	1	-
Administration	4	1
Schools counselling	6	2
	<u>11</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	99,691	-	99,691
Charitable activities			
Schools counselling	40,706	-	40,706
Advocacy work	81,662	-	81,662
Supervision	303	-	303
Training courses	3,755	-	3,755
Other trading activities	1,441	-	1,441
Investment income	<u>9,797</u>	<u>-</u>	<u>9,797</u>
Total	237,355	-	237,355
EXPENDITURE ON			
Raising funds	208	-	208

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Charitable activities			
Schools counselling	41,730	-	41,730
Advocacy work	68,242	-	68,242
Supervision	40,815	-	40,815
Training courses	6,484	-	6,484
Managers	37,845	-	37,845
Other	<u>47,206</u>	<u>-</u>	<u>47,206</u>
Total	<u>242,530</u>	<u>-</u>	<u>242,530</u>
NET INCOME/(EXPENDITURE)	(5,175)	-	(5,175)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>125,281</u>	<u>-</u>	<u>125,281</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>120,106</u></u>	<u><u>-</u></u>	<u><u>120,106</u></u>

7. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
Additions	<u>1,720</u>
DEPRECIATION	
Charge for year	<u>573</u>
NET BOOK VALUE	
At 31 March 2021	<u><u>1,147</u></u>
At 31 March 2020	<u><u>-</u></u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	62,199	25,050
Other debtors	1,255	-
Prepayments and accrued income	<u>12,042</u>	<u>3,519</u>
	<u>75,496</u>	<u>28,569</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	35,524	25,635
Taxation and social security	1,329	(750)
Other creditors	<u>186,835</u>	<u>360</u>
	<u>223,688</u>	<u>25,245</u>

10. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	120,106	51,549	171,655
Restricted funds			
Children in need	-	9,397	9,397
	<u>120,106</u>	<u>60,946</u>	<u>181,052</u>
TOTAL FUNDS			

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	434,399	(382,850)	51,549
Restricted funds			
Children in need	9,397	-	9,397
	<u>443,796</u>	<u>(382,850)</u>	<u>60,946</u>
TOTAL FUNDS			

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	125,281	(5,175)	120,106
TOTAL FUNDS	<u>125,281</u>	<u>(5,175)</u>	<u>120,106</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	237,355	(242,530)	(5,175)
TOTAL FUNDS	<u>237,355</u>	<u>(242,530)</u>	<u>(5,175)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	125,281	46,374	171,655
Restricted funds			
Children in need	-	9,397	9,397
TOTAL FUNDS	<u>125,281</u>	<u>55,771</u>	<u>181,052</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	671,754	(625,380)	46,374
Restricted funds			
Children in need	9,397	-	9,397
TOTAL FUNDS	<u>681,151</u>	<u>(625,380)</u>	<u>55,771</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	89,586	56,745
Grants	<u>115,910</u>	<u>42,946</u>
	205,496	99,691
Other trading activities		
Fundraising events	-	1,441
Investment income		
Rents received	103	9,797
Deposit account interest	<u>1,355</u>	<u>-</u>
	1,458	9,797
Charitable activities		
Schools counselling	60,439	40,706
Advocacy	125,915	81,662
Supervision	2,762	303
Training income	11,807	3,755
Counselling packages	10,030	-
CPCAB training	<u>25,889</u>	<u>-</u>
	<u>236,842</u>	<u>126,426</u>
Total incoming resources	443,796	237,355
EXPENDITURE		
Other trading activities		
Purchases	-	10
Just giving charges	<u>216</u>	<u>198</u>
	216	208
Charitable activities		
Wages - schools counselling	41,045	21,707
Pensions	292	35
Schools counselling	43,184	19,988
Advocacy	77,262	68,242
Carried forward	161,783	109,972

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Charitable activities		
Brought forward	161,783	109,972
Training costs	10,218	6,484
Supervision costs	46,615	40,815
Agency counselling	9,911	-
Parents group	1,050	-
Counselling packages	1,585	-
Hope project	7,208	-
CPCAB training expenses	21,579	-
Managers	<u>48,176</u>	<u>37,845</u>
	308,125	195,116
Other		
Subscriptions	319	589
Support costs		
Management		
Wages	39,401	9,236
Social security	484	-
Pensions	8,191	-
Administration assistant	<u>-</u>	<u>550</u>
	48,076	9,786
Finance		
Bank charges	63	103
Computer equipment	<u>573</u>	<u>-</u>
	636	103
Information technology		
Computer expenses	8,730	3,653
Other		
Rent and room hire	720	15,656
Insurance	4,640	820
Telephone	1,508	2,650
General office expenses	1,134	4,519
Motor expenses	11	778
Advertising	<u>123</u>	<u>756</u>
	8,136	25,179
Governance costs		
Auditors' remuneration	1,000	360
Carried forward	1,000	360

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21	31.3.20
	£	£
Governance costs		
Brought forward	1,000	360
Accountancy and legal fees	5,731	4,892
Consultancy fees	1,881	2,217
AGM expenses	-	427
	<u>8,612</u>	<u>7,896</u>
Total resources expended	<u>382,850</u>	<u>242,530</u>
Net income/(expenditure)	<u>60,946</u>	<u>(5,175)</u>

This page does not form part of the statutory financial statements

REGISTERED CHARITY NUMBER: 1177138

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2021
for
Windsor and Maidenhead Youth and
Community Counselling Service

Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Windsor and Maidenhead Youth and
Community Counselling Service

Contents of the Financial Statements
for the Year Ended 31 March 2021

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Balance Sheet	10
Notes to the Financial Statements	11 to 18
Detailed Statement of Financial Activities	19 to 21

Chairman's Statement for the Financial Report

We are pleased to present the financial report for 2020/21. The year has seen the charity make progress in all areas. Fund raising and grants have supported expansion to reach more people more quickly. A developing income stream from our Schools Packages, our Advocacy work and the CPCAB courses has also contributed to putting us in a favourable financial position. The Trustees are very aware of the good leadership and management that has led to this state of affairs and wish to thank the Director and her team for their dedicated work. In particular we wish to acknowledge the swift and effective response to the Covid lockdown so that clients were not left unsupported. New ways of working were implemented imaginatively.

Windsor & Maidenhead Youth and Community Counselling Service is also known as Number 22 and Youth Talk.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The objectives of the organisation are the advancement of education, the furtherance of health and the relief of poverty, distress and sickness of young people, families and carers in the communities of Windsor, Maidenhead, Slough and the surrounding areas. Activities will take place on three sites. The charity will maintain and continue to develop further a youth and community counselling service for the giving of individual or group counselling and support.

Significant activities

1. The delivery of free at the point of use counselling to young people (11 years plus) and adults in the community who may come to the service of their own accord. Referrals are also taken from:

- GP surgeries
- Social services
- CAMHS
- Schools
- Talking Therapies
- Other statutory and voluntary services

2. A commissioned Advocacy service for children and young people who are involved with social care, either as a looked-after child or subject to a child protection order.

3. Group and individual counselling in schools - the provision of a low-cost counselling service

4. CPCAB training to prospective counsellors

5. Fundraising to support the above

OBJECTIVES AND ACTIVITIES

Public benefit

Number 22 is a vital resource within the local communities of Slough, Maidenhead and Windsor providing free support to young people, families and carers. For many reasons 2020 was a stark reminder that mental health is something we need to proactively safeguard and therefore as a local charity, now more than ever it is important that our community can easily access the support they need in these challenging times and reduce the burden on statutory services.

There is a growing demand for Number 22's service, so our first priority is to maintain the quality of the service we are already offering and reducing our waiting list times. In parallel we will also develop new areas of funding for specific projects as well as ensuring there is a contribution towards our operational costs.

Volunteers

120 volunteers provide approximately 12,000 counselling hours per year. Some of these hours are delivered to young people in the agency and in schools and because of the additional experience and training required, some of these hours are remunerated. Everyone who is paid by the agency for counselling work continues to offer voluntary hours.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The Covid-19 pandemic has had a significant impact on our charity as we moved to a completely remote way of working within two weeks of the first national lockdown (March 2020). The management team worked with the counsellors to ensure that everyone was comfortable with this way of working. Some counsellors engaged in additional training to support this. Previously one hundred per cent of counselling was face to face in agency rooms and schools; this transition to online/telephone counselling was an enormous change for us and we are very proud of all our counsellors who took this step and continued to support their clients through this extraordinary year. Schools' work continued and where some school groups work wasn't possible, the counsellors used this time to increase the provision of individual work. Advocacy work continued and the CPCAB courses transitioned to online.

Fundraising activities

Our fundraising has centered around bidding for funds from grant givers whose aims and objectives align with Number 22. Many donors support our work with young people and their mental health. One donor has supported our work with adult clients who are feeling suicidal.

Generous donations this year have come from BBC Children in Need, The Spoores, Merry & Rixman Foundation, The Lottery Fund, The Berkshire Community Foundation, The Louis Baylis Charitable Trust, The Shanly Foundation, The Windsor and Maidenhead Christian Trust, The Prince Philip Trust, Maidenhead United Football Club, The Garfield Weston Foundation, Orbis Investment Advisory Ltd, The Inner Wheel, The Walter Hazell Charitable Trust and a local donor who would like to remain anonymous.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

FINANCIAL REVIEW

Financial position

The Statement of Financial activities for the year ended 31 March 2021 present a healthy position for the charity. Although the gross income of £443,796 has increased by 87% in comparison with the previous year, our expenditure has also increased, resulting in a net income of £60,946, which is an increase from last year's loss (£5,175). The donations and legacies have made the greatest positive impact on the income, which total £205,496, and have more than doubled in comparison with the previous year. The largest expenditure is from school counselling, which has doubled from last year, from £41,695 to £84,229, although with a gross income of £60,439. Due to the growth of the charity, the unrestricted fund reserve is currently at £171,655, which is enough to protect the charity and its service users from any disruption of services for 9 months.

Principal funding sources

The Royal Borough of Windsor and Maidenhead and the East Berkshire CCG jointly commission Number 22's service. This funding makes up about 20% of the total income.

The East Berkshire CCG gave further funds this year to support our Covid response.

Over the past three years, Number 22 has developed further revenue streams in order to support the charity's aims and to extend our counselling provision (1) low cost schools counselling (2) Advocacy Service (3) CPCAB training provision. All of these activities have been designed to generate small amounts of income in order to support our core activities and contribute to the running costs of Number 22.

Reserves policy

The Number 22 reserves policy aims to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain funds for longer than required. Our reserves policy is set at 6-9 months of general expenditure.

Going concern

As we close our 2020/21 year, the Number 22 accounts are less perilous than they have been in the past and this is down to the revenue generating streams and our fundraising. We continue to be extremely ambitious to work with as many clients as we can, demand has never been higher and statutory services continue to refer many clients to Number 22. The generosity of our donors allows us to continue the work that we do.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

FUTURE PLANS

In the coming year we plan to:

1. Increase counselling provision by offering a blended service of remote and face to face work.
2. To continue to develop means of reducing the waiting list.
3. Increase the number of counselling hours offered in Slough by 50%.
4. To continue to develop the range of work in Middle and Secondary schools, including:
 - Individual counselling
 - Support group work
 - Reflective supervision
 - Further development of the work in Primary schools: increase beyond Maidenhead
5. To consolidate and continue to increase the provision of the Advocacy Service.
6. To develop an Independent Visiting Service to support looked after children, within RBWM.
7. To continue to develop the CPCAB training as a funding stream at Levels 2 and 3 and implement Diploma Level 4.
8. Seek new areas of funding for specific projects and to contribute towards operational costs.
9. To develop and define clear and accessible tracking of income and expenditure using Xero and accountancy codes.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was registered as a CIO on 13 Feb 2018.

The charity is controlled by a constitution.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

Executive Committee

Chair	Sally Somerville
Vice-Chair	Eileen Goford

Secretary	Karen Melton
Treasurer	Jodi Romaker

Committee Members

Mary Luxon
Carolyn Fisher
Sally Wright
Sue Curley
Natalie Mead

Young People's Representative

Max Warburton

Director of Service

Shula Tajima

Service Managers

Damon Hall
Emily Warburton
Alison Batey
Julie Murrell
Sarah Luke

Administrators

Anne Lang
Lucie Lang
Ruksana Khan

Receptionist

Ruksana Khan

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Charity number

1177138

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2021

Principal address

4 Marlow Road

Maidenhead

Berkshire

SL6 7YR

Trustees

S Somerville

J Romaker

S Curley

S Wright

C Fisher

K Melton

M Luxton

M A E Goford

N I Mead (appointed 9.11.20)

Independent Examiner

Stiles & Co

2 Lake End Court

Taplow Road

Maidenhead

Berkshire

SL6 0JQ

Approved by order of the board of trustees on 15 July 2021 and signed on its
behalf by:

S. A. Somerville

S Somerville - Trustee

Independent Examiner's Report to the Trustees of
Windsor and Maidenhead Youth and
Community Counselling Service

Independent examiner's report to the trustees of Windsor and Maidenhead Youth and Community Counselling Service

I report to the charity trustees on my examination of the accounts of Windsor and Maidenhead Youth and Community Counselling Service (the Trust) for the year ended 31 March 2021.

Responsibilities and basis of report

As the charity trustees of the Trust 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 Trust's accounts carried out under section 145 of the Act and in carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of ACCA which is one of the listed bodies.

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

1. accounting records were not kept in respect of the Trust as required by section 130 of the Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 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.

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.

Stiles & Co.

Darren Parsons FCCA
ACCA
Stiles & Co
2 Lake End Court
Taplow Road
Maidenhead
Berkshire
SL6 0JQ

Date: 15/07/2021

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies		196,099	9,397	205,496	99,691
Charitable activities					
Schools counselling		60,439	-	60,439	40,706
Advocacy work		125,915	-	125,915	81,662
Supervision		2,762	-	2,762	303
Training courses		11,807	-	11,807	3,755
CPCAB training		25,889	-	25,889	-
Counselling packages		10,030	-	10,030	-
Other trading activities	2	-	-	-	1,441
Investment income	3	1,458	-	1,458	9,797
Total		434,399	9,397	443,796	237,355
EXPENDITURE ON					
Raising funds		216	-	216	208
Charitable activities					
Schools counselling		84,521	-	84,521	41,730
Advocacy work		77,262	-	77,262	68,242
Supervision		46,615	-	46,615	40,815
Training courses		10,218	-	10,218	6,484
Managers		48,176	-	48,176	37,845
CPCAB training		21,579	-	21,579	-
Family action		867	-	867	-
Counselling packages		718	-	718	-
Agency counselling		9,911	-	9,911	-

The notes form part of these financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Statement of Financial Activities
for the Year Ended 31 March 2021

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
Parents group		1,050	-	1,050	-
Hope project		7,208	-	7,208	-
Other		<u>74,509</u>	<u>-</u>	<u>74,509</u>	<u>47,206</u>
Total		<u>382,850</u>	<u>-</u>	<u>382,850</u>	<u>242,530</u>
NET INCOME/(EXPENDITURE)		51,549	9,397	60,946	(5,175)
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>120,106</u>	<u>-</u>	<u>120,106</u>	<u>125,281</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>171,655</u></u>	<u><u>9,397</u></u>	<u><u>181,052</u></u>	<u><u>120,106</u></u>

The notes form part of these financial statements

**Windsor and Maidenhead Youth and
Community Counselling Service**

**Balance Sheet
31 March 2021**

	Notes	Unrestricted fund £	Restricted fund £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	7	1,147	-	1,147	-
CURRENT ASSETS					
Debtors	8	75,496	-	75,496	28,569
Cash at bank		<u>309,303</u>	<u>18,794</u>	<u>328,097</u>	<u>116,782</u>
		384,799	18,794	403,593	145,351
CREDITORS					
Amounts falling due within one year	9	(214,291)	(9,397)	(223,688)	(25,245)
		<u>170,508</u>	<u>9,397</u>	<u>179,905</u>	<u>120,106</u>
NET CURRENT ASSETS					
		171,655	9,397	181,052	120,106
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>171,655</u>	<u>9,397</u>	<u>181,052</u>	<u>120,106</u>
NET ASSETS					
FUNDS	10				
Unrestricted funds				171,655	120,106
Restricted funds				<u>9,397</u>	<u>-</u>
TOTAL FUNDS				<u>181,052</u>	<u>120,106</u>

The financial statements were approved by the Board of Trustees and authorised for issue on
15 July 2021 and were signed on its behalf by:

S.A. Somerville
 S Somerville - Trustee

J. Romaker
 J Romaker - Trustee

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charity, which is a public benefit entity under FRS 102, 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)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Charities Act 2011. The financial statements have been prepared under the historical cost convention.

Changes in accounting policies

During the year income receivable increased to over the levels at which the charity is able to report on a receipts and payments basis. Therefore, the comparative amounts shown in these financial statements have been restated on accruals basis. The results of this change of policy are that net expenses have reduced from £13,612 to £5,175 and net assets have increased from £117,783 to £120,106.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Donations and legacies

Donations and legacies are recognised when the trustees believe the funds are likely to be received. In the case of general donations, this is on receipt.

Government grants

Government grants are recognised when there is reasonable assurance that:

- (a) the entity will comply with the conditions attaching to them; and
- (b) the grants will be received.

Grants are recognised as income on a systematic basis over the periods in which the entity recognises the related costs for which the grant is intended to compensate.

Grants received during the year were £115,910 (2020: £42,946), including income from The Royal Borough of Windsor & Maidenhead and NHS commissioning groups.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, 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 accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

1. ACCOUNTING POLICIES - continued

Charitable activities

Schools counselling

The charity works closely with local schools to identify the needs of young people and to ensure that relevant support is offered.

Providing group work; running programmes which encourage young people to consider how they feel about themselves and how they relate to each other; improving self-esteem and building confidence. Also providing a large amount of individual therapy sessions in schools. This service is staffed by our counsellors who have completed additional training in:

- Child Protection & Safeguarding.
- Working Therapeutically with Children and Young People
- Working in Schools: Policies, Procedures and Practice

Income and expenses are recognised over the period the service is provided.

Counselling packages

The charity also provides counselling packages working alongside doctors and other health professionals, family groups and parents.

Advocacy

The charity offers an advocacy service for young people who are involved with social care. The service is staffed by counsellors who have completed additional training in advocacy. Advocacy is funded by Achieving For Children. Income and expenses are recognised over the period which the service is provided.

Supervision

Fundamental to the provision of safe, ethical and competent counselling, supervision is vital to the practice and development of counsellors and is a requirement for those who are on the Accredited Register. The charity provides supervisors and income and expenses are recognised over the period which the service is provided.

CPCAB and Training income

The charity offers the CPCAB (Counselling and Psychotherapy Central Awarding Body) Progression Route. The CPCAB is the UK's leading counselling awarding organisation offering courses run by counsellors for counsellors.

Training income is recognised over the period over which the course is provided. Training income received in advance is deferred and recognised as revenue as the services are rendered.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

Computer equipment - 33% on cost

Taxation

The charity is exempt from tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charity operates a defined contribution pension scheme. Contributions payable to the charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

2. OTHER TRADING ACTIVITIES

	31.3.21	31.3.20
	£	£
Fundraising events	<u>-</u>	<u>1,441</u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Rents received	103	9,797
Deposit account interest	<u>1,355</u>	<u>-</u>
	<u>1,458</u>	<u>9,797</u>

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

4. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

5. STAFF COSTS

The average monthly number of employees during the year was as follows:

	31.3.21	31.3.20
Management	1	-
Administration	4	1
Schools counselling	6	2
	<u>11</u>	<u>3</u>

No employees received emoluments in excess of £60,000.

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	99,691	-	99,691
Charitable activities			
Schools counselling	40,706	-	40,706
Advocacy work	81,662	-	81,662
Supervision	303	-	303
Training courses	3,755	-	3,755
Other trading activities	1,441	-	1,441
Investment income	<u>9,797</u>	<u>-</u>	<u>9,797</u>
Total	237,355	-	237,355
EXPENDITURE ON			
Raising funds	208	-	208

6. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted fund £	Restricted fund £	Total funds £
Charitable activities			
Schools counselling	41,730	-	41,730
Advocacy work	68,242	-	68,242
Supervision	40,815	-	40,815
Training courses	6,484	-	6,484
Managers	37,845	-	37,845
Other	<u>47,206</u>	<u>-</u>	<u>47,206</u>
Total	<u>242,530</u>	<u>-</u>	<u>242,530</u>
NET INCOME/(EXPENDITURE)	(5,175)	-	(5,175)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>125,281</u>	<u>-</u>	<u>125,281</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>120,106</u></u>	<u><u>-</u></u>	<u><u>120,106</u></u>

7. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
Additions	<u>1,720</u>
DEPRECIATION	
Charge for year	<u>573</u>
NET BOOK VALUE	
At 31 March 2021	<u><u>1,147</u></u>
At 31 March 2020	<u><u>-</u></u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

8. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	62,199	25,050
Other debtors	1,255	-
Prepayments and accrued income	<u>12,042</u>	<u>3,519</u>
	<u>75,496</u>	<u>28,569</u>

9. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	35,524	25,635
Taxation and social security	1,329	(750)
Other creditors	<u>186,835</u>	<u>360</u>
	<u>223,688</u>	<u>25,245</u>

10. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	At 31.3.21
	£	£	£
Unrestricted funds			
General fund	120,106	51,549	171,655
Restricted funds			
Children in need	-	9,397	9,397
	<u>120,106</u>	<u>60,946</u>	<u>181,052</u>
TOTAL FUNDS			

Net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended	Movement in funds
	£	£	£
Unrestricted funds			
General fund	434,399	(382,850)	51,549
Restricted funds			
Children in need	9,397	-	9,397
	<u>443,796</u>	<u>(382,850)</u>	<u>60,946</u>
TOTAL FUNDS			

10. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	At 31.3.20 £
Unrestricted funds			
General fund	125,281	(5,175)	120,106
TOTAL FUNDS	<u>125,281</u>	<u>(5,175)</u>	<u>120,106</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	237,355	(242,530)	(5,175)
TOTAL FUNDS	<u>237,355</u>	<u>(242,530)</u>	<u>(5,175)</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.19 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	125,281	46,374	171,655
Restricted funds			
Children in need	-	9,397	9,397
TOTAL FUNDS	<u>125,281</u>	<u>55,771</u>	<u>181,052</u>

Windsor and Maidenhead Youth and
Community Counselling Service

Notes to the Financial Statements - continued
for the Year Ended 31 March 2021

10. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	671,754	(625,380)	46,374
Restricted funds			
Children in need	9,397	-	9,397
TOTAL FUNDS	<u>681,151</u>	<u>(625,380)</u>	<u>55,771</u>

11. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	89,586	56,745
Grants	<u>115,910</u>	<u>42,946</u>
	205,496	99,691
Other trading activities		
Fundraising events	-	1,441
Investment income		
Rents received	103	9,797
Deposit account interest	<u>1,355</u>	<u>-</u>
	1,458	9,797
Charitable activities		
Schools counselling	60,439	40,706
Advocacy	125,915	81,662
Supervision	2,762	303
Training income	11,807	3,755
Counselling packages	10,030	-
CPCAB training	<u>25,889</u>	<u>-</u>
	<u>236,842</u>	<u>126,426</u>
Total incoming resources	443,796	237,355
EXPENDITURE		
Other trading activities		
Purchases	-	10
Just giving charges	<u>216</u>	<u>198</u>
	216	208
Charitable activities		
Wages - schools counselling	41,045	21,707
Pensions	292	35
Schools counselling	43,184	19,988
Advocacy	77,262	68,242
Carried forward	161,783	109,972

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21 £	31.3.20 £
Charitable activities		
Brought forward	161,783	109,972
Training costs	10,218	6,484
Supervision costs	46,615	40,815
Agency counselling	9,911	-
Parents group	1,050	-
Counselling packages	1,585	-
Hope project	7,208	-
CPCAB training expenses	21,579	-
Managers	<u>48,176</u>	<u>37,845</u>
	308,125	195,116
Other		
Subscriptions	319	589
Support costs		
Management		
Wages	39,401	9,236
Social security	484	-
Pensions	8,191	-
Administration assistant	<u>-</u>	<u>550</u>
	48,076	9,786
Finance		
Bank charges	63	103
Computer equipment	<u>573</u>	<u>-</u>
	636	103
Information technology		
Computer expenses	8,730	3,653
Other		
Rent and room hire	720	15,656
Insurance	4,640	820
Telephone	1,508	2,650
General office expenses	1,134	4,519
Motor expenses	11	778
Advertising	<u>123</u>	<u>756</u>
	8,136	25,179
Governance costs		
Auditors' remuneration	1,000	360
Carried forward	1,000	360

This page does not form part of the statutory financial statements

Windsor and Maidenhead Youth and
Community Counselling Service

Detailed Statement of Financial Activities
for the Year Ended 31 March 2021

	31.3.21	31.3.20
	£	£
Governance costs		
Brought forward	1,000	360
Accountancy and legal fees	5,731	4,892
Consultancy fees	1,881	2,217
AGM expenses	-	427
	<u>8,612</u>	<u>7,896</u>
Total resources expended	<u>382,850</u>	<u>242,530</u>
Net income/(expenditure)	<u>60,946</u>	<u>(5,175)</u>

This page does not form part of the statutory financial statements