



Annual Report · 2022/23



Windsor and Maidenhead Youth and Community Counselling Service
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An initiative of Churches Together in Windsor Commissioned by Royal Borough of Windsor and Maidenhead and NHS Frimley Health ICS
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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.

The Voice of the Clients – Client’s Feedback

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

Agency Clients feedback:

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

“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”

“Counselling changed my life; my counsellor helped me to better understand myself and to be gentler with myself. I learnt so much about me!”

Group-work feedback:

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

“I like how we can freely talk and nothing is held back”

“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 feel calmer, it makes me feel less stressed and I argue less”

Feedback from some of our Advocacy Clients:

“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.”

“My advocate helped me talk about things I wouldn’t be bold enough to talk about by myself in meetings that to be honest needed to be heard.”

“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”

Schools Feedback:



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 · 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 · 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.”

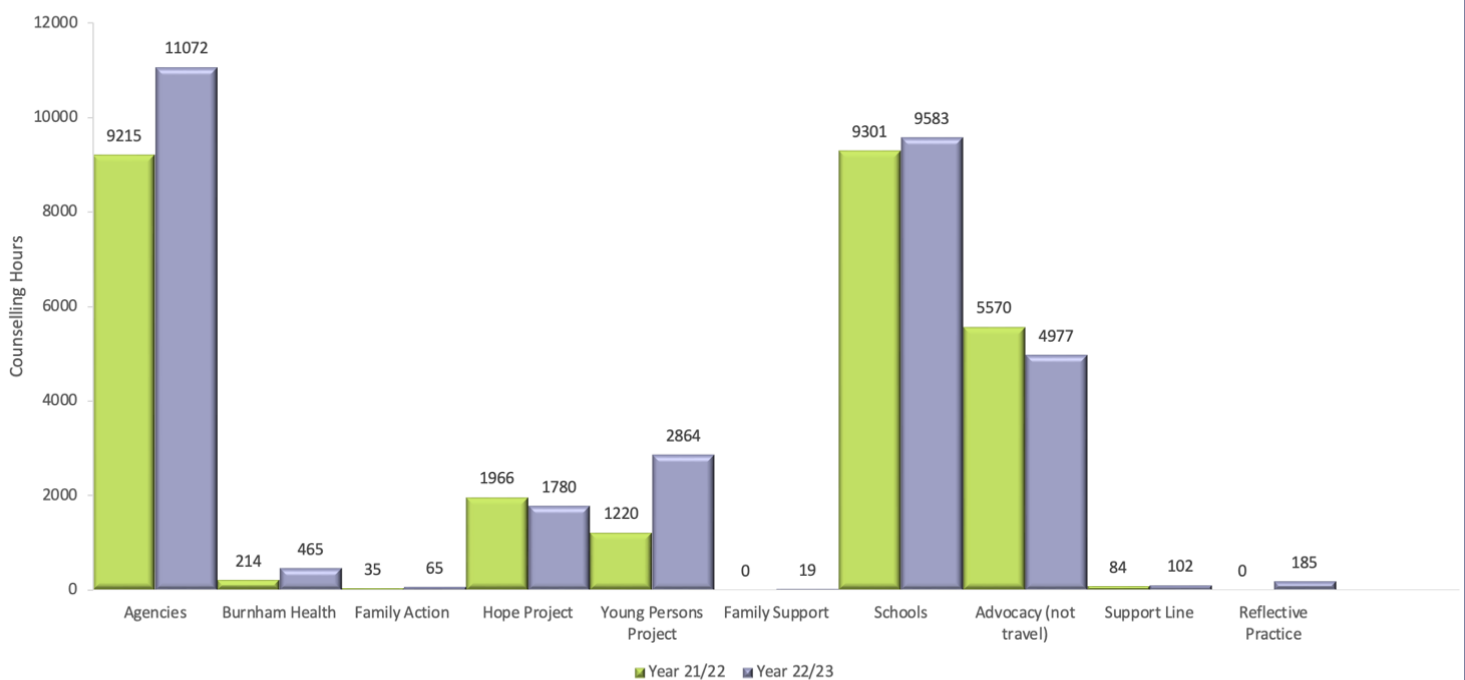
Suzanne:

“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

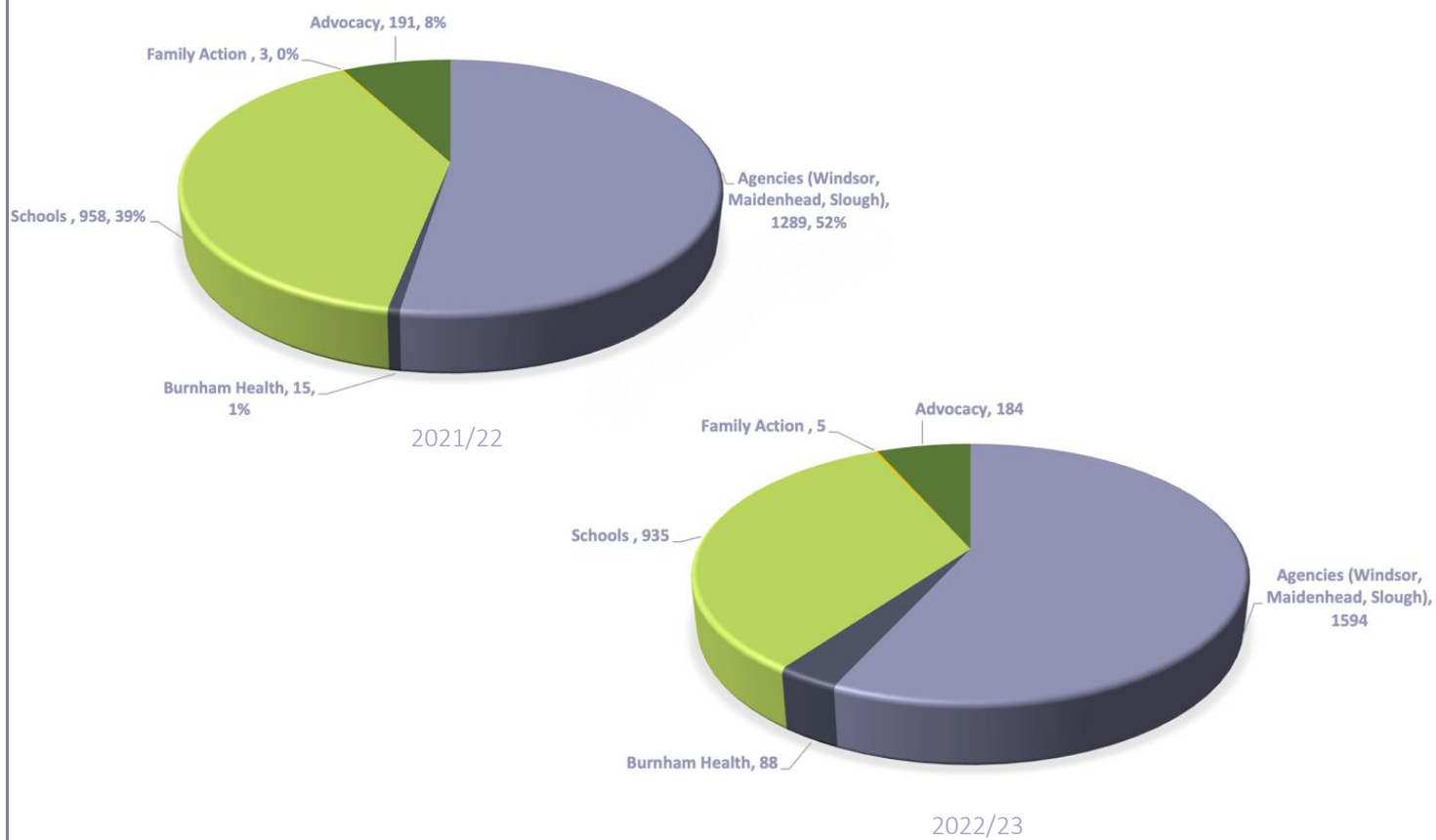
Number of Counselling Hours



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!

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PayPal



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



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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

Contents of the Financial Statements
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.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2023

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

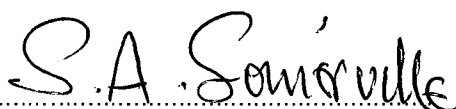
Trustees

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
	<hr/>	<hr/>
	389,711	365,631
	<hr/>	<hr/>

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
	<hr/>
	675,951
	<hr/>

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.

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.

Windsor and Maidenhead Youth and
Community Counselling Service

Report of the Trustees
for the Year Ended 31 March 2023

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

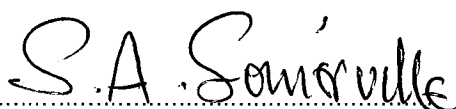
Trustees

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.

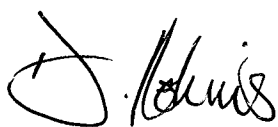
Independent examiner's statement

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
	<hr/>	<hr/>
	389,711	365,631
	<hr/>	<hr/>

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>

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
	<hr/>
	675,951
	<hr/>

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
	<hr/>	<hr/>
	134,143	149,070
	<hr/>	<hr/>

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
	<hr/>	<hr/>
	312,945	329,092
	<hr/>	<hr/>

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
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	300,154	99,232	399,386
	<hr/>	<hr/>	<hr/>

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.