

WORTHING COUNSELLING CENTRE



Annual Report for the financial year ended 31 March 2021

2020 - 21 ANNUAL REPORT

INTRODUCTION

Last year I began by saying that the year was finishing better than anticipated at one time and that I was very proud of the way that WCC, under the energetic leadership of Emma Castledine, our Head of Clinical Services, has responded to the national situation and is playing its part in facing up to the situation and the need for our services. Twelve months on I can only reinforce those points. It has been a year of major change and challenge, which WCC has met. We have had to counsel remotely and moved our headquarters.

Worthing Counselling Centre (WCC) is a Charitable Incorporated Organisation (CIO) and as such the Trustees must apply the income of the Charity in furthering the following objectives: Counselling for the relief of people in need, hardship and distress caused by mental or physical ill health or by social or economic circumstances, by establishing, maintaining and developing a service for the provision of counselling and practical advice. This we have done. In spite of the pandemic, WCC carried out 2093 counselling sessions, not quite as many as last year but more than in any of the five years before that. This is a magnificent achievement. An example of WCC providing practical advice was the training which Emma gave to the management team of West Sussex Mind, and Annette Quinn's reflexive practice sessions for Guild Care staff at a difficult time for the organisation.

STRATEGIC PLANNING

Strategic planning in a pandemic is testing, but Worthing Counselling Centre has passed the test with flying colours. The trustees and the management team have been proactive.

1. From the start, counsellors and clients have been very well supported so that work could continue. Emma with Annette set up training and gave clear guidance around remote counselling whether on Zoom or telephone. It has borne fruit and we are able to maintain a high level of activity. It is clear that e-counselling and telephone counselling will remain part of our offering once face to face counselling can return.
2. Right from the beginning of lockdown WCC worked with the CEO of West Sussex Mind and with Guild Care. We have been aware for the last two years that increasing the amount of contract work was vital for WCC financially. The lion's share of the big increase in our contract work this year has come from West Sussex Mind.
3. Probably the biggest strategic decision was to move our headquarters. The counselling service was founded in 1983 by the then Minister at Offington Park Methodist Church (OPMC), Rev Clifford Johnson, and Ian Wiseman, our first Director and we operated there for 37 years. We are conscious of, and grateful for, our past. However the pandemic has meant that access to the office we share with the church became so restricted that we decided we had to look for alternative premises. We examined various alternatives, and thanks to the initiative of Corrine Samaras (trustee), we began negotiations with Field Place, moving there in September - initially for three months. This worked well. South Downs Leisure (SDL), which runs Field Place, uses WCC for their Employee Assistance Programme (EAP) and we are a good fit with their wellbeing programme. The SDL manager, has been extremely helpful and welcoming. The size of the rooms and opening hours were an advantage and the presence of a Duty Manager meant that it was a much safer environment for counsellors than OPMC. The site was well suited for walk and talk and had extensive, well-lit car parking. It is a big change but

it is good to have sole use of an office and a very therapeutic environment when we are able to start face to face counselling again. We do not need as many counselling rooms now and have other options if we require more capacity.

4. The two extremely generous donations from Chris Boulter were vital and gave us confidence that we could meet the financial challenges posed by the pandemic. Chris's preference, as previously, is that his money is used to provide frontline counselling to those of limited financial means and/or other hardship but he recognised however that there could be pressures at the operational level. We are very grateful for his generosity and foresight.
5. The number of senior counsellors has fallen over the past two or three years, for a variety of reasons, nearly all unconnected with WCC. While we have recruited more student counsellors during the year, this has meant that we have had fewer counsellors able to take on more complex cases. By the end of the year 2 students had qualified as senior counsellors, and we have called on our associate counsellors which has helped. We have had to be strict on the minimum number of clients counsellors see if they are to justify a supervision group place. This has been enshrined in new counsellor contracts. The counsellors have accepted this and aided by the hard work of our Administrator, Sarah Poulton, and Emma, the waiting list has been reduced. From the beginning of the pandemic Emma has ensured that the sense of community has been maintained by regular meet ups for counsellors, deliberately scheduled at different times to allow maximum access and we held a very successful virtual Christmas party.
6. In February and March, the Trustees with Emma made a thorough re-examination of our business plan in the light of the pandemic. The most important developments were the recasting of our vision, mission and values and a close look at our objectives and priorities for 2021-22. These appear as appendix 3.

PEOPLE

The fact that WCC carried out nearly as many counselling sessions as last year is a tribute both to our counsellors and to our management team. Emma and Sarah have achieved wonders in very difficult circumstances with so little office access. Terry Atkinson, our Systems Coordinator and the third member of the management team, has made sure that new counsellors and student counsellors are inducted thoroughly. Terry has revised our safeguarding policy and with help from Emma and Corrine spent a lot of time revising counsellor contracts. This has been completed with full consultation with the counsellors. Annette acts as Emma's deputy if she is away at all and has been a great support in our measures to adjust to COVID-19 and putting together training materials.

The trustees have been particularly active this year. We have had more meetings, 7 instead of our usual 4 and 6 of these on Zoom. In spite of the fact that we have not met new colleagues in person, the trustees have worked together more effectively than ever before. We have been strengthened by 3 new members. Joseph Saville joined us in July and his local government and finance background has proved useful. Louise Welcome who joined us in July played an important role in our successful bid to Worthing Community Chest. Revisiting the business plan was important and we identified the need to work on digital transformation and our social media presence. We invited Paula Spencer-Snell to join us and take the lead in this area. We are delighted that she has accepted. Helen Knox, the secretary to the Trustees, has stood down. Helen was an extremely efficient minute taker and we are grateful for her 7 years service and her work in maintaining communications with GP surgeries.

Right across the organisation we came together to work out what would be required for the return to face to face counselling. A thorough plan is in place and a risk assessment has been carried out. We have worked closely with Field Place on this.

WCC has lost some experienced counsellors over the year. Some have made contributions which have gone well beyond counselling alone, and we are grateful to them. Cathy Servante has stepped down as an associate counsellor. She has been a great help in ensuring that, at a time when we have been under pressure, we have been able to fulfil contracts. Melanie Green has joined us in this role, and it is a great help to have an experienced counsellor available when we are faced with more complex cases. We shall miss all the counsellors who have left.

ESTABLISHING RELATIONSHIPS WITH STAKEHOLDERS AND POTENTIAL PARTNERS

Nationally

As well as our membership of BACP, WCC is a founder member of The National Counselling Network (NCN). Emma and I have attended the regular Zoom meetings which allow all centres in the network to exchange ideas and good practice on coping with the COVID-19 crisis. It is reassuring that all are facing the same challenges and have similar experiences.

Locally

Our most important local relationships are with South Downs Leisure (SDL) and West Sussex Mind. SDL are not just our new landlords but they use us for their Employee Assistance Programme (EAP). Emma ran a very well received Work Place Champions session with them. We are excited that our relationship with West Sussex Mind is developing strongly and anticipate it becoming a partnership in 2021.

As mentioned earlier we have also worked closely with Guild Care. Guild Care is a major Worthing charity providing over 30 community services to support older people and children and adults with learning disabilities. We also have contracts with CSM and Compass Travel (Sussex).

Some connections have had to be placed on hold - like our fruitful partnership with Blueprint 22, an organisation for, and run by, young people aged 16-25 - as they have been unable to continue through the pandemic. The Broadwater Carnival and Fire Station Open Day, a major event locally, which has proved a good fundraising opportunity, was cancelled in 2020 and will not take place in 2021 either.

FINANCIAL REVIEW

Thanks to the Mind contract we finished the year strongly. The operating deficit (excluding donations and grants) of £3,328 was considerably less than looked likely at one stage. The big increase in contract work (see appendix 2) has been crucial. It allows us to offer financially supported counselling and we have done so. If the number of sessions of supported counselling and bursary sessions are added together, the amount of supported counselling is actually higher than for the 3 years before 2019-20. Full fee sessions however have fallen very sharply indeed and underlines the importance of contract work for the future.

As mentioned earlier, the two extremely generous donations from Chris Boulter were vital and gave us confidence that we could meet the financial challenges posed by the pandemic

We made a successful bid to the West Sussex County Council Micro fund for equipment to prepare for face to face counselling and were awarded in full the £750. We are very grateful to Elizabeth Sparkes, our local county councillor, for her support. Another successful bid was for £1500 to Worthing Community Chest for youth counselling training, granted at the end of March. WCC will be featured in their 20th anniversary celebrations in 2021.

At the end of the financial year our total funds stood at £68,058 evenly split between restricted and unrestricted funds.

TRAINING

The year began with training for all counsellors in remote counselling, devised by Emma and Annette. There was also group and individual support from the supervisors. The Mind contract meant that we were now working with 16 -18 year-olds and further training was needed for those involved. As this is becoming an increasing part of our work, Emma and Annette have developed a top-up course on Young People's counselling, which they hope to get BACP accredited. This will be funded by the successful Worthing Community Chest bid. The course will take place in June and consist of 20 hours on a Saturdays and two Sundays. All WCC counsellors may access the training.

As proposed in the business plan, Julia Foster (trustee) and Emma had a full discussion on training. The main focus would be on in-house provision as the pandemic has seen a growth in provision of on-line CPD and we have a close and effective provider in Brighton Therapy Centre.

Emma has begun EMDR Trauma training. Marjorie Dale is qualified in this area but it is valuable to have more expertise in the team.

PLANS FOR THE NEXT FINANCIAL YEAR

The year will still be dominated by COVID-19 and its impact on society. However, WCC is in very positive mood we look forward to returning to face-to-face counselling and making the most of our new surroundings. We look forward to developing partnerships and our objectives and priorities are set out in our updated business plan (see Appendix 3) and are in train already.

CLOSING REMARKS

I look forward to presenting this report at a real rather than virtual AGM. Under Emma's leadership WCC has faced up to and coped with the unprecedented crisis very well. An enormous amount has been accomplished. I am very grateful for all the work and commitment of our counsellors, supervisors, management team and my fellow trustees. We may have changed our headquarters but it is the people who make WCC the fine counselling service that it is.

Chris Corin

Chair of Trustees

Appendix 1

Details of the Service

Headquarters
Worthing Counselling Centre
Field Place Manor House,
The Boulevard,
Worthing BN13 1NP

Contact Details

Telephone: 01903 212275 and 07565 546604
E-mail: info@worthingcounsellingcentre.org
Website: www.worthingcounsellingcentre.org

Board of Trustees

Chris Corin (Chair) Trustee since 1985 (Chair since 1995)
Jack Delbridge 2015
Julia Foster 2013
Christine Ryder 2017 Treasurer from June 2017
Corrine Samaras 2018
Joseph Saville 2020
Louise Welcome 2020

Management Team

Emma Castledine 2018	Head of Clinical Services
Sarah Poulton 2018	Administrator
Terry Atkinson 1995	Systems Coordinator

Independent Examiner

David Barnes
2 Gorse Avenue
Worthing
BN14 9PG

Bankers

Santander
37 Chapel Road
Worthing BN11

Charity Registration Number 1181141

Appendix 2

Counselling sessions provided by WCC 1 April 2020 - 31 March 2021

A Statistical summary

	20-21	19-20	18 - 19	17 -18	16-17
1.1 Initial Consultation Sessions (Assessment)					
Number of Initial Consultations held	123	90	65	67	55
1.2 Supported Counselling					
Total number of sessions	1,147	1,791	1261	1271	1208
1.3 Bursary clients					
Total number of sessions	187				
1.4 Full paying Clients (before 2020 Fast access clients)					
Total number of sessions	113	406	690	655	519
1.5 Contract or Employer Funded					
Total number of sessions	523	88	64	27	48
1.6 Total number of counselling sessions during the year	2093	2375	2080	2033	1898

Notes

1. Contract sessions have gone up exponentially thanks to the Mind contract.
2. Before 2020 Fast Access clients did not have a separate Initial Consultation, it was their first session.
3. The bursary fund was established in October 2017 but until this year sessions for clients accessing it have been included in supported counselling figures. If the same thing was done for 2020-21 the number of sessions of supported counselling is actually higher than for the 3 years before 2019 -20.

Appendix 3

Key elements of our business plan revised March 2021

Our vision

Our vision is to be a well-recognised point of access to support the emotional and mental wellbeing of those who need it in the Worthing area through providing an excellent counselling service with allied support.

We will provide services to as wide a group as possible through our caring and compassionate ethos, regardless of ability to pay.

We will maintain a committed, dedicated and well- trained team with a strong sense of community and identity.

We will continue to maintain and build partnerships wherever they help to improve our service.

Our mission

Our mission is to support people in Worthing and the surrounding areas by enabling them to make the changes in their lives and relationships, which will improve their wellbeing.

This will include improved family and working relationships, improved overall health, better performance at work, decreased sickness absence and greater community cohesion. Outcomes depend on the individual concerned - we will work with people to enable them to make the changes they need within their individual circumstances.

Our values

Competence - through our qualifications and training, the wide range of our counsellors' skills, our supervision programme and our understanding of the local area and issues, we will continue to look for ways of improving our service.

Ethics and safety – we are BACP accredited and work within the Ethical Framework for the Counselling Professions, we adhere to high standards of care, confidentiality & safeguarding. Our work with clients is reviewed through regular, consistent supervision.

Compassion - we care about our clients and the community and want to make a difference. We remain environmentally aware and take account of this in all our actions.

Community - our commitment comes from working with others who share the same values of wanting to make a difference.

We take people as they are - regardless of income, age, ability, ethnicity, beliefs, sexuality, gender. As far as possible, we do not impose time limits on counselling, preferring to work at the client's pace.

Objectives & priorities this year

1. Prepare a road map for a return to face to face counselling at Field Place and other possible venues.
2. Recruit a new supervisor, ideally with responsibility for training.
3. Recruit more counsellors within financial limitations and client need. Calculate the number of paid counsellors and supervision groups we can afford.
4. Fine tune staff contracts throughout the organisation.
5. Work on team roles, responsibilities and job descriptions to enable collaborative working.
 - Set up a working party on training to develop a robust CPD e.g. regular IC training to enable recruitment of more IC counsellors.
 - Develop online training for mandatory training.
 - Explore and develop training as a source of income making the most of our new venue.
6. Networking to develop longer-term partnership relationships e.g.
 - Building partnership with Mind which the Head of Clinical Services is developing, and with SDL's well-being community hub. Such partnerships, and the funding which contracts bring in, are vital to allow us to continue to provide supported counselling.
7. Strengthening links with Brighton and Chichester Universities, important for providing student counsellors. Investigate further links with Chichester University Marketing course.
8. Work, ideally with Paula Spencer-Snell, on digital transformation and our social media presence.
9. Develop opportunities for counsellors e.g. Young people's counselling and relationship counselling.
10. Consider the re-introduction of Fast Track to help pay for supported counselling.
11. Funding proposals
 - a. To identify appropriate national / regional / local funders. Louise Welcome (one of the Trustees) will take the lead here.

OFFINGTON COUNSELLING SERVICE trading as WORTHING COUNSELLING CENTRE

Charity no 1181141



Statement of Financial Activities for the year ending 31 March 2021

	2020/21 Unrestricted Funds	2020/21 Restricted Funds	2020/21 Total	2019/20
Counselling Income				
Client Fees	38,618		38,618	56,067
Contract	23,523		23,523	4,038
Initial Consultations				2,805
	62,141		62,141	62,910
Other Income				
Training	1,800		1,800	
Interest	72		72	650
Student Supervision Receipts	1,000		1,000	223
DBS	370		370	380
Grant Income		750	750	296
Grant Income to match expenditure				10,900
Misc Recs/Donations	20	20,000	20,020	3,148
Gift Aid	5		5	425
	3,267	20,750	24,016	16,022
Expenditure				
All Counselling Costs				
Contract	1,670		1,670	1,477
Counsellors	5,442		5,442	15,860
Initial Consultation	330		330	1,698
Supervisors	9,637		9,637	10,212
Annual Leave	884		884	2,480
Training salary	1,080		1,080	
Associate Counsellor	4,990		4,990	1,400
All Payments to Counsellors	24,033	0	24,033	33,127
Management Costs				
Head of Clinical Services	22,921	959	23,880	18,600
Systems Co-ordinator	2,748		2,748	0
Administration	8,510	342	8,852	2,431
Grant expenditure for admin				6,742
Pension Costs	881		881	1,791
Total Management Expenditure	35,060	1,300	36,360	705
Bank Charges	69		69	
Broadband	274		274	0
Covid	158		158	400
DBS Safety Checks	374		374	25
Grant Expenditure		97	97	274
Head of Clinical Services Supervision	825		825	462
Insurances	1,429		1,429	4,252
Marketing & Publicity Costs				1,429
Misc/Audit/Leaving Gifts/Travel	318		318	356
New office expenditure	177		177	440
Payroll	458		458	549
Photocopying, Printing & Stationery	702		702	584
Postage	49			72
Rental of Premises	2,009		2,009	6,836
Subscriptions	374		374	369
Telephone	534		534	892
Training Costs	1,382		1,382	150
Website	511		511	333
Total of Operating Expenses	9,643	97	9,691	17,423
TOTAL EXPENDITURE	68,736	1,397	70,085	80,819
Surplus/Deficit (-)	-3,328	19,353	16,025	-1,887

Balance b/f	33,213	17,768	50,981
SOFA	-3,328	19,353	16,025
Transfers	3,328	-3,328	
Balance c/f	<u>33,213</u>	<u>33,792</u>	<u>67,005</u>

Notes

Notes 1 - Grants received in 2020/21

The charity received £749.63 from West Sussex County Council for additional costs relating to future face to face counselling

Note 2 - related parties

There were no trustee of other related part transactions or remuneration payments in 2020/21

Balance Sheet as at 31 Mar 2021

Current Assets	2020/21	2019/20
Cash at Bank	64,372	50,761
Debtor	5,949	1,979
Liabilities		
Other Creditor	-2,124	-1,069
Rent Creditor	-1,052	-552
Manual deposits	-140	-140
Total Assets Less Liabilities	<u>67,004</u>	<u>50,979</u>
The Funds of the Charity		
Restricted Funds:-	33,791	17,767
Unrestricted Funds:-	<u>33,213</u>	<u>33,212</u>
	<u>67,004</u>	<u>50,979</u>

Reconciliation of The Funds of the Charity

<u>Restricted Funds:-</u>	2019/20 b/f	Income	Expenditure	20/21
Chris Boulter Fund	7,050	20,000	-3,328	23,722
Bursary	4,170			4,170
Grants with specific allocation	4,359	750	-1,397	3,712
Library	96			96
Danielle Henderson - Family Bereavement	908			908
Ian Wiseman Fund - Training	1,184			1,184
Restricted Funds - Total	<u>17,768</u>	<u>20,750</u>	<u>-4,725</u>	<u>33,791</u>
<u>Unrestricted Funds:-</u>				
General	33,213	3,328	-3,328	33,213
Unrestricted Funds - Total	<u>33,213</u>	<u>3,328</u>	<u>-3,328</u>	<u>33,213</u>
Total Funds	<u>50,981</u>	<u>24,078</u>	<u>-8,053</u>	<u>67,004</u>

Signed By

Chairperson

Treasurer

Examined By

Date

Independent examiner's report to the trustees of Worthing Counselling Centre.

Charities Registration number 1181141

I report to the trustees on my examination of the accounts for the year ended 31 March 2021.

Responsibilities and basis of report:-

As the charity trustees you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act'). I report in respect of my examination of the Trust's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act. Independent examiner's statement I have completed my examination.

I confirm that no material matters have come to my attention in connection with the examination 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.

Signed: Name: David Barnes



Relevant professional qualification or membership of professional bodies (if any)

FCCA

Address

2 Gorse Ave,
Worthing
West Sussex
BN14 9PG

Date 19/1/22