

Talk Counselling CIO

(A Charitable Incorporated Organisation)

Trustees' Report and Financial Statements for the initial financial period ended 31st May 2023

Charity Registration Number: 1194317

Talk Counselling CIO

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Talk Counselling CIO

Trustees Report for the Period Ended 31/05/2023

The Trustees have pleasure in presenting the annual report and financial statements for the year ended 31/05/2023. The Trustees would also like to express their gratitude to all the volunteers for their support and donations that are sustaining the Charity.

Charity Registration Number: 1194317

Registered Office: Gemma House, 39a Lilestone Street, London NW8 8SS

Trustees:

The following individuals served as trustees during the year:

Michael Edmund (Chair)

Sharon Thomas

Tanya Phillips

Nadine Leanne Maitland

Joyti Bhudia

The trustees serve as volunteers. There were no related party transactions during the period. Recruitment and appointment of new trustees is executed in line with the trust deed taking into consideration the needs and demands of the organisation.

Trustees' Responsibilities

The trustees are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Trustees are required to prepare financial statements for each financial year and ensure that they give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Objective

To promote the preservation of mental health primarily in Greater London communities but also across the UK and to assist in relieving and rehabilitating persons suffering from mental disorder or conditions of emotional or mental distress through the provision of support, education, advocacy and practical advice.

Governance and Management:

Talk Counselling CIO, (working name, Talk Support), is constituted as a Charitable Incorporated Organisation, with a constitution adopted on 14/12/2020 and amended on 06/01/2023.

Organisational Structure and Decision Making

The Chair of the trustees is responsible for the induction of new trustees which involves awareness of the trustee's responsibilities, the charity's governing document, administrative procedures, together with the history and philosophical approach of the charity. A new trustee receives copies of the previous year's financial statements, annual report and a copy of the Charity Commissions leaflets providing guidance for trustees.

Risk Management

The trustees have assessed the major risks to which the charity is exposed, in particular those related to the operations and finances of the company, and are satisfied that systems and procedures are in place to mitigate our exposure to the major risks.

ACTIVITIES

A lot of our activities this year were delivered through our CHOOSE project (Community Holistic Opportunities Offering Support & Empowerment) through which we provided comprehensive support to individuals in need, which included befriending, mentoring, counselling, therapy, and group work. We adopted a person-centred approach to understand the specific needs of each individual and offered them suitable support accordingly.

We provided a range of support options, such as counselling or therapy sessions that could be extended up to 6 or 12 sessions after a review, befriending services, and mentoring that involved creating personalised action plans.

As part of our project, we recruited and trained new befrienders, mentors, and peer support group facilitators. We also developed support groups for bereaved individuals, new mothers, and others who required support. Our project aimed to improve the mental health and well-being of individuals who were most vulnerable to the aftermath of COVID-19 and other factors, such as the cost of living crisis.

Our primary objective was to reduce fear, anxiety, and isolation among our beneficiaries and improve their resilience, mood, and confidence in the future. We offered support to individuals over the age of 16 who were experiencing anxiety, stress, or depression due to the COVID-19 crisis or any other issues, with or without an existing mental health diagnosis. We provided a range of support options, such as counselling or therapy sessions that could be extended up to 6 or 12 sessions after a review, befriending services, and mentoring that involved creating personalised action plans.

Achievements and Performance:

The charity received £12,313 income during the year net of grants received on behalf of, and distributed to, partner charities.

Delivery during the year included:

- A helpline taking calls from people seeking mental health support;
- A team providing triage services leading to matching clients with an appropriate counsellor, befriender or mentor, or referral to other suitable provision;
- A website enabling people to easily find information on our services and book a consultation;
- Free counselling to 152 clients and with a team of 5 counsellors who are all registered with a professional body who all were allocated clients;
- Befriending and mentoring support for over 100 clients, undertaken by 15 befrienders and 12 peer mentors
- Training them in support mainly via phone/online routes but increasingly in-person.
- Where a client wishes, after assessment, we helped them put together a personal action plan.
- 6 sessions of bereavement coaching for 50 clients.
- Monthly mental health group workshops, sharing ways to improve mental health between participants. These included domestic violence; bereavement; stress management; empowerment through enabling; understanding ASD and learning disabilities; relaxation and meditation.

Service users supported and evidence of impact

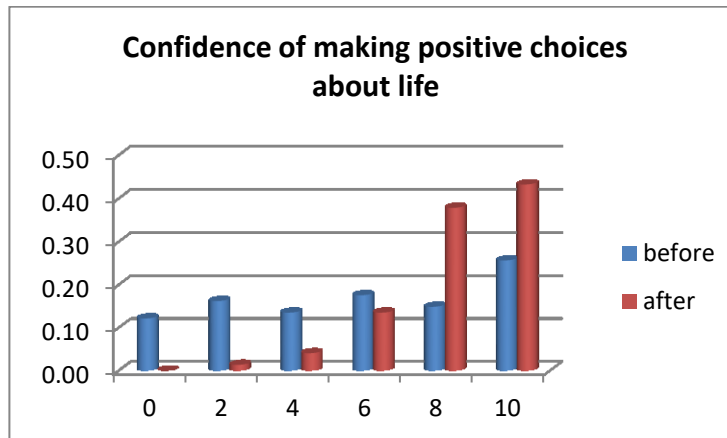
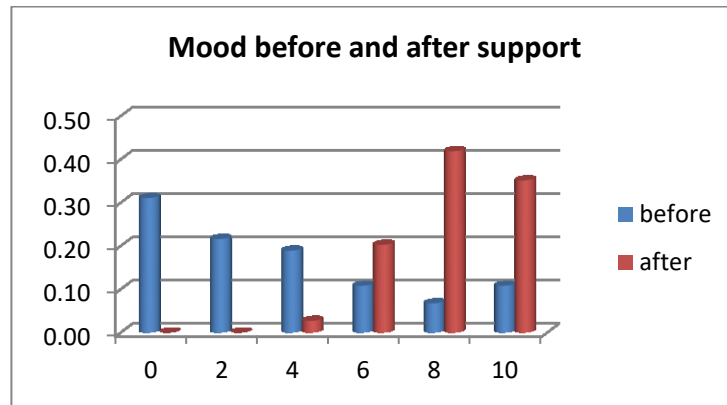
We had 425 calls to our helplines in the year. We respond to all calls within 72 hours, with most clients being matched with a counsellor, befriender or mentor within 5 working days. Clients in crisis can be matched with a counsellor or referred appropriately within 48 hrs.

152 clients have been offered counselling. Most clients have extended sessions of counselling, up to 12 sessions. Clients range from age 16 years, mainly for peer mentoring, to adults up to age 55.

Measurables taken from evaluation survey results from clients (Average out of 10.0):

- **Mood:** 3.46 before, 8.19 after, a 4.73 point increase with 28% in positive mood before rising to 97% after support.
- **Confident of making positive choices about life:** 5.68 before, 8.35 after, a 2.67 point increase with 58% with positive confidence before rising to 95% after support.

(see graphs below)



Supportiveness of approach of befriender, mentor, counsellor or therapist: 9.42 (97% positive)

Satisfaction with support services: 9.24 (99% positive)

Involvement improved overall mental wellbeing: 8.62 (97% positive)

These outcomes continue to show significant impact across our range of indicators. Behind the statistics are many incredibly positive stories for clients who have received support.

These results evidence the impact of our counselling and mentoring for many people with serious mental illness. Anxiety and depression are the two most prevalent presenting issues for clients and our expertise in addressing them are clear.

Promotional work undertaken

- We have advertised our services in the local Brent CVS printed media and via their newsletter.
- We advertised our peer support services with the local Young Brent Foundation
- We advertise our group workshops via Facebook, Instagram, Twitter and WhatsApp groups including targeted information for parents' groups.
- Our group workshops are also advertised through school newsletters, as is our counselling provision, which is particularly targeted for both older teenagers and parents.
- We hold community events designed to engage and spread awareness of life issues that may lead to poorer mental health.
- We utilise our fortnightly, greatly successful mental health peer support group to promote one-to-one support opportunities.
- Referrals from partner agencies have continued to increase following promotion at the community professionals' monthly meeting, as well as from the NHS.

Sample qualitative feedback from client evaluations

- *I have been able to navigate my emotions better and take appropriate actions when taking care of my children.*
- *It has help me realise that I don't need to feel overwhelmed by the whole picture, to just concentrate on each step and when I've completed each step I will then have finished*
- *I am now able to use some of the tools such journaling*
- *Able to talk through my issues and they gave me coping mechanisms to use which was very helpful.*
- *Talking was a huge help and enabled me to look at my future in a more positive manner*

- Including a lot of the relevant strategies suggested into my everyday living and when feeling overwhelmed, finding comfort that there is always someone at the end of the line. Thank you.
- Before i couldn't decide any future because I was in that dark place since having counselling am feeling much better and am beginning to see my future even though i still have a little way to go.
- Been provided with some brilliant coping strategies that have helped me to move forward
- Through mentoring, I am now able to identify blockages as well have putting in place weekly reviews to celebrate my little triumphs and tackle my BIG challenges.
- Due to the support I had I am now in the process of starting my own business.
- It allowed me to talk through my feelings and understand what I needed to do.
- I thought I was close to the edge of losing my mental stability. This service helped me to pull myself back from the edge of a mental breakdown and make sense of everything that was happening around me
- I realise that I could not do it myself and it has helped me to become much more honest open minded and willing and become teachable and live less in self.
- It help helped reduce my anxiety in understanding my triggers and how to control them and reduce them.
- I now have tools to use when I feel depressed
- Feeling understood, feeling like its not just me thinking certain things has helped me to walk in my power.
- Through support I am able to have a different perspective on things. It is very helpful having someone to talk to.
- Having support it has help my mental health and well-being a great deal am getting better my emotions are still a little fragile i know i will get there
- I had a lot of anxiety and found life extremely stressful!! I now have a range of methods I can apply and use to assist me.
- Feel like I've got my life back, there's light at the end of tunnel. I believe that now.
- I have painted my own room & redecorated & I feel like I have been given a new life.
- Having a cheerleader ie accountable partner, I can freely talk to about my woes has given me a new leash of life to not feel over-whelmed with life's curve balls.
- The support which I have received in these challenging times has been second to none I have been encouraged to keep a positive attitude to know end, and to exercise on a daily basis even if it's just going for walk.
- Sharing fears and learning how to balance all aspects of life. Understanding the importance of self love and self care.
- By having regular support where I am advised and listen to. This has been a success when so many services turned their backs on me and I almost fell through the gap. My situation is complex and no one service could cure me, however I did feel listen to and understood.
- I did not know how I was going to cope and was very anxious about life. This support has put me on track by giving methods of dealing with and reducing anxiety.
- I feel less anxious about the future and feel empowered to make positive change.
- I'm sleeping better, my anxiety has reduced significantly.
- Anxiety and fear are no longer a daily feature in my life.
- I look forward to my sessions. Knowing they're coming literally gives me something to look forward to.
- Brilliant service that I am so appreciative of. Has made a very positive impact in my life and I'm extremely grateful!
- This service was amazing and I will always recommend them. Thanks again for changing my life :)
- A truly wonderful grass-root organisation which is much appreciated in our local community. Many thanks for all that you do - long may it continue.
- Talk support managed to keep me engaged with my own personal growth and recovery. I am learning how to overcome past, present and future challenges and lower negative thoughts. By just being supportive and listening they did so much to change the future for me and my children. Many times I have thought about where I would be if a never made that first call.

Future Plans

We intend to continue delivering holistic provision, in partnership with other local charities where appropriate, offering befriending, mentoring, counselling, therapy, community support and group activities to those whose mental health has been affected by the ongoing cost of living crisis and many other issues: This will include:

- A helpline, responding quickly to people, taking calls from those anxious, stressed, depressed or with other mental health issues followed by triage, then offering appropriate level of support;
- Increasing awareness of, and widening, the support we make available with advertising in local, and social, media, plus flyers and a billboard;
- Delivery of counselling and therapy sessions in person/phone/Zoom. If a client wishes, we will undertake an assessment and help them put together a personal action plan;
- Preventative youth work through group activities, 1-to-1 support plus support for youth leaders in youth groups in the community.
- Group arts/craft activities with art therapists supporting group delivery;
- Training in peer group facilitation and running our peer support group for clients.
- Professional development training for counsellors and volunteers.
- Sourcing an office space as well as occasional venues for future training sessions and community events.

Beneficiaries will be those in the Greater London community, with existing mental health diagnosis or not, most vulnerable to the effects of poverty and isolation and less likely to access help through other means due to cultural factors. Particular groups will be:

- people with long-term, more severe mental health conditions living in Greater London from diverse backgrounds with specific cultural needs;
- older teenagers or adults who have felt isolated, traumatised or have increased anxiety or depression.

We expect around 350 total direct beneficiaries annually with at least double this in indirect beneficiaries through families. Our work will:

- Improve the mental health and wellbeing of those from ethnic background communities most vulnerable to the mental health effects of the cost of living crisis, who have suffered bereavement, family or financial difficulties and are less likely to access help through other means due to cultural factors;
- Enable people to give support to their peers and feel able and confident to do so through high quality training including the use of our bespoke assessment and review process;
- Reduce fear, anxiety, stress and isolation and improve a sense of peer linkage, cohesion and hope for people;
- Increase people's confidence in working towards enhanced wellbeing;
- Improve positive outcomes for people through professional support on specific cases, utilising shared expertise;
- Prevent relapse of those with more severe mental health conditions;
- Improve the self-esteem and self-efficacy of older teenagers and young adults.

Michael Edmund
Chair of trustees

Talk Counselling CIO

INCOME AND EXPENDITURE ACCOUNTS

For the year ended 31st May, 2023

	<u>£'s</u>	<u>£'s</u>
<u>INCOME</u>		
Grants	10,000	
Fundraising & Donations	2,313	

		12,313
 <u>EXPENDITURE</u>		
Direct Project Costs	10,286	
Freelance Contractors	163	
Office Rent and Overheads	625	
Administration Charges	82	
Advertising and Promotion	478	
Telephone & Internet Services	483	

		12,117
 Net Income		 196

Talk Counselling CIO

BALANCE SHEET AS AT 31st MAY 2022

	<u>31/05/2022</u>		<u>31/05/2023</u>	
	<u>£'s</u>	<u>£'s</u>	<u>£'s</u>	<u>£'s</u>
<u>FIXED ASSETS</u>				
Equipment b/f	-		-	
New Equipment	-		208	
Disposals & Revaluation	-		-	
<i>Less</i> current year depreciation	-		-	
		0		208
<u>CURRENT ASSETS</u>				
Debtors and Prepayments	-		-	
Bank Account	32		20	
Cash In Hand	-		-	
		32		20
<u>CURRENT LIABILITIES</u>				
Creditors & Accruals	-			
		-----		-----
		32		228
<u>FUNDS</u>				
Restricted Funds	-		-	
General & Unrestricted Funds b/f	-		32	
Income and Expenditure Account	32		196	
		-----		-----
		32		228

Talk Counselling CIO

BALANCE SHEET *continued*

Declaration

The trustees confirm that the accounts (financial statements) have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Charities Act 2011 and UK Generally Accepted Practice as it applies from 1 January 2019, applicable in the UK and Republic of Ireland.

Notes to the Accounts

- I. The net income over expenditure for the year was £196.
- II. The main income was from an Awards For All/National Lottery grant of £10,000.
- III. There were no restricted funds declared at the end of the financial year.
- IV. The only current asset of the company at the end of the year was £20 in the bank
- V. The only fixed asset was a new laptop computer purchased for £208 as part of our funded project which has not been depreciated for this financial year.

These financial statements were approved by the members of the committee on 20th March 2024 and signed on their behalf by.

Signature: _____

Name: **Michael Edmund**

Position: **Trustee (Chair)**

Date: **20th March, 2023**

Signature: _____

Name: **Joyti Bhudia**

Position: **Trustee**

Date: **20th March, 2023**