

# CONFIDE COUNSELLING (WEST SUSSEX)

England & Wales · Charity number 1197103

## Details

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**Other names** CONFIDE

**Status** Registered

**Legal form** CIO

**Registered** 2021-12-14

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

## Contact

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**Address** St. Pauls Church  
Churchside  
Chichester  
PO19 6FT

**Phone** 01243531914

**Email** [Confide\\_Counselling@protonmail.com](mailto:Confide_Counselling@protonmail.com)

## Activities

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**Objects:** FOR THE PUBLIC BENEFIT TO PRESERVE AND PROTECT GOOD HEALTH AND WELLBEING AMONG ADULTS AGED 18 AND OVER IN WEST SUSSEX WHO ARE EXPERIENCING MENTAL OR PHYSICAL ILL-HEALTH, OR ARE EXPERIENCING NEED, HARDSHIP OR DISTRESS AS A RESULT OF CONDITIONS OF SOCIAL OR ECONOMIC DISADVANTAGE BY: A) PROVIDING A COUNSELLING SERVICE TO SUPPORT SUCH PERSONS;B) PROVIDING TRAINING IN COUNSELLING TO SUPPORT THE OPERATION OF THE SERVICE;C) CO-OPERATING AND COLLABORATING WITH STATUTORY AUTHORITIES, PROFESSIONAL BODIES, CHARITIES AND VOLUNTARY ORGANISATIONS IN THE PROVISION OF SERVICES TO SUCH PERSONS.

**Activities:** Provide counselling for the support of people in West SussexProvide training in counsellingCo-operate with statutory authorities, professional bodies and voluntary organisationCollaborate with any charitable bodies operating within West Sussex that have similar aims and objectives

## Classification

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- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability
- **Who:** Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

## Geography

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- **Area of benefit:** LOCAL
- Surrey
- West Sussex

## Finances

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Period end	Income	Expenditure	Assets	Employees
2024-12-31	£27,562	£27,116	-	-
2023-12-31	£21,144	£20,926	-	-
2022-12-31	£17,705	£18,867	-	-

## Trustees

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Name	Role	Appointed
<b>Rev Richard David Antrobus More</b>	Chair	2021-12-14
Janet Aldridge		2024-10-17
MARY ASHWIN		2021-12-14
Margaret Elizabeth Hambrook		2021-12-14
Martin David Troy		2022-04-28
Rev Alison Iola Green Dr		2022-02-10

**CONFIDE COUNSELLING (WEST SUSSEX)**

England & Wales - Charity number 1197103

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# Accounts

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## Mission Statement

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**CONFIDE seeks to provide a counselling service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical ill-health or by reason of social or economic circumstances.**

Confide was formed in 1985, a service sponsored by Methodist Churches in Chichester and Bognor Regis. As such, its philosophy and work emanate from this Christian base. Confide continues to be supported by various other Christian Churches in Chichester and Bognor Regis and their members. We are based at St Paul's Church in Chichester and are grateful for the hospitality provided for us there.

As a registered Charity in our own right, the service is provided wholly for the public benefit.

Alongside our Counselling Service we work hard to include:-

- **Provision of training in counselling for students and colleagues.**
- **Co-operation and work alongside statutory authorities, professional bodies and voluntary organisations.**
- **Collaboration with any charitable bodies operating within West Sussex with similar aims and objectives.**

## Confide Counselling

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St Paul's Parish Centre  
Churchside  
Chichester  
West Sussex  
PO19 6FT

Telephone: 01243 531914

Website: [www.confide-counselling.co.uk](http://www.confide-counselling.co.uk)

Registered Charity No: 1197103

BACP Membership No: 102539

## Annual Report

### 2024



## Confide - the Service

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Confide provides counselling support for people living in West Sussex who are experiencing hardship or distress through emotional, spiritual, physical, or mental ill health, or by reason of social or economic circumstances. Our Trustees emanate from a range of backgrounds including ordained ministry, counselling and social work experience, legal advice, safeguarding and mental health practice, each having due regard to Charity Commission guidance concerning services for public benefit. All our fully qualified counsellors and advanced trainees work as volunteers with the service and receive regular, professional supervision.

The service is open to anyone, regardless of belief, to talk over problems in confidence with someone who will help them to find their own solutions. Those who seek help may be anxious, lonely, or depressed. They may be unemployed or overburdened, have problems with children or other members of their family, or facing problems in relationships. They may be facing a difficult decision in life or struggling to come to terms with illness, bereavement, feelings of hopeless or coping with problems of faith. Counsellors aim to provide a sustaining relationship to those with troubles, building on respect and trust. Confidentiality is assured.

Sessions are usually on a weekly basis, lasting about one hour. In the aftermath of the pandemic, some counsellors offer this service on-line and via telephone/video sessions as appropriate, providing valuable choice and flexibility for clients. Contributions are required, but no one is refused help through lack of means and funding from a bursary is selectively used to top up such payments to realistic levels that cover costs.

### Client Responses

We send feedback questionnaires when our clients have finished their counselling, and ask permission for their responses to be shared anonymously. Here are some of them:

*“Counselling has given me time to talk about how I feel, which I have not had the opportunity to do before.”*

*‘It has helped me to be more objective and to realise that I am moving forward.’*

*‘Counselling has helped me to see things in a different light, evaluate and process situations better and act accordingly.’*

*‘Its been cathartic opening up and discussing things in past and present, its made me realistic and calmer.’*

*‘Counselling has enabled me to have more understanding of how to cope with my son.’*

*‘I’m more able to put things into proportion and move ahead.’*

~ : ~

## Organisational Structure

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Confide is a not-for-profit organisation, an independent registered charity under the Charity Commission. Nominated individuals can apply for vacancies on the Board of the Trust and become Trustees following a selection procedure managed by the Board involving personal references and interview. The Board of Trustees works closely with the Management Committee, often in joint meetings of which they are members. Serving on the Management Committee are the Chair of Trustees, the Counselling Co-ordinator, Counselling Supervisor, Trustees, Service Administrator, Treasurer, Publicity, Reception and Counsellor Representatives.

The Management Committee meets around three times a year. It deals with all matters of organisation, administration, finance, professional standards, publicity, and relationships with other organisations including the community in which Confide operates. Confide receives reports and recommendations from its officers, including recommendations related to the appointment of new counsellors.

All the Confide officers, and the Management Committee, are finally accountable to its Trustees.

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# Personnel

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## Trustees and Management Committee

### Board of Trustees:

Chair of Trustees/Chairperson	Revd. Richard More
Trustee/ Supervisor/Counsellor	
Co-Ordinator	Mary Ashwin
Trustee	Janet Aldridge (joined Jan'25)
Trustee	Revd. Alison Green
Trustee	Pauline Barrow (retired Feb'25)
Trustee	Martin Troy
Trustee/Supervisor	Margaret Hambrook

### Additional Management Committee Roles: -

Treasurer	Tineke Zwinkels
Service Administrator	Tineke Zwinkels
Secretary	Margaret Hambrook
Publicity Officer	Hazel Denman
Intake Officer	Margaret Hambrook
Receptionist	Lesley Bennett

### Additional Roles

Student Placement Manager	Sally Knight
Admin Support	Sally Knight
Assessment Counsellors	Margaret Hambrook, Lesley Bennett, Sally Knight and Tineke Zwinkels
Supervisor	Tineke Zwinkels

### Reasons for enquiries not being processed through the system have included:

- found alternative counsellor
- client's requirements were outside the skill or process of Confide counsellors
- Clients did not respond after receiving fee structure or request for address
- unable to contact on the phone number provided
- client decided they were not ready for counselling at present

### Other

### Reasons for other have included:

- messages to forward to counsellors
- details passed to Stonepillow
- leaflet delivered to addresses no longer valid
- enquiries from third-party organisations regarding trauma & couple counselling
- information regarding payment of counselling fees
- problems contacting clients by telephone for assessment because the phone did not accept withheld numbers
- rearranging assessment appointments
- clarification on when a client on the waiting list would be allocated to a counsellor

### Lesley Bennett

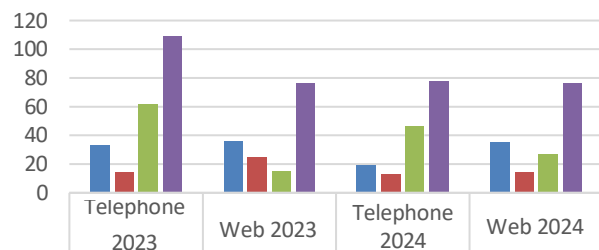
## Receptionist Report

The details below give a breakdown of the number of calls received and messages during 2024 and the comparison to 2023. It does not record any calls that were of a scam or marketing type.

### Reception Statistics 2024

2024	Intake enquiries processed	Intake enquiries not processed	Other messages
Telephone	19	13	46
Web	35	14	27
<b>Total</b>	<b>54</b>	<b>27</b>	<b>73</b>

### Comparison 2023-2024



## Confide Counsellors

Jane Anderson (Left June 2024)

Lucy Barrington

Lesley Bennett

Hazel Denman

Afrodite Erdelyi

Kim Evans

Jane Everard (Left July 2024)

Jackie Gooding

Heather Gwenlan

Margaret Hambrook

Kate Hicks

Keith Howard

Martin Lofty

Angie O'Rourke

Jo Osmond

Jane Perrin (Left June 2024)

Anna Schoultz

Jonathan Smith

Ali Smith-Jones

Noemi Warren

Tina Webb

Tineke Zwinkels

(Darren James and Miriam Valencia joining in March 2025)

## Report from the Chair

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Later this year we will be marking the 40<sup>th</sup> anniversary of the establishment of Confide by the Chichester and Bognor local Methodist Church circuit. Their concern was to obtain training so that they could make pastoral counselling available to people, who might otherwise struggle to access counselling support. While the work of Confide has developed during the last 40 years, not least in being registered as an independent charity, our aim has remained unaltered. We are committed to providing *'a service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical ill health or by reason of social or economic circumstances.*

In 2024 we have continued to do that by providing a counselling service for people who might struggle financially to access counselling and also to provide supervised training placements for student counsellors. We consider that we are complying with our duty under section 4 of the 2006 Act to have due regard to the guidance on public benefit. At present we have 6 trustees. Pauline Barrow has reluctantly resigned as she is no longer able to attend meetings. We are sorry that she is leaving us and are most grateful for all that she has given to Confide over many years as a counsellor and latterly as a trustee. In 2024 Richard More and Mary Ashwin, who were both foundation trustees, completed their initial term and were reappointed. We are also delighted that Janet Aldridge has agreed to rejoin as a trustee, and she will bring a wealth of experience. We still have one vacancy which we are keen to fill.

During 2024 the trustees met 3 times-each time along with members of the Management Committee. We have also established a small sub-committee to draw up a policy on Remuneration for the Service Administrator. We now have a clinical supervision group, Mary Ashwin, Margaret Hambrook Tineke Zwinkels and Sally Knight who meet monthly to oversee our work with clients. This covers much of the work that previously was done by the Counselling Coordinator. They provide a report at each trustee meeting and we consider that this is working smoothly and efficiently.

As Service Administrator, Tineke Zwinkels continues to do an enormous amount

## Publicity

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Publicity for CONFIDE continues to be delivered via regular leaflet mailouts with detailed information on the progress and activities of the service being provided by this annual report booklet. Many local organisations, charities, agencies, and individuals receive these and CONFIDE remains open to hearing from any interested parties who would wish to be added to our mailing list.

CONFIDE owes its excellent reputation locally to the continued positive feedback from our users and associates, working hard to ensure professional standards (as established British Association of Counsellors and Psychotherapist - BACP), are upheld. All publicity material and articles reflect this commitment.

As we enter our 40<sup>th</sup> year, we look forward to continuing to serve the local community at a time when family stress and public mental health remain significant challenges for the provision of services. It is here where CONFIDE seeks to establish an important professional contribution alongside the statutory agencies and our partners.

**Hazel Denman**



# Counselling Co-ordinator's Annual Report

During 2024 we welcomed Heather Gwenlan, Jo Osmond, Kate Hicks, Katherine Labeledz, Keith Howard, Martin Lofty and Kim Evans as student counsellors.

Jane Perrin and Jane Everard left Confide during the year following their qualification. Jane Anderson and Katherine Labeledz decided to complete their placement elsewhere. We thank them for the work done with Confide and Stonepillow clients and wish them well for the future.

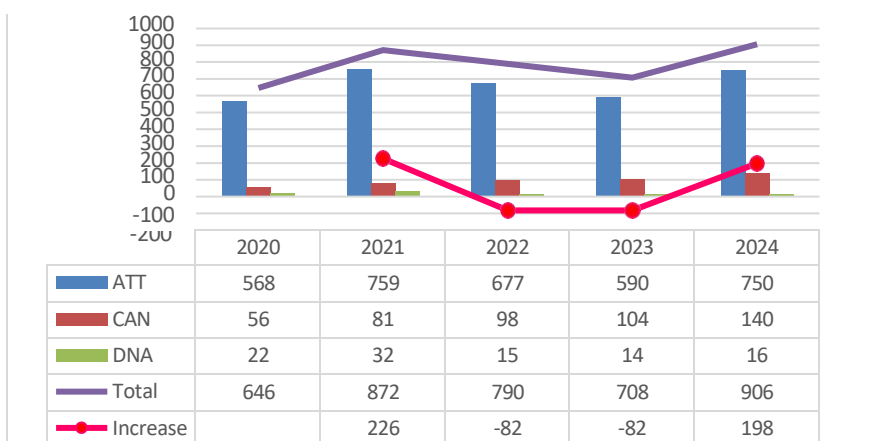
There has been a positive response to the introduction of bringing a subject to discuss in the first 30 minutes of the supervision evening, when all counsellors are together. We have had interesting subjects, and it has created a good bond between those who otherwise would not interact much.

The presentation of a combination of Confide and Stonepillow work in the smaller supervision groups works well. It has been felt that it enriches the group supervision experience.

We organised 2 training events in 2024, both were well attended by counsellors and trustees.

- **13<sup>th</sup> April – led by Sally Knight – Compassion, a soft option or hard choice**
- **5<sup>th</sup> October – led by Rev. Alison Green – Neurodiversity in the counselling room & Safeguarding Training.**

## SESSION DETAILS:



Counsellors continue to see clients at St Paul's Church, Bognor Friends Meeting House or at the Stonepillow locations. We'd like to thank these organisations for providing facilities and Mary for providing supervision rooms.

Mary Ashwin/Tineke Zwinkels

of work that ensures the smooth running of Confide. Even though we are only a small counselling agency, the administrative requirements are still considerable. She continues also to serve as treasurer giving us clear reports on our financial position and bud 13 which is essential if we are to be successful in making funding applications. During 2024 Tineke has also been working on creating a Handbook to bring together our updated policy documents and procedures, which will be very helpful to trustees and counsellors alike. It will be regularly reviewed at the first trustee meeting each year.

As Chair I am most grateful for the support and wisdom of my fellow trustees. We enjoy working together. We are also well served by our Management Committee. Sally Knight continues to assist Tineke and is responsible for student placements. Hazel Denman oversees publicity and Lesley Bennett as receptionist, handles the initial enquiries from clients. We are very grateful to them for all that they do. However, central to the work of Confide are our counsellors. We are fortunate to have a gifted team of experienced counsellors and also, a number of student counsellors who are doing a placement with us as part of their training All counsellors are required to attend a supervision session fortnightly, and the provision of professional supervision is a very important part of our work. All of our counsellors are unpaid and give freely of their time and skill to our clients. We are aware that counselling can be very demanding for counsellor and client alike. Comments that we receive from clients on finishing their counselling, often show how much it is valued. Since 1985 Confide has been offering help and support for people who feel they are struggling with some of the complex issues of life. Now 40 years later, we are very aware that such help and support is needed more than ever.

On Sunday 28<sup>th</sup> September at 10am we will be joining the congregation at St Paul's, Church, Chichester for a service in which we will reflect and celebrate 40 years of ministry of Confide Counselling. The service will be followed by refreshments in the Parish Centre. Do please note the date now and we hope that both past and present members of Confide will be able to join us. We have so much for which to give thanks.

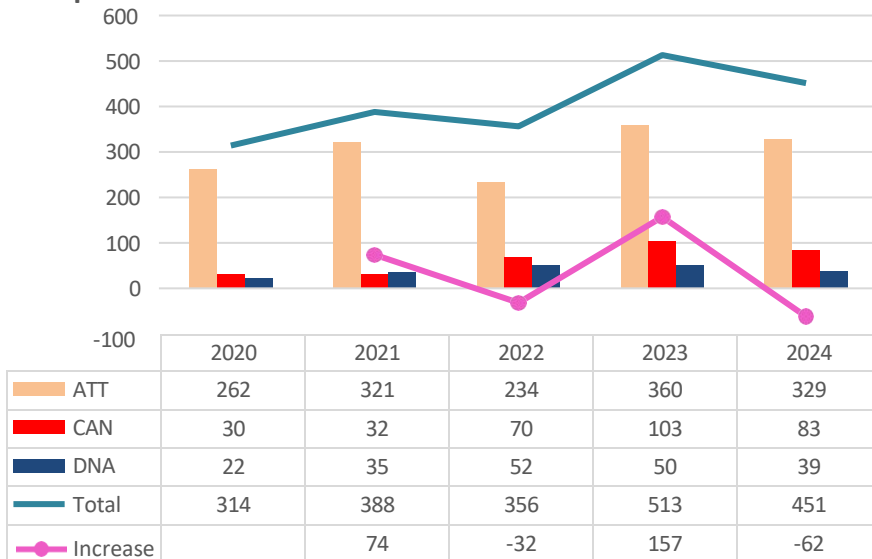
**Richard More**  
Chair of the Trustees of Confide Counselling (West Sussex).

# Stonepillow Report

A total of 24 Stonepillow clients were supported with counselling in 2024 with 451 client sessions offered, which is a reduction of 12% from 2023. 329 (73%) sessions were attended, 83 (18%) cancelled and 39 (9%) were not attended with no notice given.

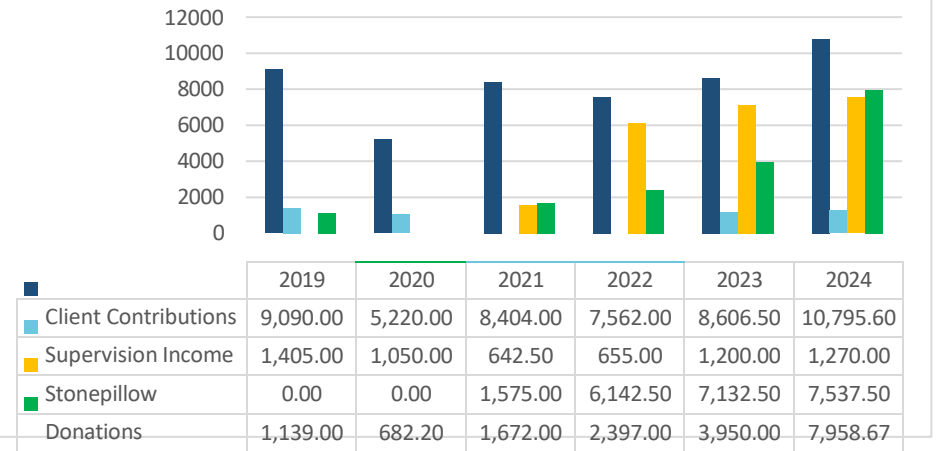
40 referrals for clients supported by Stonepillow were received, the majority of which were for male clients being supported in the Bognor area. We work closely with the Stonepillow team in arranging assessments which can also involve the contribution of a client's keyworker, and under the new procedure introduced in January the intake assessments are carried out either on the phone or face-to-face in the Chichester Stonepillow hub.

## Stonepillow Session Details

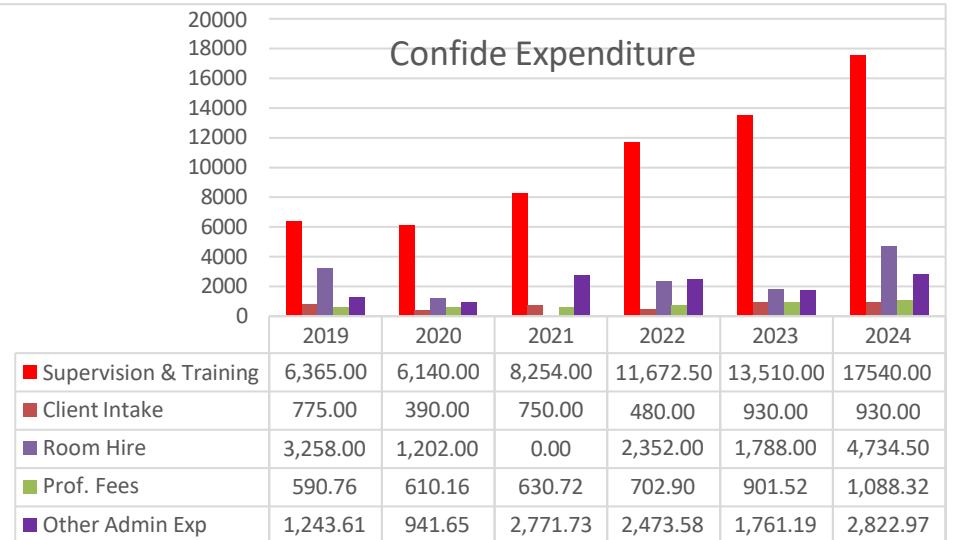


This client group can have challenging personal circumstances, and the intake assessment offers an opportunity to help clients understand what counselling may involve and establish whether this is an appropriate time for counselling support, or whether the brief psychological interventions offered by the Stonepillow mental health team might be more appropriate.

## Confide Income



## Confide Expenditure



**Tineke Zwinkels**

Treasurer

The fund has also covered payments for the website maintenance, admin, training, and interview costs.

We continue to apply for further funding through grant applications. We are grateful that St John's Trust will continue supporting Confide for an additional three years.

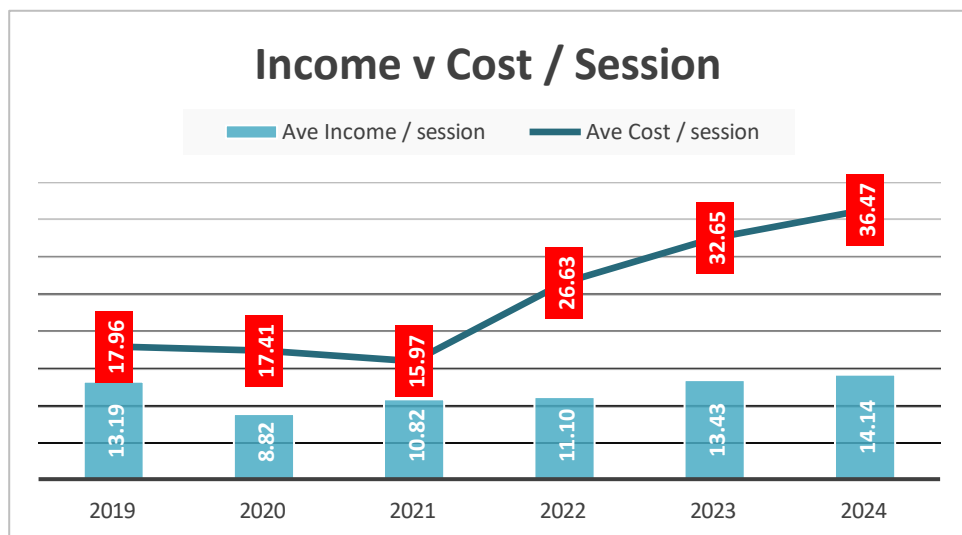
We carry professional risk insurance for 21 professionals with a £2 million indemnity limit for any one event. The cover has increased to 24 professionals as of February 2025.

The management of the website includes regular changes, reporting and security updates and certification.

We are members of the British Association of Counselling and Psychotherapy, registered with ICO and with Thirty-one: eight for Safeguarding and DBS checks.

At the time of printing, the 2024 accounts are in the process of being independently examined by R. Smith, and we thank him for his time and commitment to doing so.

The following graph shows the difference between income and cost/session.



Stonepillow clients who wish to have counselling are then carefully allocated to Confide counsellors by their supervisors, based on their training and experience. Not every client assessed for counselling will take up the offer of sessions, or continue with them once starting with a counsellor, as clients can disengage from the Stonepillow support service for various reasons. However, half of the clients supported last year attended more than 15 sessions, and client feedback has been received about how helpful it is to be offered a space to talk and be listened to, often for the first time.

As part of working together we have arranged online meetings with the Stonepillow team to ensure closer alignment in delivering a service that is helpful to the clients with their particular needs. We are grateful that we are able to work closely with Rachel, Hadley & Pete and for their hard work in enabling this service to be provided.

Alison also continues to meet with Rachel monthly and discuss issues which are arising for her. These discussions are often about the training she delivers to staff and some of the issues which arise from many staff being on short term contracts and how that affects the length of time people spend working for Stonepillow and the need to ensure that new staff are trained so that they can work safely with Stonepillow clients who often have significant physical and mental health needs.

Last year we also continued to provide short-term crisis counselling support to Stonepillow staff to help support them in their work with this often-challenging client group.

**Alison Green/Sally Knight**

# Service Administration Report 2024

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In 2024, the team continued to have regular meetings, in addition to the Trustee & Management meetings.

All trainee counsellors and recently qualified counsellors received their Confide contracts, and all DBS checks are up to date. For DBS check purposes, trainee counsellors are no longer seen as volunteers. It is deemed that the position is there to work towards a paid position and to enhance their qualifications. Charges to obtain DBS details for Confide for students in '24 were £48.90 (+VAT).

Confide does accept DBS certificates applied for by other organisations, provided they relate to the Adult Workforce.

In response to the BACP/Training organisation's requirement to provide some Online/Telephone sessions (up to 49%) to clients, counsellors will now record the mode of sessions on the Monthly Client receipt form.

Sally has had some conversations with Sanctuary in Chichester. Following some staff changes at Sanctuary, Sally would have liked to re-establish the links in 2025. However, Sanctuary have expanded its support from Mind for the future, and therefore, Confide will not pursue this until circumstances change.

The website has been regularly updated with

- Job description for Qualified Counsellor
- Link to the Application form
- Extra “useful links”
- Update on training events

I would like to thank the Trustees – especially Richard More, Mary Ashwin, Margaret Hambrook – and Hazel Denman, Lesley Bennett, Sally Knight and the counsellors for their support.

**Tineke Zwinkels**

# Treasurers Report

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## **Finance Report 2024**

Details in the Financial report and stated below relate solely to the Income and Expenditure transactions in 2024.

In 2024, the client contributions were £ 10795.60, an increase of nearly £1914. The contribution breakdown is as follows: 82% of clients pay up to £15 per session. 9% pay £20 per session and 9% pay £25 per session.

Stonepillow's contributions towards the intake assessments and supervision work were £ 7537.50.

We received donations from St John's Trust £3600.00, the Solent Group £1693.67, and from others £2665.00. We thank all who have supported Confide in the last year.

The overall income rose from £ 21144 to £27562, an increase of £6418. Our expenditure increased from £ 20925.71 to £27115.79.

It is important to note that all expenditures relating to the activities in 2024 were paid by 31<sup>st</sup> December 2024. The increased team of counsellors is reflected in the supervision and room hire expenditure.

Administration costs include £500 regarding the 2023 honorarium contribution allocated to the Service Administrator.

The overall result is that we have a small gain of £ 445.98. Without the generous donations mentioned before, Confide's financial situation would be considerably worse.

The Designated Fund at the end of 2024 stands at £7728.63. The fund, with regular contributions from St John's Trust, supports clients who are unable to pay for sessions and covers unpaid sessions for various reasons. In 2024, 70 sessions were paid through the Designated fund.

## Receipts and payments accounts

For the period from	Period start date 01/01/2024	To	Period end date 31/12/2024
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations and Grants	15,496	-	-	15,496	11,083
Contributions	10,796	-	-	10,796	8,862
Supervision	1,270	-	-	1,270	1,200
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>27,562</b>	<b>-</b>	<b>-</b>	<b>27,562</b>	<b>21,144</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>27,562</b>	<b>-</b>	<b>-</b>	<b>27,562</b>	<b>21,144</b>
<b>A3 Payments</b>					
Printing & Stationery	115	-	-	115	9
Postage	72	-	-	72	125
Administration, AGM & Miscellaneous	1,392	-	-	1,392	2,249
Telephone	193	-	-	193	181
Training	530	-	-	530	1,760
Intake	930	-	-	930	930
Supervision	17,010	-	-	17,010	11,750
Insurance	490	-	-	490	461
Use of premises	4,735	-	-	4,735	1,788
Website Design	816	-	-	816	996
Publicity	235	-	-	235	236
Affiliation fees / Subscriptions	598	-	-	598	440
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>27,116</b>	<b>-</b>	<b>-</b>	<b>27,116</b>	<b>20,926</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>27,116</b>	<b>-</b>	<b>-</b>	<b>27,116</b>	<b>20,926</b>
<b>Net of receipts/(payments)</b>	<b>446</b>	<b>-</b>	<b>-</b>	<b>446</b>	<b>218</b>
A5 Transfers between funds	-	-	-	-	-
A6 Cash funds last year end	7,392	-	-	7,392	7,174
<b>Cash funds this year end</b>	<b>7,838</b>	<b>-</b>	<b>-</b>	<b>7,838</b>	<b>7,392</b>

### Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Bursery & Bequest Reserve	7,729	-	-
	Current Account	110	-	-
		-	-	-
	<b>Total cash funds</b>	<b>7,838</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))	OK	OK	OK
	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £

**B2 Other monetary assets**

	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-
	-	-	-

**B3 Investment assets**

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-

**B4 Assets retained for the charity's own use**

Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-
		-	-

**B5 Liabilities**

Details	Fund to which liability relates	Amount due (optional)	When due (optional)
		-	
		-	
		-	
		-	
		-	

The following Trustees and Committee members received reimbursement for expenses incurred during the stated period. In addition to the expenses, the following payments were made for services provided during the year.

Confide Related Party Transactions Summary 1st Jan 2024 - 31st Dec 2024	Expenses	Services
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<b>Trustees</b>		
Mary Ashwin - Trustee	£0.00	£5,940.00
Margaret Hambrook - Trustee	£0.00	£4,830.00
Alison Green - Trustee	£0.00	£440.00
<b>Management Committee</b>		
Hazel Denman - Publicity	£579.25	£0.00
Sally Knight - Intake Assessor / Supervisor / Placement manager	£0.00	£1,280.00
Tineke Zwinkels - Service Administrator / Finance / Supervisor	£170.00	£6,725.00

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>Richard More</i>	RICHARD MORE	7/6/25
<i>Margaret Hambrook</i>	MARGARET HAMBROOK	7/6/25

## **Independent examiner's report to the trustees of Confide**

I report to the trustees on my examination of the accounts of Confide for the period ending 31 December 2024

### 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 been guided by applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### Independent examiner's statement

I have completed my examination of the accounts. 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 charity as required by section 130 of the Act; or
2. the accounts do not accord with those records.

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.

Roderick Smith

35 Somerstown

Chichester

PO19 6AG

**CONFIDE COUNSELLING (WEST SUSSEX)**

England & Wales - Charity number 1197103

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# Accounts

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# Confide Counselling

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St Paul's Parish Centre  
Churchside  
Chichester  
West Sussex  
PO19 6FT

Telephone: 01243 531914  
Website: [www.confide-counselling.co.uk](http://www.confide-counselling.co.uk)

Registered Charity No: 1197103

BACP Membership No: 102539

## Annual Report 2023



## **Confide - the Service**

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Confide continues to offer counselling support for people living in West Sussex who are experiencing hardship or distress through emotional, spiritual, physical, or mental ill health, or by reason of social or economic circumstances. Our Trustees emanate from a range of backgrounds including ordained ministry, counselling and social work experience, legal advice, safeguarding and mental health practice, each having due regard to Charity Commission guidance concerning services for public benefit. All our fully qualified counsellors and advanced trainees work as volunteers with the service and receive regular, professional supervision.

The service is open to anyone, regardless of belief, to talk over problems in confidence with someone who will help them to find their own solutions. Those who seek help may be anxious, lonely, or depressed. They may be unemployed or overburdened, have problems with children or other members of their family, or facing problems in relationships. They may be facing a difficult decision in life or struggling to come to terms with illness, bereavement, feelings of hopelessness or coping with problems of faith. Counsellors aim to provide a sustaining relationship to those with troubles, building on respect and trust. Confidentiality is assured.

Sessions are usually on a weekly basis, lasting about one hour. In the aftermath of the pandemic, some counsellors offer this service on-line and via telephone/video sessions as appropriate, providing valuable choice and flexibility for clients. Contributions are required, but no one is refused help through lack of means and funding from a bursary is selectively used to top up such payments to realistic levels that cover costs.

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## Mission Statement

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**CONFIDE seeks to provide a counselling service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical ill-health or by reason of social or economic circumstances.**

Confide was formed in 1985, a service sponsored by Methodist Churches in Chichester and Bognor Regis. As such, its philosophy and work emanate from this Christian base. Confide continues to be supported by various other Christian Churches in Chichester and Bognor Regis and their members. We are based at St Paul's Church in Chichester and are grateful for the hospitality provided for us there.

As a registered Charity in our own right, the service is provided wholly for the public benefit.

Alongside our Counselling Service we work hard to include:-

- **Provision of training in counselling for students and colleagues.**
- **Co-operation and work alongside statutory authorities, professional bodies and voluntary organisations.**
- **Collaboration with any charitable bodies operating within West Sussex with similar aims and objectives.**

## Personnel

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### Trustees and Management Committee

#### Board of Trustees:

Chair of Trustees/Chairperson	Revd. Richard More
Trustee / Supervisor / Counsellor Co-Ordinator	Mary Ashwin
Trustee	Revd. Alison Green
Trustee	Pauline Barrow
Trustee	Martin Troy
Trustee/Supervisor	Margaret Hambrook

#### Additional Management Committee Roles: -

Treasurer	Tineke Zwinkels
Service Administrator	Tineke Zwinkels
Secretary	Margaret Hambrook
Publicity Officer	Hazel Denman
Intake Officer	Margaret Hambrook
Receptionist	Lesley Bennett

## Additional Roles

Student Placement Manager	Sally Knight
Admin Support	Sally Knight
Assessment Counsellors	Margaret Hambrook, Lesley Bennett, Sally Knight and Tineke Zwinkels
Supervisor	Tineke Zwinkels

## **Confide Counsellors**

Jane Anderson	Angie O'Rourke
Lesley Bennett	Jane Perrin
Hazel Denman	Anna Schoultz
Afrodite Erdelyi	Jonathan Smith
Jane Everard	Ali Smith-Jones
Jackie Gooding	Noemi Warren
Margaret Hambrook	Tina Webb
Lucy Holloway	David Wills (left Nov-23)
Tineke Zwinkels	

## **Report from the Chair**

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2023 has been a year of further consolidation for Confide Counselling. We are now well settled into new patterns of working following the Covid pandemic. Mary Ashwin, Margaret Hambrook and Tineke Zwinkels are working together to oversee the work previously undertaken by the Counsellor Coordinator and the Trustees are confident that this is working well. Our Service Administrator is keeping the trustees alert to the requirements of the Charity Commission and we are continuing to make the necessary adjustments.

Confide has now been operating for almost 40 years. It was established by the local Methodist Church Circuit in 1985 and became an independent registered charity in December 2021. We are committed to providing '*a service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical and ill health or by reason of social or economic circumstances*'. In 2023 we have continued to seek to do that by providing a counselling service, which is also available to people who might struggle financially to access counselling. We have also continued to offer supervised training placements for student counsellors. We consider that we are complying with our duty under section 4 of the 2006 Act to have due regard to the guidance on public benefit.

The trustees met four times during 2023- generally with members of the Management committee. At present we have one vacancy for a trustee which we are actively seeking to fill. At each meeting we receive regular reports on Confide's work with clients seeking counselling and with Stonepillow, and an update on our finances.

In the autumn we welcomed Sally Knight as a member of the management committee. Sally brings considerable counselling and administrative experience and is working closely with our Service Administrator. She has taken over responsibility for Stonepillow Intake Assessments and as student placement manager.

As trustees we are aware of the increasing amount of work involved in administration which is necessary for Confide to run smoothly. It is estimated

that this now requires 14 hours a week. We consider that we should provide some payment for this work and would wish this to become a paid post. However, at present this is not financially possible. This year we have made a token payment and will explore making this the basis of funding applications to grant making bodies.

This report contains details of our accounts for 2023 and our financial position. We are pleased to have a small excess in income over expenditure but this is only possible because of a grant from the St John's charity. We only carry a small reserve and are aware that we need to do more work on fundraising and applications to grant making bodies. Even though all involved in Confide are volunteers, our work cannot be funded alone on donations from clients. This will need to be a priority for the Trustees in 2024.

In Confide we are very fortunate to have a number of experienced counsellors who have been with us for many years and give generously of their time. We are especially grateful to Mary Ashwin and Margaret Hambrook, who both also serve as Trustees, and who with Tineke Zwinkels are responsible for supervision of the counsellors. We also appreciate a number of gifted student counsellors who have done a placement with us as part of their training. Sadly, for us, on qualifying many need to move on to a paid position.

As trustees we are very grateful for the members of the management committee, especially Hazel Denman who continues to oversee our publicity, and Tineke Zwinkels and Sally Knight who undertake much of the administration which enables Confide to operate smoothly. We want to thank Lesley Bennett, one of our experienced counsellors who is serving as our receptionist, handling initial enquiries from clients.

I continue to be most grateful for the support and wisdom of my fellow trustees. We all feel that it is a privilege to be involved in the work of Confide. With the cost-of-living crisis and the ongoing repercussions of the pandemic on mental health, we hear much about the need and value of talking therapies. We exist to be available to offer help and support for those seeking to manage the complex issues that so many people face today.

**Richard More**  
Chair of the Trustees of Confide Counselling (West Sussex).

## Counselling Co-ordinator's Annual Report

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In 2023 Confide had a team of 17 qualified and trainee counsellors. We welcomed five new counsellors; Tina Webb (Chi Uni), Anna Schoultz (Waverley) and Afrodite Erdelyi (Portsmouth Uni) for work with Confide clients, Jane Anderson (Chi Uni) to work with both Confide and Stonepillow clients, and Ali Smith (Southern Association for Psychotherapy and Counselling) working with Stonepillow clients.

David Wills left in October. We would like to thank him for the work done with the clients and wish him well for the future.

With Tineke Zwinkels completing her supervision course, we have now 3 supervisors and 6 supervision groups.

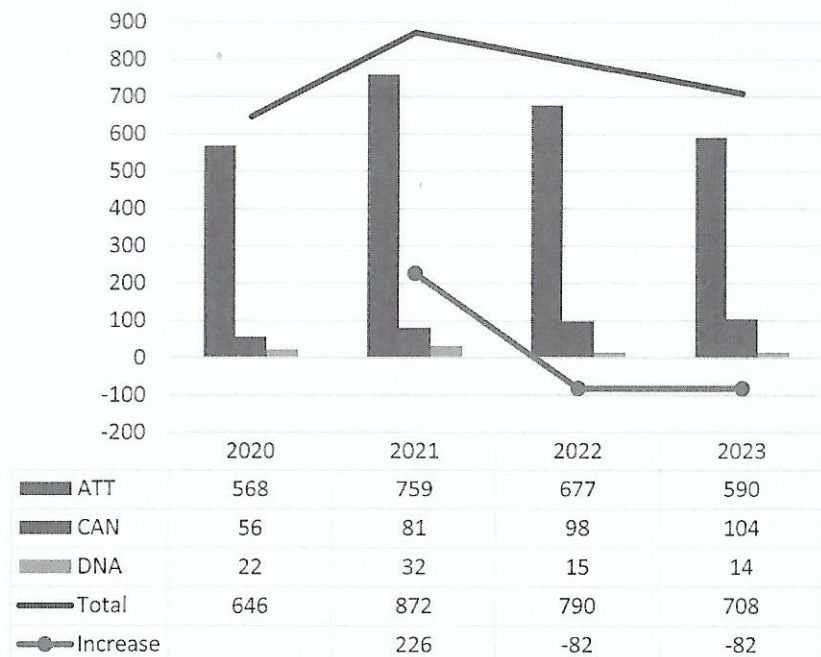
The creation of an additional supervision group was a good opportunity to make some changes in how the groups were set up. There is no longer a separation between Confide and Stonepillow clients. Each group consists of counsellors with mixed level of counselling experiences. The new set-up enables the sharing of greater knowledge and experience of client work between the counsellors. Additionally, counsellors can now work with Confide and Stonepillow clients without having to increase the supervision sessions.

In 2023, we had a steady inflow of referrals as indicated in the receptionist report. We had 43 approaches with 32 clients engaging in the counselling sessions.

Overall, we offered 708 sessions, which is a decrease of 10% in comparison with 2022. Clients attended 590 sessions (83%), 104 (15%) cancelled and 14 (2%) did not attend. Counsellors had to cancel 108 sessions in 2023, compared to 65 sessions in 2022. We are concerned about this level of cancellations. The supervisors will examine this with the counsellors.

We see clients mainly face-to-face at St Paul's in Chichester and the Friends' Meeting House in Bognor. We'd like to thank both organisations for the on-going support they give in offering their facilities at reduced rates.

## Confide Session Details



Some counselling continues online or by telephone. The latter may increase over time as BACP has made it a requirement now for students to have a split between face-to-face and online therapy (including telephone) sessions as part of their training.

There is a short waiting list due to reduced availability options given by clients, matching clients with the right counsellors and limited time when we can occupy the room.

We had a training session in April to look at the Equal Opportunity Procedure, with Equality, Diversity and Inclusion, and Race, Religion and Belief, and Disability in mind.

In November, we had an interesting CPD training day about Internal Family Systems presented by Mary Ashwin. We continue to focus on the ongoing CPD needs of our counsellors.

**Mary Ashwin/Tineke Zwinkels**

## Treasurers Report

In 2023, the income from client work and individual supervision rose from £8,888.00 to £10,061.50. We received £11,082.50 from various organisations, including £3,600 from St John's Trust, £330.00 from St Paul's PCC and a small donation of £20.

Stonepillow contributions towards the supervision work was £7,132.50.

Support from all these organisations is very much appreciated.

In 2023, 78% of contributions per session ranged between £1.00 and £15.00. We received 22% of contributions for each session between £20 and £30.00. This represents an increase, from only 10% in 2022.

Our overall expenditure was £20,925, an increase of £2,792.00. Additional expenditures were incurred in training (supervision and interviews), additional supervisor charges starting in October, and administrative costs, which included a £1,500 payment for the Service Administrator / Treasurer.

The Stonepillow supervision and administration costs totalled £6175.00. As a result, we have had a net inflow of £957.50 from Stonepillow.

The bursary fund covered £165.00 for unpaid sessions by clients in 2023. Two clients were supported through the bursary fund - £116.00. The bursary fund also covered the cost of hosting the website (£996) and supervision training (£1200). It is crucial to note that the costs for the website and supervision training have been fully incurred this year, but they will serve as the foundation for Confide's future work in the coming years.

Confide's gain in 2023 amounts to just £218. We are acutely aware that without St John's sponsorship, Confide funds would be reduced to a concerning level. The Trustees and management staff are fully aware of the circumstances.

Grant applications were submitted in 2023 but were denied due to the large concentration of grant allocations to the "Cost of Living" crisis.

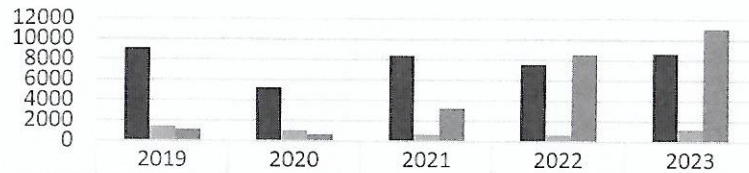
We strive to be more successful in 2024 in obtaining funding for operating costs, a specific project to assist 'Sanctuary in Chichester', and Couples Therapy Training.

We carry professional risks insurance for 15 counsellors with a £2 million indemnity limit for any one event. This will increase to cover 18 counsellors as of February 2024.

Confide's finances benefit immensely from the huge amount of time volunteered by the receptionist, counsellors, and committee members. I would like to thank them for providing accurate and up-to-date information that has made my job as treasurer easier.

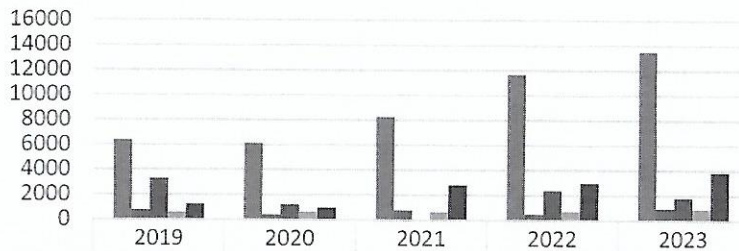
The 2023 accounts have been fully approved following independent examination by Roderick Smith and we thank him for his time and commitment in doing this work.

### Confide Income



■ Client Contributions	9,090.00	5,220.00	8,404.00	7,562.00	8,606.50
■ Supervision Income	1,405.00	1,050.00	642.50	655.00	1,200.00
■ Donations	1,139.00	682.20	3,217.00	8,539.50	11,082.50

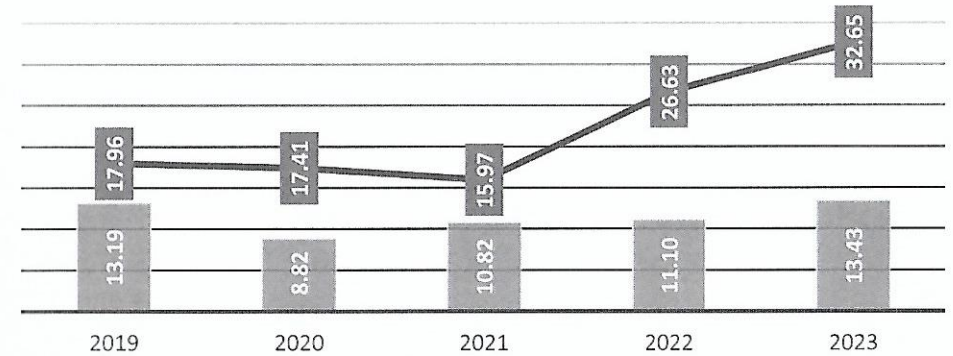
### Confide Expenditure



■ Supervision & Training	6,365.00	6,140.00	8,254.00	11,672.50	13,510.00
■ Client Intake	775.00	390.00	750.00	480.00	930.00
■ Room Hire	3,258.00	1,202.00	0.00	2,352.00	1,788.00
■ Prof. Fees	590.76	610.16	630.72	702.90	901.52
■ Other Admin Exp	1,243.61	941.65	2,771.73	2,926.08	3,796.19

### Income v Cost / Session

■ Ave Income / session — Ave Cost / session



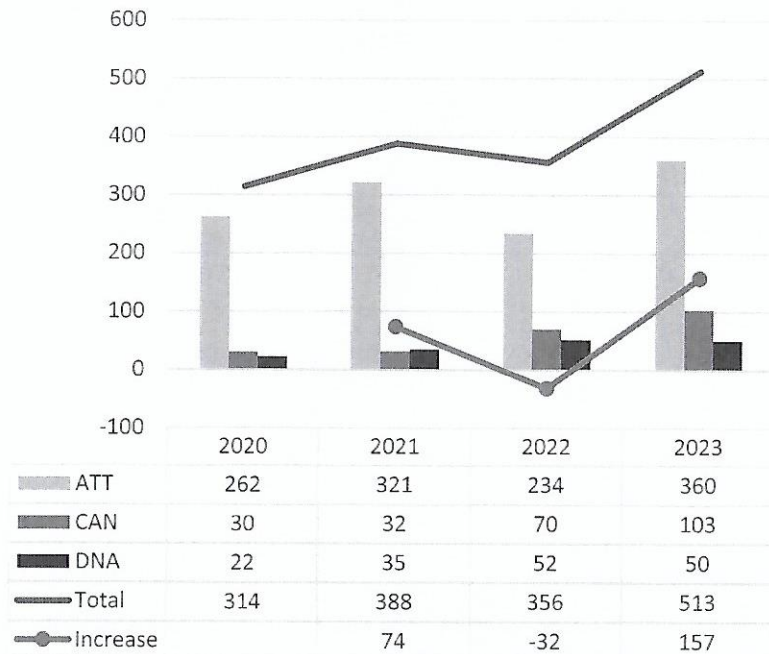
**Tineke Zwinkels**

Treasurer

# Stonepillow Report

In 2023, we offered 513 sessions to the Stonepillow clients. This is a significant amount more than in previous years. Clients attended 360 (70%) sessions, 103 (20%) cancelled and 50 (10%) did not attend. With an often-challenging client group the increase is encouraging to see. It is the hard work by the counsellors and Stonepillow staff members – Hadley in Bognor and Toby and Pete in Chichester - that made this happen.

## Stonepillow Session Details



We have a few clients on the waiting list.

For 2024 we introduced the intake assessment process of the clients by a dedicated intake assessor. The main assessor will be Sally Knight who will be doing the intakes either by phone or in person. After the intake, the clients can be allocated to a counsellor. The change is in response to feedback from the colleges and students.

Alison Green continues to work with the Stonepillow Mental Health worker. They talk about various elements of the clinical work and other areas which affect the work at Stonepillow.

Hazel Denman facilitated group sessions set up for staff members in the first quarter of 2022. In April 2023 after a year of operating, Stonepillow Management team decided to review this group work based on staff views on siting and difficulties around attendance. Currently there is no indication whether these sessions will be re-started.

We want to thank Hazel and Alison for the time and work they have put into these additional services.

A core team of counsellors continues to provide counselling to Stonepillow staff members as and when requested, in the form of short-term counselling between 2 to 6 sessions. The feedback from those receiving this support has been very positive and it has been gratefully appreciated by staff and management.

We are thankful for continued financial support from Stonepillow towards the costs of supervising counsellors.

Mary Ashwin/Tineke Zwinkels  
**Counselling - Service Co-ordinator.**

## Receptionist Report

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The summary below gives a breakdown of the number of calls and web enquiries received during 2023.

It has been noted that not all callers leave a message and some of these have dialling codes outside the Chichester area or are private numbers.

<b>2023</b>	<b>Enquiries for Intake processed</b>	<b>Enquiries for Counselling not processed</b>	<b>General enquiries</b>	<b>Admin messages / follow up</b>	<b>Contact from / to counsellors</b>	<b>Total</b>
Tele- phone	33	14	25	16	21	109
Web	25	15	0	36	0	76
<b>Total</b>	<b>58</b>	<b>29</b>	<b>25</b>	<b>52</b>	<b>21</b>	<b>185</b>

### **Counselling enquiries not processed.**

We were unable to process certain enquiries due to availability, expert mental health help necessary, requests for couples counselling, adoption-related counselling, free counselling, clients from beyond our geographic area, or clients who did not respond to offer additional information.

### **Intake processed and not processed**

This represents the number of different potential clients not the total number of times reception may have had contact with each person.

**Lesley Bennett**

## Publicity

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CONFIDE is a well known and well-respected service that has operated in the Chichester and Bognor Regis areas for almost 39 years. This means that recommendations to use our service often occur via word of mouth from one user to another, and the need to advertise our service is minimal. While referrals remain high, no further publicity activity is required, but at times of low referrals we do use local magazines (such as Sussex Views) to ensure that our communities are aware that we have space. This was particularly important during the pandemic when few counselling agencies continued to provide a service and CONFIDE was able to offer Zoom and Telephone counselling.

Twice a year a supply of leaflets are sent to over 80 associates and partner agencies. This together with a similar mailout of our Annual Report means that we maintain close contact and updates on a regular basis. It was particularly unfortunate that last year a dispute arose between the Post Office and Royal Mail over the stamps used to mail our Annual Report. Royal Mail refused to accept that the stamps provided by the Post Office were valid resulting in a number of our partners and associated being charged for delivery, or post not being delivered at all. After formal complaint, we did receive a small compensation payment from the Post Office.

Hopefully this has been corrected this year but please do get in touch if you are still lacking, and would like to receive, last year's report.

**Hazel Denman**

## Organisational Structure

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Confide is a not-for-profit organisation, an independent registered charity under the Charity Commission. Nominated individuals can apply for vacancies on the Board of the Trust and become Trustees following a selection procedure managed by the Board involving personal references and interview. The Board of Trustees works closely with the Management Committee, often in joint meetings of which they are members. Serving on the Management Committee are the Chair of Trustees, the Counselling Co-ordinator, Counselling Supervisor, Trustees, Service Administrator, Treasurer, Publicity, Reception and Counsellor Representatives.

The Management Committee meets around three times a year. It deals with all matters of organisation, administration, finance, professional standards, publicity, and relationships with other organisations including the community in which Confide operates. Confide receives reports and recommendations from its officers, including recommendations related to the appointment of new counsellors.

All the Confide officers, and the Management Committee, are finally accountable to its Trustees.

### Client Responses

We send feedback questionnaires when our clients have finished their counselling, and ask permission for their responses to be shared anonymously. Here are some of them:

*"Counselling has given me a pathway and structure towards a happier life."*

*"My life is more relaxed now."*

*"Counselling allowed me to just "be" with no expectations on me."*

*"I can cope now with everything that is required of me."*

*"The counsellor enabled me to face the future with more confidence and enthusiasm."*

*"The counselling helped me to recognize that my first responsibility is to myself and my own well-being."*

*"I feel grounded in myself, and I don't need to surrender my validation to anyone else."*

*"Counselling helped me to accept what happened, and uncover other issues."*

*"Counselling enabled me to be more compassionate with myself."*

*"Counselling provided me with supportive conversations about very difficult personal topics."*

*"Counselling helped me to re-frame my experiences'.*

~ : ~

## Receipts and payments accounts

For the period from	Period start date 01/01/2023	To	Period end date 31/12/2023
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations and Grants	11,083	-	-	11,083	8,570
Contributions	8,862	-	-	8,862	8,403
Supervision	1,200	-	-	1,200	733
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>21,144</b>	<b>-</b>	<b>-</b>	<b>21,144</b>	<b>17,705</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>21,144</b>	<b>-</b>	<b>-</b>	<b>21,144</b>	<b>17,705</b>
<b>A3 Payments</b>					
Printing & Stationery	9	-	-	9	36
Postage	125	-	-	125	162
Administration, AGM & Miscellaneous	2,249	-	-	2,249	1,185
Telephone	181	-	-	181	263
Training	1,760	-	-	1,760	1,020
Intake	930	-	-	930	480
Supervision	11,750	-	-	11,750	11,178
Insurance	461	-	-	461	423
Use of premises	1,788	-	-	1,788	2,352
Website Design	996	-	-	996	1,264
Publicity	236	-	-	236	225
Affiliation fees / Subscriptions	440	-	-	440	280
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>20,926</b>	<b>-</b>	<b>-</b>	<b>20,926</b>	<b>18,867</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>20,926</b>	<b>-</b>	<b>-</b>	<b>20,926</b>	<b>18,867</b>
<b>Net of receipts/(payments)</b>	<b>218</b>	<b>-</b>	<b>-</b>	<b>218</b>	<b>- 1,162</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>7,174</b>	<b>-</b>	<b>-</b>	<b>7,174</b>	<b>8,336</b>
<b>Cash funds this year end</b>	<b>7,392</b>	<b>-</b>	<b>-</b>	<b>7,392</b>	<b>7,174</b>

### Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Bursery & Bequest Reserve	7,132	-	-
	Current Account	261	-	-
		-	-	-
	<b>Total cash funds</b>	<b>7,392</b>	<b>-</b>	<b>-</b>
	(agree balances with receipts and payments account(s))			
		<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>

B2 Other monetary assets	Details	to nearest £	to nearest £	to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	
			-	

The following Trustees and Committee members received reimbursement for expenses incurred during the stated period. In addition to the expenses, the following payments were made for services provided during the year.

Confide Related Party Transactions Summary 1st Jan 2023 - 31st Dec 2023	Expenses	Services
<b>Trustees</b>		
Mary Ashwin - Trustee	£0.00	£5,220.00
Margaret Hambrook - Trustee	£12.50	£5,200.00
Alison Green - Trustee	£0.00	£480.00
<b>Management Committee</b>		
Hazel Denman - Publicity	£576.74	£450.00
Tineke Zwinkels - Service Administrator / Finance / Supervisor	£70.00	£3,325.00

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
<i>Rachel More</i>	RICHARD MORE	21/3/2024
<i>Margaret Hambrook</i>	MARGARET HAMBROOK	21/3/2024

**CONFIDE COUNSELLING (WEST SUSSEX)**

England & Wales - Charity number 1197103

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# Accounts

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# Confide Counselling

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St Paul's Parish Centre  
Churchside  
Chichester  
West Sussex  
PO19 6FT

Telephone: 01243 531914  
Website: [www.confide-counselling.co.uk](http://www.confide-counselling.co.uk)  
Registered Charity No: 1197103  
BACP Membership No: 102539

**Annual Report**  
**July 2022 / June 2023**

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## Client Responses

We send feedback questionnaires when our clients have finished their counselling, and ask permission for their responses to be shared anonymously. Here are some of them:

*"I feel very fortunate to have worked with my counsellor – an exceptionally good experience of counselling".*

*"A sense that I am able to move on from difficult situations".*

*"Greater appreciation of the good things in my life".*

*"A less judgemental attitude towards myself".*

*"To see life in a more positive way and enable me to walk forward with more confidence".*

*"See myself as having some worth".*

*"I've learnt a lot more about myself and what makes me tick".*

*"I can now notice more about how my past affects who I am as a person, and when I fall back into old habits, I can notice what I'm doing and bring myself out of them".*

*"My relationships with others are stronger and more open".*

*"The counsellor helped me to be kinder to myself and understand other people's possible motivations and to work with these".*

*"I felt the service with its open-ended weekly sessions matched my needs perfectly."*

## Organisational Structure

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Confide is a not-for-profit organisation, an independent registered charity under the Charity Commission. Nominated individuals can apply for vacancies on the Board of the Trust and become Trustees following a selection procedure managed by the Board involving personal references and interview. The Board of Trustees works closely with the Management Committee, often in joint meetings of which they are members. Serving on the Management Committee are the Chair of Trustees, the Counselling Co-ordinator, Counselling Supervisor, Trustees, Administrator, Treasurer and Counsellor Representatives.

The Management Committee meets around three times a year. It deals with all matters of organisation, administration, finance, professional standards, publicity and relationships with other organisations including the community in which Confide operates. Confide receives reports and recommendations from its officers, including recommendations related to the appointment of new counsellors.

All the Confide officers, and the Management Committee, are finally accountable to its Trustees.

## Personnel

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### Trustees and Management Committee

#### Board of Trustees:

<b>Chair of Trustees/Chairperson</b>	Revd. Richard More
<b>Trustee/Counselling Co-ordinator</b>	Janet Aldridge (retired June 2022)
<b>Trustee/Supervisor</b>	Mary Ashwin
<b>Trustee</b>	Revd. Alison Green
<b>Trustee</b>	Pauline Barrow
<b>Trustee</b>	Martin Troy
<b>Trustee/Supervisor</b>	Margaret Hambrook

#### Additional Management Committee Roles: -

<b>Acting Treasurer</b>	Tineke Zwinkels
<b>Service Administrator</b>	Tineke Zwinkels
<b>Secretary</b>	Margaret Hambrook
<b>Publicity Officer</b>	Hazel Denman
<b>Intake Officer</b>	Margaret Hambrook
<b>Receptionist</b>	Bobbie Sugarman/Lesley Bennett

### Confide Counsellors

Margaret Hambrook	Angie O'Rourke
Hazel Denman	Jane Everard
Lesley Bennett	Noemi Warren
David Wills	Tineke Zwinkels
Jane Perrin	Lucy Holloway
Jonathan Smith	Jackie Gooding

## Report from the Chair

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For Confide Counselling, 2022 was a year for consolidation. We have continued in the task set out in our Mission Statement to provide a counselling service *‘a service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical ill-health or by reason of social or economic circumstances’* As the country has gradually emerged from the Covid pandemic, we have settled into a new permanent pattern of working, through which we are able to offer counselling, face to face, by telephone or by zoom.

We have now completed our first full year as a registered charity and have been able to make the necessary adjustments to ensure that we order and report our finances according to the regulations of the Charity Commission. We have been very grateful to Tineke Zwinkels, our service administrator, for all her work on this. With the systems now in place we urgently need to find a treasurer to look after our day-to-day finances.

As Trustees we have met four times during the year, - each time also with members of the Management Committee.

At our annual meeting in June, Janet Aldridge retired from the post of Counselling Coordinator and we had a very enjoyable evening in October when we were able to thank Janet for all that she has given to the work of Confide over the last 25 years. Initially we had hoped to be able to appoint a new person to take on this role, but so far without success. Meanwhile the work that was done by Janet has been shared out between Mary Ashwin, Margaret Hambrook and Tineke Zwinkels.



## Confide - the Service

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Confide continues to offer counselling support for people living in West Sussex who are experiencing hardship or distress through emotional, spiritual, physical or mental ill health, or by reason of social or economic circumstances. Our Trustees emanate from a range of backgrounds including ordained ministry, counselling and social work experience, legal advice, safeguarding and mental health practice, each having due regard to Charity Commission guidance concerning services for public benefit. All our fully qualified counsellors and advanced trainees work as volunteers with the service and receive regular, professional supervision.

The service is open to anyone, regardless of belief, to talk over problems in confidence with someone who will help them to find their own solutions. Those who seek help may be anxious, lonely or depressed. They may be unemployed or overburdened, have problems with children or other members of their family, or facing problems in relationships. They may be facing a difficult decision in life or struggling to come to terms with illness, bereavement, feelings of hopelessness or coping with problems of faith. Counsellors aim to provide a sustaining relationship to those with troubles, building on respect and trust. Confidentiality is assured.

Sessions are usually on a weekly basis, lasting about one hour. In the wake of the pandemic, some counsellors offer this service on-line and via telephone/video sessions as appropriate, providing valuable choice and flexibility for clients. Contributions are required, but no one is refused help through lack of means and funding from a bursary is selectively used to top up such payments to realistic levels that cover costs.

We feel that this is working well and we are very grateful to Mary, Margaret and Tineke for taking on such significant additional responsibilities. It is still our intention, at some point, to appoint a new person as Counselling Coordinator, but at present feel it is right to wait.

This year has also seen a further consolidation of our work with Stonepillow. We were very pleased to welcome Hilary Bartle, the CEO of Stonepillow, to the annual meeting and to sense her support and appreciation of our work. We now have a formal Service Level Agreement in place with Stonepillow and we are offering support to both clients and staff.

Now that we are a registered charity, as trustees we are in the process of reviewing and updating our procedures and policies, including on Payment of Expenses, Safeguarding and DBS checks, and Grievance and Complaints procedures. This is proving to be a useful exercise ensuring that Confide is following best practice. The updated documents are made available on the website.

With the return to face-to-face counselling, we are once again very grateful to St Paul's Church in Chichester and The Friends Meeting House in Bognor for the use of their premises. We are very fortunate to have the use of such excellent rooms and greatly appreciate the support and help of the church staff.

We are most grateful for the work and support of the Management Committee. During the year Bobbie Sugarman had to step aside as our receptionist and we are very grateful to Lesley Bennett who has been covering this important role. Hazel Denman has continued very

efficiently to oversee our publicity, while taking on additional counselling responsibilities with our Stonepillow work.

I am most grateful to my fellow trustees. We enjoy working together and discovering our responsibilities. We are looking to appoint one more trustee. Somebody with experience in fundraising and grant applications would be very helpful.

However, Confide Counselling exists for our clients - people who recognise that they need help and support, to manage the complex issues that so many face. We are pleased that we have a committed group of experienced counsellors and students, who are willing and able to offer them the support that they are seeking.

It is our hope and aim that Confide will continue to be able to make professional support and counselling available to those who can most benefit from it.

**Richard More** Chair of Trustees of Confide Counselling.

## Mission Statement

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**CONFIDE seeks to provide a counselling service for the relief of people in West Sussex who experience hardship or distress by reason of mental or physical ill-health or by reason of social or economic circumstances.**

Confide was formed in 1985, a service sponsored by Methodist Churches in Chichester and Bognor Regis. As such, its philosophy and work emanate from this Christian base. Confide continues to be supported by various other Christian Churches in Chichester and Bognor Regis and their members. We are currently based at St Paul's Church in Chichester and are grateful for the hospitality provided for us there.

As a registered Charity in our own right, the service is provided wholly for the public benefit. Alongside our counselling service we work hard to include:-

- **Provision of training in counselling for students and colleagues.**
- **Co-operation and work alongside statutory authorities, professional bodies and voluntary organisations.**
- **Collaboration with any charitable bodies operating within West Sussex with similar aims and objectives.**

We maintain a dynamic staff member group that includes both Students and Qualified Counsellors. Students can apply to Confide for placement, enabling them to meet the practice hours requirement of their courses and qualified counsellors may apply to join us as and when vacancies occur. Selection is by interview with the Counselling Co-ordinator, Chair of Trustees and Senior Counsellor/Supervisors. The training provided ensures we are continuously growing our expertise and keeping up to date with professional standards.

CONFIDE Counselling seeks to provide professional, affordable counselling to all its clients with additional focus on those among the most vulnerable groups.

means of gaining greater insight into interaction and the factors that shape people's lives. Stonepillow management team are currently reviewing this provision and it will be the subject of a joint meeting in June. Stonepillow's support of CONFIDE with funding of the counsellors' supervision costs is appreciated as an aid to being able to offer these services. The group of counsellors, strongly supervised by Mary and Margaret, provide not only support to clients but also to each other and this is greatly appreciated.

Tineke Zwinkels

**Stonepillow Link Counsellor**

## Counselling Co-ordinator's Annual Report

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Our main objectives between 2021 and 2022 have been to maintain an effective service under the constraints of the pandemic at the same time as updating our procedures and processes. Following the relaxing of Covid arrangements, Counsellors have mainly returned to face-to-face counselling at St Paul's in Chichester and at the Friends' Meeting House in Bognor Regis. We are most grateful to each venue for their support and for providing such comfortable rooms. Some counselling continues online or by telephone as a preference and Supervision meetings alternate between in-person and zoom sessions.

In 2022 we said goodbye to Helena Polson and Tracy Ranger, and towards the end of 2022 we welcomed Jackie Gooding, David Wills, and Noemi Warren to the counsellor group. More student counsellors are due to join us in the next few months, strengthening the team and extending the service to more clients. Confide and its clients benefit from this core of well-trained, experienced, committed, and willing counsellors.

We continue to have a steady flow of referrals. The new website has helped with communication and interaction, and our Receptionist, Lesley Bennett, has been kept busy with enquiries. We are grateful to Lesley for kindly taking over this role.

Margaret Hambrook has continued to lead on intake assessments with Lesley and myself taking a share of this increasing workload. This has eased some of the pressure on Margaret who, following the retirement of Janet Aldridge in June 2022, also took on the allocation of work and

some supervision. In 2022 we had 30 approaches with 11 clients taking up counselling sessions.

We have seen a decrease of 82 (9%) sessions, i.e. 790 session in 2022 from 872 sessions in 2021, mostly due to issues arising from the Covid pandemic. A short waiting list remains due to the reduced availability of counsellors and restrictions to the time we can occupy the rooms (e.g., no evening sessions).

Mary Ashwin's role in CONFIDE has increased significantly as a result of the developing work with Stonepillow. Added to the supervision of Counsellors working with Stonepillow, CONFIDE also provides support for Mental Health work and Staff Group Supervision, and both these are also supervised by Mary. Student Counsellors, requiring 1 to 1 supervision each month, increases Mary's workload further and we are grateful for her dedicated and continued commitment to this work.

The time commitment for Counsellors working with both Confide and Stonepillow clients is equal to 10 hours of supervision per month and it has proved challenging to meet this. Consequently, it has been agreed that counsellors should work either with Confide, or with Stonepillow clients.

In November we had a very successful and interesting CPD training morning, Integrating Psychodynamic Principles with Trauma Theory and Counselling, presented by Sally Knight. This was followed in April by a training session on Equal Opportunity Procedure, incorporating Equality, Diversity and Inclusion, and Race, Religion and Belief, and Disability, attended by both Counsellors and Trustees.

Mary Ashwin/Tineke Zwinkels  
**Counselling-Service Co-ordinator.**

## Stonepillow

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The work with the Stonepillow service users continues to be challenging and places significant demands on counsellors working in this area. Jonathan works at The Glassworks in Chichester with Toby as the Stonepillow contact. Toby provides important background information and acts as a contact between client and counsellor. Although there has been a steady flow of client referrals from Chichester, some clients find it difficult to fully engage in the counselling. We are working at improving the information flow and thereby the understanding of what counselling entails as well as the commitment required from the service users. Hadley remains the link in Bognor Hostel, where Jane, Lucy, Jackie and Tineke are working. Bognor Regis has a small waiting list.

We offered 356 sessions in 2022 to the Stonepillow service users. This is a decrease of 38 session (9.6%) in comparison to 2021. Unfortunately, there has been a reduction of attendance from 327 (88% of total offered sessions) to 234 (66% of total offered sessions). 70 sessions were cancelled, and 52 sessions were not attended.

A small team of counsellors provide support to some Stonepillow staff members in the form of short-term counselling with 2 to 6 sessions. The feedback from receiving this support has been very positive and is gratefully appreciated by staff and management. Alison Green continues to work with the Stonepillow Mental Health worker covering various elements of the clinical work. Hazel Denman facilitates the group sessions set up for staff members. The four groups are now well established although full attendance has been difficult to sustain. The groups have looked at Transactional Analysis, Life Script work, Games people play, I'm OK-You're OK life positions and the Drama triangle as a

## Service Co-ordinators Report

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The supervisors and service administrator have held regular meetings throughout the year to discuss various issues, review policies and procedures, arrange interviews and plan the training events. These meetings have been important to work through the organisational changes and challenges following Janet Aldridge's retirement in June 2022.

In 2022, we launched our new website, which provides a clearer overview, an easy referral form for clients, a contact form for student counsellors looking for a placement, and all relevant policies and procedures relating to work with clients. A full review of Policies and Procedures has been completed, with further work to be done on the Equal Opportunity Procedure after our training day. Our Trustee - Martin Troy, who joined us in 2022, kindly reviewed the Grievance and Complaints procedure.

In addition:

- Confide is now registered with **'Thirtyone:eight'** for the DBS checks.
- Confide is registered with HMRC to claim Gift Aid and after a full year as a recognised charity, we will be able to raise further funds through this scheme.

Further fundraising opportunities will be explored in the months ahead.

I would like to thank the Trustees and Management Group – especially Richard More, Mary Ashwin, and Margaret Hambrook, Hazel Denman, Bobbie Sugarman, Lesley Bennett and our Counsellors for their support and encouragement. It is the commitment and care of each one involved with Confide which makes this role enjoyable and rewarding.

**Tineke Zwinkels**

## Treasurers Report

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As these accounts will be the first accounts we present to the Charity Commissioners, they include transactions relating to the period of 14<sup>th</sup> December 2021 onwards. In accordance with requirements set out by the Charity Commissioners, the accounts will show the related party transactions for expenses and services paid to some Trustees and Committee members.

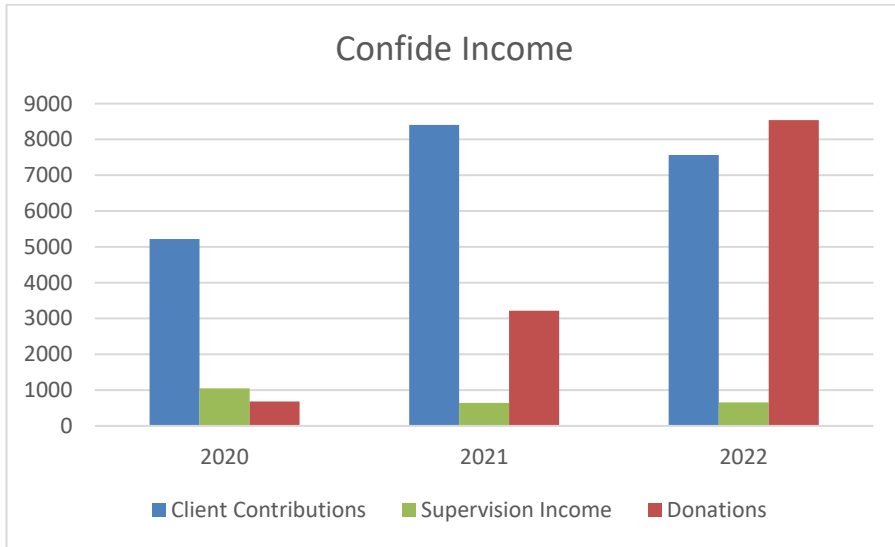
The 2022 accounts were fully approved following an independent examination by Roderick Smith. We would like to thank him for his time and commitment to doing this work.

In 2022 there was a reduced income from our client work. However, we are grateful for the support from St Paul's Church (£375.00) and St John's Trust (1800.00), with some other small donations plus contributions from Stonepillow, providing us with a total income of £17705. An increase of nearly £5000 in comparison to 2021.

Our expenditure increased by nearly £5000, from £12232.37 in 2021 to £18133.48 in 2022. The main increases are in Training costs (Assessment and Supervision training); Supervision (now with new rates and more supervision sessions); Room hire (resulting from a return to face-to-face counselling); and the development/updating of our Website.

Insurance to cover Counsellors for professional risks has been put in place for our 12 counsellors with an indemnity limit for any one event of £2m. This cover increased to 15 counsellors in February 2023.

The bursary fund - through the donations from St John's Trust - covered £385.00 regarding unpaid sessions by clients in 2021/2022. Two clients were supported through the bursary fund - £132.00. The bursary fund funded the re-design of the website (£1100). The first of six instalment payment (£200 each) for the supervision training is funded through the bursary fund.

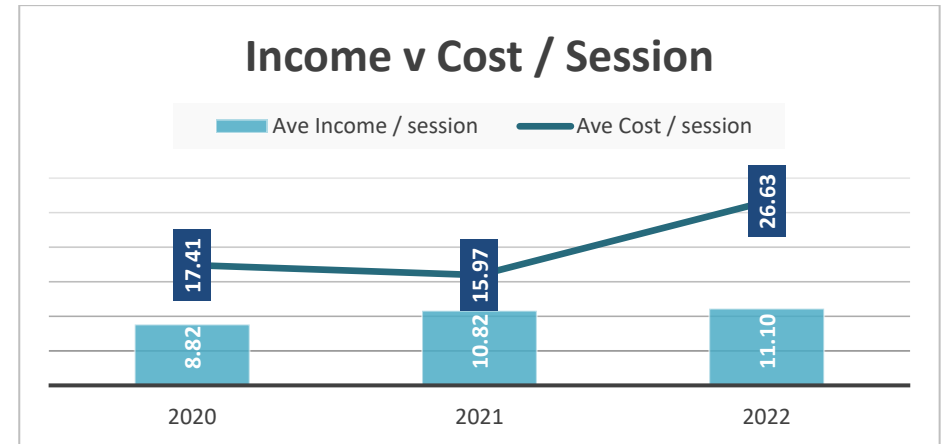
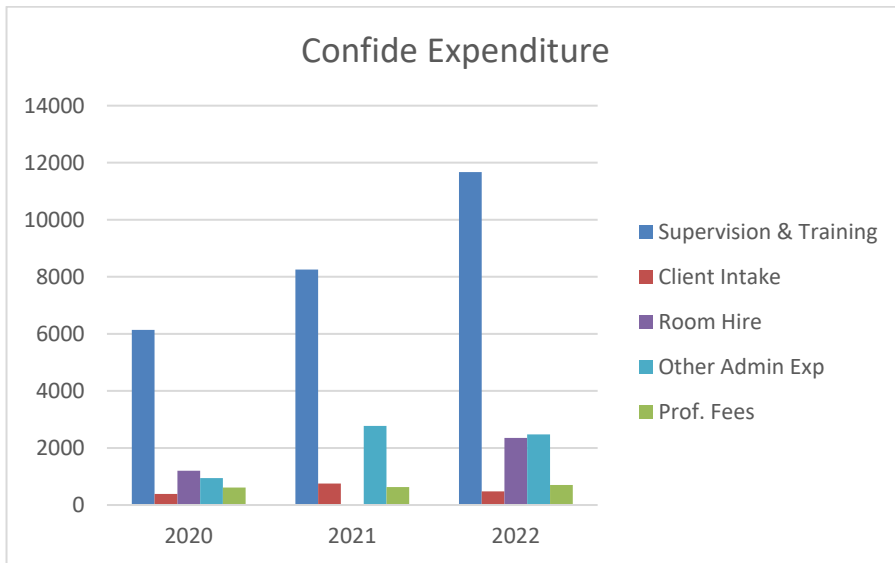


There is a net inflow of funds (£740) from the Stonepillow project. The Stonepillow cost include the Admin costs (£452.50).

This gives us a small deficit in 2022 of £ 705.98

The finances of Confide are greatly helped by the large amount of time contributed voluntarily by the receptionist, counsellors, and committee members. I would like to thank each of them for their input, for providing accurate and up to date information to make my task as Treasurer easier.

**Tineke Zwinkels**  
Treasurer



## Receipts and payments accounts

For the period from	Period start date 14/12/2021	To	Period end date 31/12/2022
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### Section A Receipts and payments

	Unrestricted funds to the nearest £	Restricted funds to the nearest £	Endowment funds to the nearest £	Total funds to the nearest £	Last year to the nearest £
<b>A1 Receipts</b>					
Donations and Grants	8,570	-	-	8,570	3,217
Contributions	8,403	-	-	8,403	8,404
Supervision	733	-	-	733	643
	-	-	-	-	-
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total (Gross income for AR)</b>	<b>17,705</b>	<b>-</b>	<b>-</b>	<b>17,705</b>	<b>12,264</b>
<b>A2 Asset and investment sales, (see table).</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total receipts</b>	<b>17,705</b>	<b>-</b>	<b>-</b>	<b>17,705</b>	<b>12,264</b>
<b>A3 Payments</b>					
Printing & Stationery	36	-	-	36	105
Postage	162	-	-	162	187
Administration, AGM & Miscellaneous	1,185	-	-	1,185	1,699
Telephone	263	-	-	263	177
Training	1,020	-	-	1,020	105
Intake	480	-	-	480	750
Supervision	11,178	-	-	11,178	8,149
Insurance	423	-	-	423	391
Use of premises	2,352	-	-	2,352	-
Website Design	1,264	-	-	1,264	216
Publicity	225	-	-	225	388
Affiliation fees / Subscriptions	280	-	-	280	240
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>18,867</b>	<b>-</b>	<b>-</b>	<b>18,867</b>	<b>12,406</b>
<b>A4 Asset and investment purchases, (see table)</b>					
	-	-	-	-	-
	-	-	-	-	-
<b>Sub total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total payments</b>	<b>18,867</b>	<b>-</b>	<b>-</b>	<b>18,867</b>	<b>12,406</b>
<b>Net of receipts/(payments)</b>	<b>- 1,162</b>	<b>-</b>	<b>-</b>	<b>- 1,162</b>	<b>- 143</b>
<b>A5 Transfers between funds</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>A6 Cash funds last year end</b>	<b>8,336</b>	<b>-</b>	<b>-</b>	<b>8,336</b>	<b>8,479</b>
<b>Cash funds this year end</b>	<b>7,174</b>	<b>-</b>	<b>-</b>	<b>7,174</b>	<b>8,336</b>

### Section B Statement of assets and liabilities at the end of the period

Categories	Details	Unrestricted funds to nearest £	Restricted funds to nearest £	Endowment funds to nearest £
<b>B1 Cash funds</b>	Bursery & Bequest Reserve	4,787	-	4,704
	Current Account	2,387	-	3,633
		-	-	-
	<b>Total cash funds</b>	<b>7,174</b>	<b>-</b>	<b>8,336</b>
	(agree balances with receipts and payments account(s))			
		<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Endowment funds</b>

B2 Other monetary assets	Details	to nearest £	to nearest £	to nearest £
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-
		-	-	-

B3 Investment assets	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-

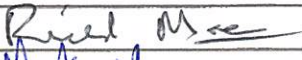
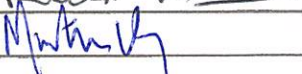
B4 Assets retained for the charity's own use	Details	Fund to which asset belongs	Cost (optional)	Current value (optional)
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-
			-	-

B5 Liabilities	Details	Fund to which liability relates	Amount due (optional)	When due (optional)
			-	
			-	
			-	
			-	
			-	

The following Trustees and Committee members received reimbursement for expenses incurred during the stated period. In addition to the expenses, the following payments were made for services provided during the year.

Confide Related Party Transactions Summary 14th Dec 2021 - 31st Dec 2022	Expenses	Services
<b>Trustees</b>		
Mary Ashwin - Trustee	£0.00	£6,215.00
Margaret Hambrook - Trustee	£50.77	£2,770.00
Allson Green - Trustee	£0.00	£380.00
Janet Aldridge - Trustee (retired June 2022)	£0.00	£1,877.50
<b>Management Committee</b>		
Hazel Denman - Publicity	£495.70	£575.00
Tineke Zwinkels - Service Administrator / Finance	£0.00	£827.50

Signed by one or two trustees on behalf of all the trustees

Signature	Print Name	Date of approval
	RICHARD MORE	11/5/2023
	MARTIN TIDY	11/5/2023