

# 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.

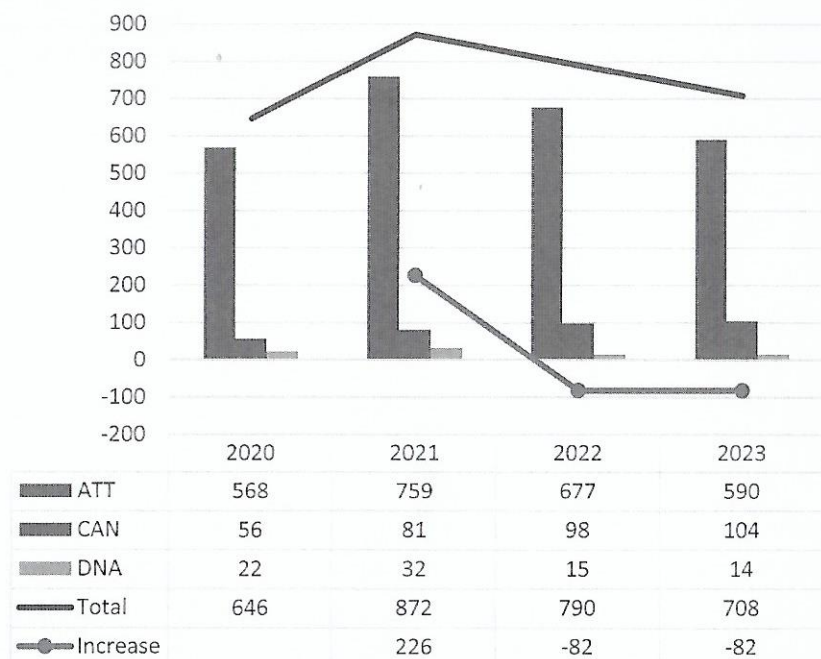
In 2023, we had a steady inflow of referrals as indicated in the receptionist report. We had 43 approaches with 32 clients engaging in the counselling sessions.

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.

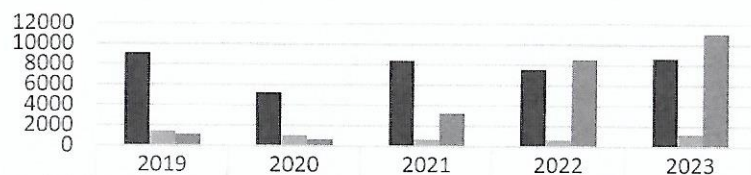
We strive to be more successful in 2024 in obtaining funding for operating costs, a specific project to assist 'Sanctuary in Chichester', and Couples Therapy Training.

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.

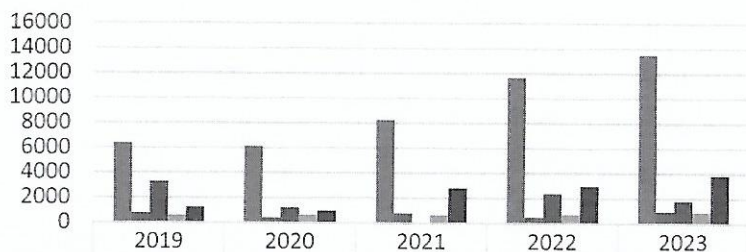
The 2023 accounts have been fully approved following independent examination by Roderick Smith and we thank him for his time and commitment in doing this work.

### 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

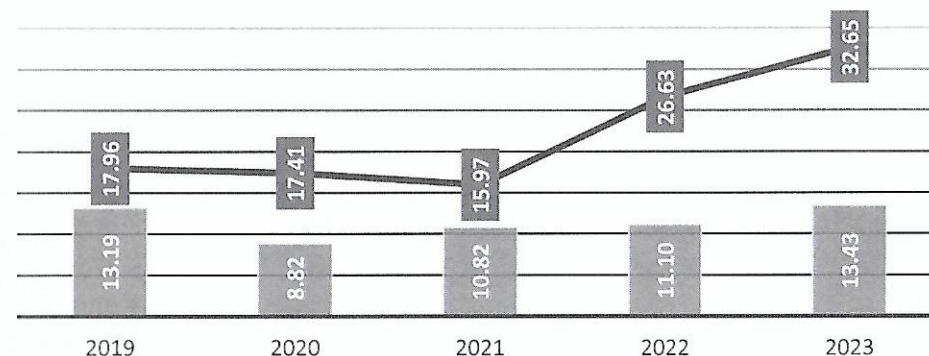
### Confide Expenditure



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

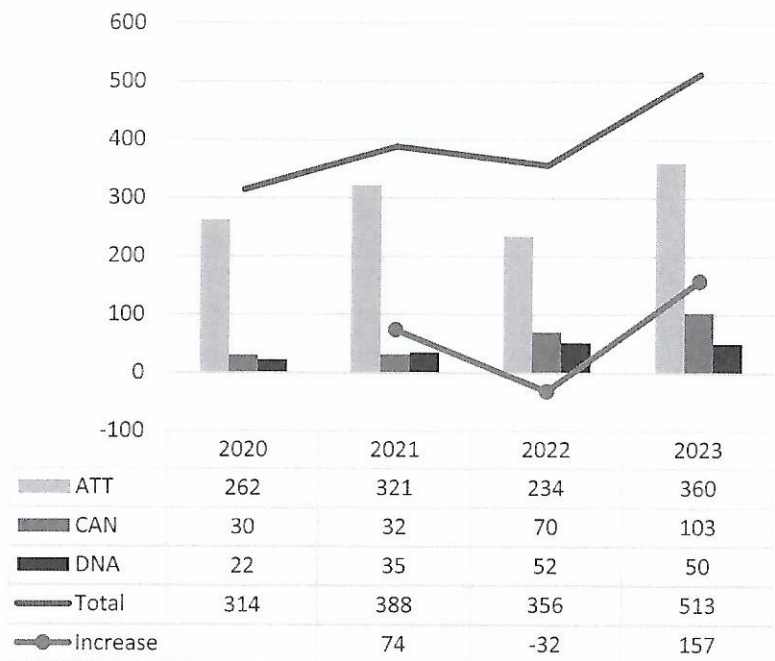
Treasurer



# 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 sitting 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.

2023	Enquiries for Intake processed	Enquiries for Counselling not processed	General enquiries	Admin messages / follow up	Contact from / to counsellors	Total
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'."*

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## Receipts and payments accounts

CC16a

For the period from	Period start date	To	Period end date
	01/01/2023		31/12/2023

### 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 HAMBRON	21/3/2024