

ARUN COUNSELLING CENTRE ANNUAL GENERAL MEETING HELD ON 2nd OCTOBER 2021 VIA ZOOM

PRESENT:

Anna Barnard (Outgoing Chair of Trustees), Andrew Kelly (New Chair of Trustees), Kate Freek (Treasurer), Hans Frankham (Trustee), Rob Rhodes-Kubiak (Trustee), Caroline Ruijterman (Trustee), Jan Watts (Trustee), Pamela Woodward (Trustee), Mary Miles (Current Director), Julie Slumbers, (New Director from (1.11.2021)), Jackie Frith, Sasha Dineen, Pat Spink and Margaret Yarlett.

1.APOLOGIES

Apologies were received from Rob Abbot (Clinical Director), and the following Trustees: Jean Chapman, Lizzie Lee and Ann Frankham.

2. APPROVAL OF THE MINUTES FROM THE AGMOF 3rd OCTOBER 2020

The minutes were approved and will be signed by Anna.

3. MATTERS ARISING

There were no matters arising.

4. APPOINTMENT OF OFFICERS - INCLUDING TRUSTEES

a. Anna confirmed that she will be stepping down as Chair of the Trustees from today and was happy to say the Andrew Kelly will be taking her place. Anna thanked Andy for taking on this role; he is very experienced in all sorts of matters and has held several important positions.

Anna wanted to thank everyone for getting through such a difficult time during the covid pandemic, especially Mary for her total commitment to ACC and for doing more for ACC than could possibly be expected. Thanks were given to Kate for all her marvellous work, especially over the last 18 months which has been particularly difficult. Sadly we are losing Kate, but she has kindly agreed to stay to the end of the year to hand over to the new treasurer when we appoint one.

Anna also thanked Rob, especially for overseeing the updating of the new computer system, along with Mary; Keeva for the being so helpful in the office, the Trustees for their help and support, and the supervisors and counsellors for keeping ACC going through this difficult period

b. Julie was proposed as the new Director by Mary and seconded by Pam. Kate was proposed as Treasurer by Caroline and seconded by Mary. The proposals were agreed.

c. Mary very kindly agreed to stay on as a Trustee after she stands down as Director.

5. DIRECTORS REPORT

Mary gave her report as follows:

'On the positive, we're still here and solvent – at least for now – largely thanks to Anna Barnard and the two National Lottery Community Fund Grants she successfully applied for. Arun Counselling Centre continues to provide a high quality, affordable and much-needed counselling service to adults living in the local community.

This has been another year of rapid change. Thanks to our clinical director, Rob Abbott, we are in the process of installing a new computer system, updating our record keeping and setting up a new phone system which will enable us to divert calls to a group of trained volunteers who, we hope, will be able to answer incoming calls directly, without the need to come into the centre. This is needed as our office co-ordinator, Keeva Galway, has mainly been working from home this year and will continue to run the office remotely now she has returned to Bournemouth University for the final year of her degree.

In response to the ongoing Covid situation, we now offer clients the option of face-to-face, video (by Zoom) or phone counselling. Most of our counsellors are double-jabbed and many have returned to face-to-face counselling in rooms where 2-metre social distancing is possible and with an opening window for ventilation. There is no expectation that anyone (counsellor or client) will work face-to-face unless they choose to and some counsellors are therefore opting to continue to work remotely. Arun Counselling's Covid risk assessment is updated regularly and risk is also evaluated on an individual basis in discussion both with clients and in supervision.

Our new interactive Arun Counselling website and a series of letters written to local GP practices have helped to ensure greater awareness of what Arun Counselling offers to potential clients. Despite lengthy periods of lockdown, we have seen an increase in client demand for the service:

120 new client applications this year compared to only 70 last year. In order to deal with this renewed demand, we have recruited and trained seven new Assessors from the ranks of our qualified counsellors and, to speed up the assessment process, Rob Abbott designed a slimmed down version of the assessment form which feels more appropriate for an initial contract of 18 sessions.

Our updated contract has significantly reduced the waiting list and is having the desired effect of helping us to offer an extension beyond 18 sessions only to those clients who are fully committed to the process and where an extension of the work is clinically justified. This feels fair; longer-term work is still a possibility. Re-allocations are only permitted when the therapy ends abruptly and there is no time for the client to work towards a planned ending. There are currently only 12 unallocated clients on the waiting list and the average time between assessment and counselling is 6.8 weeks, which is considerably less than in previous years.

In my statistical review, I noticed a number of trends that appear to indicate an increased demand for and appreciation of the service by our clients. The percentage of those assessed who continue into counselling at 70.7% is much higher than in the previous three years and the percentage of sessions missed by clients has fallen dramatically to 8.5% from an average of 17.3% over the previous four years. Interestingly, almost a fifth of our current clients have remained in counselling for over two years, which is an all-time high (these clients will all be on the old contract so this figure is likely to decrease next year). At the same time there are indications of greater hardship. We agreed to reduce the contribution of an unprecedented 17.5% of clients this year due to their changed circumstances since assessment. The average fee paid this year is £11.20, which is not much above the £10 we calculated we need to break even, assuming all counsellors are seeing three clients

consistently, which unfortunately they are not. These figures suggest a need for caution when making financial decisions, going forwards.

The only complaint we received this year was from a client who did not want her therapy to end after receiving three years of very low-cost counselling. This was dealt with and resolved within the service. From the evaluation forms I have received, feedback from clients is very positive this year with 100% rating the overall quality of the service as 'excellent'. Here are some typical responses from clients: 'Being flexible with Covid really helped'; 'To continue sessions over the phone was massively beneficial to me when I otherwise couldn't get to the centre'; 'My connection with my counsellor was amazing! I felt comfortable right away' and 'I have had therapy in the past but never for such an extended period and never with such beneficial results.'

We ran three first-rate workshops over the past year, all facilitated by individuals working at Arun Counselling Centre. My thanks to Pat Spink, Rob Rhodes-Kubiak and Margaret Yarlett for their not inconsiderable efforts. Hopefully, we can continue to build on this by offering further workshops next year.

I need to mention a number of changes of personnel. Over the past year we have recruited 8 new counsellors, both qualified and trainees, to replace those who have moved on, mainly to private practice or paid work. Esther Hunt joined us for about four months as a supervisor and then left. Her group has now been taken on by Margaret Yarlett, who is training as a supervisor. Hans Frankham has retired from supervising the team of Assessors and Rob Abbott has picked up this role. I am stepping down as Director at the end of October and I'm delighted that Julie Slumbers has been appointed to take on the job. Good luck, Julie! I will, hopefully, continue as a supervisor. I know that Kate Freek is stepping down as Treasurer and we are currently looking for someone to fill her inimitable shoes! Thank you for all your hard work, Kate.

Finally, I would like to acknowledge the huge contribution that our chair of trustees, Anna Barnard, has made to Arun Counselling Centre (formerly Littlehampton and District Counselling Services) over the past thirty-five or more years. Without her wholehearted commitment and continued efforts, I believe there might well be no service today. We are therefore greatly indebted to her. I hope you will all join me in thanking Anna and wishing her well. The best tribute we can give Anna is for Arun Counselling Centre to thrive and to continue to offer the excellent counselling service that the local community has come to expect from us, long into the future. ‘

b. Appreciation was also expressed to Mary for the information provided by the 2 Equal Opportunities Questionnaires that she circulated yesterday for those attending the AGM.

6. FINANCIAL REPORT

Kate explained that unfortunately, due to problems with the computer, there are several anomalies in the account compiled for 2020/2021. The income from the workshops has been included under donations from clients, and the workshop out goings have been included under stationary.

Although the accounts look healthy - we had £42,601 in our current account at the end of our financial year on 31st May 2021 - Kate estimates that without £13,980 from covid response grants, expenditure for the year 2020/2021 would have been about £4,500 more than our income. In addition we have considerable expenditure this year, and the donations from clients have decreased. Before covid our expenditure exceeded our income, so we need to look at our expenditure realistically. Even though our bank account is healthy now, it is unlikely to continue that way.

Anna commented that she thought it was difficult to make grant applications while we have money in the bank. She wanted to remind us not to forget that ACC is a voluntary organisation, and that she is

concerned that if we try to pay everyone the organisation could sink without trace. We are here for the community in Littlehampton - which is not a wealthy one - we do a fantastic job, and she very much hopes we can continue to offer counselling to those people who would otherwise not be able to afford it.

Andy thanked Mary and Kate for their reports, which were very informative. He felt that Anna has summed up the position well and he fully takes on what she has said about the financial situation. He very much hopes that we can continue on a sound financial basis and not just manage but move forward.

7.ANY OTHER BUSINESS

There was no further business to discuss. Andy will approach the Trustees about the next meeting.

Arun Counselling

Accounts
For the Year Ended 31st May 2021

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Accountants Report

Report of the accountant to Arun Counselling on the preparation of the un-audited Financial Information of Arun Counselling

I have examined the income and expenditure accounts and Balance sheet of Arun Counselling as at 31st May 2021 and have verified balances at the bank and in my opinion the accounts are in accordance with the books and give a true Statement of affairs.

Simon Mansfield MAAT

25th July 2021

Arun Counselling

Profit and Loss
For the Year Ended 31st May 2021

	<u>Receipts</u>		<u>Expenditure</u>
Client donations	23,987	Counsellor expenses	0
COVID response	13,980	Accommodation	10,917
Gift aid payment	1,327	Officer fees	15,912
Student Fees	3,300	Phone	806
Workshops	0	Insurance	213
		Stationary	466
		Accountancy fee	150
		Workshops	0
		BACP Annual fee	319
		Assessment fees	0
Interest received	<u>7</u>		
	<u>42,601</u>		<u>28,783</u>
		Net Profit	13,818
Total	<u>42,601</u>	Total	<u>42,601</u>

Arun Counselling

Balance Sheet For the Year Ended 31st May 2021

Current Assets as at 31st May 2021

Current Account	35,713	
Deposit Account	9,600	
Petty Cash	26	
		45,339
Less Liabilities	0	
Net current assets		<u>45,339</u>

Current Assets as at 1st June 2020

Current Account	21,898	
Deposit Account	9,600	
Petty Cash	23	
Fixed Assets		0
Accruals		
		<u>31,521</u>
Less Liabilities	(0)	
Accumulated depreciation		0
<u>31,521</u>		
Net current assets		<u>31,521</u>
Excess income over expenditure		13,818
		<u>45,339</u>

Arun Counselling

Notes to the accounts
For the Year Ended 31st May 2021

Accounting policies

Basis of preparation - The accounts have been prepared under the historical cost convention.

Income - Income represents donations provided to the charity.

Depreciation - Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Computer	33.3% straight line basis
Office Equipment	33.3% straight line basis

Stock - n/a

Tangible fixed assets - n/a

Receipts over expenditure comparison

Receipts	2016/17	2017/18	2018/19	2019/20	2020/21
Clients donations	£28,268	£31,354	£26,811	£28,048	£23,987
Other donations	£386	£66	£241	£18	
Interest	£5				£7
Student Fees	£1,435	£2,185	£1,474	£1,340	£3,300
Workshops	£510	£495			
Gift aid payments	£1,514	£2,036	£3,349	£2,899	£1,327
COVID response					£13,980
Total	£32,118	£36,136	£31,875	£32,305	£42,601

Expenses	2016/17	2017/18	2018/19	2019/20	2020/21
Counsellor expenses	£2,002	£3,112	£4,118	£3,369	
Accommodation	£9,332	£11,217	£11,310	£15,364	£10,917
Sundries	£2,193	£2,213	£1,631	£1,617	
Officer fees	£11,792	£13,133	£13,204	£11,176	£15,912
Phone	£865	£1,384	£1,385	£1,365	£806
Insurance	£200	£204	£179	£202	£213
Stationary	£399	£432	£76	£74	£466
Accountancy fee	£120	£150	£150	£150	£150
BACP Annual fee	£309	£322	£314	£589	£319
Workshops					
Depreciation					
Assessment fee			£1,273	2,092	
Training					
Other					
Beach Party	£604	£120			
Accreditation expenses					
Total	£27,816	£32,287	£33,640	£35,998	£28,783

Income over expenditure	£4,302	£3,849	-£1,765	-£3,693	£13,818
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