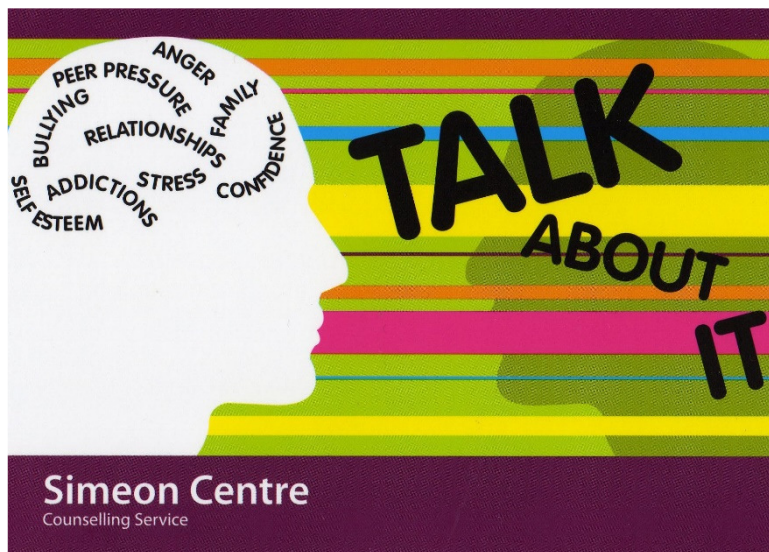


# Annual Review 2019-20



Simeon Centre Counselling Service  
Victoria Hall  
Knowsley Street  
Bolton  
BL1 2AS

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07520 633101 (SMS only)  
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*A registered charity in England & Wales 1098428*

# An introduction from the Chair

Welcome to the Annual Review of the Simeon Centre Counselling Service.

I hope that you will take a few minutes to find out more about how the Centre has delivered its much needed service to improve the mental health of the people of Bolton.

The Simeon Centre remains committed to providing a quality, professional and accessible talking therapy service which is free at the point of use for local people. A service we know, from direct feedback, that has significant benefits to the health and wellbeing of its service users.

We are also committed to improving training and development opportunities to qualified and student counsellors.

As a voluntary organisation the Simeon Centre could not have the impact that we do without the many volunteer counsellors, greeters, administrators and management committee members who give their time. We depend on their dedication, commitment and skills in caring for those in need. Thank you for all you do.

The Trustees also record their appreciation of the Centre's Manager, Gary Jones, who continues to help develop the service.

The Simeon Centre is a founder member of 1point North West, Bolton's Psychological Health and Wellbeing Alliance and Gary continues to have a significant input into its success. Working in partnership with the NHS and 1point has helped to put the Simeon Centre on a firm footing.

Whilst the last financial year was clearly very successful the start to this year has been a lot more challenging due to the outbreak of coronavirus covid 19. The virus has disrupted all of our lives and is continuing to impact many peoples' mental and physical health. The inability to see clients face to face during the initial lockdown has obviously impacted the Centre's ability to deliver its services and generate income. The Simeon Centre is continuing to develop online and telephone services during this period when face to face counselling is still very restricted.

Despite these challenges the Centre is well placed for the future and is committed to continuing to providing its talking therapies to those in need.

Peter Green  
Chair

## About the Simeon Centre

For over 20 years we have been proud to provide professional talking therapies, free at the point of need, to people aged 16 and above, living in and around Bolton.

At the end of the year we had 40 trained and qualified counsellors or therapists. This figure included 18 students at varying stages along the way to a professional talking therapy qualification. Our service is highly regarded by many colleges and universities across the region for providing a quality placement experience for their students.



Just a few of our dedicated volunteers  
Clockwise from top left: Peter, Kate, Christine, John, Liz and Joan

We also have a small number of non-therapeutic volunteers whose support is invaluable in maintaining the operation of the centre. On average, each one of our volunteers gives around 3-4 hours of their time every week.

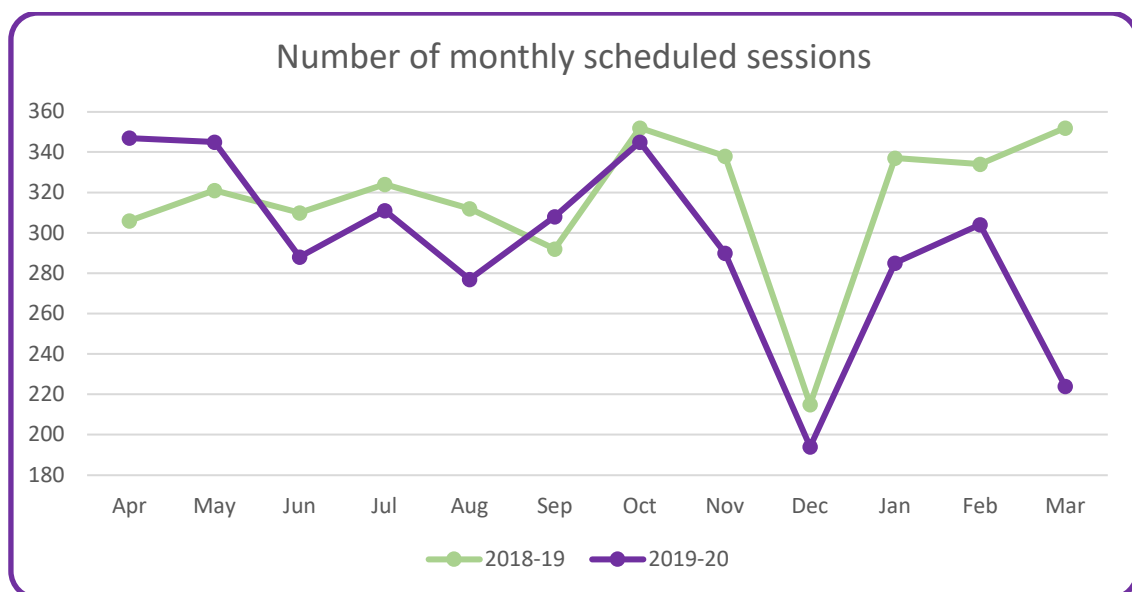
In addition to offering a calm, welcoming and non-judgemental environment, the aims and goals of our service are to help individuals:

- restore their self-image and confidence
- plan positively for the future
- make decisions and choices in their lives
- return to work
- reduce their dependence on medication

## Facts & figures

Throughout the year our service was accessed by **517 local people** and in total we scheduled **3,518 therapeutic hours** which equates to an average of **70 sessions for each week we were open**. The graph below shows the number of sessions in each month.

December is always a short month due to the seasonal holiday closures. In March we experienced very high levels of client cancellations as the Coronavirus outbreak took hold. In response to this we suspended our service from 20<sup>th</sup> March. Days later, the Government announced a nationwide 'lockdown'.



We do whatever we can to encourage all clients to attend weekly. However, cancelled and missed appointments are inevitable. These cannot be offered to others at short notice and are therefore wasted.

Sessions Attended	Sessions cancelled by clients	Where clients did not attend (DNA)	Total sessions scheduled
2696	648	174	3518
76.63%	18.42%	4.95%	100.0%

A total of 822 appointments were wasted (23.37%) due to client cancellations and missed appointments (DNAs).

## Partnership working

The Simeon Centre remains a full and active member of 1point (north west). We work closely with colleagues at 1point and the other member organisations (Beacon Bolton Counselling, Fortalice, MhIST and St Georges Counselling) to provide a professional talking therapy service with standardised procedures and shared values.



1point also provides a varied programme of training for local therapists. Throughout the year we have invested in training for our therapists and encouraged them to engage in regular CPD activities. This will help to ensure skills are maintained and practice standards are constantly improved.

*“The chance to express oneself freely was of enormous importance and I appreciate the opportunity to have done this.  
Thank you, you’re doing a wonderful job”*

Simeon Centre client comment

## Service user feedback

We routinely ask clients to provide feedback of their experience of our service. Thanks to the 203 people that completed an evaluation form. While some of the figures speak for themselves we are always keen to read comments from clients and a few have been included in this annual review.

Of those responding to the question:

**“What has changed for you as a result of your therapy?”...**

- 80% feel more confident
- 77% are more optimistic about the future
- 71% are less anxious or worried
- 66% are more able to cope with day to day living
- 58% can now accept the way they are
- 13% are returning or have returned to work
- 11% reported other positive changes
- 10% no longer need or are less dependent on medication
- 2% say nothing has changed for them
- 0% say things seem to be worse for them now

Clients are asked to subjectively rate the way they felt on a scale of 0 to 10 (zero being worst) BEFORE starting therapy and again AFTER completing therapy.

The average score BEFORE therapy was 2.1 out of 10

The average score AFTER therapy was 8.0 out of 10

**On average, our clients rated themselves feeling almost 6 points better upon completing therapy with us.**

We also ask clients to evaluate their whole experience at the Simeon Centre with the following range of questions:

- Q1. Did staff listen to you and treat your concerns seriously?
- Q2. Have we helped you better understand and address your difficulties?
- Q3. Did you feel involved in making choices about your treatment and care?
- Q4. On reflection, did you get the help that mattered to you?
- Q5. Did you have confidence in your therapist and his/her approach to you?

%	Q1	Q2	Q3	Q4	Q5
Never	0.0	0.0	0.0	0.0	0.0
Rarely	0.0	0.0	0.0	0.3	0.0
Sometimes	0.0	3.1	2.2	3.4	0.3
<b>Mostly</b>	<b>1.7</b>	<b>16.8</b>	<b>9.2</b>	<b>14.0</b>	<b>4.0</b>
<b>Always</b>	<b>98.3</b>	<b>80.1</b>	<b>88.6</b>	<b>82.3</b>	<b>95.7</b>

- Q6. Were you satisfied with the accommodation where your therapy took place?  
 Q7. Were you satisfied with the administration staff supporting this service?  
 Q8. Overall, how satisfied were you with the Simeon Centre's service?

%	Q6	Q7	Q8
Very Dissatisfied	0.0	0.0	0.0
Dissatisfied	1.8	0.0	0.0
Unsure	3.0	1.6	0.7
<b>Satisfied</b>	<b>25.1</b>	<b>14.4</b>	<b>7.2</b>
<b>Very Satisfied</b>	<b>70.1</b>	<b>84.0</b>	<b>92.1</b>

*Over 98% of all responders "always" felt they were listened to and their concerns were treated seriously*

*Over 92% of responders were "very satisfied" with the overall service we provide*

We receive many comments from clients on our evaluation sheets and we are unable to include them all but here are just a few that caught our eye over the past year:

*"My counsellor was accessible and understanding. It was so easy to connect with her, and I'm so grateful for the help, compassion and empathy I received from her."*

*"A safe place to share — very much appreciated — wonderful!"*

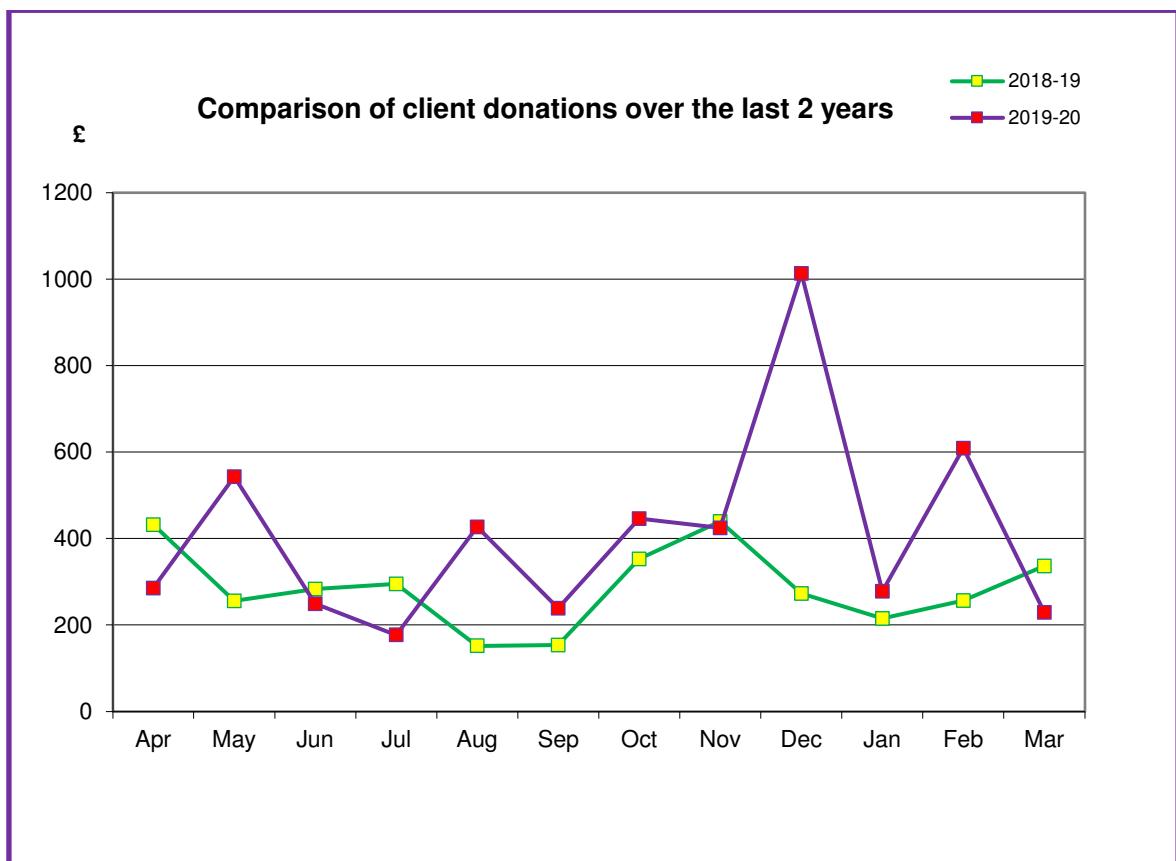
*"I thought L\*\*\*\*\* was brilliant. She has really helped me in my time of need. I think the centre, and the service you provide is brilliant and I would, and have, recommended it to others"*

## Finances

The financial statements for the year ending 31<sup>st</sup> March 2020 indicate that we are well placed to continue to operate effectively in the medium term with robust reserves. Full details are available in a separate document - *Trustees Annual Report and financial statements Year Ended 31 March 2020*. A hard copy is available on request and it is also available to download from our website.

Donations were, generally, slightly higher than last year and we received a large donation of £713.62 from the Victoria Hall in December 2019.

The graph below indicates monthly donations received but does not show the amounts we claimed in Gift Aid from HM Customs & Revenue which added over £1100 to our income.



The large donation in December boosted the average donation per session attended in 2019-20 to £1.83p.

## A huge 'Thank You' to...

every single one of our 56 volunteers who were with us at some stage throughout this year. Without their professionalism, dedication and kindness, our service simply would not exist.

Thanks to all who have supported the Simeon Centre throughout this year.

Kim Anderton	Kevin Illingworth	Simon Scriven
Jane Arkwright	Rachael Ingram	John Settle
Cherry Baguneid	John Kearney	Rebecca Shivji
Sharon Boyd	Emma Kidd	Andrew Smith
Wendy Congleton	Jayne Lamb	Alex Spears
Nadia Danga	Vinita Latham	Alena Stulock
Paul Dixon	Faye Lewis	Judith Thompson
Dionne Doherty	Joanna Lindfield	Natacha Thompson
John Dwyer	Vera Marques	Kate Turner
Michael Dwyer	Ana Miller	Mary Turner
Amanda Eckersley	Christine Moore	Joan Washbrook
Alice Edwards	Diane Moran	Rob Watkins
Sarah Galea	Rachel Neilson	Liz White
Cath Greer	Emma Neville	Tracey Williams
Rainer Gundlach	Peter Nuttall	Stacey Withington
Wendy Hagan	Rachel Patrick	Robynne Wood
Zoe Hall	Lesley Robertson	Emma Yarwood
Harry Houghton	Gina Robinson	Fozia Yasmeen
Louise Howarth	Lisa Rowley	

## ... and finally

We also thank others who have helped to contribute to our success. This includes Jen Jowles our Office Administrator, all the staff at the Victoria Hall and the management team at 1point for their continuing support.

... and a special thanks to our Trustees:

**Peter Green (Chair)**

**Bob Bradley**

**Emma Lewis**

**Jill Orrell**

**Natacha Thompson (Treasurer)**

**Brian Tomkins**

**Mary Turner**

*“A big thank you to M\*\*\*\*\* and the whole team involved in providing, in my opinion, a very valuable service to the people of Bolton who find themselves struggling with issues for whatever reasons in life. Such great people skills, putting people naturally at ease, supporting them to open up and gain skills themselves to help deal with their lifestyle problems... so simple, so effective .”*

Simeon Centre client comment

**SIMEON CENTRE COUNSELLING SERVICE**

**TRUSTEES ANNUAL REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2020**

**Registered Charity Number: 1098428**

**RP SMITH & CO LIMITED  
T/A JOHN GOULDING & CO  
Chartered Accountants  
& Registered Auditors  
2 Southport Road  
CHORLEY**

## **SIMEON CENTRE COUNSELLING SERVICE**

### **TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2020**

#### **REFERENCE AND ADMINISTRATIVE DETAILS**

**Registered Charity Number** 1098428

##### **Principal Address**

Victoria Hall  
Knowsley Street  
Bolton  
Lancashire  
BL1 2AS

##### **Trustees**

Mr R Bradley  
Mr P Green  
Ms J Orrell  
Ms M Turner  
Ms N Thompson  
Ms E Lewis  
Rev Dr B Tomkins

##### **Independent Examiner**

RP Smith & Co Limited  
T/A John Goulding & Co  
Chartered Accountants  
2 Southport Road  
Chorley  
Lancashire  
PR7 1LB

#### **STRUCTURE, GOVERNANCE & MANAGEMENT**

##### **Governing document**

The charity is controlled by its governing document, a deed of trust dated 27 March 2003, and constitutes an unincorporated charity. It is a non-profit making organisation and its trustees are volunteers. The Charity was registered on 8 July 2003.

##### **Recruitment and Training of Trustees**

The trustees are appointed by the members of the organisation at the Annual General Meeting and the trustees have the power under the governing documents to co-opt individuals who support the objects of the organisation to fill vacancies on the Board of Management.

As part of their induction, new trustees are provided with information about the charity, the management structure, its history and working practices. In addition, they are also provided with extracts of the Memorandum and Articles of Association plus information from the Charity Commission regarding the duties and responsibilities of trustees.

#### **OBJECTIVES AND ACTIVITIES**

The objectives and activities of the Charity are to offer confidential counselling in a safe accepting environment to all members of the community irrespective of race, religion or gender. We offer a generic counselling service that is free at point of need. The charity aims to provide a one to one counselling service in a peaceful, safe and accepting environment where people can take time out to talk freely without fear of being judged.

### **Public Benefit**

We have referred to and have complied with the guidance in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future events. In particular the trustees consider how planned activities will contribute to the aims and objectives they have set, both through the use of unrestricted and restricted funds where appropriate.

### **ACHIEVEMENTS AND PERFORMANCE**

2020 is proving to be a difficult year for many of us and everyone at the Simon Centre is doing their best to adapt to the 'new normal'. After suspending our face-to-face service mid-March due to the Coronavirus outbreak, we embarked on creating a brand new 'remote' counselling service where our clients and other local people could still have access to a therapist online or by telephone. This involves a lot of work including re-designing our back-end systems, policies, procedures and re-training all our volunteers to work in these media. We started this service in May 2020 and the Simeon Centre will operate in this manner until we are able to reopen our face-to-face service once again. Looking forward, there have been additional costs associated with setting up a new remote service but the income generated from work done on behalf of 1point (north west) means we are well placed to continue to operate effectively in the short to medium term with robust reserves.

At the end of this year we had 40 volunteer therapists including 18 students who were working towards a professional qualification. Throughout this period our service was accessed by 517 local people and in total we scheduled 3,518 therapeutic hours which equates to an average of 70 sessions for each week of operation. Further details and analysis are available to download from our website in our Annual Review of 2019-20.

### **FINANCIAL REVIEW**

#### **Summary of the Year**

The financial results for the year and the position at the year-end are set out in the following Receipts and Payments account and Statement of Assets and Liabilities.

#### **Risk**

The trustees recognise that the most significant risk of the charity is that of loss of external funding. Contracts between 1point and the NHS are reviewed on a regular basis, usually covering a three-year period. Each renegotiation period represents a risk for 1point and hence for the Simeon Centre. Due to the nature of our work, a sudden cessation of service is likely to have detrimental impact on our clients. Furthermore, should current funding cease, the most likely source of alternative income would be via a grant. Application procedures for grants tend to be lengthy and drawn out, further impacting on the ability of the charity to continue providing services.

#### **Reserves Policy**

To effectively manage the risk described above, the trustees have reviewed the reserves policy this year and decided that reserves equal to one year's running costs should be set aside. The amount will be reviewed regularly.

#### **Investment Policy**

Investment decisions are made by the management committee. Currently, surplus funds are held in a high interest savings account. Surplus funds are held for the purposes of maintaining reserves as described above.

### **DECLARATION**

The trustees declare that they have approved the Trustee's Report above.

Signed on behalf of the charity's trustees

Signature:

Full Name: Mr P Green  
Position: Chair

Date:

**INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS TO THE TRUSTEES  
OF SIMEON CENTRE COUNSELLING SERVICE**

I report to the trustees on my examination of the accounts of Simeon Centre Counselling Service for the year ended 31 March 2020, which are set out on the following pages.

**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"). The charity's trustees consider that an audit is not required for this year under section 144 (2) of the Act and that an independent examination is needed.

I report in respect of my examination of the Trustees' accounts carried out under s.145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145 (5) (b) of the 2011 Act.

**Independent examiners' statement**

My examination was carried out in accordance with the applicable Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the accounts present a 'true and fair view' and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

I have completed the examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- (1) accounting records were not kept in respect of the Trust as required by s. 130 of the Act;
- (2) the accounts do not accord with those records; or

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.

**Stephen Gardiner ACA CTA  
Chartered Accountant  
R.P. SMITH & CO LTD  
2 Southport Road  
CHORLEY  
Lancashire PR7 1LB**

**Dated:**

**SIMEON CENTRE COUNSELLING SERVICE**

**STATEMENT OF ASSETS AND LIABILITIES**

**AS AT 31 MARCH 2020**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	<b>2019</b>
<b>Monetary assets</b>				
Cash at bank - current account	22,792	-	22,792	25,924
Cash at bank - deposit account	72,390	-	72,390	61,164
Cash in hand	121	-	121	31
	<u>95,303</u>	<u>-</u>	<u>95,303</u>	<u>87,119</u>
<b>Non-monetary assets</b>				
<b>Fixed assets</b>				
The Charity's fixed assets which are stated at cost are maintained on a regular basis and are all in good condition.				
Fixtures, fittings and equipment (acquired from 2013 to 2019)	4,739	-	4,739	4,916
<b>Other assets</b>				
Debtors - 1point	25,625	-	25,625	20,248
Gift Aid owing	-	-	-	177
<b>Liabilities</b>				
Rent	1,562	-	1,562	-
PAYE	691	-	691	513
Expenses claims	387	-	387	615
Centre service charges	45	-	45	48
Accountancy fees	540	-	540	540

The accounts were approved by the Board of Trustees on.....and were signed on their behalf by:

..... Mr P Green, Chair

**SIMEON CENTRE COUNSELLING SERVICE**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2020**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	<b>2019</b>
<b>Receipts</b>				
Donations	4,692	-	4,692	3,576
Gift Aid claims	1,109	-	1,109	869
Provision of counselling services	69,020	-	69,020	71,073
Other trading income	3,993	-	3,993	3,633
Room hire	775	-	775	-
Deposit interest	<u>1,226</u>	-	<u>1,226</u>	<u>1,117</u>
 Total receipts	 <u>80,815</u>	 -	 <u>80,815</u>	 <u>80,268</u>
 <b>Direct charitable expenditure</b>				
Supervision and training	12,138	-	12,138	11,481
Travel	3,405	-	3,405	4,037
Professional subscriptions	1,918	-	1,918	1,698
 <b>Other support costs</b>				
Wages and pension	39,412	-	39,412	31,634
Rent, rates and water	10,384	-	10,384	11,428
Insurance	812	-	812	811
Telephone	879	-	879	1,025
Postage and stationery	1,032	-	1,032	1,047
Sundries	515	-	515	113
Meeting expenses	398	-	398	672
Accountancy	768	-	768	756
Professional fees	352	-	352	321
Equipment purchases	342	-	342	3,765
Repairs and maintenance	<u>276</u>	-	<u>276</u>	<u>361</u>
 Total payments	 <u>72,631</u>	 -	 <u>72,631</u>	 <u>69,149</u>
 Net receipts for the year	 8,184	 -	 8,184	 11,119
 Bank and Cash Balances at 31 March 2019	 <u>87,119</u>	 -	 <u>87,119</u>	 <u>76,000</u>
 Bank and Cash Balances at 31 March 2020	 <u>95,303</u>	 -	 <u>95,303</u>	 <u>87,119</u>

**NOTE:** These accounts have been prepared on the Receipts & Payments Basis and comply with the appropriate legal requirements for this basis to apply.

**SIMEON CENTRE COUNSELLING SERVICE**

**TRUSTEES ANNUAL REPORT AND FINANCIAL STATEMENTS**

**YEAR ENDED 31 MARCH 2020**

**Registered Charity Number: 1098428**

**RP SMITH & CO LIMITED  
T/A JOHN GOULDING & CO  
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CHORLEY**

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Rev Dr B Tomkins

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Signed on behalf of the charity's trustees

Signature:

Full Name: Mr P Green  
Position: Chair

Date:

**INDEPENDENT EXAMINER'S REPORT ON THE ACCOUNTS TO THE TRUSTEES  
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**Stephen Gardiner ACA CTA  
Chartered Accountant  
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2 Southport Road  
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Lancashire PR7 1LB**

**Dated:**

**SIMEON CENTRE COUNSELLING SERVICE**

**STATEMENT OF ASSETS AND LIABILITIES**

**AS AT 31 MARCH 2020**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	<b>2019</b>
<b>Monetary assets</b>				
Cash at bank - current account	22,792	-	22,792	25,924
Cash at bank - deposit account	72,390	-	72,390	61,164
Cash in hand	121	-	121	31
	<u>95,303</u>	<u>-</u>	<u>95,303</u>	<u>87,119</u>
<b>Non-monetary assets</b>				
<b>Fixed assets</b>				
The Charity's fixed assets which are stated at cost are maintained on a regular basis and are all in good condition.				
Fixtures, fittings and equipment (acquired from 2013 to 2019)	4,739	-	4,739	4,916
<b>Other assets</b>				
Debtors - 1point	25,625	-	25,625	20,248
Gift Aid owing	-	-	-	177
<b>Liabilities</b>				
Rent	1,562	-	1,562	-
PAYE	691	-	691	513
Expenses claims	387	-	387	615
Centre service charges	45	-	45	48
Accountancy fees	540	-	540	540

The accounts were approved by the Board of Trustees on.....and were signed on their behalf by:

..... Mr P Green, Chair

**SIMEON CENTRE COUNSELLING SERVICE**

**RECEIPTS AND PAYMENTS ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2020**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	<b>2019</b>
<b>Receipts</b>				
Donations	4,692	-	4,692	3,576
Gift Aid claims	1,109	-	1,109	869
Provision of counselling services	69,020	-	69,020	71,073
Other trading income	3,993	-	3,993	3,633
Room hire	775	-	775	-
Deposit interest	<u>1,226</u>	-	<u>1,226</u>	<u>1,117</u>
Total receipts	<u>80,815</u>	-	<u>80,815</u>	<u>80,268</u>
<b>Direct charitable expenditure</b>				
Supervision and training	12,138	-	12,138	11,481
Travel	3,405	-	3,405	4,037
Professional subscriptions	1,918	-	1,918	1,698
<b>Other support costs</b>				
Wages and pension	39,412	-	39,412	31,634
Rent, rates and water	10,384	-	10,384	11,428
Insurance	812	-	812	811
Telephone	879	-	879	1,025
Postage and stationery	1,032	-	1,032	1,047
Sundries	515	-	515	113
Meeting expenses	398	-	398	672
Accountancy	768	-	768	756
Professional fees	352	-	352	321
Equipment purchases	342	-	342	3,765
Repairs and maintenance	<u>276</u>	-	<u>276</u>	<u>361</u>
Total payments	<u>72,631</u>	-	<u>72,631</u>	<u>69,149</u>
Net receipts for the year	8,184	-	8,184	11,119
Bank and Cash Balances at 31 March 2019	<u>87,119</u>	-	<u>87,119</u>	<u>76,000</u>
Bank and Cash Balances at 31 March 2020	<u>95,303</u>	-	<u>95,303</u>	<u>87,119</u>

**NOTE:** These accounts have been prepared on the Receipts & Payments Basis and comply with the appropriate legal requirements for this basis to apply.