

SIMEON CENTRE COUNSELLING SERVICE

TRUSTEES ANNUAL REPORT AND FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2017

Registered Charity Number: 1098428

JOHN GOULDING & CO
Chartered Accountants
& Registered Auditors
4 Southport Road
CHORLEY

SIMEON CENTRE COUNSELLING SERVICE

TRUSTEES ANNUAL REPORT FOR THE YEAR TO 31 MARCH 2017

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 Heppolette
Ms M Turner
Rev L Barriball
Ms N Thompson
Ms E Lewis - appointed 10 November 2016

Independent Examiner

John Goulding & Co
Chartered Accountants
4 Southport Road
Chorley
Lancashire
PR7 1LD

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

At the end of this year we had 34 active volunteer therapists which included 13 students who were working towards a professional qualification. This has been the largest number of students we have supported in recent years. Throughout this period our service supported 377 local people and in total we offered 3,452 therapeutic hours which equates to an average of 69 sessions each week. Further details and analysis are available to download from our website in our Annual Review of 2016-17.

The Simeon Centre continues to play a pivotal role within the operation and management of 1point (north west) Ltd., Bolton's Psychological Health and Wellbeing Alliance. The income generated from 1point means that we are well placed to continue to operate effectively in the medium term with strengthened reserves.

Typically, clients will wait around 21 days from first contact to assessment and a further 35 days for subsequent appointments. Demand for talking therapies across Bolton remains high and we are now positioned to increase our support for adults in the local community by recruiting additional volunteers.

FINANCIAL REVIEW

Summary of the Year

The financial results for the year and the position at the year-end are set out in the subsequent 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 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: 9 - 9 - 17

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

I report on the accounts of the Simeon Centre Counselling Service for the year ended 31 March 2017.

Respective responsibilities of trustees and examiner

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed.

It is my responsibility to examine the accounts under section 145 of the 2011 Act, to follow the procedures laid down in the general Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act, and to state whether particular matters have come to my attention.

Basis of independent examiner's report

My examination was carried out in accordance with the general 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

In connection with my examination, no matter has come to my attention:

- (1) which gives me reasonable cause to believe that in any material respect, the requirements;
 - to keep accounting records in accordance with section 130 of the 2011 Act; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of the 2011 Acthave not been met; or
- (2) to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



STEPHEN GARDINER, ESQ ACA CTA
Chartered Accountant
John Goulding & Co
4 Southport Road
CHORLEY
Lancs
PR7 1LD

Dated: 12 / 9 / 17


SIMEON CENTRE COUNSELLING SERVICE

STATEMENT OF ASSETS AND LIABILITIES

AS AT 31 MARCH 2017

	Unrestricted funds	Restricted funds	Total	2016
Monetary assets				
Cash at bank - current account	18,616	-	18,616	14,209
Cash at bank - deposit account	51,169	-	51,169	50,325
Cash in hand	26	-	26	100
	<u>69,811</u>	<u>-</u>	<u>69,811</u>	<u>64,634</u>
Non-monetary assets				
Fixed assets				
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 2017)	1,089	-	1,089	1,001
Other assets				
Debtors - 1point	16,015	-	16,015	11,100
Gift Aid owing	99	-	99	397
Liabilities				
PAYE	478	-	478	752
Expenses claims	673	-	673	743
Centre service charges	40	-	40	-
Accountancy fees	642	-	642	840

The accounts were approved by the Board of Trustees on 9 September 17 and were signed on their behalf by:

.......... Mr P Green, Chair

SIMEON CENTRE COUNSELLING SERVICE

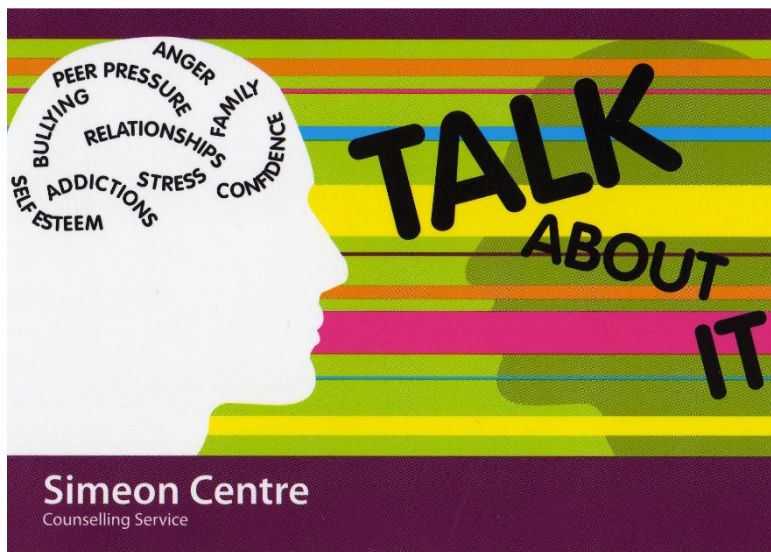
RECEIPTS AND PAYMENTS ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2017

	Unrestricted funds	Restricted funds	Total	2016
Receipts				
Donations	3,990	-	3,990	7,194
Gift Aid claims	1,182	-	1,182	1,605
Provision of counselling services	48,285	-	48,285	57,647
Other trading income	6,395	-	6,395	5,325
Deposit interest	843	-	843	483
Total receipts	<u>60,695</u>	<u>-</u>	<u>60,695</u>	<u>72,254</u>
Direct charitable expenditure				
Supervision and training	6,735	-	6,735	10,010
Travel	2,989	-	2,989	4,076
Professional subscriptions	1,864	-	1,864	2,054
Other support costs				
Wages	28,671	-	28,671	27,635
Rent, rates and water	10,970	-	10,970	9,040
Insurance	793	-	793	768
Telephone	577	-	577	698
Postage and stationery	748	-	748	785
Sundries	91	-	91	118
Meeting expenses	412	-	412	529
Accountancy	1,006	-	1,006	983
Professional fees	398	-	398	30
Equipment purchases	112	-	112	78
Repairs and maintenance	152	-	152	111
Total payments	<u>55,518</u>	<u>-</u>	<u>55,518</u>	<u>56,915</u>
Net receipts (payments) for the year	5,177	-	5,177	15,339
Bank and Cash Balances at 31 March 2016	<u>64,634</u>	<u>-</u>	<u>64,634</u>	<u>49,295</u>
Bank and Cash Balances at 31 March 2017	<u>69,811</u>	<u>-</u>	<u>69,811</u>	<u>64,634</u>

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

Annual Review 2016-17



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

t: 01204 387363
e: counselling@simeoncentre.org.uk
w: www.simeoncentre.org.uk

An introduction from the Chair

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

Thank you for your interest in our service. Throughout this report you will discover more about the much needed service we provide to the people of Bolton and what we have achieved throughout the year.

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

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 throughout the year has helped to grow and develop the service.

The Simeon Centre is a founder member of 1point, Bolton's Psychological Health and Wellbeing Alliance and Gary continues to have a significant input into its success. The awarding of the NHS contract to 1point has helped to put the Simeon Centre on a firm footing, however we are aware that despite demonstrating the quality of care and service we provide, there are no guarantees of future funding.

We remain committed to providing a quality service while improving training and development opportunities for all our team in the year ahead.

Peter Green
Chair

Completely happy with the service, it has helped me 'recover'. I am enjoying every aspect of my life again. Thank you!

Client comment

About the Simeon Centre

Now in our 18th year the Simeon Centre provides talking therapies, free at the point of need, to people living in the local community aged 16 and above.

At the end of the year we had 34 trained and qualified counsellors or therapists. This figure included 13 students who were working towards a professional talking therapy qualification. This has been the largest number of students we have supported in recent years. Although most of our practitioners work from a Humanistic theory base, the team also included Cognitive Behavioural Therapists.



Dionne and Wendy, just two of our students on placement at the centre

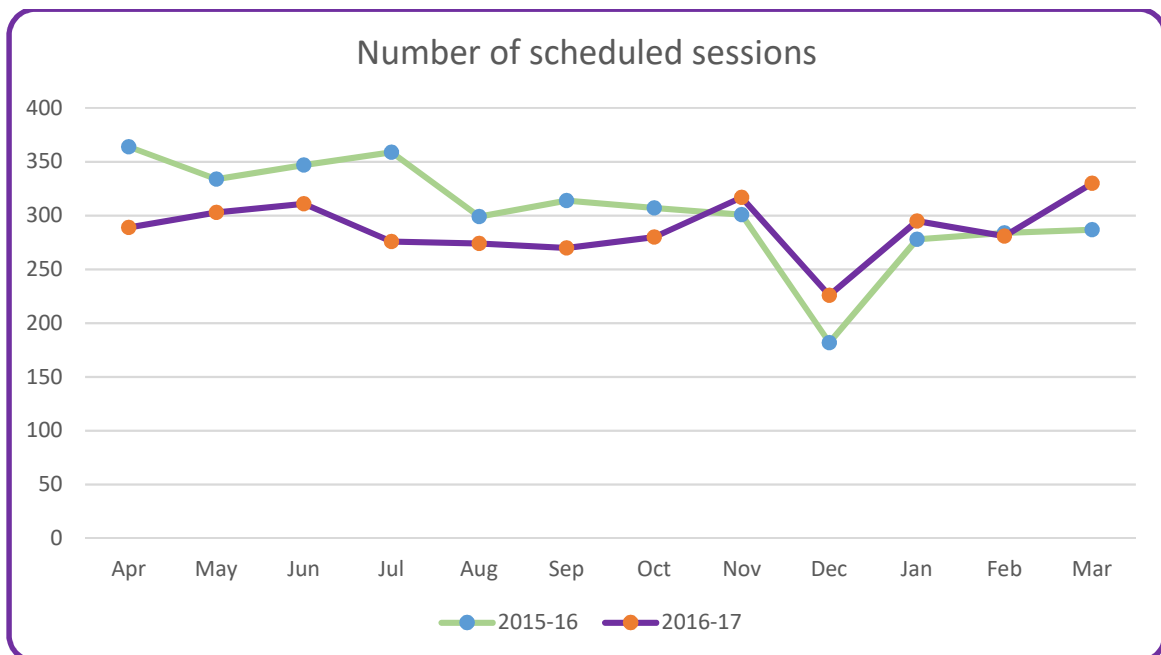
We also have a number of non-therapeutic volunteers whose support is invaluable in maintaining the operation of the centre. On average, each one of our volunteers gives around 3-4 hours of their time every week.

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 2016-17 our service supported **377 local people** and in total we offered **3,452 therapeutic hours** which equates to an average of **69 sessions each week**. The graph below indicates the number of sessions scheduled each month. Although the number of sessions offered was down on last year, this trend was reversed from mid-October.



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. Consequently, this wastage has a detrimental impact on the length of time people are waiting to see a counsellor or therapist. Notably, the combined figure of client missed and cancelled sessions (17.25%) is the lowest we have ever achieved.

Sessions Attended	Sessions Cancelled by clients	Sessions where clients did not attend (DNA)	Sessions cancelled by therapists	Total sessions scheduled
2469 (2472)	472 (582)	141 (194)	471 (408)	3553 (3656)
69.49% (67.60%)	13.28% (15.90%)	3.97% (5.30%)	13.26% (11.20%)	100.0%

Last year's figures in brackets

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 members (Beacon Bolton Counselling, Fortalice, MhIST and St Georges Counselling) to provide an accessible talking therapy service with standardised procedures and shared values.



One of the benefits of working in partnership with other organisations is that knowledge and expertise can be shared. As a member, we continue to take advantage of training and networking events organised by 1point. In addition, regular meetings with all the member coordinators are hosted at 1point with the aim of sharing best practice.

1point also provides a vital link to NHS training. Funded IAPT training has been available to all qualified practitioners working across the 1point network which included IAPT Counselling for Depression and IAPT Couples Counselling for Depression training programmes. In September, 1point was sub-contracted by Greater Manchester Mental Health to provide IAPT Counselling for Depression across Bolton.

...so thankful of the quick time response from contacting to getting seen.

The therapist was so lovely and I also learnt relaxation skills as well as feeling better and accepting myself more positively. Great service from the first phone call to face-to-face.

Thank you doesn't seem enough.

Client comment

Feedback from our clients

We routinely ask clients to provide feedback of their experience of our service. Thanks to the 146 people that returned their 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 document.

Of those responding to the question:

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

- 79% are more optimistic about the future
- 76% are more able to cope with day to day living
- 75% are less anxious or worried
- 75% feel more confident
- 54% can now accept the way they are
- 13% no longer need or are less dependent on medication
- 12% reported other positive changes
- 12% are returning or have returned to work
- 1% 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 1.7 out of 10

The average score AFTER therapy was 8.2 out of 10

On average, our clients rated themselves feeling 6.5 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	0.0	0.0
Sometimes	0.7	2.7	2.1	0.7	0.0
Mostly	2.7	15.8	12.3	13.0	4.8
Always	96.6	81.5	85.6	86.3	95.2

- 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	0.0	0.0	0.0
Unsure	0.7	1.4	0.0
Satisfied	20.5	20.5	7.5
Very Satisfied	78.8	78.1	92.5

96.6% of all responders "always" had confidence in the counsellor/therapist and their approach

100% of responders were "satisfied" or "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:

I am able to be myself again and actually like who I am

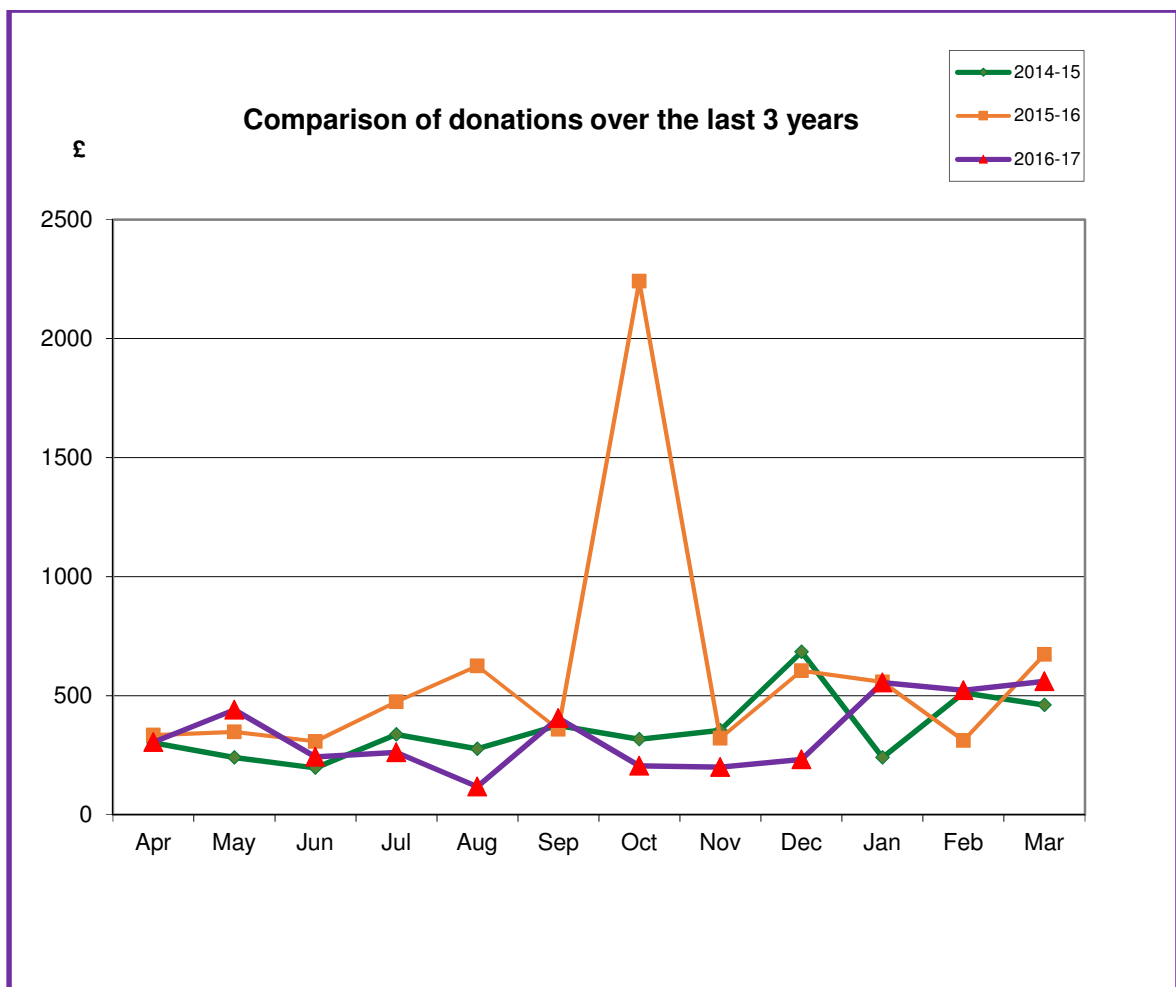
My counsellor was fantastic... she made me feel safe and able to communicate my issues for the first time

*Thank you K****, for all your patience and profound wisdom in helping me to embrace an improved version of me on my curvy journey*

Finances

The financial statements for the year ending 31st March 2017 indicate that we are well placed to continue to operate effectively in the medium term with strengthened reserves. Full details are available in a separate document - *Trustees Annual Report and financial statements Year Ended 31 March 2017*. A hard copy is available on request and it is also available to download from our website.

In this harsh economic climate donations received were less than last year. The previous year was boosted by a one-off donation from a local organisation. This graph indicates monthly donations but does not show the amounts we claimed as Gift Aid from HM Customs & Revenue which added over £1000 to our income.



The average donation for each session attended was £1.64.

A huge 'Thank You' to...

every single one of our volunteers who are central to the operation. Without their professionalism, dedication and support there would be no service.

Thank you to all that have supported the Simeon Centre throughout the year.

Caroline Abbey	Joshua Fletcher	Amanda Penn
Kim Anderton	Daniel Gaunt	Lesley Robertson
Maria Berry-Lee	Wendy Hagan	Gina Robinson
Kate Briscoe	Suzanne Hampson	Karen Robinson
Susan Brown	Louise Howarth	John Settle
Bill Catterall	Simon Howarth	Stacy Shepherd
Karen Corbett	Kevin Illingworth	Rebecca Shivji
John Crossley	Jayne Lamb	Alena Stulock
Pauline Davin	Vinita Latham	Judith Thompson
Julie DeLuca	Omar Levene	Natacha Thompson
Paul Dixon	Vera Marques	Mary Turner
Dionne Doherty	Jennifer Mellors	Angela Twigg
John Dwyer	Peter Nuttall	Debbie Walsh
Michael Dwyer	Jeannie Parr	Joan Washbrook
Amanda Eckersley	Tessa Pasquill	Margaret Woods
Rhona Edney	Priya Patel	Emma Yarwood
Alice Edwards		Fozia Yasmeen

We also thank others who have helped to contribute to our success. This includes all the staff at the Victoria Hall, 1point staff and board members for their continuing support.

... and a special thanks to our Trustees:

Peter Green (Chair)

Linda Barriball

Bob Bradley

Jill Heppolette

Emma Lewis

Natacha Thompson (Treasurer)

Mary Turner

Not easy to think of something that can improve on the help and service I have received. Without doubt first class and I am so pleased I decided to go down this route.

Client comment