

Chairperson's Review of 2025

Throughout the year the Trustee objectives were

- 1) To ensure that the Centre continued to provide a high standard of counselling within the community - This is evident through the comments made via the evaluation sheets that clients fill in when they have their final counselling session.
- 2) To ensure that the Centre has strong and robust finances. This has been achieved. with a small surplus. The finances have been regularly scrutinised throughout the year and savings made where possible. The Trustees are confident that the Centre is financially secure for 2026.

Staffing

During the year, 2 counsellors left and 6 joined giving a total of 18.

2 new receptionists were appointed taking the total to 9.

The Trustees value greatly and thank the volunteers for the time and work that they give to the Centre. Without them, affordable counselling could not be offered to those in need within the community.

Clients

During the year, 124 different clients attended counselling at the Centre. Of those, 79% were female and 21% were male. 1,358 counselling sessions were delivered, an increase of 15% year on year.

There was an increase in clients in the older age range

18-40 28%

41-60 44%

61+. 28%

The majority of clients were White British - 84%.

The remainder comprised of clients from 9 other ethnic groups.

The proportion of returning clients continues to increase

Returning client. 49%

Personal Recommendation. 32%
Professional referral 8%
Website. 8%
Other. 3%

Outcomes

57 clients ended with sufficient data to calculate clinical outcomes.

Fully recovered 54%
Reliable improvement 16%
No reliable change 30%

This compares satisfactorily with the NHS IAPT recovery standard of 50%.

Financial Review

Clients are provided with the information that the Centre is a charity and voluntary organisation. They are asked for a registration fee of £20 and then weekly contributions based on what they are able to contribute. Guidelines are given and all contributions greatly assist the Centre with its running costs. Those clients who pay are encouraged to Gift Aid their contribution.

We are socially inclusive and no one is turned away because of an inability to pay.

Our income is mainly generated from a combination of registration fees, weekly contributions, Gift Aid and a small amount of interest from the bank. We are extremely grateful to a few local Churches for their ongoing donations and on occasion to a member of the public who may have cause to support us.

In 2025 the Centre benefited from a legacy from a previous manager.

The Trustees thank all those who give support to the Centre and especially our volunteers who, with the variety of skills and professionalism, are invaluable in ensuring that the Centre continues to deliver its high level of service within the community.