

**CHAT**

# **CHAT Youth Counselling**

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**C O N F I D E N T I A L . H E L P . A D V I C E . T I M E**

## **ANNUAL REPORT**

**April 2019 -April 2020**

**Registered Charitable Incorporated Organisation (CIO)  
No 1179806**

**CHAT**

**Names of the charity trustees who manage the charity:**

Chair: Christine Marsters  
Vice Chair: Val Chesser  
Secretary: Jane Welman  
Treasurer: Gwen Radcliffe  
Roy Sparkes appointed by Oundle Town Council  
Diane Boyd appointed by Thrapston Town Council  
Penny Hipwell

**Name of chief executive and names of staff members**

Therapeutic Mentor and Manager: Denise Slater:  
Professional Counsellors: Elizabeth Bond, Pauline Maxwell, Michelle Walpole:

**Structure, Governance and Management**

**Governing Document:** Constitution

**Charity is Constituted as:** Charitable Incorporated Organisation.

**Summary of objects**

CHAT Youth Counselling exists for:- the preservation and protection of the emotional and mental health of young people, aged 9-25 years old in Oundle, Thrapston and surrounding areas of North East, East Northamptonshire by:

- 1. Offering free information, counselling and mentoring services*
- 2. Providing early support to individuals, as an alternative to or prior to NHS clinical intervention work, reducing the cases seeking access to NHS clinical services*
- 3. Providing, maintaining and developing up-to-date quality information resources for young people*
- 4. Working with other organisations in order to strengthen the support available to young people.*

**Trustee selection methods:** The Trustees are local people with an interest and experience in counselling, youth work, local government or other relevant leadership or management experience. They are appointed at the AGM, which reviews the appointments annually.

**Management**

The contribution made by the Trustees is crucial to the smooth running of the Charity. The Trustees and Manager are responsible for funding bids to ensure the financial

security and, in the collaboration with other organisations in the area, to secure the future of CHAT Youth Counselling.

They liaise with other professionals and attend meetings, lifting CHAT Youth Counselling's profile, which has increased awareness of our presence in the community and earned us recognition and respect. Trustees provide support to the employed staff and administrative aid, for example payroll, to ensure that CHAT is run in a professional and legal manner.

The Trustees have had regard to the guidance issued by the Charity Commission on public benefit in all their decision making.

The Trustees are supported by a Part-time Manager, undertaking the key administrative tasks. She maintains a close working relationship with the staff on operational and procedural issues. She represents the Trustees at the Reach CEO meetings and other local meetings.

### **Summary of Main Activities**

CHAT Youth Counselling employed two part-time counsellors and a part-time therapeutic mentor, working at our offices in the Courthouse, Oundle and also at the following schools;

Prince William School, Oundle, Thrapston Primary, Kings Cliffe Endowed Primary.

In addition, occasional work is undertaken at other primary schools in the north of East Northamptonshire.

Our counsellors are professionally qualified. They undergo regular clinical supervision and participate in ongoing professional development.

The counsellors' hours are supplemented, when needed, by the use of a self-employed professional. For a second year, CHAT Youth Counselling benefitted from supporting a trainee counsellor from Cambridge University.

Referrals are taken through the CAMHS Referral Management Centre, directly from GPs and from other medical professionals, schools, parents and the young people themselves.

Following an initial assessment, our counsellors provide an option of six one-to-one professional counselling or therapeutic mentoring sessions as appropriate. At this point, there is a review resulting in one of the following outcomes: a case closure, a referral onto other support agency or an extended counselling agreement, as required.

**Achievements and Performance this year (in terms of Objects)**

1. *Offering free information, counselling and mentoring services*
2. *Providing early support to individuals, as an alternative to, or prior to, NHS clinical intervention*

120 Clients were seen by CHAT services in 2019-20. The average number of counselling sessions per discharged client is 5.7. The therapeutic sessions averaged at 5.9 per discharged client over this service year. There were 12 discharged clients returning from previous years for further support.

The global COVID-19 pandemic resulted in a Government-led lockdown of all UK citizens on March 22<sup>nd</sup> 2020. When schools closed, our staff were directed to remain at home bringing an immediate end to face-to-face counselling and therapy. This impacted on the 14 clients referred on the day prior to the closure; they were unable to access initial assessment and support. Additional referrals also reduced dramatically in the final weeks of this reporting period.

Counsellors and mentor continued to offer their support to existing clients through telephone contact. Research and development of online therapy began immediately. CHAT's free and confidential services were promoted to young people and their families experiencing anxiety linked to the pandemic. Staff were retained to provide support to clients and were guided to undertake online training courses.

The tables below are an annual summary of the information presented at every Trustees meeting. They reflect a continued need for the charity's services locally.

Service Data	Counselling		Mentoring	
	2018-19	2019-20	2018-19	2019-20
Continuation Clients	12	31	3	3
Closed Clients	73	59	41	27
Waiting List	0	14*	0	0
Average Sessions per client	6.5	5.7	6.1	5.9

\*Referrals received on day prior to Coronavirus Lockdown March 20th 2020. Lower annual client numbers as a result.

Source of Referral	2018-19	2019-20
Education	110	31
Self	9	66
RMC	7	11
Others	0	12
Hospital Emergency	1	9

Waiting List clients not included in data below.

Issues	2018-19	2019-20
Self Harm	8	5
Anger Management/ Behaviour	4	2
Eating Disorders	0	2
Bereavement/Loss	8	7
Relationships	7	4
Self Esteem/ Low Mood	7	16
Family/Home	26	20
Anxiety	75	34
Substance issues	2	1
Suicidal thoughts	2	4
Other	10	10
Not recorded		15

Client Characteristics	2018-19	2019-20
under age 11	3	13
aged 11- 18	126	107
aged 18-25	0	0
Full time Education	128	118
NEET/Home Schooling	1	2
Female	89	86
Male	39	33
Not disclosed/other	1	2
With Disabilities	0	0
Without Disabilities	129	120
Dual Heritage	3	2
British	123	106
Other	3	6
Not recorded	0	6

Geographical areas served	2018-19	2019-20
Oundle	43	45
Thrapston	51	29
Kings Cliffe	8	4
NEN Villages	26	25
Others	1	9
Not recorded	0	8

Session Venue	2018-19	2019-20
PWS	112	89
CHAT Office	11	18
Thrapston	4	5
Other schools	2	7

The evaluative feedback from clients was 100% positive and no complaints were received. One client sufficiently valued the support received, that they undertook a personal fundraising activity, making a £500 donation to the funds. They also took an opportunity to promote the charity within their educational setting.

The presenting issues remain similar to those of the previous year, with clients seeking support with family issues and anxiety remaining high. Bereavement/ loss, relationships and self-harm continue to present themselves. Low mood/ self-esteem issues increase as we widen access to clients in the younger age group. They may not always define the presenting issues clearly.

The geographical area covered by CHAT Youth Counselling is wide, covering Oundle, Thrapston and the many surrounding villages throughout NE Northamptonshire. Access for young people via their schools has enabled individuals to obtain the support needed which would have not otherwise been accessible due to the rurality of the area.

An increasing number of primary schools have accessed free support. The CHAT Office extends this provision to those seeking support outside school environments and term times.

CHAT Youth Counselling committed the lead counsellor to provide emergency support to individuals who have accessed A&E for mental health when in crisis, using additional funds allocated for Rapid response by our Commissioners. This Rapid Response project received no referrals for clients in our area. The funding received has been ring-fenced for the delivery of this service on request.

### *3. Providing, maintaining and developing up-to-date quality information resources for young people*

CHAT Youth Counselling staff provide information leaflets and guides to clients covering a range of issues. These are constantly being updated and distributed as required. Staff maintain their expertise and knowledge through their membership of BACP, subscription to emailed newsletters e.g. Barnardos, Children in Need, ICO and through the research and developments in mental health provision published both nationally and locally.

The Continuous Professional Development undertaken by staff is valued. This year Denise Slater and Elizabeth Bond have benefitted from training delivered by Lynne

Souter-Anderson. 'Family Life in the Therapeutic Space', an accredited course, was chosen to complement the 'Happier Families' project. Currently suspended the course is likely to be completed later this year. Pauline Maxwell, who recently completed her MA, has carried out some online training for Virtual Counselling and other courses recommended by BACP at this time. Denise Slater is also independently continuing her 1-year course on Play Based Therapy accredited by PTUK, but this again has been postponed. All staff are aware of the free Open University counselling courses.

The Chair and Manager attended a Conference on Targeting and Reducing Grooming, Exploitation and Trading, led by various key note speakers, including Nazir Afzal OBE, The Prosecutor and Fiona Broadbent, Survivor, Consultant and Trainer in Sexual Exploitation & Abuse

#### *4. Working with other organisations in order to strengthen the support available to young people.*

CHAT Youth Counselling has continued its close cooperation with other local youth counselling charities within Northamptonshire; creating an overarching CIO Reach Youth Support. Regular meetings have taken place, with managers/ CEOs of these organisations, to develop continuity and consistency of coverage countywide. The Chair of Trustees represents CHAT Youth Counselling as a trustee of Reach Youth Support established to provide advice and assistance and to organise programmes of education, counselling and therapeutic interventions, emotional support and other activities to young people and their families living within Northamptonshire.

The CHAT Youth Counselling Manager has represented the charity, with local GP surgeries, local government bodies, the Northamptonshire Early Help Service, CAMHS and with all local schools.

The Trustees have reviewed many of the organisation's policies. These include Safeguarding, Caldicott Guardianship, and ICT policy, including guidance on online therapy work. The terms and arrangements for staff sick pay were also reviewed. These activities have resulted in the ongoing development of the charity's operating practices.

#### *5. Other Achievements*

CHAT Youth Counselling has focused its developments on the areas identified in its Strategic Development Plan 2019-2021. The plan is reviewed regularly by Trustees.

Funding bids to local government and charities have focused on widening the provision for the under 11 year olds. A successful bid was made to Augean, with the help of County Cllr de Capell Brooke, for our work in primary schools.

This success has enabled time to be allocated to the development of resources and approaches for under 11 year old clients. The appointment of a counsellor with an interest in this age group has facilitated this development. The number of referrals of younger aged clients has increased.

A promotional leaflet of the support for the younger clients has been developed and circulated to professionals and organisations. The number of referring village primary schools has increased. This leaflet supports the other CHAT Youth Counselling promotional materials displayed and circulated locally. Participation in the Waitrose Green Button Community funding project has further raised awareness among local residents of our work, as well as attracting a donation of £590.

CHAT Youth Counselling is promoted within the Northamptonshire Health Care Partnership Directory.

Group work protocols and resources have been developed for clients, who would benefit from peer support, in relation to examination anxiety and friendships. Implementation has been limited this year. The cancellation of external examinations due to COVID-19 will have impacted this.

CHAT Youth Counselling has continued to operate smoothly serving their clients. The addition counsellor has supported this enabling the Manager to be increasingly proactive in the collaboration with Reach Support, seeking additional funding and the development of several new projects; e.g. SHAPE (tackling self-harm) and Happier Families (supporting families). She has also inducted and mentored a trainee counsellor, whilst sustaining her therapeutic role with clients.

In partnership with other agencies, CHAT Youth Counselling has targeted support to families seeking mental health support through a project called Happier Families. It involves group work sessions based on Action for Happiness principles. Resources have been developed and trialed with project roll out inhibited by COVID-19.

Northamptonshire CAMHS' had a 40-week waiting list for young people with mental health issues. CHAT Youth Counselling has supported the other youth counselling agencies in a NHS funded 'Waiting List' project. A range of interventions have been planned and implemented to reduce this size and length of waiting lists. CHAT maintains a low or no waiting list in normal circumstances.

CHAT Youth Counselling has purchased a data collation system called Lamplight, in line with the other REACH partners. Training has been completed and the system rolled out to staff, with the aim of an increased efficiency in data transfer with the Commissioners and Trustees. Additional funding obtained has enabled an upgrade in IT equipment, to increase the efficiency and effectiveness of staff and hence a reduction in waiting lists.



**Financial Review**

The Trustees aim to hold a reserve fund of 6 months expenditure against the time when NHS funding is no longer available, in order to provide time for further applications, whilst withdrawing from client work in a professional manner. At the end of the financial year the reserves are significantly higher than this. Funding has been received for projects that have not been started or only partially started for reasons outside CHAT Youth Counselling’s control. The Trustees reviewed investments when the CAF 12-month fixed rate ended in August and decided to reinvest in a similiar account for a further 12 months. Very low interest rates make movement between accounts result in only marginal gains.

NHS Nene Clinical Commisioning Group made Service Level Agreement payments of £36,428 for core work and £5000 for Rapid Response work.

Oundle Town Council made a Community Support grant of £2400 towards accommodation, governance and training costs.

Thrapston Town Council made a grant of £2500 for the support of younger clients in the area.

Donations from Oundle & District Care Committee totalled £1250.

Further details can be found in the examined accounts, appended as Appendix 1.

**Declaration**

The trustees declare that they have approved the trustees’ report above.

Signed on behalf of the charity’s trustees:

<u>Signature</u>	<u>Full name</u>	<u>Position</u>
	Christine Marsters	Chair
	Gwen Radcliffe	Treasurer

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR YEAR ENDED 5<sup>TH</sup> APR 2020**

	Note	Restricted Funds £	Unrestricted Funds £	Total 2019/20 £	Total Sept18/ April19 £
<b>Incoming Resources</b>					
Service Level Agreements	1	41,248.00	0.00	41,248.00	18,124.00
Project Funding	2	37,293.00	0.00	37,293.00	0.00
Grants	3	9,900.00	0.00	9,900.00	0.00
Donations		0.00	2,340.00	2,340.00	150.00
Investment Income		0.00	596.34	596.34	335.37
Other		0.00	10.09	10.09	20.00
<b>Total</b>		<b>88,441.00</b>	<b>2,946.43</b>	<b>91,387.43</b>	<b>18,629.37</b>
<b>Direct 'Charitable' Expenditure</b>					
Salaries, Pensions & NIC	4	39,149.27	0.00	39,149.27	19,074.39
Travel costs- Volunteers		0.00	0.00	0.00	0.00
Travel costs- Staff		979.40	0.00	979.40	370.80
		40,128.67	0.00	40,128.67	19,445.19
<b>Support Costs</b>					
Supervision & Training		3,338.50	0.00	3,338.50	2,025.00
Telephone & Postage		808.16	0.00	808.16	477.31
Stationery and photocopying		50.00	0.00	50.00	40.00
Accommodation		720.00	0.00	720.00	240.00
Advertising/Recruitment		74.00	0.00	74.00	0.00
		4,990.66	0.00	4,990.66	2,782.31
<b>Management &amp; Administration</b>					
Governance		1,572.57	0.00	1,572.57	1,277.57
Collaboration		0.00	453.35	453.35	0.00
IT Equipment		2,289.36	0.00	2,289.36	0.00
Sundry Office Costs		109.37	0.00	109.37	522.29
		3,971.30	453.35	4,424.65	1,799.86
<b>Total Resources expended</b>		<b>49,090.63</b>	<b>453.35</b>	<b>49,543.98</b>	<b>24,027.36</b>
<b>Net incoming resources</b>		39,350.37	2,493.08	41,843.45	-5,397.99
Transfer between funds		0.00	0.00	0.00	0.00
Total funds brought forward		35,001.02	16,700.30	51,701.32	57,099.31
<b>Total Funds carried forward</b>		<b>74,351.39</b>	<b>19,193.38</b>	<b>93,544.77</b>	<b>51,701.32</b>

**NOTES TO THE FINANCIAL STATEMENT  
FOR YEAR ENDED 5<sup>TH</sup> APR 2020**

**1. Service Level Agreements.**

In addition to the contract for provision of counselling for 11 to 25 year olds, Nene CCG has provided £5000 for Rapid Response work for emergency referrals from hospitals.

**2. Project Funding.**

The majority of this funding is payment in advance.

SHAPE	Public Health Northamptonshire	£3,890
	East Northamptonshire Council	£500
Waiting List Initiative	Nene Clinical Commissioning Group	£15,555
Happier Families	VCSE	£17,348

**3. Grants**

	2018/19	2019/20
Oundle Town Council	£2310	£2400
Thrapston Town Council	£0	£2500
Augean		£5000
	£2310	£9900

East Northamptonshire Council has granted Mandatory Relief of 80% and Discretionary Relief of 20% on the Business Rates for the Courthouse Office.

**4. Staffing**

CHAT Youth Counselling applies for, and receives, the NIC Employer's Allowance.

Staff Costs	Sept 2018 to April 2019	2019/20
Wages	£18,707.81	£38,170.44
Social Security Costs	£0.00	£0.00
Pension Cost	£366.58	£978.83
	£19,074.39	£39,149.27

**ACCOUNTING POLICIES**

- **Income** is recognised as received or when receipt is certain.
- **Direct charitable expenditure** represents the salaries and expenses reimbursements for staff and volunteers.
- **Support costs** represent the accommodation and communication infrastructure required to support the staff and volunteers.
- **Management and administration** costs represent expenditure not connected with the costs of the staff and volunteers.
- **Fixed assets.** Depreciation of computer hardware is calculated using the double depreciation method based on a residual value of £50 at the end of a 4 year period.

**BALANCE SHEET AT 5<sup>TH</sup> APR 2020**

	April 5th 2020	April 5th 2019
<b>Current Assets</b>		
Debtors	£0.00	£0.00
Cash at bank	£47,418.55	£1,015.75
Cash on deposit	£46,407.46	£50,826.91
Cash in Hand	£3.00	£3.00
	<u>£93,829.01</u>	<u>£51,845.66</u>
<b>Less current liabilities</b>		
Creditors (uncleared cheques)	£284.24	£144.34
Net current assets	<u><b>£93,544.77</b></u>	<u><b>£51,701.32</b></u>
<b>Represented by</b>		
Restricted funds	£74,351.39	£35,001.02
Unrestricted funds	£19,193.38	£16,700.30
	<u><b>£93,544.77</b></u>	<u><b>£51,701.32</b></u>
 <b>Fixed Assets</b>	 £240.68	 £431.36
 <b>Total Assets</b>	 <u><b>£93,785.45</b></u>	 <u><b>£52,132.68</b></u>

**Statement of Independent Examiner**

**Basis of the Independent Examiner’s Report:**

This examination includes a review of the accounting records kept by the organisation and a comparison of the accounts presented with those records. It also includes consideration of any unusual items disclosed in the accounts, and seeking explanations from you as the Management Committee concerning such matters. I undertook a sample review of all the expenditure items and am happy with the records/information provided.

**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 any material requirements have 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.

Signed: .....

Dated:.....

**MANAGEMENT ACCOUNT SUMMARY**

SLAs	INCOME			EXPENDITURE			
SLAs	NHS Nene CG	£9,062.00	Direct	net SALARY	£30,048.70		
	NHS Nene CG	£9,062.00		INCOME TAX	£4,341.20		
	NHS Nene CG	£9,062.00		NAT INSUR employee	£1,883.95		
	NHS Nene CG	£9,062.00		NEST employee	£1,304.99		
	NHS Nene CG	£5,000.00		Self-employed staff	£591.60		£38,170.44
GRANTS	Oundle TC	£2,400.00		NAT INSUR employer	£0.00		
	Thrapston TC	£2,500.00		NEST employer	£978.83		
	Augean/NCC	£5,000.00		EXPENSES/staff	£979.40		
				EXPENSES/vol	£0.00		£1,958.23
PROJECT	SHAPE	£4,390.00				<b>£40,128.67</b>	
	VCSE	£17,348.00		Support	Supervision	£2,178.00	
	Waiting List	£15,555.00			Training	£1,160.50	
DONAT	Private	£500.00		Accommodation	£720.00		
	Care Committee	£1,250.00		Telephone	£798.16		
	Waitrose	£590.00		Postage	£10.00		
				Stationery/photocopying	£50.00		
				Advertising	£74.00		<b>£4,990.66</b>
INVEST	CAF 12month	£487.21	Management	Governance	£1,572.57		
	CAF 60 day	£93.34		Sundry Office Costs	£109.37		
	CAF Gold	£15.79					
OTHER	Gift Aid	£10.09		Collaboration/ Projects	£2,742.71	<b>£4,424.65</b>	
<b>INCOME</b>		<b>£91,387.43</b>	<b>EXPENDITURE</b>			<b>£49,543.98</b>	

OPENING BALANCE		CURRENT BALANCE	
<b>CAF Cash</b>	£0.00	<b>CAF Cash</b>	£1,745.68
<b>CAF Gold</b>	£0.00	<b>CAF Gold</b>	£45,472.87
<b>CAF 60day</b>	£15,189.29	<b>CAF 60day</b>	£10,282.63
<b>CAF 12 month fixed</b>	£35,637.62	<b>CAF 12 month fixed</b>	£36,124.83
<b>Nat West</b>	£1,015.75	<b>Nat West</b>	£200.00
<b>Petty Cash</b>	£3.00	<b>Petty Cash</b>	£3.00
uncleared cheques/creditors	-£144.34	uncleared cheques/creditors	-£284.24
<b>Total</b>	<b>£51,701.32</b>	<b>Total</b>	<b>£93,544.77</b>