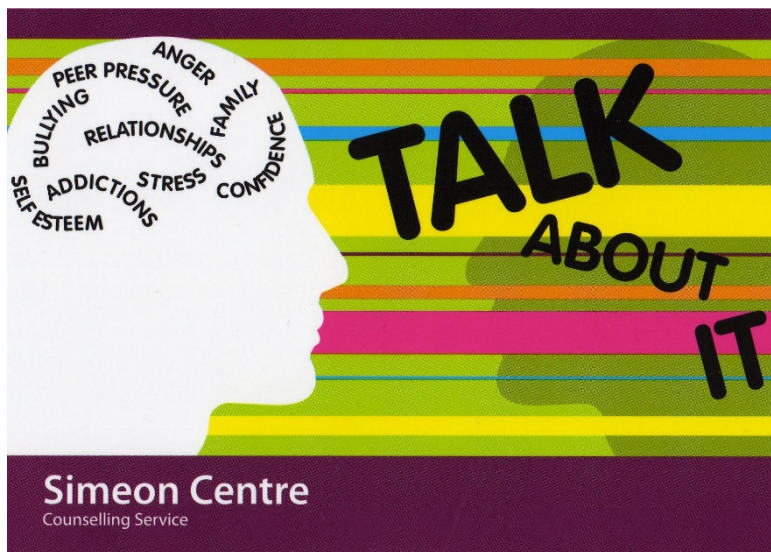


# Annual Review 2015-16



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# 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.

This year the Simeon Centre has continued to develop the service it provides and the people who provide it. As a voluntary organisation we 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, training and development opportunities, and support to all our volunteers in the year ahead.

Peter Green  
Chair

## About the Simeon Centre

Now in our 17<sup>th</sup> 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 32 trained and qualified counsellors or therapists. This figure includes 10 students who are working towards a professional talking therapy qualification. The majority of our practitioners work from a Humanistic theory base and some work in a CBT (Cognitive-Behavioural Therapy) modality.



Vera and Susan are just two of our volunteer therapists who are supporting local people

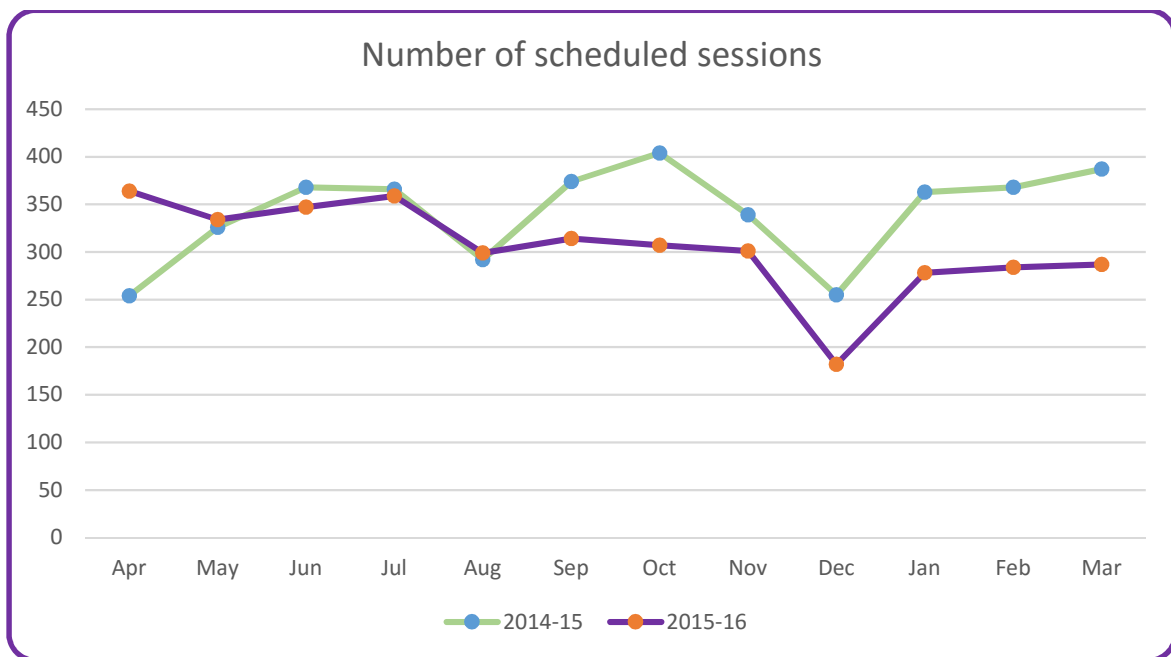
We also have a number of non-therapeutic volunteers whose support is invaluable in maintaining the operation of the centre. On average, each one of our volunteers gives around 3 hours of their time every week.

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

Following last year's rapid growth, 2015-16 has been a year of solid and sustainable performance. **We supported 418 local people** throughout the year and scheduled **3656 hours of talking therapy**. While this is a reduction from the previous year, 2014-15 was a year of exceptional growth. In addition, we had two Easter closures falling within the same year (April 2015 and March 2016). The graph below indicates the number of sessions scheduled each month.



Once again it has been difficult to make any headway in reducing cancelled and missed appointments. Although we do whatever we can to encourage clients to attend weekly, cancelled and missed appointments cannot be offered to others at short notice and are therefore wasted. This always has a detrimental impact on the length of time people are waiting to see a counsellor or therapist.

Sessions Attended	Sessions Cancelled by clients	Sessions where clients did not attend (DNA)	Sessions cancelled by therapists	Total sessions scheduled
2472	582	194	408	3656
67.6%	15.9%	5.3%	11.2%	100.0%

## 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 of 1point we have taken advantage of the numerous training and networking events organized by 1point. Topics included: eating disorders, bereavement, mindfulness and domestic violence. In addition to the 150 therapists who volunteer within the member's services, these events were also made available to private practitioners around the region.

1point has also strengthened links with the NHS and has been able to negotiate funded access to IAPT Counselling for Depression and IAPT Couples Counselling for Depression training programmes. Successful completion of one of these courses can lead to employment opportunities within NHS for therapists. 4 Simeon Centre therapists won places on one of these courses.

*... this has been so much more effective than I ever thought possible*

Client comment

## Feedback from our clients

We routinely ask clients to provide feedback of their experience of our service. 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?”...**

- 75% are more optimistic about the future
- 78% are less anxious or worried
- 74% are more able to cope with day to day living
- 72% feel more confident
- 53% can now accept the way they are
- 10% no longer need or are less dependent on medication
- 7% reported other positive changes
- 11% are returning or have returned to work
- 4% 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 BEFORE starting therapy and again AFTER completing therapy.

The average score BEFORE therapy was 1.9 out of 10

The average score AFTER therapy was 8.1 out of 10

**On average, our clients rated themselves feeling 6.2 points higher upon completing therapy with us.**

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

**How satisfied were you with the...**

- Q1. wait for your first appointment?
- Q2. choice of therapies available to you?
- Q3. therapy you received?
- Q4. counsellor/therapist you worked with?
- Q5. total amount of time allocated to you?
- Q6. accommodation/venue where your therapy took place?
- Q7. administration staff supporting this service?
- Q8. service overall?

%	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
Very Dissatisfied	1	1	0	0	0	0	0	0
Dissatisfied	4	0	0	0	1	0	0	0
Unsure	8	4	1	0	3	0	0	1
<b>Satisfied</b>	<b>36</b>	<b>27</b>	<b>7</b>	<b>4</b>	<b>18</b>	<b>22</b>	<b>26</b>	<b>8</b>
<b>Very Satisfied</b>	<b>51</b>	<b>68</b>	<b>92</b>	<b>96</b>	<b>78</b>	<b>78</b>	<b>74</b>	<b>91</b>

*100% of all responders were “satisfied” or “very satisfied”  
with the counsellor/therapist they worked with*

*99% 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:

*This service has literally saved my life!  
T\*\*\* is a credit to the centre, am leaving happy!*

*The empathy demonstrated towards me has helped to heal long standing ‘emotional wounds’. I cannot thank A\*\*\* enough for her professionalism and... for improving the quality of my life.*

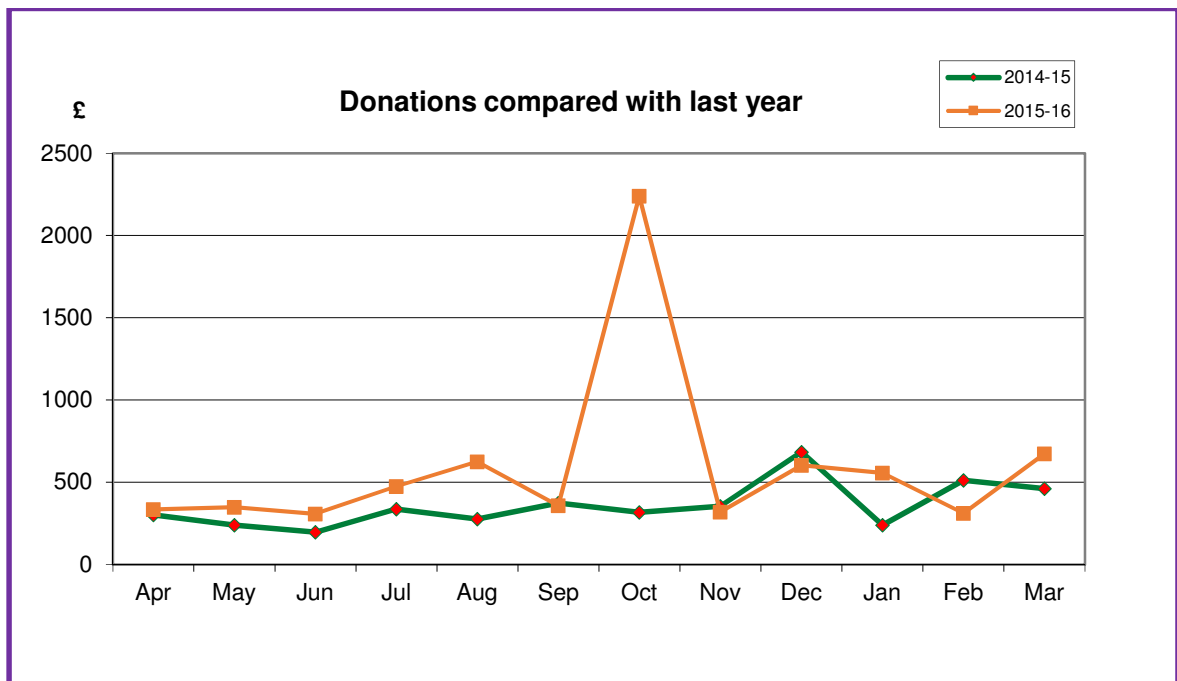
*This has re-opened avenues that I had closed down and I see the world in a more positive light. I feel better about myself.*



# Finances

The financial statements for the year ending 31<sup>st</sup> March 2016 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 - *Report of the trustees and unaudited financial statements for the year ended 31<sup>st</sup> March 2016*. A hard copy is available on request and it is also available to download from our website.

This year our donations were boosted by Farnworth Christian Spiritualist Church who organised a community 'Fun Day'. Overall they collected an amazing £1800.20 for the Simeon Centre.



The average donation for each session attended increased to £2.89 from £1.52 in 2014-15.



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

every single one of our volunteers who are at the heart of what we do. Without their professionalism, dedication and support there would be no service.

Here are the names of all that have supported the Simeon Centre at some point throughout the year.

<b>Caroline Abbey</b>	<b>Amanda Eckersley</b>	<b>Priya Patel</b>
<b>Esther Abergel</b>	<b>Rhona Edney</b>	<b>Amanda Penn</b>
<b>Tasneem Ali</b>	<b>Alice Edwards</b>	<b>Lesley Robertson</b>
<b>Kim Anderton</b>	<b>Nicole Ellison</b>	<b>Karen Robinson</b>
<b>Maria Berry-Lee</b>	<b>Mary Frain</b>	<b>Stacy Shepherd</b>
<b>Alison Birdsall</b>	<b>Katie Gledhill-Taylor</b>	<b>Rebecca Shivji</b>
<b>Susan Brown</b>	<b>Rebecca Hammond</b>	<b>Alena Stulock</b>
<b>Bill Catterall</b>	<b>Linda Hardy</b>	<b>Sarah Taylor</b>
<b>Karen Corbett</b>	<b>Louise Howarth</b>	<b>Judith Thompson</b>
<b>John Crossley</b>	<b>Patricia Hurst</b>	<b>Natacha Thompson</b>
<b>Daisy Cunliffe</b>	<b>Omar Levene</b>	<b>Mary Turner</b>
<b>Lynn Curran</b>	<b>Rebecca Lowe</b>	<b>Angela Twigg</b>
<b>Nadia Danga</b>	<b>Vera Marques</b>	<b>Tracy Walker</b>
<b>Pauline Davin</b>	<b>Michelle McKinnon</b>	<b>Debbie Walsh</b>
<b>Julie DeLuca</b>	<b>Jeannie Parr</b>	<b>Joan Washbrook</b>
<b>Paul Dixon</b>	<b>Tessa Pasquill</b>	<b>Margaret Woods</b>
<b>Michael Dwyer</b>		<b>Fozia Yasmeen</b>

We thank **everyone** who has helped to contribute to our success. This includes all the staff at the Victoria Hall, 1point staff and board members for their continued support.

... and a special thanks to our Trustees

<b>Peter Green (Chair)</b>	<b>Ruth Haigh</b>	<b>Paul Martin</b>
<b>Linda Barriball</b>	<b>Jill Heppolette</b>	<b>Natacha Thompson</b>
<b>Bob Bradley</b>	<b>Sue Holt</b>	<b>Mary Turner</b>