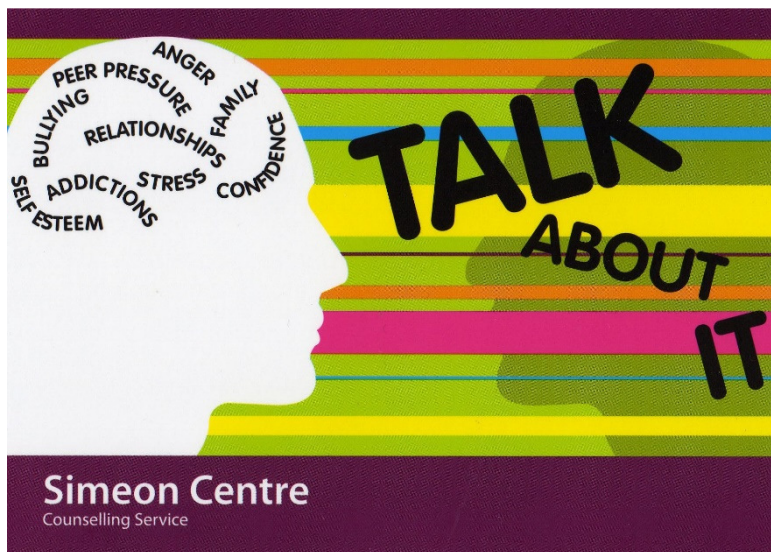


Annual Review 2017-18



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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.

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 NHS contracts 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

"This counselling has changed my life around. Made me able to see things clearer, and most importantly made me able to cope with [my] issue a lot better... Phenomenal."

Client comment

About the Simeon Centre

This is our 19th year serving the Bolton community. We provide 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 40 trained and qualified counsellors or therapists. This figure included 23 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.



Emma (pictured left), one of our students on placement at the centre and
Natacha, a qualified counsellor and our Treasurer

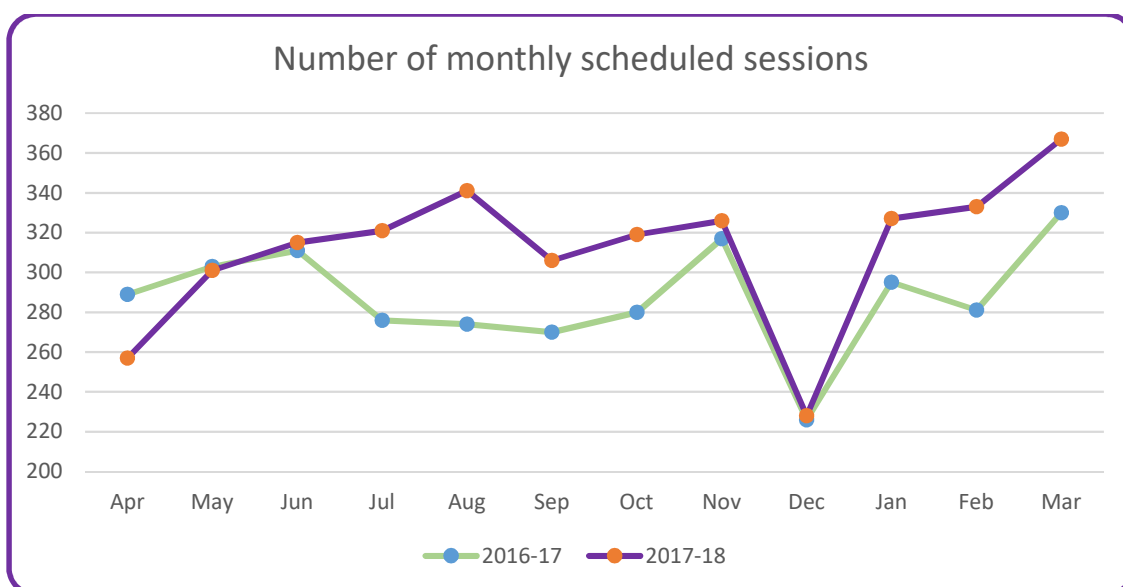
We also have a number of non-therapeutic volunteers whose support is invaluable in maintaining the operation of the centre. On average, each one of our volunteers gives around 3-4 hours of their time every week.

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 the year our service supported 448 local people and in total we scheduled 3,739 therapeutic hours which equates to an average of 75 sessions each week. Apart from April and May, we scheduled more monthly appointments than the same period last year. March 2018 was a high watermark with 367 appointments - our highest ever in one month.



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. We are investigating innovative ways to minimize and reduce the number of wasted sessions.

Sessions Attended	Sessions cancelled by clients	Where clients did not attend (DNA)	Cancelled by us and therapists*	Total sessions scheduled
2663	551	169	356	3739
71.22%	14.74%	4.52%	9.52%	100.0%

* Figure includes appointments cancelled due to public holiday closures

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 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 continue to ensure skills are maintained and practice improves.

*D**** was an amazing support through an extremely difficult time in my life. She has helped me find my inner strength... and given me hope.*

Client comment

Feedback from our clients

We routinely ask clients to provide feedback of their experience of our service. Thanks to the 182 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 annual review.

Of those responding to the question:
“What has changed for you as a result of your therapy?”...

- 79% are more optimistic about the future
- 75% feel more confident
- 74% are less anxious or worried
- 64% are more able to cope with day to day living
- 54% can now accept the way they are
- 10% are returning or have returned to work
- 8% no longer need or are less dependent on medication
- 8% reported other positive changes
- 1% say nothing has changed for them
- 1% 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 1.8 out of 10
The average score AFTER therapy was 8.4 out of 10

On average, our clients rated themselves feeling 6.6 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	0.0	0.0
Sometimes	0.0	2.2	3.3	1.6	0.0
Mostly	1.1	18.1	7.7	15.4	3.8
Always	98.9	79.7	89.0	83.0	96.2

- 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	0.5	0.0
Unsure	1.6	0.5	0.0
Satisfied	28.0	17.1	10.4
Very Satisfied	70.4	81.9	89.6

Over 96% 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 feel better equipped to cope with the things that life can throw at me.

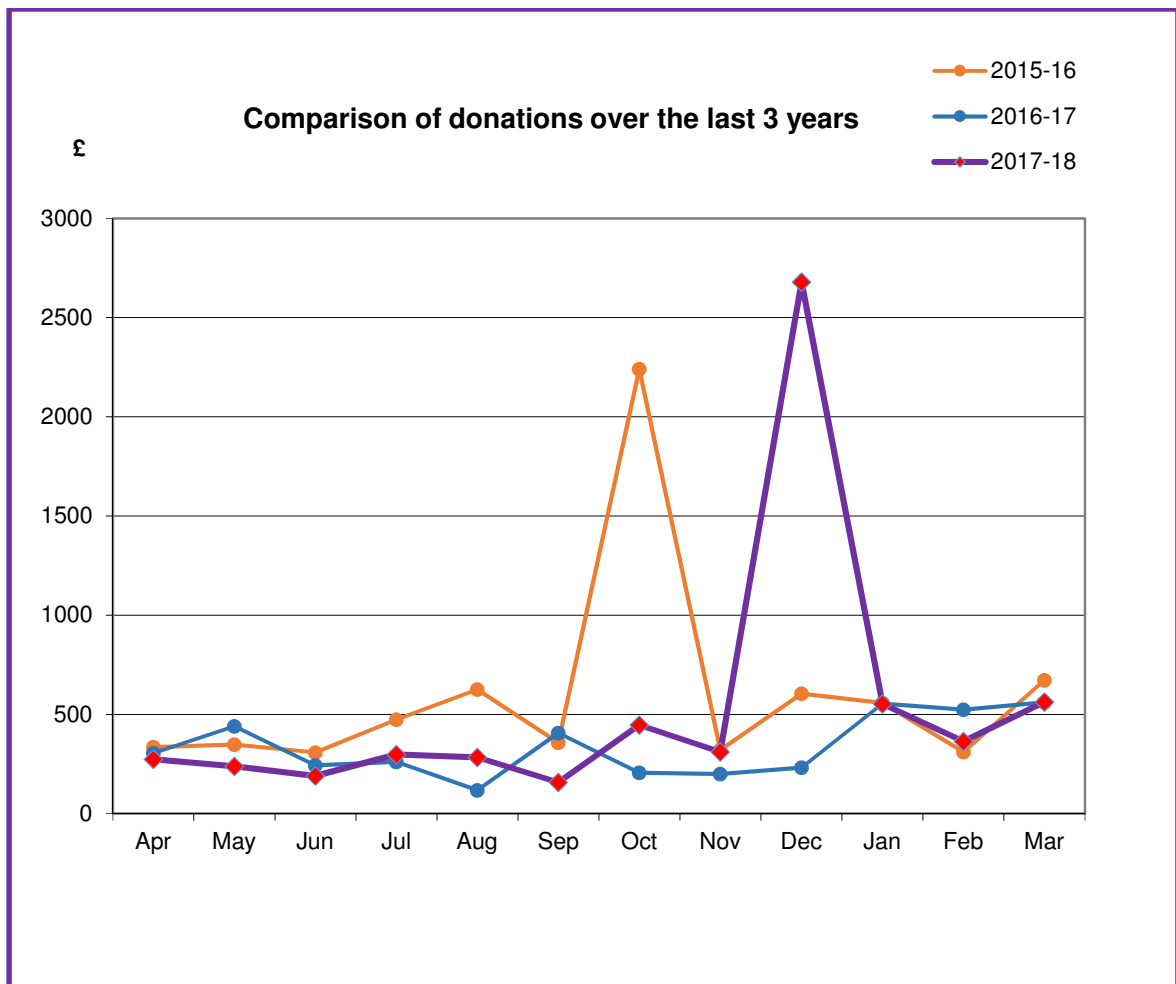
“The service offered is amazing and very valuable. I wish someone would have told me about it sooner”

I came with no expectations and now am walking away far, far ‘richer’

Finances

The financial statements for the year ending 31st March 2018 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 2018*. A hard copy is available on request and it is also available to download from our website.

This year we increased our total donations thanks to a large donation received in December from UK Healthcare. This graph indicates monthly donations but does not show the amounts we claimed as Gift Aid from HM Customs & Revenue which added over £780 to our income.



The average donation for each session attended was £2.39. If you discount the large single donation made in December, the figure falls to £1.45.

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	Harry Houghton	Gina Robinson
Kim Anderton	Louise Howarth	Angela Russell
Steph Bodlovic	Simon Howarth	John Settle
Bill Catterall	Kevin Illingworth	Stacy Shepherd
Karen Corbett	Emma Kidd	Rebecca Shivji
Paul Dixon	Jayne Lamb	Andrew Smith
Dionne Doherty	Vinita Latham	Alena Stulock
John Dwyer	Joanna Lindfield	Judith Thompson
Michael Dwyer	Vera Marques	Natacha Thompson
Amanda Eckersley	Jennifer Mellors	Mary Turner
Alice Edwards	Diane Moran	Angela Twigg
Joshua Fletcher	Rachel Neilson	Debbie Walsh
Daniel Gaunt	Peter Nuttall	Joan Washbrook
Wendy Hagan	Rachel Patrick	Margaret Woods
Zoe Hall	Amanda Penn	Emma Yarwood
Suzanne Hampson	Lesley Robertson	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

Emma Lewis

Jill Orrell

Natacha Thompson (Treasurer)

Mary Turner

I feel like a new person, free from my previous issues and just more capable. I'm happy and relaxed and can't remember the last time I felt like that. Service is fantastic, always helpful and welcoming.

Client comment