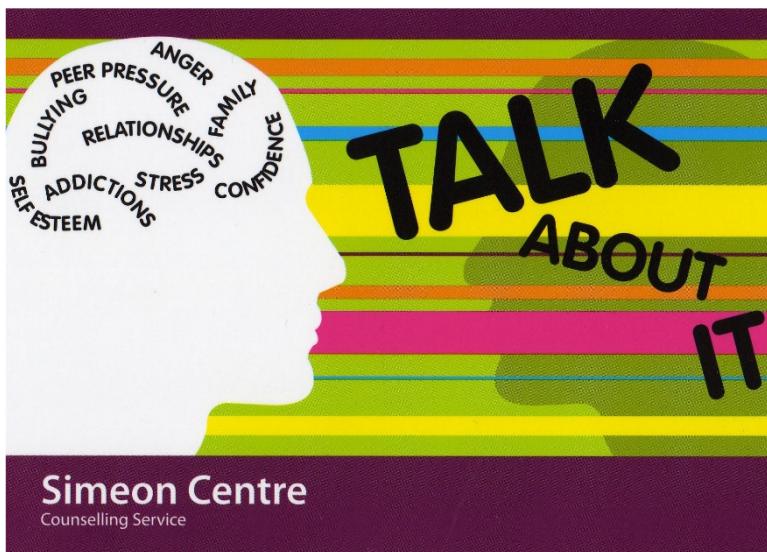


Annual Review 2019-20



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A registered charity in England & Wales 1098428

An introduction from the Chair

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

I hope that you will take a few minutes to find out more about how the Centre has delivered its much needed service to improve the mental health of the people of Bolton.

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

We are also committed to improving training and development opportunities to qualified and student counsellors.

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 continues to help develop the service.

The Simeon Centre is a founder member of 1point North West, Bolton's Psychological Health and Wellbeing Alliance and Gary continues to have a significant input into its success. Working in partnership with the NHS and 1point has helped to put the Simeon Centre on a firm footing.

Whilst the last financial year was clearly very successful the start to this year has been a lot more challenging due to the outbreak of coronavirus covid 19. The virus has disrupted all of our lives and is continuing to impact many peoples' mental and physical health. The inability to see clients face to face during the initial lockdown has obviously impacted the Centre's ability to deliver its services and generate income. The Simeon Centre is continuing to develop online and telephone services during this period when face to face counselling is still very restricted.

Despite these challenges the Centre is well placed for the future and is committed to continuing to providing its talking therapies to those in need.

Peter Green
Chair

About the Simeon Centre

For over 20 years we have been proud to provide professional talking therapies, free at the point of need, to people aged 16 and above, living in and around Bolton.

At the end of the year we had 40 trained and qualified counsellors or therapists. This figure included 18 students at varying stages along the way to a professional talking therapy qualification. Our service is highly regarded by many colleges and universities across the region for providing a quality placement experience for their students.



Just a few of our dedicated volunteers
Clockwise from top left: Peter, Kate, Christine, John, Liz and Joan

We also have a small 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.

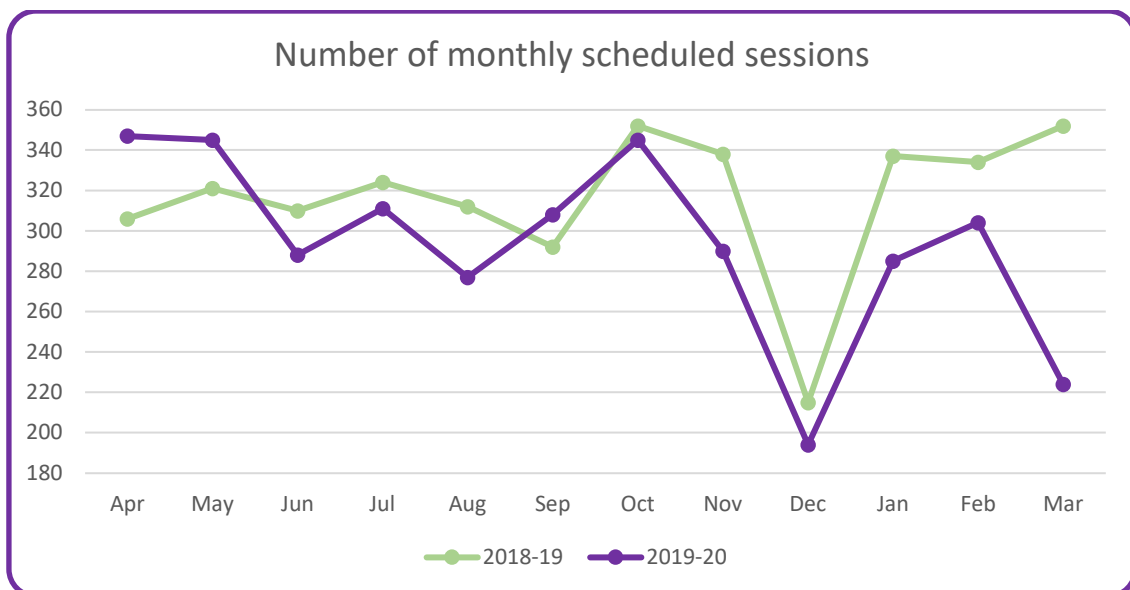
In addition to offering a calm, welcoming and non-judgemental environment, the aims and goals of our service are to help individuals:

- 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 was accessed by **517 local people** and in total we scheduled **3,518 therapeutic hours** which equates to an average of **70 sessions for each week we were open**. The graph below shows the number of sessions in each month.

December is always a short month due to the seasonal holiday closures. In March we experienced very high levels of client cancellations as the Coronavirus outbreak took hold. In response to this we suspended our service from 20th March. Days later, the Government announced a nationwide 'lockdown'.



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.

Sessions Attended	Sessions cancelled by clients	Where clients did not attend (DNA)	Total sessions scheduled
2696	648	174	3518
76.63%	18.42%	4.95%	100.0%

A total of 822 appointments were wasted (23.37%) due to client cancellations and missed appointments (DNAs).

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 member organisations (Beacon Bolton Counselling, Fortalice, MhIST and St Georges Counselling) to provide a professional talking therapy service with standardised procedures and shared values.



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 help to ensure skills are maintained and practice standards are constantly improved.

*“The chance to express oneself freely was of enormous importance and I appreciate the opportunity to have done this.
Thank you, you’re doing a wonderful job”*

Simeon Centre client comment

Service user feedback

We routinely ask clients to provide feedback of their experience of our service. Thanks to the 203 people that completed an 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?”...

- 80% feel more confident
- 77% are more optimistic about the future
- 71% are less anxious or worried
- 66% are more able to cope with day to day living
- 58% can now accept the way they are
- 13% are returning or have returned to work
- 11% reported other positive changes
- 10% no longer need or are less dependent on medication
- 2% 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 2.1 out of 10
The average score AFTER therapy was 8.0 out of 10

On average, our clients rated themselves feeling almost 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	0.3	0.0
Sometimes	0.0	3.1	2.2	3.4	0.3
Mostly	1.7	16.8	9.2	14.0	4.0
Always	98.3	80.1	88.6	82.3	95.7

- 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	1.8	0.0	0.0
Unsure	3.0	1.6	0.7
Satisfied	25.1	14.4	7.2
Very Satisfied	70.1	84.0	92.1

Over 98% of all responders “always” felt they were listened to and their concerns were treated seriously

Over 92% of responders were “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:

“My counsellor was accessible and understanding. It was so easy to connect with her, and I’m so grateful for the help, compassion and empathy I received from her.”

“A safe place to share – very much appreciated – wonderful!”

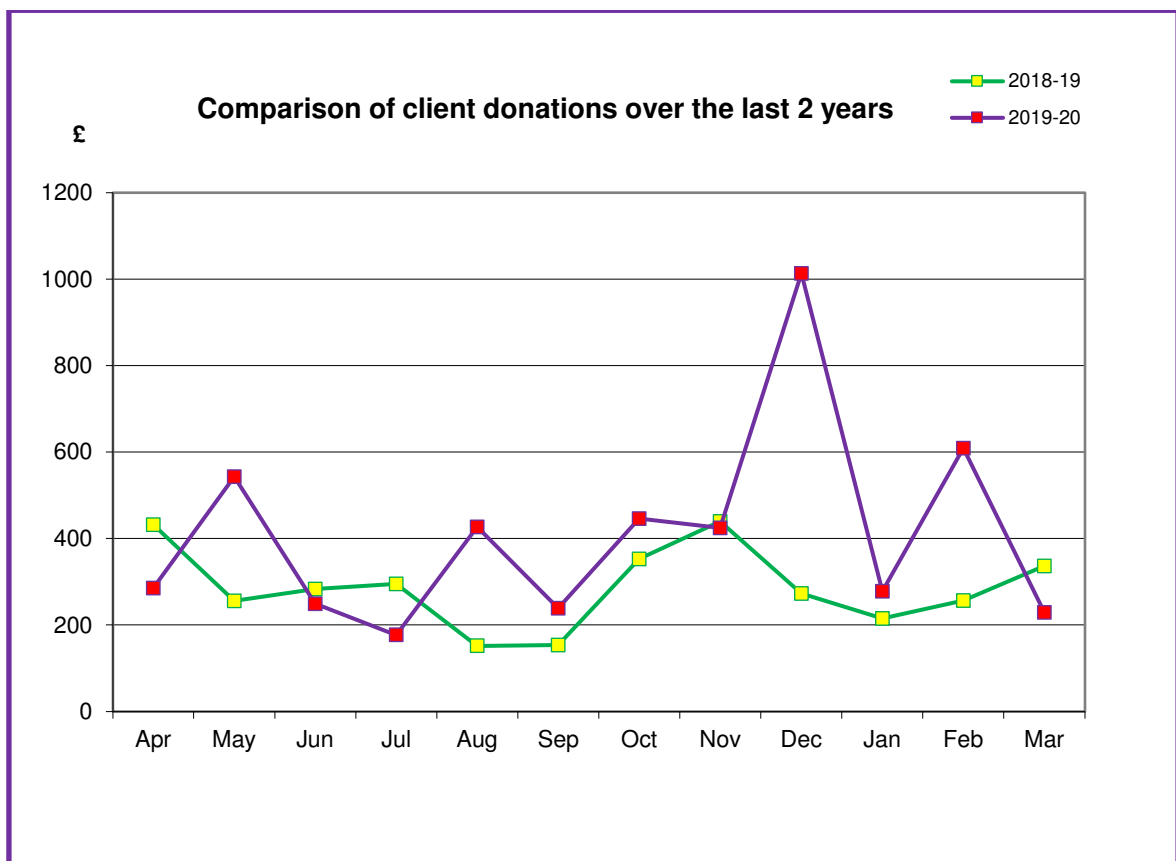
*“I thought L**** was brilliant. She has really helped me in my time of need. I think the centre, and the service you provide is brilliant and I would, and have, recommended it to others”*

Finances

The financial statements for the year ending 31st March 2020 indicate that we are well placed to continue to operate effectively in the medium term with robust reserves. Full details are available in a separate document - *Trustees Annual Report and financial statements Year Ended 31 March 2020*. A hard copy is available on request and it is also available to download from our website.

Donations were, generally, slightly higher than last year and we received a large donation of £713.62 from the Victoria Hall in December 2019.

The graph below indicates monthly donations received but does not show the amounts we claimed in Gift Aid from HM Customs & Revenue which added over £1100 to our income.



The large donation in December boosted the average donation per session attended in 2019-20 to £1.83p.

A huge 'Thank You' to...

every single one of our 56 volunteers who were with us at some stage throughout this year. Without their professionalism, dedication and kindness, our service simply would not exist.

Thanks to all who have supported the Simeon Centre throughout this year.

Kim Anderton	Kevin Illingworth	Simon Scriven
Jane Arkwright	Rachael Ingram	John Settle
Cherry Baguneid	John Kearney	Rebecca Shivji
Sharon Boyd	Emma Kidd	Andrew Smith
Wendy Congleton	Jayne Lamb	Alex Spears
Nadia Danga	Vinita Latham	Alena Stulock
Paul Dixon	Faye Lewis	Judith Thompson
Dionne Doherty	Joanna Lindfield	Natacha Thompson
John Dwyer	Vera Marques	Kate Turner
Michael Dwyer	Ana Miller	Mary Turner
Amanda Eckersley	Christine Moore	Joan Washbrook
Alice Edwards	Diane Moran	Rob Watkins
Sarah Galea	Rachel Neilson	Liz White
Cath Greer	Emma Neville	Tracey Williams
Rainer Gundlach	Peter Nuttall	Stacey Withington
Wendy Hagan	Rachel Patrick	Robynne Wood
Zoe Hall	Lesley Robertson	Emma Yarwood
Harry Houghton	Gina Robinson	Fozia Yasmeen
Louise Howarth	Lisa Rowley	

... and finally

We also thank others who have helped to contribute to our success. This includes Jen Jowles our Office Administrator, all the staff at the Victoria Hall and the management team at 1point for their continuing support.

... and a special thanks to our Trustees:

Peter Green (Chair)

Bob Bradley

Emma Lewis

Jill Orrell

Natacha Thompson (Treasurer)

Brian Tomkins

Mary Turner

*“A big thank you to M***** and the whole team involved in providing, in my opinion, a very valuable service to the people of Bolton who find themselves struggling with issues for whatever reasons in life. Such great people skills, putting people naturally at ease, supporting them to open up and gain skills themselves to help deal with their lifestyle problems... so simple, so effective .”*

Simeon Centre client comment