

COUNSEL for LIFE has continued to grow over this past year, as we try to meet the need for excellent professional counselling in the communities we serve.

Renewal of our Service Accreditation with BACP

One of our major achievements over the year was for our status as an Accredited Service to be renewed again by the British Association for Counselling and Psychotherapy (BACP), for a further five years. This requires putting together a great deal of evidence to demonstrate our professionalism and efficiency by meeting a very wide range of criteria. As we reviewed our services against the requirements, we found that in some instances we needed to 'tweak' what we do, and so we made a number of changes to improve how we run things. Gaining BACP Service Accreditation

renewal was a major effort for all involved, but it remains a substantial 'feather in our cap'. Many counselling services with far greater resources than CfL do not have this status. With it, our clients can rest assured we work to the very highest standards.

Staff Changes

We are delighted to welcome another high calibre professional to our counselling team. **Bernice**

Sumray has a Diploma in Therapeutic Counselling and an Advanced Post-Diploma Certificate in Person-Centred Couples Counselling, and she is a fully Accredited Registered Member of BACP. She came to practice in counselling in 2011 after a career working with children and the



hearing-impaired. Alongside **Donna, Minoo, Kevin** and **Lesley**, this brings our number of counsellors up to five.

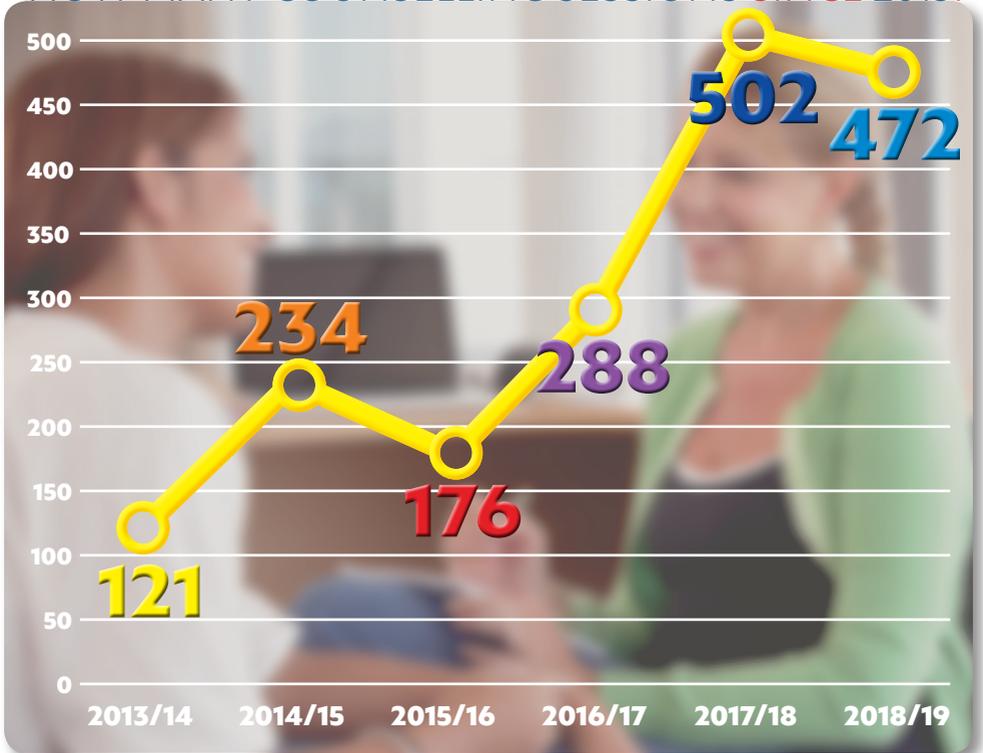
On the admin and reception side, **Keren Payne** is providing sterling support one day a week and **Phil Wood** and **Claire Bishop** continue as our wonderful volunteer receptionists. However, if we are to continue to grow our service and meet the huge unmet need in our community, then we desperately more volunteer receptionists. If you think you could help and could offer a few hours a week, then please contact **Les** our Centre Co-ordinator at the office.

Statistics, Statistics

Our overall number of counselling sessions from April 2018 to March 2019 at 472 was just 6% lower than the year before (502). It was over 63% higher than the figure for the year before that in 2016/17 (288)! The chart shows the very substantial increase over the past few years in the annual number of counselling sessions we have been able to provide.

To keep pace with this growing need in the community, we need to gradually expand our resources all round – hence, in staffing terms, the growth in our counselling team described see above.

HOW MANY COUNSELLING SESSIONS SINCE 2013?



On the financial side, as a charity we really would be very grateful for any donations from our supporters as we still need to bring our services onto a sounder footing so we can continue

to meet those needs. If you are able to help us financially in any way, do please complete the form on the back page and return it to the office.

CLIENT AND STAFF FEEDBACK

Our feedback from **clients** this year continues to demonstrate the effectiveness of our counselling service. In fact, clients' average self-assessment of their mental well-being after counselling compared to before counselling shows a 10% higher figure compared to the year before. Our clients' view of the quality of the actual services we provide also continues to be very high and seems to have stabilised over the last few years in the region of the mid-90s (93% this year).

Our annual **staff** feedback survey revealed some continuing concerns over the physical environment.

So what do we need to improve and what have we done about it? Feedback over the last few years has shown that the physical environment is something that continues to need attention. We have reported in previous Reviews that the counselling

room itself has been thoroughly refurbished, and the office layout has been redesigned to make it more efficient and to give a neater appearance. We then improved the environment outside the room, starting the redecoration of the staircase giving it a fresher, more attractive air; providing a smart new sign for the 'shop front' that clearly distinguishes our premises from the ground floor (which is used by One North East, the addiction charity); installing a controlled door entry system with 2-way speech; and finally, installing new netting and prevention measures against pigeons.

This year we have purchased an air conditioning unit for the counselling room, which makes for a more comfortable environment in the summer heat, and were given a new filing cabinet as a very welcome donation when the previous one jammed.

"You said... We did"

Donation Form

Please tick the relevant box and complete as appropriate:

I would like to give a one-off gift
and enclose a cheque payable to 'Personal Wholeness Trust' for the sum of £ _____

I would like to give regularly, and have set up a Standing Order for my bank
to pay Personal Wholeness Trust every month / quarter / year* the sum of £ _____

For a Standing Order our bank details are:

Bank details Barclays Bank
Account name Personal Wholeness Trust
Account number 90714100
Sort Code 20 52 74

Title _____ First name or initial(s) _____

Surname _____

Full Home address _____

Postcode _____

If you are able to, please increase the value of your donations by a quarter by signing the Gift Aid declaration below:

I want to Gift Aid my donation described above and any donations I make in the future or have made in the past 4 years to the Personal Wholeness Trust (reg. charity no. 1000837).

I am a UK taxpayer and understand that if I pay less Income Tax and/or Capital Gains Tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference.

Signature _____ Date _____

Please notify the charity if you:

- want to cancel this declaration
- change your name or home address
- no longer pay sufficient tax on your income and/or capital gains

Please return this form when completed to: Les Crossland, Centre Co-ordinator,
Counsel for Life/Personal Wholeness Trust, 10 The Broadway, Woodford Green, Essex IG8 0HL

Contact: for further details or if you think you can help with any of the above, please contact Les Crossland, Centre Co-ordinator, on (020) 8491 0222, or email pwtcfl@aol.com, or by post at **Counsel for Life**, 10 The Broadway, Woodford Green, Essex IG8 0HL



Director: Rev. DJ Blackledge
A service of
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Service

Professional care and counselling