



The Leicester Counselling Centre

Supporting the people of Leicester,
Leicestershire and Rutland since 1981



Annual Report

April 2023–
March 2024

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The establishment of the Centre and its continuing work over more than forty years, with so many volunteers and so much brilliant work done by them, and by your new paid counsellors, always fills me with immense pride.

Michael Jacobs (Patron, 2023)



WELCOME TO THE LEICESTER COUNSELLING CENTRE

The Leicester Counselling Centre is a charitable organisation founded in 1979 to provide affordable, long-term, counselling to adults who are experiencing mental health, social and emotional distress that disrupts their daily living.

Its service reaches individuals across Leicester, Leicestershire, and Rutland, making it one of the largest general counselling providers in Leicestershire.

The Centre provides a confidential environment on the edge of Victoria Park and is staffed by a part-time Director, part-time Counselling Lead and a full-time Administrator. A team of 68 dedicated volunteer counsellors deliver the service, supported by 3 volunteer receptionists.

The Centre is an organisational member of the British Association of Counselling and Psychotherapy (BACP), abiding by their Standards of Practice and Ethical Framework.

Our Constitutional Aims

To benefit the community, in particular the people of Leicester, Leicestershire and Rutland, in promoting the protection and preservation of good mental health and well-being and in education in such matters.

To relieve and prevent suffering caused by mental or physical ill-health or by social or economic circumstances by providing and developing a confidential counselling service, education, training and support for counselling and to develop counselling resources and in any charitable manner which the Trustees may from time to time determine.

MEET THE TEAM

Staff



Hannah Cooper
Clinical Director



Anne Edwards
Counselling Lead



Sharon Howgill
Administrator

Executive Committee



Kay Hoggart
Chair



Tony Priest
Vice Chair



Nayan Chauhan
Treasurer



Mario Anastasiades
EC Member



Lisa Hackett
EC Member



Salma Joosub
EC Member



Victoria Purdy
EC Member

Assessors

Hannah Cooper

Anne Edwards

Rebecca Mason

Jamie Tirrel

MEET THE TEAM

Receptionists

Claire Harrison*
Pauline Galea

Chris Howell
Phil Hutley

Graham Waldheim

Volunteer Counsellors

Anna Assid*
Najma Aziz
Danielle Benton
Keith Bunnett
Lillie Carter
Evita Chapman
Shelly Charnock
Petty Chigariro
Harriet Clarke*
Pagan Conroy
George Corbett*
Clare Cranage*
Alisha Dagia
Aurelie Davies
Miles Dunne
Monika Edmunds*
Suzie Ford*
Jo George
Hannah Gourley
Claire Grant*
Andreea Gulias*
Jenny Hartman
Anne-Marie Hartshorne
Kevin Hayman*
Karina Hutchinson
Chukwudi Ineonu
Mark Jennings
Susan Johnson

Salma Joosub
Karpal Kaur
Zeb Kaylique
Hannah Lacey
Grace Lavender
Rachel Ledger*
Teresa Lewis*
Helen Lister
Anjali Linda*
Ying Liu*
Dawn Lobley
Chi Chi Machakayaire*
Ela Malogoska*
Jessica Manners*
Trevor Marshal
Rebecca Mason
Isobel May
Helen McLaughlin*
Caitie McMillan
Shameera Memon
Roshni Mistry
Shahad Mohammed
Joe Moore
Sally Morrison
Sarah Nash
Gurj Narwall*
Anne Newton
Caity Pigott

Tony Priest
Victoria Purdy*
Gill Reece
Sumayya Sabat
Fawziyah Shaikh
Isha Sheikh
Scholastica Shum
Rachel Shorthose
Irina Slabco*
Karly Smith
Fern Spencer
Adrian Sullivan
Fiona Sykes
Jamie Tirrell
Paul Turner
Gillian Twardochleb
Julie Valentine
Ivaneta Vasileva
Katie Walker*
Megan Warner*
Kate Wingfield-Dobbs
Aqeela Wheeler
Jo Wiseman
Isobel Woodliffe
Craig Woods*
Camilla Yarwood*
Samia Zarin

*have since left

Resignations during reporting period

Mario Anastasiades – Executive Committee Member
Victoria Purdy – Assessor

CHAIR'S REPORT

Thank you all for attending this year's Annual General Meeting. This annual report and AGM reviews the period from April 2023 to March 2024.

The focus for TLCC in this period was on returning the Centre to its previous level of work following the pandemic and a period of staffing challenges. This has been successful; our client numbers, counsellor numbers and donations are now much closer to pre-pandemic levels. In addition, two valuable projects were initiated, one to review all of our policies and procedures and another to improve our approach to service evaluation. Both of these are essential to ensure we are delivering a professional and ethical service, and also provide potential grant funders with confidence that we are doing so.



All of this work has been led by Hannah our Director and Anne our Counselling Lead, who will shortly complete her second year with us. Their clinical and organisational leadership has been highly effective, a testament to their professionalism, experience and wisdom. Throughout the year, our Administrator Sharon continued to provide an exemplary service, and has played a vital role in providing safe and stable counselling to our clients.

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I would like to take this opportunity to thank everyone for their efforts

The Counselling Centre relies upon a wonderful team of counsellors, receptionists, assessors, supervisors, volunteers and Executive Committee members. Without their time and dedication we would have no service, and I would like to take this opportunity to thank everyone for their efforts.

Our core values and fundamental basis for operating remain the same. The Leicester Counselling Centre is an organisational member of the British Association for Counselling and Psychotherapy, the BACP, and our work is underpinned by our commitment to the BACP Ethical Framework for the Counselling Professions. We hold our clients at the centre of our considerations, offering up to one year of therapeutic support to each client. Our counsellors are principally volunteers, many of whom are qualified but continue to give their time. Others are completing their training, and we are proud to be a popular choice for trainees seeking a placement that offers a professional long-term service to its clients.

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I am very pleased to say that our current forecast indicates that there is no risk to the future of the Centre in the coming year

Since 1979 the Centre, a charity, has often had to face difficult financial times, and the pandemic created serious uncertainty as to our financial position. I am very pleased to say that our current forecast indicates that there is no risk to the future of the Centre in the coming year. We are very grateful for ongoing support from Leicester City Council, and for grants from the NHS Getting Help in Neighbourhoods Fund and the Postcode Places Trust.

The Leicester Counselling Centre continues to be an important service to the community. Clients come to us with a huge range of issues, from difficult life events like bereavement and job loss to long term mental health difficulties. They receive effective therapeutic support to relieve their suffering and enable them to find a way forward in their life. Thank you again to all who contribute to this worthwhile endeavour.

Kay Hoggett
Chair

DIRECTOR'S REPORT

I am pleased to report a very positive year for the Leicester Counselling Centre, returning to full health after a number of years of disrupted service. We have seen the benefits of our decision to appoint a third staff member last year, and Anne makes an invaluable contribution to the day to day running of the Centre, as well as having a keen interest in vital monitoring and evaluation of service impact. This year we were delighted to appoint a Patron to the Centre and have welcomed Michael Jacobs into this new role. Michael was one of the original founders of the Leicester Counselling Centre back in 1979, and has been a loyal supporter since, even after his move from Leicestershire to Dorset. Michael's career as a therapist



and supervisor also includes many years serving as Director of the Counselling and Psychotherapy Training Programme at the University of Leicester, as well as authoring numerous books, many of which becoming key texts on counselling and psychotherapy training courses. We are thrilled to welcome Michael back and look forward to developing this relationship again.

Demand for the Centre's long-term support continues to grow. We have responded to this well, however, there still exists a large unmet need in the communities that we serve. This year we have recruited new assessors and have been able to increase the total number of assessment offered (312 compared to 241 in the previous year). Having a larger assessor team also means that assessments can be offered in a timelier way, which contributes to clients' overall experience of support at the Centre. I am pleased to also report an impressive increase in the number of counselling sessions offered, from 3,481 in 2022-2023 to 4,389 in 2023-2024, with nearly 40% of clients waiting just 0-2 months to begin their weekly counselling sessions. Our large team of volunteer counsellors, totalling 83 across the year, have reached 428 individuals; an improvement on the 222 individuals that received support over the previous reporting period.

We have maintained a large team of counsellors throughout the year, recruiting new trainees on placement and new or existing qualified counsellors, who have chosen to remain at the Centre beyond their training placement. This offers a healthy balance of experience within the counsellor team and means that we can accommodate the breadth of client needs that are presented. The growth of the Qualified Counsellor Payment Scheme, which has seen more qualified counsellors remunerated for taking on caseloads of 3 or more clients, has been a contributing factor, and we are pleased to be able to formally recognise their experience and expertise within the team. We hope that this continues to provide an incentive for our qualified counsellors to remain with the Centre and to take on larger caseloads, as it has already had a notable impact. We continue to be a stable and supportive placement provider, journeying the highs and lows of counselling training with our trainees, and sharing in celebrating their enormous achievement as they reach qualification. I am extremely grateful to all of our wonderful trainees and volunteer counsellors, who bring a wealth of knowledge and experience, and who give generously of themselves to maintain our excellent standard of service.

This year we have seen the benefits of the hard work put into rewriting a new monitoring and evaluation framework, which has now accumulated a body of meaningful data to evaluate our impact more fully. Data is collected from three main elements of this framework; a beneficiary monitoring from, three client self-assessments completed at assessment stage, first session and last session, and an end of service questionnaire. It is a pleasure to report the insights that these offer, which can be found on pages 4–8 of this booklet. Overall, it shows us that 92% of respondents reported that the service had helped with the difficulties they came with and 95% said it had improved the quality of their lives.

Analysing our impact and gaining a better understanding of our fit within the wider mental health provision locally, has assisted in writing necessary funding bids. Although income from client donations has increased dramatically this year (£51,030 compared to £34,597 in 2022–2023), it is still necessary to generate additional grant funding to grow the service and make new projects happen. We are grateful to have received a continuation grant from NHS England, Getting Help in Neighbourhoods Fund (£20,000), based on the success of its first year. In addition, a generous grant from Postcode Places Trust (£16,622), and a further contribution from Leicestershire and Rutland's Freemasons' Charity (£2,500). We have also maintained our longstanding relationship with Leicester City Council, with a grant (£25,857) that is secure until June 2025. The auditing and application process for the renewal of this grant is already underway.

We were delighted to again be approached by Leicestershire Police Federation this year to be reinstated as their main counselling provider for police personnel and their families across the City and County. This relationship had previously ended when the Foundation opted for national providers. It is a pleasure to resume this partnership and to support these front-line workers, who are exposed to serious incidents on a day-to-day basis.

We look to the future with some clear goals; primarily to continue to expand to meet the large unmet need for therapeutic support across Leicester, Leicestershire and Rutland. To do this, we intend to resume our evening opening hours, offering at least three evenings per week to provide opportunity to grow the counselling team further. This relies on the recruitment of evening receptionists, which is a priority going forward. We also look to recruit new trustees on to our Board of Trustees, in particular to the Chair and Vice Chair roles in anticipation of our current members reaching the maximum term that they can hold post. Both have been excellent proactive examples of what is required in these roles, and we will be sad to see them step down.

The Leicester Counselling Centre relies on a wonderful team of counsellors, assessors, supervisors, receptionists, staff, and board members. Each cog has a vital role in the smooth-running of the service, and I am extremely grateful to everyone who contributes.

Hannah Cooper
Director

VOLUNTEER'S STORY

I joined The Leicester Counselling Centre as a qualified counsellor in May of this year and achieved my goal of 20 years. I have volunteered in various support roles since 1998, and even before studying to become a counsellor, I envisioned that one day I will work for the Centre. It all started with The TLCC location being part of my regular walk and it was a constant reminder of just how passionate I was in providing a service to my local community in my role as a Samaritan. As a trained Listener I provided emotional support to those that are in desperate need and suicidal. I felt it was passive, but in equal measure, it was my calling to help and serve others in times of crisis. However, I acquired many skills, but essentially, the determination to go back into studying after being out of the educational establishment for over 20 years (which was my biggest stumbling block) to pursue my vocation as a counsellor.



I started my counselling course in 2018 and qualified in 2020. In 2022 I started my own private practice. Through my practice I immediately noticed one common theme amongst my clients which was the lack of autonomy, how 'invisible' they are and functioning on autopilot. It is phenomenal what goes on unconsciously in the therapeutic space between client and counsellor, because core needs get met through the act of seeing, hearing and feeling a client's pain. What we counsellors do is essentially meet those 'unmet' core needs, to start the healing process so the client can find their own voice and enable their autonomy to take shape, in turn allowing the client to function authentically and acquire tools to navigate their way through relationships. I am very passionate about promoting this concept of 'sense of self' because I believe this is where 'emotional rehabilitation' starts...

I am still relatively new with only a few months of providing emotional support to my clients at the Centre, but it feels a lot longer due to the continued support I have received from the 'Centre family' and that is exactly how my experience has felt so far. The consistent professional, warm and supportive manner in which the Centre is run, I am truly honored and privileged to be part of.

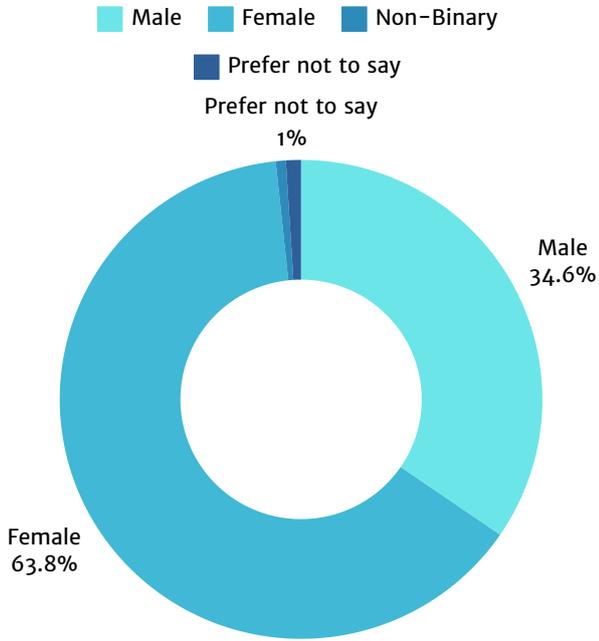
I am so excited and looking forward to getting more involved in other areas of the work at the Centre, such as carrying out client assessments and any other areas that I could be of service, to continue my personal development, which remains ongoing.

Thank you for allowing me this fulfilling and rewarding opportunity to serve our local community together.

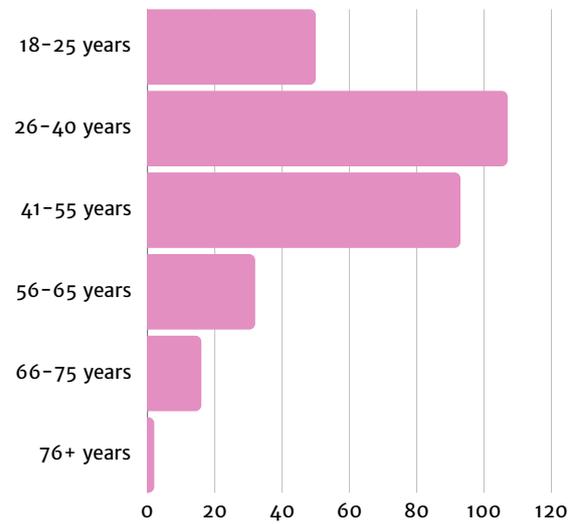
Karpal Kaur
Volunteer Counsellor

2023-2024 Demographic Breakdown

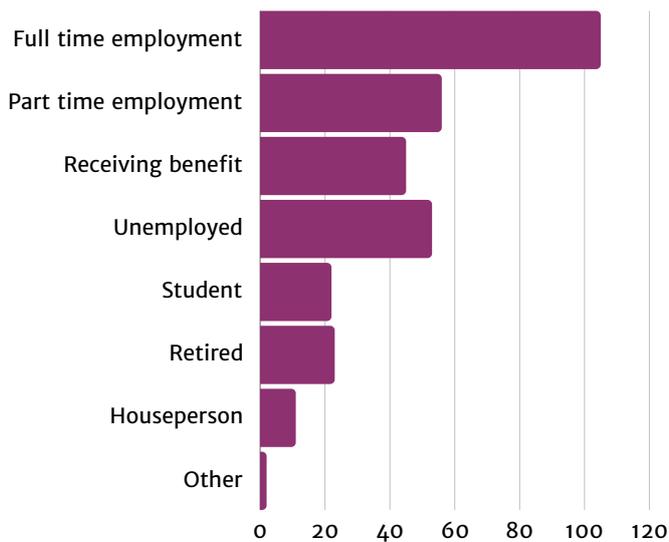
Gender Identity



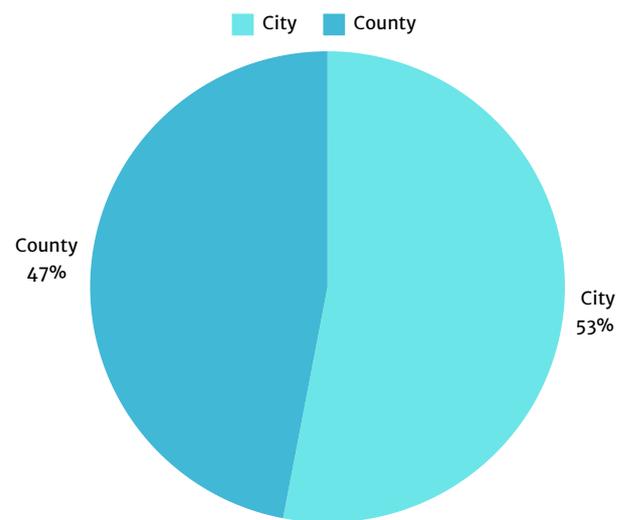
Age



Employment Status

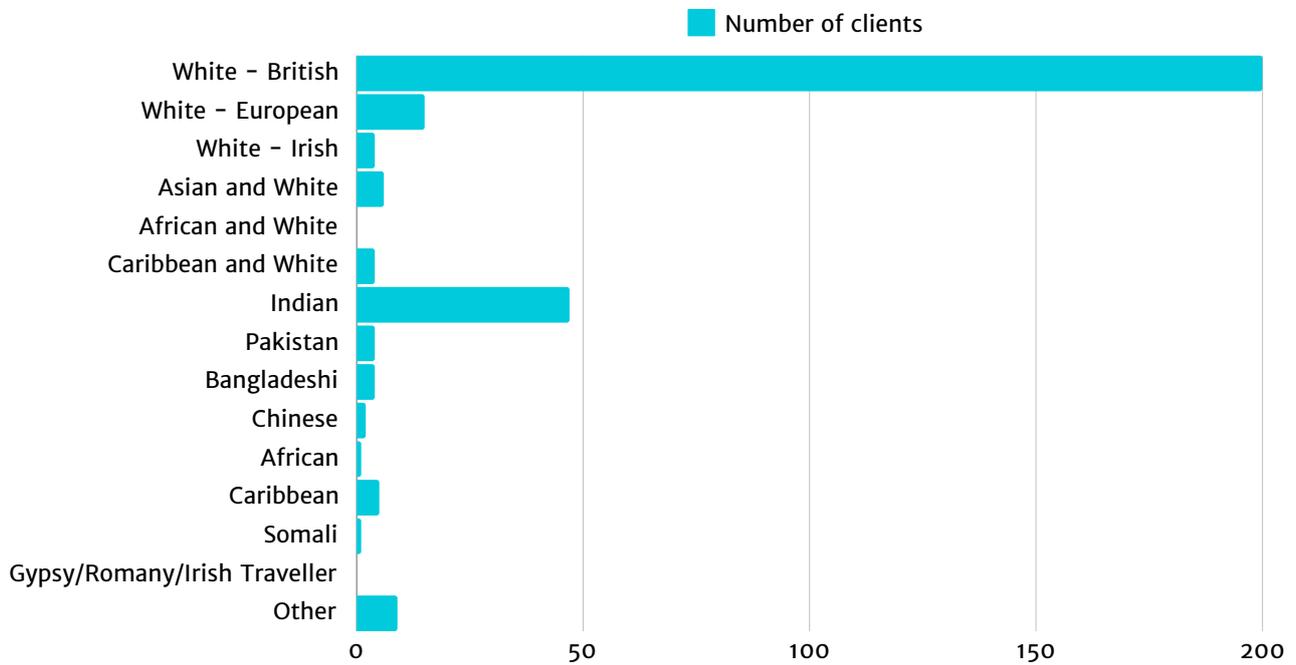


Residency

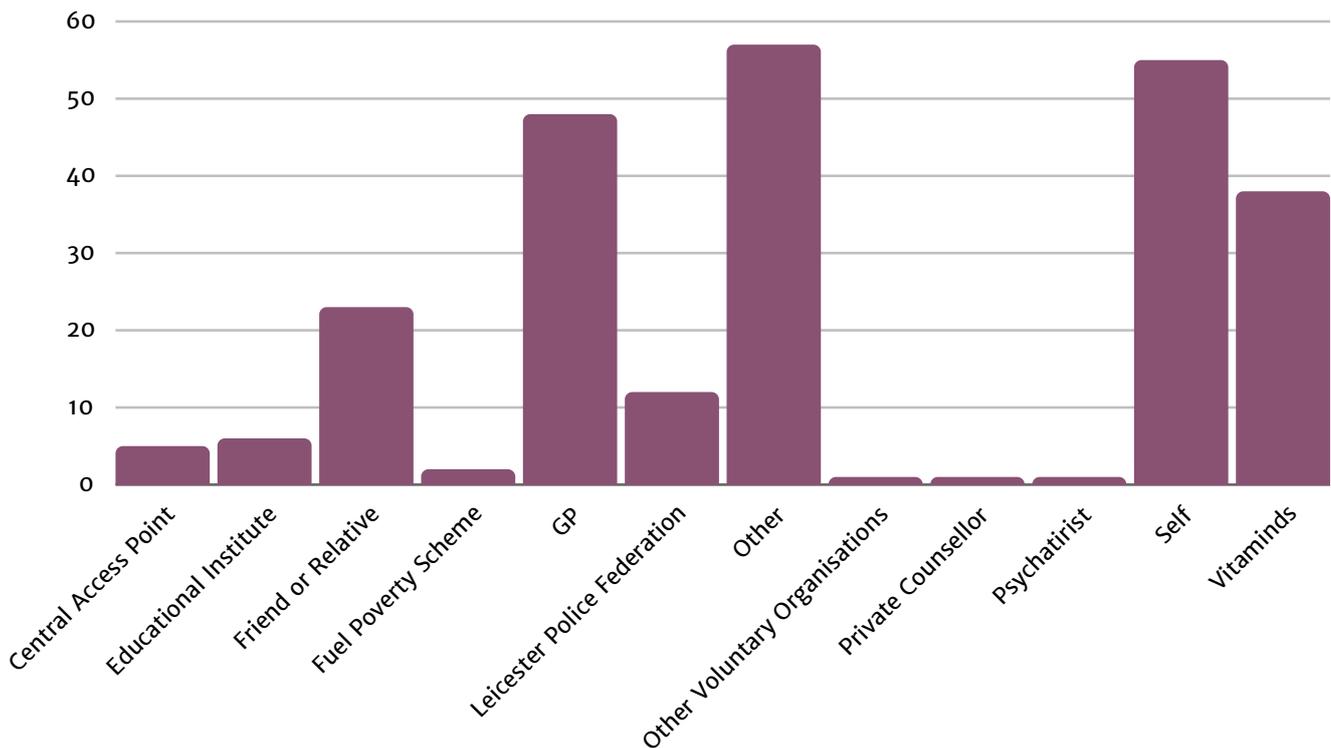


2023-2024 Demographic Breakdown

Ethnicity

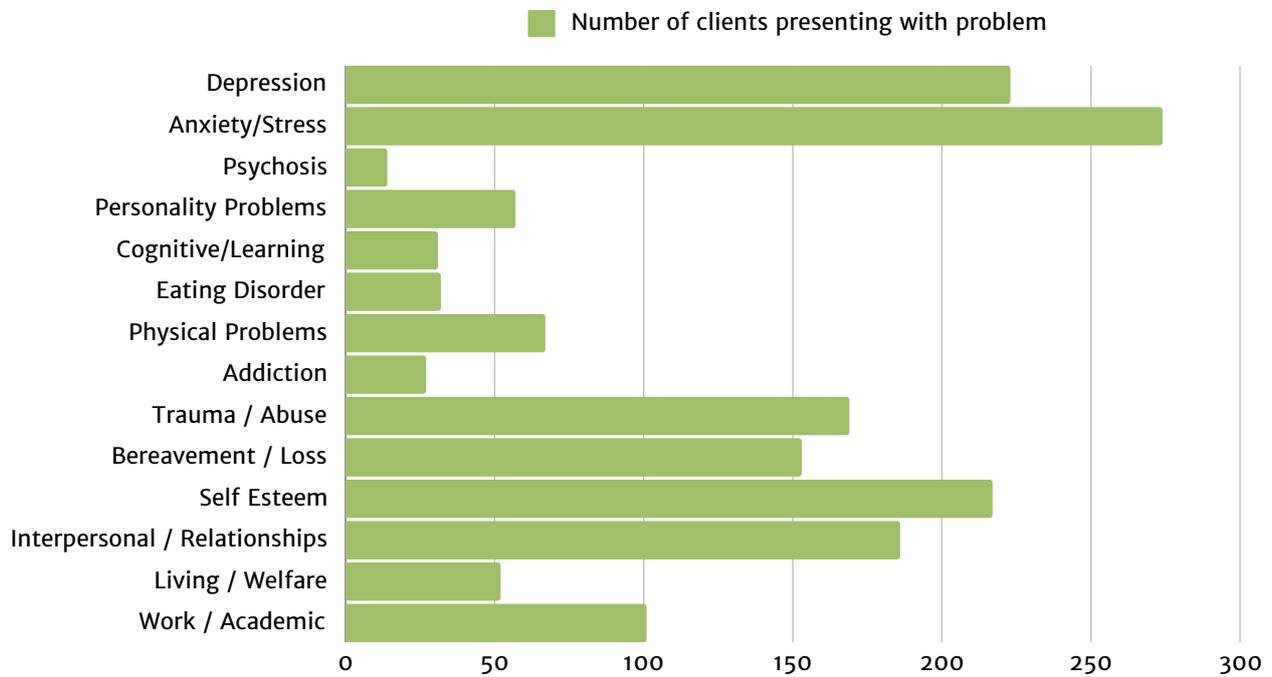


Referral Source

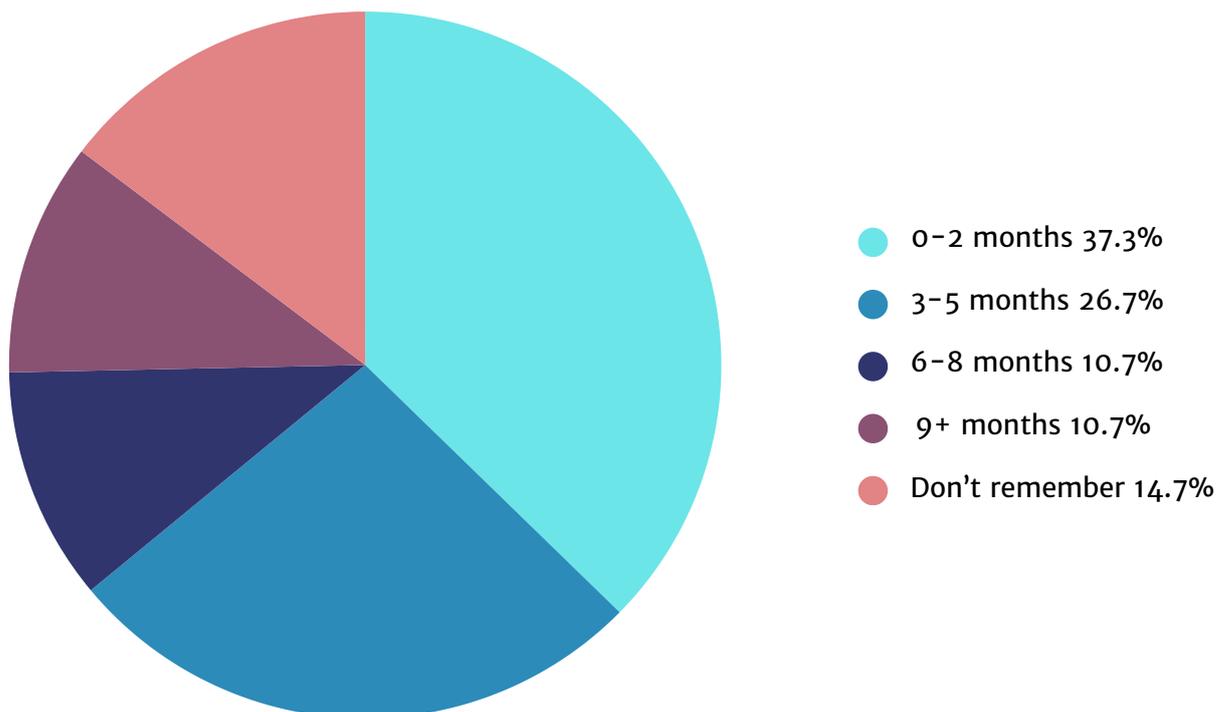


2023-2024 Demographic Breakdown

Presenting Problems

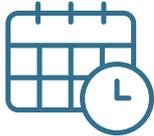


Waiting times



OUR IMPACT 2023-2024

Service Delivery



4389
Appointments offered



4135 In person
254 Remote



312
Assessments offered



428
Clients seen

Volunteer Team



83
Volunteer Counsellors



22
New trainee placements offered

Income



£56,130
Raised through grants



£51,030
Client donations

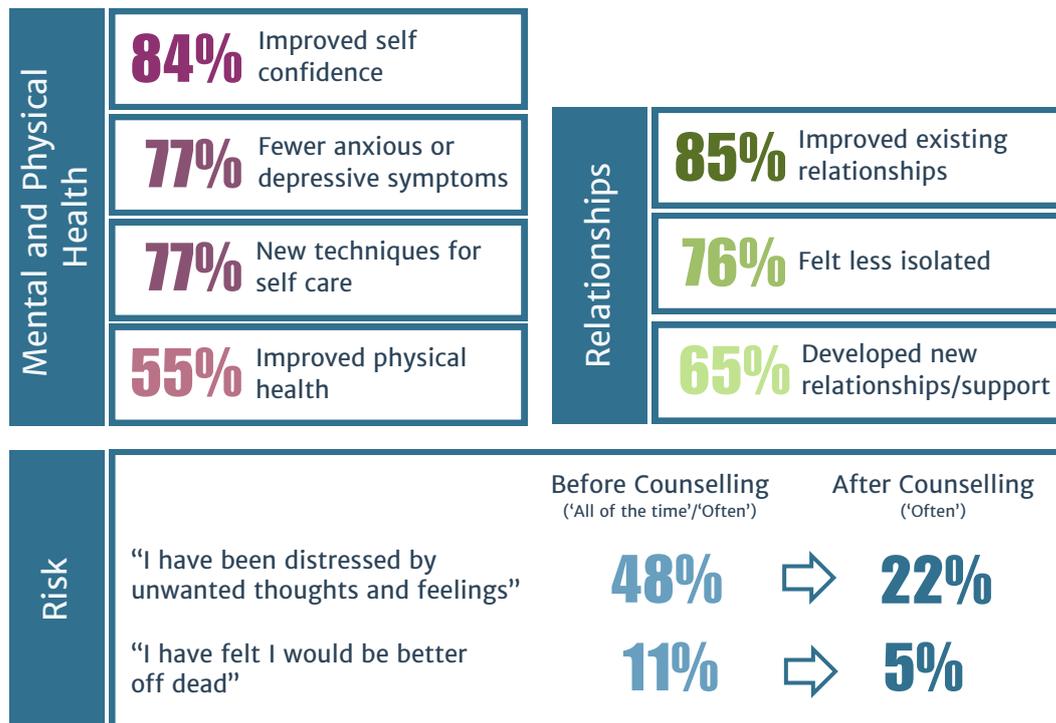
OUR IMPACT 2023-2024

Service Outcomes

Taken from the End of Service Questionnaire



Reported improvements on completion of counselling



FINANCIAL SUMMARY

This information is drawn from the audited financial statement and annual report for the year ending 31st March 2024.

Incoming Resources	£	Resources Expended	£
Grants	56,130	Charitable Activities	115,279
Client Contributions	51,030		
Other Donations & Miscellaneous	3,684		
Interest Received	2,189		
TOTAL INCOME	113,033	TOTAL EXPENDITURE	115,279
		NET EXPENDITURE FOR YEAR	2,246

Reserves Policy	£
Restricted Funds	20,000
Designated Funds	140,500
General Unrestricted Funds (Free Reserves)	48,137
TOTAL RESERVES	208,637

In 2023/24 incoming resources have increased by £15,961, totaling £113,033 compared to 2022/23 when income was £97,072. Client contributions have significantly increased, totaling £51,030 compared to £34,597 in the previous financial year. The grant received by Leicester City Council has remained the same at £25,857.

Resources expended on delivering our charitable activities totaled £115,279 this year, which is an increase of £27,346 from the 2022/23 expenditure of £87,933. At year end 31st March 2024, the Centre had a net expenditure of £2,246.

ACHIEVEMENTS AND SUCCESSES

Welcomed new Patron, Michael Jacobs

As a founder and keen supporter of the Leicester Counselling Centre for many years, Michael was an obvious choice for Patron. Michael is widely known for his contribution to developing good practice within counselling and psychotherapy, in particular a psychodynamic understanding of the relationship between counsellor and client. His career, spanning over 50 years, as therapist supervisor, trainer and author, has seen upwards of 23 books published, many of which becoming key texts for training courses. We are thrilled to welcome Michael as our Patron and look forward to developing this relationship.



Reestablished Support for Leicestershire Police Force



We were delighted to be approached by Leicestershire Police Federation in November 2023 to reestablish our short term, goal focused therapy for Police personnel and their families across Leicester and Leicestershire. We are enormously proud to be supporting so many individuals working on the front line, who experience emotionally demanding and traumatic incidents on a day to day basis.

Expanded Qualified Counsellor Payment Scheme (QCPS)

Expansion of the QCPS, which remunerates qualified counsellors for taking on larger client caseloads, has not only increased the number of counselling sessions available to clients this year but also helped retain the level of expertise that is required to meet complex clinical need within the team.

Introduced support for clients living in Fuel Poverty

A new partnership with Leicester Energy Action has facilitated a pathway of support to individuals living in areas of high deprivation, known to be a significant risk factor associated with mental ill health. This scheme is offering new insights into the needs of these harder-to-reach individuals and informing key developments in local service provision.

Awarded placement provider status with new training institutes

This year has seen new relationships forged with training institutes and we are delighted to welcome students from further afield to join our diverse team of counsellors.



Registered Members 2023-2024

Fatima Adam

Pauline Anstead

Anna Assid

Gilly Ball

Claire Bloxsom

Joanna Bresland

Maureen Burns

Jan Butterworth

Lillie Carter

Nick Carter

Nayan Chauhan

Ravindra Chauhan

Petronilla Chigariro

Mariette Clare

Harriet Clarke

Lucy Colledge

Hannah Cooper

Clare Cranage

Angela Crawley

Anne Edwards

Carole Fitzpatrick

Fauna Gill

Sandra Grainger

Denise Hack

Lisa Hackett

Lorraine Hargreaves

Kay Hoggett

Jon Howarth

Sharon Howgill

Michael Jacobs

Michelle Jasat

Salma Joosub

Sneh Joshi

Shaun Larkin

Pat Lawrence

Samantha LeCorre

Cath Le Surf

Andrew Lincoln

Sam Martin

Shahad Mohammed

Tony Priest

Ewen Purcell

Victoria Purdy

Gill Reece

Paula Robertson

Nicholas Roth

Ellen Sharrocks

Scholastica Shum-Osong

Louise Taylor

Deborah Thurman

Fiona Wagstaffe

Lesley Walton

Adrian Ward

Graham Ward

Rosemary Ward

Sue Wheeler

Samantha White

Remembering Kevin George



19.09.1963 - 09.11.2018

A commemorative plaque was placed in the Centre's garden this year to remember Kevin George, a much loved former Chair of the Leicester Counselling Centre.



Thank You

The Leicester Counselling Centre gratefully acknowledges the support of the following organisations and individuals.

- Leicester City Council
- Leicestershire and Rutland Freemasons' Charity
- Michael Jacobs
- NHS England (Getting Help in Neighbourhoods Mental Health Fund)
- Postcode Places Trust

In addition, the members and friends who have made contributions or covenants to the Centre.



Leicester City Council





The Leicester Counselling Centre

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