

No 5 Annual Report

2004 - 2005



No 5 Youth Counselling & Information
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Registered Charity No: 262681

Chair's Report

I was elected chair of No 5 in June 2004, and the ensuing year has been full of challenges and possibilities - but then perhaps that is not surprising given the environment in which we operate.



Maria Grime left her post as Director in August, and we were unable to fill her post until January. This meant my executive committee and I were propelled into much closer involvement in the day-to-day running and support of the agency than would be considered usual or even advisable for exec members, whose primary role is, after all, strategic. However, it gave us a much greater understanding of the pressures and pleasures of working at No 5, and usefully informed our decision-making and planning at exec meetings.

Now we have Barbara Perry in post as Director, and I am delighted by her enthusiasm and capable management of the agency, and her willingness to embrace the changes that will be necessary in order for us to continue to carry out the excellent service of which we are so proud.

We are being squeezed as never before by our funders and the need to prove that we are successfully meeting targets for delivering a service to 13-19 year olds, as opposed to adults. To ensure we continue to enjoy the financial support we have received, we must boost the numbers in this client group, and ensure we are reaching out to all relevant people, no matter where they are in the community. This is a challenge to which we are already beginning to respond, and it offers many opportunities for growth in line with our original mission statement.

To all those who have been involved with No 5 during the past year as volunteers, paid workers, executive committee members, funders, friends or in some other capacity, I should like to express my personal, heartfelt thanks. As we all know, No 5 is a very special place that exerts a strange hold over those who get to know it. Long may it continue!

Jean Brading

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Executive Committee Members

Jean Brading	Chair
John Wood	Vice Chair
Matt Espley	Treasurer
Vio Villaverde	Secretary
Kevin Terry	Member
Steve Clifton	Member
Daphne Dunkason	Member
Simon Proudlock	Member
Sarah Roberts	Member
Ruth Cringle	Member
Ann Marie Frank	Member

Mission Statement, Aims & Objectives

No 5 exists to provide a free confidential counselling and information service in Reading and the surrounding area, with young people as a priority, enabling individuals to make independent choices.

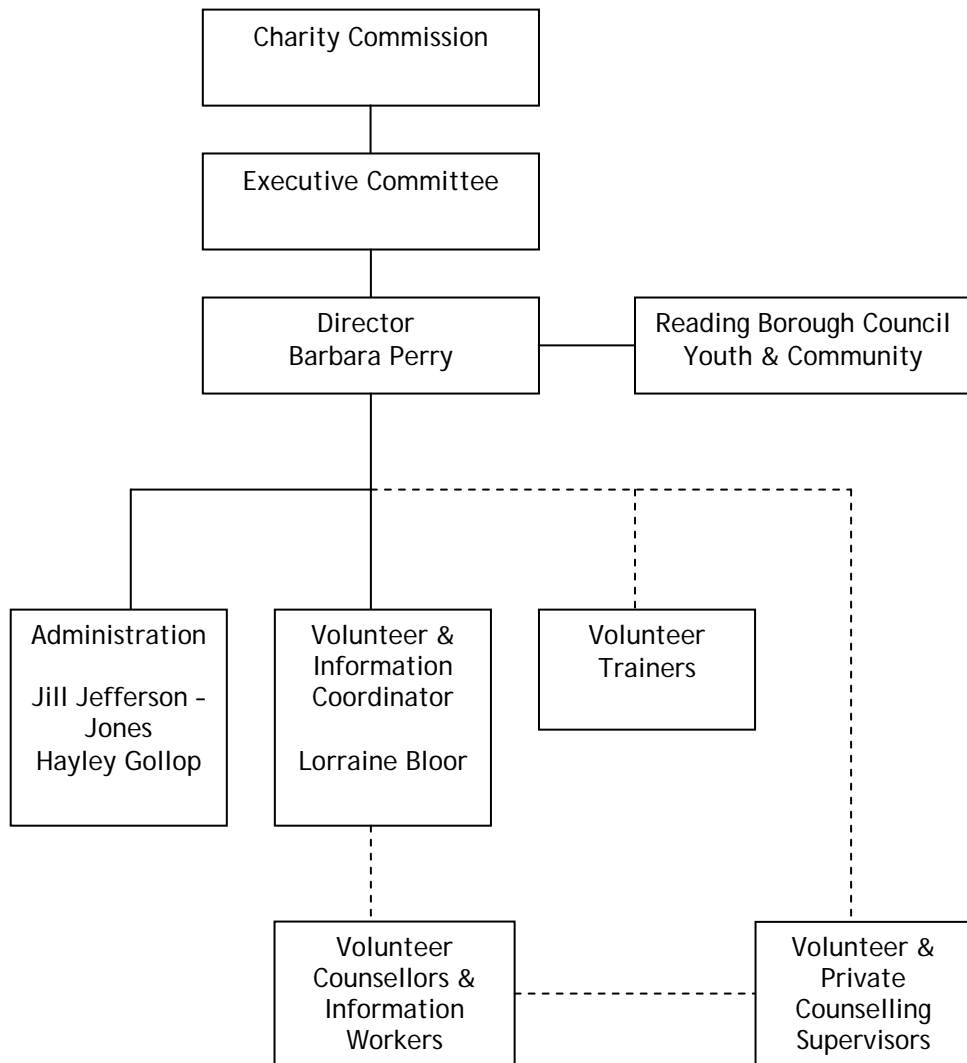
No 5 will:

- ❖ Provide an accessible, non- judgemental and safe counselling service, with young people as a priority
- ❖ Provide an information and advocacy service for young people
- ❖ Recruit, train, supervise and support volunteers to provide a quality and ethical service
- ❖ Promote anti-discriminatory practice which is culturally sensitive
- ❖ Work in partnership with other agents/agencies to meet identified needs

As part of our service, we can offer a warm friendly welcome, and the time and space to talk, which may lead to ongoing support. When a person visits No 5 they will find a range of information on many topics, and help with finding ways to cope with difficulties.

The people at No 5 work with a number of issues and problems including relationships, disabilities, benefits, debt, pregnancy, drugs, depression, accommodation, exam worries, work, contraception, employment, parents with worries about their families or anything else a person may want to talk about.

No 5 Youth Counselling & Information Family Tree



No 5 Administration Staff



The administration team's function is to provide full administrative and secretarial support to the Director of the Agency. Jill deals with enquires, personnel records for volunteers and other office Administration and Hayley



deals with the finance administration for the agency and produces the statistics.



After 7 years, Brenda retired from No 5 on 31 March 2005.

Director's Report

Joining No 5 in January this year, I've met a lot of people - externally, many community organisations and workers, and internally, the volunteers of No 5. All dedicated and committed workers who are motivated and engaging in the care of vulnerable individuals - workers who don't hit the headlines, or who are publicly prized, but who are valued by those who enter into their care.



No.5 remains a solid base for client groups in Reading and the main comment from all who enter is that it is a friendly and safe place. This is what I remembered from being a volunteer 10 years ago and that hasn't changed. I want to keep that intact.

Times have changed, though, and whilst keeping the friendly and safe place, its mission and objectives need to be maintained and respectful to funders' objectives. The green paper "Every Child Matters" discusses strategies for multi-disciplinary work within local authorities and various new government legislation responds to current conflicts on the streets, in schools and in homes. Young people will become the main focus of No.5's future plans and present statistics for the under 19 years must increase significantly. Some of this increase will be sought from the external projects that I have been working on since January and some changes from within the No.5 premises. To engage with young people, I don't feel that one-to-one counselling is the only way that No.5 can participate. It is certainly beneficial, works and will continue. Engagement with this age group can also have beneficial outcomes from group work and signposting information work as well as training those workers that need extra help with their skills to cope with difficult situations.

A signposting and counselling service has already begun in Reading Prison and groupwork in anger management/life skills is planned for the autumn within No.5 premises and external venues, as well as schools' counselling. Current barriers to young people entering the No.5 premises are being reviewed and the immediate one is enabling young people to have more recognition with needed appointments or dropping in. In this regard, the Executive Committee and I have agreed that, from September, the 4-7 pm rota on Mondays, Tuesdays, Thursdays and Fridays will have appointments for young people only, and the minimum of one appointment on Monday, Tuesday and Wednesday morning rotas will be left vacant for this client group. A drop-in service will be organised for the new year and carefully planned, as well as training to update skills. Accredited counselling courses and workshops to workers/teachers of young people will raise standards and levels of awareness in communicating with this age group. There continues to be a clear need in the community for one-to-one counselling for the 20+ years' client group and funding will be sought to enable these clients to use our service.

We give our best wishes to a few volunteers of No.5 who have moved on to new ventures, have said 'hello' to Hayley in administration who carries out the statistical and accounting functions and said 'goodbye' to Brenda, our accounts' employee who retired at the end of March.

I hope that all of you will support this period of transition which will maintain the essence of No.5 within the Reading community.

Volunteer & Information Coordinator

This last year has been another busy year and it has seen its share of changes within the agency. Barbara joined us as our new director and her enthusiasm and project ideas for the agency involving young people are very exciting. We have also welcomed other staff members and new volunteers into our ranks, and said goodbye to staff and volunteers who have left to go onto pastures new, thus the ever changing being of No 5 as it continues to grow and develop as it has done since its beginning in 1970.



I am very fortunate to have dedicated Information workers to assist me with the delivery of the information service. I would like to thank Nik, Peter and Jules for all their hard work, and Dal and Jackie will be joining the team very soon. This last year we have been able to offer specialist housing advice, and our thanks go to REAP for offering a duty service on our drop in on Wednesdays, and many clients have accessed this service.

I look forward to the coming year, and with various outreach projects for the Information service being planned, will face the challenges and changes with optimism and zest. And once again I look forward to working with all the volunteers who are so committed, who have such diverse knowledge and skills, and who make No 5 the agency it is, an agency which provides a caring, supportive and educational service for young people.

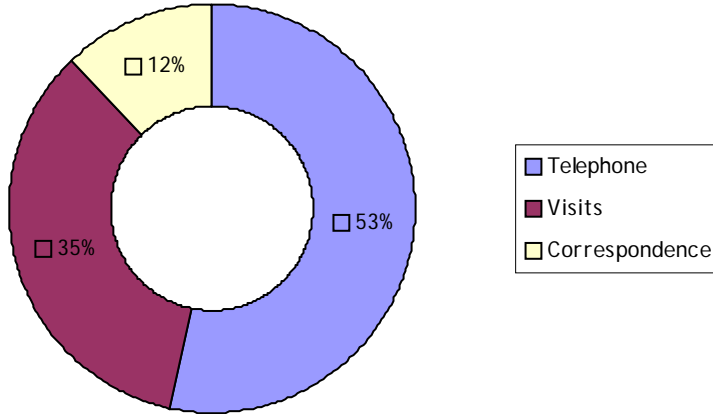
Lorraine Bloor, Volunteer & Information Coordinator

Clients heard about the Information Service offered by No 5 from the following sources:

- ❖ Friends & Family
- ❖ Source
- ❖ Connexions
- ❖ Reading Borough Council
- ❖ Reading College
- ❖ Cranston Drug Agency
- ❖ No 5 Counsellor
- ❖ Citizens Advice Bureau
- ❖ GP
- ❖ Probation Service
- ❖ Job Centre

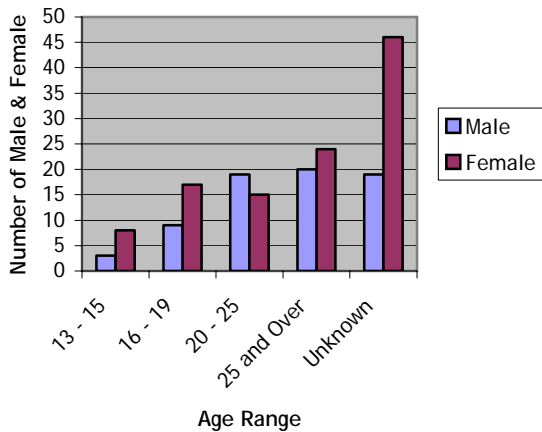
Volunteer & Information Coordinator Statistics 01/04/04 - 31/03/05

Requests for Information

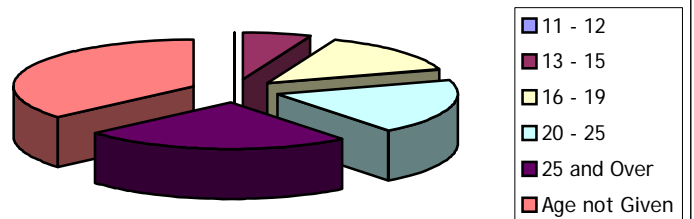


- ❖ Telephone - 97
- ❖ Visits - 63
- ❖ Correspondence - 22
- ❖ No 5 website averaged 1380 hits per month

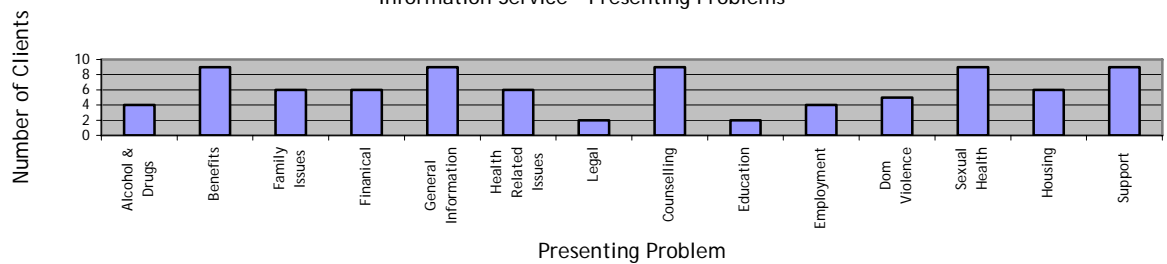
Age & Gender



Request for Information by Age



Information Service - Presenting Problems



The table below shows a list of organisations, who contacted No 5 regarding information on our services and sign posting to other agencies.

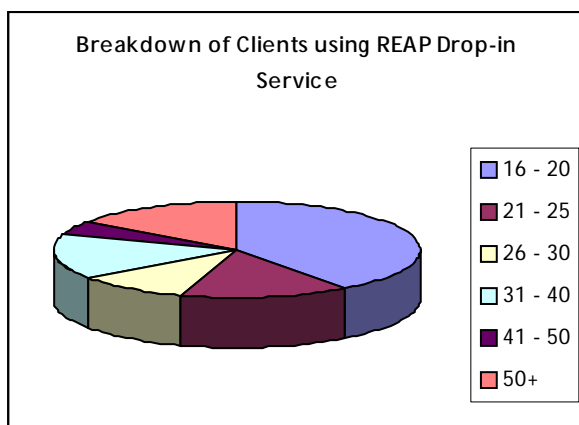
Citizens Advice Bureau	Thames House
Winchester Prison & HMP Bullingdon	Women's Link
TEA Shop	Reading College
Amersham Road Youth Club	Reading Police Station
Various Doctors Surgeries	Resource
Royal Berkshire Children's Clinic	Source
Connexions	Secondary Behaviour Support Unit
Cherwell Housing Association	One Step @ a Time
Home Start Reading	Communicare
West Berkshire Community Care	Padworth College
Crossing Bridges	English Churches Housing

REAP working in partnership with No 5 Information Service

"Along with other agencies in the sector, we were concerned to hear in 2004 of the loss of the funding for No. 5's Housing Advisor, a service held in high regard, very well used by young people, and one which complemented the housing advice service offered by REAP. So, when we were approached by Maria Grime, we were only too pleased to be able to help 'fill the gap' in a small way, and our 'Duty', or housing advice service started on 1st December 2004, and since then has run every Wednesday from 10.00am – 12.30pm. The service was advertised widely amongst colleagues in the supported housing and voluntary sector, and the uptake has been very good indeed, as the figures below illustrate.

We are delighted to be able to work with No. 5 for the benefit of those with a housing related support need, and look forward to continuing this strong and effective partnership."

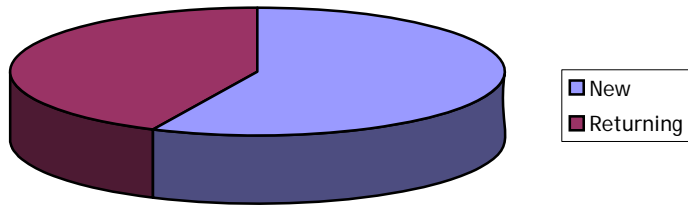
Helen Smith, Reading Service Manager, REAP Resettlement Agency



- ❖ 20 Clients in total
- ❖ 15 Female
- ❖ 5 Male

Counselling Statistics 01/04/04 - 31/03/05

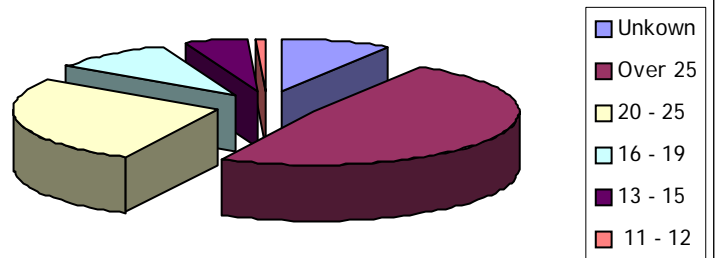
New & Returning Clients



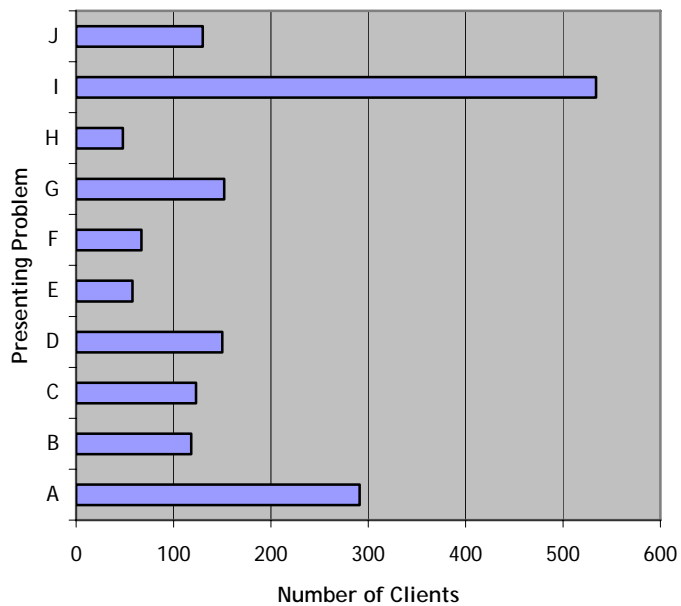
- ❖ 4977 Client counselling sessions offered
- ❖ 946 New Clients
- ❖ 713 Returning Clients

	Male	Female
11 - 12	15	11
13 - 15	33	61
16 - 19	66	74
20 - 25	102	299
Over 25	374	510
Unknown	46	29

Age of All clients who visited No 5



Counselling Service - Presenting Problems

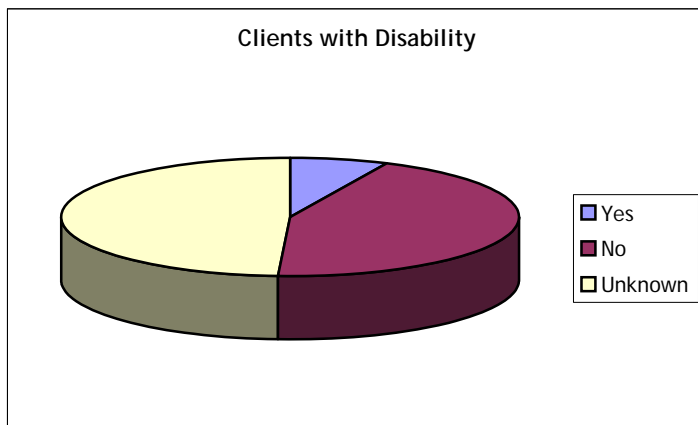
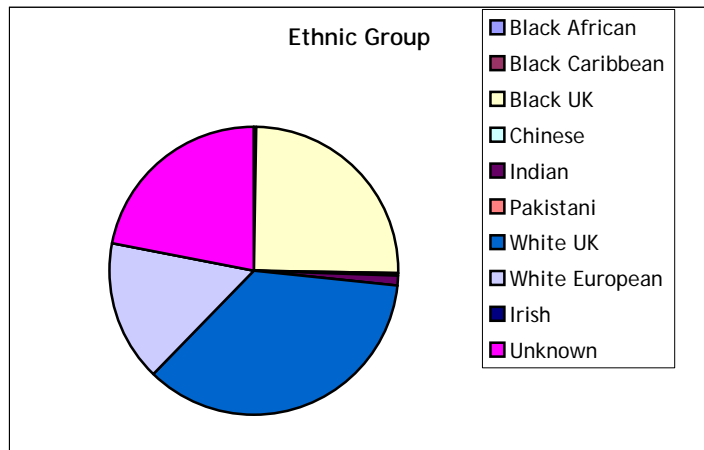


Key

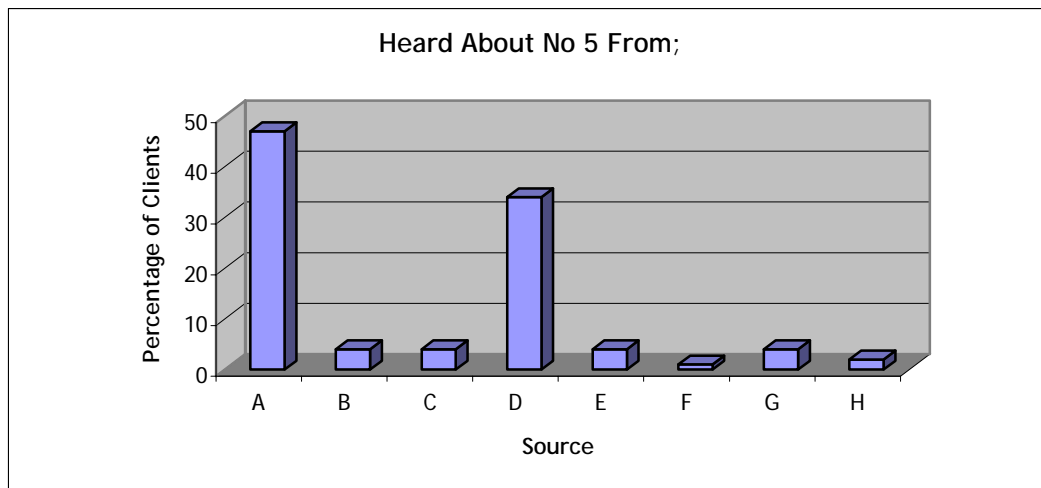
Relationship	A
Sexual	B
Substance Abuse	C
Compulsive Behaviour	D
School/College	E
Work	F
Personality	G
Bereavement & Loss	H
Depression/Health	I
Unknown	J

Counselling Statistics 01/04/04 - 31/03/05

Black African	1%
Black Caribbean	0%
Black UK	25%
Chinese	0%
Indian	1%
Pakistani	0%
White UK	36%
White European	16%
Irish	0%
Unknown	22%



- ❖ 39% No Disability
- ❖ 6% With Disability
- ❖ 45% Unknown



A = NHS Referral B = Other Agencies C = Internet
 D = Friends & Family E = School/University F = Social Services
 G = Recommended H = Unknown

Volunteers at No 5

Ahlem	Gillian	Margaret
Alex	Graham	Max
Amy	Hava	Melissa
Andy	Heather	Michael
Angela	Hedy	Mike
Ann	Helen	Mina
Anne	Ian	Nafisa
Annie	Ian	Nameema
Barbara	Ian	Nancy
Becky	Jackie	Nicola
Bernardette	Jake	Nik
Biddy	James	Patrick
Bruce	James	Paul
Camille	James	Peter
Carol	Jane	Phillipa
Carole	Janet	Rachelle
Catherine	Jennie	Ranj-jit
Cathy	Jessica	Robin
Chris	John	Rowena
Chris	Joy	Ruth
Colin	Judy	Ruth
Corrine	Jules	Sarah
Dave	Julie	Sarah
Dave	Julie	Sarah
David	Kay	Sarah
David	Keith	Shirley
Declan	Kerry	Simon
Dee	Kevin	Steve
Denise	Kim	Steve
Elaine	Lena	Sue
Ellen	Lisa	Sue
Emma	Lizzie	Sylvia
Esther	Louise	Triona
Faye	Lucia	Vicky
Fran	Lynda	Vio
Frances	Martin	Vivienne
Frank	Mary - Jean	

Two new inducted volunteers Dal and Jackie will be joining No 5 in June as Information Volunteers.

Reports from Volunteers and Trainers at No 5

COUNSELLOR'S REPORT by Nafisa Parkar

I joined the agency 2 years ago. No.5 provides me with a safe and caring environment, where I can develop my counselling skills and a continuing professional development programme to a high professional standard to be able to work with a wide range of clients. I have felt very supported by the management team and fellow counsellors.



Supervision sessions at the agency provide guidance and support. I see this as an important part in developing as a counsellor and as a person. I hope to continue my work at No.5 and look forward to new challenges.

RECEPTIONIST'S REPORT by Vio Villaverde

Reception work gives me a chance to create a friendly bond with the counsellors on rota. The clients get a warm welcome and hopefully feel safe.

As a receptionist, I get the opportunity to be at 'grass roots' level and to join the Executive Committee which enables me to find out more and contribute more to No 5's aims by working on both levels.



The personal touch I can offer on both those levels is in appreciation to No 5 for the opportunity to progress within the agency and for personal growth as a recovering agoraphobic with fibromyalgia.

TRAINERS' REPORT by Keith Lewis, Ian Weston & James Mottram

The candidates for this years Initial Counselling Training Course, are due to attend The Training Centre at Cold Ash, used by No. 5 for many years. The new trainees will have worked many hours as receptionists at the Agency, and have two assignments to their credit after attending the 'Choice & Change' weekend and three separate workshops, before any formal training in counselling skills is offered.

The emphasis in the last few years has been to include self-awareness training, as a module, to be undertaken before acceptance on to our skills course. The training team has also been proactive this year in 'maintenance', with regard to the new group, by way of running two evening workshops and a 'Lifemap' session on one weekend day. The rationale, behind these bite-sizes sessions, was to bring the new trainees together as a working and self-supportive group.

Treasurer's Report

No 5 is sometimes, unknowingly, dominated by its location.

The very name "No 5" refers to its previous location across the road from our current buildings, and whilst this is past history in relation to our property it contributes quite considerably to our identity and our 'image': as a name it gives away very little about the agency but the benefit of that is that it does not let people easily develop pre conceived ideas about what we do.



The space available to No 5, and how best to use it, is a recurring discussion amongst the Executive Committee and we are conscious that there is not always enough space to comfortably achieve what we want to achieve.

However, we should be aware that there is much that we can do beyond Sackville Street, and I am hopeful that 2005-06 will see us reach more young people beyond the sometimes cramped confines of numbers 2-4.

The financial year 2004-05 was dominated financially by our building. We undertook essential work on repairing the roof as well as negotiating a new lease with Reading Borough Council. Both reinforce our commitment to staying on in Sackville Street.

My aim is that the new financial year will be a settled year for No 5. We have secured funding from Reading Borough Council and Connexions which will cover the majority of our basic running costs. Some of the budgets are tight but not unrealistic.

We have made steps towards generating regular donations by designing a simple standing order form. By making a regular donations people are able to retain a connection to No 5 without breaking the bank. This is also a simple way for No 5 to raise what can be significant funds. If ten people donate £10 each month they would contribute £1,200 to No 5 over a year, and by making the donations under the Gift Aid scheme we would also generate an additional £336. This type of funding will allow No 5 to increase the number of young people it reaches out to.

Over the next few pages we are presenting a summary of our accounts and the budget for 2005-06. A full set of accounts is available separately.

I would like to take this opportunity to thank Jill, Hayley and Sylvia for all their hard work over the past year and to make a special note of thanks to Brenda and wish her well in her retirement.

Treasurer's Report

No - Draft Balance Sheet at 31 March 2005

	2004/05		2003/04	
	£	£	£	£
Fixed Assets				
Premises		15,000		15,000
IT Hardware		1,288		1,932
		16,288		16,932
Current Assets				
Debtors	11,186		35	
Cash in Bank	31,408		56,290	
Cash in Hand			20	
	42,594		56,345	
Current Liabilities				
Creditors	8,170		3,803	
	8,170		3,803	
Net Current Assets		34,424		52,542
Net Assets		50,712		69,474
 Represented By:				
 Funds:				
Accumulated General Funds (Balance)		28,646		40,284
Rental Income for Mother Tongue		6,692		4,088
Designated Funds		12,339		12,477
Restricted Funds		3,3035		12,625
Total Funds		50,712		69,474

Treasurer's Report

No 5 - Draft Income & Expenditure Report 2004 - 2005

	2004/05	2003/04
	£	£
Expenditure		
Staff	26,652	36,837
Staff Training	375	2,045
Volunteer Training	3,109	4,203
Other Staff Costs	1,902	-
Alarms	931	734
Roof Repair	12,979	-
Electrical Repair	6,910	13,514
Other Repairs	207	-
Cleaning	3,161	1,343
Electricity	702	373
Gas	671	889
Other Building Costs	1,229	1,431
Rent	450	400
Insurance	4,243	2,779
Telephones	4,035	4,807
Mobile Phones	203	-
Legal Fees	2,424	-
Consultancy & Accountancy Fees	1,176	1,775
Food & Catering Costs	530	441
Computer Costs	1,482	2,816
Equipment	378	643
Photocopier	2,048	2,257
Other Office Costs	2,472	6,829
Y&C Project	5,000	-
Total Expenditure	83,269	84,116
Income		
RBC Grant	27,216	26,793
Connexions Grant	19,572	19,410
Other Grants		5,000
Gifts & Donations	2,370	2,768
Income from Mother Tongue	3,778	4,256
Rent	750	-
Training Income	2,245	2,350
Bank Interest	733	721
Other Income	7,841	13,120
Total Income	64,505	74,418
Net Expenditure	18,764	9,698

Budget

Description	05 - 06 Budget
Staffing	27,814
Staff Training	200
Volunteer Training	100
ICTC Training (Expenditure)	980
Staff Supervision	600
Total Employee Costs	26,694
Premises Costs	
Alarms	500
Building Repairs	500
Cleaning	3,600
Electricity	700
Garden	100
Gas	500
Rent	500
Water	250
Total Premises Costs	6,650
Transport Costs	
Parking Permits	100
Train Fares	50
Travel Expenses	300
Total Transport Costs	450
Supplies & Services	
Accountancy Fees	400
Computer Equipment Purchase	450
Food & Catering Purchases	500
General Equipment Purchase	150
Insurance	4,300
Photocopier	2,400
Publicity	150
Purchase - Software	100
Reference Material	150
Stationery - Consumables	300
Stationery - Paper	500
Subscriptions - Organisations	281
Subscriptions - Publications	200
Telephones	4,100
Waste Disposal	200
Postage & Packaging	400
Mobile Phones	250
Total Supplies & Services	14,831
Gross Expenditure	51,625
Income	
Bank Interest	- 500
Gifts & Donations	- 3,000
Grants	- 42,425
Recharge for Services	- 2,000
Rent	- 2,000
Training Income	- 1,200
ICTC Training Income	- 500
Total Income	-51,625
Net Expenditure	0

Funded by & Working in Partnership

No 5 is funded by and works in partnership with:

- ❖ Reading Borough Council
- ❖ St Laurence Church Lands
- ❖ Primary Care Trust
- ❖ The Earley Charity
- ❖ Reading Lions Club
- ❖ Connexions
- ❖ John Lewis Partnership
- ❖ KPMG
- ❖ Goss & Co Independent Financial Advisers
- ❖ Wicks Home Improvement Centre
- ❖ GMAC
- ❖ Dexter Montague & Partners Solicitors
- ❖ Rockwell Collins
- ❖ Lloyds TSB Foundation
- ❖ Charities Aid Foundation (Prudential plc)

MAKING A DONATION TO NO 5

Donations are always welcome to No 5. A donation would provide resources and help train one of our counsellors, giving them the skills to help young people in Reading deal with the many problems they face in today's world. We also wish to raise our profile within the community and your donations to this worthwhile course will enable us to create new literature, hence raising the awareness of our committed voluntary work.

Using gift Aid every £1 donated gives us an extra 28 pence from the Inland Revenue. If you would like to make a donation to No 5, please complete the form, which is enclosed inside this report.

Thank you.

