



NO5 YOUTH COUNSELLING & INFORMATION

2-4 SACKVILLE STREET
READING
RG1 1NT
TEL. 0118 901 5668



ANNUAL REPORT 2006-2007

Aims of the Charity

The aims of the organisation are to relieve and prevent suffering caused by mental or physical ill health or by social or economic circumstances among young people regardless of race, colour or creed by establishing, maintaining and developing a counselling service in Reading and the surrounding area for the giving of individual or group counselling and practical advice.

WHAT YOUNG PEOPLE SAY ABOUT NO5:

Names have been changed to maintain confidentiality and consent given to publication

My counsellor helped me to see things more clearly, and helped me to overcome some of my fear. I learned to love myself more and not worry so much about what others are thinking. Rachel, aged 17

It didn't feel as if I was talking to a counsellor but a friend. I got the feeling of achievement and ... I don't cry as much now and lot happier. ... would recommend any teenager who feels or needs someone to talk to. Millie, aged 15



The response was good. The person that answered was friendly and helped me book an appointment. It is helping me with my communication and helping me control my anger/sadness. It is also helping me with my frustration.



Robert, aged 18

I made the appointment at school and got one quickly. It helped me stop cutting my wrists and got me through.....helped me realise life is worth living.....it changed my feelings and helped me deal with the past. Donna, aged 12

Special points of interest:

- Young People's comments about No5
- Growth of young people receiving counselling
- Young people's issues
- Chair and Director's Report
- How young people benefit from No5
- Schools and Young Offenders' counselling
- Future Plans
- Funding & Donations
- Trustees, Staff and Volunteers
- Accounts 2006-7

GROWTH OVER LAST TWO YEARS

(Counselling only – New Clients and Sessions)

With a new focus on young people (11-24 years) as a priority, No5 has seen much higher numbers since 2004-5. Clients over 25+ are being phased out and No5 is giving IMMEDIATE ACCESS to young people for a minimum of 12 sessions. Extended family members/friends can receive support from No5.

Schools' services have significantly grown from two to eight in the last two years.

No5 works in partnership with other agencies for young people referrals.

Age	2006-7	2004-5
11-12	67	9
13-15	158	31
16-19	226	80
20-24	160	104
Total young people	611	224
25+	268	278
Sessions	4071	2692

Young People's emotional issues

Counsellors will see young people about any issue, in complete confidence without judgement.

Depression, Relationships (family, partner, peer), Anger, Self-harm, Loss of a close person, Loneliness, School and school pressures (exams/coursework), Bullying, Abuse, Eating Disorders, Rape, Pregnancy/Abortion, a traumatic event, caring for a parent, no-one will listen, no-one to talk to, isolated, living in care, helpless, confused and lost.

....someone to really talk to, who doesn't judge me. I feel more calm afterwards because I seem to have got all my problems out in the open.

Sarah, aged 15



I'm almost 18 and have been coming to No5 since I was 15. They have helped me a lot and I've started seeing things in a better light.

Suzie, aged 17



...helped because I had someone to talk to and get it out of my system.....somewhere to share my feelings, like crying.

Lee, aged 13

From the Chair and Trustees

Simon (Chair) says,

It has been a tough year of change for No5. The Executive Committee has been making important strategic changes to the way No5 operates in order to secure our core funding, and make us more viable to apply for alternative grants over the coming years.

I have been enthused with the way the changes have been embraced by staff and volunteers at No5—the growth in the numbers of young people we have seen over the last year has been incredible and opening on Saturdays is a great example of how we are changing our service to meet new needs. Unfortunately the cost of focusing on young people has meant we have had to restrict our service to adults.

As information, advice and guidance is provided elsewhere in Reading, the Trustees have decided to focus on counselling services for the foreseeable future. Unfortunately this decision led to us having to make the position of Volunteer Counselling & Information Coordinator redundant and we give much thanks to Lorraine Bloor for her years of dedicated service to No5.

We welcome Alex Lamb, who is joining us to fill a new part-time position of Support and Development Coordinator. Alex will be sharing clinical support with the Director, managing the ongoing developmental training for counsellors and overseeing the external counselling services.

On behalf of the Executive Committee, I would like to thank all staff and volunteers for their hard work and, on a personal note, would like to thank my fellow trustees for their continued support and innovative ideas in driving No5 forward.

From the Director

Barbara says:

It is very inspiring to see young people using No5's services in much higher numbers, coming to the agency and into the schools' services and giving us feedback that they have felt helped.

Our counsellors are passionate about working with young people, are moved by their strength to pull through difficult times and committed to giving voluntary weekly support. Thank you to all of them.

Young people can receive immediate help from No5 without waiting weeks for an appointment. We now know the peak times of the day, week and year and have been able to recruit counsellors accordingly to meet the demand times.

How do young people benefit from counselling by No5?

It can be difficult to seek help from a stranger that a young person doesn't know. And yet, in the comments we receive, someone they don't know and who won't make judgements, is one of the greatest benefits—the ability to speak to an independent person in a confidential way and not fear that the details will be passed on, unless with consent.

Young people have said that the safe environment gives them the space to express tears/frustrations/worries/explore the problem and to understand what is going on for them and the people in their relationships. They have said that this is often a difficult, painful and scary process but pleased that they were able to do this and see a clearer path ahead of them. They begin to understand that their behaviour, for example, self harming, is a symptom of a lot of distress in their life, or that their anger towards people, as another example, may be about the loss of someone that they miss and feel helpless. Making sense of their behaviour is a relieving feeling.



Secondary Schools and Young Offenders' counselling

Young people can access counselling weekly within their daily venues, making it easier for them to get help within the environments that they already know.

133 students seen at school by seven counsellors in a total of **449** sessions.

Highdown, Kendrick, Reading Girls, John Madejski Academy, Reading School, Prospect Bridge Unit (Learning Disabilities), Little Heath and Denefield

51 inmates seen at Reading Prison by seven counsellors in a total of **205** sessions.

FUTURE PLANS

E-based counselling (email and text)



We want to be accessible to every young person in Reading.

It may be difficult to disclose distressing details or not trust anyone and No5 is seeking funding to deliver e-based counselling as a way to help these initial difficulties – to talk 'at a distance'. We hope that this might be a 'way-in' for young people to see a counsellor on a face-to-face basis.

There are also 'hard to reach' young people, e.g. those looked-after, ethnic groups, those with learning or physical disabilities, those who don't understand the benefits of counselling, those who have feelings of shame in seeking help, those that think only 'mad' people need counselling and it's hoped that by marketing the service in a sensitive and encouraging way, we will be able to give them another way of communicating with us and getting help.

We will be delivering on-line help with enquiries and short-term counselling by trained counsellors. Appointments and reminders/contact will be able to be made by text and a number given for young people to return a text message.

Reception Area Building Project

To improve physical accessibility and welcome to No5, we wish to make the entrance at Sackville Street between the two houses a wider space for wheelchairs, pushchairs and general ease. We are planning to involve young people in having a say in what they think of the facilities and what they would like to change, leading to funding being sought locally.

Can you help us with a donation?

A donation to No5 can be made either by a lump sum, or by a monthly direct debit. Using Gift Aid, you can make your donation worth more as for every pound you give to us, we receive an extra 28p from the Inland Revenue.

Some ideas for funding: within No5:

- Resources in counselling rooms to use in client sessions, e.g. objects/toys
- Training equipment, e.g. projectors, screens, flipcharts
- Furniture and decoration within counselling rooms
- Publicity, e.g. leaflets, fact sheets, appointment cards

It may be that you cannot give us a donation, but you may be able to provide some of the above from another source. If so, do give us a call.



Core-Funding and Donations 2006-2007

Core-funding is received by Youth & Community of Reading Borough Council and donations have been received from :

Many service-users

Rockwell Collins

Ernst & Young

KPMG

St Laurence Church Lands

I was able to speak to the counsellor at school who wouldn't tell anyone or the teachers—somewhere separate to share.

Grace, aged 12

I was trained up to be a volunteer receptionist. I've got to meet so many different types of people and No5 has given me lots and lots of confidence and my communication skills have soared.

Emma, aged 18

Counselling is making me a lot more positive, more confident...changing my way of thinking.

Gwen, aged 14

NO5 YOUTH COUNSELLING & INFORMATION

2-4 Sackville Street
Reading
RG1 1NT

Registered Charity 262681

Phone: 0118 901 5668 (counselling line)

Phone: 0118 901 5649 (Director and Admin Assistant)

Fax: 0118 901 5651

Web: www.no5.org.uk

Email: www.info@no5.org.uk

Updated Website coming soon!
www.no5.org.uk



OPENING HOURS

Monday– Friday 10am-10pm, Saturday 10am-1pm

(closed Tues 1-4pm, Thurs 10am-4pm, Friday 1-7pm)

TRUSTEES

Simon Proudlock (Chair), Ann-Marie Frank (Vice-Chair), Matt Espley (Treasurer)
Vio Villaverde (Secretary), Declan Farrell, Catherine Cox, Lizzie Lee, John Wood, Stephen Waddington, Dave Adams, Sylvia Page, Liz Hallé

DIRECTOR

Barbara Perry (barbara.perry@reading.gov.uk)

SUPPORT & DEVELOPMENT COORDINATOR

Alex Lamb (info@no5.org.uk) (new part-time post in May 2007)

ADMIN ASSISTANT

Jill Hunt (jill.hunt@reading.gov.uk)

VOLUNTEER COUNSELLORS

Ahlem, Andy, Ann, Annie, Barbara, Bernadette, Camille, Carola, Claudio, Chris, Dave Ad, Dave Al, David F, Declan, Dee, Emma, Faye A, Faye M, Fran, Gill, Catherine, Ian B, Jackie, James M, James N, Jane, Jennie, Jessica, Joana, John, Judy, Julie, Kerry, Kevin, Kim, Kirsten, Laura, Lena A, Lena T, Lizzie, Louise, Lucia, Max, Michael, Nafisa, Nancy, Natilie, Nigel, Nick, Patrick, Paul, Phillipa, Rose, Shirley, Steve, Sue F, Sue L, Sylvia D, Sylvia P, Terry, Triona, Vivienne
(*Elaine, Ian, Jayne, Neil, Sheena—preparing for rota*)

SCHOOL COUNSELLORS

Sylvia, Louise, Barbara, Ahlem, Julie, Shirley, Phillipa, Steve

PRISON COUNSELLORS

Max, Nick, Lucia, Jessica, Nafisa, David F, Terry, Triona

VOLUNTEER SUPERVISORS

Alex W, Andy, Annie, Bernadette, Catherine, Chris, Frank, Julie, Ian, Keith, Max, Sylvia P
(Plus a number of external supervisors to whom counsellors pay privately)

VOLUNTEER RECEPTIONISTS/ADMIN

Vio, Emma, Lala
(*Brenda, Jane, Lorna, Ray, Ruth, Tammy—preparing for rota*)

No5 accepts referrals from GPs, schools, families, other organisations or self referral

Accounts 2006-7

INCOME AND EXPENDITURE FOR 2006-07

Income

Grants and Sponsorship 23,387

Income from Services 6,515

Total Income 29,902

Expenditure

Staff Costs 28,659

Premises Costs 9,332

General Running Costs 11,725

Management Expenses 4,567

Total Expenditure 54,283

Surplus/Deficit for Year -24,381

BALANCE SHEET AT 31 MARCH 2007

Fixed Assets

Premises 15,000

Current Assets

Debtors 606

Cash/Bank 25,930

Current Liabilities 26,536

Creditors 7,718

Net Current Assets 18,818

Net Assets 33,818

Represented by

Funds

General Funds 33,818

Designated Funds 0

Restricted Funds 0

Total 33,818