



Annual Report 2007-2008

No5 Youth Counselling & Information

2-4 Sackville Street
Reading
RG1 1NT
Tel 0118 901 5668

Over 55 young people per month seek our help



Young people say this about us:

“I wasn’t having a good time at school and I wasn’t behaving well. I could come to No5 once a week and talk”

“I felt a lot better and learned to control my anger. I wasn’t judged”

“I liked the fact that the person who listened to me was not my teacher or my family”

“More confidence in bad situations”

“Very useful and sort of scary because it was going down a route I’ve never travelled”

“I’m less stuck in my head and more aware of what’s around me”

“Letting out my feelings in privacy—very helpful”



Off Greyfriars Road, first turning left

Special points of interest:

- * 0118 901 5668
- * No waiting list, appointment now
- * Up to 12 weekly sessions
- * 50 minutes per session
- * FREE—no charge
- * No red tape
- * Confidential
- * Disclosure only with client’s consent
- * Someone else can make the appointment on your behalf
- * Open every day except Sundays—see back page
- * New Saturday afternoon opening
- * We’re not here to judge you
- * If you’re in a school, you might want to use the school service

Delivery over 2007-8 compared to 2005-6

Age	2007-8	2005-6	
11-12	60	36	No5 has seen a big change over the last years in accessing more and more young people in distress.
13-15	179	142	NO WAITING LIST, PEAK TIME DELIVERY and CLINICAL/ETHICAL EFFECTIVENESS are top priorities for No5.
16-19	197	141	More partnership working with other agencies is increasing and we’ve welcomed more referrals.
20-24	158	141	
25+	70	229	Over a transition period between 2005/6 to 2006/7, No5 increased its target of delivery to young people (11-24 yrs) and finally stopped delivery to adults (25+ yrs) on 1 September 2007 unless they were family members of the YP client.

Chair of Trustees' Report

No5 continues to grow from strength to strength and this can only be attributed to the staff, volunteers and trustees working together to provide the best possible service to the young people of Reading. As can be seen by this year's figures, demand for our service over the last 12 months is positively changing and No5 now sees more young people than ever before in our history.

Much of our time on the Executive over the last year has been spent designing a strategic plan that will increase the focus of what No5 hopes to achieve over the next few years. Part of this plan is to increase the involvement of young people in the running of No5 and it is with great pleasure that for the last 6

months, Eshe Nelson has joined us as a non-executive member of the board.

The coming year will see the sad loss of a trustee who has been a large part of No5 over the years. Matt Espley is standing down as Treasurer around Xmas 08 to spend more time with his expanding family. On behalf of everyone who has been a part of No5 over the years, I would like to thank Matt for his dedication and service and hope he stays in contact with us.

I also shall be standing down, but will stay as a non-executive member for the coming year. We shall be operating No5 with a reduced number of trustees, with John Wood as Chair, and in order to

keep the optimal mix of skills, I will be inviting new individuals to join the Board as non-executive members.

I would like to thank all staff and volunteers for their hard work in supporting the young people of Reading over the last year. On a personal note, I would like to thank my fellow trustees on the committee for their continued support and innovative ideas in moving No5 forward.

Simon Proudlock,
Chair of Executive Committee

Director's Report

As always, I give all thanks to our dedicated team of about **50** volunteer counsellors who not only attend their weekly rotas for client sessions but who often give the extra mile in attending to difficult cases. I also give my thanks to other volunteers (about **15**) who either supervise some of our counsellors, or who are receptionists answering the calls, and we've also welcomed a young gardener this year who is making headway with the back garden undergrowth.

What I am seeing more and more of, and this delights me, is that organisations around Reading are getting to know us, keeping in regular contact

and there is more working together for the well-being of the young people. No5 never discloses information without the young person's consent and that ethic of confidentiality will always remain—but we try to be as helpful as we can to referring organisations and I'm pleased to see the rise in referral numbers.

We welcomed Rose Blackadder to the staff team earlier this year and she's made a good start with the CPD programme, managing the schools and prison programme and contributing to daily clinical issues.

Jill still remains the valued rock of the office keeping us all in check, making sure that all our systems are

maintained and she has produced the stats for this report.

Arising from meeting Tom Fuller from Barclays Bank at a conference about 3 years ago, he offered his paid staff team in December 2007 to decorate four of No5's counselling rooms, including new carpets, cupboards, lighting, blinds and prints. We added chairs with funding from Berkshire Community Foundation.

And finally, due to the success of our Saturday morning opening hours, we will be opening on Saturday afternoons (1-4pm) from 13 September.

Best wishes to you all,
Barbara Perry, Director

Growing Trend in Boys seeking No 5's help

Males 11-12	05-06	06-07	07-08	coming forward for our help. It's showing that our accessibility is widening and that there aren't numerous hoops to jump through, either at their school or at the No5 premises.
Total	10	36	33	
Schools	5	19	17	
No 5 premises	5	17	16	
Males 13-15	05-06	06-07	07-08	
Total	23	37	54	
Schools	7	26	30	
No 5 premises	16	11	25	

No5 is pleased to see more young boys



Counselling in Schools

We've seen an increase in clients and counselling sessions in our schools' services—**138** clients and **546** sessions this year compared to 133 clients and 449 sessions last year.

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

Our school services are John Madejski, Reading Girls, Reading School, Highdown, Kendrick, Prospect Bridge Unit (Learning Disabilities) and Little Heath.

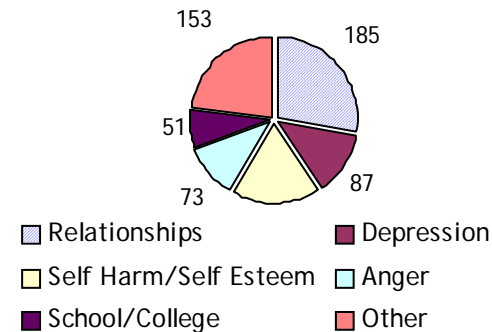
Counselling in Reading prison

This year, our fully qualified counsellors working with 18-21 years' males in Reading prison have seen **35** clients and given **158** sessions. The referring processes and Service Level Agreement have formalised changes in the prison.

Organisations referring to No5

Schools	192	IYDS	24	TVU/Reading University	2
GP/NHS	183	No5 Website	9	FRANK (drugs)	1
Family	67	Social Services	9	Marie Stopes	1
Friend	41	CAMHS	6	Probation Service	1
Been Before	40	No5 leaflet	6	RSHP	1
Unknown	38	Berkshire Women's Aid	3	Victim Support	1
Prison	36	Hamble Court/other hostel	3		

Presenting problems of clients at No5 (total of 664 clients)



Sessions offered 5450
Sessions delivered 3850

which means that we have many places still being offered. There is no waiting time and opening hours can be viewed on the back page. Appointments can be made by the young person, any organisation or a parent/carer. We know that it is still a difficult experience to take that initial step and speak to one of our counsellors, but the feedback we receive from young people is that to speak to a non-judgemental person that doesn't know you is great.

No5's Continuing Professional Development programme

No5 is continuing during 2008-2009 to offer one day workshops to our volunteers to update skills and learning in topics such as anger, self-harm, self-esteem, loss, depression, anxiety and panic attacks. Rose has already made an impact with the delivery of these workshops which are well attended. It's important that we keep up to speed with the different coping mechanisms (often destructive) that young people have to struggle through their lives.

And it's also important to update our



skills in how we can help young people cope better with the many diverse and difficult issues that they face. For example, training our volunteers on what anger is, why it is used, and what lies behind it. They can then help a young person explore the pain behind aggressive behaviour, empowering him/her to express him/herself in ways that they can be

heard by others, rather than be rejected.

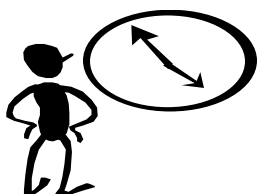
No5 also has an Annual CPD event in the Autumn which includes eminent guest speakers and where No5 volunteers (all 65 of them!!) can mingle. On 16 October, we will have Sir Richard Bowlby (son of John Bowlby) and Maureen Schiller on eating distress.

Barbara has also delivered twice this year the Basic Listening Skills programme to employees of schools and Reading Borough Council. From good feedback, these workshops will continue during the coming year.

2-4 Sackville Street
Reading
RG1 1NT

Registered Charity 262681

Phone: 0118 901 5668 (counselling line)
Phone: 0118 901 5649 (Director, Suppt & Dev Coordinator, Admin Assistant)
Fax: 0118 901 5651
Web: www.no5.org.uk
Email: www.admin@no5.org.uk



Opening Hours

Monday	10am-1pm, 4-10pm
Tuesday	10am-1pm, 4-10pm
Wednesday	10am-10pm
Thursday	4-10pm
Friday	7-10pm
Saturday	10am-1pm 1-4pm (from Sept)

Staff and Volunteers 2007-8

TRUSTEES

Simon Proudlock (Chair), Ann Marie Frank (Vice-Chair), Matt Espley (Treasurer)
Liz Hallé (Secretary), Declan Farrell, Catherine Cox, Lizzie Lee, John Wood, Robert Pasterfield, Stephen Waddington, Sylvia Page, Eshe Nelson

DIRECTOR

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

SUPPORT & DEVELOPMENT COORDINATOR

Rose Blackadder (rose.blackadder@reading.gov.uk)

ADMINISTRATIVE ASSISTANT

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

VOLUNTEER COUNSELLORS

Andy R, Bernadette, Carola, Catherine, Claudio, Chris, Dave Ad, Dave Al, Dee, Faye, Fran, Francesca, Georgiana, Gill, Hannah, Ian B, Ian H, James M, Jane E, Jane N, Jayne, Joana, John, Judy, Kevin, Kim, Kirsten, Laura, Lena T, Lillian, Lizzie, Lucia, Michael, Nadine, Natilie, Nigel, Patrick, Paul, Rose, Smiljka, Steve, Sue F, Sue L, Terry, Triona
(Neil, Anna, Marina, Rachel, Sheila, Shelagh, Tamsin—preparing for rota)

SCHOOL COUNSELLORS

Sylvia P, Louise, Barbara, Annie, Max, Kevin, Steve, Ian B, Ian H

PRISON COUNSELLORS

Annie, Laura, Lucia, Nick, Max, Terry, Ian H

VOLUNTEER SUPERVISORS

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

VOLUNTEER RECEPTIONISTS/ADMIN

Brenda, Zoe, Emma, Neil
(Sean—preparing for rota)

GARDENER

Alice

LEFT DURING 07-08 OR ON BREAK

Ahlem, Aleen, Anita, Barbara T, Ann, Alex, David, Camille, Faye L, James N, Jennie, Jessica, Laone, Lena A, Nafisa, Nancy, Ruth, Sheena, Shirley, Sylvia D, Vio

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

Accounts 2007-8

INCOME AND EXPENDITURE FOR 2007-08

Income

Grants and Sponsorship	30,512
Income from Services	8,294

Total Income **38,806**

Expenditure

Staff Costs	8,292
Premises Costs	8,852
General Running Costs	7,168
Management Expenses	2,894

Total Expenditure **27,206**

Surplus for Year **11,600**

BALANCE SHEET AT 31 MARCH 2008

Fixed Assets

Premises 15,000

Current Assets

Debtors	600
Cash/Bank	34,838
Total	<u>35,438</u>

Current Liabilities

Creditors 5,020

Net Current Assets **30,418**

Net Assets **45,418**

Represented by

Funds

General Funds 45,418

Designated Funds 0

Restricted Funds 0

Total **45,418**