

United Churches Healing Ministry



Annual Report and Accounts

May 2018 - April 2019

CEO's Report



This year we have continued the theme of passing the flame on to the next generation. During the last five years the trustees have had a focus and concern to ensure succession planning could go ahead seamlessly with as little negative impact as possible to the service users. The managers have been involved in the planning and are adjusting well to the changes. The counsellor who pioneered and managed the surgery at Huddersfield New College is retiring in June 2019 and her role will need to be filled; our previous counselling co-ordinator who stood down from that job last year is also retiring from her senior counsellor role in August 2019. Sandra McSweeney who became our first paid employee in 1997 retired in December 2018 as Trust Secretary but now comes in 2 days each week as a volunteer and we have employed someone part time to cover much of Sandra's role. I finished my own clinical practice in March and am due to stand down as CEO in July. While this may seem a considerable amount of change at the top, we have been working towards this for a couple of years. Personally I have been encouraged to see some of our excellent qualified counsellors commit to the ongoing work of UCHM and offering help in some of the management roles working alongside Val Haigh who will take over as CEO on 1st August 2019.

REVIEW OF ACTIVITIES

Counselling: (UCHM Counselling Service)

Every five years BACP Accredited Service providers have to submit a complete reaccreditation application. We felt encouraged that application was successful without any issues.

In January Val Haigh took over from me as Head of Counselling and both qualified and student counsellors relate well to her. The main admin worker left in March 2019 which gave us the opportunity to look at how the whole administration for the running of the counselling service worked, and what improvements were needed. We now have two people dealing with all counselling enquiries, booking assessment appointments, finding appropriate counsellors for clients, dealing with room bookings, monitoring when counsellors have spaces, what paperwork is still needed etc. This team works well with Val.

Again, we had to close the waiting list for a couple of months to catch up because of demand and again, the majority of our clients are signposted from GP's, Psychological Services or Social Services. Like other organisations, we have the recurring problem of clients cancelling or not attending. We still run the service on a donation basis and no-one would be turned away through inability to pay.

Training: (Trinity Training)

We have been made aware that when people inquiring about the courses ask what UCHM stands for, they are put off by our full title. Churches, Healing & Ministry evoke fears of some unfortunate excesses that have been seen on documentaries down the years. While we know that is not the case, both the team and the trustees felt this would be a good time to change the training arm of the work. All our courses now go under the name of 'Trinity Training'

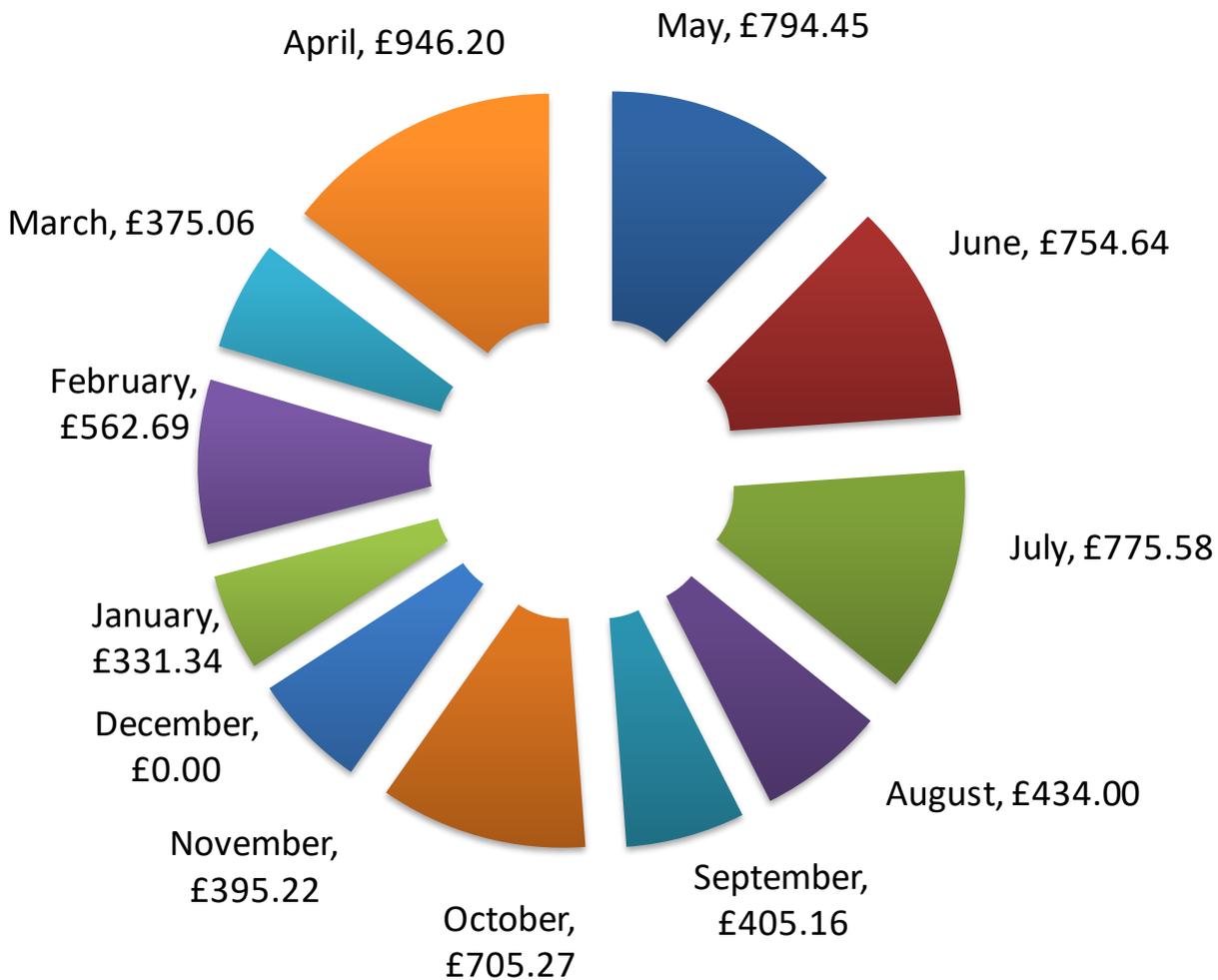
We have run Level 2, Level 3 and Level 4 (Year 2) courses this year. We were informed that our Course Accrediting Body were no longer dealing with courses at our levels. The decision was made to go to CPCAB (Counselling and Psychotherapy Central Awarding Body). They were able to offer us the opportunity to write bespoke units on all levels that would contain the necessary academic requirements and include the faith aspects that are integral to our training. CPCAB courses have their own framework and it has been an immense challenge to translate everything across. Val (L2 & L3 trainer), Chris (L4 trainer) and Maggie (Course Administrator) have done an excellent job and this is now complete. The new Levels 2 and 3 are running and we look forward to running the

new Level 4 in the next academic year.

Previously CPCAB and BACP courses ran in an almost parallel way, but due to changes going on within BACP training, it may now not be possible to go pursue BACP accreditation for the courses at this time.

We have two counsellors who have shown an interest in joining the team as co-trainers, which is encouraging.

Money Raised from Charity Shop May 2018 - April 2019 Total Amount Raised £6479.61



Charity Shop: ("Faith, Hope and Charity")

This continues to offer good quality goods in a community that suffers from high unemployment. We realise how blessed we are to have the use of this shop without cost and are so grateful to the owners, to the people who so generously donate their goods and to all the volunteers who give their time. This year the shop has raised £6479, and without this, we would not be able to function as we do. Because of Val's management background she has brought supervision and mentorship to the shop volunteers. This is bringing the real sense that the shop is not just "down in the village" – but is very much a part of UCHM and run by UCHM.

Sports Hall & Resource Centre: (The Elms)

We have a number of external counsellors who rent our rooms for their own private practice, different groups use the sports hall for badminton, dog training, dances, but the biggest increase this year has been in the bookings of the training rooms. We had a number of training groups using us but Interserve (working with long-term unemployed) have become regular bookings, often in two rooms for four days per week. This has been very encouraging and brought an increase in funds generated.

Trustees:

The trustees have been supportive and helpful as we go through this time of change. Mrs Joan Church, who since 1996 has spent many years as a trustee and two spells as Chair retired in April 2019. I was appointed Chair and will remain very 'hands on' in that role, to offer whatever help and support I can during this time of transition, while Sandra McSweeney has taken on my former role of Company Secretary. We have been approached by three people who have much to offer the board and who are in the early stages of the application process.

Financial Situation & Aims:

Two of the issues highlighted last year have been almost completed. Unfortunately, because of the changes within BACP training courses we are not in a position to go for course approval with them at this time, but we successfully have course recognition through CPCAB who are well respected within the counselling world.

This spring we finally were able to deal with the long overdue heating upgrade. We now have an excellent system installed, which should make a difference to the size of our gas bills.

As stated last year, any money raised from the shop and the resource centre plus counselling donations and any surplus from training is used up in centre expenses, the mortgage and the wages for the few people we employ. Anything above that is reliant on donations and grants.

During the process of installing the new heating system it was discovered that we have a roof in need of some extensive work and the need for loft insulation. The other issue is that as we use every part of the building, there are five rooms without any windows, which is not good for either counselling or training rooms. Our aging phone system also needs replacement.

Therefore, these are the next building issues we need to address. This can only be financed if we can access grant funding. The office is a very busy place, the General Manager, Lee Crossland, needs someone with experience in this area to work alongside him.

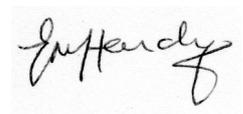
Thanks:

Particular thanks are due to Joan Church (Chair) and Bruce Jackson (Trustee) for their faithfulness and support throughout this year.

UCHM Management team have responded with enthusiasm and commitment to the ongoing work of the charity for the future.

Val is passionate about all that UCHM stands for and for me it is great to know that as I prepare to pass it on, the charity is safe in the hands of someone who shares that same vision.

This year, including all volunteers, the team stands at 47 people. We are all little cogs in the same wheel that seeks to bring shalom - hope, peace, healing to hurting and wounded people in an often broken world.



Liz Hardy
Chief Executive Officer

Chair of the Trustees



Compiling this, my last report on behalf of the board of Trustees of The United Churches Healing Ministry, has caused me to reflect on Gods initial calling to us as a Christian ministry. To love our neighbour as we love ourselves as found in Leviticus 19 verse 18 and Mark 12. Verse 30-31. Our specific job description from the Lord, to show our love and obedience to him, was by way of establishing a centre for people to come to for help in times of trouble and distress. Our counselling arm does exactly that. Literally hundreds of needy people have passed through our doors during the past 26 years, all given a warm welcome and treated with love and respect.

Our training arm, Trinity Training, headed up by Mrs Valerie Haigh offers CPCAB training to all who feel called to minister to those in need via the counselling route. A very special calling indeed. Val deserves all the love and support we can give to her as she not only heads up the training side of our ministry but she is also, at the same time, preparing to take up the position of CEO in the next year/term. Our appreciation and regard for Val cannot be measured. Thank you, Val.

Teamwork is essential in any walk of life. None more so than in our service at The Elms. To witness the UCHM team all pulling together as one, the care and consideration shown by the workers to each other is a special blessing which I myself have valued greatly over the years and which is the platform from which we serve. It has been a privilege for me to have been part of such a team of worthy people.

To those reading the enclosed reports from department heads, please be assured that our ministry is prepared and very much fit for purpose to meet the challenges of the coming years. As a Christian ministry, we at UCHM move with the times while faithfully adhering to our job description from the Lord, The God of Israel.

Finally, I want to thank and pay tribute to all those I have worked alongside during the past twenty three years at UCHM. Each one called for such a time as this. Each one bringing their own special expertise and giving their time so selflessly for the benefit of others. I salute them.

Trust Work



UCHM continues to go through a time of change as the senior members are of a similar age, and are reaching retirement age at similar times.

Liz Hardy took over from Helga Taylor as Chief Executive Officer last year and has done an excellent job in seamlessly taking UCHM forward. She herself will retire in July 2019 and has been working this year with the Counselling Co-ordinator, Val Haigh, to pass on the knowledge that will be needed for Val take over as CEO from Liz when the time comes. Our chair of Trustees, Joan Church, who has been a loyal and faithful supporter of UCHM since it's early years as a charity, retired in April 2019 and Liz Hardy stepped up into this role, ensuring a continuation of experience and guidance for the Trustee board. I retired as a paid employee in November 2018 and was accepted onto the board of Trustees in January 2019, replacing Liz as Company Secretary to enable her to become the Chair of Trustees. So although there have been changes in roles, the experience and knowledge of UCHM has been kept, and we will continue to ensure it is shared with others who will step up into senior roles in the future.

There have also been three new people interested in joining the board of Trustees, and they are currently going through the selection process. One has been with UCHM for many years as a counsellor, supervisor, and counselling co-ordinator, and the other two have professional gifts and talents that will be enhance the current skills of the board of Trustees, enabling them to continue giving the strong lead that is needed to steer UCHM and achieve the charities aims and objectives.

I now work two days a week as a volunteer with responsibility for the personnel side of the charity. My role as Secretary to the Trust has been taken over by Jenny Anderson, who is a volunteer counsellor at UCHM, meaning she is already familiar with the ins and outs of UCHM. I am also available as a consultant if necessary, to share my experience of the Secretary to the Trust role.

The General Manager, Lee Crossland, has completed his first year in charge of the charity's financial work. He has brought in computerised systems that have streamlined the work and has done an excellent job. The board are confident of his ability, and along with the guidance of the finance and property meeting, we know the finances of the charity are in safe hands.

The personnel side of my work continues to be busy as volunteers come and go. The number of counsellors has risen by 3 with 10 new counsellors joining UCHM this year, and 7 leaving. We also had changes to our team of sub contracted group supervisors. Our counselling administrator left in March 19, and existing administrators took on his work. Five of our administration support volunteers/receptionists left over the year and one joined, leaving a current dedicated team of seven. We would ideally like to recruit more volunteer receptionists, however the small team we have enable us to provide the admin support necessary to ensure a professional and well organised counselling service and training programme. The volunteer who helps me with the Trust work continues in her loyalty and faithfulness and is a great help to me.

Other tasks involved in the trust work such as meeting the requirements of Companies House, Charity Commission, Government and professional agencies etc. have all gone well.

As managers we have a large team of 47+ volunteers and workers to take care of and we meet monthly to explore ways for best practice. We also continue to consider succession planning.

UCHM would not function without our wonderful team of volunteers and workers. Each one is precious and their differing skills mean that UCHM as a team can achieve so many things in God's service. It is amazing that such a small team can achieve so much, and I give God the glory for empowering us with his strength and ability.

Sandra McSweeney
Company Secretary

Administration



This year has been a challenging one for both myself and for the organisation. There have been many changes in personnel both in the office and throughout the organisation. We lost 3 evening receptionists and several admin volunteers this past year, including one who was very promising and dedicated, which has left us very stretched at the present time. We have managed to replace one evening receptionist and have another possible candidate in the pipeline, however the lack of daytime staff is a concern we are working to try and urgently address. I have also taken on the role of Bookkeeper after our previous one finished her time with us, which fits in well with the finance side of my role.

The work on the central heating upgrade finally commenced in March after we received two generous large donations towards the cost, with the remainder coming from grants previously raised, and is all but complete. We have already noticed a big difference heat wise and hope to see a reduction in our bills, particularly in the winter months. Sadly, we have not been able to generate any grants this year due mainly to a lack of time for sourcing and completing applications.

Again the hire side continues to excel despite limited advertising, with the sports hall remaining busy and picking up a new regular badminton group, and we also have a children's dance group due to start at the end of June who will bring a substantial income due to using the premises several times a week. We have also seen a big increase in the use of the training rooms with a new regular booking for jobseekers since December and are even having to turn away bookings on occasions due to being full!

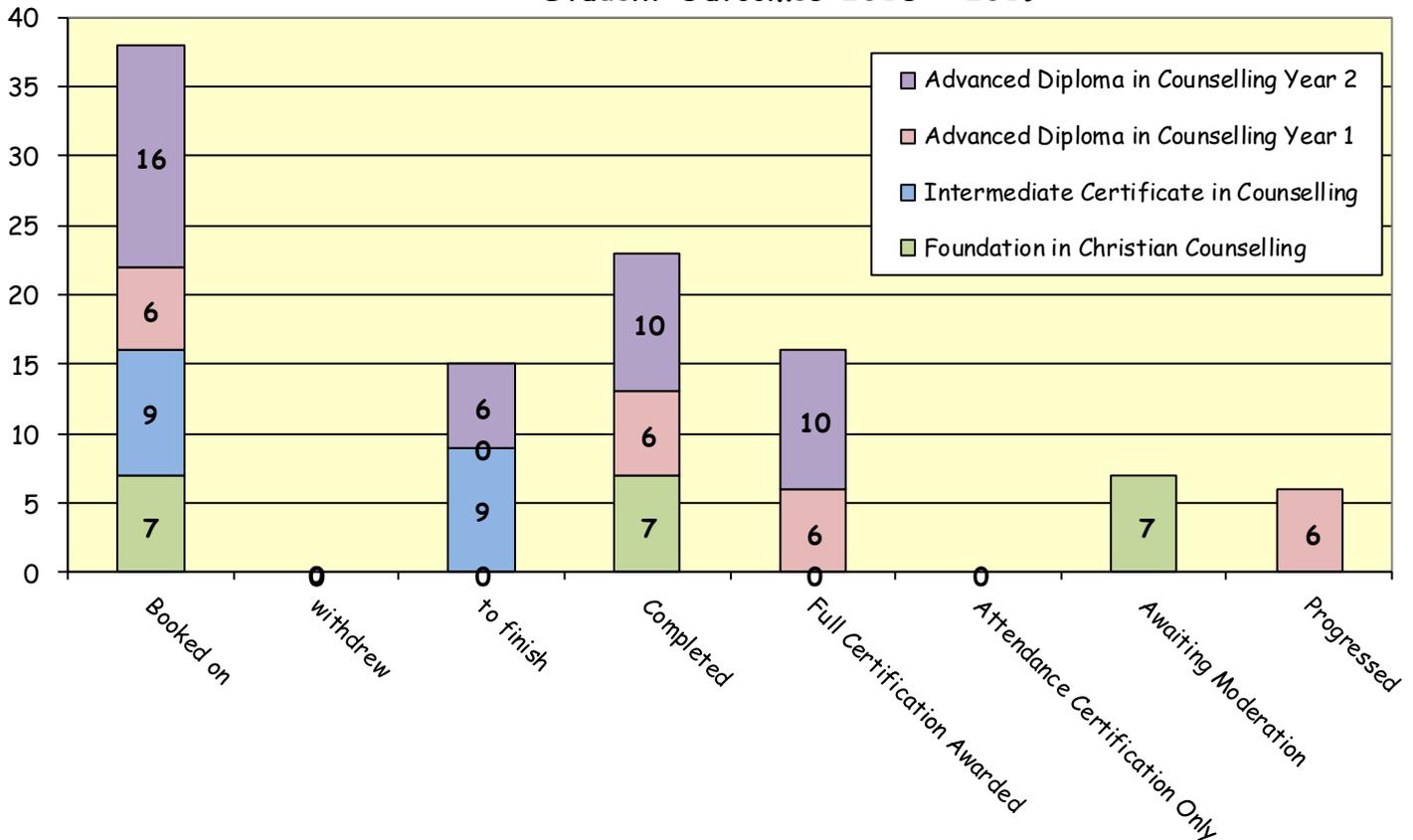
The lack of advertising of the work continues to be the major downfall, as we continue to struggle to get enough people interesting in our training and other events such as the Israel tour, which was postponed due to a lack of numbers to make it viable. We have started to set up an advertising network, contacting local churches and other organisations to ask them if they would be willing to help us to advertise by putting posters up etc, and hope that this will help in future. The lack of advertising doesn't seem to affect the counselling service however, as we had to close the waiting list again for several months due to the continued increase in demand for our service.

The main focus for the coming year will be to recruit much needed support staff, to take the strain off our current workers and allow them the time needed to be able to develop and grow the organisation. We also need to find ways to apply for and raise grants to get some of the growing list of projects completed. Financially it is hoped that the extra income from the new hirers and the expected reduction in costs will help the charity to get onto a better footing in the coming year.

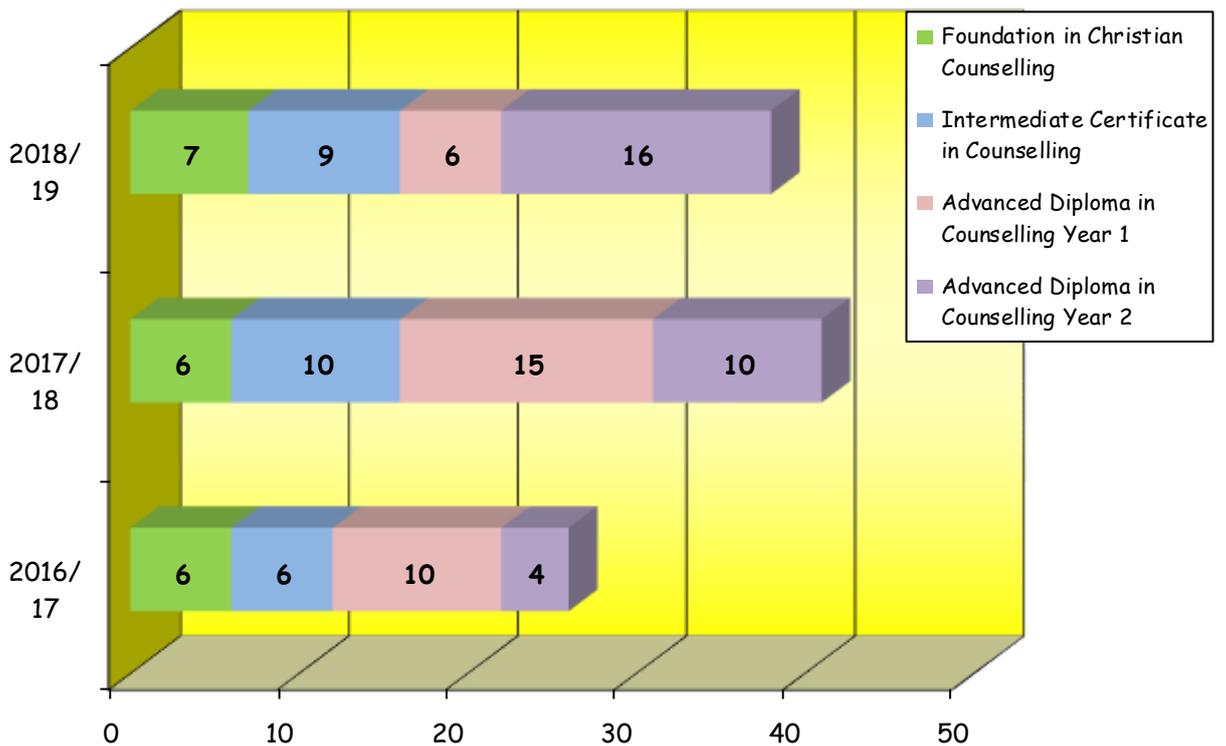
Lee Crossland
General Manager

Training

Student Outcomes 2018 - 2019



Number of Students on UCHM Training Courses



Counselling



The counselling service has continued to be busy this year with more changes. Robert Ammon left the service earlier in the year. There have been more changes on the counselling administration side; we have continued to update the paperwork to try to streamline and put structures in place, this now seems to be working well. Maggie Pereria is now working in counselling admin two days a week and has been a great asset along with Anne Jennings and Sue Holland who has kindly joined the team supporting Anne and Maggie.

Due to the backlog on the waiting list we needed to close the waiting list again. There has continued to be a significant increase in the number of people seeking counselling. This could be because sadly this year we have seen other voluntary agencies continuing to have cut backs and closing, and we continue to receive referrals from NHS practitioners, including GP's and practitioners in the Mental Health Service, as the reputation of UCHM as a professional and accredited counselling service grows.



During the period when the referral list was closed, clients who contacted were informed of the waiting time, so they were free to look for other services. Also after the initial assessment, if we encounter difficulties in placing a client with a counsellor for whatever reason, they are informed of the expected delay so they are free to look to other agencies for support, at the same time as having their place held on the UCHM waiting list. The administrator contacts them from time to time when they are on the waiting list to check they wish to continue waiting. This fits with the BACP ethical principle of being trustworthy and respecting the client's right to be self-governing, by UCHM giving accurate information about the counselling service that UCHM provides.

We have again seen the complexities of the clients referred for counselling with us increase.

The counselling admin team have worked hard and have managed to bring the waiting list down significantly. However, we still have difficulty with placing clients on an evening due to having no receptionist on several evenings. We have been grateful that some CPD or CORE counsellors have been available on Friday's which means that Trainee Placement counsellors have been able to work on Fridays.

The L4 Y2 students that are finishing shortly have kindly chosen to stay on with us and will have assessment training. Hopefully this will help to increase the number of initial assessments completed and so ease the backlog.

We have also seen a number of increases in DNA's, either for the initial or for counselling appointments. This is being addressed initially with a text message, and if no response then a formal letter advising them that if we do not hear from them by a certain date we will assume they no longer want counselling. This has worked well.

Maggie and Anne have worked together to update the data input of the PH9/GAD7 system of evaluation, and the UCHM database. Maggie has raised certain points about the set-up of the database in that it does not allow certain things to be input which would be useful when trying to retrieve certain statistics. The feedback I have received from counsellors has been very positive about both of them, as they have given support when needed to help counsellors manage their administrative difficulties, and their client workloads.

Helen Walinski-Kiehl retires later this year from her role as UCHM's co-ordinator of the counselling services we provide at New College and Amanda Booth will take on this role.

We continue to try to help bring funds into the counselling side. Maggie sent letters to all the surgery's where Doctors had referred clients to UCHM explaining how as a Charity UCHM relies on donations, unfortunately not one surgery replied, the same with local churches.

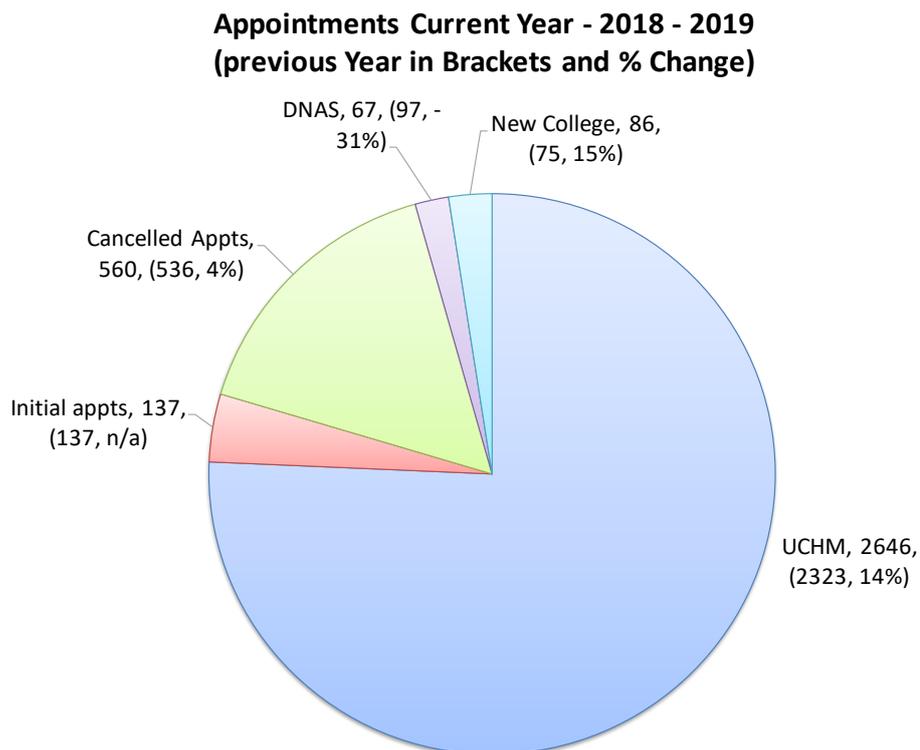
We are blessed that we have new trustees that have joined and are working with the management team to look at how to go forward looking at funding.

Currently we have 14 placement counsellors, 10 CPD counsellors and 6 core counsellors. The core counsellors have other responsibilities within the Charity including having oversight of the whole counselling service with the CEO.

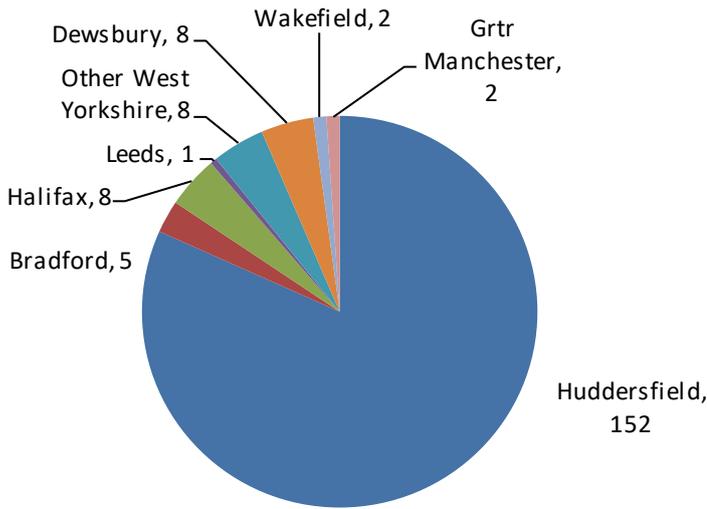
UCHM continues to offer affordable counselling in a Christian agency to anyone regardless of their faith or no faith, which combines a professional accredited counselling service with dependence on God.

Please find attached the breakdown of all the counselling hours over the past year, and the income from counselling.

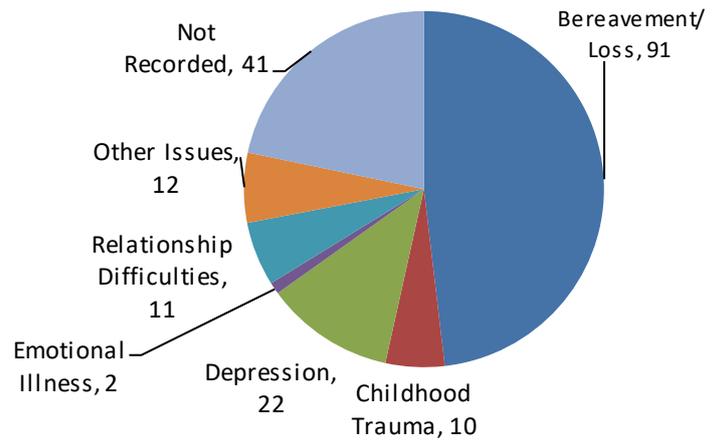
Val Haigh
Counselling Coordinator



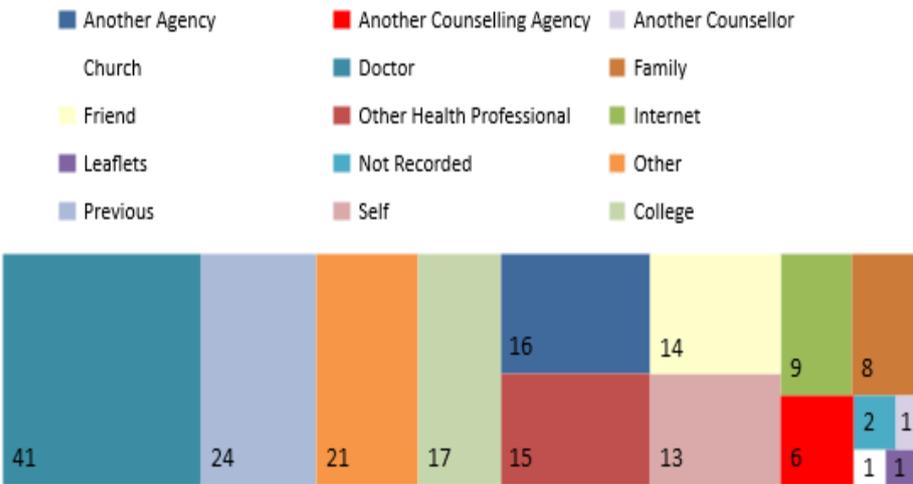
Areas



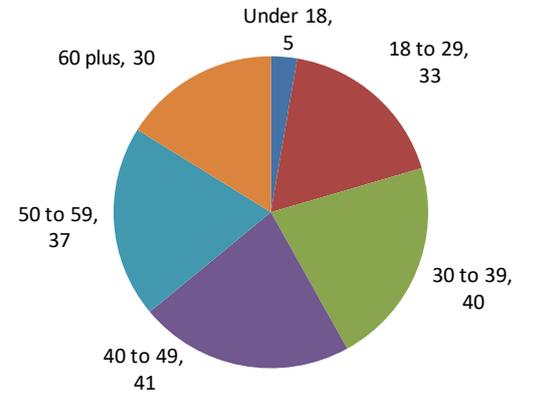
Problems Recorded



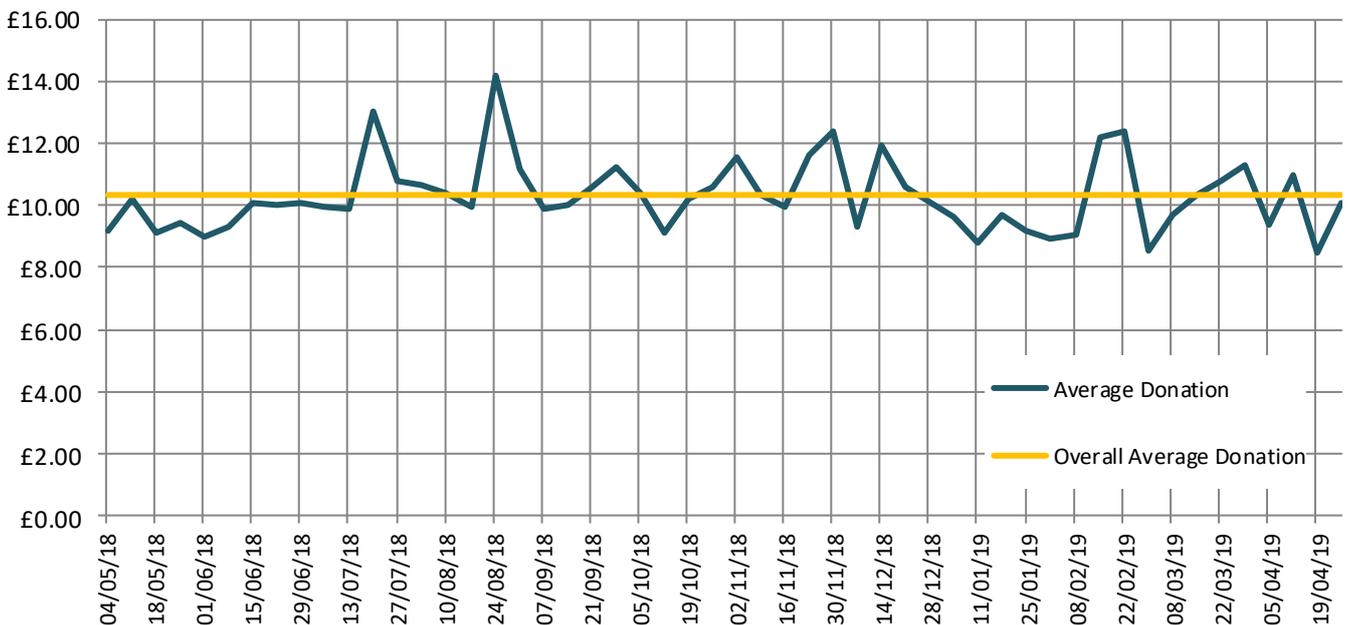
Referrer



Client Ages



Average Donation



Affiliated Organisations and Surgeries

The Magdalene Project

Dear Friends, it is my privilege to take on the role of Project Director after Irene retired from this role in May 2018. You will recognise me from my previous role as counselling coordinator. Irene as co-founder of Magdalene and senior counsellor has big shoes to fill; we continue to build on Irene's expertise in the field, and the



reputation she gained for the Magdalene Project now in its 20th year. This year has taught us how to trust and to wait for the goodness of the Lord who provides for all our needs and is forever faithful.

2018 was a challenging year in many ways, one of which Robin has included in his report. Thank you to all who have set up monthly donations, those of you who have increased your giving and also to those for one off contributions. We appreciate your generosity and need your support to keep us going. Irene Alderson House is continuing to be a work in progress, when we are up and

running hopefully in May; it will be a safe homely place for counselling the growing need in Burnley and Pendle.

The excessive referrals that have and continue to come our way are at a colossal degree, mainly from the mental health teams and stretched a small charity to its limit. Resulting in extending the waiting list to 4 months which for Magdalene is uncomfortable, knowing and understanding the traumas people are struggling and battling with every day.

Our faith is very important to us and in what we do prayer being the backbone of the Project; we work with people of different faiths and those with no faith. We are passionate to see broken and shattered lives healed and restored, achieving purpose and meaning and developing a new identity, restoring dignity and hope for the future. For this we depend on strength and wisdom from our God who sustains and develops us as we journey with each person.

Blessings

Pauline Ellison
Project Director

Huddersfield New College Report 2018/19

This has been quite a challenging year for the surgery.

There has been a steady stream of referrals right from the start of the college year, which has been encouraging, but unfortunately there has been a particularly low level of student engagement. This has been frustrating for both counsellors and college, especially as the Surgery Manager and Student Welfare Officer have liaised very frequently to try and ensure students are aware of the commitment required, and to immediately follow up non-attendances at sessions.



We have had 3 counsellors offering 2 hours each per week, allowing us to provide a presence on 3 days. We have tried to secure a 4th counsellor to join us, but this has proved impossible, and unfortunately resulted in much longer waiting times of up to several weeks for some students to start counselling. It is the first year this has happened, as we usually manage to arrange counselling within 1-2 weeks of receiving a referral – this is important in the surgery setting due to our very limited window in which to work with the students [term/holiday dates, start of the exam season/alteration to timetables, students leaving college].

I am stepping down at the end of June, so a replacement will be needed before the start of the next academic year, if the surgery is to continue.

Helen Walinski-Kiehl
Surgery Manager

UNITED CHURCHES HEALING MINISTRY LIMITED

Statement of Financial Activities for the year ended 30th April 2019

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Incoming Resources				
Donations and legacies				
Grants and donations	32,732	-	32,732	41,756
Income from investments				
Bank interest	32	-	32	18
Income from charitable activities				
Charitable activities	59,990	-	59,990	67,053
Other income	45,563	-	45,563	38,546
Total Income	138,317	-	138,317	147,373
Expenditure on				
Charitable activities	139,404	-	139,404	128,563
Other	900	-	900	900
Total resources expended	140,304	-	140,304	129,463
Net (outgoing) / incoming resources	(1,987)	-	(1,987)	17,910
Reconciliation of funds				
Total funds brought forward	84,831	-	84,831	66,921
Total funds carried forward	82,844	-	82,844	84,831

The statement of financial activities includes all gains and losses recognised in the year.

All incoming resources and resources expended derive from continuing activities.

UNITED CHURCHES HEALING MINISTRY LIMITED

Balance Sheet

30th April 2019

	2019 £	2018 £
Fixed Assets		
Tangible Assets	312,401	320,629
Current Assets		
Debtors	15,053	15,927
Cash at bank and in hand	18,237	37,185
	<u>33,290</u>	<u>53,112</u>
Creditors: Amounts falling due within one year	<u>(26,262)</u>	<u>(39,265)</u>
Net Current Assets/(Liabilities)	<u>7,028</u>	<u>13,847</u>
Total assets less current liabilities	319,429	334,476
Creditors: Amounts falling due after more than one year	<u>(236,585)</u>	<u>(249,645)</u>
Net assets	<u>82,844</u>	<u>84,831</u>
Funds		
Unrestricted funds	82,844	84,831
Total Funds	<u>82,844</u>	<u>84,831</u>

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of Section 477.

UNITED CHURCHES HEALING MINISTRY LIMITED

Balance Sheet (continued)

30th April 2019

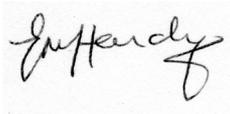
Directors' responsibilities:

i. The members have not required the company to obtain an audit of the year in question in accordance with Section 476; and

ii The directors' acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to the small companies regime and with FRS 102 and the Charities SORP FRS 102.

The financial statements were approved by the Board of Directors and authorised for issue on 5 September 2019 and are signed on its behalf by:



Elizabeth Hardy - Director



Valerie Haigh - Director

Company Registration Number: 04614787

United Churches Healing Ministry

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