

United Churches Healing Ministry



Annual Report

May 2019 - April 2020

CEO's Report



The COVID-19 pandemic arrived in this country at the beginning of the year and this impacted on the counselling service, the lockdown meant we had to shut the centre. Face to face counselling came to a standstill along with almost everything else, including training on our Level 2, Level 3 and Level 4 courses.

Things changed rapidly including the closure of the charity shop, bookings for the sports hall, booked counselling/training rooms were cancelled and our paid staff were furloughed. This was a worrying time as no money was being brought into the centre, including the counselling donations, however, the bills still needed to be paid and things looked a little grim. Lee Crossland was very proactive in securing funding from the council for both the centre and the shop which as enabled us to be financially stable also sorting out furlough payments for the staff.

Instead of this leaving people feeling hopeless, everyone seemed to spring into action and things began to move in a very flexible and transient way, in accordance with the Government guidelines, guidelines from BACP (including Q&A Zoom meetings) and our training body CPCAB, which were all giving on a daily updates basis and UCHM training team worked closely with colleges whose students were on placement.

The BACP and the Open University created an online training course, which meant all the counsellors could access free training in online and telephone work, opening them up to being able to offer this alternative service to their current clients. Remote Supervision was arranged. Counsellors were given the option to work in this way, however, for some counsellors and clients the loss of face to face meant they were forced to have a break from counselling due to

their living circumstances not allowing for online/telephone counselling. Nevertheless, the clients' needs were put first, with phone counselling being available to those in most need. Unfortunately, the referrals were put on hold.

As the lockdown began to ease, staff leapt into action as they created risk assessments, ordered signs, hand gel, cleaning products and created guidance leaflets in order to get ready to open up. The admin team worked hard putting together plans and contacting the clients and counsellors, arranging rooms to adhere to the two-metre social distancing rule (which later changed to 1 metre plus). The cleaner gave the centre a deep clean and signs were put up in preparation. Chris Haigh treated the railings, outdoor stairs and window ledges to a fresh coat of paint and laminated screens were sourced and fitted to the centre's reception window and at the Charity Shop.

Delores Croasdell has joined this year as Clinical Lead. She is accredited with the BACP and has taken on a part time role working every Friday from July 2020, which will open up the centre for trainee counsellors to be able to attend and therefore the centre can see more clients. In addition, Delores has accessed funding, some for the roof repairs and also some to help fund the counselling admin team wages throughout the pandemic from the National Emergency Trust funding project. The Lord Lieutenant sent a card to UCHM congratulating Delores and colleagues on providing an outstanding service during the COVID-19 crisis.

We have managed to complete Level 3 and continue to support Level 4 students using Zoom. This had been an interesting, challenging but very rewarding time. I want to thank all the training team including Maggie Pereira for their dedication in supporting the students, also to all the students for their dedication to their studies and the way in which they embraced the changes.

Jen Ashmore has been instrumental in helping to seek funding and had put in an excellent bid to the Health Inequalities Grant Fund. Unfortunately, we have not been successful on this occasion, but they have offered to forward our 'excellent bid' to other areas that may be able to help. They did say we put together a strong case, but due to 81 applicants for only 13 grants they had to be extremely specific.

✓. Mary

I do want to give a really big thank you to everyone who has worked



Deborah Croasdale

United Churches Healing Ministry (UCHM)

Dear Deborah & colleagues,

It has been brought to my attention that you have been providing an outstanding service to the community during the Covid 19 crisis.

As Lord-Lieutenant of West Yorkshire may I express my heartfelt thanks.

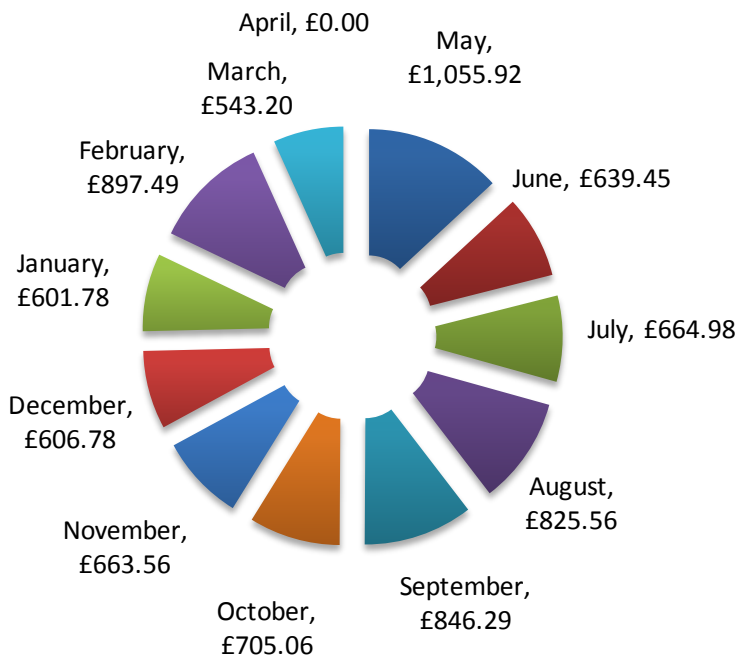
with very best wishes,

Ed Ashmore

so hard to support UCHM and enabled the centre and all the areas of the charity to continue to function and be here at this time. I feel humbled and proud to be the CEO of such a dedicated and loyal team of people. I praise and thank God for his blessing, and faithfulness to us.

As we move forward in to the "new normal" may God continue to

**Money Raised from Charity Shop May
2019 - April 2020**
Total Amount Raised £8050.07



Chair of Trustees Report



This year has been one of great change for the organisation. It has been a time of seeing plans and preparation come into being and change and growth continuing.

Having moved from CEO to Chair I personally have been delighted at the way Val has taken over the reins as the CEO. She brings energy, experience, skills, love for people and, particularly important for those leading this Christian organisation, she has been called by God.

Val is also building a team around her to take the organisation forward. This includes those skilled in administration, those offering quality training, those able to put funding bids together and those with experience in the counselling field.

As trustees we have remained actively involved throughout the year, latterly through the wonders of zoom, which feels healthy. The building is being well managed.

In the last three months of this year, like everyone else, the charity was massively impacted due to COVID. Where possible, counsellors received online training to enable them to work remotely. Training services will possibly delivered this way too. I would like to commend Lee Crossland (General Manager) for his diligence in managing the financial side of UCHM. Obviously we were badly hit by lockdown, but he is doing an excellent job in accessing the furlough scheme and local council grants.

May it long continue like this, a happy team working with a common purpose.

Trust Work



This year has brought changes in UCHM's management and administration and we praise God for helping us to make them go well and seamlessly.

Liz Hardy handed over the reigns of CEO to Val Haigh in July 2019 and Val has done an excellent job of steering UCHM. Val has managerial experience from her previous career in managing disabled people's care homes, and along with her work as a qualified counsellor, trainer and supervisor, she has brought many wonderful qualities to the role.

Liz Hardy has completed her first year as Chair of the Trustees, and has been meeting regularly with Val to offer consultation and pass on to her the many years of experience she has of guiding UCHM.

The three new members of the Board of Trustees have settled in well bringing fresh ideas and professional gifts, ensuring we have a wide skill range to oversee the work and achieve the charities aims and objectives.

During this year a new part time post of Clinical Lead was created, and awarded to one of our long standing qualified counsellors, Delores Croasdell. Delores has achieved BACP accreditation and as well as being a right hand help to Val on the counselling side of the work, she has experience in putting together grant bids, and has already been successful in finding much needed funding for UCHM's work.

Jenny Anderson is handling the role of Secretary to the Trust excellently, leaving me free to oversee the personnel side of the work on my two voluntary days. Melanie Haigh who has helped me

with typing for many years continues in her loyalty and faithfulness and is a great help.

The work of Lee Crossland as General Manager has been exemplary. Along with overseeing the work of the office, resource centre bookings and the general running of UCHM he is in charge of the financial work. He has become such an integral part of UCHM that the board have invited him to attend Trustees meetings and we feel confident of his abilities.

Maggie Pereira and Anne Jennings have done a great job in looking after the training and counselling administration, and our volunteer admin staff have been such a wonderful help.

Like everyone else our work was turned upside down by the pandemic at the end of March 2020. At the time of this report 30 April 2020 we are in uncertain times. Due to Government guidelines we have needed to close the UCHM centre and have had to find alternative ways of delivering our training courses and counselling sessions. We have a wonderful team of volunteers and workers however, and with God as our rock and provider we are confident we will weather this storm. We give God all the glory for the past year of growth and stability, and look forward with trust and hope to what he has in store for us in the next year.

Sandra McSweeney
Company Secretary

Administration



This past year has certainly been anything but dull! We have been advertising for new office volunteers and were blessed with several applications, one of whom, Laura, started in February and Siobhan and Deborah who were accepted and lined up to start in late March. We still need more people for the office and in other roles such as a handyperson, and once we are able to we will restart advertising for those positions.

The hire side of the work has been very busy this year, with a dance group starting using the premises from July, and after a few teething problems this has been a fruitful venture for all. We continued to have various other groups use our premises, and this has helped greatly to generate more income and see us take a step closer to being financially self-sustaining, rather than being heavily reliant on donations to keep going. We had some urgent maintenance done in the sports hall in February as the old ceiling mounted heaters stopped working just before Christmas and also some of the light fittings were broken, so both got completely overhauled using funds from donations we had previously received.

In early March we had just begun final preparations for our latest trip to Israel, which was due to take place in April and May with over 20 people booked on, which was good after having to be cancelled last year due to low numbers. Unfortunately then the worldwide coronavirus pandemic hit, which meant that this trip also had to be cancelled.

The COVID-19 obviously had a massive impact on all aspects of our work as the decision was made to close the centre shortly before the national lockdown was announced. This meant we had to contact all the clients, hirers and students to cancel them and that was a

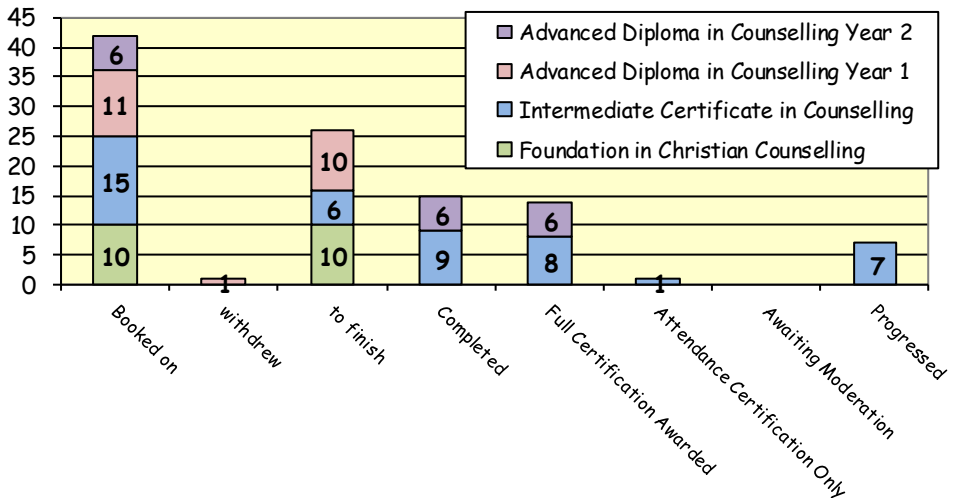
mammoth task. Some of the counselling and training sessions were done remotely where possible and those staff who were able to were equipped to work from home, though to start with all paid staff were put on furlough as our funding streams dried up. We were able to apply for COVID-19 business grants and the Coronavirus Job Retention Scheme, both of which were a big help to us. Hopefully the money from these grants will help see us through until we are able to reopen fully and our income returns to somewhere near pre-pandemic levels.

This next year will be an interesting one as we begin to reopen the centre whilst following the relevant Government guidelines regarding distancing etc. As for everyone, it will involve new policies and procedures and totally different ways of working. We will also need to keep a tight reign on the finances of the charity with extra outlay to provide the necessary precautions for working safely, such as for hand sanitiser, and limited finances coming in until things return to some normality but as yet there is no way of predicting when that may be.

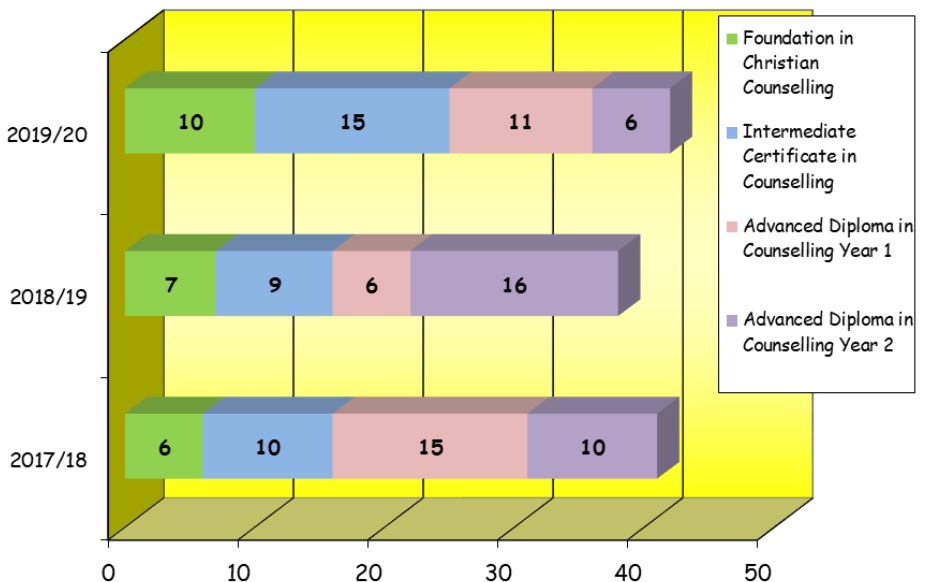
Lee Crossland
General Manager

Training

Student Outcomes 2019 - 2020



Number of Students on UCHM Training Courses



Counselling

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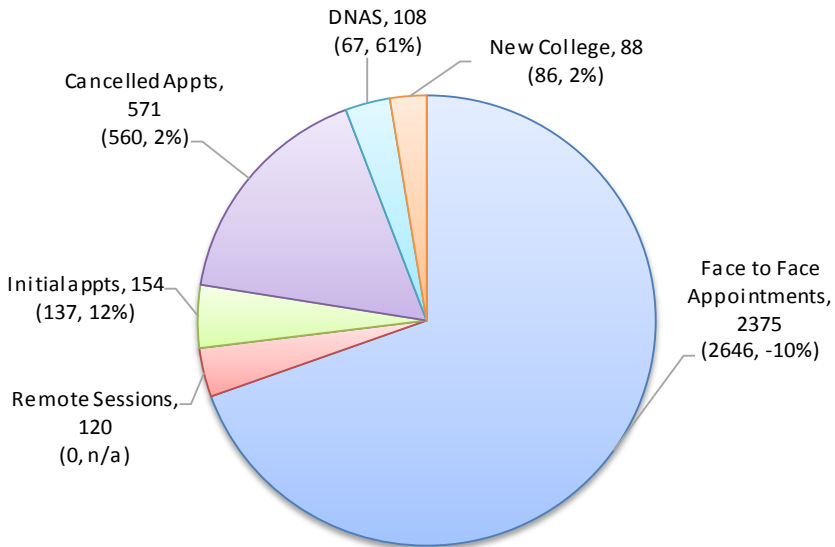
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Instead of this leaving people feeling hopeless, everyone seemed to spring into action and things began to move in a very flexible and transient way, in accordance with the Government guidelines which were being given on the daily updates each day.

The BACP and the Open University created an online training course, which meant all the counsellors could access free training in online and telephone work, opening them up to being able to offer this alternative service to their current clients. Counsellors were given the option to work in this way, however, for some counsellors and clients the loss of face to face meant they were forced to have a break from counselling due to their living circumstances not allowing for online/telephone counselling. Nevertheless the clients' needs were put first, with phone counselling being available to those in most need. Unfortunately the referrals were put on hold.

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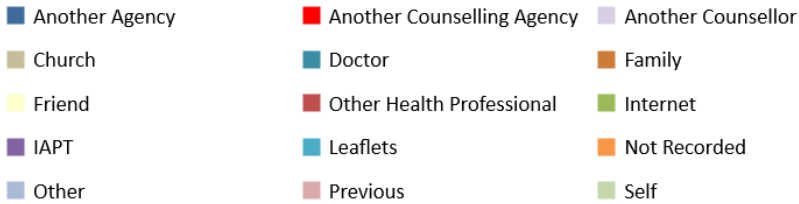
Appointments Current Year - 2019-20
(previous year in brackets and % change)



clients and counsellors, arranging rooms to adhere to the two metre social distancing rule (which later changed to 1 metre plus). The cleaner gave the centre a deep clean and signs were put up in preparation.

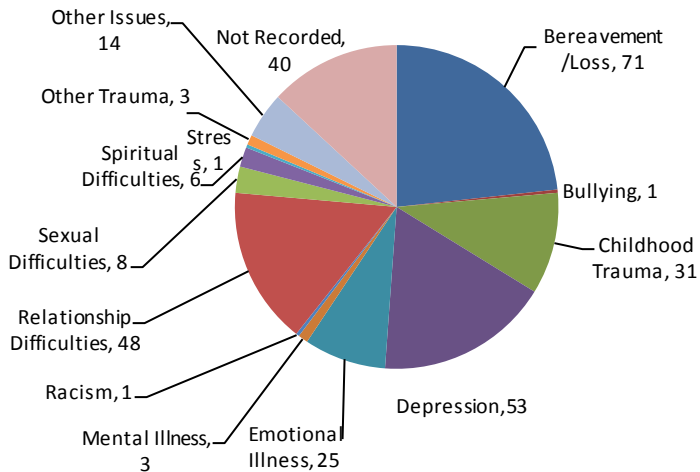
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Referer



Jen Ashmore has been instrumental in helping to seek funding and has put in an excellent bid to the Health Inequalities Grant Fund,

Problems Recorded



however, although this was a strong application the funding was not

Affiliated Organisations and

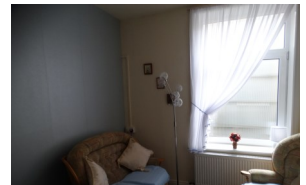
The Magdalene Project

2019 was a very exceptional yet challenging year for The Magdalene Project. Receiving the honour of The Queens Award and all the celebrations that went along with it was such an achievement and wonderful encouragement for all the volunteers who have given commitment, care and love to the work over many years.



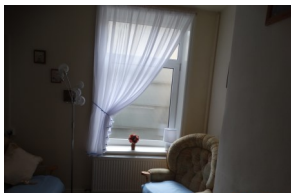
Moving into Irene Alderson House in July, a vision of Irene's over many years, has given a safe and comfortable space for traumatised people in Pendle to receive therapeutic support.

2019 has been our busiest and challenging year we've known in 20 years. Referrals pouring in on such a large scale, that we hadn't the resources to manage the great need.



After much prayer, thought and discussion we

sadly closed the list to new referrals. It has been so difficult to us turning people in need away, but we were too over stretched with waiting times becoming longer than ever which we felt wasn't ethical.



Trauma work is very demanding and a real challenge but very rewarding. It is our passion to see broken lives healed and restored by the grace and love of God.

It is with hope that we think about the increasing numbers of young

people suffering with trauma and anxiety at such a young age. It is also a blessing that we give thanks to the Lord that we are able to provide support to enable them to seek and find peace and hope for their future.

The Children in Need grant now in its second year is giving us funding to support the ever-increasing number of referrals for children and young people.

We have taken the opportunity to branch out into local schools to support young people and staff by sharing our knowledge and supporting others. We have three counsellors trained to counsel under 18-year olds, but we need more.

We were blessed by a generous funder that enable us to come out of the IAPT system with the NHS, which has given us independence to be who Magdalene is without the tight restrictions that were being placed upon us.

At the end of 2019 we said a sad farewell to Irene as she fully retired from Magdalene, the impressive work she started and developed has now been entrusted to us to carry the baton as her successors.

2020 a New Year and a New Decade, we looked forward to new beginnings in different ways, little did we know we would be faced with a Pandemic that locked down everything and the counselling world as we knew it. UCHM along with BACP guided us in the direction of new ways of working.

After closing the doors to face to face work we offered remote telephone support to each current client that was suitable for this service. Three months on it has worked very well with therapeutic work taking place. This experience along with Covid-19 Online and Telephone Counselling Training put together by BACP changed our attitude to remote working.

Going forward Magdalene has applied for funding to develop its technology systems to give more options to particular clients and circumstances.

Our plans are to re-open Magdalene as a limited service from 6th July 20.

STAFFING

In January this year Dena was successful in becoming the Assistant Director, which involves co-ordinating counselling referrals and training needs for counsellors. Along with her expertise as Children's Co-ordinator.

Robin has moved on to finance and funding, Chrissy Morriss has been at Magdalene over 12 months and of April 2020 moved into the role of Lead Administrator.



Two trainees will complete their Degree this Summer. Another trainee due to start on placement September 20. We look forward to the plans the Lord has for Magdalene with expectation building the team with different skills, experience and vision.

Huddersfield New College Report

This has been a rather challenging year for the surgery.

Firstly, a change in management carried an adjustment period. Although, communication would go on to significantly support this change. The number of referrals naturally reduced as we approached the end of the academic year. However, the nature of some of the difficulties presented meant counselling continued until the college

UNITED CHURCHES HEALING MINISTRY LIMITED

Statement of Financial Activities for the year ended 30th April 2020

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Incoming Resources				
Donations and legacies				
Grants and donations	25,727	-	25,727	32,732
Income from investments				
Bank interest	31	-	31	32
Income from charitable activities				
Charitable activities	61,306	-	61,306	59,990
Other income	43,980	-	43,980	45,563
Total Income	131,044	-	131,044	138,317
Expenditure on				
Charitable activities	136,200	-	136,200	139,404
Other	900	-	900	900
Total resources expended	137,100	-	137,100	140,304
Net (outgoing) / incoming resources	(6,056)	-	(6,056)	(1,987)
Reconciliation of funds				
Total funds brought forward	82,844	-	82,844	84,831
Total funds carried forward	76,788	-	76,788	82,844

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 2020

	2020	2019
	£	£
Fixed Assets		
Tangible Assets	304,173	312,401
	<hr/>	<hr/>
Current Assets		
Debtors	22,868	15,053
Cash at bank and in hand	21,267	18,237
	<hr/>	<hr/>
	44,135	33,290
Creditors: Amounts falling due within one year	<hr/> (42,412)	<hr/> (26,262)
Net Current Assets/(Liabilities)	<hr/> 1,723	<hr/> 7,028
Total assets less current liabilities	305,896	319,429
Creditors: Amounts falling due after more than one year	<hr/> (229,108)	<hr/> (236,585)
Net assets	<hr/> 76,788	<hr/> 82,844
	<hr/>	<hr/>
Funds		
Unrestricted funds	76,788	82,844
	<hr/>	<hr/>
Total Funds	<hr/> 76,788	<hr/> 82,844
	<hr/>	<hr/>

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 2020

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 1st October 2020 and are signed on its behalf by:



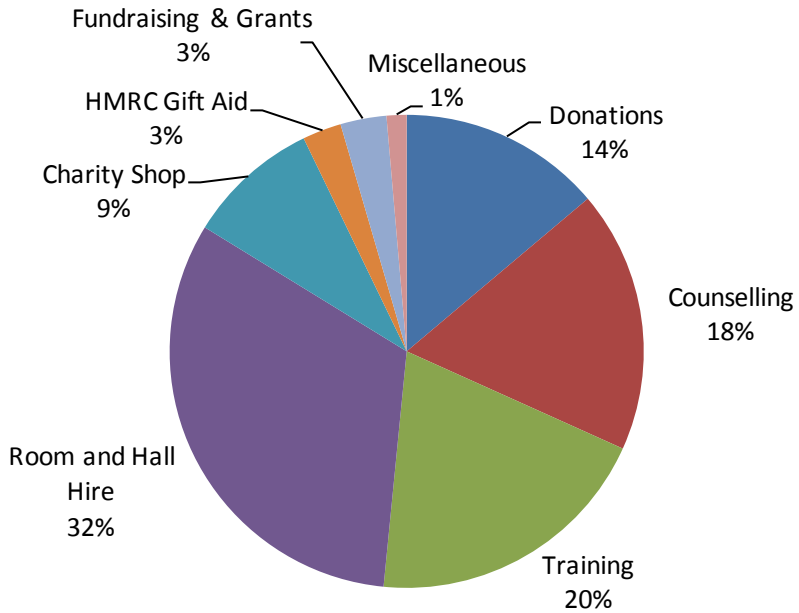
Elizabeth Hardy - Director



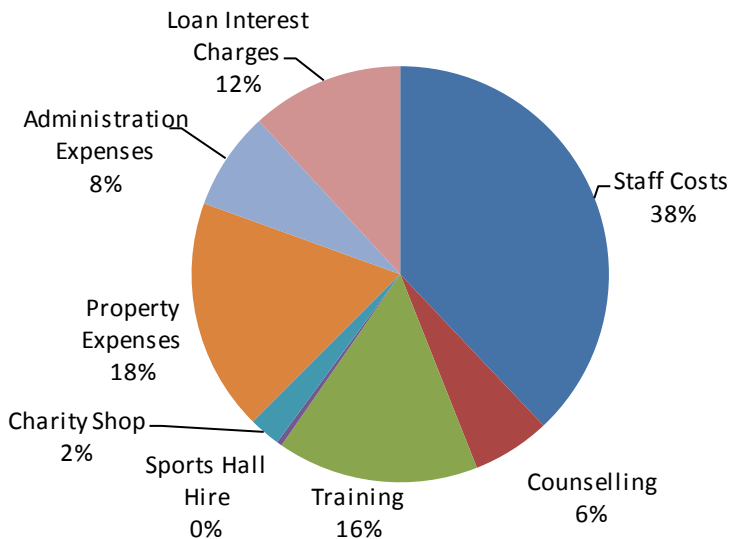
Valerie Haigh - Director

Company Registration Number: 04614787

Income



Expenditure



United Churches Healing Ministry

Registered Office:

'The Elms'
78 New Street
Milnsbridge
Huddersfield
HD3 4LD

Registered Charitable Trust No 1097753

Company Registered in England and Wales 4614787