

Impact Report

2019-2020



2020 has been an extraordinary year, when all our worlds were turned **upside down**.

It has had ramifications for us all personally, but also had a profound impact on Riverside. Much of the year has therefore been dominated by how this has changed the way we work: moving our services on-line and following all the changing guidelines so we could continue to support our clients and our counsellors throughout the pandemic.

Our **impact report** for 2019-2020 looks back on a world before Covid-19 and the lockdown back in March. Our key aim for Riverside has been to ensure that we continue to provide accessible community-based mental health support for adults and young people across South Oxfordshire. We have provided over **4,300 counselling sessions** and have developed new therapeutic and support groups.

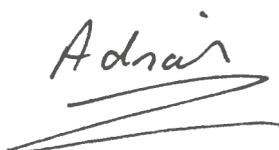
Riverside is fortunate to work with a skilled team of **50 professionals**: from our highly experienced Clinical Leads, to **independent therapists** who volunteer their time and skills to the charity and to our **placement counsellors** who we support with a comprehensive programme of training and supervision. We are incredibly grateful to them for their passion and dedication which has enabled us to reach out and give help and support to those most in need.

We are incredibly grateful to all our donors and supporters who have enabled us to develop the service and support over **200 new clients** during the year. As a charity we are becoming more reliant on fundraising income and know that we could not support the community without your help.

Thank you so much.



Hilary Arthur
Director & Clinical Lead



Adrian Marsh
Chair of Trustees

Testimonials

“My counsellor has been amazing. She has helped me through a very difficult time in my life. She has taught me how to become my own counsellor. I feel like I can face the unknown future remembering to have faith in myself. My counsellor has given me that confidence, restored my self-worth and helped me to turn a corner.”

“I recommend your service to many patients and have always had very positive feedback, so I will continue to highly recommend your service and support it wholeheartedly.”

GP, HENLEY ON THAMES

“My counsellor really helped me through the most difficult time in my life. I will always be grateful to have someone help me when I needed it most.”

“I could not ask for any more – the support, service and staff were more than excellent. Thank you so very much.”

“The recent increase in referrals to Riverside underlines the obvious need for such intervention, and having more trained volunteers will ensure that more of our residents are able to take advantage of this resource.”

SODC COUNCILLOR, BENSON & CROWMARSH

“Felt secure and able to talk about anything without being judged.”

“I am happy to support this very worthwhile mental health project and hope that many more individuals can benefit from their work.”

SODC COUNCILLOR, DIDCOT

Supporting mental health in our community

Riverside has been supporting adults and young people from the age of 12 years in Henley-on-Thames, Wallingford, Didcot and Berinsfield who have a wide range of mental health issues.

Number of Enquiries

Year	Adults	Young people (12-18 years)	Total
2019/2020	367	122	489
2018/2019	319	103	422
2017/2018	212	67	279
2016/2017	152	61	213
2015/2016	152	37	189
2014/2015	106	14	120

Number of Consultations

Year	Adults	Young people (12-18 years)	Total
2019/2020	140	72	212
2018/2019	114	54	168
2017/2018	108	36	144
2016/2017	88	31	119
2015/2016	76	23	99
2014/2015	80	4	84

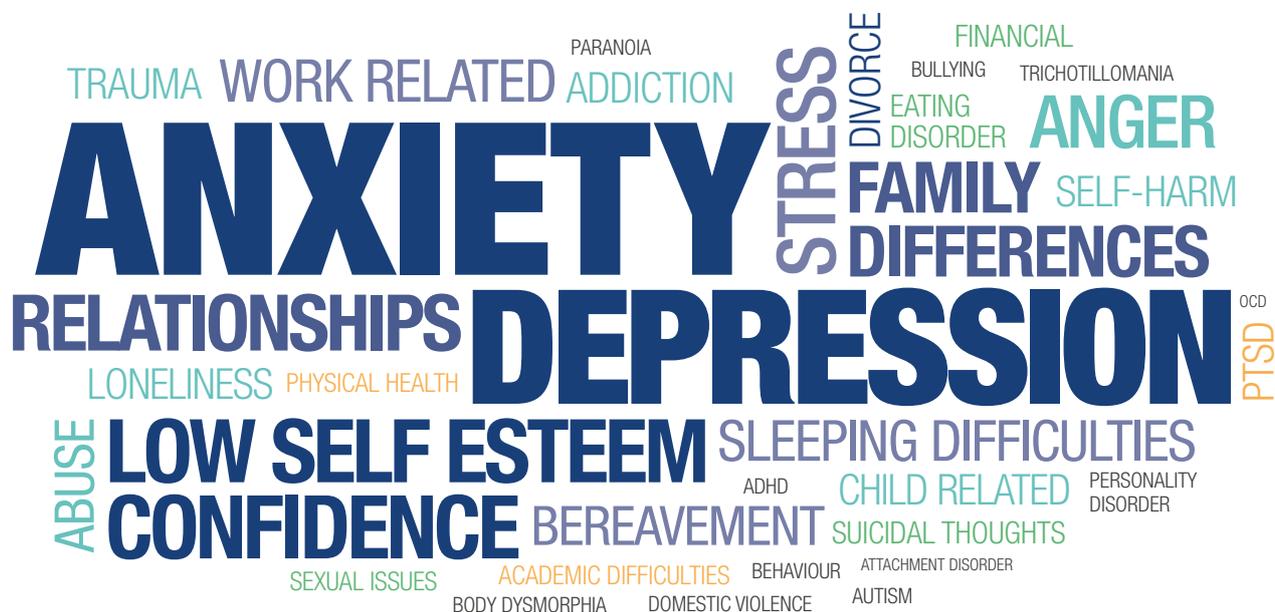
Some people may choose not to begin counselling after their initial enquiry to us, while others will reach out several times before attending an initial consultation.

Number of Counselling Sessions

Year	Adults	Young people (12-18 years)	Total
2019/2020	3641	726	4367
2018/2019	3138	751	3889
2017/2018	2317	731	3048
2016/2017	2214	626	2840
2015/2016	2148	209	2357
2014/2015	1612	19	1631

Once again, we have seen the demand for support increase with enquires **up by 16%** from the previous year. We needed to find a way of meeting the individual need of each person without stretching our resources too thinly, so we have revised the counselling support we offer to our clients. Rather than predominantly working in an open-ended way we now offer **12, 20 or 44 counselling sessions** but will always consider what is best for the individual and adjust where necessary.

We have introduced other ways of working to provide a wider range of mental health and well-being support. Our therapeutic group in Wallingford is now well established and the feedback from clients indicates there is real value in offering this to clients who have undertaken individual work but who would benefit from a further intervention. We hope to expand this support across other venues in the coming year.



Our **Open Door** project in Berinsfield has enabled adults to access counselling on a ‘drop-in’ basis. It enables people to speak to a trained counsellor in confidence without the commitment to regular counselling. The project is widely supported by local GP’s who frequently signpost people to the service. The project has been funded by an Awards For All grant from the Big Lottery.

We successfully carried out a **‘COSP’** (Circle of Security Parenting – Early intervention programme) and **‘Being Yourself’** groups in Berinsfield. These workshops that support parents, particularly mothers to manage relationships with their children, so they can provide a secure base, and to be able to develop their own self-esteem, confidence and resilience.

“This course has exceeded my expectations. It has helped me look at my children’s behaviour differently and reflect on it and my responses both negative and positive. I have also used what I have learnt with my friendships and with my husband.”

PARENT

Building a stronger organisation

Over the past four years Riverside has grown dramatically and now operates across multiple locations with over 50 counsellors and support staff.

We recognised that we needed to streamline our operational processes by improving our **digital infrastructure**. We made the decision to seek funding to enable us to achieve this.

In June 2019 Riverside was awarded a **Step Change Grant** from Oxfordshire Community Foundation for a '**Digital Upgrade Programme**'. There have been huge organisational developments as we begun implementing the changes which has included a new IT Platform and a new **client-based data management system**.

Part of this project has also encompassed our desire to raise the profile of the charity and to engage with a more diverse client group. To do this we have been increasing our social media presence and have upgraded our website providing access to resources and information that can support the community's mental health.



The project will be completed in 2020 but we are already seeing the benefits an improved digital system. Riverside is now more secure, more flexible, more efficient and in a much stronger position to deal with future challenges.

Supporting and developing the expertise of our counsellors and clinical team is key to maintaining a high standard of mental health support to everyone in the community.

All members of the clinical team received their annual **Safeguarding Training**. To continue working with Young People we need to ensure our counsellors comply with the BACP guidelines for working with 12-18-year olds. We have offered training in Essential Skills for Working with Young People and Adolescent Workshops Training, and have provided an Adult Workshop Training Time Limited Work to all our counsellors.

Riverside offered a wide and varied **CPD programme** throughout the year which were well attended by counsellors in the community as well as our own team. The sessions are delivered by experts in their field. Themes for the programme this year included the psychodynamics of addiction, narcissism, self-harm and suicide in adolescents and young adults and supporting women through menopause.

Fundraising & Finance

We are incredibly thankful to all our supporters who have donated or fundraised for Riverside. As a registered charity we are becoming increasingly reliant on fundraising income to support our services.

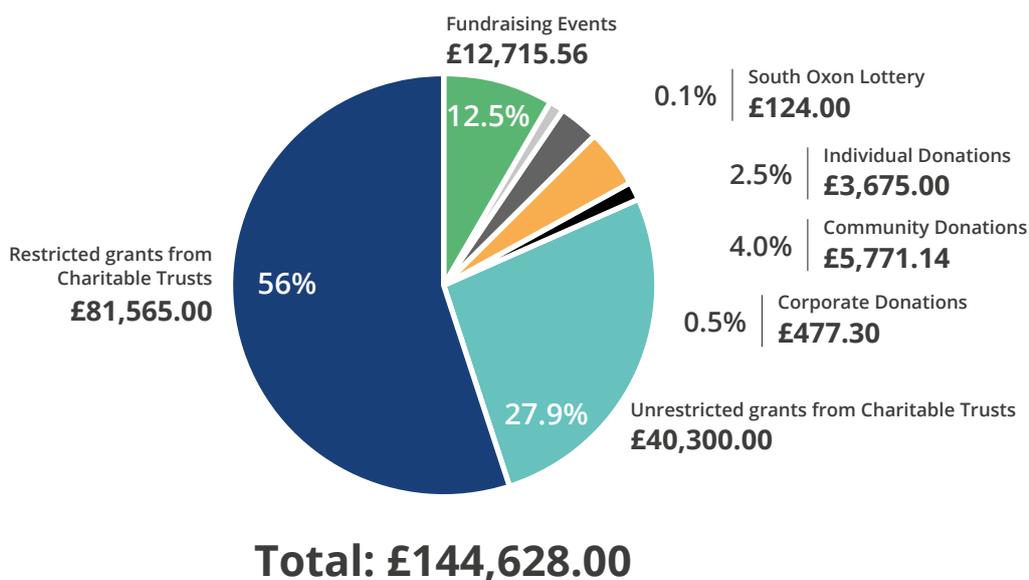
Income fees vs Fundraising

Riverside are committed to providing affordable counselling by ensuring that cost is not a barrier to accessing our service, so fees are based on household income. Over the year we have seen the average session income **dropped by 10%** as we support a greater number of clients from areas which are more economically deprived.

Year	Fee Income		Fundraising Income		Total Income	Total Expenditure
	Actual	%	Actual	%		
2019/2020	109,955	43	144,628	57	254,583	248,641
2018/2019	112,508	52	103,663	48	216,171	203,941
2017/2018	87,479	52	80,173	48	167,652	156,199
2016/2017	76,652	74	27,608	26	104,260	93,364
2015/2016	61,504	70	25,914	30	87,418	78,705
2015/2014	50,566	82	10,562	18	61,128	55,881
2014/2013	35,977	84	6,744	16	42,721	42,869

Fundraising income

Grants from charitable trusts and foundations is now the highest contributor to fundraising income. New practises have been introduced over the year to improve the tracking and monitoring of these grants.



[A COPY OF OUR FULL ACCOUNTS ARE AVAILABLE ON THE CHARITY COMMISSION WEBSITE - CLICK LINK TO VIEW](#)

Fundraising highlights

Our Back to the 80's Birthday Bash held in October 2019 celebrated 30 years of Riverside Counselling Service

The evening raised over £11,000 including a donation from The Shanly Foundation. Michael Shanly was one of a hundred guests who attended on the night. Riverside's ambassador, Emma-Jane Taylor, spoke of her personal journal and the importance of supporting mental health, especially in young people.



Nicky Andrews and friends – Thames Walk Challenge

Four friends from Henley took on the challenge of the Thames Walk Challenge in September to raise £3,891.75 (including Gift Aid). Nicky and her friends raised the money from over 100 supporters via Virgin Money Giving.



Ours thanks to

We would like to say a huge thank you to all the following organisations for their grants and gifts:

Albert Hunt Trust	Invesco Cares Foundation
The Ammco Trust	Lord Phillimore Charitable Trust
Berinsfield Parish Council	Orchard Trust
Big Lottery Awards for All	Oxfordshire Community Foundation
Drifters Coffee House	Phyllis Court Action Group
The Family Pye Charitable Trust	The Shanly Foundation
Field Seymour Parkes Solicitors	St James Place Foundation
The Gentilli Charitable Trust	Sonning Common WI
Harris + Hoole	South Oxfordshire District Council
Henley Living Advent	Stageworks Performing Arts School
Henley Lions	Tesco Henley, Bags of Help Scheme
Henley Herald Community Champion Awards	Thamesfield Youth Association
Henley Town Council	Williams-Gray Foundation

We would also like to thank all the individuals who have supported, donated or fundraised for Riverside.

Riverside Counselling Service are committed to providing affordable counselling by ensuring that cost is not a barrier to accessing our service.

Contact us:

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If you or anyone you know would benefit from Counselling, contact us now.

