Family Welfare

SINCE 1958

Strong & United in 2020

















A variety of services for those who need it most

ANNUAL REPORT

& ACCOUNTS 2020

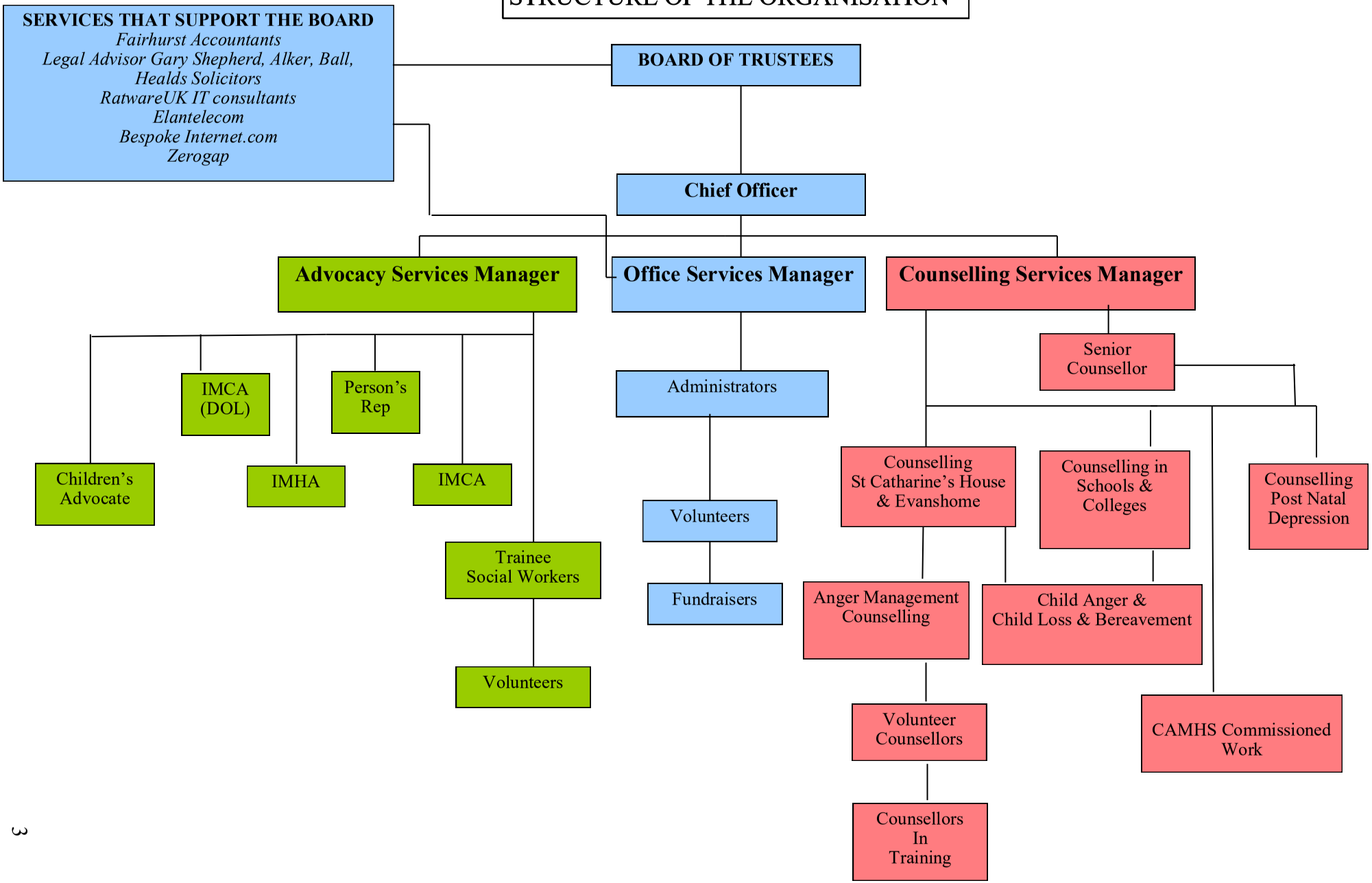


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Financial Statements for the
Year ended 31 December 2020

Reports, Balance Sheets, etc

STRUCTURE OF THE ORGANISATION





Wigan Family Welfare provides a high standard of service and support to vulnerable people of all faiths and none, through counselling, advocacy and community development.

AIMS AND PURPOSES

We are a long established Christian organisation whose membership is drawn from across the Churches and Communities of the Wigan Borough. Working in partnership we seek to serve the whole community, of all faiths and none, by celebrating the gift of family life in all its variety and helping heal where it is bruised and broken.

The services we offer focus on support for families, and their individual members, in all the situations of modern life from birth to death. This can mean helping rediscover what is life giving in the family environment or, when necessary, helping individuals value themselves in new circumstances.

Our Service to Individuals and Families is:

- Respecting the Individual
- Respecting family life as we encounter it in all its variety and imperfection
- Strengthening Communities
- Working in Partnership
- Identifying and using local resources effectively
- Learning from experience
- Remaining independent in the face of changing times.

We believe that by working together and planning ahead we can achieve better and more accessible services to make the Borough a better place for all.

Reg charity No: 1076830
Company Limited by Guarantee Reg in England & Wales No: 3773810

2020



CHAIRMAN

Fr Conor Stainton-Polland

TREASURER

Alan Johnson

TRUSTEES

Revd Will Gibbons
Cameron Latham
Jessica Murdoch
Sara Cole
Jillian Hyde

Advisors to the Board

Legal Advisor – Mr Gary Shepherd, Alker, Ball, Healds Solicitors
IT Consultants – RatwareUK Limited
Broadband – Elantelecom Ltd
Web Site Management - Zerogap
Database Management – Bespoke Internet



Chief Officer's Report

No-one could have envisaged the Coronavirus pandemic which hit us like a tsunami hitting our shores.

From the end of 2019 we watched and planned for the potential actions we would need to take to help our staff, professionals, and the people we work with to keep safe. Nothing could have prepared us however for the year we had!

The beginning of the year saw heightened anxiety and fear. No-one ever envisaged how 2020 would unfold. As a matter of record, I have had the timeline of the coronavirus lockdowns added to this annual report to show the restrictions that were put in place to protect our communities. Riding the waves of opening and closing posed its own challenges. The need for self-isolation for staff and clients added another complex layer to the running of all our projects.

We had been working using virtual working techniques, such as a virtual server and phone systems based on the internet, for some time. As we work in a large Borough and from 70 venues in any one week, this way of working enhanced service delivery but also increased the working experience of staff.

On 23rd March, we had our first national lockdown. As an Organisation we closed our laptops, unplugged our phones, and went home. As a result of our way of working the call for a lockdown and working from home meant very little disruption to services. We went home and continued our work.

At first, we were concerned that people would not respond to the offer of telephone counselling and advocacy, however this could not have been further from the truth. In fact, many clients, especially young people told us they preferred it. Although we returned to school counselling in September, this offer has continued. As a result of our experience, we will continue to offer this as an option for many of our services into the future.

In those projects with high DNA and cancellation rates previously we saw a significant increase in sessions attended, thereby increasing efficiency and value for money.

Our advocacy team had to deal with their manager leaving and the long-term sickness of the Children and Young Persons Advocate. The team were challenged by new ways of working with professionals, care homes and clients. The lockdown of Care Homes and mental health wards began to happen even before the 23rd. The advocacy team did a marvellous job in adapting and rising to the myriad of challenges this year created.

As the lockdown began, the Local Authority put a call out to charities and community groups to work together and support the needs of their communities. I am proud to say that Family Welfare rallied to the call. In partnership and with no extra resources, we offered to make 'comfort calls' to those the LA identified as isolated, needing support or vulnerable. Staff were re-deployed to offer this support or took on more work to do this. It is with a sense of pride in my staff that the requests to take on this work was welcomed and executed with a positive and focused attitude. The Local authority recognised all staff as Key Workers and afforded them this status in writing.

As a charity of 60 years plus, we were created for this time. I am proud to say we continued to provide all projects during 2020 and then more. We were asked to commit our resources and expertise to help the communities we were created to serve. We were called and we came! This year will go down in the history of the Organisation as one of our proudest moments.

We can say with pride 'We were there!'

Just as we were working at full capacity, we had the opportunity to move premises. We had been asked by the Anglican Diocese of Liverpool to move out of what we had believed to be our 'forever home' at St Catharine's House. It took us over 12 months to identify accommodation that we thought would improve the Organisation and not be detrimental to the services we provide.

I am pleased to say that with the help of the Local Authority and Wigan & Leigh College, we agreed an 'anchor partnership' with the latter. We were very lucky to be offered an entire floor at Wigan & Leigh College Adult Learning Centre in Leigh. This offer then meant a Tender for builders, quotes and building work. Greenmount was chosen as the building company who would do the renovations. My thanks also to Andrew Brown the architect from Gilling and Dodd Architects for the design of an amazing space. We moved on 12th December 2020. At the same time, we were distributing Christmas gifts to 287 young people and families. I hope you can imagine the efforts needed by staff to arrange the architect, design, building works, decorating, carpeting, removals, packing at St Catharine's House and then unpacking at the College – with no disruption to services! My thanks to all the team who participated. It was an enormous task… in the middle of a pandemic!

During the year we also relaunched a new website and migrated to Microsoft 365.

On a personal note, as well as my role as Chief Officer, I have had to act as advocacy manager and Children and Young Person's Advocate. In 2020, in the middle of managing a large third sector organisation in a pandemic, my workload tripled. What a year! The greatest achievement is that only one member of staff was identified as having coronavirus in 2020 and this was due to a family contact and not through work.

A year that we were created for! A year to be proud of! A year of achievement! A year where all staff, volunteers and Trustees can say 'I was there'.

A year when only the tide and the bins went out!

Stuart Parsons
Chief Officer



Annual Statistics
2020

Referrals for Jan-Dec

Children's Advocacy/Child Mental Health	3.8%
IMCA, IMCA(DOL), Persons Rep, CoP	18.3%
IMHA	7.7%
Schools Counselling Project	18.7%
Wigan Family Welfare Project	0.9%
Post Natal Depression/Ante Natal/Parent/Expectant Parent	2.8%
Adult Anger Management	8.7%
Child Anger Management	6.0%
Child Bereavement/Loss	2.7%
GM Mental Health Rapid Pilot	2.5%
PAYG	0.2%
CAMHS Individual Work	4%
MHA	1.2%
Adult Bereavement	1.3%
Covid-19 Support	2.6%
Clients Receiving Advice & Information/signposting	7.1%
Practical Help (food, furniture & Xmas gifts)	11.5%

TOTAL INDIVIDUALS SUPPORTED	**2483**

AREA

Outside Wigan Metropolitan Area/Not known	5.0%
Higher Ince/Hindley/Hindley Green	11.4%
Ashton/Bryn/Garswood/Bickershaw/Golborne/Lowton	16.3%
Worsley Mesnes/Highfield/Winstanley/Goose Green/Poolstock	2.4%
Norley Hall/Worsley Hall/Marsh Green/Kitt Green/Pemberton	5.5%
Scholes/Beech Hill/Swinley/Whelley/Wigan	12.7%
Standish/Shevington/Aspull/New Springs/Appley Bridge	8.8%
Leigh/Atherton/Tyldesley/Astley/Westhoughton	25.6%
Lower Ince/Platt Bridge/Springview/Abram	5.6%
Orrell/Billinge/Upholland	4.9%
Farnworth/Bolton	1.0%
Manchester	0.8%



Annual Statistics cont.
2020

PROJECT

SCHOOLS & COLLEGES COUNSELLING SERVICE

Admin	799
Cancellation	63
Casework	8
DNA	75
Session	4824
Telephone Contact	20
Drop in Session	4
Total Sessions Offered	**4966**
DNA Rate	**1.5%**
Cancellation Rate	**1.3%**

POST NATAL DEPRESSION/ANTE NATAL/ PARENT, EXPECTANT PARENT

Admin	173
Cancellation	36
Casework	40
DNA	32
Session	388
Tel Contact	6
Total Sessions Offered	**456**
DNA Rate	**7%**
Cancellation Rate	**7.8%**

CHILD BEREAVEMENT/LOSS

Admin	67
Cancellation	19
DNA	29
Session	349
Telephone Contact	85
Total Sessions Offered	**397**
DNA Rate	**7.3%**
Cancellation Rate	**4.7%**

CHILD ANGER

Admin	176
Cancellation	30
DNA	55
Session	867
Telephone Contact	166
Total Sessions Offered	**952**
DNA Rate	**5.7%**
Cancellation Rate	**3.1%**

GM MENTAL HEALTH RAPID PILOT

	2020
Admin	126
Cancellation	9
DNA	29
Session	541
Telephone Contact	42
Total Sessions Offered	**579**
DNA Rate	**5%**
Cancellation Rate	**1.5%**

PAYG

	2020
Admin	11
Cancellation	0
DNA	0
Meeting Parents	0
Session	30
Total Sessions Offered	**30**
DNA Rate	**0%**
Cancellation Rate	**0%**

ADULT ANGER MANAGEMENT

	2020
Admin	217
Cancellation	52
DNA	165
Session	699
Total Sessions Offered	**916**
DNA Rate	**18%**
Cancellation Rate	**5.6%**

WIGAN FAMILY WELFARE

	2020
Admin	33
Cancellation	12
DNA	12
Sessions	133
Total Sessions Offered	**157**
DNA Rate	**7.6%**
Cancellation Rate	**7.6%**

CAMHS INDIVIDUAL COUNSELLING

Admin	106
Case Work	9
School Visit	0
Cancellation	21
DNA	15
Sessions	757
Telephone Contact	76
Safeguarding Meeting	0
Total Sessions Offered	**793**
DNA Rate	**1.9%**
Cancellation Rate	**2.6%**

MENTAL HEALTH ADVOCACY

Admin	85
Agency Interview	2
Casework	5
Telephone Contact	81
Hospital Visit	2

CHILDREN'S ADVOCACY

Admin	95
Agency Meeting	10
Case Work	60
CPPC	1
Home Visit	57
LAC Review	0
Office Meeting	0
Telephone Contact	334
School Visit	23

CHILDREN'S MENTAL HEALTH ADVOCACY

Admin	39
Agency or Committee Meeting	8
Case Work	13
Home Visit	5
School Visit	16
Telephone Contact	66

IMCA

Admin	541
Best Interest Meeting	72
Cancellation	23
Care Home Visit	42
Case Conference	6
Case Review	114
Casework	858
Home Visit	21
Hospital Visit	8
IMCA Report	80
Multi Disciplinary Meeting	4
Office Meeting	1
Telephone Contact	1018
Travel Time	35
Professionals Meeting	2
Court of Protection	1

IMHA

Admin	720
Best Interest Meeting	2
Casework	6
Home Visit	0
Hospital Visit	81
Letters	0
Manager's Hearing	0
Multi Disciplinary Meeting	0
Telephone Contact	217
Ward Round	38
Professionals Meeting	1

IMCA (DOL)

Admin	29
Care Home Visit	1
Case Review	16
Casework	58
Telephone Contact	62
Travel Time	0

PERSON'S REPRESENTATIVE

Admin	445
Care Home Visit	220
Case Review	283
Case Work	1432
Telephone Contact	1526
Travel	38
Best Interest Meeting	13
Safeguarding Meeting	0

ADULT BEREAVEMENT

Admin	24
Cancellation	1
DNA	3
Session	118
Telephone Contact	1
Total Sessions Offered	**122**
DNA Rate	**2.4%**
Cancellation Rate	**0.8%**

COVID-19 SUPPORT

Admin	78
Cancellation	2
DNA	7
Session	300
Telephone Contact	212
Total Sessions Offered	**309**
DNA Rate	**2.2%**
Cancellation Rate	**0.6%**

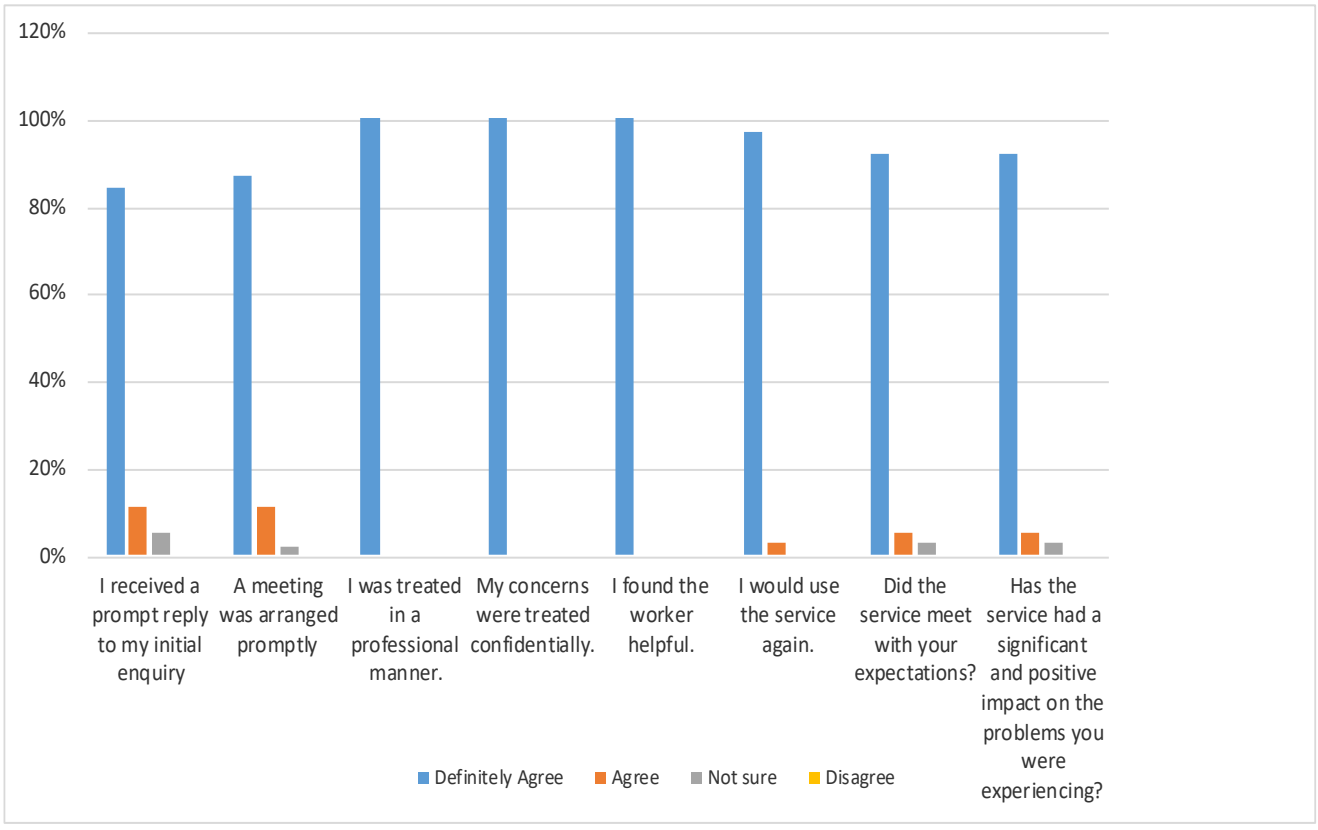
ETHNIC MINORITY

White	145
White British	1866
Traveller	1
Indian	1
Black/white carribean	1
Black African	1
Black Other	4



Client Feedback 2020

	Definitely Agree	Agree	Not Sure	Disagree
I received a prompt reply to my initial enquiry.	84%	11%	5%	
A meeting was arranged promptly.	87%	11%	2%	
I was treated in a professional manner.	100%			
My concerns were treated confidentially.	100%			
I found the worker helpful.	100%			
I would use the service again.	97%	3%		
Did the service meet with your expectations?	92%	5%	3%	
Has the service had a significant and positive impact on the problems you were experiencing?	92%	5%	3%	



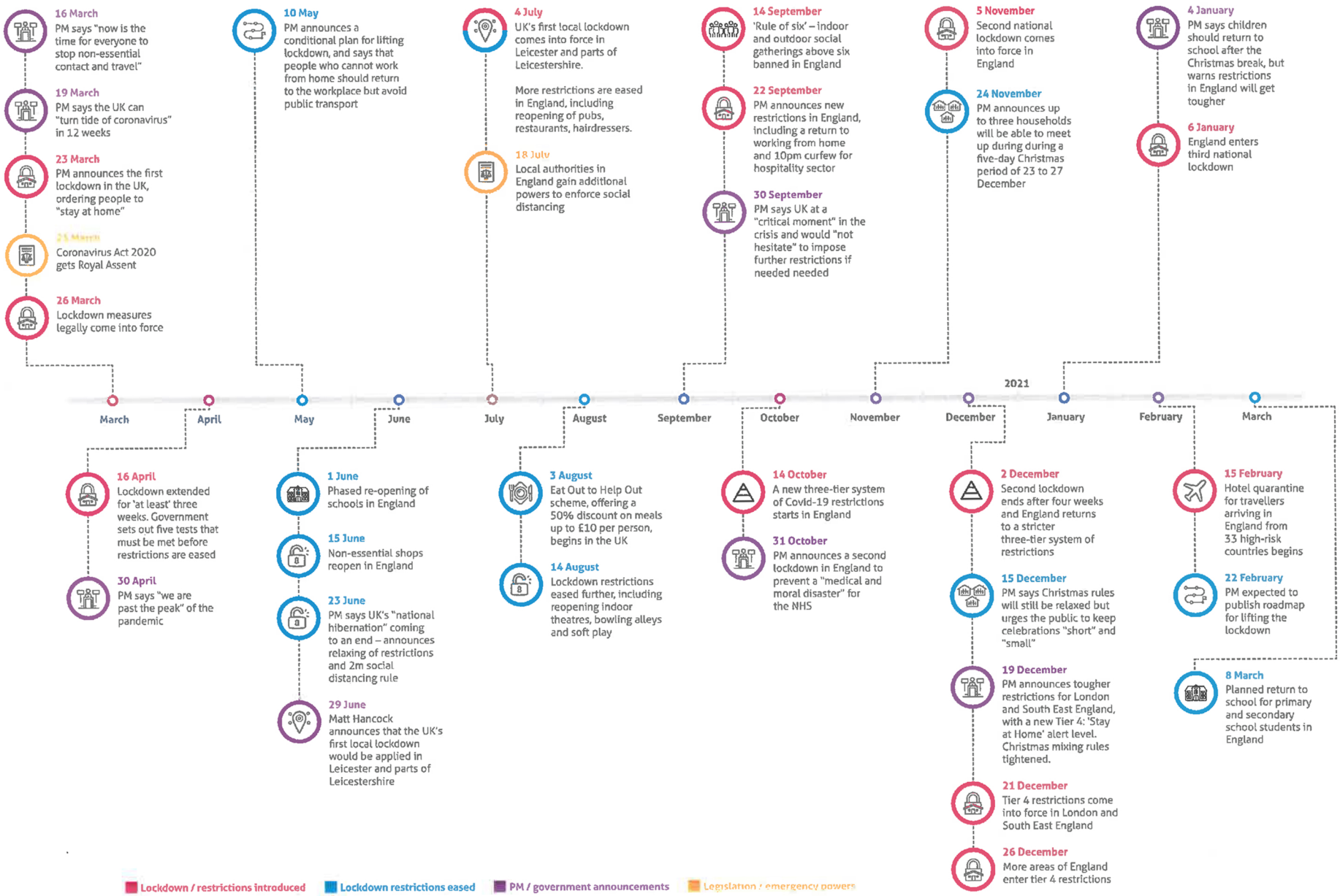


IMCA Feedback 2020

	Definitely Agree	Agree	Not Sure	Disagree
I received a prompt reply to my initial referral.	100%			
Found the person dealing with the referral helpful.	100%			
A meeting was arranged promptly.	100%			
Do you feel you worked well with the Independent Mental Capacity Advocate?	100%			
Do you feel the referral was dealt with efficiently and effectively?	100%			
I would use the service again.	100%			

Timeline of UK coronavirus lockdowns, March 2020 to March 2021

IfG



Source: Institute for Government analysis.

BY-NC



Advocacy Manager's Report

I don't think that anyone could have prepared any organisation for the pandemic. As an organisation who had adopted 'virtual working' for some time, I am very proud to say that work wise we all adapted far better and far quicker than most.

As an Organisation who always has its sights on the horizon, the year began with us watching the tide of infections slowly come to our shores. We watched infection rates increase and the lockdown of our care homes and mental health wards weeks before the official notification to "go home and be safe"!

When notification was given for the first lockdown in March we closed our laptops, unplugged our phones, and started working from home. I am pleased to say that we immediately plugged our phones in and opened our laptops at home. During a time of confusion and fear there was negligible disruption to our advocacy services, although matters were exacerbated by the resignation of the Advocacy Services Manager and long-term sickness of our Children's and Young Persons Advocate. As a result, I took management responsibility immediately and have continued to do so throughout the rest of the year. I have also acted as the Children's and Young Person's Advocate to make sure the project continues.

Throughout the waves of the pandemic, advocacy has continued to be provided to the excellent standard that Family Welfare expects. In times when we could, and when absolutely necessary, visits have been made. When work could be conducted by phone or Teams, this has been done.

The safety of all our staff and people we work with and for has been paramount throughout this year. As a result, no member of admin or advocacy staff has been ill with Covid. This is a testament to the commitment to the welfare of all our staff.

I am so very proud of the advocacy team who, even with two staff down, rose to the challenge. They have become a team of professionals working on their own initiative, aware of their skills and willing to share them. My thanks and praise go to each and every one of them.

Although due to the pandemic Relevant Persons referrals have been down on the previous year (285 this year, 354 in 2019), we have seen an increase in Independent Mental Capacity Act referrals (139 this year, 117 in 2019), as well as in Independent Mental Health referrals (193 this year, 149 in 2019).

Family Welfare 'stepped up to the mark' in so many of its projects and began to offer advocacy to non-sectioned patients on the mental health wards. Although we were not commissioned to do this, we identified the need during these difficult times. Referrals increased tremendously from 3 in 2019 to 32 in this year.

This also does not negate the complexity of a lot of other cases, including Court of Protection work. Which can be difficult and long drawn out. Exacerbated even further by the lockdown of the Court of protection and changes in the way they had to work.

On reflection I am very proud of what we have achieved. As team with less staff in the middle of a pandemic achieving so much, needs to be recognised.

Stuart Parsons
Advocacy Manager



Independent Mental Capacity Advocate/DOLS

The Mental Capacity Act 2005 introduced the role of the Independent Mental Capacity Advocate as a legal safeguard for people over the age of 16 who lack capacity to make specific decisions for themselves (i.e., where they live and serious medical treatment) when they have no family or friends to represent them. In certain situations, we may also accept referrals for safeguarding and care reviews.

The coronavirus pandemic brought unprecedented challenges for everyone over the last year, but particularly the most vulnerable in society and the people and organisations who support them. The IMCA service adjusted its' ways of working to ensure that individuals continued to receive representation & support and have their legal rights upheld. This meant working even closer with statutory services, a reliance on care staff to provide information needed, and being more creative in how we connect with others e.g., zoom calls, MS Teams. Fortunately, the Advocates had already begun working more remotely and towards the end of the year were provided with an enhanced computer system which has improved our communication. Virtual peer support has been essential while offices were closed and this has created opportunities for continuing professional development by way of case discussions, briefings on case law, and refining our service delivery and recording system.

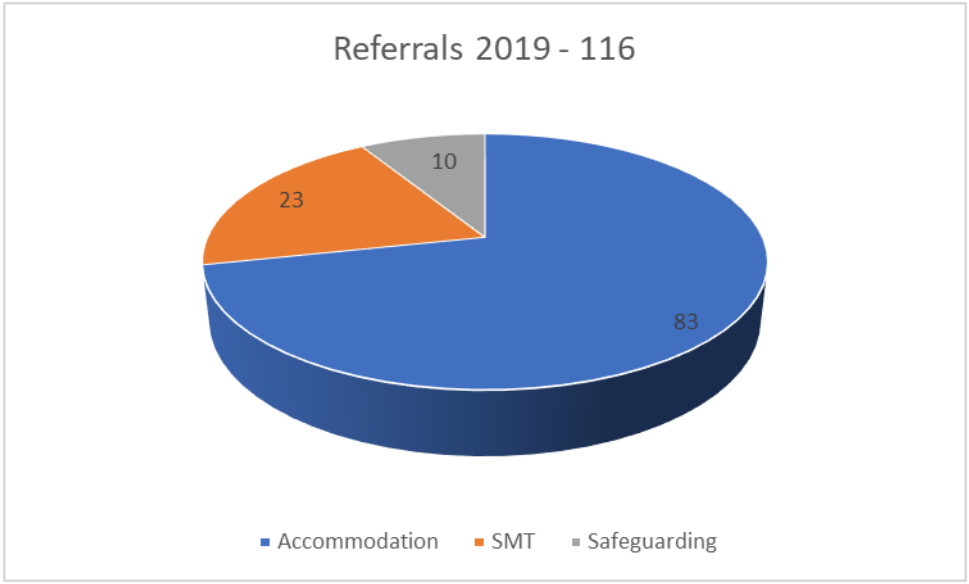
Health services have been under increased pressures and as a result implemented a new Discharge process to ensure that Patients are not unnecessarily exposed to the risk of contracting COVID-19 whilst in hospital, and to free up beds. This led to discussions between the IMCAs and health & social care professionals to ensure that Patients being discharged get the right support at the right time and that processes defined in the Mental Capacity Act are followed. The Advocacy Team have discussed and taken part in external forums and training prior to the roll-out of the COVID-19 vaccine in readiness for referrals for those who lack capacity to consent to having the injection. Other referrals for serious medical treatments over the year have ranged from decisions about feeding options, Do Not Resuscitate Orders, End of life care, Dental work, Hip replacement surgery and amputation. We have continued to attend the DNACPR steering group which discusses issues in relation to Do Not Resuscitate Orders.

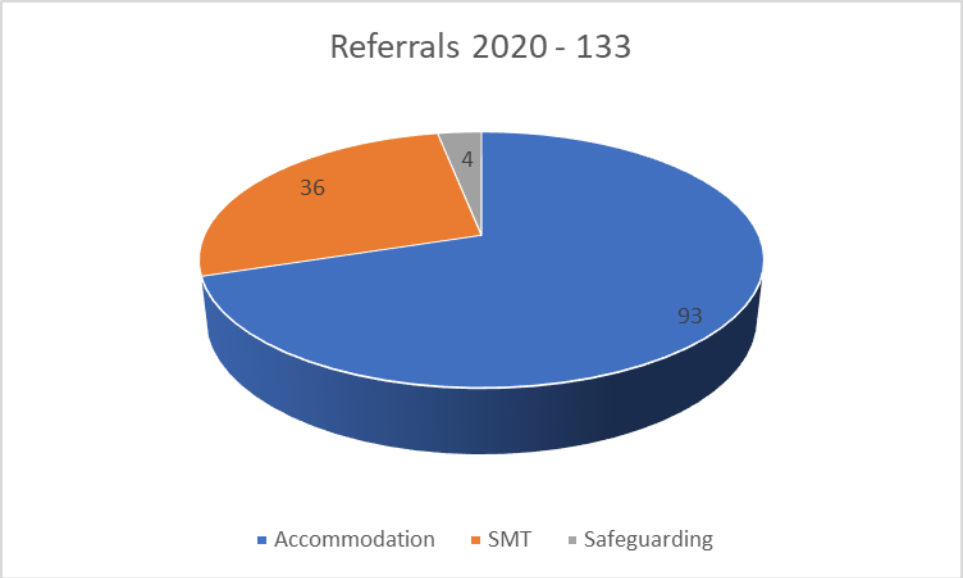
The national lockdown has created challenges in relation to accommodation changes as there have been occasions when the options available to individuals have been limited and restrictions have meant they cannot view properties or meet people they may potentially be sharing a house with. Similarly transition plans have been delayed and in some cases, compromises have had to be made. The IMCAs have worked closely with Social Workers and to ensure that the wishes & feelings of individuals are still considered, and decisions made in their best interests. As the situation changes, placements may need to be reviewed and new decisions made.

Feedback about the Service from Social Workers

The Advocate was always approachable and gave great advice when needed.
The Advocate worked fantastically with this client and was always patient with her.
The Advocate always advocated this client's wishes and feelings.

The pie charts below show a comparison between the number of referrals received





It is noted that 6 of the SMT referrals relate to End-of-Life Care, some of which were in advance of the plans needing to be put in place. Referrals for consultation regarding DNACPR Orders were split between GPs and the Hospital.

Case Study

P is a 68-year-old man with a learning disability. He has been diagnosed with a non-cancerous Grade 2 Meningioma Tumour and lacks the mental capacity to decide on the treatment options available. He has no family or friends to represent him during the process of making a best interest decision. The IMCA liaised with the Neurosurgeon, other professionals, and researched the condition and likely impact of the different options prior to the best interest meeting. All the options carried risks. The discussion involved weighing up the degree of risk, the impact on other pre-existing conditions (including anaesthetic from surgery), and his present and future quality of life. P was given information he could understand about the condition & options and his views were taken into consideration. The difficulty with this decision was that surgery would need to be followed by intense radiotherapy which P would not tolerate. In the end emphasis was placed on his wishes, the fact that he had a good quality of life and was well supported by a staff who knew him well. Although this was very emotive for staff, everyone agreed with the decision made and the IMCA did not raise any objection.

Susan Martindale
Independent Mental Capacity Advocate



Relevant Person's Representative

2020 has seen many changes as a result of the COVID-19 pandemic. The role of the RPR has continued to support people who are being deprived of their liberty in a placement imputable to the state (namely care homes and hospitals) to have their rights upheld under the Deprivation of Liberty Safeguards (Dols) authorisation. Often, there are conditions attached to the authorisation that strives to lessen the restrictions imposed. It is the RPR's responsibility to maintain regular contact with the person being deprived and where possible support them to understand what the implications of the authorisation means to them. The RPR also ensures the conditions are met, request a review or make a challenge to the COP to exercise their Article 5 (4) "Right to Liberty" under the Human Rights Act 1998. The RPR will gather views from the person, collate information from the Managing Authority and apply relevant case law/seek legal advice to determine appropriate course of action. The RPR works with care home staff to complete the appropriate forms for Capacity Assessments/Best Interest decisions and identifying Restrictive Practices with the objective of reviewing these alongside care plans. When instructed to provide the RPR role in a particular complex case where a person deprived is objecting to the placement, we strive to resolve disagreements of where they should live and be lawfully deprived of their liberty more informally through the best interest process under the Mental Capacity Act 2005. If this produces the same outcome, The RPR will then instruct a Solicitor to challenge the Deprivation of Liberty Safeguards when it has been unsuccessful being resolved at a more informal level. Throughout 2020, the maximum length a Dols can be authorised is 6 months and this has had an impact on the level of referrals received sometimes awaiting a back log to come back in once the authorisation has expired. Due to the COVID-19 pandemic there has been an increasing amount of shorter dols being authorised which can be challenging for the RPR to work within a shorter timeframe (some as short as 2 weeks) in order for the client's rights to be upheld. The RPR service maintain a good working relationship with the Supervisory body. The RPR service is flexible as we have continued to provide contact/ support to out of Borough clients, both for those residents funded by Wigan Council and various other Local Authorities including Salford, Lancashire, Liverpool, Burnley, Yorkshire, Warrington, Ormskirk and Southport.

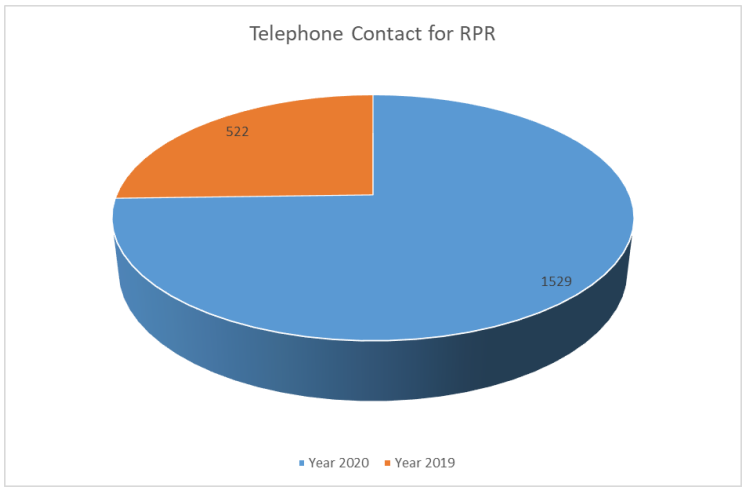
RPR Referral Rate

A comparison between RPR work carried out in 2019 and 2020.

The RPR referral rate and the way the role is carried out has been impacted as direct response of the COVID-19 pandemic. In order to prevent the spread of the Coronavirus, RPR's have adapted to a new way of working to ensure the safety of the clients, staff in care homes and hospital to ensure they are held in the highest regard. As a result, the has been a decrease of 79.95% in care home visits (220 in 2020 in comparison to 1097 in 2019). RPR service has used various online platforms and telephone calls to remain in regular contact with the client and has seen a 192.9% increase of this type of contact (1529 in 2020 in comparison to 522 in 2019). The RPR has also used this new way of working to maintain contact with Managing Authorities, Supervisory bodies, seeking legal advice, queries and Court of Protection work. RPR's quite often undertake the role of Litigation friend ensuring the clients voice is heard and rights are upheld by putting them at the centre of the decision being made at the Court of Protection. It is anticipated The Liberty Protection safeguards (LPS) will commence in April 2022 and as a result the RPR role is anticipated to generate a surge in referrals. The RPR service was available 6 days per week from 2018 and has continued to work efficiently for three years. As a result, there are no waiting lists but more importantly more client's rights are being upheld.

Case Study

P, a 66-year-old lady with a diagnosis of Bi-Polar Affective disorder was admitted to a 24hour residential care home March 2020. P has an extensive family, many wanting to be involved in any decisions made. As a result of the AJ vs Local Authority [2015] EWCOP5 case, emphasis was placed on the Local Authorities to afford those deprived of the liberty effective access to the Court of Protection as the family member of AJ who undertook the RPR role failed to do so. The DOLS was authorised initially for 3 months and an independent RPR was instructed in June 2020. The RPR gained views/ objections (P had also absconded from the care home) and it was P's wish to return home to a place that was no longer a viable or realistic option. P was unable instruct the RPR to take the case to the COP so the Social Worker was liaised with and a Best Interest meeting took place in November 2020 where it was decided P should remain in 24-hour residential care and family agreed. Following on from regular contact with P and continued objections to the placement, the RPR initiated a Section 21a application to the Court of Protection which is due to have the first directions hearing in April 2021.



Gemma Copeland
Relevant Person's Representative



Independent Mental Health Advocacy

The IMHA administration has continued putting a strong spotlight on keeping up high levels of correspondence with the service. The venture is taken on by one advocate, working four days, and patients' rights are upheld proficiently. It is incredibly refreshing to see that the clients appreciate and realise that they have somebody for them who can uphold their rights and support them to address their concerns. This is evident in a constant flow of referrals coming through, both self-referred and hospital referrals. During the recent turn of events due to the COVID-19 pandemic, the advocate worked hard to strengthen relationships with service providers to ensure clients feel empowered to make the best possible decisions. Throughout these unprecedented times, clients have continued requesting support in review meetings to express their rights. Advocates have been in constant touch with clients through various modes of technology ensuring their rights are explained and upheld by appeals; their voices are heard and respected. Family Welfare IMHA has always been client centred and works closely with shaping connections with other specialist organisations like social care and residential care homes that has permitted clients the freedom to discuss about their care and treatment. The solid working relationship with the nursing staff and different offices remains and in the last twelve months, advocates have adapted into different roles and stepped up to the challenge during these extraordinary times of COVID-19, supporting clients both in the community and hospitals. Certain clients feel empowered to self-advocate during meetings and lean towards the advocate's quality who deferentially tune in and keep pursuing to accomplish the best outcome for clients adhering to Code of Practice and Code of Ethics. This guarantees the best practice and a normalised level of accomplishment across the advocacy group. The IMHA was delighted to adhere to all the risk assessments and follow all the safety procedures that would enable clients to have a face-to-face contact. As a result, the advocate has been visiting clients once again. This is greatly appreciated by the clients and the good work of the IMHA has been showcased with constant verbal feedback by both clients and professionals.

Case Study – Mr A

Mr A is 20 years of age detained under Section 2 of the Mental Health Act, for paranoia. Mr A was very scared and refused to engage with staff. The IMHA visited Mr A, explaining the role of an advocate and his legal rights under the Act. Mr A felt reassured and stated that he wanted to go back home to live with his family. He said that he had support from the early intervention team, and he wants to continue with their support. Furthermore, he had missed his medication when at home and this led to his admission into hospital. Mr A said that he wanted to spend time with my family for Christmas. The IMHA reiterated Mr A's legal right and his section was appealed within 14 days. The IMHA also supported Mr A at his review meeting with the psychiatrist, highlighting his concerns, which had a detrimental effect on his mental health. Mr A was granted home leave for Christmas along with visits from the early intervention team leading to a discharge back home. Following this, the tribunal was cancelled. The IMHA remained focused to empower Mr A and upheld his views and opinions through-out the process.

Smitha Shashidhara
Independent Mental Health Advocate



IMCA 1.2 Report

In 2020 we had 9 referrals requesting us to act as Rule 1.2 Representative.

Our role is to ensure that contact is established both with the individual and the care provider for the aforementioned reasons. However, 2020 has presented a number of challenges in this respect, due to the COVID-19 outbreak and the ensuing lockdown. This meant that visiting such care settings was no longer viable for the majority of the year. This, alongside the governments 'work from home if you can' message made it clear that we would have to be innovative in our approach in fulfilling our role. This included meeting with individuals and care providers 'virtually', via MS Teams, Zoom, WhatsApp amongst other methods. From experience, we have always believed that meeting the people we are supporting, in person, and is the best way of establishing a rapport, trust and positive working relationship. However, we have also found that individuals have understood why we have not been able to visit in person, and have been appreciative of the efforts we have made to maintain contact. We have also found the care providers to be co-operative and helpful in terms of sharing information that would normally be shared during an 'in person' visit. It is our hope that we are able to re-establish face-to-face visits as and when guidance allows and it is safe to do so.

Litigation Friend –

A Litigation Friend is someone who acts on behalf of somebody who lacks the capacity to litigate for themselves in a Court setting. The Litigation Friend will instruct on the individuals' behalf, often instructing a solicitor and acting in the individuals' best interests through proceedings.

In 2020 we acted as Litigation Friend for 1 individual

Role of a Litigation Friend –

Where an individual who lacks the capacity to litigate does not have a family member or close friend who know them well, an Independent Mental Capacity Advocate can step into this role. IMCA's will often become the Litigation Friend in cases where they are acting as Relevant Persons' Representative (RPR) for an individual who is deprived of their liberty within a care home setting, and they are objecting to the placement and the restrictions they are subject to. In such cases, the individual has the right to appeal their deprivation of liberty (DoL) via the Court of Protection (CoP). This is a right enshrined following the Cheshire West (2014) and AJ (2015) rulings. When faced with an individual who is objecting to their placement and associated restrictions, the first reaction of the RPR is not to seek an application to the CoP but, to liaise with professionals involved with the individual and ascertain whether it would be possible to lessen the restrictions.

However, where this is not possible and a consistent objection remains, the RPR will contact an approved solicitor and look to instigate proceedings to the Court of Protection. Once in the Court arena the RPR will likely be instructed by the judge to be the individuals' Litigation Friend. It is then their role to instruct the solicitor on behalf of the individual they are supporting, throughout proceedings. This can include submitting information based on their visits to see the individual, their care setting and casework conducted with other professionals.

The Litigation Friend will also attend Court with, or on behalf of the individual they are supporting, in order to provide in-person instruction to both the solicitor and barrister. The role of Litigation Friend will continue until the conclusion of proceedings, or until the individual is deemed to have regained capacity to litigate for themselves.

Another example of where we would act as Litigation Friend, is in cases where a serious medical procedure is potentially required but, there are fine balances between the benefits and burdens of the treatment proposed. Such cases can be brought to the CoP and, if so, an Independent Mental Capacity Advocate would be appointed as Litigation Friend, in order to instruct a solicitor on the individuals behalf and ensure that the best principles are considered throughout the decision making process. The Litigation Friend will also try to ascertain current and past views of the individual, in an attempt to inform the process and the decision to be reach

Case study –

We acted as Litigation Friend for an individual who wishes to challenge her deprivation of liberty (DoL), as she does not believe she needs the restrictions and safeguards that have been authorised by the local authority.

Under normal circumstances, I would have conducted visits to see the individual but, was only able to do so on one occasion in 2020 before COVID-19 related restrictions were put in place. In order to establish whether these objections were consistent, I ensured that I maintained regular contact with the individual via a mixture of telephone, MS Teams and Zoom.

I then instructed a solicitor and contact was established between the solicitor, the individual and myself. Regular remote meetings were successfully conducted in order to discuss the Court application.

Where, under normal circumstances, a Court hearing would be conducted in person, this was also done remotely. The District Judge involved in the case, stated that he would usually like to visit individuals in their care setting but, on this occasion would do so virtually. This 'visit' was successful in the eyes of all involved.

Whilst a final decision is yet to be reached, I believe this is a good example of everyone involved being able to adapt to the circumstances that were thrust upon us in 2020, and evidence that a complicated and formal process can still be navigated via alternative methods.

Matthew Ainsworth
Independent Mental Capacity Advocate



Children's Advocacy Report

It is unimaginable, the events of 2020. At a time of fear and anxiety, the service continued to advocate on behalf of children and young people in a variety of settings and on a variety of issues.

This year we received 95 referrals which is considerably down on the previous year. This does, however, reflect the times that we were living through. Most notable the decrease was in mental health referrals and those from schools. Considering the lockdowns and CAMHS services being drastically curtailed to meet other demands, the decrease is understandable. For the majority of the year, the service was provided by the Chief Officer, due to the absence of the CYP advocate.

In early 2020 the CYP advocacy project was realigned to fit in with the funding from the Commissioners. It was agreed that greater emphasis be placed on the views of children who were looked after by the local authority, children in need and child safeguarding. Previously, although schools did not fund the service, there was a heavy reliance on this project. This was also reflected in the mental health referrals for young people. Funding for the latter was one day a week, but last year took up nearly 40% of all referrals. I am delighted to say that with the partnership of the local authority children's services, this alignment has been achieved. This is no small task in the middle of a pandemic.

As a result training has been offered to professionals, new reporting procedures agreed and posters/leaflets created to fit with the new realigned project and Family Welfare's brand guidelines. In order to improve reporting and access, the website referral system was also improved.

Not only was all of the above completed satisfactorily but it was done in a time of major changes for children's services.

All Looked After Children have now been contacted to continue with their support and voice. Over 400 young people have been contacted.

It is a great pleasure to say that in a time of greatest need, we were there for the most vulnerable in our communities.

Stuart Parsons
Children & Young Person's Advocate
Chief Officer



Counselling Services Manager's Report

If I thought 2019 was a challenging year, then 2020 proved to be even more so; yes, for the country as a whole, but closer to home, for the community, the organisation and the team. The coronavirus pandemic threw up challenges that have never been experienced in living memory. We, as an organisation had to think on our feet; to adapt to new ways of working; new ways of supporting the community in a time of great adversity; isolation during lockdowns when our most vulnerable were in need of comfort calls; when parents were having to be all things to their children; when just hearing another adult voice gave the encouragement to carry on. This became a time when we offered counselling sessions by telephone and video calling, working with both parents and children; a time when feedback flooded in for the support we offered, from clients, schools, parents and other organisations – a time when the difference we made was being duly noted. We, as always, rose to the challenge, rallying round to be there for people with real fears, sudden bereavements, isolation and loneliness, learning new skill sets and adapting to this new way of working.

One major positive coming out of this new way of working is that we can now extend the ways in which we practise, being able to see clients who are unable to come into the office for face-to-face sessions through illness, disability or inability to travel. This can only enhance our provision post-COVID, opening up our services to an even wider section of the community. It was discovered that a lot of teenage clients in particular preferred telephone sessions and as a result our DNA and cancellation rates came down, not just with teenagers but across all projects.

It is pleasing to know that our efforts were appreciated, not only by those receiving our support but that they were recognised in the wider community resulting in increased funding for CAMHS support and to provide Adult Bereavement counselling. We also received further funding from the Greater Manchester scheme to provide some more much needed help in our schools. Existing staff have taken on greater workloads following this further funding and an increase in demand, which has also resulted in the appointment of five new staff in the first half of 2021 and we are still advertising for more. Three of our counsellors moved on during the first half of 2020; Danny Hall and Laura Hickinson moved on to pastures new and Susan Torevell decided to retire. Although we will miss them, we wish them all well in their future endeavours. In the midst of all this, we, as an organisation, moved premises in December 2020, leaving St Catharine's vicarage behind and moving into the first floor of the Adult Learning Centre in Leigh, a part of Wigan & Leigh College. The move has been a good one for the organisation, giving us a large office for admin and hot-desking by the counsellors and outside agencies, offices for the Chief Officer and Counselling Manager, seven counselling rooms, a large community room and the opportunity to open a mental health café for the young people in the community. This, together with the extra funding received, has given us the opportunity to expand our service; we are already setting up projects in the areas of Family Therapy and counselling for the staff, residents and families in care homes. Although there is still some work to be done in the building itself, the majority is complete; it is expected that we will have the café up and running by September 2021.

We have all made the leap and met these challenges with determination, optimism and creativity in order to give much-needed support to the people of the borough of Wigan. It is this which has increased my pride in the organisation we serve, the people within it and the sterling work we have all done to continue to support those in our community who need it the most.

As always, I must thank my team of counsellors who provide an exemplary service and who always go above and beyond what they are paid to do. Without their diligence, professionalism, and dedication we would not enjoy the reputation of which we are all so proud.

My grateful thanks and appreciation to my administrator Janet Falkingham who has worked so closely with me during this time of upheaval. Her support is greatly appreciated by me and by the organisation as a whole.

My thanks as always to Stuart, our Chief Officer, for his support throughout a very difficult year; for the faith, encouragement, and friendship he has maintained at all times.

To Fr. Conor for his spiritual and personal support always – a heartfelt thank you.

On a sad note, this is to be my last AGM report as I am now stepping down from the role of Counselling Services Manager after more than 20 years, although I will still be providing support during the transition and for the organisation in a part time role for a little longer. It has been an absolute privilege to work with such a caring organisation and with such dedicated, empathic professionals. I am incredibly proud to have been a part of it for so many years, of the work we do for the communities of Wigan and Leigh and to be the manager of such a fantastic team of people who are both caring, professional and always go the extra mile.

I leave the organisation in good shape and wish Family Welfare and all its staff and trustees the very best as it moves forward on its journey.

Helena Burke
Counselling Services Manager



School Counselling Report

2020 – what a year!! One we will never forget as we quickly had to adapt our skills to provide a flexible and accessible service to all our partner schools. I am proud and happy to say that we succeeded in providing an uninterrupted service almost overnight, moving from face-to-face sessions to remote telephone or video sessions, working closely with our schools to ensure this happened. The lockdown itself threw up all kinds of issues with our young clients, causing concerns regarding health, family, isolation and lack of social contact making many of them feel more vulnerable. Our counsellors had to deal with pupils going into isolation, with school bubbles collapsing and many times the pupils themselves just not being in school or able to talk on the telephone. We undertook comfort calls with parents and even joint sessions with parents and children together, as often the fears of the parents were being picked up on by the children. Staff also had their own concerns and worries to deal with during this very difficult time for all. We unfortunately lost 3 days work in September when Leigh Central Primary School, Highfield St Matthews Primary School and the Keys Federation, comprising of 4 primary schools in the Hindley area, decided not to continue with our services. This was a great blow to us after all our hard work during the pandemic and beforehand. On a positive note, however, we have more than recouped the losses in these areas due to recruiting several other schools in their place. In September, Fir Tree College in Appley Bridge joined us, with Catherine Lawson taking on their needs and this has proved to be an excellent working relationship from both sides. During the autumn term, Dean Trust Rose Bridge and Hope Academy, Newton-le-Willows also came on board, initially requesting one day each; Hope have since increased theirs to 2 days and are delighted with their counsellor, Justina.

Over the course of the academic year 2020/21 we have increased our provision in St Jude's Primary, St Catharine's Primary and St Stephen's Primary in Astley. Thanks to some further funding from Greater Manchester Schools Pilot, we have managed to recruit a day's counselling in both Byrchall High School and Shevington High School, filling up Justina's week nicely, plus half a day each in Wood Fold Primary, Woodfield Primary and St Marie's Primary, making a total net gain of 5.5 days.

At the time of writing, we are going into a total of 46 schools and colleges borough-wide and beyond. I am proud of my team of counsellors who have all pulled together during this difficult time and carried on regardless! I am also pleased and proud that the project I was instrumental in setting up some 20 years ago, is forging ahead successfully, continuing to bring much-needed help to our local children. I am happy that I can now pass on the baton to my successor, knowing that the project is in fine shape going forwards.

Helena Burke
Counselling Services Manager



Wigan & Leigh College

When I joined Wigan Family Welfare as a counsellor in November 2019, the college counselling project was brand new. Helena and I started by meeting the assistant principle and head of studies for both Pagefield and Leigh colleges. Since then, I have continued to build relationships with head of studies, student liaison and wellbeing officers, to ensure that more vulnerable students are getting all the support they need. Safeguarding concerns have been a regular occurrence while working within the colleges and are always shared with Helena who has been an amazing support. Any concerns regarding students are also discussed with the college safeguarding lead Marie Tighe who will make a record on the college system and may contact the student or their parents. This information sharing has at times extended to other services including the police, inpatient mental health services, early help co-ordinators and gender identity development service.

For the first 5 months I worked across the two sites (Pagefield and Leigh) with students aged 16 through to 19+ while my colleague worked with Parsons Walk students through the GM Healthy Schools Project. When my colleague left our service in March 2020, I took over Parsons Walk just before the first lockdown.

Once lockdown came in, everything changed, sessions had to be done remotely rather than face to face. Some students struggled speaking over the phone and to those I offered email counselling. This was either back and forth messages over the hour-long session while others preferred to write one long email and receive a reply each week.
Although it was frustrating not being able to see the students face to face, it did have its advantages. No longer committed to one campus per day, this meant I could be much more flexible with session times, working around student's classes and other commitments. At the start of the new academic year (September 2020), I went on maternity leave and returned following the Christmas break. During this time Justina did a fantastic job covering my work, providing students with a combination of telephone or Whatsapp video calls. I picked things back up in January 2021 and it felt as though I had never been away.

Almost one year on from the first lockdown I continue to provide students with telephone or teams video sessions and keep in regular contact with colleagues via telephone, video or email. Since the start of the pandemic, I have noticed that students seem much more comfortable and accepting of remote sessions whether that is over the phone, email or video. It is uncertain when I will be able to get back into the colleges for face-to-face sessions but until then, I feel that this new way of working is providing more flexible and accessible service.

Gemma Greenhalgh
Counsellor



Trainee Counsellor Report

It seems incredible that it is just over 12 months ago since I attended the training day in January 2020 at Astley. I was full of anticipation and some apprehension, as I would be meeting most of the team for the first time. The day consisted of introductions, safeguarding, teamwork and individual members sharing their experiences of a court order; breach of confidentiality and a disclosure. As a trainee these issues can seem very daunting - I appreciated their honesty and felt reassured, by the support in place. A couple of weeks later I attended a team meeting, then a week or so later I started my induction I felt I was on my way – my placement experience was starting.

Then the Covid-19 pandemic struck and all our lives changed. Like many students, my education started to be delivered remotely. The course provider, the examination body and the ethical body, were reframing how our training would continue. For myself I was really fortunate to be offered a chance to provide telephone 'comfort calls'. The calls started in the first lockdown and continued over the summer - I gained so much from these calls both personally and as a trainee professional.

At last in October, I started my placement!! The majority of my experience to date has been via telephone and I am so grateful for the previous experience; which allowed me to hone my active listening skills. I believe, without the experience of making comfort calls, I would have found telephone counselling daunting. Not being able to pick up on non-verbal communication. But by having almost 100 hours of comfort calls, this allowed me to develop the ability to listen to the silence; the tone of voice; the small sighs. It has allowed me to develop my congruence; "I'm just being quiet and thinking about what you have told me". Very recently, I have had the opportunity to counsel via Teams; which again I gained so much from. The client, who I had previously counselling by telephone, was relieved to see my face!

My journey as a trainee, has had some highs and lows. But working within an organization which has a support network, policies and procedures in place, is an absolute blessing. I am also grateful for the insight, encouragement and experience of my placement and clinical supervisor. I am aware as a novice, I will not always get things right. But being able to share my concerns without censure and gain insight is yet another blessing.

Erica Gregory
Trainee Counsellor



Adult Bereavement Counselling Report

I began adult bereavement counselling for Family Welfare in September 2020 and provide a much-needed service to adults within the Wigan borough. We have received referrals mainly from the clients themselves, but also from Community Link Workers, Start Well and the Complex Dependency Team. Since September 2020 the bereavement counselling service has received 43 referrals, of these 36 were seen by me and 7 by other counsellors. This service is extending as people and professionals in the community become aware of its presence. Sessions have occurred frequently every two weeks with the number of sessions varying between clients. Some clients found it difficult with overwhelming emotions with their bereavement and ended after a few sessions, but with the understanding that they can refer again at a later date if needed and when ready. Other clients have had more sessions and though difficult they have found the therapeutic process beneficial. On occasions some clients have needed more sessions due to their complex issues and this was agreed with my line manager.

The service has been in greater demand than usual due to the coronavirus pandemic and the issues that this has caused. Family Welfare has been happy to be there in the forefront of support provision, enabling some easing of loss and improving wellbeing. To ensure the continuity of this service during the pandemic and corresponding lockdowns, sessions have been conducted by telephone. This has enabled me to reach clients that would otherwise have been unable to attend face-to-face session due to having no transport, ill health or having to self-isolate, therefore reaching more people within the community. Due to the present situation with lockdowns continuing, many clients have felt that their support network has decreased, therefore counselling sessions have felt an important part of the week, helping them through their grieving process. Family Welfare has risen to the challenge of helping people through this pandemic by continuing to offer counselling sessions remotely, ensuring much needed help and support to many people has been consistently provided.

Feedback

The following feedback was given by individual clients:

"Though difficult I know you are there for me, knowing I needed to talk about how I am feeling and what I am going through. I don't always look forward to our sessions, but by the end of it, I feel calmer inside."

"I am not one to talk about myself or my feelings and I have tried counselling previously, but it wasn't for me. You though have somehow helped my anxiety ease and I am finding it easy to talk with you."

"It's been good to know you are going to call and that I have someone to talk to."

Catherine Lawson
Counsellor



CAMHS CounsellingReport

It has been widely reported that this is a year of unprecedented occurrences, and those young people who should have met many of the milestones of life and experienced many rights of passage have been left their with hopes and dreams in tatters.

During the pandemic period from April 2020 to March 2021 the service met 78 young people and assisted them therapeutically to cope with not only the mental health issues they presented with but the added complications of the loss of freedom, socialisation, education, birthdays and other celebrations, exams triumphs and disappointments, proms, hugs, kisses and so much more.

It is a testament to their resilience, openness and honesty that during this time so many engaged, learned coping skills and were successfully discharged from the service.

Many young people presented with issues such as complex anxiety borne from life events such family dynamics and breakdown, gender and identity issues, belonging and self doubt. These often presenting and being demonstrated in self harming and neglectful behaviours, social withdrawal and isolation, anger and frustration, tearfulness and not wanting to go on with life.

Over coming obstacles to deliver a service to our fantastically IT savvy generation took the therapists to learn new ways of working, research social media platforms and meet with young people in a very new way. Using IT to connect with and do so on a young persons level has been the greatest challenge and honour of delivering the service. Often with the young person taking the lead in building the relationship of trust by explaining IT and then the reciprocal exchange of therapy based on a two way street learning process.

Going forwards each person leaving the service had a new way of seeing themselves and coping with whatever they encounter next.

Chellie Minney & Justina Meares
Counsellors



Peri-Natal Counselling Report

I think that this report will stand alone from any of my previous ones as it covers a period within history that has been titled “unprecedented times” and at the time of writing as a country we are taking our first steps along the government’s roadmap out of the pandemic we have been living with for over a year. 2020 has seen so many changes within our organisation but we have adapted and found new ways of working especially within the Perinatal Project. Since March 2020, the Perinatal Counselling Service has solely been telephoned based. Due to Covid 19 and the contingency plans put in place it was a seamless shift from home visiting to telephone based service delivery. Most established clients were more than happy to continue to have their sessions albeit remotely and the new service users are understanding of the reasons for the change.

“Even though it was over the phone I looked forward to the impartial sounding board and to having my feelings normalised. Thank you Nat”.

As Covid 19 became more widespread it was very apparent that home schooling and having a baby in a pandemic was two of the major concerns of this client base. Mums who had recently had a baby but also had school age children found themselves having to juggle more than usual the demands of the family and with all the restrictions at antenatal appointments the levels of anxiety rose sharply with expectant parents.

Support from partners had become even more important and we saw a 400% increase in the numbers of partners who referred themselves into the service. Their issues highlighted they were concerned they would miss the birth, unsure how to take care of the mother as well as their own concerns about not having family around to support them as they would have normally expected. Covid 19 has had a massive impact on this client group and they report that they feel they have been “robbed” at what should have been the “happiest time” of their lives.



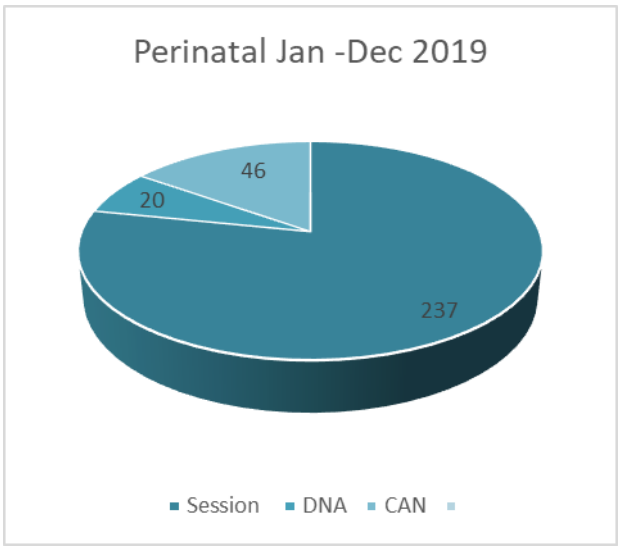


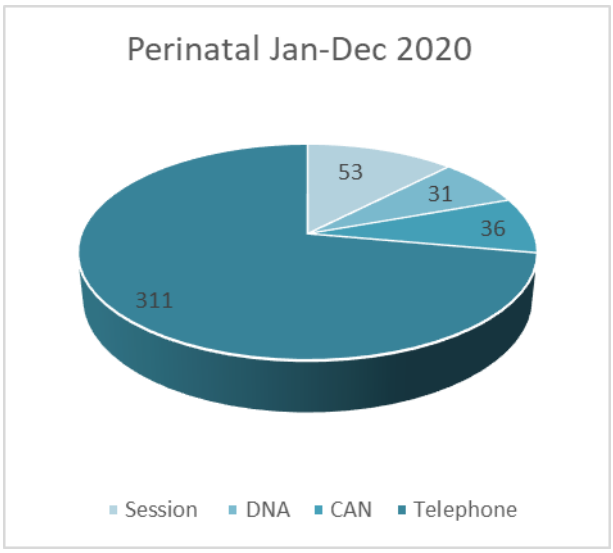
"Having someone to talk to who was impartial and the techniques I was given really did help with how I was feeling "

I usually encourage ladies to be active, to exercise outdoors with the baby and attend classes to develop friendships which can be helpful if new parents are feeling isolated. With no baby classes running ladies were feeling very alone and coupled with the fear of themselves or babies becoming unwell we had a great many anxious parents throughout the borough. However, working remotely did mean that we were able to offer 50% more sessions compared to working within homes as there was no travel time between clients.

"I am so pleased that the service flyer was in the antenatal pack. I did not know where to turn, what to do? I was seen much quicker than I thought, and I am really grateful for the service that I received".

The Perinatal Counselling Service consists of three parts, counselling in pregnancy, counselling postnatlly (following delivery) and counselling for new and expectant parents. Our referrals come from Family Nurse Partnerships and Children's Centres. From Perinatal Mental Health Champions, Band 7 Midwives, Well Women in Leigh, Think Wellbeing and Ward 2 at Leigh Infirmary. We also have referrals from schools and the community, GP Surgeries, Health Visiting Teams, Complex Dependency Team, Pause and most recently the GM Perinatal Infant Mental Health Team (Cluster 2). We also have forged working partnerships with Babs (Building Attachments and Bonds Support) a relatively new support service within the borough.





For the period 1 January 2020 upto the 31 December 2020 we offered a total of 431 counselling sessions remotely and in homes. We had 36 of our sessions cancelled and rearranged and just 31 session were missed mainly due to Covid 19. During 2020 we had an attendance rate of 84.45%, with only 8.35% of sessions cancelled and 7.19% of our sessions DNA. We had a total of 69 referrals for our two day project and we have been re-comissioned until at least March 2022.

"I never felt judged in my counselling sessions. Natalie was a very good listener and always understood. They helped me with examples so that I understood what I was doing and how I could make changes ...thank you"

"I realised that I was reflecting on the work between sessions and how this then made me realise how much I had been trying to help myself alongside Natalie. Thank you for being the impartial person I could talk to"

"I felt the service was 10 out of 10!"



Natalie Collier
Senior Counsellor



Adult Anger Management Counselling Report

What the service offers

Throughout 2020, the Adult Anger Management counselling service has offered a purely remote service (via telephone and video meeting) to adults in the Wigan borough who are experiencing issues in their life as a result of their own anger. Using a Person-Centred approach, with elements of CBT, clients are offered the space to talk about their lives and how their anger has been impacting them. Offered in a completely open and non-judgmental way, clients are given the opportunity to reflect on the choices they make and to consider life from perspectives they might not have previously considered.

Progress on the service during 2020/2021

This period has been one in which many families and individuals have been touched by the effects of COVID and the ongoing lockdowns. It is perhaps unsurprising then, that the number of referrals to the project are at the highest they have been for six years. The percentage of sessions that were attended is also the highest it has been for ten years. Since the end of March 2020, lockdown restrictions meant that sessions could no longer be safely offered face-to-face, so a rapid transition was made into offering remote sessions, via telephone and later MS Teams. This transition was experienced seamlessly by the project's clients. Without exception, every client who was already being seen face-to-face chose to transfer to remote counselling – not a single client chose to end their therapy due to the change.

Each new referral has been receptive to having sessions remotely. The project's success in 2020 is demonstrated by the fact that the average number of sessions per client doubled over the previous year (from an average of three sessions in 2019, to six sessions in 2020). Clients have engaged more consistently, and for longer. The increase in referrals, combined with the average number of sessions per client, has resulted in a slightly longer wait between referral and first session. However, on average, clients are still only experiencing a wait of just over three weeks between the referral being received and the first session taking place. Working remotely has also allowed the project to be extended to clients who may pose a safety risk if they were seen face-to-face. If a referral mentions a history of physical violence and/or aggression towards service providers, remote sessions can now be offered without a risk assessment taking place. This means more clients have an opportunity to work on their anger and mental health concerns, without posing a risk to the counsellor.

Looking ahead as 2021 progresses, it seems clear that the knowledge gained in 2020 will allow us to adapt the service in a way that allows us to reach more clients in the most appropriate format for them. This will obviously mean a return to face-to-face counselling, but remote sessions will continue to be made available to clients when appropriate. The new office in Leigh will provide a fantastic space for clients to attend the sessions in person, with accessibility and privacy being assured due to the fantastic space.

On a personal note, 2020 has been a challenging year as a counsellor, but it has been a challenge I have met with determination and optimism. Adapting to working remotely has allowed me to use my counselling skills in a very different way, and I have been grateful for the opportunity to offer an uninterrupted service to my clients. I am incredibly glad that the service's performance over 2020 reflects the hard work I have put in over such an unpredictable period.

Client Case study

Peter made a self-referral to the service because he explained that he was unable to stop feeling extreme anger towards the people in his past who had bullied and excluded him. He described feeling like the anger was always just under the surface and could explode at the slightest perception of judgement from others. Peter told me that his autism also made his emotions feel magnified, like a bucket of water being thrown over him, rather than a trickle.

Peter said he had initially felt worried about opening up to somebody, because he did not want to feel the familiar rejection and judgement from the past. After three sessions, he told me that for the first time, he was feeling like he wasn't just being listened to, he was being *heard*. Peter soon revealed that he was mostly angry with himself because he felt a deep shame at "allowing" himself to be bullied. Peter said he was deciding to work on letting that shame go – he said feeling properly understood had allowed him to recognise that he was not to blame for being bullied, for being autistic, or for feeling shame.

During his last session, Peter said it had felt like counselling had helped him to "pack the car for the things he needed to go hiking" and said "I just need to get out there and hike, and I feel a lot more prepared".

Client's Progress

Peter identified that what he was carrying around with him was not just anger, but shame. Peter expressed his wish to separate that shame from the "real him" and to life without its burden. Peter explained that because he had started to be honest about his feelings, his anger towards the past had stopped showing itself so strongly in the present.

Jon Emanuel
Counsellor



Counselling Report
Child Anger/Bereavement

The child anger & child bereavement and loss project is funded by the Wigan Clinical Commissioning Group - this enables us to provide vital counselling support to young people in Wigan between the ages of 5 to 18. The project takes referrals for young people who are experiencing difficulties in managing their own anger - in particular, where this is having a detrimental impact upon their own well-being. Referrals are also taken for young people who are dealing with a bereavement; they may require support to deal with the death of a close family member or friend – the support with loss can also include family breakdown, change of school and other similar experiences. We are all aware that covid 19 restrictions have been extremely impactful on every area of our day-to-day life, including education. From the Government announcement of school closures in March 2020 to the second major lockdown in January 2021 young people have had to deal with uncertainty of limited school attendance, home schooling, periods of self-isolation and cancellation of exams. This has often been in addition to dealing with incidents of bereavement and loss and coping with their own feelings of anger.

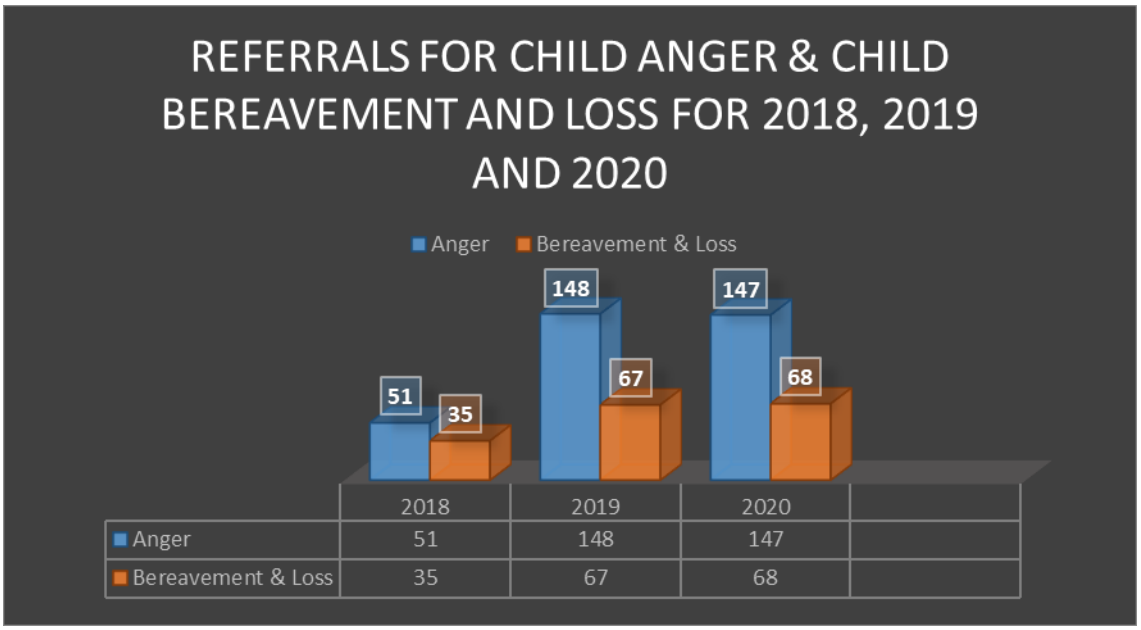
Following the announcement concerning school closures in March 2020 we were able to respond very quickly to a change in our service delivery. The restrictions on face-to-face counselling allowed us to consider suitable alternatives and the option of telephone counselling offered an effective continuity for many of our clients. Due to the risks connected through transmission of the Covid 19 virus this project has remained as a telephone counselling service throughout the summer and including the re-opening of schools in September 2020 up to and including the start of 2021.

Our organisational ambitions to increase our IT capacities has allowed us to continue to work remotely until such time that it is safe to return to face to face counselling in a peripatetic nature. Our counsellors have had the opportunity to work remotely by using a centrally connected telephone system and the implementation of Microsoft 365 allowed for team meetings and face to face contact with young people where this was possible.

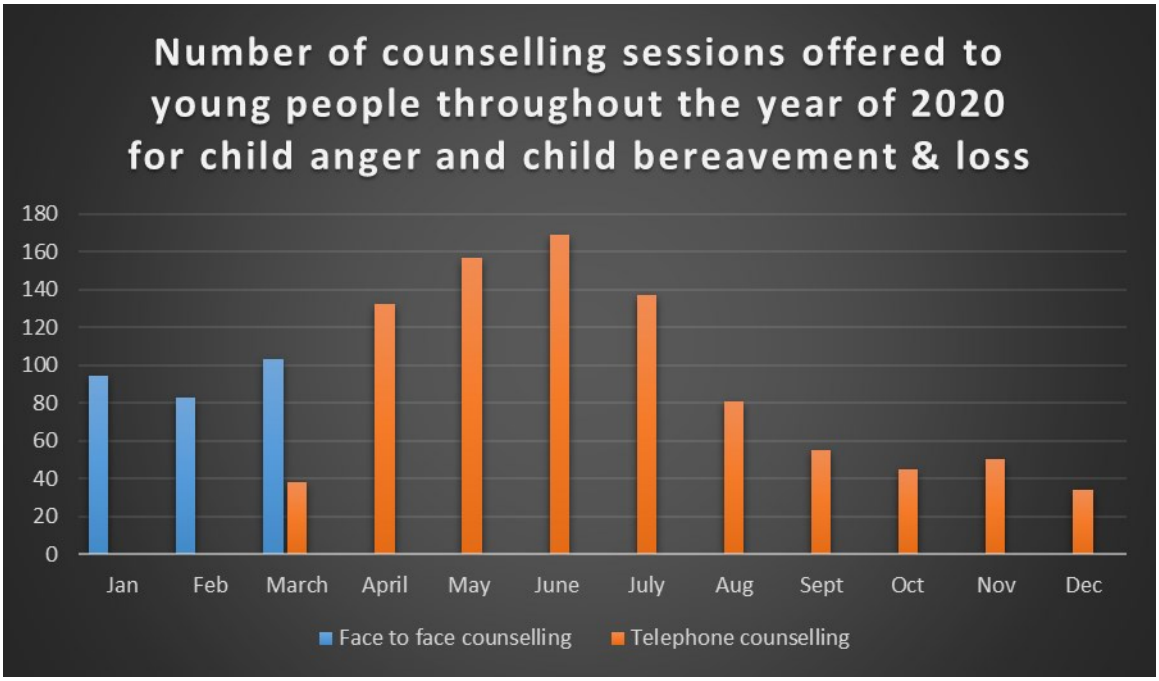
We have learnt: for some young people, the instruction not attend school removed the cause of their feelings of anger. This has provided the opportunity for young people to explore and gain a greater insight into the route causes of the anger and find solutions which work well for them. For other young people telephone counselling offered a certain anonymity which felt safer for them – this was more apparent in boys in years 9, 10 and 11. Feedback from them suggested talking on the phone was less intimidating than being sat opposite a counsellor and they felt they had greater control. Going forward, whilst we embrace the opportunity to return to face-to-face counselling, we will ensure that where telephone counselling is appropriate this approach can still be available to us.

Many young people faced the reality of dealing with death and dying, for some it was covid 19 related and for others it was for a range of other reasons. As a nation we witnessed the rise in the graphs demonstrating daily deaths from covid 19. As a result of this, we made a decision - that during our normal period of summer closure we would retain a child bereavement and loss service - ensuring any referral received during the summer was seen and did not have to wait a lengthy period of time.

What we have seen: Following our decision to close the child anger referral pathway and retain the child bereavement and loss referral pathway we started the new school term in September 2020 from a better position than we had in previous years, we were able to see people in a timely manner. Our introduction of a new referral pathway ensured that referrals to the organisation were made easier. To address this increase in demand; Wigan Family Welfare have funded additional counselling support; from within existing resources, to ensure that we are able to support all young people in a timely manner during this very difficult year.



This graph demonstrates the number of referrals to Wigan Family Welfare over a rolling 3year period the data clearly demonstrates a major increase from 2018 to 2019. We are proud to announce that we have retained that high level of referrals to the service during this incredibly unprecedented year.



This graph demonstrates the number of sessions which have been delivered during 2020. As the data demonstrates we have offered exclusive face to face counselling for the first 2 months of the year, we have delivered a combination of face to face and telephone counselling in March and exclusive telephone counselling from April to December 2020. As we closed the anger pathway during the traditional summer break but still provided a service to the referrals for child bereavement and loss, we have been fortunate to be able to manage the waiting list more effectively. However, we are now aware that the waiting list for the early part of 2021 is beginning to grow and we will be required to access additional resources to meet this demand.

The graph clearly shows that during the early months of the pandemic (March – July 2020) and the uncertainty connected to this - Wigan Family Welfare responded by providing the most number of sessions to young people during this time ensuring appropriate and effective support was made available. During the peak in **June 2020** we were able to offer **169** telephone counselling sessions.

Feedback for the project



Raveen Walton
Counsellor



Office Services Manager's Report

Wigan Family Welfare is a charitable voluntary organisation that provides counselling and advocacy support to people within the borough of Wigan and Leigh and works hand in hand with the local authority, the local council and the National Health Service.
2020 saw the start of a worldwide pandemic and the United Kingdom was plunged into a sudden lockdown which affected everybody. The whole country suddenly found themselves working from home, not working at all, or being furloughed. Businesses crashed, people lost loved ones, and everyone was in fear of going out. Wigan Family Welfare, as an organisation, was fortunate to have the technology to allow their staff to continue working throughout this pandemic. Whilst schools and business were closing around us, we were able to continue and offer counselling and advocacy support to everyone in the Wigan borough. Our counsellors continued to offer support to the children from the many schools that buy our service, by counselling them over the telephone at home, through Whats App or Zoom. Our CCG funded counselling projects were successfully continued also and went from 'face to face' to telephone counselling and this has proved to be highly successful.

As soon as the pandemic struck, all care homes closed to the public and so our advocates had to find another way to continue to support the needs of our elderly within care homes and hospitals. They achieved this admirably by attending meetings over the telephone, by using Zoom, and more recently, by using Microsoft Teams. No client was left unattended at all throughout this whole situation. Our advocates have also been very proactive in relation to the elderly in the care homes receiving their first vaccinations.

As well as working through a worldwide pandemic we were also informed that we needed to move out of the premises that we have been working in since 2009. This was a massive upheaval for the organisation and a very sad time when we finally said goodbye to St Catharine's House in Scholes, Wigan in December 2020 and relocated to new offices at The Adult Learning Centre, in Leigh. We still occupy our office in Lower Ince, Wigan where we hope to run our Advocacy service from in the future. We also took this opportunity to upgrade our IT and telephone system and we are now working seamlessly with Microsoft Office 365 and Microsoft Teams which has proved a big hit with all the staff.

On a sad note our Advocacy Services Manager, Sue Mapson, left our organisation last March. Sue was a much loved, valued member of our Team and will be sadly missed by staff.

We continue to be well supported by RatwareUK, Bespoke Digital, Zerogap and Elantelecom for all our IT, broadband and digital requirements. My grateful thanks goes to all of them for their continued support over the years. Last but definitely not least thanks also goes to our team of counsellors, advocates, admin and managers alike for all their hard work, commitment and support shown over this difficult last twelve months.

In 2020 Wigan Family Welfare took 2019 referrals for counselling & advocacy



Cath Lester
Office Services Manager



Testimonials

- Hi Susan. Thanks very much for being so prompt Dr I Owen (GP)
- Thanks Susan, for a very thorough report. (Dr Smith Hospital Consultant)
- It has been a pleasure working with you and I hope in return that we get to work together again in the future.
  Yiokasti Mouratidi Paralegal at Irwin Mitchell Solicitors
- Very Good input from the advocate, thank you.
  Darren Shaw, Wigan Discharge Team
- Excellent service, thank you.
  Zoe Baldwin, Adult Social Care
- Susan was always approachable and gave great advice when needed.
- Susan worked fantastically with this client and was always patient with her.
- Susan always advocated this client's wishes and feelings.
  Kimberley Reeve, Adult Locality Leigh - Social Worker
- Wayne has been amazing and has really changed my life. For the first time in a long time I am really feeling positive about life and I have Wayne to thank for that.
- Relaxed atmosphere and free flowing conversation. Wayne has really helped me to think differently and feel stronger.
- The lady was really nice and listened to everything I had to say and offered advice and guidance when needed.
- The service has been emotional and tiring yet it has been eye opening mostly from Natalie's manner and approach to mental health wellbeing. Thank you for the service and the care.
- You are amazing and the job you do is amazing too and thank you.
- I think it is a great free service for struggling parents. The flexibility and convenience of visiting and having sessions at home whilst I still had my baby really helped. Thank you for all your help.
- An exceptional service that I would recommend to any pregnant lady or new mum, thank you.
- All the staff were very helpful and understood my problems.
- Would certainly recommend the service to anyone going through tough times in their lives. Jon has been outstanding and is a credit to your team. Many thanks.
- My worker, Jon, was very understanding and listened to me emotionally, respectfully and professionally. Wigan Family Welfare is a great place to express yourself on any level.



Testimonials Cont/.

- Excellent work by Gemma, very thorough and helpful with the individual and her family.

- The intervention from Wigan Family Welfare and Gemma was responsive and beneficial in achieving positive outcome with regards to the case. Thank you.
  Jayne Hodson, Rochdale Adult Care Services

- The Advocate allocated to my client was very knowledgeable, I found this helpful as it meant that my client was well supported considering that my client was unable to make any decisions for himself.
  Mopelola Adelani, Social Worker, Adult Locality Leigh/Wigan Council

- Matthew was very professional and a pleasure to work with when advocating for Ms S. This case was very difficult due to having three best interests meetings and the final best interest decision was disagreed with by family. Matthew was vital as an independent advocate to hear Ms S voice amongst the disagreements.
  Susan Gleaves, Social Worker, Ashton Locality Team

- Would definitely recommend Justina to friends, she was very helpful and everything made so much sense. Thank you so very much.

- Justina is a credit to yourselves. She made me feel very welcome and comfortable which helped me to open up. Big thank you to Justina.

- I greatly appreciate Natalie's calm and personable approach it made me feel at ease. I liked the freedom to speak without judgement and get to the root cause of my feelings and find a way of coping going forward.

- Natalie has changed my relationship with my baby and husband for the better. I cannot thank her enough

- Our school has had a close partnership with Wigan Family Welfare for several years and we really value the service they provide to our children, and wider school family.

- WFW provide high quality of support and have proved themselves to be extremely flexible in meeting the demands of either specific families, the school timetable and, more recently, the COVID-19 restrictions. During lockdown they endeavoured to complete all appointments over the phone which proved to be invaluable at such a time of need.

- Their staff are excellent at forming relationships with our younger children, making them feel comfortable and helping them to overcome fears, anxieties or bereavements, for example. The children involved really look forward to the sessions and gain a lot of confidence from them.



Testimonials Cont/.

Covid 19 Comfort Calls (Verbal)

- I feel so much better after you have listened to me.
- Thank you, you have done so much for us.
- I look forward
- I like it when you phone it makes me feel better.
- It's so good you are phoning because kids really trust you and you're carrying on even now.

School Counselling Service (Verbal)

Thank you for all your support it has been invaluable.

Elaine Bailey (Fred Longworth High School) informed our counsellors "the students are reporting that the calls are beneficial" as they are supported via telephone sessions.

Counselling (Verbal)

- "Thank you so much, I know that when I have spoken to the families you are much appreciated."
- "I feel like I now understand where my feelings come from, how they change because of my thoughts. It has also helped me to learn how to deal with my emotions at the times when I start to put myself down."
- "Thank you, you cannot imagine the difference this has made to my life."
- "I always enjoy our sessions because you listen to me and make me laugh."
- "My life has changed since coming to see you. I am making better decisions and I never thought it was possible."
- "I have found this really helpful and I am looking forward to our next session together."
- "You make me feel so good, because you listen to me exactly."
- "The counsellor was very easy to talk to, nothing was uncomfortable and our sessions just flowed."



Testimonials Cont/.

Advocacy

- "I wish to express my gratitude for the work you have done, we all feel better because we have the right support in place."

- "The IMCA was always approachable and gave great advice when needed. They worked fantastically with my client, was always very patient with her and advocated her wishes and feelings."

- Very Good input from the advocate, thank you.
  Darren Shaw, Wigan Discharge Team

- Excellent service, thank you.
  Zoe Baldwin, Adult Social Care

- "Susan was always approachable and gave great advice when needed."

- "Susan worked fantastically with this client and was always patient with her."

- "Susan always advocated this client's wishes and feelings."
  Kimberley Reeve, Adult Locality Leigh - Social Worker

- "Advocacy support has been good, it's clear you're trying to help with my situation."
  Atherleigh Park Hospital, Hospital Client

- "Best interest assessor recalled working with IMCA on previous case and how thorough they were when identifying in the care plan that a DNAR order had been completed incorrectly and raised this with the care home staff. Was impressed at how this was handled and how the IMCA ensured the framework within the Mental Capacity Act 2005 was adhered and the residents rights upheld."
  Verbal feedback from BIA

- "Thank you for all that you doing for people it really is sterling work"
  Verbal feedback from Consultant at Wigan Infirmary

- "Thank you so much for getting back to us with such a quick response, I do appreciate it" – The IMCA had supported them to submit an online IMCA referral and contacted them after completing the role within 2 hours of receiving the referral. This was for a COVID patient.

- "Referrer sends her thanks to everyone involved for the quick and helpful response she has received. As a result will be making a donation to the organisation."
  Verbal feedback March 2020 received by Cath Lester, Office Services Manager, from Referrer

REGISTERED COMPANY NUMBER: 03773810 (England and Wales)
REGISTERED CHARITY NUMBER: 1076830

REPORT OF THE TRUSTEES AND

UNAUDITED FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 DECEMBER 2020

FOR

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

Fairhurst
Chartered Accountants
Douglas Bank House
Wigan Lane
Wigan
Lancashire
WN1 2TB

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

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WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

REPORT OF THE TRUSTEES for the Year Ended 31 December 2020

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 December 2020. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

OBJECTIVES AND ACTIVITIES
Objectives and aims
The charity is a long established Christian organisation whose membership is drawn from across the churches and communities of the Wigan Borough. Working in partnership the charity seeks to serve the whole community, of all faiths and none, by celebrating the gift of family life in all its variety and helping heal where it is bruised and broken.

The services we offer focus on support for families, and their individual members, in all the situations of modern life from birth to death. This can mean helping rediscover what is life giving in the family environment or, when necessary, helping individuals value themselves in new circumstances.

To underpin this work we have established eight key principles that drive all that we do:

1. To respect family life as we encounter it in all its variety and imperfection.
2. Respecting the Individual.
3. Strengthening Communities.
4. Working in Partnership.
5. Identifying and using local resources effectively.
6. Learning from experience.
7. Remaining independent in the face of changing times.
8. We take referrals from (or support) people regardless of their ethnicity, sexuality, disability or creed/religion/non-religion and age.

We believe that by working together and planning ahead we can achieve better and more accessible services to make the Borough of Wigan a better place for all.

The charity's objects are as follows;

1. To promote any charitable purpose for the benefit of families and individuals and in particular the relief of poverty through the provision of financial help and other resources which include information, advice and support.

2. To promote the advancement of education for the benefit of families and individuals through the provision of guidance, advice, counselling and training relating to family relationships.

In furtherance of the objects but not otherwise the charity may exercise the following powers:

1. To draw, make, accept, endorse, discount, execute and issue promissory notes, bills, cheques and other instruments and to operate bank accounts in the name of the charity.

2. To raise funds and to invite and receive contributions; provided that in raising funds the charity shall not undertake any substantial permanent trading activities and shall conform to any relevant statutory regulations.

3. To acquire, alter, improve and (subject to consents as may be required by law) to charge or otherwise dispose of property.

4. Subject to 5 below to employ such staff, who shall not be directors of the charity as are necessary for the proper pursuit of the objects and to make all reasonable and necessary provision for the payment of pensions and superannuation to staff and their dependents.

5. To establish or support any charitable trusts, associations or institutions formed for all or any of the objects.

6. To co-operate with other charities, voluntary bodies and statutory authorities operating in furtherance of the objects or similar charitable purposes and to exchange information and advice with them.

7. To pay out of the funds of the charity the costs, charges and expenses of and incidental to the formation and registration of the charity.

8. To do all such other lawful things as are necessary for the achievement of the objects.

Assessment of aims and achievements

The charity is a highly successful charity based on clear key performance indicators agreed with those who commission its services at the point of tendering. It uses random outcome measure and wellness scales (the same as its colleagues in both adult and young peoples Improved Access to Psychological Therapies) to show significant change in its therapies. These are published in the charity's Annual Report which is a public document as well as being given to commissioners on a quarterly basis. The charity in its advocacy work also abides by legislation and the guidance given thus being able to identify its achievements.

In order to reinforce the above clients and referrers are also asked to give feedback on the services they have received. Once again in an attempt to be fully transparent these are published in the charity's Annual Report.

To further its aims it welcomes representatives of its service users on to the Board of Trustees.

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

OBJECTIVES AND ACTIVITIES

Significant activities

The charity offers advocacy and counselling to both adults and children. The counselling provided is in a variety of settings from secondary schools to Sure Start children centres.

Key statistics for the 2020 financial year were as follows;

- Counselling services were provided to 1177 individuals.
- Advocacy services were provided to 775 individuals.
- Practical help both materially and financially was provided to 354 individuals.
- Advice and information/signposting was offered to 177 individuals.

Descriptions of the scope and aims of the various projects which resulted in the delivery of the above services are as follows;

Project name	Scope of service	Aim of project
Independent Mental Capacity Advocate/Deprivation of Liberty Safeguards(IMCA/DOLS)	The focus of this role is to provide representation to some of the most vulnerable people in our society that may be deprived of their liberty under the provisions of the Mental Capacity Act (the Act) and Deprivation of Liberty Safeguards.	To give information or make submission to assessors, which assessors must take into account. To consider any concerns about the outcome of the assessment process. To apply to the Court of Protection if necessary.
Person's Representative	A crucial role provided in the deprivation of liberty process, providing the relevant person with independent representation and support.	To provide and maintain contact with the relevant person.To represent and support the relevant person in all matters relating to DOLS.To access and organisations complaints procedure if necessary.To apply to the Court of Protection if necessary
Independent Mental Health Advocacy (IMHA)	The purpose of the IMHA project is to empower and support people who qualify to speak up about their views around care and treatment under the Mental Health Act. This includes supporting those detained under the Mental Health Act (including those on Community Treatment Orders and Guardianship) to understand their rights. This statutory role is provided to and for people regardless of whether there are relatives involved or not. IMHA workers can support people who qualify regardless of their capacity - or lack of - at any point of the detention. IMHA workers are afforded rights such as accessing relevant notes and interviewing professionals involved in care.	To support people in speaking up to professionals within health and social care. To support clients in understanding their rights under the Act, including the role and rights of the nearest relative. To facilitate access to appropriate records regarding care and treatment under the Act. To increase understanding of the relevant parts of the Act. To help clients understand the reasons for medical treatment. To represent a person's rights and views in accordance with their wishes, e.g. verbally and/or in writing. To act in accordance with an individual's wishes unless working in a non-instructed capacity. To provide confidential and independent advocacy support whilst ensuring there is no conflict of interest. To provide signposting to other organisations where appropriate. To work in an open and transparent way.

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

OBJECTIVES AND ACTIVITIES

Children's Advocacy	Advocacy is a service which will help children and young people aged under 18 put their views across to other people or Organisations.	To promote positive parenting.To build parents' self-esteem and skills to use at home or workplace.To build confidence and aid in personal development.To listen to views and opinionsTo ensure children are empowered to speak for themselves.To act if necessary on a child's behalf. Including attending meetings.To assist with understanding forms and letters.
Counselling in Schools	The organisation offers a generic counselling service working with young people who have social, emotional or behavioural problems. The ability to provide the service in school offers equal access to all.	To minimise disruption to a young person's education.To ensure sessions are rotated throughout the timetable ensuring that the same lesson is not missed on a regular basis.
PND Sure Start CounsellingPeri Natal	This service provides counselling to those experiencing post natal depression.	To provide ten weekly sessions enabling clients to discuss their feelings and experiences in a safe and non-judgemental environment.
Counselling for children and young people experiencing loss and bereavement	This service provides counselling to those experiencing childhood bereavement. This can be a risk factor om later difficulties including anxiety, depression, teenage pregnancies and involvement in crime.	To provide support to children and young children aged 5 - 19.To help young people to understand and cope with their loss.To promote the health and well being of each child.
Counselling for adults with difficulties controlling their anger	There is a growing body of evidence that links anger to a range of emotional, social and physical problems. Anger has been linked to coronary disease, cancer, stroke and general poor health.This service seeks to mitigate against these risk factors by provision of counselling to those aged 19+.	To improve their anger management skills.To improve social interaction and relationships.To reduce episodes of verbal and physical aggression.
Counselling for children and young people with difficulties controlling their anger	This project aims to work with children and young people with difficulties controlling their anger	To prevent exclusion from the education system due to anger issues. This, will then enable more positive outcomes in later life.
CAMHS (Child and Adolescent Mental Health Services)	In partnership with CAMHS we offer group work and individual counselling sessions to young people on the CAMHS waiting list.	This service not only supports CAMHS services but also increases access to mental health provision for young people within the Borough of Wigan.
Lean on Me	This project aims to work with adults by providing both advocacy and counselling.	To prevent the need for individuals to access statutory services.
Healthy Schools	This project was funded by the Government and Greater Manchester health authority to allow evidence based therapies to be available in schools.	Provision of this funding enabled counselling in more schools. Feed back from the work completed has been included in the National Minimum Mental Health dataset .

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

ACHIEVEMENT AND PERFORMANCE

No one could have prepared this Organisation for the events of 2020 and the Covid pandemic. As an Organisation who works across the Borough, we had already begun agile ways of working for some years. In 2020 this paid off as we were told to work from home we closed our laptops, unplugged our phones and began to work from home. With the systems that had already been put in place the disruption to services were minimal. We moved from offering face to face work to telephone support. This proved very popular and offered a lifeline to many during this difficult time. Family Welfare are committed to the Borough of Wigan and immediately offered it support to the Local Authority. We were awarded key worker status and accepted referrals using our own resources to support the most vulnerable and isolated within our Borough. The Organisation offered 512 telephone contacts to these people during 2020. This year the charity worked with 433 less individuals and families than the year before, however it offered 18,485 interventions and 13,480 individual face to face/telephone sessions. This is an increase on the year before. This reflects the lockdowns and that many of our referring services were closed. It does however show the increase in demand for telephone support and where possible face to face work. The reduced travel time as people spent most of the year working from home was used on the phone offering more support to those referred. The demand on our service was clearly greater from those referred and therefore more time was spent on each case offering a higher quality of service at this extraordinary time of need. The charity's DNA and cancellation rate remains at 3% and 2% respectively (this once again is an improvement on last year's figures). This level continues to be the envy of statutory and 3rd sector organisations alike. This year has continued to see increased partnership working especially with Children and Adolescent Mental Health services and the CCG (Care Commissioning Group) and Wigan Local Authority. Even in these difficult times the new initiatives begun in 2020 will mean we will be able to work with even more young people in the years to come.

From a school counselling perspective 89.5% of all young people seen showed an improvement and only 10% stayed the same with only 0.5% identifying a deterioration. This is based on a wellbeing scale administered at the beginning and end of therapy. This reflects positive once again on last year's figures. Considering we have had a pandemic and schools have been shut for long periods of time these results are marvellous to see.

During the pandemic we were also informed by the Anglican Diocese of Liverpool that we would have to vacate St Catharine's House; the Organisation's home for the past 10 years. As the charity had committed its own considerable resources to the building thinking this would be a permanent move this news came as a shock to the Trustees especially as a lease had been agreed and costs incurred for legal advice to finalise it. In the middle of the pandemic we identified new property, worked with architects and the renovation, instructed builders and completed renovations. The Organisation moved into new premises in December 2020. This came as an unexpected cost. Some of the finances to move was found but half was from the organisation's own reserves.

FINANCIAL REVIEW

Financial position

The financial statements show a surplus of £43,465 for the year. The charity has significantly changed its financial monitoring in order to improve its awareness of its financial position at any time during the financial year. This has already begun to show benefits.

Reserves policy

The Trustees have examined the charity's requirements for reserves and it was agreed that the level of reserves at any time should be enough to cover six months running costs, in order to achieve a controlled exit strategy should the need arise.

This is believed to be financially prudent as well as morally correct in protecting the employment of its staff (and their families) and continuity of work with clients. Six months would allow work with clients to be finished or a reasonable and measured transfer of cases to other organisations to be arranged.

At the reporting date the charity had reserves of £537,699 or which £291,456 relates to restricted funds. As the organisation is due to move in the near future this surplus will be kept to support the move and the new accommodation.

Funds in deficit

At the reporting date Child Anger was in deficit by £7,300

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

FUTURE PLANS

The charity has published a revised five year Business plan for 2019 detailing its short term and longer term objectives.

The 2021 financial year will see the charity entering a new round of tendering.

The charity has published a revised five year Business plan for 2019 detailing its short term and longer term objectives.

The 2021 financial year will see the charity entering a new round of tendering for all its advocacy projects.

The charity now has more control over its finances than ever before. The surplus made in 2020 has been dedicated to the new building and the exciting projects it has planned.

This new accommodation offers increased opportunities for partnership working tremendously. Working in partnership with an anchor organisation like Wigan and Leigh College will improve the work we do and give the Organisation increased opportunities for future work.

The charity plans to expand outside of the Borough of Wigan in order to bring more finances into the Wigan Borough and therefore help more families, individuals and children. This will commence in the next financial year.

Training with other organisations will continue to be a focus in 2021.

Stronger relationships with partners are envisaged especially with our new premises. We will continue to work with children and adolescent mental health services to reduce their waiting lists in Wigan.

LESSONS LEARNT FROM CURRENT OR PAST EXPERIENCES

The charity has a long history (formed in 1958) and prides itself on learning from the past. The notice given by the Diocese of Liverpool to move out of its current premises reinforced the need for strong financial monitoring and management.

The charity has learnt in the current financial and political environment to be more adaptable to change.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The organisation is a charitable company, limited by guarantee, incorporated on 20 May 1999 and registered as a charity on 31 July 1999. The company established under a memorandum of association which established the objectives and powers of the charitable company and is governed under its articles of association. In the event of the company being wound up, members are required to contribute an amount not exceeding £5.

Recruitment and appointment of new trustees

The Trustees who served during the year and since the year end are set out below. Trustees are appointed each year at the annual general meeting.

Trustees are recruited from the charity's membership or from users of the service.

The charity is a fully independent organisation and does not allow external bodies to appoint its trustees.

Training is offered to Trustees at the point of induction and ongoing as identified

The charity currently has Trustee indemnity insurance cover of £100,000.

REPORT OF THE TRUSTEES
for the Year Ended 31 December 2020

STRUCTURE, GOVERNANCE AND MANAGEMENT

Organisational structure

The organisational structure consists of a minimum of five and no more than twelve Trustees on the Board of Trustees at any one time.

The Chief Officer Stuart Parsons is responsible for the day to management of the charity. He has three managers allocated to counselling, advocacy and administration. All other staff and volunteers report to their designated line manager.

Induction and training of new trustees

All new Trustees have a full induction to the organisation in line with staff and other volunteers. This includes roles and responsibilities both financial and those under charitable law.

Key management remuneration

In August of each year the Board of Trustees review the renumeration of key management personnel and authorise any increments.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

03773810 (England and Wales)

Registered Charity number

1076830

Registered office

Leigh Adult Learning College
Walmsley Road
Leigh
Greater Manchester
WN7 1XL

Trustees

Rev Fr C Stainton- Polland Chairman
A Johnson
C D Latham
Ms J Murdoch
Ms S Cole
Reverend W Gibbons
Mrs J Hyde

Company Secretary

S Parsons

Independent Examiner

Gary Edgerton FCA Cert PFS
Institute of Chartered Accountants in England and Wales
Fairhurst
Chartered Accountants
Douglas Bank House
Wigan Lane
Wigan
Lancashire
WN1 2TB

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

REPORT OF THE TRUSTEES for the Year Ended 31 December 2020

REFERENCE AND ADMINISTRATIVE DETAILS

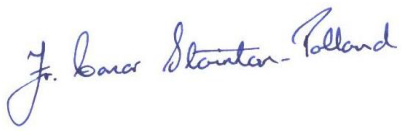
Bankers
The Cooperative Bank
P O Box 250
Skelmersdale
WN8 6WT

Solicitors
Healds Solicitors
Moot Hall Chambers
8 Wallgate
Wigan
WN1 1JE

Chief Officer
Stuart Parsons

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 4 October 2021 and signed on its behalf by:



Rev Fr C Stainton- Polland - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE

Independent examiner's report to the trustees of Wigan and Leigh Churches Association for Family Welfare ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 December 2020.

Responsibilities and basis of report
As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement
Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Gary Edgerton FCA Cert PFS
Institute of Chartered Accountants in England and Wales
Fairhurst
Chartered Accountants
Douglas Bank House
Wigan Lane
Wigan
Lancashire
WN1 2TB

Date: 5 October 2021

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT) for the Year Ended 31 December 2020

	Notes	Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	2,037	1	2,038	849
Charitable activities	5				
Counselling & Advocacy		291,057	477,252	768,309	820,724
Investment income	4	1,178	-	1,178	1,851
Total		294,272	477,253	771,525	823,424
EXPENDITURE ON					
Charitable activities	6				
Counselling & Advocacy		349,584	378,476	728,060	799,762
NET INCOME/(EXPENDITURE)		(55,312)	98,777	43,465	23,662
Transfers between funds	17	56,746	(56,746)	-	-
Net movement in funds		1,434	42,031	43,465	23,662
RECONCILIATION OF FUNDS					
Total funds brought forward		244,809	249,425	494,234	470,572
TOTAL FUNDS CARRIED FORWARD		246,243	291,456	537,699	494,234

The notes form part of these financial statements

STATEMENT OF FINANCIAL POSITION
31 December 2020

	Notes	Unrestricted funds £	Restricted funds £	2020 Total funds £	2019 Total funds £
FIXED ASSETS					
Tangible assets	12	129,905	5,176	135,081	22,172
CURRENT ASSETS					
Debtors	13	18,330	44,304	62,634	136,473
Cash at bank and in hand		308,858	373,833	682,691	567,661
		327,188	418,137	745,325	704,134
CREDITORS					
Amounts falling due within one year	14	(34,347)	(19,665)	(54,012)	(58,044)
NET CURRENT ASSETS		292,841	398,472	691,313	646,090
TOTAL ASSETS LESS CURRENT LIABILITIES		422,746	403,648	826,394	668,262
ACCRUALS AND DEFERRED INCOME	16	(176,501)	(112,194)	(288,695)	(174,028)
NET ASSETS		246,245	291,454	537,699	494,234
FUNDS	17				
Unrestricted funds				246,245	244,809
Restricted funds				291,454	249,425
TOTAL FUNDS				537,699	494,234

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 December 2020.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 December 2020 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for
(a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
(b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

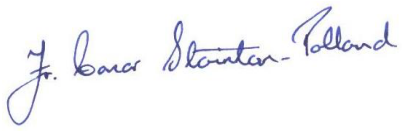
The notes form part of these financial statements

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STATEMENT OF FINANCIAL POSITION - continued
31 December 2020

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 4 October 2021 and were signed on its behalf by:



C Stainton- Polland - Trustee

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

STATEMENT OF CASH FLOWS for the Year Ended 31 December 2020

	Notes	2020 £	2019 £
Cash flows from operating activities			
Cash generated from operations	1	243,194	(97,753)
Net cash provided by/(used in) operating activities		243,194	(97,753)
Cash flows from investing activities			
Purchase of tangible fixed assets		(117,516)	(4,786)
Net cash used in investing activities		(117,516)	(4,786)
Change in cash and cash equivalents in the reporting period		125,678	(102,539)
Cash and cash equivalents at the beginning of the reporting period	2	536,613	639,152
Cash and cash equivalents at the end of the reporting period	2	662,291	536,613

The notes form part of these financial statements

NOTES TO THE STATEMENT OF CASH FLOWS
for the Year Ended 31 December 2020

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2020	2019
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	43,465	23,662
Adjustments for:		
Depreciation charges	4,607	4,673
Decrease/(increase) in debtors	73,839	(74,791)
Increase/(decrease) in creditors	121,283	(51,297)
Net cash provided by/(used in) operations	243,194	(97,753)

2. ANALYSIS OF CASH AND CASH EQUIVALENTS

	2020	2019
	£	£
Cash in hand	1,257	556
Notice deposits (less than 3 months)	681,434	567,105
Overdrafts included in bank loans and overdrafts falling due within one year	(20,400)	(31,048)
Total cash and cash equivalents	662,291	536,613

3. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/1/20	Cash flow	At 31/12/20
	£	£	£
Net cash			
Cash at bank and in hand	567,661	115,030	682,691
Bank overdrafts	(31,048)	10,648	(20,400)
	536,613	125,678	662,291
Total	536,613	125,678	662,291

The notes form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS
for the Year Ended 31 December 2020

1. STATUTORY INFORMATION

The Wigan Churches' Association for Family Welfare is a charitable company, limited by guarantee, registered in England and Wales. The charitable company's registered number and registered office address can be found in the Report of the Trustees.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements and assessment of going concern
The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

The Trustees consider that there are no material uncertainties regarding the charitable company's ability to continue as a going concern.

Income
All incoming resources are included on the Statement of Financial Activities when the company is entitled to the income and the amount can be quantified with reasonable accuracy.

Income from schools counselling services is recognised at the fair value of the consideration receivable for services provided. Income is recognised according to the period to which it relates. Amounts invoiced in advance of the service being performed are accounted for as deferred income and recognised as income when the service has been performed.

Grant income is accounted for under the accruals model. Grant income is recognised at the fair value of consideration received in the period which it is received. Where performance related conditions are specified income is recognised to the extent that the conditions have been met.

Donations are recognised upon receipt, unless the donor either requests that income be utilised in a future accounting period or the charitable company reaches a certain performance level. In such cases donation income is deferred until these conditions are met.

Investment income is recognised on a receivable basis upon notification of the amount payable by the bank.

Expenditure
Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Governance costs
Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

Support costs
Support costs include those relating to human resource, administration expenses, finance, and information systems.

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

2. ACCOUNTING POLICIES - continued

Tangible fixed assets
Fixed assets are stated at cost less accumulated depreciation and impairment losses.

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery etc - 20% on reducing balance and 15% on reducing balance

Taxation
The charitable company is exempt from taxation on activites relating to its primary trading purpose.

Fund accounting
Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Pension costs
Contributions payable to employees personal pension schemes are charged to the Statement of Financial Activities in the period to which they relate.

Financial instruments
The company has elected to apply the provisions of FRS 102 Section 11 'Basic Financial Instruments' to all of its financial instruments.

The following assets and liabilities are classified as financial instruments; bank accounts, trade debtors, trade creditors and accruals.

Financial instruments that are payable or receivable within one year are measured initially and subsequently at the undiscounted amount of the cash or other consideration that is expected to be paid or received.

3. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Donations	1,815	-	1,815	275
Subscriptions	222	1	223	574
	2,037	1	2,038	849

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

4. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	2020 Total funds	2019 Total funds
	£	£	£	£
Bank interest receivable	1,178	-	1,178	1,851

5. INCOME FROM CHARITABLE ACTIVITIES

	2020 Counselling & Advocacy	2019 Total activities
	£	£
Grants	218,018	243,505
Childrens' fund	46,298	44,800
Sure Start	20,340	20,340
Schools counselling	274,333	298,985
IMCA	209,320	213,094
	768,309	820,724

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Counselling & Advocacy	534,024	194,036	728,060

7. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
Counselling & Advocacy	88,025	106,011	194,036

8. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2020	2019
	£	£
Independent examination costs	2,510	3,000
Depreciation - owned assets	4,605	4,673

continued...

9. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 December 2020 nor for the year ended 31 December 2019.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 December 2020 nor for the year ended 31 December 2019.

10. STAFF COSTS

	2020	2019
	£	£
Wages and salaries	538,533	596,110
Social security costs	38,503	53,115
Other pension costs	24,974	29,488
	602,010	678,713

The average monthly number of employees during the year was as follows:

	2020	2019
Management and administration	5	6
Counsellors	14	17
Advocates	5	5
	24	28

No employees received emoluments in excess of £60,000.

The charity considers its key management personnel comprise the trustees and the Chief Officer. The total remuneration of the key management personnel including pension contributions was £55,227 (2019: £55,213).

The company paid £24,974(2019: £28,821) into employees personal pension schemes during the reporting period. There were pension commitments of £nil (2019: £3,138) at the reporting date.

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME AND ENDOWMENTS FROM			
Donations and legacies	850	(1)	849
Charitable activities			
Counselling & Advocacy	333,262	487,462	820,724
Investment income	1,851	-	1,851
Total	335,963	487,461	823,424
EXPENDITURE ON			
Charitable activities			
Counselling & Advocacy	419,757	380,005	799,762

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
NET INCOME/(EXPENDITURE)	(83,794)	107,456	23,662
Transfers between funds	52,116	(52,116)	-
Net movement in funds	(31,678)	55,340	23,662
RECONCILIATION OF FUNDS			
Total funds brought forward	276,487	194,085	470,572
TOTAL FUNDS CARRIED FORWARD	244,809	249,425	494,234

12. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 January 2020	-	45,463	105,258	150,721
Additions	115,384	-	2,130	117,514
At 31 December 2020	115,384	45,463	107,388	268,235
DEPRECIATION				
At 1 January 2020	-	40,374	88,175	128,549
Charge for year	-	763	3,842	4,605
At 31 December 2020	-	41,137	92,017	133,154
NET BOOK VALUE				
At 31 December 2020	115,384	4,326	15,371	135,081
At 31 December 2019	-	5,089	17,083	22,172

continued...

13. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Trade debtors	56,081	129,862
Prepayments and accrued income	6,553	6,611
	62,634	136,473

Trade debtors relate to restricted funds of £40,779 (2019: £100,220) and unrestricted funds of £15,302 (2019: £29,642).

Prepayments and accrued income relate to restricted funds of £3,525 (2019: £2,901) and unrestricted funds of £3,028 (2019: £3,710).

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2020	2019
	£	£
Bank loans and overdrafts (see note 15)	20,400	31,048
Creditors and Accruals	33,612	26,996
	54,012	58,044

Bank loans and overdrafts relate to balances on restricted funds of £1,581 (2019: £31,048) and unrestricted funds of £18,819
) 2020 and 2019.

Creditors and accruals relate to restricted funds of £18,084 (2019: £11,846) and unrestricted funds of £15,528 (2019: £15,150).

15. LOANS

An analysis of the maturity of loans is given below:

	2020	2019
	£	£
Amounts falling due within one year on demand:		
Bank overdrafts	20,400	31,048

16. ACCRUALS AND DEFERRED INCOME

	2020	2019
	£	£
Accruals and deferred income	288,695	174,028

Deferred income relates to amounts invoiced up to the reporting date in respect of counselling services to be provided after the reporting date.

Deferred income relates to unrestricted funds of £176,501 (2019: £167,644) and restricted funds of £112,194 (2019: £6,384).

During the year all of the income deferred at 31 December 2019 was recognised in the Statement of Financial Activities.

 continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

17. MOVEMENT IN FUNDS

	At 1/1/20 £	Net movement in funds £	Transfers between funds £	At 31/12/20 £
Unrestricted funds				
Core Funds	143,854	(72,539)	84,179	155,494
Schools Couselling	99,786	37,217	(27,433)	109,570
Designated funds	1,169	(19,988)	-	(18,819)
	244,809	(55,310)	56,746	246,245
Restricted funds				
Post Natal	-	3,169	(2,034)	1,135
Adult Anger	76,922	3,291	(6,757)	73,456
Child Anger	-	(5,109)	(2,191)	(7,300)
Child bereavement	46,256	1,077	(4,681)	42,652
Child Advocacy	53,036	17,500	(4,630)	65,906
Imca dol, rep, imha	16,765	28,493	(20,694)	24,564
Lean on me	21,562	151	(136)	21,577
CAMHS	28,350	34,530	(9,341)	53,539
Healthy Schools	6,534	15,673	(6,282)	15,925
	249,425	98,775	(56,746)	291,454
TOTAL FUNDS	494,234	43,465	-	537,699

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Core Funds	19,937	(92,476)	(72,539)
Schools Couselling	274,334	(237,117)	37,217
Designated funds	-	(19,988)	(19,988)
	294,271	(349,581)	(55,310)
Restricted funds			
Post Natal	20,341	(17,172)	3,169
Adult Anger	45,046	(41,755)	3,291
Child Anger	21,908	(27,017)	(5,109)
Child bereavement	31,209	(30,132)	1,077
Child Advocacy	46,297	(28,797)	17,500
Imca dol, rep, imha	206,940	(178,447)	28,493
Lean on me	1,362	(1,211)	151
CAMHS	62,274	(27,744)	34,530
Healthy Schools	41,877	(26,204)	15,673
	477,254	(378,479)	98,775
TOTAL FUNDS	771,525	(728,060)	43,465

continued...

17. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/1/19 £	Net movement in funds £	Transfers between funds £	At 31/12/19 £
Unrestricted funds				
Core Funds	159,360	(97,434)	81,928	143,854
Schools Couselling	115,958	13,640	(29,812)	99,786
Designated funds	1,169	-	-	1,169
	276,487	(83,794)	52,116	244,809
Restricted funds				
Post Natal	(3,356)	3,267	89	-
Adult Anger	58,183	25,496	(6,757)	76,922
Child Anger	-	(2,410)	2,410	-
Child bereavement	42,064	11,391	(7,199)	46,256
Child Advocacy	57,979	(1,113)	(3,830)	53,036
Imca dol, rep, imha	14,594	23,480	(21,309)	16,765
Lean on me	6,125	22,937	(7,500)	21,562
CAMHS	18,496	15,854	(6,000)	28,350
Healthy Schools	-	8,554	(2,020)	6,534
	194,085	107,456	(52,116)	249,425
TOTAL FUNDS	470,572	23,662	-	494,234

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Core Funds	36,981	(134,415)	(97,434)
Schools Couselling	298,981	(285,341)	13,640
	335,962	(419,756)	(83,794)
Restricted funds			
Post Natal	20,338	(17,071)	3,267
Adult Anger	45,045	(19,549)	25,496
Child Anger	11,363	(13,773)	(2,410)
Child bereavement	24,357	(12,966)	11,391
Child Advocacy	44,802	(45,915)	(1,113)
Imca dol, rep, imha	213,093	(189,613)	23,480
Lean on me	75,000	(52,063)	22,937
CAMHS	40,000	(24,146)	15,854
Healthy Schools	13,464	(4,910)	8,554
	487,462	(380,006)	107,456
TOTAL FUNDS	823,424	(799,762)	23,662

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/1/19 £	Net movement in funds £	Transfers between funds £	At 31/12/20 £
Unrestricted funds				
Core Funds	159,360	(169,973)	166,107	155,494
Schools Couselling	115,958	50,857	(57,245)	109,570
Designated funds	1,169	(19,988)	-	(18,819)
	276,487	(139,104)	108,862	246,245
Restricted funds				
Post Natal	(3,356)	6,436	(1,945)	1,135
Adult Anger	58,183	28,787	(13,514)	73,456
Child Anger	-	(7,519)	219	(7,300)
Child bereavement	42,064	12,468	(11,880)	42,652
Child Advocacy	57,979	16,387	(8,460)	65,906
Imca dol, rep, imha	14,594	51,973	(42,003)	24,564
Lean on me	6,125	23,088	(7,636)	21,577
CAMHS	18,496	50,384	(15,341)	53,539
Healthy Schools	-	24,227	(8,302)	15,925
	194,085	206,231	(108,862)	291,454
TOTAL FUNDS	470,572	67,127	-	537,699

continued...

NOTES TO THE FINANCIAL STATEMENTS - continued
for the Year Ended 31 December 2020

17. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
Core Funds	56,918	(226,891)	(169,973)
Schools Couselling	573,315	(522,458)	50,857
Designated funds	-	(19,988)	(19,988)
	630,233	(769,337)	(139,104)
Restricted funds			
Post Natal	40,679	(34,243)	6,436
Adult Anger	90,091	(61,304)	28,787
Child Anger	33,271	(40,790)	(7,519)
Child bereavement	55,566	(43,098)	12,468
Child Advocacy	91,099	(74,712)	16,387
Imca dol, rep, imha	420,033	(368,060)	51,973
Lean on me	76,362	(53,274)	23,088
CAMHS	102,274	(51,890)	50,384
Healthy Schools	55,341	(31,114)	24,227
	964,716	(758,485)	206,231
TOTAL FUNDS	1,594,949	(1,527,822)	67,127

Unrestricted funds are available to spend on any of the purposes of the charity.

Adult and Child anger - Grant funding is received from Wigan CCG with the restrictive purpose of providing counselling services to individuals who have problems controlling their anger. The funds held at the reporting date will be utilised to continue to expand and improve these services.

IMCA - Grant funding is received from Wigan MBC with the restrictive purpose of providing independent mental capacity advocacy services to referred residents in the Wigan Borough. Funds held are designated to increase future services by three days per week.

Child bereavement - Grant funding is received from Wigan CCG with the restrictive purpose of providing counselling services to bereaved children in the Wigan borough. The funds held at the reporting date will be utilised to continue to expand and improve these services.

Child Advocacy - Grant funding is received from Wigan MBC with the restrictive purpose of providing advocacy services to looked after children and children with mental health issues in the Wigan borough. The funds held at the reporting date will be utilised to provide increased training to professionals in Wigan.

CAMHS (Child and Adolescent Mental Health Services) - Grant funding is received from Wigan CCG with the restrictive purpose of providing counselling services to children and young people who are on existing CAMHS waiting lists. This is a relatively new fund and the funds held at the reporting date will be utilised to provide both group and individual counselling services to children and young people who are on existing CAMHS waiting lists.

continued...

17. MOVEMENT IN FUNDS - continued

Lean on Me - Grant funding is received from the Community Investment Fund with the restrictive purpose of providing generic advocacy and counselling services to people looking for alternatives to statutory services. The funds held at the reporting date will be utilised to provide these services for a further year.

Healthy Schools - Grant funding is received from the Government and Greater Manchester health authority with the restrictive purpose of providing evidence based counselling therapies in schools.The funds held at the reporting date will be utilised to provide these services over the next year.

Transfers between funds

Transfers from restricted funds to unrestricted core funds of £56,746 (2019: £52,116) were made during the year in respect of management charges and transfer of deficit balances on restricted funds.

18. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 December 2020.

19. CONTROL

The company is under the control of the trustees.

WIGAN AND LEIGH CHURCHES ASSOCIATION FOR FAMILY WELFARE TRADING AS FAMILY WELFARE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES for the Year Ended 31 December 2020

	2020 £	2019 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	1,815	275
Subscriptions	223	574
	2,038	849
Investment income		
Bank interest receivable	1,178	1,851
Charitable activities		
Grants	218,018	243,505
Childrens' fund	46,298	44,800
Sure Start	20,340	20,340
Schools counselling	274,333	298,985
IMCA	209,320	213,094
	768,309	820,724
Total incoming resources	771,525	823,424
EXPENDITURE		
Charitable activities		
Wages	477,768	521,647
Social security	32,468	45,939
Pensions	21,328	25,047
Training fees	2,460	6,839
	534,024	599,472
Support costs		
Management		
Rent rates and water	10,254	8,646
Insurance	3,938	3,849
Light and heat	4,080	5,429
Telephone	18,028	5,715
Postage and stationery	3,222	8,676
Travelling and subsistence	5,002	12,997
Computer costs	36,494	16,100
Repairs and renewals	2,400	9,438
Fixtures & fittings depreciation	764	898
Computer equipment depreciation	3,843	3,774
	88,025	75,522

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
for the Year Ended 31 December 2020

	2020	2019
	£	£
Management		
Governance costs		
Wages	60,765	74,463
Social security	6,035	7,176
Pensions	3,646	4,441
Auditors' remuneration for non audit work	2,510	3,000
Sundries	5,569	14,352
Accountancy fees	16,024	14,837
Professional fees	11,462	6,499
	106,011	124,768
Total resources expended	728,060	799,762
Net income	43,465	23,662

ANNUAL REPORT

& ACCOUNTS 2020

The Wigan Churches' Association for Family Welfare is a registered charity in England and Wales (1076830). Company number 3773810.

Family Welfare
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FamilyWelfare