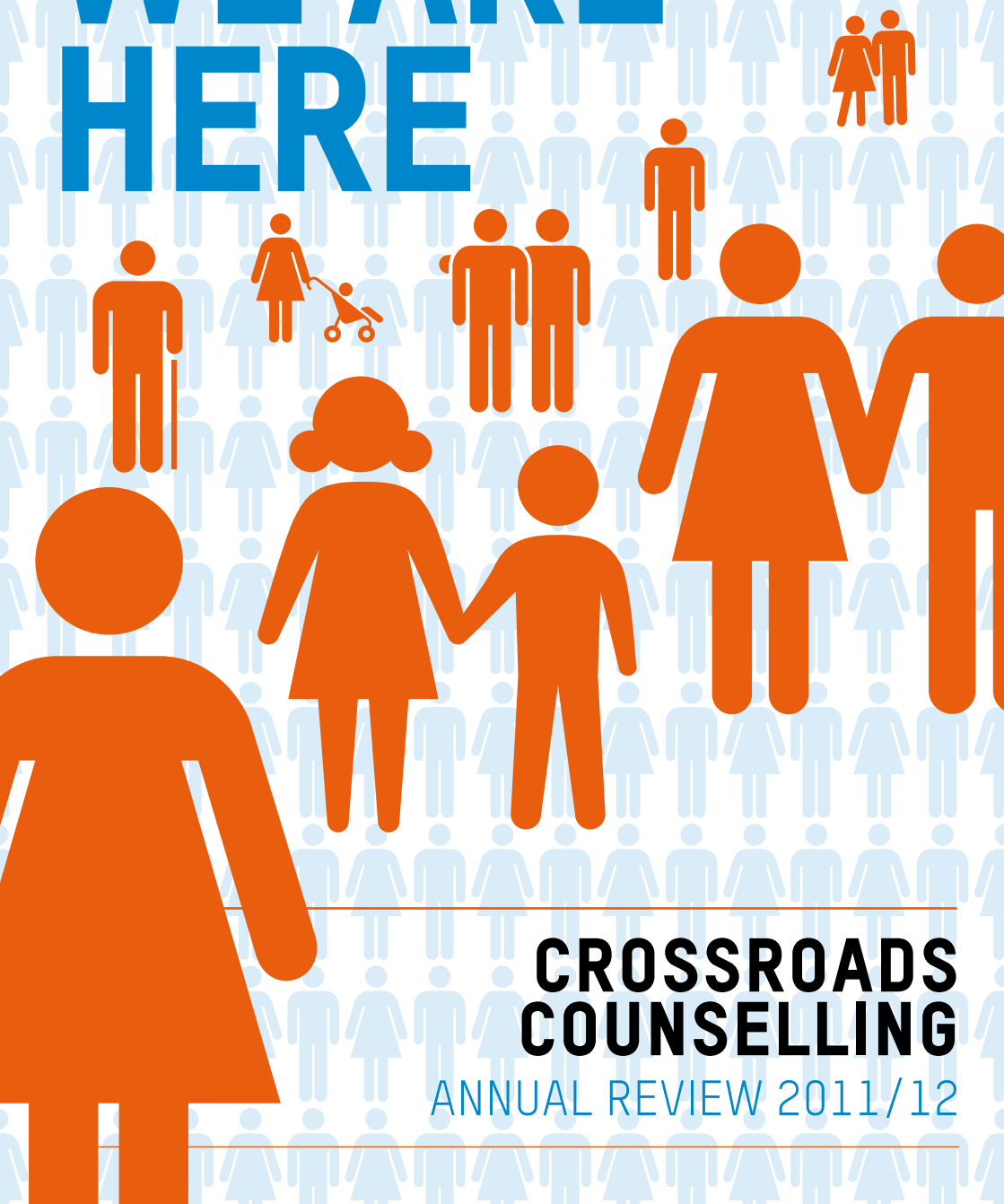


# WE ARE HERE



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**CROSSROADS  
COUNSELLING**

ANNUAL REVIEW 2011/12

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# WE ARE HERE



Crossroads Counselling provides long-term, low-cost counselling for adults, play therapy for children, and training for organisations in the Borough of Tower Hamlets.

We offer our help for as long as people need us.

Introduction, from Ken, our Manager

**TIMES HAVE BEEN TOUGH,  
BUT WE REMAIN SOLID,  
GIVING HOPE TO AS MANY  
PEOPLE AS WE CAN IN OUR  
BOROUGH.**

**“W**e are here” - the title of this report - says so much. This year we've seen organisations around us stumble or stop completely. Times have been tough, but we remain solid, giving hope to as many people as we can in our Borough - our counsellors continue to offer therapy to people on low incomes, and we will keep on, for as long as it takes, helping to turn lives around.

We have all been challenged by the fast moving changes around us - social and economic ones. Life can be really unsettling - we've seen lows and highs even on our doorsteps - from riots to the Olympics and Paralympics. Cuts have carried on biting deeply over the year, and life for most of us has become that much more difficult.

But Crossroads is still here, working even harder for those who need therapy

most. So, over the year, we increased our one-to-one adult counselling work by 13% - we are now open five days and four evenings a week; our child therapy service at a local primary school is full time; and we have increased the amount of supervision and training we offer other charities and organisations. And all this means we are having a growing impact in our community, helping to make a difference to many people, in many different ways.

Crossroads is determined to be here for years to come, and by continuing to work in partnership with other local organisations, and through the generosity of our supporters and funders, we will work solidly and professionally to meet growing needs in Tower Hamlets.

**KEN DONALDSON**, Chief Executive.

**WE ARE NOW OPEN FOUR EVENINGS  
AND FIVE DAYS A WEEK**



**OUR CHILD THERAPY SERVICE  
AT A LOCAL PRIMARY SCHOOL  
IS FULL TIME**



**INCREASED SUPERVISION AND TRAINING**



**13%**  
NUMBER OF  
INDIVIDUAL ADULT  
SESSIONS OFFERED  
HAS INCREASED BY



What we do

# WE PROVIDE A PROFESSIONAL, LONG-TERM, LOW COST COUNSELLING SERVICE TO THE PEOPLE OF TOWER HAMLETS.

- **WE PROVIDE** counselling for adults from our centre in Bethnal Green. Following an initial assessment to talk about the client's needs, a counsellor will meet with a client for 50 minutes, once a week, offering confidential therapy in our recently refurbished counselling rooms.
- **WE OFFER** a full time child therapy service to primary school children at a local primary school on the Isle of Dogs. Through playing, children can explore issues affecting their everyday lives, in class and outside school. Play therapy allows children to creatively work through, at their own pace, some of the distresses or anxieties that affect them every day.
- **WE HAVE** developed supervision for other organisations over recent years. We now offer clinical supervision and supervisory support for leaders and team members in local charities and other organisations.
- **WE PROVIDE** bereavement and volunteer training to local charities and will soon be adding listening skills training as part of our plan to share our skills and expertise outside Crossroads.



ONE TO ONE  
THERAPY FOR 50  
MINUTES, ONCE  
A WEEK



WE NOW OFFER  
SUPERVISORY  
SUPPORT FOR  
LEADERS AND TEAM  
MEMBERS OF LOCAL  
ORGANISATIONS



WE OFFER A  
FULL TIME  
CHILD THERAPY  
SERVICE



How we help

**CLIENTS PAY WHATEVER  
THEY CAN AFFORD –  
HOWEVER LITTLE THAT  
MAY BE.**



**OUR VOLUNTEER  
COUNSELLORS  
OFFER THE HIGHEST  
STANDARDS OF  
PROFESSIONALISM  
AND EXPERIENCE**

**WE OFFER LONG-TERM  
THERAPY AND HELP  
CLIENTS PROGRESS AT  
THEIR OWN PACE**



- **OUR CENTRE** offers a comfortable, secure environment for people to explore their needs and understand themselves and the issues that brought them into counselling.
- **CLIENTS PAY** whatever they can afford – however little that may be. This contribution towards sessions encourages a stronger commitment towards the work they do.
- **THE WORK** of Crossroads is motivated by the Christian faith and because of that we work with all people in the diverse community of Tower Hamlets.
- **WE OFFER** long-term therapy, which is rare these days, and are uniquely positioned to help clients progress at their own pace to find greater self-acceptance. (Often clients come to us after finding short-term therapy has not addressed their deeper issues.)
- **OUR VOLUNTEER** counsellors offer the highest standards of professionalism and experience. The team is led by the team manager and supported by qualified external supervisors.

**LISTENING TRUSTWORTHY CONFIDENTIAL SUPPORTIVE VALUING SAFE ACCOMPANYING CONSISTENT PROFESSIONAL RESPECTFUL LONG-TERM**

# OUR CLIENTS SPEAK

Crossroads Counselling really helped me unlock all the past issues that have been holding me back for so many years. Now I feel I have matured as a person, and feel more confident in myself.

ADULT CLIENT

You provided an excellent service - I was really pleased I was seen at short notice, and it made a huge difference.

ADULT CLIENT

Crossroads gave me a confidential and private place where I could discuss my options at a difficult time in my life. Thank you.

ADULT CLIENT

I found it a challenge to get to my appointments because of transport and health problems. I made a lot of effort to get there and it was worth it, because I had someone I could talk things over with, and who listened with understanding and consideration. I'm hoping I can come back in the future. Many thanks to you all.

ADULT CLIENT

Crossroads is an excellent service and I've experienced great changes. I'd recommend you to anyone.

ADULT CLIENT

When I first joined Crossroads I already had been through 10 years of hell and I had to deal with more trauma over the next year. I can't thank my counsellor enough, mainly for the feeling I was never being judged for the things I said. She helped me rediscover the person who had lost their way in life, and helped me to live again. Thank you so much.

ADULT CLIENT

An adult counsellor's view

**“CLIENTS COME TO CROSSROADS WITH SO MANY VARIED TROUBLES TO TALK THROUGH. NO CLIENT IS THE SAME – EACH HAS THEIR OWN UNIQUE EXPERIENCES AND THEIR OWN UNIQUE NEEDS...”**

In the therapy room we offer a space a client can come to trust in – a relationship with a counsellor they can also rely on. For some, this can be really difficult as it may be the only place they have ever experienced acceptance, and it may be the only place they can begin to trust another person – and themselves.

People come with a spectrum of matters – relationship difficulties, stress issues, depression, phobias, work troubles, money matters, fears and sexual challenges. Some deep rooted issues can surface, things that lay dormant but have impacted since childhood; abuses perhaps that have never been addressed; family concerns that have stayed hidden

for many years; mental health issues that have been so severe they have become the cause of physical difficulties.

Crossroads' counsellors welcome clients who need to talk about some extreme and really difficult experiences. For many in our Borough, therapy is the only way out of what can be a downwards spiral away from a life lived to the full. Our challenge is often simply to be alongside them, to “walk” with a client in their thoughts and to inhabit their emotional world, to accept them and their worth, and to value them.”

CROSSROADS THERAPIST





WE INCREASED SCHEDULED APPOINTMENTS BY 13% AS A RESULT OF 3 NEW COUNSELLORS JOINING US

WE CHANGED THE WAY WE RAISE FUNDS – THIS TASK IS NOW DIVIDED BETWEEN CHARITY FUNDRAISING LIMITED, OUR OFFICE ADMINISTRATOR AND THE CHIEF EXECUTIVE



# WHAT HAPPENED FOR US IN 2011/12



OUR CHILD THERAPY TEAM WORKS WITH 18 CHILDREN EVERY WEEK AT A LOCAL PRIMARY SCHOOL

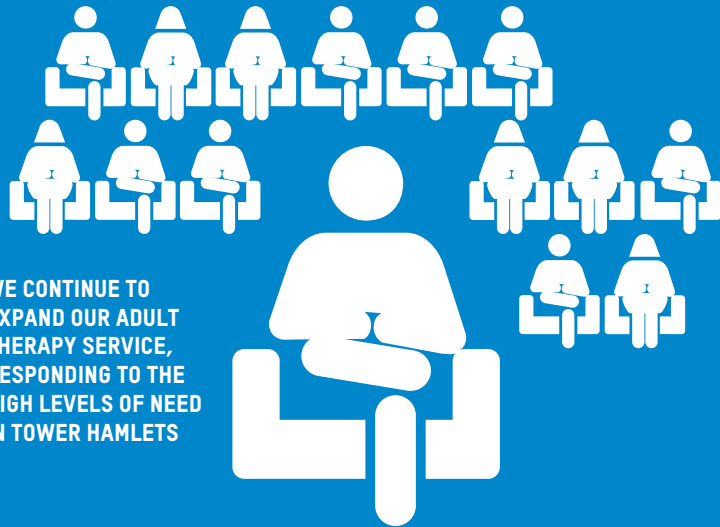


WE EMPLOYED AN OFFICE ADMINISTRATOR – THIS POST STARTED IN 2011 TO SUPPORT THE COUNSELLING TEAM MANAGER, COUNSELLORS AND CHIEF EXECUTIVE

WE REFURBISHED THE COUNSELLING ROOMS AND OFFICES FOR THE FIRST TIME IN TEN YEARS, THANKS TO A WONDERFUL GRANT MADE DURING THE YEAR







WE CONTINUE TO EXPAND OUR ADULT THERAPY SERVICE, RESPONDING TO THE HIGH LEVELS OF NEED IN TOWER HAMLETS

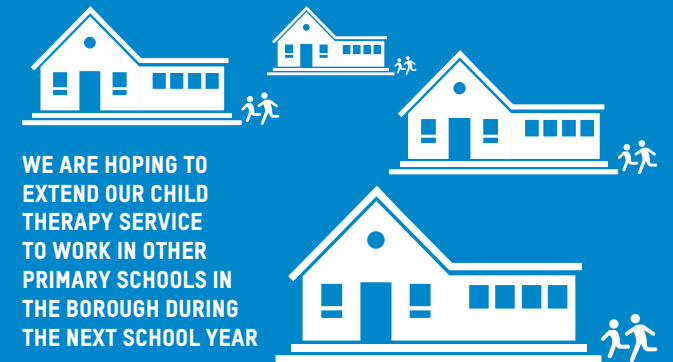
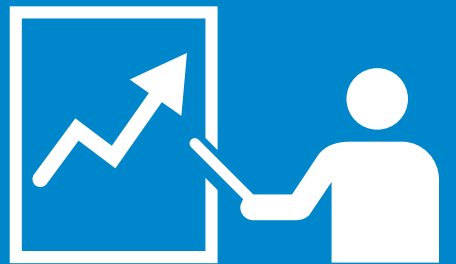


WE ARE IN THE PROCESS OF LAUNCHING RELATIONSHIP COUNSELLING, FOR COUPLES EXPERIENCING DIFFICULTIES

# INTO OUR FUTURE

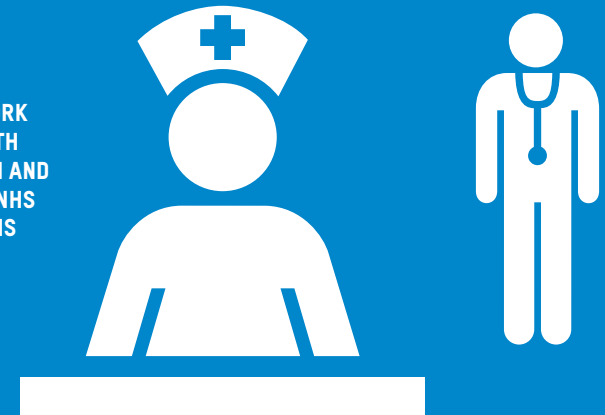


WE ARE PLANNING TO FURTHER EXPAND OUR SUPERVISION AND TRAINING WORK WITH LOCAL ORGANISATIONS

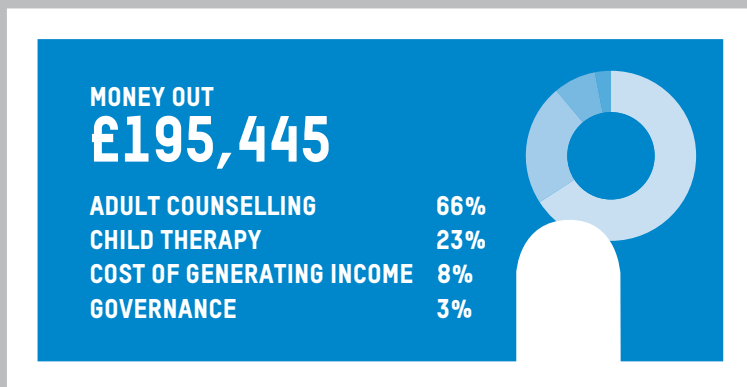


WE ARE HOPING TO EXTEND OUR CHILD THERAPY SERVICE TO WORK IN OTHER PRIMARY SCHOOLS IN THE BOROUGH DURING THE NEXT SCHOOL YEAR

WE CONTINUE TO WORK IN PARTNERSHIP WITH GPs IN THE BOROUGH AND LIAISE WITH OTHER NHS SERVICES AND CAMHS



## Financials



## CROSSROADS COUNSELLING WOULD LIKE TO THANK ALL THE PEOPLE WHO HAVE MADE OUR WORK POSSIBLE THIS YEAR

OUR VOLUNTEERS - BOTH OFFICE AND SUPPORT STAFF AND OUR DEDICATED TEAM OF COUNSELLORS  
 OUR TRUSTEES, STAFF AND CHILD THERAPISTS  
 LOCAL CHURCH REPRESENTATIVES AND CONGREGATIONS  
 OUR CLIENTS  
 OUR DONORS AND SUPPORTERS: ALL THE INDIVIDUALS WHO HAVE SUPPORTED OUR WORK, BOTH THROUGH ONE-OFF GIFTS AND REGULAR MONTHLY DONATIONS WHICH ALLOW US TO PLAN OUR SERVICES  
 OUR MARATHON RUNNER

## FUNDERS

CHARLES S FRENCH CHARITABLE TRUST  
 EAST LONDON NURSING SOCIETY TRUST  
 FOREST HILL CHARITABLE TRUST  
 FOSTER WOOD FOUNDATION  
 GOLDSMITHS' COMPANY CHARITY  
 HINCHLEY CHARITABLE TRUST  
 ISLAND HEALTH TRUST  
 MAN GROUP CHARITABLE TRUST  
 M&G INVESTMENTS  
 MR & MRS DODDS  
 PAN CHARITABLE TRUST  
 THE CHARITY OF DAME MARY BAKER  
 THE GIRDLERS' COMPANY CHARITABLE TRUST  
 THE LEATHERSELLERS' CHARITABLE TRUST  
 THE THOMAS WALL TRUST  
 THE TUDOR TRUST  
 THE WEST FUND  
 WAKEFIELD AND TETLEY TRUST

Thank you

# CROSSROADS COUNSELLING 2011/12 OUR YEAR IN NUMBERS

# 2724

TOTAL NUMBER OF SCHEDULED  
APPOINTMENTS

# 39%

OF ADULT CLIENTS  
WERE REFERRED TO  
US BY THEIR GP

# 21.4%

BY A FRIEND

# 10.7%

BY THEIR CHURCH

WE ARE OPEN

# 250

DAYS A YEAR

# 2

NUMBER OF CHILD  
THERAPISTS

OUR COUNSELLORS HAVE OVER

# 15,000

HOURS' EXPERIENCE

WE INCREASED ADULT  
COUNSELLING BY

# 13%

# 84%

OF CLIENTS GAVE

# £10

OR LESS PER SESSION

# 39%

GAVE

# £3

OR LESS

# 15

NUMBER OF  
PSYCHOTHERAPISTS

ON AVERAGE WE  
INVESTED

# £1930

PER CHILD AND

# £2273

PER ADULT CLIENT  
OVER THE YEAR

# 598

CHILDREN'S SESSIONS  
OFFERED DURING THE YEAR

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