



The Buckinghamshire  
Association for Mental Health



A N N U A L R E V I E W 2 0 0 3 / 2 0 0 4

# Contents

Report from the Chair .....	1
Acting Chief Executive's Report .....	3
Day Services .....	5
The Dove Centre .....	10
Group Homes .....	13
Wycombe Counselling Service .....	15
Board of Trustees and Officers .....	20
Organisational Chart .....	21
Statement and Balance Sheet .....	22

# Report from the Chair

This report, unlike previous Report and Accounts, covers a 15-month accounting period and marks BAMH's change of status to that of a company limited by guarantee. This important development brings BAMH in line with the majority of charities in the UK and represents another stage in the development of our 90-year-old charity.

In last year's report I posed a number of questions for BAMH. One question in particular anticipated events that have had a significant impact on BAMH during the reporting period:

"How do we reconcile the difference between our voluntary ethos and the contract culture within which we operate?"

This question turned out to be more relevant for the charity than I anticipated at the time I wrote these words. Our two counselling centres at Wycombe and Aylesbury have both been recently affected by statutory funding, but in very different ways.



Bob Maitland (on the right) and Richard Speight - both of whom held the role of Chair during the period covered by this Review

I am pleased to say that shortly before this report went to print\* The Dove Centre, following extensive discussions with the PCT and the Vale of Aylesbury GP's, has received confirmation that its funding has been confirmed until the end of the current financial year. This important announcement will mean that The Dove Centre will be able to continue with its work in the Vale of Aylesbury.

\*(At the time Carol Harris wrote her report on The Dove Centre for this Annual Review the outcome of the ongoing discussions with the PCT were still unknown)

In contrast, Wycombe Counselling Service unfortunately lost the funding from its local PCT. Due to this loss of funding Wycombe Counselling Service has had to undergo a radical downsizing of its operation. The implications of these recent events for BAMH have been extensively discussed by the Board and have highlighted the need for BAMH to maintain a balance between statutory funding and independent fundraising.

Although we have managed to retain our presence in Wycombe, albeit in a much reduced form, I believe we should treat recent events as an important 'wake up call'. If we are to survive and prosper during the second century of our existence we will have to pay increased attention to raising our own funds and not be too dependant on contract income. Answering the questions that I posed in last year's report will continue to occupy the Board and Management Team in the year(s) ahead.

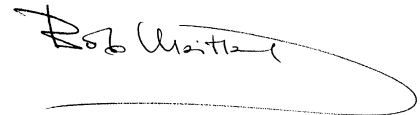
To balance the disappointment about Wycombe we have had notable achievements elsewhere. The Befriending Service that was in its infancy during the last reporting period is now getting into its stride and is meeting its targets. We are also close to successfully completing the writing of the Mental Health Guide for Buckinghamshire that has been funded by Buckinghamshire NHS Mental Health Trust. These successes, important as they are in themselves, also show that we have the ability to adapt and successfully take on new challenges.

In ten years time BAMH will be celebrating 100 hundred years as a mental health charity. The Board and Management Team are already working on the long-term strategy for BAMH and volunteers, service users and members also have an important role to play in this process. I said at last years AGM that I would like to see BAMH become an inclusive organisation where all voices are listened to and where all opinions are valid. Collectively we have an important challenge - to ensure that BAMH continues to play a key role in the field of mental health in Buckinghamshire.

At last years AGM I announced my retirement from the role of Chair only to find myself back in the role half way through the current year! This has been due to the fact that Richard Speight, who was due to take over the role of Chair, agreed to take on the role of Acting Chief Executive following the departure of Alan Franey earlier this year.

Alan left BAMH with a considerable legacy and one that we should aim to build on in future years. The Board would like to record their thanks to Alan for his hard work on behalf of BAMH.

Finally, I would like to thank all those connected with BAMH for their support and hard work during the last 15 months.

A handwritten signature in black ink that reads "Bob Maitland". The signature is written in a cursive style and is underlined with a long, horizontal stroke.

**Bob Maitland**  
**Chair**

# Chief Executive's Report

The last fifteen months have been both eventful and demanding for BAMH.

In July this year I agreed to move into the role of 'Acting' Chief Executive on a temporary basis following the departure of Alan Franey. This temporary appointment is designed to allow the Board time to recruit a permanent replacement for Alan. It is hoped that the replacement will be in place early in 2005. I am grateful to Bob Maitland agreeing to temporarily take on the role of Chair to facilitate this arrangement.



Richard Speight, Acting Chief Executive and his assistant Janet Swinbank

The recent loss of PCT funding for the Wycombe Counselling Service has provided Donna Hayward-Sussex and her team with a considerable challenge - that of establishing an independently funded counselling service. The Board agreed to fund the ongoing existence of Wycombe Counselling and to give Donna and her team time to re-establish the service. I am pleased to be able to say that at the time of writing the signs from Wycombe are promising and I hope it will be possible to describe the developments at Wycombe Counselling in future Annual Reports.

BAMH now provides services, on a contract basis, on behalf of a number of different statutory organisations and in recent years this has become an increasingly important source of income for us. One of the challenges that this development sets the charity is being able to operate as a 'commercial' service provider - giving our customers what they want - and at the same time staying true to our charitable heritage.

Understanding what makes the voluntary sector different from the public or private sector is, in my opinion, key to our future success as a service provider and a charity. Remaining in touch with our charitable roots is vital if we are to retain the support of our donors and volunteers. Balancing independence with the ability to develop close relationships with those who are funding us to provide services will, I predict, need to be an ongoing area of focus for BAMH.

One way of maintaining contact with our roots is to ensure that the voice of Service Users is heard within BAMH. Earlier this year we launched the BAMH Service User Council that aims to give representatives from our various services an opportunity to meet and discuss issues. Jenny Hunt, one of our Trustees, has agreed to chair the initial meetings and although we are in the very early stages of developing the Council we are hopeful it will develop into a useful and valued forum.

A further initiative is the appointment of two Development Workers. This initiative, which is being managed by BAMH on behalf of the Buckinghamshire Mental Health NHS Trust, is aimed at facilitating the involvement of service users in the development of statutory services across the county.

In last years Annual Report we described how BAMH was introducing Mind Quality Standards across the charity. Work has continued with this and we will have the first formal audit of our standards by Mind early in 2005.

We have also continued to develop our strategic vision of BAMH and in January 2004 we held our second 'away day' where Trustees and Managers were able to discuss how the charity should develop in future years. This process took place 'off site' and enabled us to debate the future direction of the charity.

BAMH would not function without the support that it receives in the form of 'donations' of time from its many volunteers. I would like to record, on behalf of the Management Team, our thanks for the unstinting support provided by volunteer workers in all aspects of our operation.

Finally, there is a lot going on in BAMH and the following reports from each of the Managers will give you an insight into each of our main service areas. I would like to thank the managers for the support they have given me in my temporary role and for the commitment they continue to show to BAMH.



Jenny Hunt, Chair of The Service Users Council with members - Paula Stone - 7-9 Drop-in, Julia Britton - Park Club, Peter Collins - Milestones Drop-in and Nicky Glover-Wright - Lanterns Drop-in



Helen Jameson and Michelle Duffield, Development Workers

**Richard Speight**  
**Acting Chief Executive**

## Day Services

BAMH Day Services have grown and diversified this year. In addition to our established Drop-ins, Day Clubs, Supported Employment Project and Mental Health Resource Centre, a Befriending Service is now up and running and we are nearing completion of a project to produce a comprehensive 'Bucks Mental Health Guide'.

There are currently twenty staff working in the service, supported in every area by an incredibly dedicated forty volunteers who work both directly with the users of our services and indirectly with the running of the service. Without their time and energy our activity would be seriously reduced, to the detriment of all.



Carolyn Smyth, Day Services Manager

### Drop-ins/Day Clubs

At the beginning of 2004 our Adult Drop-ins held sessions at which members were asked what they thought the Drop-ins offered and what benefit they derived by attending. Working through numerous flipchart pages of thoughts and ideas several common themes occurred.

People feel that the Drop-ins provide a safe place to be where they are not judged or put under any pressure and are accepted. They come for social and emotional support, friendship, companionship and relaxation, i.e. 'normality'. People said that they got relief from the isolation, boredom, stigmatisation and self doubt that are the daily experience of too many of our members.

Each of our five drop-ins share a common philosophy that drives the service but, within that, each has its own character created by its members. At different times and to varying degrees there are group activities and training, art classes, spontaneous group discussions, fundraising and outings. Club workers facilitate where possible the wishes of their members but in addition to this they also work hard to motivate people that have been demotivated by their experiences.

Funding for the Adult Clubs comes from Social Services on a 'spot purchasing' basis. This means that we are funded only for those members who can be referred by a Care Manager.

There is a wealth of talent amongst the members of the Clubs and we will continue to look at ways to promote these talents which include art, writing, giving presentations, craftwork, computer skills including web design, to name but a few.

Our two Clubs for older people continue to deliver an important service. They are run for those suffering from some form of dementia or other mental health problem. These Clubs are also often valuable to carers who appreciate the respite and the support that the clubs can provide.

Both venues for the clubs are relatively small and intimate. The workers create a peaceful and calm environment. Stimulating activities at different levels are provided and there is always conversation and singing.

The Clubs for Older People receive a grant from Social Services. Referrals for the service come from the Community Mental Health Teams, Social Services and self-referrals. We are looking to ensure that Primary Care workers are also aware of the work that we do.



The Befriending Team (from left to right) Jill Tennant - Admin Assistant, Linda Tyrell and Pauline Barnes - Befriending Co-ordinators

## Befriending Service

The BAMH Befriending Service is drawing to the end of a very successful first year. In June 2003 two co-ordinators and an administrative assistant were appointed to set up and run the service. Linda Tyrell is responsible for the Aylesbury Vale locality and Pauline Barnes covers the Wycombe, Chiltern and South Bucks localities. Both are based at Sun House in Chesham although they spend most of their time in their respective localities visiting clients and recruiting volunteers.

The service exists to provide one-to-one befriending for people with mental health difficulties who are often isolated and may not be accessing other services. Clients are referred mostly by Community Mental Health Teams but referrals are also received from GPs, Social Services, other statutory services and voluntary organisations. Self-referrals are accepted but these must be supported subsequently with a referral from a mental health professional.

A potential client is interviewed by a co-ordinator to ascertain whether the service is appropriate to their needs. At this time an aim is identified and agreed. If it is considered that the service will be of benefit, the client will then be matched with a volunteer befriender. This process may take some time as it is important that the befriender and client are compatible.

The recruitment of volunteers is a constant challenge. The service depends on the time, energy and caring given by those that come forward to be trained as volunteer befrienders. All volunteers undertake a full training programme that includes mental health awareness, listening and communication skills, ethical dilemmas, professional boundaries and confidentiality.

Up to June 2004, 24 volunteers have successfully completed the training. They cover a wide age range and come from diverse social, cultural and ethnic backgrounds. The service has received 69 client referrals. Of these 39 are proceeding and 30 have either not met the criteria for having a befriender or have withdrawn from the service.

All befriending partnerships are carefully monitored. The co-ordinator contacts both volunteer and client individually after their initial meeting, then after six weeks and every three months subsequently. Volunteers have monthly supervision sessions and can contact the co-ordinators between these times with any concerns.

The Befriending Service is making a difference to people's lives. These are not our words but what we are told by clients. Some have said that befriending has changed their lives. The service is filling a gap in provision, borne out by the rapidly growing referral lists. Within the coming year it will be necessary to begin the process of securing funding to continue the service when the Partnership Development Fund money comes to an end.

## Supported Employment

The Supported Employment Project has had a busy year and continues to produce excellent results. People who have been supported to move on to some form of work have experienced an increase in confidence and an improvement in the quality of their lives.

The project is run by Jacquie Larner, who works with clients on a one-to-one basis, to find them both voluntary and paid positions. Jacquie and client reach agreement about opportunities that would be appropriate to pursue and what may be needed to achieve this. Sometimes training in particular areas will give people the skills required, for instance, undertaking a Basic Food Hygiene course. Jacquie will arrange this and support the client to attend the training where necessary. She will also personally train people in such skills as using the telephone, interview techniques and application form writing.

Jacquie uses her skill, experience and local knowledge to negotiate suitable placements with potential employers. When a placement has been achieved it is essential that the client be supported until he/she feels confident enough to continue alone. Support may also be needed again during difficult times.



Jacquie Larner

In addition to this one-to-one work, Jacquie arranges courses for the BAMH clubs. Working with Adult Learning, with whom she has made close links, it has been possible for a lecturer/trainer to attend clubs for a specified number of sessions to teach a particular subject. An example of this was Creative Writing on PC that led to one member forming a writing group within his Club which he ran himself.

A group of members were supported to attend an IT course at a local college. At the conclusion of this someone bought herself a computer and is now experiencing the advantages of using the Internet. Someone else has registered himself on the next more advanced course.

During the past year referrals from the statutory services have increased with referrers knowing that their clients will not be put on a long waiting list. The recent funding from the Garfield Weston Foundation and Lloyds TSB Foundation has now come to an end. We are therefore in the process of reviewing what we have achieved, looking at the future direction and size of the project and at the funding we will need to move forward.

## **Mental Health Resource Centre**

Sun House in Chesham is owned by BAMH and has been a resource centre for over ten years now. It continues to be used for BAMH services and is rented to groups that, in a variety of ways, foster mental well-being.

During the preceding three years much-needed improvements have been carried out which have been of benefit to everyone. In the past year the only structural change has been the construction of a shelter between the two buildings that has enabled Sun House to become a no-smoking building. People that like to smoke can now go outside but still be protected from the elements.

Office accommodation is severely stretched with two Service Managers, two Befriending Co-ordinators, the Employment Worker and two Administrative Assistants working out of two small offices. The situation has required some creative thinking! The Day Services Manager now spends part of the week working from BAMH Head Office and everyone negotiates their office time. It is indicative of the ethos of Sun House that, even in adversity, everyone works together so effectively and amicably.

Finally, It has been a busy, challenging and enjoyable year. Thank you to a wonderfully dedicated Day Services team that always keeps me on my toes and to the users of our services who are always such an inspiration.

## Bucks Mental Health Guide

In response to concerns about the lack of information available to service users, carers and workers in all areas of mental health, BAMH had been looking for some time to produce a comprehensive directory of mental health services in Buckinghamshire. At the end of 2003, funding was secured from the Bucks Mental Health Trust to research and produce such a guide.

It was decided to undertake the task as a six-month project with the aim of not only producing a directory but also providing work and volunteering opportunities to service users and carers. A Project Co-ordinator, Jason Clark who is himself a past user of mental health services, was appointed in January 2004. An initial consultation was undertaken to find out what information people wanted to be able to access and in what format. Jason was assisted in this task by a small group of users and carers.



Jason Clark, Project Co-ordinator

The task of collecting information about services is now nearing completion. The process of securing signed forms giving permission to include each organisation's/group's details into the Guide has been long and painstaking. Again, this work has been undertaken with assistance from service users and carers either paid or as volunteers. All the information is being entered onto a database created by Jason in a format that can be reproduced by the printer.

The project has a steering group made up of carers, service users and representatives from Bucks Mental Health Trust, Social Services and voluntary organisations. BAMH is grateful for the time that the members of the group are giving to the project. Their input is proving invaluable.

A competition for service users to design a front cover for the Guide is being planned. It is hoped that the Bucks Mental Health Guide will be printed and ready for distribution in October.

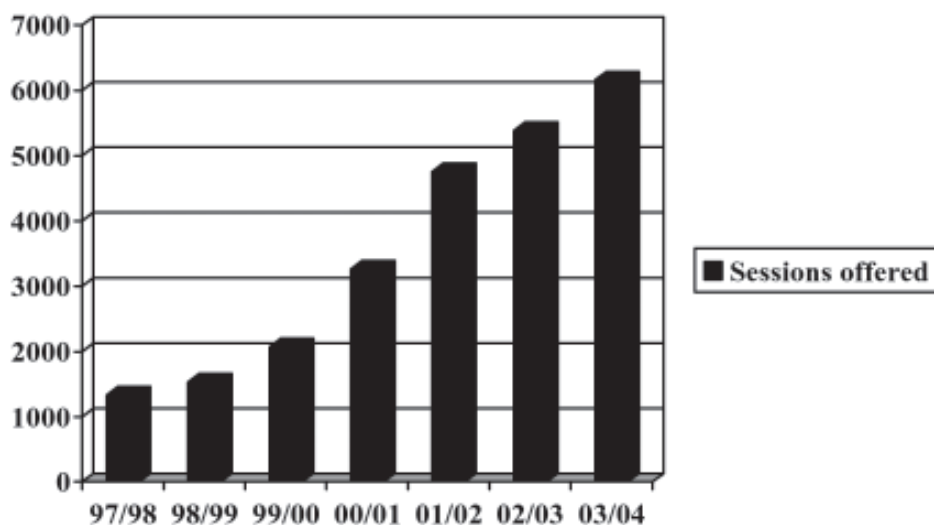
**Carolyn Smyth**  
**Manager - Day Services**

## The Dove Centre

The Dove Centre continues to provide counselling to adults and younger people from the age of 16 years on a one to one basis. Clients are normally referred for counselling by a GP or other professional.

A voluntary contribution that is fair and manageable is asked for from all GP and self-referred clients. The request for a voluntary contribution has, to date, not excluded anyone from counselling who may be experiencing financial difficulties.

7707 counselling sessions were offered between 1 April 2003 and 30 June 2004.



The above table shows the year on year increase in the number of counselling sessions offered between 1997 and March 2004. The number of sessions offered during the twelve-month period ending March 2004 shows a 15% increase on the previous year and a 30% increase over two years.

Our Temple Street premises provide professional and comfortable facilities for Clients and Counsellors. There are seven counselling rooms, waiting room and administration offices. The waiting room has recently been refurbished and now houses the library service. New chairs for two counselling rooms have also been recently purchased.

Due to the consistent high demand for our counselling services our waiting lists are long. Although initial assessment appointments are usually offered within two weeks, clients may have to wait up to 4 weeks for a specific ongoing daytime appointment and up to 20 weeks if a specific evening appointment is required. However, we have recently increased the number of Counsellors and the number of sessions we offer and this has helped contain the waiting lists. The Board of Trustees has supported the Dove Centre by releasing monies from the reserves to pay for additional management and administration hours to enable effective service delivery.

There are currently 44 Counsellors, including managers, working for The Dove Centre providing weekly counselling sessions. 31 Counsellors are qualified, the remainder in the latter stages of their training. All Counsellors undertake a rigorous interview and selection process before being offered placements at The Dove Centre. We are very fortunate to have so many qualified and experienced Counsellors offering their expertise and time. Eight of our Counsellors are paid, the remainder being volunteers.

The third year of the contract with the Primary Care Trust to provide outreach-counselling services to six GP practices has been successfully completed. The Interface contract has also successfully met its targets for the sixth consecutive year. We have recently been informed that the Interface contract to provide counselling to clients referred by the Community Mental Health Teams will end in July 2004. This is due to counselling now being defined as a primary care service and not as a secondary mental health care service.



Carol Harris, Manager, Margenka Ramsay, Deputy Manager and Celia Green, Office Manager

Contracts to provide counselling services to employees of local organisations and companies have continued to develop and there has been a 19% increase in the number of sessions offered over the previous year. These clients are seen at The Dove Centre.

The service introduced in 2003 for young people, that was specifically designed to meet the specific needs of 16 -18 year olds, is now firmly established.



Sharon Lambert and Louise Scowen  
Administration Assistants

Achievements this year include the introduction of a comprehensive induction pack for new counsellors and programme for administration staff plus the delivery of a range of training to outside organisations.

We have been able to offer a crisis appointment within 48 hours to all those clients who have needed this service.

We continually review our clinical governance standards and procedures and have recently started to request Criminal Records Bureau checks for our entire workforce.

The new service Advice, Support and Knowledge will shortly be operational. This will provide a wide range of informative and self-help books and literature for Clients and Counsellors.

In response to requests from Counsellors and Clients, and the experiences of other counselling organisations, we are changing the way we collect the voluntary contributions from clients to an administrative function. We plan to make this change from May 2004.

The analysis of responses from the second year of quality assurance questionnaires is positive and we shall continue to monitor and use this information to improve and develop our services.

Funding remains a constant concern. We apply for funding from a variety of organisations but, in recent times, this has met with limited success. Nevertheless we continue to work closely with potential donors and we are grateful to those organisations and individuals who do support The Dove Centre.

The Primary Care Trust is reviewing the provision of counselling services for the Vale of Aylesbury and as yet we are unsure of the precise implications for The Dove Centre. We rely heavily on their funding and any changes to the way that funding is allocated will require careful consideration. This underlines the importance of broadening the base of funding support to include greater generation of independent funds.

In summary this has been another highly successful year for The Dove Centre. Looking ahead I hope to see a further steady increase in the number of offered sessions to clients and a widening of the range of services we offer. We also aim to remain aware of, and respond to, changing needs and to ensure The Dove Centre remains a true community based service.

Finally, I would like to thank all our staff and volunteers for their time, energy, commitment and support. Special thanks are due to Margenka Ramsey for her management expertise and to Celia Green for her administrative achievements.

*Carol Harris.*

**Carol Harris**  
**Manager - The Dove Centre**

## Group Homes

BAMH Group Homes provide safe and pleasant shared housing for those with enduring mental health problems that aims to meet their current needs, enable integration within local communities and encourage independence and autonomy.

BAMH currently rents its Group Homes properties from a variety of landlords. We then pay utility bills on behalf of our tenants, provide furniture and fittings, pay phones, televisions, arrange equipment repair and servicing, decorate internally and provide gardeners and private cleaners where required. We currently have homes in Aylesbury, Chesham, High Wycombe, Booker and Wendover.



Celia Pettman, Manager with her assistant, Vicky Royal

Our five homes consist of four that are dedicated to mental health and one dedicated to learning disability. Referrals to the mental health homes come from Community Mental Health Teams and other specialist teams, i.e. Young People, Assertive Outreach etc. Referrals to our learning disability home come from the Wycombe Resource Opportunities Centre, Micklefield

Vacancies have recently proved difficult to fill at our Aylesbury home, and we were grateful to Social Services for an agreement to part fund vacancies for a three-month period - this has helped us maintain this part of our service through a lean time.

We have been running Group Homes since the mid/late 1970's and we aim to provide residents with a safe and supportive environment where privacy and confidentiality are respected.

Funding for running and supporting the homes comes via the weekly rent we charge. The total rent is met by resident's own contribution, Housing Benefit payments (from District Councils), and Supporting People payments (from the County Council). Donated (quality) household goods are gratefully received along with occasional charitable donations.

An important recent development has been the government 'Supporting People' initiative that went live in April 2003. This initiative, aimed at improving housing related support services, is administered in Buckinghamshire by Buckinghamshire County Council who work in partnership with a variety of local agencies and service users. The Supporting People Team is due to review our service in Autumn 2004.

Volunteers play a vital role in our service. Pat Brown has loyally supported our High Wycombe home for 27 years (an outstanding achievement!). One gentleman, who has lived in the home she supports right from the beginning, is now aged 80. Very many residents who have since moved on have benefited from Pat's knowledge and kindly approach.

Unfortunately, one of our residents died in March 2004. My assistant and I took his co-residents to the funeral and afterwards we talked them through what had proved a difficult few weeks in their household.

My new assistant Vicky Royal and I look forward to the challenges that lie ahead and endeavouring to ensure that BAMH Group Homes have a valued future.

Building good relations with our NHS Specialist Mental Health Trust and local Primary Care Trusts, and looking for possible partnerships with other providers will continue to remain high on our agenda.

A handwritten signature in black ink that reads "Celia J. Pettman". The signature is written in a cursive style with a large initial 'C'.

**Celia Pettman**  
**Group Homes Manager**

## Wycombe Counselling Service

It has been a busy and somewhat troubled year for Wycombe Counselling Service. In February 2004 we learnt that our tender application to the Primary Care Trust to provide short term counselling had been rejected which led to the service being put at risk due to the loss of PCT funding.

With the backing of the Chief Executive and the Board of Trustees a new service was introduced in May 2004 resulting in significant changes to the service and in particular our staffing. We said a very sad goodbye to 17 of our dedicated volunteer counsellors, some of whom had been with WCS for some considerable time.



Karen Young, Administration Assistant, Donna Hayward-Sussex, Manager and Jane Williams, Administrator

We also said an emotional goodbye to Jane Hamilton, our Assistant Manager, and Ian Mulder, one of our Administrators. My heart felt thanks

go to all the people involved in the restructuring for their integrity and generosity at a time that was undoubtedly difficult for them.

The counselling team that have remained at Wycombe deserve a hearty thank you for all the help and support shown to the service. I consider that we are extremely fortunate to have such a steadfast group of people who are willing to go the extra mile even in times of disruption and uncertainty.

As a service provider we faced new challenges. A key question was whether there would be sufficient demand for our service given that 58% of previous referrals had been from General Practitioners who now had in place their own service provider as a result of PCT's new arrangements. We had however recognised that many clients would now be denied access to Primary Care Trust funded counselling due to the exclusions and eligibility criteria that had been implemented.

We were also concerned that there may be clients whose counselling needs may not be adequately addressed during the 6 sessions of counselling that would be available under the new arrangements.

The above is an area of which continues to concern me greatly. Primary Care Trusts and Employment Assisted Programmes provide a much needed service. However it is widely accepted that a short-term intervention can fall far short of what is needed therapeutically and often the way forward is for clients to access longer term counselling via the voluntary sector. Whilst this is a perfectly acceptable route we do however need to remain mindful of the financial implications that this presents to the charity.

As we became more aware of how the new service would operate in Wycombe I felt increasingly confident that there would be a continued need for our service. I am pleased to be able to say that since the new service was introduced in May 2004 we have received 50 new referrals and at the time of writing this report I can confirm that we are currently seeing between 38 and 42 clients per week and have a waiting list of 32 clients.

In last year's Annual Report I stated that my vision for our service is based on a passionate belief that counseling should be available to all people suffering mental pain, regardless of their financial status. This vision has not changed, although it has now become necessary, as a result of our altered circumstances, to request a minimum contribution from our clients towards the cost of counseling. At the current time we are reliant on client's contributions to run our service.

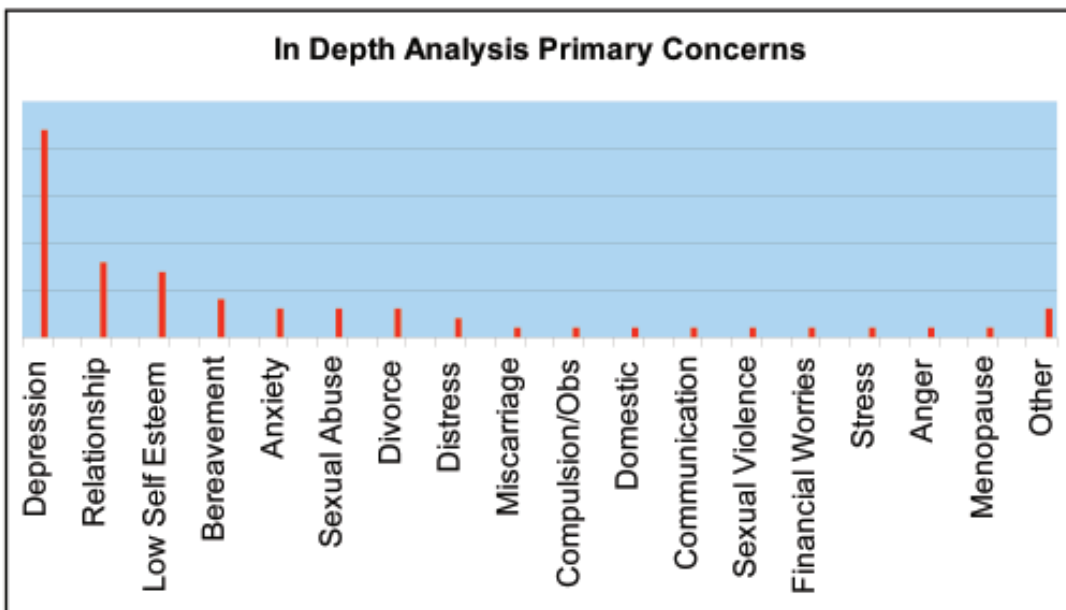
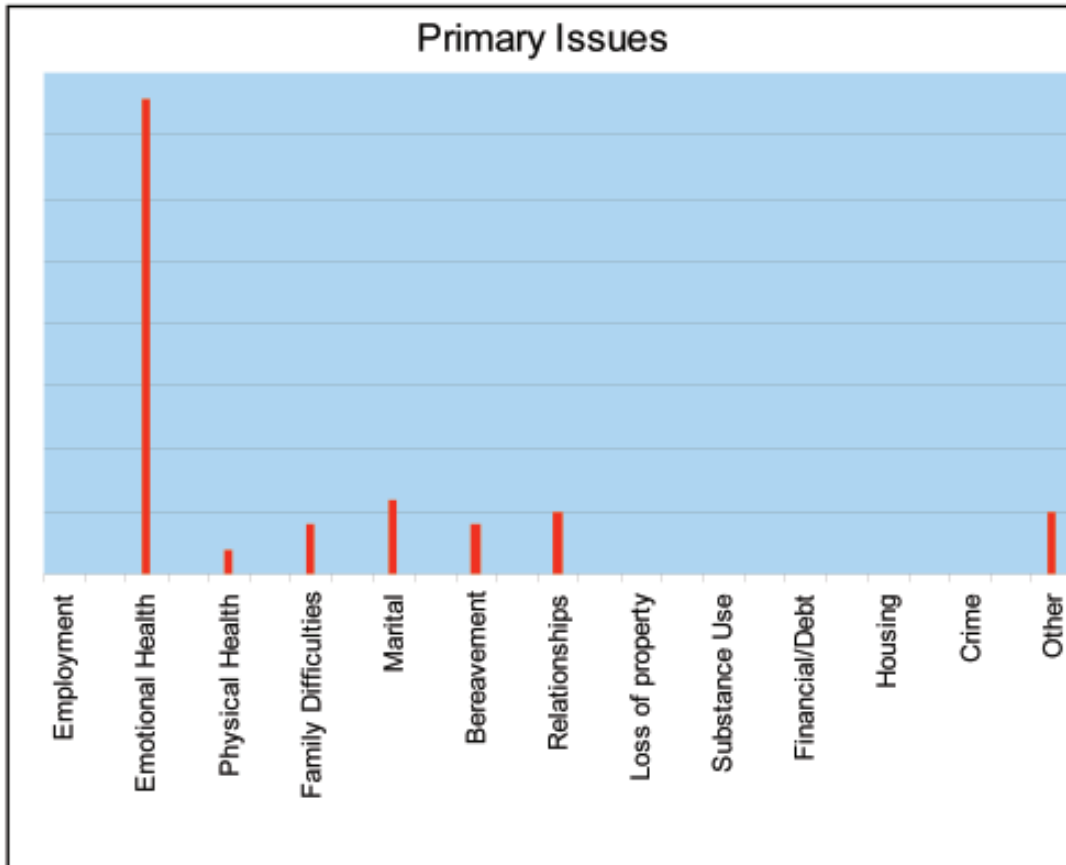
Alternative sources of funds are currently being investigated and our ultimate goal is to establish a sustainable income stream for our service. The recent withdrawal of statutory funding has made us aware of how important it is to have a source of independent funding.

Steve Cordingley continues to facilitate Anger Management Groups for the service as well as heading our sub-committee for fundraising. My thanks go to Steve for the time and hard work that he continues to dedicate to the service.

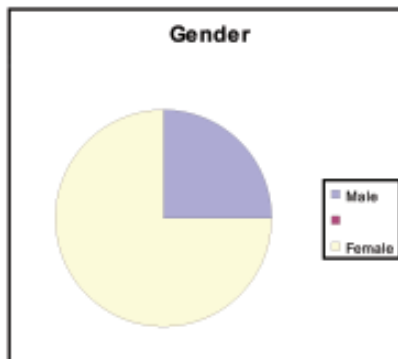
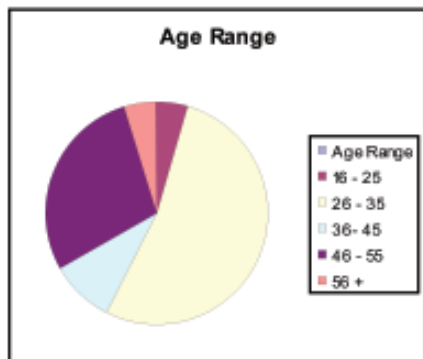
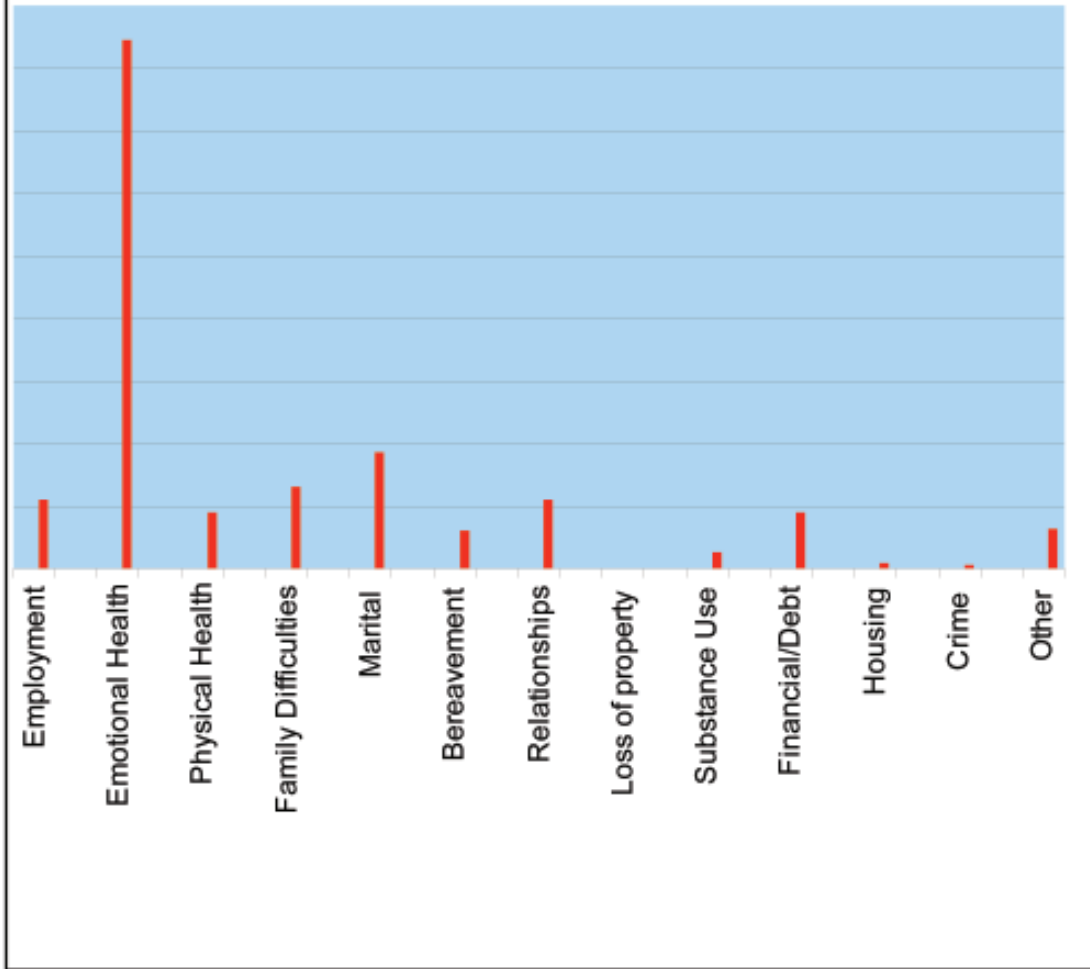
On the 12 September 2003 we hosted an Open Day in order to publicise our service. A great many people attended and the day was hailed as a success. Thank you to Sharon, Kitty, Cathy, Janie and Jane whose efforts ensured the day was a success. My thanks also go to Carol Harris (Manager of The Dove Centre) who whilst only visiting on the day was duly roped in to give a presentation, having had no time for preparation. As always Carol smiled her smile, - a true professional!

I believe it is important, as a front line service, to collect information about our clients' primary and secondary issues and concerns. As counsellors we are faced with ever-changing demands and the need to be accountable grows stronger. As part of this process we have introduced a new assessment procedure that enables us to identify trends and training needs within our service.

The following charts illustrate some of the statistics and trends that we have compiled following the introduction of the new assessment procedure:



### Secondary Issues Indicated at Assessment





The team and I look to the future with confidence and although we have been through some difficult times recently we believe that we can now see exiting opportunities ahead for our service.

**Donna Hayward-Sussex**  
**Manager**  
**Wycombe Counselling Service**

## Board of Trustees

The Trustees holding office during the period 1 April 2003 to 30th June 2004 and any relevant changes are as shown below:

Mike Appleyard	- Appointed 21 August 2003*
Pamala Bacon	
Christine Bachelor	- Appointed 23 September 2003
Mohammed Bhatti	
Nancy Downs	- Resigned as Trustee - Appointed Honorary Vice President 21 September 2003
Hugh Carey	- Resigned 3 June 2004
Jenny Hunt	- Appointed 23 September 2003
John Handley-Landers	- Resigned 1 May 2003
Nigel Lewis	
Robert Maitland	- Appointed Chair 21 April 2004
Glenda Reynolds	- Appointed 21 August 2003*
Diana Riley	- Resigned 23 September 2003
Deep Sagar	
Nem Shah	
Richard Speight	- Appointed Chair 23 September 2003 - Resigned as Chair 21 April 2004 - Resigned as Trustee 23 July 2004
Clive Stephenson	- Resigned 24 June 2004
Chloe Willetts	

Trustees are elected by the membership of BAMH at the Annual General Meeting.

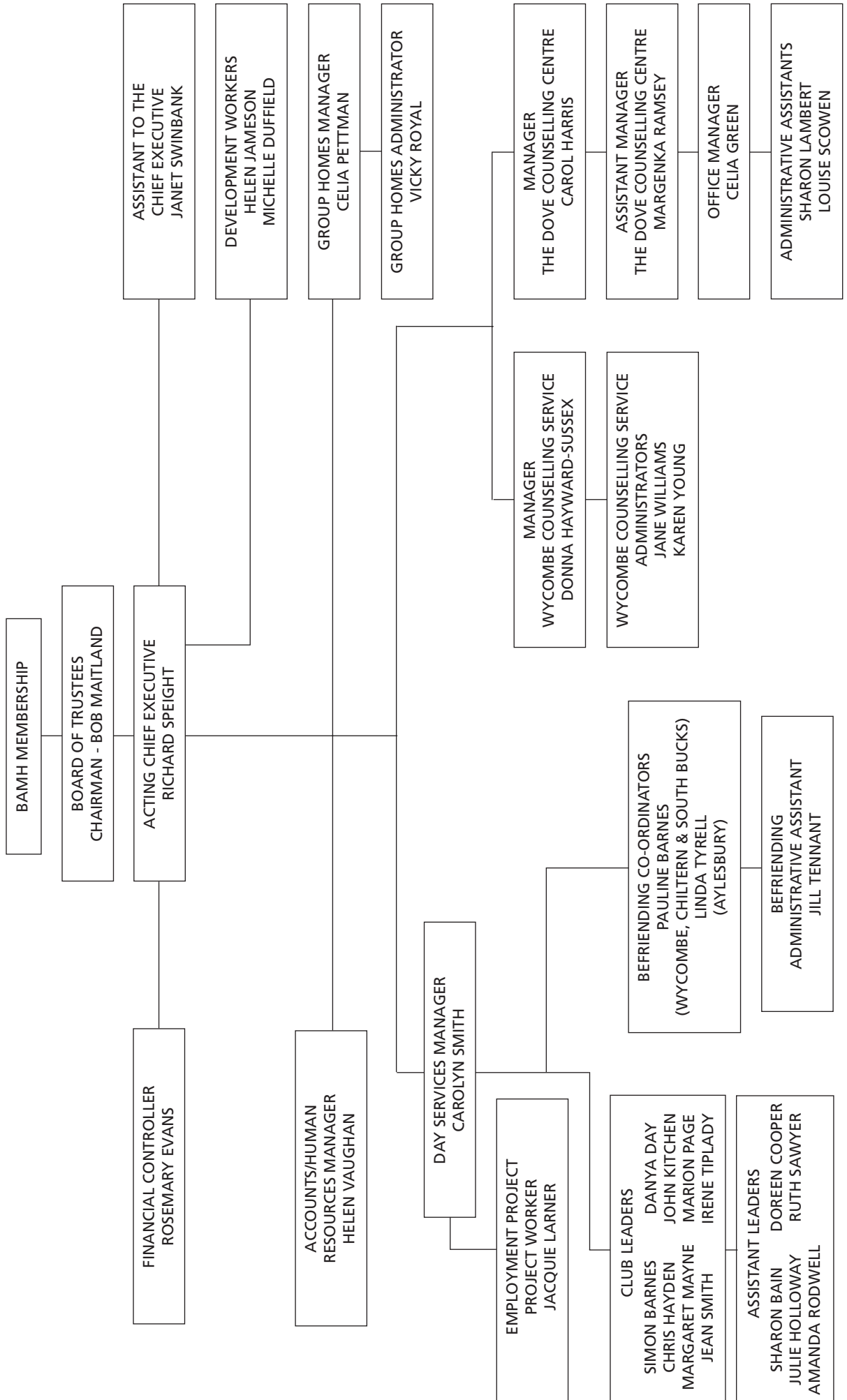
\* During the year Trustees can be co-opted for ratification at the AGM.

Trustees who are representing other bodies during the reporting period are as follows:

Mike Appleyard	- Wycombe District Council
Pamela Bacon	- Buckinghamshire County Council
Mohammed Bhatti	- Chiltern District Council
Hugh Carey	- Buckinghamshire County Council
Glenda Reynolds	- Aylesbury Vale District Council
Chloe Willetts	- Aylesbury Vale District Council

# THE BUCKINGHAMSHIRE ASSOCIATION FOR MENTAL HEALTH

## Organisational Chart



**THE BUCKINGHAMSHIRE ASSOCIATION FOR MENTAL HEALTH**

**STATEMENT OF FINANCIAL ACTIVITIES**

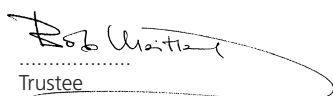
For the period ended 30 June 2004

	15 months 2004 £	12 months 2003 £
<b>Incoming Resources</b>		
Activities in furtherance of the charity's objects	676,107	455,776
Donations and other similar resources	16,582	18,427
Investment Income	9,889	10,190
	<hr/>	<hr/>
<b>Total Incoming Resources</b>	<b>702,578</b>	<b>484,393</b>
<b>Resources Expended</b>		
Direct Charitable Expenditure	694,548	458,319
Support costs for activities	45,397	34,384
Management and Administration	12,954	15,820
Publicity and Fundraising	7,350	7,373
	<hr/>	<hr/>
<b>Total Resources Expended</b>	<b>760,249</b>	<b>515,896</b>
	<hr/>	<hr/>
<b>Net Resources Expended</b>	<b>(57,671)</b>	<b>(31,503)</b>
Gains and losses on investments	17,190	(33,520)
	<hr/>	<hr/>
<b>Net movement in Funds</b>	<b>(40,481)</b>	<b>(65,023)</b>
Fund balances brought forward	211,076	276,099
	<hr/>	<hr/>
<b>Fund balances carried forward</b>	<b>170,595</b>	<b>211,076</b>

TRUSTEES' STATEMENT

The full financial statements were approved by the Directors/Trustees at the Board Meeting held on 11th November 2004. They, together with this annual report, have been sent to the Charity Commission and the Registrar of Companies. The financial statements have been audited by Trustient, Chartered Accountants & Registered Auditors and received an unqualified opinion. These summarised accounts may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. They are extracted from the annual financial statements and these, including the auditor's report and the trustees' annual review, are available from BAMH, Head Office, 4 Temple Street, Aylesbury, Bucks. HP20 2RQ.

On behalf of the Directors/Trustees

  
Trustee

  
Trustee

AUDITORS' STATEMENT TO THE TRUSTEES OF THE BUCKINGHAMSHIRE ASSOCIATION FOR MENTAL HEALTH

Independent Auditors' statement to the Trustees of The Buckinghamshire Association for Mental Health. We have examined the summarised financial statement of The Buckinghamshire Association for Mental Health.

Respective responsibilities of trustees and auditors. The trustees are responsible for preparing the summarised financial statements in accordance with the recommendations of the charities SORP.

Our responsibility is to report to you our opinion on the consistency of the summarised financial statements with the full financial statements and Trustees' Annual Report. We also read the other information contained in the summarised annual report and consider the implications of our report if we become aware of any apparent misstatements or material inconsistencies with the summarised financial statements.

**Basis of opinion**

We conducted our work in accordance with Bulletin 1999/6 'The auditors' statement on the summary financial statement' issued by the Auditing Practices Board for use in the United Kingdom.

**Opinion**

In our opinion the summarised financial statements are consistent with the full financial statements and the Trustees' Annual Report of The Buckinghamshire Association for Mental Health for the period ended 30th June 2004.

Trustient  
Chartered Accountants & Registered Auditors  
Buckingham House East  
The Broadway  
Stanmore  
Middlesex  
HA7 4EB



Rosemary Evans, Financial Controller



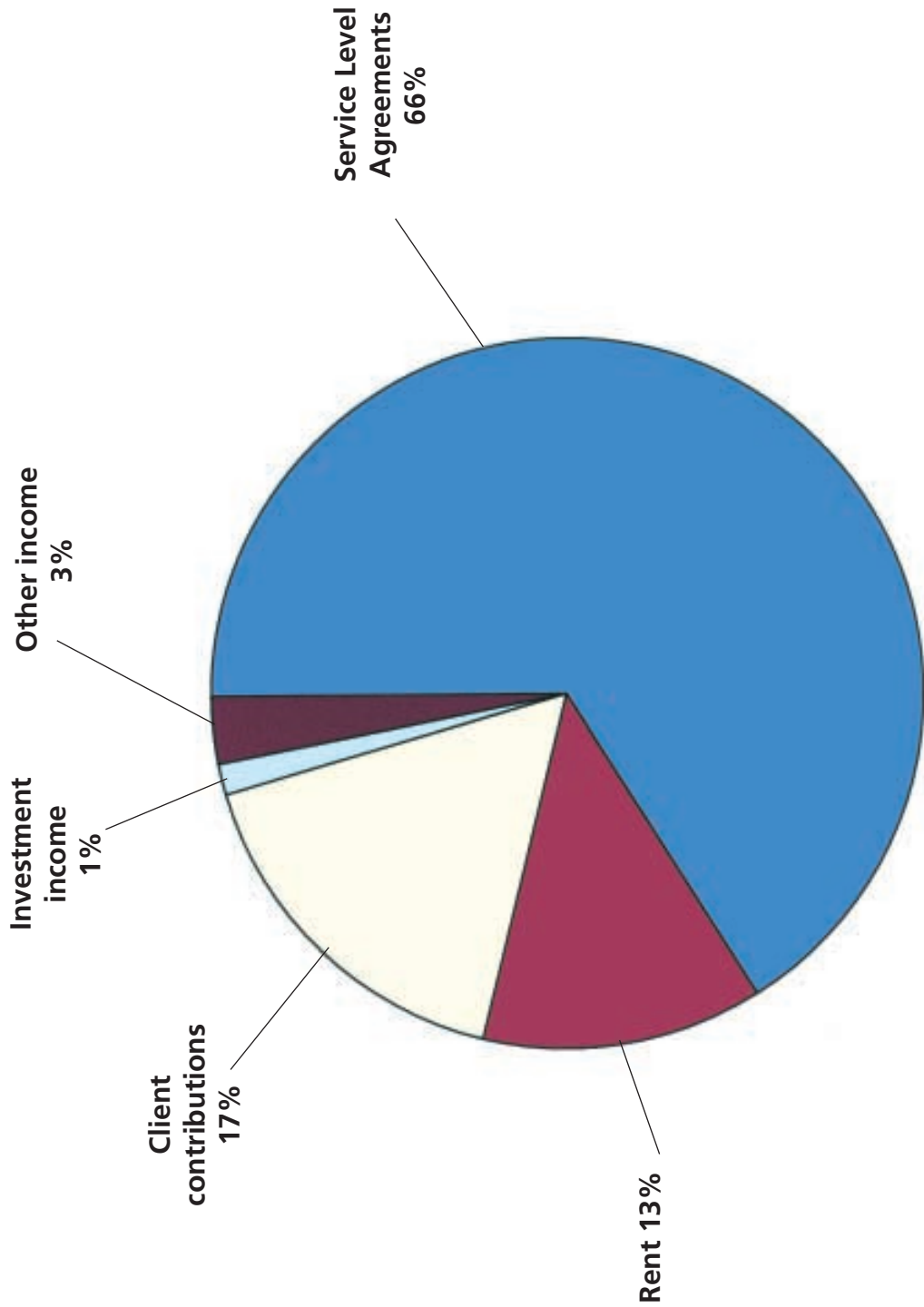
Helen Vaughan, Accounts Manager

THE BUCKINGHAMSHIRE ASSOCIATION FOR MENTAL HEALTH

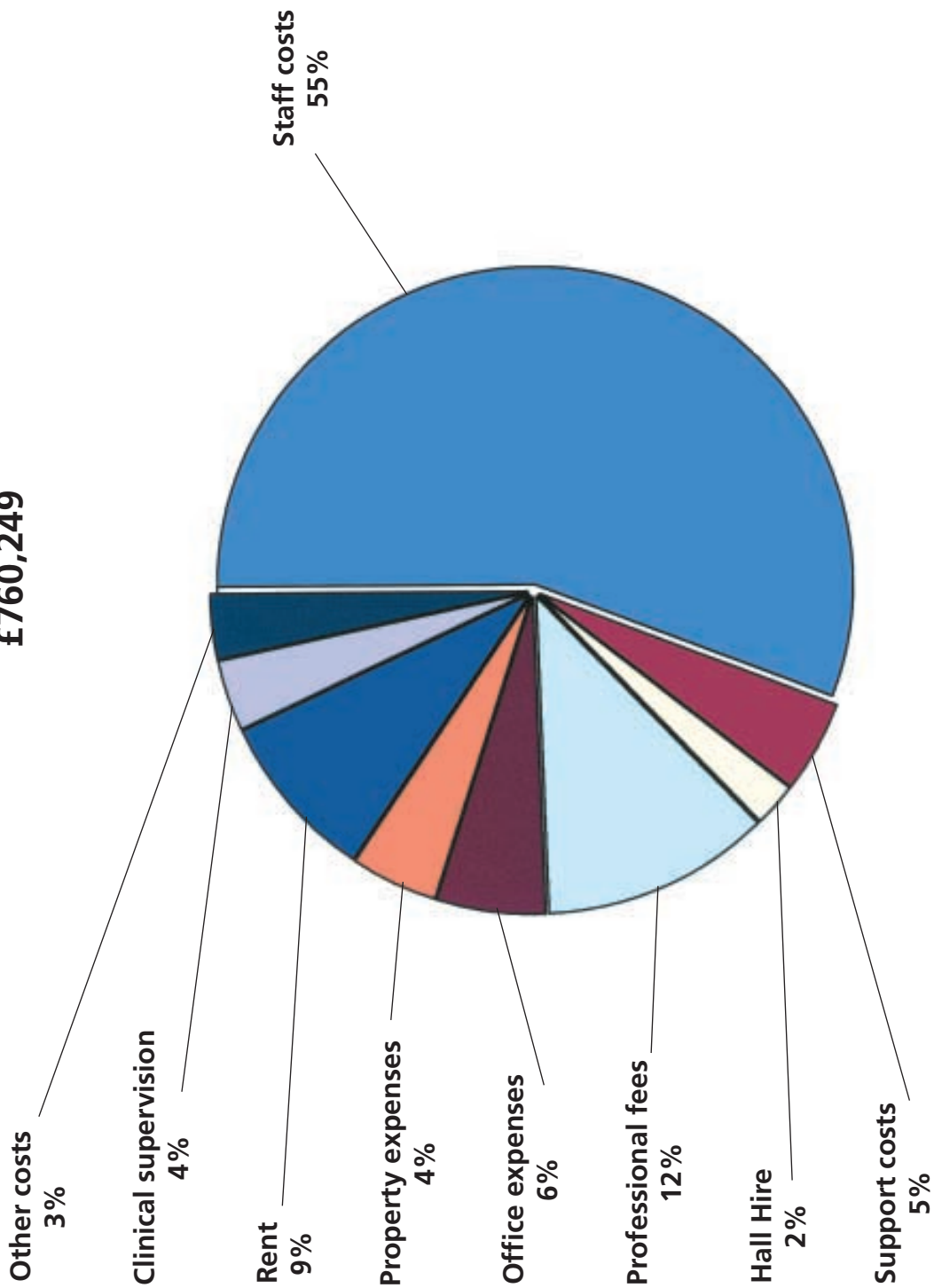
BALANCE SHEET

	as at 30 June 2004 £	as at 31 March 2003 £
<b>Fixed Assets</b>		
Tangible fixed assets	26,306	43,461
Investments	96,057	153,473
	<u>122,363</u>	<u>196,934</u>
<b>Current Assets</b>		
Debtors	36,662	29,068
Bank and Cash	130,232	118,544
	166,894	147,612
<b>Creditors falling due within one year</b>	(118,662)	(133,470)
<b>Net Current Assets</b>	<b>48,232</b>	<b>14,142</b>
<b>Total Assets less Current Liabilities</b>	<b><u>170,595</u></b>	<b><u>211,076</u></b>
<b>Funds and Reserves</b>		
Unrestricted Funds - General	2,242	43,046
Unrestricted Funds - Designated	24,820	36,556
Expendable Endowment	116,023	105,981
Restricted funds	27,510	25,493
	<u>170,595</u>	<u>211,076</u>

**BAMH INCOMING RESOURCES**  
Period ending 30th June 2004  
£702,578



**BAMH RESOURCES EXPENDED**  
Period ending 30th June 2004  
£760,249



# BAMH SERVICES



Images on the front and back covers of this Review have been supplied by Wings Art Class.

For further copies of this document or information about The Buckinghamshire Association for Mental Health, please contact:

The Buckinghamshire Association for Mental Health  
4 Temple Street  
Aylesbury  
Bucks. HP20 2RQ  
Telephone: 01296 437328

