

COMMUNITY ACTION FOR LOCALLY MANAGING STRESS

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, submit their annual report and the audited financial statements for the year ended 31 December 2020.

The charity is a charitable company limited by guarantee and was incorporated on 5 December 1996. It is governed by a memorandum and articles of association.

Reference and administration details

<u>Charity Number</u>	XR43980
<u>Company Number</u>	NI031738
<u>Registered Office</u>	10 Northland Road Derry BT48 7JD
<u>Auditors</u>	L Duffy & Co 12 Queen Street Derry BT48 7EG
<u>Bankers</u>	Bank of Ireland 15 Strand Road Derry BT48 7BT

Trustees and Directors

The directors of the charitable company (the charity) are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. The trustees serving during the year and since the year end were as follows

Elaine Power	Chairperson
Nikki Yau	Secretary
Sandra Sweeney	Treasurer
Dalton Keogh	
Caroline McGlinchey	
Aiveen McGowan	
Martin McConnellogue	
Edward Curley	

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Structure, governance and management

Governing document

The charity is a company limited by guarantee governed by its Memorandum and Articles of Association dated 5 December 1996 whose objects were amended by special resolution on 8 April 2002.

Trustees

Currently there are 8 Trustees on the Board. Trustees are recruited by word of mouth, successful applicants are appointed by the Board and ratified by Members, at our Annual General Meeting. See Articles of Association for selection, appointment and duties of our trustees.

All new Trustees receive induction training, i.e. history of the organisation, governing document, policies and procedures roles and responsibilities, and are encouraged to participate in training opportunities provided by our stakeholders. The Board holds responsibility for overall governance of the charity, including setting and monitoring strategy. It meets on a monthly basis and receives reports of all the principal activities.

Risk management

CALMS management strategy and governance takes account of risks that may be associated with the delivery of our programmes and services. The trustees have conducted a risk analysis to identify the major risks to which the company is exposed. Systems have been put in place to mitigate these risks whereby the risks are reviewed at the trustees' meetings.

We have a strong and experienced management structure in place including our voluntary Board, paid staff and committed volunteers. Supervision and appraisal structures are in place, policies and procedures are signed off and monitoring and evaluation are built into the process from the outset. Finally, financial management structures are robust, and we continue to work closely with our stakeholders, to ensure all external requirements are fulfilled in a thorough and timely manner.

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Objectives and activities

Objectives and aims

CALMS objects are specified in its *Memorandum of Association* to be the preservation and protection of health in the North West of Ireland (hereinafter called the area of benefit) who suffer from stress generally as well as those affected directly or indirectly by violence and to advance the education of the public in and about the cause of stress and its management within the community by, and in particular: 1. associating the statutory authorities, community and voluntary organisations and inhabitants in a common effort to improve health education and through the provision of social services, educational and recreational facilities and practical assistance with the object of improving the conditions of life for the said inhabitants”

Our *Vision* is

one of greater Derry/Londonderry where the dangers and consequences of stress are recognised; people and organisations work to prevent stress; victims/survivors of the conflict who experience stress are helped to cope and therefore not damaged by it; those working in the area of stress and its consequences do so in integrated and collaborative ways.

CALMS *mission* is

“To provide educative, preventative and rehabilitative programmes and services that empower individuals and organizations to recognize, reduce and manage stress effectively”.

The name CALMS is an acronym for Community Action for Locally Managing Stress. CALMS was established at the end of 1994 as a result of a public meeting held at the Guildhall in Derry/Londonderry. It emerged as a tentative response to an expressed community need for effective support for people suffering from stress as a result of the Troubles. During the 1990s and 2000s CALMS has grown and developed into an organisation which has a proactive and holistic approach to helping groups and individuals manage stress. CALMS is unique in that its core business brings together (a) people who are/may be in a fragile state; and (b) several complex therapies and approaches. At the same time, people’s stress issues may be multi-faceted whilst therapeutic practice is continually evolving and improving. To reflect the complexity of its work, and to do justice to its importance and to the needs

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of service users, CALMS uses appropriately qualified personnel only. With its roots firmly in the local community and voluntary and community sectors, as well as with connections throughout the statutory, academic and policy making sectors.

We work to six core principles and values:

- Welcoming and Inclusive: CALMS is a place of comfort for all, supportive of each other and non-judgmental.
- Service Quality: CALMS services match (or better) accepted best clinical/professional practice.
- Person Focused: CALMS exists to empower individuals and prevent dependency.
- Partnership-oriented: CALMS is not the font of all knowledge in terms of stress management and works positively and collaboratively with others in the field.
- Providing Value: CALMS provides value to those who engage with it, be they individuals, organizations, groups, funders or the CALMS team.
- Equality: CALMS provides equality of opportunity for all stakeholders.

CALMS' accountability is in three main directions:

- Professionally, ethically and morally to beneficiaries.
- Financially and in business terms to its funders.
- In the wider sense to the public and communities of the greater Derry/Londonderry area.

The key things which make CALMS unique are:

- It was the first local stress management centre.
- It focuses solely on the area of stress.
- It offers a range of inter-linked complementary services and therapies.
- It uses appropriately skilled trained therapists only.
- Service users co-design their care plans.
- The project is cross-community in spirit and make-up.

People come to CALMS for a variety of reasons, sometimes singly and sometimes in combination. Those reasons include:

- They have heard of CALMS and its reputation.

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- They have been referred there by others.
- CALMS' services are free at the point of delivery.
- Their needs have not been met elsewhere and CALMS may be their last resort.
- They are attracted to the complementary approaches offered

Volunteers

With ever increasing demands volunteers are essential for the delivery of CALMS programmes and services. The training and use of volunteers enables the project to diversify and grow, thus helping CALMS to achieve their aims and objectives more effectively and efficiently. The voluntary ethos is very important to CALMS, as volunteer involvement is not only empowering for the individual, it also ensures grass roots ownership of the project and endangers community spirit. CALMS volunteering policy is in line with best practice, as CALMS are committed to ensuring that the volunteering experience is as beneficial in as many ways as possible, not only for the organisation, but also for the individual volunteer.

Achievements and performance

Charitable activities

We offer a range of interwoven programmes/services that include Counselling, C.B.T. Complementary Therapies, Creative and Physical Activities, Welfare Support, Social Activities, Information Seminars/Health Clinics, Work Shops, Signposting, Lobbying, Volunteering and Pathways to Employment.

Current Activity includes:

- 25 to 30 counselling sessions per week
- 16 to 20 complementary sessions per week
- 8 to 10 welfare right sessions -Part time worker
- 28 to 32 P.W.P. sessions per week
- Yoga 8 to 10 people per week
- Volunteers 4 to 6 (Varies)
- Research
- Placements
- Signposting

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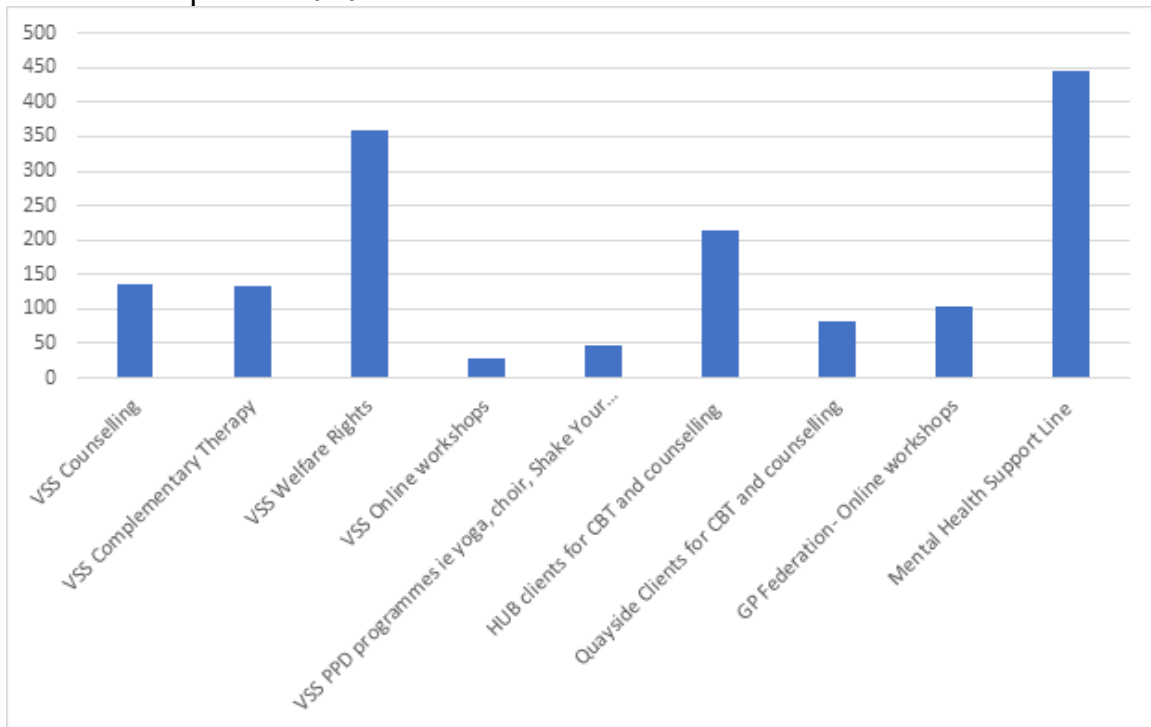
- Lobbying on behalf of our service users
- Providing information on our website and Facebook page.

C.A.L.M.S: is not an Island – Partnership & Collaborations

We continue to liaise and work closely with other organizations and groups such as GPs, members of the statutory mental health teams and representatives of an array of community groups. Such collaboration and cooperation are not only good practice but is in the best interest of beneficiaries. We continue to work positively and collaboratively with others in the field of stress management and Mental Well-being. CALMS has a proactive relationship with other relevant agencies in our catchment area which ensures the multifaceted needs of our beneficiaries can be addressed this work is very much undertaken in a spirit of cooperation and mutual exchange with other players endeavouring to meet various parts of the spectrum of our beneficiaries. Networking with these groups facilitates engagement and a mutual exchange of skills and knowledge.

Achievement

Levels of output for 2020



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The graph above shows our stakeholders and levels of outputs for 2020-21. We can report that during this turbulent time we found new creative and innovative ways to deliver services and most importantly we stayed connected to our service users and were accountable to our funders/stakeholders. Under V.S.S., our core funder, we provided a variety of programmes and services e.g., talking therapies, complementary therapies, welfare rights, and personal development programmes to 701 individuals. Under WHSCT we provided CBT/Talking Therapies to approximately 401 individuals. A further 445 individuals have availed of services funded by a variety of sources. Most of the 445 individuals had been directly or indirectly impacted by COVID-19. We are pleased to report that during this period the total number of individuals in receipt of CALMS services is 1547. This is a significant increase and is due to the negative impact Covid-19 is placing on individuals' mental wellbeing. These outputs would not have been possible without the grant aid received from *Victim Survivor Service* our core funder and other stakeholders *WHSCT, Quayside Medical Practice* with whom we have a Service Level Agreement. Special thanks to *Awards for All, Halifax Foundation, CAF, CFNI, Cooperation Ireland, DCSDC*.

CALMS adapted to meet clients' needs during COVID-19

CALMS never stopped during the pandemic we just worked differently and at times it was quite demanding on our team's mental strength at the start of COVID. We ran a series of programmes, initially face-to-face, and later, with the emergence of Covid-19 restrictions, online via Zoom. There has been significant demand for both modes of delivery, which has been supported by healthy attendance. Of the five courses run to date (two face to face, three online), there has been an average starting attendance of five participants, and this has been maintained at completion. The courses were reinforced by folders or emails with a "toolkit" of CBT resources related to the material covered in the workshops. Feedback has been overwhelmingly positive (examples below).

We currently have a significant demand to run more courses. The online course, in particular, has proven popular, and there has been demand for more to be run in the near future, especially given ongoing uncertainty around Covid-19, social distancing etc. Additionally, without exception, all those who participated in our courses and completed our participant survey, would either undertake a further course, or would recommend a course to a family member or friend.

Participants on the face-to-face courses completed the Warwick-Edinburgh Mental Well-being Scale (WEMWBS) at the start and end of their course. All recorded a

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statistically significant increase in their wellbeing score. The average increase was 9.4 points (further details can be provided if required). As the WEMWBS assesses mental wellbeing, defined as a “person’s psychological functioning, life-satisfaction and ability to develop and maintain mutually benefiting relationships”, the objective of improving the participant’s sense of wellbeing has also been achieved (Stewart-Brown and Janmohamed, 2007). Ideally, participants on the online courses would also complete these scales, but unfortunately there is no way to ensure these are completed and returned.

Facilitators found the participants to be almost universally engaged and interactive, despite any initial reticence or anxiety. They have shared their anxieties and their stories and have supported and buoyed each other. For some, it has been exactly what they needed, and the course has been, for now at least, their end point. For others, it has afforded them an opportunity to dip their toe in the water, to find out what therapy might be about, and I have been able to advise them on what options might be open to them to seek further support, and they have been able to make informed choices about their next step. For still others, the courses have served as “top ups”, individuals who have perhaps had therapy or support in the past but have lost their way a little. Everyone brought something to the experience, and I do believe everyone brought something away with them. In what has been a difficult and challenging year, working with groups of participants, has been a genuine highlight.

Client Feedback

“I found this a very comprehensive, well-planned course and cannot suggest any improvements.” Participant Online Course 1

“I felt so isolated and confused. You clarified so much for me, and I felt connected for that hour every week. Thank you” Participant Online Course 2

“Everyone told me I was being stupid. I was beating myself up about this. You’ve made me see it so differently. I cried when you said some of those things. I felt like you read my mind. I never thought I could get that in a group – on a computer!” Participant Online Course 2

“I felt this was a very worthwhile course, very informative and delivered excellently. X made the course enjoyable, whilst giving me the skills and tips to use to manage my stress and anxiety on a daily basis. Brilliant course – really glad I came. I feel more positive and optimistic – thank you” Participant F-2-F Course 1

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“This course has really helped me overcome many problems I was facing and came available at the perfect time. I am so grateful that I got to attend and hope that many can benefit from courses like this in the future” Participant F-2-F Course 2

“The facilitator was excellent, really knowledgeable and helpful. Excellent taster course and gives me lots of ideas to explore further.” Participant F-2-F Course 1

“I didn’t understand what I was feeling, and I’m still a bit all over the place, but I get it a bit better now, and I don’t feel so ashamed. I’ve made an appointment to talk to my GP about it now” Participant Online Course 1

Ongoing research on all our services and programmes indicates that CALMS is having a positive impact in our community see links on our website. Our project has extended beyond our initial expectations in that it has created meaningful opportunities for graduates and individuals wishing to enter the labour market better placed to excel. We will continue to provide meaningful work placements and to liaise with our local universities, schools and colleges. Our working relationship with Talking Therapies (The Hub) which is a statutory service continues to develop and evolve this relationship confirms their confidence in our projects and services. The funding received from the above-mentioned bodies has undoubtedly assisted our beneficiaries of the projects we were set up to serve.

Going Forward

We will continue to follow our aims and objectives which are the preservation and protection of the health of individuals in Derry/Londonderry who suffer from stress and stress related illnesses and those affected directly or indirectly by the “Troubles” and to raise awareness and education about the causes of stress and its management within the community. It is our vision that our support services and activities continue as long as there is a need, but we are actively working to minimise that need through the reduction of stress and the causes of stress and the provision to our beneficiaries of the tools and knowledge to manage their stress beyond reactive coping mechanisms.

Sustainability of CALMS is a key issue, particularly in the present economic climate and straitened funding context, and our strategic plan incorporates a robust income generation and fundraising strategy. Without the support of our dedicated pool of volunteers, we would be unable to provide the range and scale of services and activities that we currently do.

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COVID-19 has changed our “World“

Our working environment in 2020 changed completely as a result of the pandemic, but our dedication and commitment to do everything we can to support better mental health has never been stronger. Assistance made available through our programmes and services via online enabled beneficiaries to travel along a holistic healing path, moving from initially seeking relief to addressing their difficulties; developing healthy coping strategies; managing their condition through the acquisition of useful tools, insight and knowledge; and, for some, achieving resolution to their problems. Beneficiaries gained information, knowledge, tools, techniques resulting in an overall improvement in their mental and emotional wellbeing.

One of our aims during covid-19 was to reduce isolation, detachment and loneliness associated with unmet needs relating to mental health with the provision of services that are rehabilitative and educative in nature. Evaluations would suggest that we are assisting a high percentage of service users to be better placed to reduce and manage stress.

We are truly proud of the highly skilled and professional team and our researchers who adapted quickly to growing mental health needs of new and existing service users by offering new and existing services via online. Including information leaflets on coping with Covid-19, and acting as effective sign posters.

The team were truly remarkable when COVID-19 struck. They dug deep and found new innovative and creative ways to stay connected to the clients. We must acknowledge the sterling work and long hours of our Therapists, Counsellors and our Office Manager who assisted all of us in the area of Information Technology and much more in a time of high anxiety. We the Trustees are truly grateful to all of you.

The covid pandemic has dramatically increased the number and type of service users accessing CALMS on a daily basis. This is glaringly evident from the 24-hr help and the number of counsellors who have been on call throughout lockdown and continue to be available. The background of Clients experiencing mental health difficulties has shifted starkly over the last year, the Covid Pandemic has affected everyone with people who have never before experienced depression suicidal thoughts, financial worries, domestic abuse educational uncertainty, isolation and many other issues seeking support from CALMS for the first time.

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Our Goals for 2021

- To source and secure new premises which will allow us to expand our much-needed services;
- To market the social economy side of our project to ensure CALMS is less dependent on grant aid;
- To recruit new members to our committee;
- To become more environmentally friendly by becoming as far as possible a paper free organisation;
- To invest in IT Training for our team including our valued volunteers;
- To secure at least 6 months reserves;
- To continue researching and evaluating CALMS' services and programmes;
- To continue to provide placements for students – opening up pathways to employment.

Acknowledgement:

On behalf of CALMS a sincere thank you to all our Stakeholders, Volunteers, Service users and our dedicated team.

Extended thanks and gratitude to our NHS, Local GP's, Nurses, Clergy and all working on the frontline our thoughts are with you.

Our sympathy and thoughts are with all who have lost loved ones during this pandemic.

Stay well and Safe.

Internal and external factors

The trustees have made a full assessment of the internal and external factors that may affect these financial statements and do not deem any factors material enough to have an impact.

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Financial review

The charity has had another successful year. However, in this difficult climate for funding the charity's income increased by 11% to £295,964 (2019 - £266,523) whilst total funds carried forward increased to £15,467 (2019 - £9,570).

Reserves policy

The trustees have established the level of reserves (that is those funds that are freely available) that the charity ought to have. Reserves are needed to bridge any funding gaps that may occur and should be maintained at the equivalent of 3 months expenditure in order for the charity to continue its activities. The trustees consider that an ideal level of reserves would be £40,000. Unrestricted reserves at the 31 December 2019 were £1,091 (2019 - £449). Whilst well short of our target reserves we are pleased that unrestricted reserves have not fallen sharply during the year.

We, the trustees of CALMS believe that CALMS is working to its original aims and objectives whilst abiding to its Memorandum and Articles of Association.

Statement of trustees' responsibilities

The trustees (who are also directors of CALMS for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for the year. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

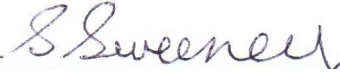
Auditors

A resolution will be proposed at the AGM that L Duffy & Co be re-appointed as auditors to the charity for the ensuing year.

The trustees declare that they have approved the trustee's report above

Signed on behalf of the charity's trustees by


Elaine Power
Chair


Sandra Sweeney
Treasurer

7th July 2021