



Confide
Counselling Service

CONFIDE COUNSELLING SERVICE

Annual Report
For the year ended 31st March 2018



The Roy Fletcher Centre
12-17 Cross Hill
Shrewsbury SY1 1JE
Registered Charity No. 1156743

Tel: 01743 351319
Email: admin@confide.org.uk
www.confide.org.uk

bacp | Accredited
Service

Social Value...

Just a few headline statistics of the difference we have made this year for our clients and the community.

We supported 765 clients during the year. We provided 439 NHS funded sessions (free to clients) and 1,243 sessions to clients whose therapy was funded in other ways.



We also provide low-fee services, clients pay a fee set on a sliding scale according to household income—clients paid on average only £16 per session which is 30% of the market rate

95 % of our clients told us we had helped them understand and address their difficulties.

78% of our clients showed improved outcomes using the PQH9 scores for depression—59% of clients improving by more than 4 points.

78% of clients showed improved outcomes using GAD7 scores for anxiety—59% of clients improving by more than 4 points.



65% of clients showed improved outcomes using the Work and Social Adjustment scale (coping with daily life) - 48% by more than 4 points.

Our service was supported by 12 volunteers and a staggering £100,848 of unpaid time.



Contracted by public sector or grant aided to provide £32,802 for worth of counselling services.



Confide supported 38 voluntary and community sector networking and awareness raising events.

Confide Facebook Page has 187 likes.



“Brilliant service! The counsellor who called me each week was an excellent listener and has helped me to turn my life around. Many thanks”

“The counsellor helped me to find the courage to talk about my experience, which until I met her I was unable to do. I now have techniques to deal with the trauma everyday and still walk with it. Thanks ”

“This counselling experience is the best I have ever engaged with. My counsellor was instrumental in enabling me to understand my behaviour. He is the only therapist who has helped me to get to a place where I feel I can move forward positively. Thank you so much.



ANNUAL REPORT 2017/18

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Jerry Bridgeland (Chair of Trustees)

Date.....

1. CHAIR'S ANNUAL REPORT FOR YEAR ENDED 31 MARCH 2017

A year ago, we were celebrating Confide's existence for 30 years – a significant achievement and certainly one to be celebrated. Sadly, that euphoria has, in many respects, been replaced by the cold reality of being a small charitable concern struggling against the odds. That is not a statement that is meant to infer any dis-satisfaction with the efforts of anyone working for Confide, but, rather, it is a reflection upon the financial state of the NHS and those other organisations that have supported the invaluable work carried out by charities such as Confide.

It seems probable that the NHS will, in the near future, withdraw the support that we have received for many years through our work at the Marden Practice. Meanwhile, other sources of financial support have become fewer in number and more difficult to obtain. Janet, as our CEO, has worked tirelessly and very successfully on our behalf, as witnessed by the successful bid for support through 'DENSO'. The Trustees are considering ways of ensuring the continuing delivery of Confide's very valuable services in these difficult times.

Sally Brockley, our Head of Counselling and Harvey James, our long standing Trustee and Treasurer, have both been very loyal supporters of Confide. Sadly, both have had to step down from their posts, and both will be sorely missed. Confide is hugely grateful to you for all of your efforts. Jane Jones has joined the Confide team as our Head of Counselling, and we wish her every success and happiness in her work with us.

I am, as ever, most grateful, to the support, time and efforts given to Confide by the Trustees. We have been fortunate to have gained the services of two new Trustees, Michael Bishopp, who replaces Harvey as Treasurer, and Dr Paul Mott, although, as I write, Paul is not well and currently in hospital in Birmingham. Heather Hall is deserving of the Confide Trustee's Long Service Medal, for her unstinting support for many years, and I am immensely grateful to her for enormous efforts to help in the raising of funds for Confide.

However, the 'jewel in our crown' for the past two years has been Janet Radford, our CEO. Janet has been a highly efficient and effective CEO. She has had a strong 'can do' ethic, she is a fighter and a good organiser. She has waved the Confide banner strongly within the voluntary sector, and she is never short of ideas for improvement. It is with great sadness that we have had to say farewell to Janet. We wish Janet every success in her new job, and we are hopeful that she may retain good contact with Confide in the future.

2. CEO REPORT

The highlight of the year has been the development of a bespoke service for the Armed Forces Community. This LIBOR Funded initiative has enabled service men and women, veterans, reservists and their immediate family members to access counselling free of charge. Through this project we have signed the Armed Forces Covenant, joined the Covenant Strategic Group and become members of the Covenant Operational Group. The latter has enabled our organisation to work with other charities and public bodies to achieve better outcomes for vulnerable individuals and families. We have learned to work flexibly to accommodate people who are in active service and working inconsistent shift patterns, and to support those who have adopted a chaotic lifestyle as a result of trauma and subsequent addiction and mental health problems. Despite a slow start necessitating an increase in the duration of the project, Confide is now well known and trusted within the Armed Forces community in Shropshire, which is an achievement to be proud of.

At the time of writing I know that I will be moving on from Confide during the next financial year. Although I look forward to new challenges I am sad to be leaving the organisation. I would like to thank all the trustees, staff and volunteers for their incredible hard work and dedication and the support they have given to me over the two and a half years I have been CEO. I don't know what the future holds for the

organisation, but I do know that there is an ever increasing need for good quality therapy, it would be pleasant to think that public funding might follow the increasing need but more realistically I imagine that the opposite will transpire. Voluntary contributions and charitable activities will be ever more important in rising to the challenges Confide faces. I wish the trustees, volunteers and staff the very best for the future – it has been an honour to work with you.

2.1 Development and Marketing

Confide has continued to be represented at the Shropshire, Telford and Wrekin Voluntary Sector Mental Health Forum, through which our CEO was elected to serve on the Shropshire Strategic Mental Health Partnership. Through working jointly with other charities, the representation has helped to raise the profile of the role of the third sector in supporting people experiencing mental health difficulties.

We also attend the VCSA Health and Social Care Forum and the Telford and Wrekin Chief Officers Group (Voluntary Sector). Both networks provide valuable information on emerging issues and the opportunity to influence strategic planning. There is also the opportunity to update other charities on Confide's services. The increased profile has led to more organisations referring in clients and promoting our services.

The telephone counselling service was a great success and the initial BIG Lottery funded pilot was completed during the year. Our two counsellor / trainers have delivered the Telephone Counselling Training to external agencies, again bringing in additional funding. The telephone service is now an option for all clients, however they are funded and it has also helped people continue in therapy who would otherwise had to stop due to ill-health or caring responsibilities.

Our Young People's Service has continued to grow. During the year we were awarded a short term contract from Telford and Wrekin Council to provide therapy for young people left on a waiting list when Relate went into liquidation. We have now also got a retained contract with a local fee-paying school to fast track their pupils for therapy. We have a steady rate of referrals, generally where parents have been unable to access counselling for their child via the usual referral routes into CAMHS.

This year for the first time we have branched out into group therapy and provided several sessions for a charity in South Shropshire, and the CEO provided two training sessions for the Roy Fletcher Centre for people seeking employment. Both initiatives generated unrestricted income.

2.2 CCG Contracts

During the year Shropshire CCG undertook a review of all GP counselling services, there was an extensive public and service user consultation exercise. Despite requests to do so the NHS has not released the outcomes of either the consultation or the review. During the year under the direction of the CCG we began to work with a number of local charities Shropshire Mind, Samaritans, SIAS and Designs in Mind to develop a voluntary sector mental health hub. The project is designed to improve the experience of anyone experiencing mental health difficulties, and we were excited to be part of it. Four of the organisations involved (including Confide) were commissioned providers, the fifth Samaritans was a non-commissioned partner. Towards the end of the financial year we received correspondence from the CCG to inform us that Confide would not be a commissioned partner in the initiative. The Trustees opted to remain within the project as a non-commissioned partner to the initiative which now includes Shropshire Council provided service Enable. At the time of writing it is unclear what the future is for GP counselling Services locally. Confide delivered 1682 sessions in total last year against the 439 commissioned by the NHS, the small investment by the NHS ensures that Confide is core funded and therefore able to generate additional income to deliver four times the capacity that is paid for. A significant risk to the NHS should it determine to decommission GP counselling services.

2.3 Employment Issues

At the start of the year the organisation was led by the CEO, supported by the Service Delivery Manager, both of whom covered the administrative needs of the organisation. Towards the end of the financial year Sally Brockley our volunteer Head of Counselling announced her retirement necessitating the recruitment of a replacement. Jane Jones was appointed Head of Counselling just before the end of the financial year and is on an employment contract. Two of the counsellors are on employment contracts associated with

the GP counselling contract at Marden Medical Practice. Four other counsellors expressed an interest in sessional work associated with grant funded projects and were retained via self-employed sessional contracts.

2.4 BACP Accreditation

Confide passed the annual review and retains BACP Accredited.

2.5 Safeguarding

We have in place robust safeguarding procedures. All new counsellors, employees and volunteers have undergone DBS checks. There are no significant issues to report.

3. COUNSELLING SERVICE REPORT

3.1 Overview

Sally Brockley was Head of Counselling until she retired at the end of the financial year. Jane Jones took up appointment in March.

3.2 Arrivals and Departures:

As stated above the role of Head of Counselling passed from Sally Brockley to Jane Jones. Sally had performed the role for many years to an exceptionally high standard, and also donated her time to Confide. Janet and Niall share the admin duties along with volunteer Jenny Worley. At the time of writing CEO Janet Radford is working notice and due to financial uncertainty the post will not be advertised, instead the charity has appointed Sam Creed as Administration Officer.

The counsellors engaged by Confide remained static during the financial year, however soon after the end of the year Michael joined us as a trainee counsellor. Due to the grant aid received during the financial year more counsellors were paid for sessional work through self-employment retainer arrangements.

3.3 Training:

The year began with Judy Salmon continuing to act as Training Co-ordinator, however part way through the year this responsibility passed to Nicola and Jacque. The courses held this year included:

Telephone Counselling skills
Working with Emotions
The challenges of Time-limited Counselling.

In addition the CEO delivered two courses for the Roy Fletcher Centre, Jacque and Nicola delivered bespoke telephone counselling skills courses for external agencies and Niall provided some group supervision work for a Shropshire based charity. All these initiatives brought additional income into Confide.

3.4 Counselling Statistics:

	2017/18	2016/17
Number of counselling sessions – non CCG	1243	806
Number of counselling sessions – CCG	439	507
Total number of counselling sessions – all clients	1682	1313
Average number of clients at any one time	63	48
Average client contribution – non contract	£16.23	£31.95
Average number of counsellors	10	10
Waiting list at 31 March (excluding Marden)	7	7

The Counselling statistics need to be viewed with knowledge of the nature of the service. The number of counselling sessions – non-CCG has increased by 50% on previous years. This is due to the increased availability of free sessions through the grant funding from both LIBOR and BIG Lottery, this is an important statistic as it clearly demonstrates that the availability of free therapy dramatically increases the delivery. The biggest barrier to access to counselling is the cost. This statistic also demonstrates that capacity at Confide is flexible – the more financial resources we have the greater our ability to meet the needs of clients, who largely come from disadvantaged backgrounds. The NHS contract was also rather more robustly managed in year to prevent any overactivity due to uncertainty of future funding, and was delivered on track.

3.5 Client Feedback:

We use a nationally recognised ‘Experience Questionnaire’ that is in use within NHS Psychological Services.

Analysis of client feedback forms from April 2017 – March 2018

At the end of the therapy sessions (open-ended in the case of Low-fee and Fast Track services and limited within NHS and EAP services to between 5 and 8 sessions per client) all clients are sent a Client Feedback Form (presented at Annex B of this report) along with a stamped addressed envelope for the return. All feedback is anonymous. Within the year 2017-18 there were 66 forms returned completed, which represents more than double the number returned in the previous year. This is to be expected since the client numbers were higher due to the grant funding available to deliver free sessions.

	At all times	Most of the time	Sometimes	Rarely	Never
Did staff listen to you and treat your concerns seriously?	62	2	2	0	0
Do you feel that the service has helped you to better understand and address your difficulties?	36	23	6	3	0
Did you feel involved in making choices about your treatment and care?	51	10	3	1	1
Were you satisfied with the time you waited for your first and subsequent appointments?	41	19	3	3	0
On reflection, did you get the help that mattered most?	47	12	5	2	0
Did you have confidence in your therapist and his/ her techniques?	56	6	2	1	0

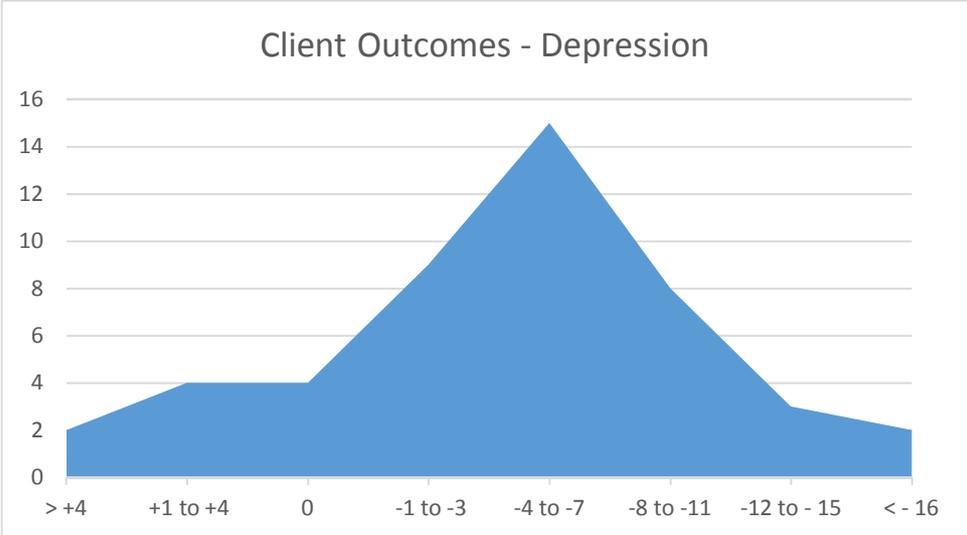
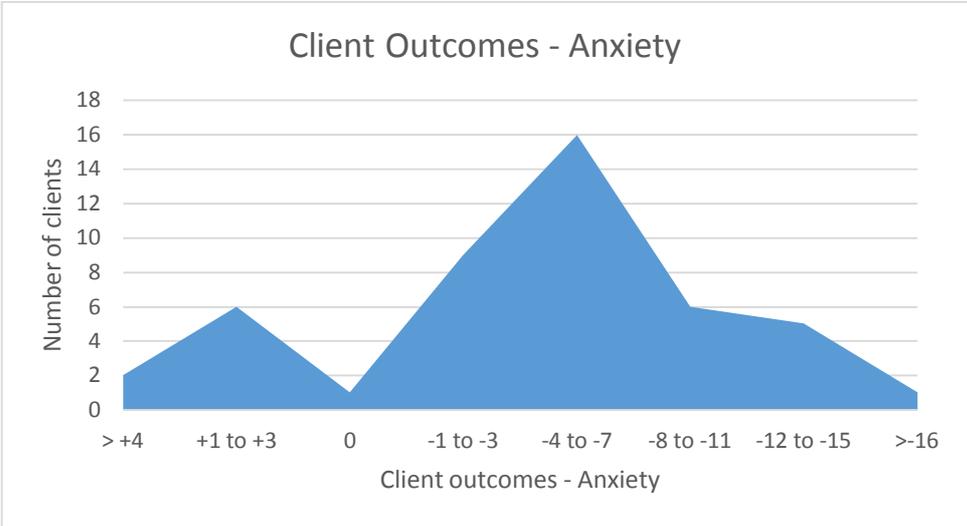
There was an opportunity to provide freeflow text at the end of the survey, the majority of the respondents (72%) did complete this section of the form. The text comments were positive and expressed gratitude to the therapist and to the Confide Team. There were only 4 questionnaires which contained negative comments, 2 related to having to end counselling due to financial constraints, 1 was related to a long waiting time and only 2 contained some reference to the therapy not working for the individuals. Sadly we

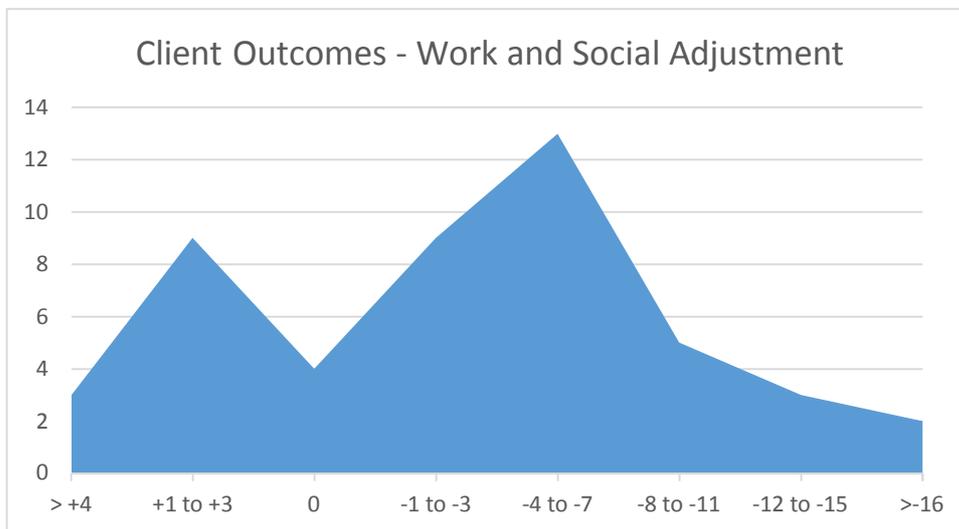
are unable to do anything about waiting times, and even with our low-fee service some people are unable to make the contribution. This is a matter for the wider health community to consider.

3.6 Client outcomes:

For clients supported via both our NHS contracts we routinely record aggregate clinical outcomes. (For non-NHS clients the data is contained within client notes and not aggregated). The data is presented pictorially below. All clients undergo a clinical assessment at the start and finish of their therapy. For all the systems a low value indicates that the client is less anxious or depressed, or better able to cope with the pressures and demands of daily life. A positive outcome is demonstrated by a negative shift in value, where the greater the negative shift the better the improvement in mental health. Any value less than 0 indicates a clinical improvement. In both charts the bulk of the client shift is to the right of the zero value demonstrating the significant improvements in client outcomes.

Even a shift in the opposite direction can be a positive outcome for the client, as they begin to address their issues they might well experience a greater level of anxiety or depression for a short time. With NHS services, counselling is time-limited and in a number of cases the 6-8 sessions is inadequate for the client to make lasting progress.





4. FUNDRAISING

The Book Fair/Fair in the Square raised £259 gross and on the day Confide received an enthusiastic offer of help from St Julian's Gospel Choir to raise funds at Christmas time which raised £141.23 in just over an hour. Every event gives Confide the opportunity to publicise its services and posters advertising events give information whenever possible. A collection was held in November at Shrewsbury Market Hall with many useful contacts being made as well as £136 being collected. A further collection was made at Shawbury Co-op in December raising nearly £100 and advertising the Libor Grant for free military counselling to those who work and live nearby at RAF Shawbury. The collection at Radbrook Co-op was in March and raised over £145. Confide is able to claim Gift Aid on these collections and donations. All these events were supported by trustees, counsellors and volunteers as well as the part-time staff. We are indebted to all these who not only give time for counselling and administration but also help raise awareness of the importance of counselling as well as funds.

5. TREASURER'S REPORT

Total income for the year to 31 March 2018 at £75518.35 showed a slight increase from £73169.73 in the year to 31 March 2017. This year's income included a one-off £11132 grant from the LIBOR Fund and 2017 included £10000 from the Big Lottery Fund. Income from general counselling and training activities increased strongly from £50253.95 to £59205.69, but some other sources of income such as unrestricted grants and donations and Gift Aid fell.

Expenditure increased by 10% from £63757.56 to £70390.95, mainly because of increased counselling activity. This resulted in a modest deficit for the year of £1637.06. Unrestricted funds carried forward at 31 March 2018 amount to £10962.21.

Restricted funds carried forward at 31 March 2018 amount to £15225.12 compared with £8460.66 at 31 March 2017. These restricted funds represent money already received relating to the Libor Fund and the Shropshire CCG and Marden Surgery contracts which had not been spent by 31 March 2018.

The climate in which Confide operates is an increasingly harsh one, with fewer opportunities to earn additional income or grants and steadily increasing regulation. In addition, the NHS is continuing to review G.P. counselling services. This may ultimately impact on the services that Confide supplies to Shropshire CCG and Marden Surgery, where we are on three months' notice.

The Trustees are continuing to review Confide's financial position and considering steps to reduce or share expenses, some of which have been implemented since 31 March 2018.

6. MANAGEMENT COMMITTEE, TRUSTEES, and OTHER APPOINTMENTS

6.1 Management Committee:

Trustees

Chair	Jerry Bridgeland
Secretary	David Craddock
Treasurer	Harvey James & Michael Bishopp
Members	Heather Hall Paul Mott

The CEO, Head of Counselling, and Service Delivery Manager attend Management Committee meetings. One counsellor is invited to attend on an ad hoc basis and other members are free to attend.

6.2 Staff & Volunteers:

CEO	Janet Radford
Head of Counselling	Sally Brockley / Jane Jones
Service Delivery Manager	Niall Ross
Administrator	Janet Radford & Jenny Worley

Counsellors:

Charlotte, Christopher, Debbie, Frances, Jacquie, Judy, Nicola, Niall, Rosemary & Wendy.
(First names only to preserve anonymity)

Clinical Supervisors: Debra Nash, Roger Alder and Gill Carding.

6.3 Other Appointments:

Accountants/Independent Examiners	Dyke Yaxley Limited Chartered Accountants, 1 Brassey Road, Old Potts Way, Shrewsbury, Shropshire, SY3 7FA.
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Consultant Solicitors	Wace Morgan 2 Belmont Shrewsbury SY1 1TD
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Bankers	HSBC 33 High Street Shrewsbury SY1 1SL
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	CAF Bank Ltd 25 Kings Hill Avenue Kings Hill West Malling Kent ME19 4JQ
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7. STRUCTURE, GOVERNANCE AND MANAGEMENT

7.1 Governing document:

Confide, also known as Confide Counselling Service, was set up as an unincorporated association in 1987 and operates under a Constitution approved on 25 June 2009. Prior to 17th April 2014 Confide was a registered charity, number 700655.

On the 17th April 2014, Confide changed its legal status by registering with the Charity Commission as a Charitable Incorporated Organisation. The new charity number is 1156743. The membership voted to make a change to the constitution at the previous AGM to widen the geographical area from where beneficiaries can reside, this took effect after the period this report relates to.

7.2 Recruitment, appointment and induction of Trustees:

Trustees are recruited mainly by members of the charity, but also through local advertising as necessary. Procedures exist for the appointment and induction of Trustees. Trustees are not paid by the charity.

7.3 Organisational structure and decision-making:

Responsibility for the policies, procedures and running of the organisation of Confide rests with the Trustees elected under the Constitution at the AGM each year; the Trustees also have power to fill vacancies until the next AGM. The Trustees appoint the CEO and give approval for the appointment of other staff in the organisation. They also appoint members of the various committees on an ad hoc basis:

- Management Committee - the Trustees. The CEO, Head of Counselling, Service Delivery Manager and one Counsellor nominated by the counselling team.
- Senior Management Team – comprising the CEO, Head of Counselling, Service Delivery Manager and Administrator - which formulates new or changed policies or procedures for approval by Management Committee
- Fundraising – The CEO identifies funds to fit the Business Plan and a Trustee deals with philanthropic fundraising activities.

7.4 Relations with related charities and other organisations:

Confide is an Accredited Service of the British Association for Counselling and Psychotherapy (BACP) and adheres to its Ethical Framework.

Confide is a member of the Shropshire Voluntary and Community Sector Assembly, Shropshire, Telford and Wrekin Voluntary Sector Mental Health Forum, Telford and Wrekin Chief Officers Group, Telford and Wrekin Council for Voluntary Services, Shropshire Youth Association and Shropshire Chamber of Commerce.

Confide also works closely with a select group of charities to develop a mental health and well-being hub to improve experience for service users. The charities include Shropshire Samaritans, Enable, Shropshire Mind. Designs in Mind and SIAS, all but Samaritans and Confide are commissioned to work within the HUB by Shropshire CCG.

7.5 Risks:

A full review of risks by management and Trustees was completed in May 2017 and review of the risk register is a standing MCM agenda item. They have also approved that the Annual Report contains details, shown below, of the main risks facing Confide.

NHS Income: There has been much speculation about possible new methods of NHS commissioning. There is the threat of the CCG decommissioning the Confide contract, but at writing the contract is confirmed to 31st March 2019.

Other Risks: We continue to monitor risk in all other identified areas.

7.6 Reserves:

The Charity aspires to hold at any time unrestricted reserves of an amount that equals or exceeds three months of overhead expenses. At the moment free reserves amount to £10962.21, which is below the set level however the Trustees aim to increase these over the coming years.

8. OBJECTIVES

8.1 Objectives:

Confide's objectives are to provide counselling to the people of Shropshire and Telford & Wrekin and bordering areas and to provide training in counselling.

8.2 Aims:

Our aims are that the counselling should be high quality and affordable. We thus aim, through the successful completion of annual reports and 5 yearly renewals, to maintain our status as a BACP Accredited Service and to adhere to their Ethical Framework. We work to set the average level of contributions from self-funded clients at below the open market rate.

8.3 Public benefit:

The trustees have had due regard to the Charity Commissions Guidance on Public Benefit when exercising any duties or powers to which the Guidance is relevant. The charitable purpose of Confide is primarily to provide effective counselling to bring relief to people with mental health issues and emotional difficulties. In 2017/18 Self-funded clients (which contains Employee Assistance Programmes funded by employers) contributed a substantial proportion of the charity income. The level of their contributions is agreed on a sliding scale depending on their income and personal circumstances. This scale was reviewed at the end of 2016/17 and a revised scale became operational on 1st April 2017 basing the fee on individual rather than household income for the first time. On average clients this year paid less than 1/3 the cost of accessing a similar service in the private sector. If clients are unable to pay at the lowest level of contribution, there is a provision for management review of the situation.

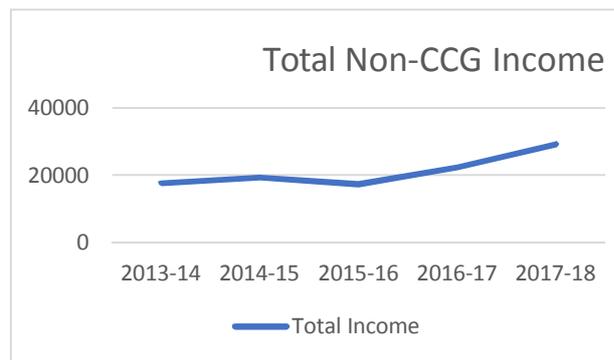
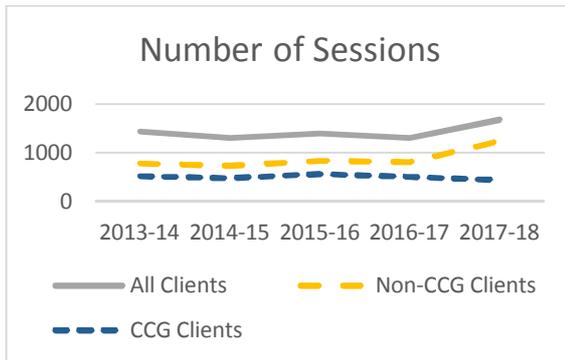
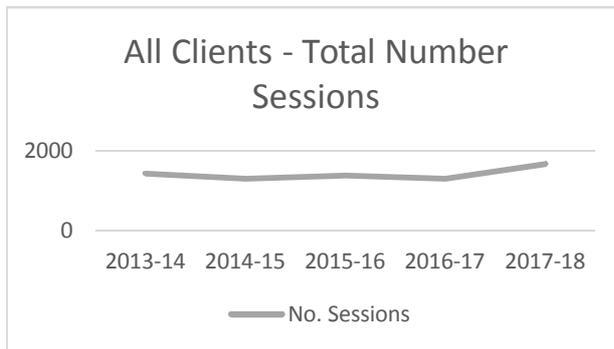
8.4 Volunteers:

Confide has always had a strong ethos of volunteering which is amply demonstrated by the fact that all staff contribute towards the level of voluntary effort by working for no charge, working below the going rate or working extra hours at no charge. The current estimate of the value of voluntary effort is in excess of £100,848 per annum and significantly contributes to our aims of keeping client contributions below the open market rate.

ANNEX A

5 Yearly Summary Statistics

Year	All Clients			Non-CCG Clients			CCG Clients
	No. New Clients	Total No. Clients	No. Sessions	No. Sessions	Total Income	Ave Client Fee	No. Sessions
2013-14	131	N/A	1434	786	17632	24.01	516
2014-15	131	N/A	1311	734	19379	26.51	484
2015-16	140	560	1396	833	17331	24.32	563
2016-17	169	573	1313	806	22453	31.95	507
2017-18	218	765	1682	1243	29206	16.23	439



ANNEX B

Your Experience Questionnaire

Please help us to improve our service by answering some questions about the service you have received. We are interested in your honest opinions, whether they are positive or negative. Please answer all of the questions. We also welcome your comments and suggestions.

Please tick one box for each question

- | | At all times | Most of the time | Sometimes | Rarely | Never |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 Did staff listen to you and treat your concerns seriously? | <input type="checkbox"/> |
| 2 Do you feel that the service has helped you to better understand and address your difficulties? | <input type="checkbox"/> |
| 3 Did you feel involved in making choices about your treatment and care? | <input type="checkbox"/> |
| 4 Were you satisfied with the time you waited for your first and subsequent appointments? | <input type="checkbox"/> |
| 5 On reflection, did you get the help that mattered to you? | <input type="checkbox"/> |
| 6 Did you have confidence in your therapist and his / her skills and techniques? | <input type="checkbox"/> |

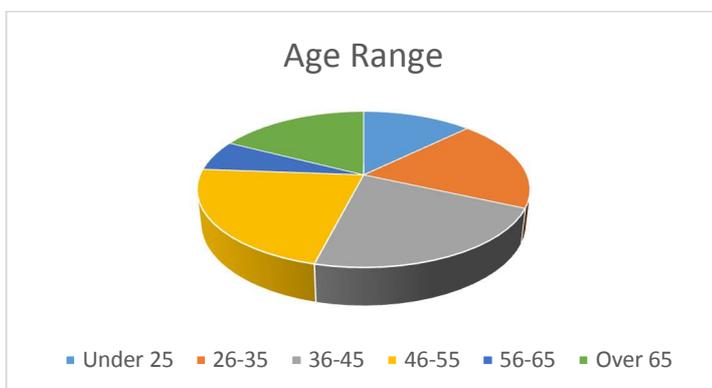
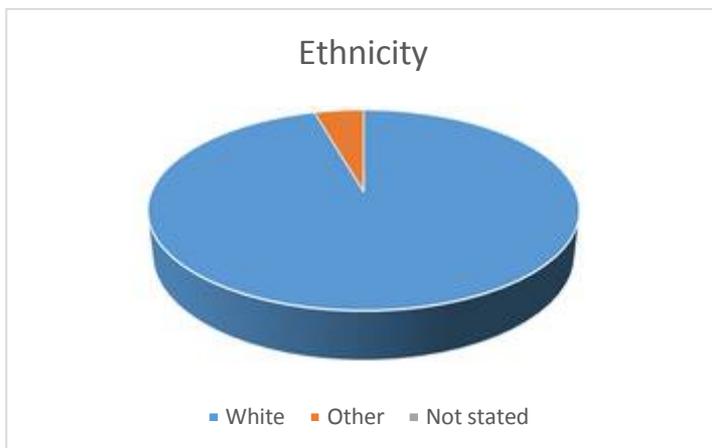
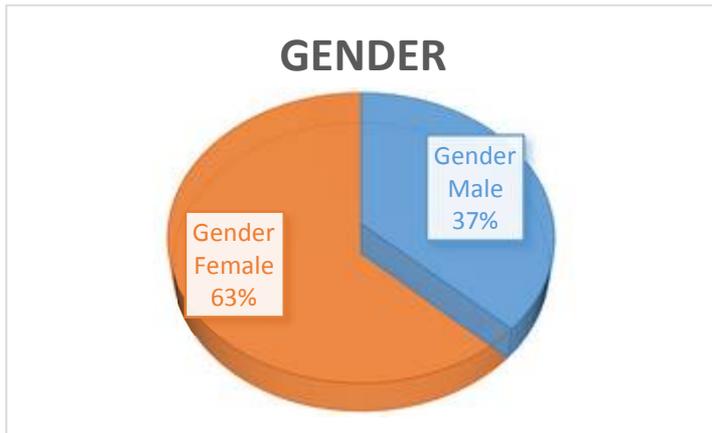
Please use this space to tell us about your experience of our service

Thank you very much. We appreciate your help.

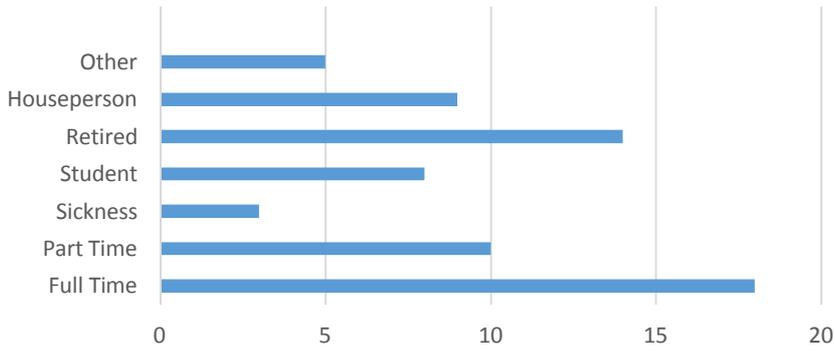
ANNEX C

Equalities Report

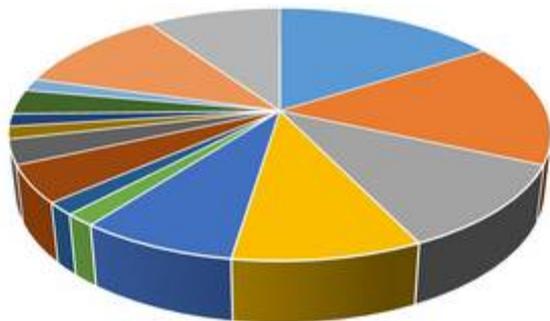
All clients are sent an Equalities Monitoring Form after counselling has ended. They are asked to complete the form and return it in the stamped addressed envelope provided. The decision to request such information after counselling has been completed is to ensure that any issues related to identity are not compromised at the outset of the counselling relationship. For 2016 / 17 and 2017/18 we have continued the use of the original form, from 1st April 2018 an updated form will be used to reflect the protected characteristics as referred to in the Equalities Act 2010. This year 68 forms were returned. The first five charts are derived from data included in the returned forms. The last two use data direct from our client database and represent information derived from all clients not just those who returned their forms.



Employment Status

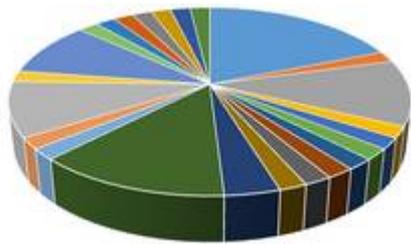


Postcode



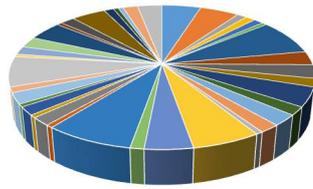
- SY1 ■ SY2 ■ SY3 ■ SY4 ■ SY5 ■ SY6 ■ SY7 ■ SY11
- TF1 ■ TF5 ■ TF6 ■ TF7 ■ TF10 ■ WV ■ Other

NHS Clients GP Practice Registration



- Marden ■ Shawbirch ■ Clive ■ Marysville
- Wellington ■ Wem & Prees ■ Charlton ■ Radbrook Green
- Haughtmond View ■ South Hermitage ■ Bridgenorth ■ Riverside
- Wellington ■ Belvidere ■ Severnfields ■ Pontesbury
- Whitehall ■ Mytton Oak ■ Stirchley ■ Market Drayton
- Beeches ■ Cambrian ■ Caxton ■ Dawley

Non NHS Funded Clients GP Practices



■ Radbrook Green	■ Mytton Oak	■ Linden Hall
■ Plas Fynnon	■ Dawley	■ Donnington
■ Severnfields	■ Church Stretton	■ South Hermitage
■ Wellington	■ Shawbirch	■ Lawley
■ Cosford	■ Whitehill	■ Priorslee
■ Claremont Bank	■ Bridgenorth	■ Shifnal
■ Marden	■ Meadows	■ Albrighton
■ Haughmond View	■ Whitehall	■ Beeches
■ Marysville	■ Hodnett	■ Riverside
■ Oakengates	■ Belvidere	■ Wem & Prees
■ Pontesbury	■ Stirchley	■ Baschurch
■ Clive	■ Sutton Hill	■ Bishops Castle
■ Bridgewater	■ Cambrian	■ Rural Telford

Analysis of the data demonstrates that Confide clients are two thirds female and one third male, we serve a broad age range with the majority of our clients falling into the 26-35 category. The majority of our clients are in work, both full and part-time. The ethnicity of our client base although not wide, does reflect the population locally. Postcode data (derived from returned forms) demonstrates that we serve clients from all over Shropshire, Telford and Wrekin and surrounding areas. This is in sharp contrast to last year when the client base was mainly from Shrewsbury probably as a direct result of the introduction of Telephone counselling. In addition compared to last year clients are coming from a wider variety of GP practices.