

# Anxiety Care

Registered Charity Number 1058267

*“Helping People to Help Themselves”*

## ANNUAL REPORT

1st August 2008 to 31st July 2009

*Anxiety Care is supported by*

London Borough of  
**Redbridge** 

Redbridge   
Primary Care Trust

Barking and Dagenham   
Primary Care Trust

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# INTRODUCTION

Anxiety Care is a registered charity, number 1058267, based in East London. Our address is Cardinal Heenan Centre, 326 High Road, Ilford, Essex IG1 1QP.

Anxiety Care was established in 1996. We specialise in helping people to recover from anxiety disorders and to maintain that recovery. With the support of our trained volunteers, clients are enabled to plan, initiate and carry through personal recovery programmes using cognitive behavioural techniques and gradual exposure exercises.

We are an unincorporated membership association, governed by a constitution under which our trustees – also known as the Executive Committee – are elected annually by the members at our Annual General Meeting. Trustees are drawn from the membership and are nominated by members for election to the Committee. The Executive Committee can co-opt additional members provided that the total number of members does not exceed eight. The term of office for a trustee, whether elected at an AGM or co-opted, lasts until the next AGM. Trustees may stand for re-election if they wish.

Significant management decisions for Anxiety Care are taken by the trustees in conjunction with relevant members of staff. The combined group is known as the Decision-Making Team – its meetings are minuted in accordance with our constitution and good practice.

The trustees are satisfied that, in exercising their powers and duties on behalf of Anxiety Care, they have complied with their duty to have due regard to the guidance on public benefit published by the Charity Commission.

This annual report is presented both to our members, and to the Charity Commission in accordance with the requirements of their Statement of Recommended Practice (SORP) 2005. Where appropriate, we take advantage of the concessions allowed in SORP 2005 for reporting by smaller charities.

Within the report, you will find details of what we do – and how and why we do it – together with details of our activities over the past year. You will also find details of our accounts. We hope that this report will answer any questions you have about Anxiety Care, and encourage you to continue to support our efforts.

# ANXIETY CARE TRUSTEES

## ELECTED AT 2008 ANNUAL GENERAL MEETING

### OFFICERS

Chairperson	Val Symonds
Vice-chair	Griff Griffith
Treasurer	Chris Harris

### MEMBERS

Trish Mossey	(co-opted January 2009)
Donna Phelps	(resigned March 2009)
Martin Seager	(resigned July 2009)
Linda Fitzpatrick	(resigned August 2009)
Evonne Duberry	(resigned August 2009)

## OUR PATRONS

We have three patrons, who have supported us through good times and bad, and we are greatly indebted to them. They are:

- Professor Cary L. Cooper CBE
- Mike Gapes MP
- Linda Perham

# GOALS AND OBJECTIVES

Our four major goals were developed in our first strategic plan. They are to:

- Create a sustainable organisation
- Establish a secure, sustainable and varied source of funding
- Establish an information policy and programme that drives continuous service development
- Develop partnerships with suppliers, media, academia, etc.

When we reviewed our strategic plan, we identified four specific objectives within those goals. They are:

- Planning for people
- Putting funding and budgeting on an orderly basis
- Managing the collection, organisation and use of information.
- Developing a public relations strategy and programme

# VISION AND MISSION STATEMENTS

## **OUR VISION**

We want everyone in the United Kingdom to have access to services that are considered by our users, partners and peers to be the best in the field of anxiety care.

## **OUR MISSION**

To promote the reality of anxiety disorders, obsessions & phobias, and support & encourage those affected to use their strengths to work towards recovery and to maintain their recovery.

# OUR SERVICES

## **WE PROVIDE THE FOLLOWING SERVICES:**

- A Helpline – on (020) 8478 3400 – operates on Mondays & Wednesdays, 9.45 a.m. – 3.45 p.m.
- An online support group for all anxiety disorders and OCD runs on Monday evenings from 8.00 p.m. – 10.00 p.m.
- A mutual support group for general anxiety, phobias and OCD is held 6.30 p.m. – 8.45 p.m. on Mondays at the Redbridge Resource Centre, 497-499 Ley Street, corner of Perth Road, Ilford
- A structured recovery group is held on Tuesdays, 6.30 p.m. – 8.45 p.m. at the Ley Street venue.
- A confidence building group on Thursdays, 7.00 p.m. – 8.45 p.m. at the Ley Street venue.
- A support/recovery group for general anxiety, phobias and OCD. First Friday of every month from 2pm – 4pm at Urswick Medical Centre, Urswick Road, Dagenham RM9 6EA
- No appointment is needed and no referral is necessary for the above services.
- Structured recovery visits (home visits) by trained volunteers.
- One-to-one counselling. This service is staffed by specially trained volunteers and is currently only available for face-to-face sessions. We are working towards also offering this service online and by telephone.
- A full range of information – both general and specific to particular issues such as anxiety & depression, phobias, and OCD and OC spectrum issues – is maintained on our website for open access by clients and potential clients.
- Referrals are taken from the statutory services free of charge, although a donation to the charity's funds is always appreciated. We do have a range of 'suggested' donations for the various services and sessions as a guide for our clients. However, no potential client is turned away because of an inability to make a donation.

## CLIENTS' QUOTES

Just wanted to say that I have just discovered your site and it's a great source of information. The section of your website that lists 'typical obsessions', basically lists all my thoughts!!

*Thank you for your quick response and all the information, I am sure that it will be very helpful and I shall explore or the avenues open to us. Half the problem is finding someone who knows and understands the condition and whom we can work with and I now have some hope that we can begin to resolve my son's issues.*

**Many thanks Regina, that was very helpful – I have recommended your service to a client.**

Many thanks for your prompt and helpful reply

*Thank you so much for taking the time to reply so thoroughly - your advice is very welcome and I will start to read up some of the links you have given before hopefully feeling more confident in my ability to help my daughter.*

I have just rummaged through your literature section (found via Google) and printed a copy of the most relevant sections. Compared to what else I have seen - which is admittedly not a lot - it appears very helpful and informative and written from the perspective of the Anxiety Sufferer.

*I have only quickly scanned the documents at the moment, to see what was useful to me (and/or another sufferer I recently met), but they have already informed me as much or more than other help I have encountered. My local library branch had an (unhealthy!) obsession with Panic Disorder (5 of 6 anxiety-related books) and nothing on CBT, GAD or Phobias. The health service seems to combine Anxiety with Stress and Depression but then forget about it for the most part.*

**So thank you already for confirming that anxiety based disorders exist and providing information on them!**

Thank you so much for getting back to me so quickly and with such a thorough and thoughtful response. I found the information very helpful and think there are some things that will hopefully make a difference to (X). It has really helped me just by contacting you and being able to have some professional advice rather than feeling that I was just stabbing the dark in the hope of finding a solution. I hope that makes sense! We are both positive about moving forward and (X) even seems excited at some of the suggestions.

Thank you again for your advice and support, it has really helped us to feel confident about taking away her fears.

*Thank you so much for your very comprehensive and helpful response. I shall take some time to digest it all, but will certainly follow up your suggestions. I will let you know how we get on.*

**I was very impressed by the prompt and sympathetic response from Anxiety Care to my request for advice.**

*I just wanted to say thank you so much for taking the time to write back to me. My phobia is a very painful area for me and I was so touched by your long, helpful email.*

I would just like to thank you for taking the time to come back to me with your very detailed email, which I have found really helpful. It is just nice to realise that I am not the only one, and that I am not actually going mad. I have printed it out and keep it close to hand so that every time I start feeling negative I can read it and know that I can come through this again.

***Just for your information, I emailed many organisations regarding (xxx) and your email was the most helpful, so thank you very much.***

**Thank you so much for putting this information in the public domain. I have yet to come across a book that explains all this to me in so much depth. I posted your link onto my blog.**

*I wanted to express my gratitude to you for your website and in particular your long detailed writing on guilt and shame. I feel extremely privileged to have found this information and it has made me feel tonnes better.*

**I only wish I could a) benefit from your services and b) volunteer for you but I live in Exeter, Devon.**

***Thanks very much for your very helpful (and hopeful!) response to my anxiety enquiry. Again, thank you so much for other options also.***

Thank you very much for replying to my email. I feel a little more reassured and comforted by your response and advice. Thank you very much for taking the time to respond to me and I hope it will be okay if I occasionally seek advice from your organisation. Thanks again for your time and your helpful advice.

*Thank you very much for your reply it has been very helpful, I've sent some books over to my daughter and she is coping with it a bit better after reading them. Of course there are good and bad days but at least it's a beginning. For me it has been easier as well and I've taken notice of your advice.*

Thank you so much for your email understanding the problems I am going through at the moment.

# FOUNDER'S REPORT

Unsurprisingly, 2008-2009 was another challenging year for Anxiety Care. We have perhaps grown accustomed to the ever-present uncertainties that face us when it comes to raising funds, but that doesn't make them any less stressful. Many people within Anxiety Care have worked very hard to try and bring in the funds that we need to enable us to maintain and develop our services, and my thanks go out to all of them. My thanks also go to all of our volunteers, without whom we could not deliver the services on which our clients depend so much.

We have faced challenges in staffing the organisation, too. Trish Mossey, our long-serving general manager, took the big step to move on with her career, and left us to join Redbridge Council for Voluntary Services – we all wish her well in her new job. In an almost seamless transition, Regina Byrne stepped up from her position as co-ordinator to fill Trish's shoes – and has quickly made the role her own. In turn, we welcomed Karon Gordon as a replacement for Regina in the co-ordinator's role and she, too, is making her mark on Anxiety Care.

Happily, we didn't lose Trish completely, as we were able to "persuade" her to remain with us as a trustee. This was doubly fortunate for us, as not only did we retain her considerable knowledge and experience, but she also bolsters a team of trustees that has been sadly depleted in the past few months. Donna, Evonne and Linda have all, through personal circumstances, found themselves unable to devote the time to trusteeship that they would want and have as a consequence resigned. Martin also resigned, feeling that as he no longer is involved in mental health care locally, and now lives many miles away, he too can no longer fulfil the role of a trustee as he would wish. We are sorry to see all of them go, but wish them well for the future and thank them wholeheartedly for their work with us.

Trustees are an important factor in the success – or otherwise – of small charities like Anxiety Care. We are always looking for new people to bring on board – and at present our search is perhaps more pressing than it has been of late. If any volunteer or supporter is interested in becoming a trustee, do please get in touch with us to find out what is involved.

Finally, I'd like to end with details of how successful we have been, despite all the challenges we faced. As you will see from the statistics in this report, we had just under 3,000 individual contacts with clients during the year. Our operating costs remain tightly controlled, and with only a small increase in expenditure, coupled with the increase in client contacts during the year, our cost per contact actually reduced over the year by more than £1 to £22.85. We now have a group operating in Barking & Dagenham – numbers attending it are growing. Well over a third of our client contacts come via the Internet, and we are looking at ways of expanding services in this area – obviously

without any detriment to the existing services. I think that the facts speak for themselves – Anxiety Care delivers services that people clearly need, is responding to changes in how our clients want to communicate with us, and remains an excellent value-for-money community service. I hope you agree with me and will continue to give us your support.

**Eddie Sandler** *Founder.*

# CHAIR'S REPORT

This is the report I was afraid I would not get to write. I am thrilled beyond my ability to express it without shouting and hollering (which I have done in the privacy of my own bit of space but wouldn't want to inflict upon you here) that we ARE reporting on another year of successfully supplying our services to those who can benefit from them. And, with delight, reporting that despite some very rocky moments, we have once again managed to secure sufficient funding to continue with our work. We'll never be 'out of the woods' financially because of the very nature of our work, but we are heading onwards and upwards, ready to face what life deals us.

We see huge profits and enormous benefits in terms of quality of life and the ability to conduct a (so-called) 'normal' life for our clients, and if we could function on a 'profit-and-loss' basis using these as our currency, we'd be millionaires. However, the modern world doesn't function like that, so we need a lot of 'material' stuff to keep us functioning and to enable us to supply our services to those who need them.

We must never sit upon our laurels and assume that services will continue to flourish without seriously considering the financial cost of providing them. Without the financial wherewithal we simply cannot deliver our services. "How can this be?" I hear you ask, "when all of Anxiety Care's volunteers are exactly that - volunteers, they don't get paid". Good question, and one that is easily answered. Everything costs something: whether it be a place to meet, the means of getting there, heat and light, letting clients know we exist, the wherewithal for record keeping, production of our literature, training and supervision for our volunteers, upkeep of our website, announcing (advertising) our services, organising rotas, ensuring all services are covered by sufficient volunteers – the list goes on. We are very grateful for all the generous benefactors who help us by funding these very necessary functions, thus enabling us to continue to provide our services to our clients.

I have used the pronoun "we" quite a lot here, and I have to confess that this is the royal "we", in that all of the hard work has been carried out by others, not by me. Griff, our treasure of a vice-chair and all of the rest of the treasures on the executive committee; the amazing Regina, our Wonder Woman of a general manager; Karon our co-ordinator, who must by now surely be wondering what she has let herself in for, but continues to do a fantastic job nevertheless. And our volunteers. Wow, who could ask for more? They have soldiered stoically on in the face of uncertainty and insecurity (through nobody's fault, just the way of the world), and they have managed to keep on delivering our services with a brave (but honest) face for clients.

Everyone has pulled out all the stops to help, and here we are, still a vibrant, developing entity, ready to keep on keeping on.

**Val Symonds Chair**

# GENERAL MANAGER'S REPORT

Having worked as co-ordinator with Anxiety Care since 2004, in January of this year I was appointed to the position of general manager. Trish Mossey, the outgoing GM left some big boots to fill and is sorely missed. Luckily, Trish decided to maintain her involvement with Anxiety Care and is now a trustee of this charity. Her experience and input remains invaluable.

As with most charities, funding is an ongoing concern and a significant part of my role involves fund-raising. This is essential to ensure that we continue to provide services and also continue to develop and extend these services; in the current economic climate this is quite a challenge. I do feel, however, that I have an unfair advantage as our charity is already well established and has an excellent reputation. I am passionate about the services we provide and this is an excellent motivator in pressing on with matters relating to funding. Anxiety disorders, obsessive compulsive disorders and phobias can have an extremely disabling effect on those who experience them. It can also have a ripple effect in the whole family and we also do our utmost to support family/friends with information and support.

I would like to thank *The Cauliflower* public house, which has continued to make the venue available to us for our table quizzes. Raj and his family have generously provided prizes for the winning team and our raffle, along with local businesses. Thanks also to Martin and Baz for the time they have taken compiling and delivering the quiz for us.

Last year was our second year of being involved in the annual sponsored walk and we have seen a large increase in the monies raised. I would like to say a big thank you to Joe Browne of the Cardinal Heenan Centre who organises this and to those who ran/walked/strolled for us last year. We very much look forward to another successful walk in September of this year.

We have worked in partnership with a variety of organisations and are continuing to develop relationships with other charitable organisations. In particular I would like to thank Redbridge Concern for Mental Health for 'loaning' Sharon to us; we would never have mastered our new accounting system without you Sharon!

This year saw some new developments for Anxiety Care including a new group being run in Dagenham at the request of Barking & Dagenham PCT. This is proving a success and we are hoping to extend this service over the coming months. We have also introduced a new method of measuring outcomes which is essential for funders and we are keen to 'prove' that what we do really works. This information will be included in next year's statistics and should make interesting reading.

Our wonderful volunteers are another motivator! I cannot begin to describe the commitment they show to Anxiety Care and more importantly, the people who use our services. I am always in awe of the calibre of our volunteers and their passion for the work they do to help people in their recovery. They truly are inspiring and

we could not exist without them, I am deeply thankful that they continue to be involved with Anxiety Care. Thank you also to our office and IT volunteers who support the work that we do.

Our trustees also give their time voluntarily and are wonderfully supportive to both Karon and myself. A lot of what they do is 'behind the scenes' and again, we would not be here without them. They have the best interests of the charity at heart and amply demonstrate this throughout the year. Thank you to Val, Griff, Chris and Trish and to our patrons. Farewell to Donna, Martin, Linda and Evonne who stepped down as trustees this year but who, I hope, will continue to be good friends to Anxiety Care; your support has been much appreciated.

Finally, I would like to welcome Karon Gordon who joined us in February of this year as co-ordinator. It is a privilege to work beside you and to witness your caring for our volunteers/service users and your professional approach to all that you do. I look forward to continuing to work with you in the future.

**Regina Byrne** *General Manager*

# CO-ORDINATOR'S REPORT

I joined Anxiety Care in February 2009 as the services, volunteers and counselling co-ordinator. I work 28 hours a week and continue to incorporate the administrative side in my role. This covers all areas of office management and the accounts, in which I also have the added support of our office volunteer, Sue. Working four full days a week in the office allows me to be on hand to support our volunteers and to deal with all our service enquiries. I now have access to the office mobile phone, which allows clients and volunteers the ability to contact me seven days a week!

Anxiety Care is fortunate to have more than 30 loyal and dedicated volunteers, who help provide the various services we offer. Without their time, dedication, commitment and support, we would not be able to help those whose lives are affected by any form of anxiety disorder.

## **Services Report**

Anxiety Care continues to be unique in that it offers a variety of services to cater for the needs of those who experience anxiety disorders, phobias and obsessive compulsive disorders. These include groups, face to face counselling, structured recovery home visits, email structured recovery work, email enquiries, a comprehensive website, an online group and a helpline. The donations requested are minimal, therefore making our services accessible to all. Our groups are all 'drop-in' which means there are no assessments or waiting lists, making help immediately accessible.

We have also noted a large increase in the number of requests for information from parents/guardians who report that their children are experiencing school phobia/refusal and other anxieties. In response to this, we support them through our website information, helpline and online group.

As we only ask for a donation towards our face to face counselling service, this continues to be in great demand. Due to the current economic climate, we have also noticed a rise in the number of referrals we are receiving from GPs, psychological services, advice and brief intervention teams, as well as other agencies. These are in addition to clients who self-refer. We also have the added advantage of being able to offer long-term services to clients who may need longer to recover, while GP referrals elsewhere are limited to six sessions. We offer placements for trainee counsellors and are proud of the excellent reputation we have in the support and supervision all our trainee counsellors receive.

Our structured recovery visits are a vital lifeline to those who are unable to leave their homes, due to the effects of suffering from an anxiety disorder.

The number of volunteers involved in providing this service has increased and we hope to reach out to more isolated clients over the coming year. This will help clients to take slow, gradual steps at venturing outside again and to feel part of the outside world.

Finally, I would like to thank our trustees for the support and encouragement they have shown and for making me feel so welcome. I would also like to thank my manager Regina, for supporting me in my new

**Karon Gordon** *Co-ordinator*

# THE YEAR'S ACTIVITIES

## **MONDAY GROUP REPORT**

Over the past year, client numbers have tended to fluctuate between three and six, with numbers having decreased slightly from this time last year. There have been occasional weeks where larger numbers of clients were present, as well as the odd week where only one or two clients have shown up. Throughout the year, there has tended to be a core client base of three to four who have attended on a regular basis. Two of these regulars are long-standing clients who attended throughout the year. Other clients have attended regularly for a number of months before leaving the group, seemingly having taken what they needed to move on with their lives.

In addition to this, quite a considerable number of clients have attended for only a few weeks – some clients only attending once. For this reason, the volunteers have drawn up a feedback questionnaire for new clients to take away with them and send back at their leisure. This has only just been implemented and it is hoped that valuable feedback may be obtained as to why some clients only attend the group once. It seems that the majority of new clients have been referred by their GPs. Feedback that is obtained within the group from more regular clients is generally very positive – clients feel that they receive a great deal of support, which is why they continue to attend.

Volunteer numbers have not changed significantly since the last annual report. Eddie has now retired from the group – his departure from was marked by an unusually large turnout of clients and volunteers for his final session, where presents were given and goodbyes were said. A new volunteer, Liz, has come into the group and is fitting in well. At the start of the year, a rota was in operation where volunteers had one Monday off per month. However, more recently, volunteers have been taking off around two Mondays per month in response to lower client numbers and the general feeling that three volunteers are enough for any one session. The rota system is working relatively well, although the volunteers feel that sometimes a bit more organisation may be required.

**Richard Graveling**

## **TUESDAY STRUCTURED RECOVERY GROUP REPORT**

The Tuesday structured recovery group aims to provide CBT-based therapy alongside group support for clients who are looking for more proactive ways of working on their anxieties. Clients take part in a facilitated group discussion on different themes aimed at helping improve self-awareness and confidence as well as encouraging them to look at problems from different perspectives and angles. During this time each client is given the opportunity to leave the group to work face-to-face with a volunteer for approximately 15 minutes to

plan and discuss their recovery work.

The normal schedule for the recovery group meeting is:

- 6.15 Social time
- 6.45 Tune in-clients access their current feeling  
First theme (e.g. List five unhelpful habits you want to change – why and how?)
- 7.40 Ten-minute break
- 7.50 Grounding meditation (two minutes) – to encourage clients to refocus after the break.  
  
Open talk of ‘How was my week, and in what ways could I have changed it.
- 8.15 Second Theme- these themes have a lighter edge to them  
(e.g. tell us some of your favourite films, music and food.)
- 8.45 Tune out – clients reassess their feelings. The group then ends.

The volunteers then meet for about one hour to debrief and review the evening.

The group generally takes the above format but occasionally has needed to adapt. For example, recently, due to the fact that two new clients were present for the first half-hour, before other clients arrived, we started with a general chat about anxiety. This was followed by ‘How was your week and in what ways could you have changed it?’ This was felt more appropriate to the needs of the two new clients. For the week before Christmas we used a new theme looking at what Christmas means to the clients, the pressures and what is expected from them, any plans for the Christmas/New Year celebrations, as well as the coming year in general. The clients all found this beneficial.

We also took the opportunity of the New Year to start a ‘back to basics’ on what anxiety is and the different techniques available, with the longer-term clients, with positive results. We are hoping this will help boost their motivation, remind them of techniques they have forgotten, reinforce what they already know, and help them progress further as we continue to adapt to their needs. This has resulted in one long-term client becoming more encouraged and more motivated, and they are more able to assess what is available to them and the different skills they can use to help in difficult situations.

The past year has also seen many changes within the group volunteer structure. Both Anne-Marie, who had been with us for 1½ years, and Angela, who had been with us since March, have had to step down from this service due to their courses being held on the same night. However Angela has returned occasionally and helps facilitate whenever possible during the college holidays. This left Chris, Sue, Barbara, and Denise who were joined in February by Danny and Terry. The induction of Danny and Terry has gone

smoothly with them both being allocated a 'buddy' to help answer any questions and shadowing in the 'one to one' sessions. Danny and Terry now both facilitate the group and see their own assigned clients.

This year has also seen the introduction of an MC (Master of Ceremonies) during the evening. This allows each volunteer to be responsible for the smooth running of the format thus encouraging awareness of what is next as well as giving everyone a chance to 'be in charge' with the support of the team, should they ever need to take charge in the future.

Over the year, we have had an average of just over 26 clients attending each month with an average of 3.4 new clients. Clients have presented with a number of issues such as general anxiety, eating problems, agoraphobia, social problems, trichotillomania, and OCD. During their first visit to the group all new clients are informed about the different services they can access including other groups, website information, the online group, the helpline, and our counselling services.

In conclusion, each of us is encouraged by the 'evidence' – we see that our method of running the group works for our clients. It is encouraging to see clients, whose lives are negatively affected by anxiety, learn the skills and techniques to be able to work towards their own recovery. This is the result of the teamwork between the volunteers, together with the weekly recovery work set during the 1-1 SR sessions and the themed supportive group sessions. As the motto of Anxiety Care states, we are '*Helping People to Help Themselves*'. We aim to continue to provide this successful and effective service to our clients.

**Denise, Barbara and Chris**

## **CONFIDENCE BUILDING GROUP REPORT**

For the last year the confidence building group has been facilitated by Ingrid, Hatice and Christa. We took it in turns for the first half of the year, but since January, Ingrid has attended every week and Hatice and Christa alternated.

The structure of the sessions has evolved since last year. We still introduce topics every week but often spend the whole session talking about it. The clients are encouraged to contribute through brain storming and by sharing their own experiences as they relate to the topic. Quite often lively and interesting discussions ensue. Increasing self-awareness and the opportunity to learn how to express feelings and opinions in a group situation seemed to raise the clients' confidence.

The topics we chose have grown organically from client's questions and requests and from our own interests and studies, but all of them related to either self-awareness or self-confidence. This year we have covered assertiveness, perfectionism, motivation and coping strategies, choices, values, body language, meditation and many others. We have also spent four sessions introducing transactional analysis and related topics and three

sessions on attachment theory. The clients took on board both theories and found them helpful and applicable to their own lives.

We have had clients suffering from clinical depression and different forms & levels of anxiety disorders. The number of clients has fluctuated between three and seven, with a core group of five. The response from the clients has been very enthusiastic and appreciative. It particularly pleased us to see clients opening up, joining in, growing in self-awareness, gaining confidence, and sharing their experiences and feelings.

**Christa Stadler**

### **TELEPHONE HELPLINE REPORT**

The helpline operates on Mondays and Wednesdays from 9.45 a.m. to 3.45 p.m. It offers callers information on all of Anxiety Care's services and gives a caller the opportunity to discuss any issues they may have relating to anxiety. It is a valuable service and often the caller just needs a listening and non-judgemental ear. We have four volunteers who work on the helpline at present.

Although the helpline runs from 9.45 a.m., the volunteers are normally in the office at 9.30 a.m. This enables time to retrieve any messages that have been left on the answer phone and to send out information packs that may have been requested.

The helpline now has a new database and this has made it much easier to see the breakdown of calls each month and whether these are from the client or a carer. We can also see how many hang ups and repeat callers we receive each month. We have recorded a total of 451 calls during the year, which is quite something, considering our helpline is only open 2 days a week.

The number of answerphone messages can vary from three to as many as ten. It is the same for the number of calls the helpline receives. Some sessions there may only be two or three calls and on other occasions five or eight. The calls also vary in length and can be anything from five minutes, up to 50 minutes. Since the beginning of the year, the trend has been for an increase in the number of calls we receive on a monthly basis. On average we are now receiving around 60 calls each month on the helpline. We have also noticed that we are getting a lot more repeat callers.

Quiet moments on the helpline can be a time for the volunteers to continue to update their knowledge around anxiety disorders and to check Anxiety Care's website to see if there are any updates. The computer can be a good source of information during calls, as we can access information for the client and know that any information we do give out is up to date and correct.

We receive calls from all over the UK. Health care professionals will often ring us, enquiring about the services we offer for their patients.

A lot of the callers who use the helpline have been referred to us by their doctor. For callers who cannot access our services locally, we will often refer them to our website, which has a wealth of self-help information that can be downloaded. Where appropriate, we are able to refer callers to other organisations, for more information. We always ensure that the caller knows that they are more than welcome to call us again at any time if they wish. This looks like it works, because we have callers that do ring the helpline again, when they are in need of further support from us. . Many of our callers are relieved to have found our organisation and often express how thankful they are to be able to talk to us.

**Emel Bond**

## **CHATROOM REPORT**

The chatroom/online group is now run on a weekly basis and was re-structured last year to improve its effectiveness. This appears to have been very successful thus far. The group is now structured to run in the same way as our face-to-face groups. Each client gets one-to-one time in the group and other users are then invited to give feedback to the person who has been working. The chatroom users are encouraged to use the group for structured recovery work and this has proven to be very effective. Where someone is unable to attend our groups or counselling service, it is suggested that they use our *Self-Treatment for Phobias* handbook and attend the online group as ongoing support for their recovery work. We advocate recovery in line with Anxiety Care's mission statement and strongly encourage that users follow a gradual exposure programme. Users report that they find it extremely useful to have some guidance around what steps they might need to take to achieve their desired goal.

As a progression from the work offered online, and in addition to the recovery and support work that is also available online, we encourage visitors to the chatroom to access their local face-to-face services. However, much feedback has been given about the lack of resources around the country, particularly in more rural areas. It is evident from this that more services need to be made available nationally to those who experience anxiety disorders.

Users bring a range of issues to the online group including most commonly agoraphobia, social phobia, obsessive compulsive disorders and phobias concerning travelling outside of their immediate area. Carers also use the group to get support in dealing with the anxiety issues of their family/friends. In common with other Anxiety Care services, we have noted that parents are increasingly seeking help for their children's anxiety.

The online group is a very valuable addition to the range of services offered by Anxiety Care, as it is accessible, immediate, supportive and inexpensive. In addition to local and national users, we have had people from around the world access the group from as far afield as America, Australia, and Canada. The feedback has been very encouraging; most people find the group very helpful and we have a high number of repeat visitors.

It is worth noting that a lot of people must firstly admit to themselves that they have a problem. The next step is admitting to someone else that they are struggling to cope and the online group can provide an anonymous method of taking this second step. While face-to-face support is the preferred method of therapeutic intervention, the online group is an excellent stepping stone to getting that help, and sometimes is enough in itself to aid recovery.

**Regina Byrne**

## **E-MAIL ENQUIRIES REPORT**

This service provides people the opportunity to e-mail their enquiries into Anxiety Care, which may be a less daunting step than picking up the telephone to obtain some information. An e-mail can also be sent at any time of the day, or night and the enquirer can say what they want to in an e-mail without having to wait for office hours, or the helpline to be open.

The enquiries come into the central service and Karon forwards them to a volunteer, who replies to them and then sends them back to her to forward to the enquirer. There is one main volunteer in the service and Val also helps out when the service is particularly busy. The enquiries are usually dealt with once a week and the timescale for a reply is between 1-2 weeks.

A new system has now been put into place where the enquirer receives an automatic standard reply, which advises them of the timescale, whilst referring them to their GP and the website. The replies are then much more personal than they previously were and a lot of the standard information is no longer used.

The amount of e-mail enquiries received in a week varies. The enquiries that we receive are diverse, ranging from anxiety, depression, panic attacks, phobias about food, wasps/bees, driving, aeroplanes, OCD, obsessional thinking, drug related anxiety and agoraphobia, as well as some other more obscure symptoms and phobias. We have also noticed that there is still a significant amount of enquires have been made from parents with concerns about their children, primarily school aversion and other fears, or phobias.

Enquiries are made from all over the UK and we have even had an enquiry from Barbados. Enquiries might be received from the sufferer themselves, or from concerned parties, such as family and friends. Enquiries are made from both males and females and the age range is also diverse. We have received a few enquiries from teenagers.

For enquirers who cannot access our services locally, we let them know that our online group, helpline and structured recovery work via e-mail are available to them. We also provide most enquirers with information on other organisations that may be useful. We always let the enquirer know that they can come back to us if they require any further help and some of them have come back to us for further guidance, or support.

We have had some excellent feedback from enquirers who have e-mailed back to thank us for our reply and said how informative and helpful they have found our organisation.

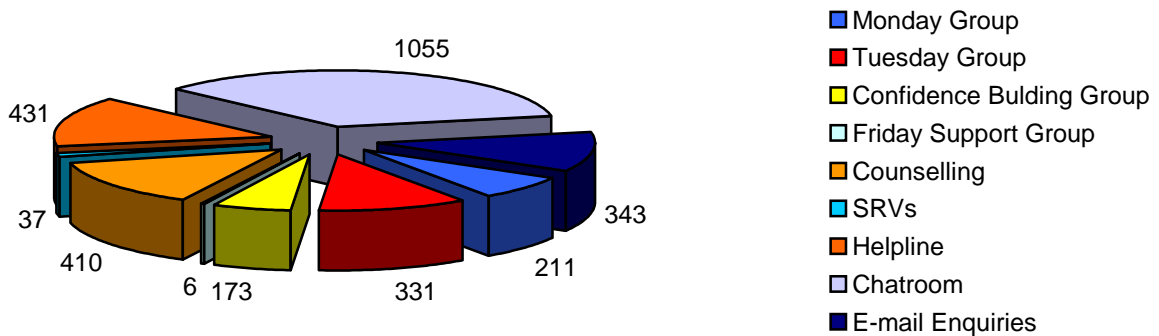
**Dawn Stenning**

# STATISTICS

The work we do cannot be fully appreciated by looking at numbers alone. However, statistics can show the range of our work, and the number of people whose lives we affected during 2008-2009.

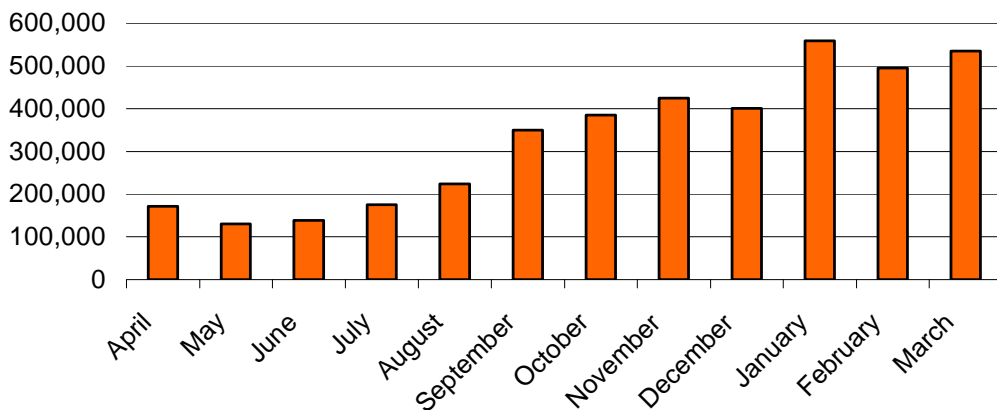
Some of our clients only contacted us once – typically on the Helpline – whilst some had a direct contact with us at least once a week. Others made use of our services throughout the year, but at longer intervals. In total, we had 2,997 individual contacts with clients during the year – about a 4% increase from the previous year. This was broken down as follows:

**Total Client Contacts for the Year**



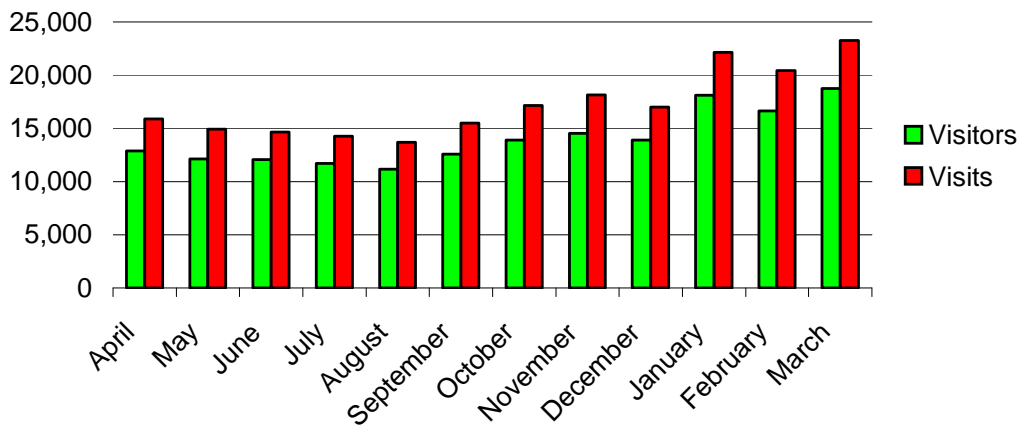
In addition, it was another bumper year for our website. We had 3,990,190 “hits” on our website – up an astonishing 154% from 2007-2008 – although this figure can be misleading and we prefer to count the number of specific visits to the site.

**Monthly Website "Hits"**

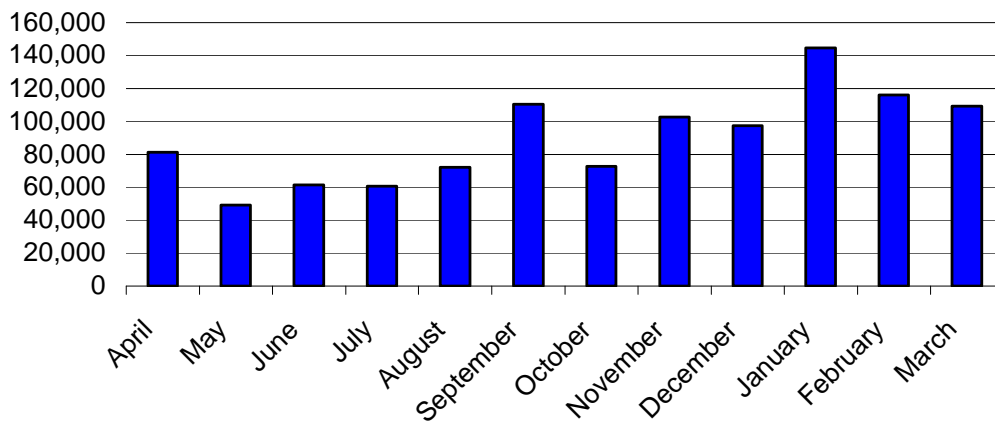


Those figures, too, are impressive. We had an average of around 17,250 visits to the website per month, from about 14,000 unique visitors. Some of those visitors have turned into longer-term clients – others have found the information they need amongst the comprehensive literature we host on the site, downloading around 89,700 pages in an average month. These are around 56%, 64% and 31% higher than the previous year’s website usage.

### ***Monthly Website Visits and Visitors***



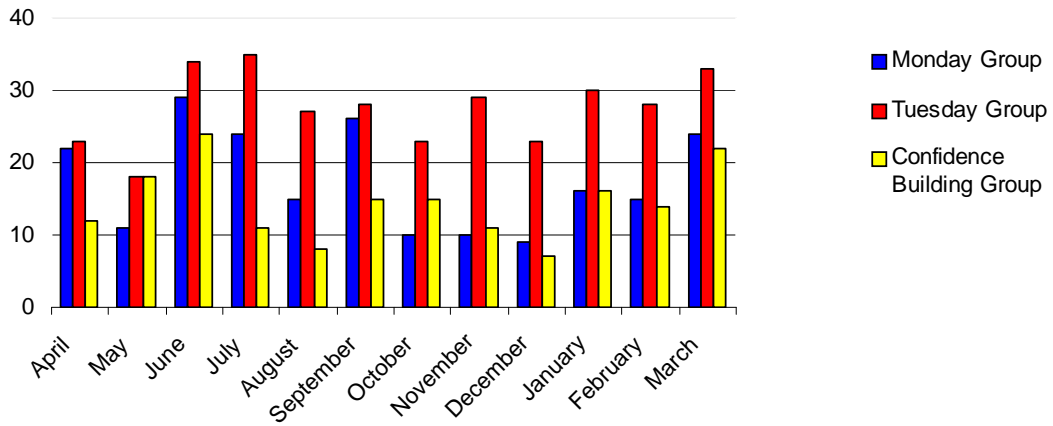
### ***Monthly Website Pages Downloaded***



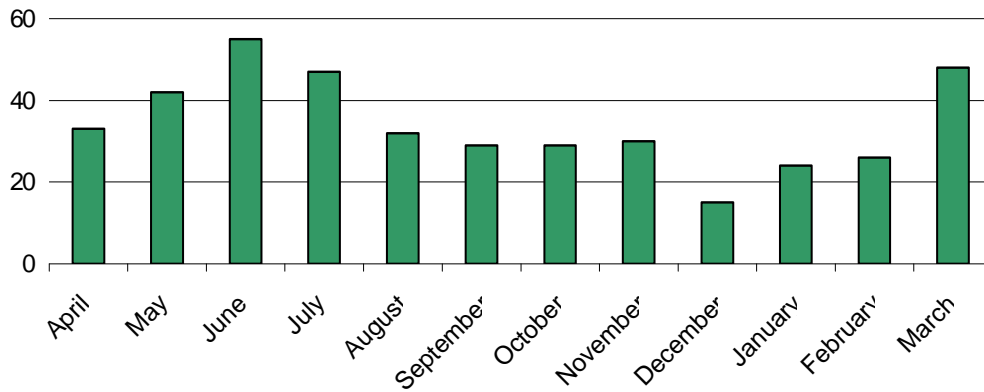
We keep basic statistics for each of our direct-contact services. Because of the confidential nature of much of what we do, we restrict the information we collect – and make public. We constantly review how we can improve our data collection so that we can respond to external requests for more detailed information, especially from funders.

The following charts show the levels of activity for each of our direct-contact services:

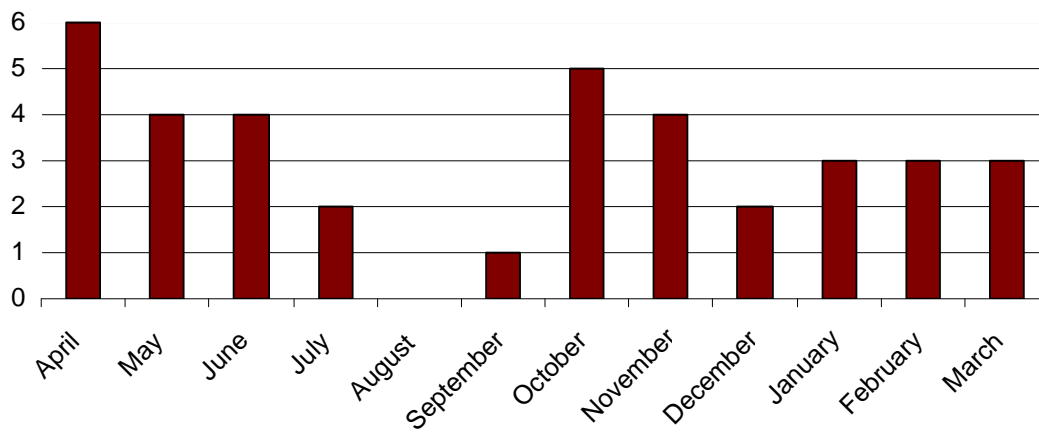
**Group Attendance - Totals per Month**



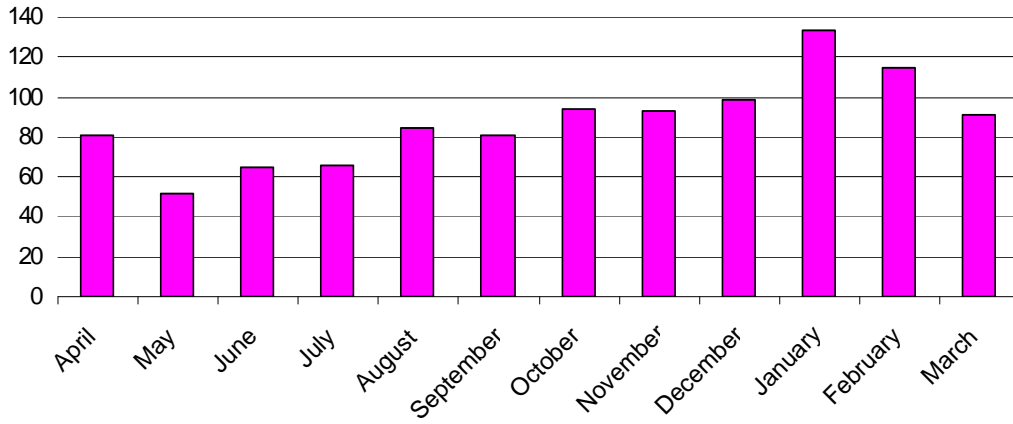
**Counselling - Clients per Month**



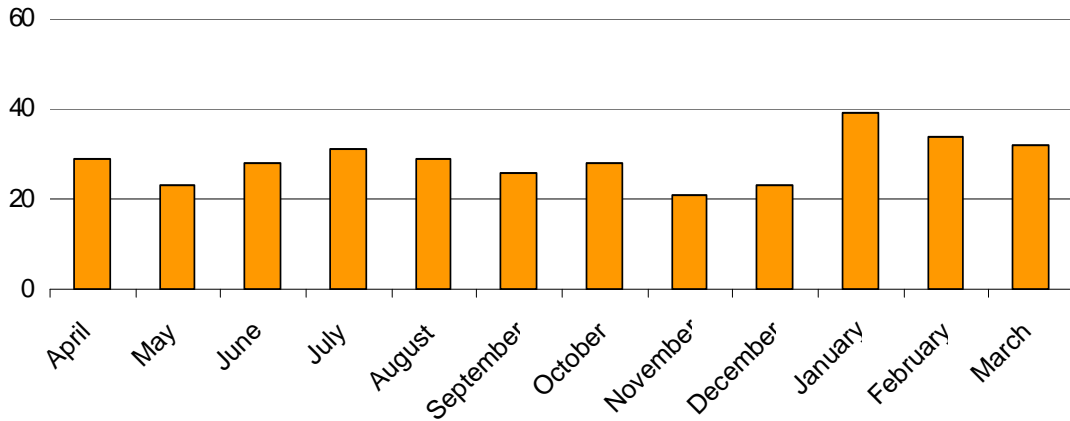
**Structured Recovery Visits per Month**



**Chatroom - Participants per Month**

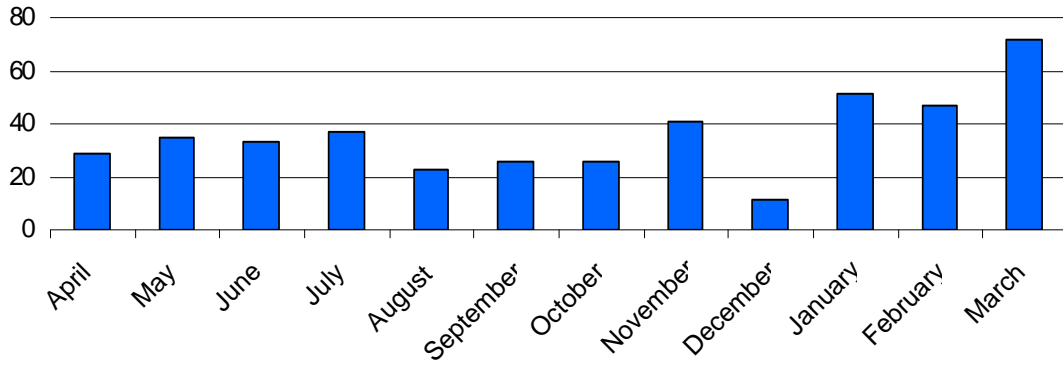


**E-mail - Enquiries per Month**

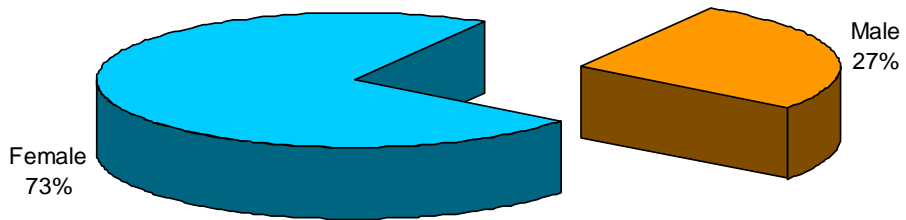


The final two charts show the volume of calls to the Helpline, which were down significantly over the previous year but are picking up again, and the gender mix of our callers, where we know it. Note that we only collect information from Helpline callers if it is explicitly given to our volunteers, so the gender breakdown might not be wholly representative of the total number of callers.

**Helpline - Callers per Month**



**Helpline Callers - Gender**



# PARTNERSHIPS & AFFILIATIONS

Consultation and representation is vital work and committee members, staff and volunteers have worked with and/or are affiliated to the following groups and organisations.

## **ORGANISATIONS/GROUPS WITHIN THE LONDON BOROUGH OF REDBRIDGE**

Barnabas Workshops  
Capital Volunteering  
Cardinal Heenan Centre  
Connexions  
Family Housing Association  
Goodmayes Hospital  
King George Hospital  
Rheumatology Support Group  
LEAD in Redbridge Training  
Providers Network  
Local General Practitioners  
London Borough of Redbridge  
North East London NHS  
Foundation Trust  
Redbridge Business Education  
Partnership Ltd.  
Redbridge Children's Information  
Service  
Redbridge Children's Network  
Redbridge Community Mental  
Health Teams  
Redbridge Concern for Mental  
Health  
Redbridge Council for Voluntary  
Services  
Redbridge Learning Collaborative  
Redbridge Primary Care Trust  
Local Implementation Team  
RUNUP  
Sanibel  
St. Angela's Centre for the Deaf  
Young People's Project London

## **OTHER COMMITTEES AND PARTNERSHIPS**

Ashiana  
askCharity  
ArtAid Online  
ASET  
Barking & Dagenham Advice &  
Brief Intervention Team  
Barking & Dagenham PCT  
BUPA  
Caress  
Communication Workers Union  
Havering Association of Voluntary  
and Community Organisations  
International Society for Mental  
Health Online  
National Council for Voluntary  
Organisations  
National Institute for Clinical  
Excellence  
NHS Direct  
No Panic  
OCD Action  
ParentTalk  
Relaxation for Living  
SANE  
Small Charities Coalition  
South Bank University  
The Sainsbury Centre  
Tomorrow's People  
Trident  
Voluntary Action Epping Forest  
Working Links  
Young Minds

. . . and our apologies to anyone we may have missed out.

# TREASURER'S REPORT

The year from April 2008 to March 2009 was much more successful for Anxiety Care after the difficulties faced the previous year. We experienced a 78% increase in income from grants and donations from £44,559 the previous year to £79,453 in 2008/09. This was largely due to increased grant funding from Redbridge and Barking and Dagenham PCTs.

Expenditure was also stable, increasing by only 1% from £67,872 to £68,504. Overall, therefore we received nearly £11,000 more than we spent during the year. This meant we finished the year with cash balances of over £22,169 compared to £11,240 the previous year. In addition, the balance sheet of the charity was significantly improved by the decision of our general manager and our co-ordinator to waive a total of £13,950 in accrued backdated pay awards from previous years. This was an extremely generous gesture on their part for the benefit of Anxiety Care.

All of the above meant that we start 2009/10 in a reasonable financial position, although dependent as in 2008/09 on the continued support of Redbridge and Barking and Dagenham PCTs. Significant efforts are underway to widen our financial support base by applying for funds from other appropriate providers. Although small charities such as ours will always face financial challenges, we start 2009/10 with a positive outlook for the future.

I would like to thank Regina and Karon for providing all the necessary financial information in order to prepare the accounts and for their ongoing hard work and commitment to Anxiety Care. A thank you is especially due as well to our volunteers, since the charity would not be able to operate without their willingness to give up their time without pay to assist our clients.

Thanks are also due to all those who continue to generously support us in our fund-raising efforts.

**Chris Harris BA CPFA** *Treasurer*

# ACCOUNTS

## ANXIETY CARE INCOME & EXPENDITURE ACCOUNT (RECEIPTS & PAYMENTS) FOR YEAR ENDING 31ST MARCH 2009

	Unrestricted Funds (£)	Restricted Funds (£)	Endowment Funds (£)	Total Funds (£)	Total Funds for 2007-08 (£)
<b>Receipts</b>					
Grants	59,734	-	-	59,734	16,040
Donations	19,066	-	-	19,066	18,711
Counselling	-	-	-	-	3,688
Group sessions	-	-	-	-	2,866
Bank interest	633	-	-	633	877
Volunteer course fees	-	-	-	-	2,257
Structured recovery visits	-	-	-	-	120
<i>Sub-total</i>	<b>79,433</b>	-	-	<b>79,433</b>	<b>44,559</b>
Asset & investment sales, etc.	-	-	-	-	-
<b>Total Receipts</b>	<b>79,433</b>	-	-	<b>79,433</b>	<b>44,559</b>
<b>Payments</b>					
Salaries and related costs	46,288	10,016	-	56,304	51,195
Training	-	-	-	-	1,871
Counselling services	-	-	-	-	939
Expenses	2,006	-	-	2,006	2,720
Rent	4,747	-	-	4,747	5,031
Telephone and Internet	1,599	-	-	1,599	1,738
Other	1,946	-	-	1,946	2,005
Insurance	1,371	-	-	1,371	1,449
Advertising and stationary	531	-	-	531	924
<i>Sub-total</i>	<b>58,488</b>	<b>10,016</b>	-	<b>68,504</b>	<b>67,872</b>
Asset & investment purchases, etc.	-	-	-	-	-
<b>Total Payments</b>	<b>58,488</b>	<b>10,016</b>	-	<b>68,504</b>	<b>67,872</b>
<b>Net Receipts/(Payments)</b>	<b>20,945</b>	<b>(10,016)</b>	-	<b>10,929</b>	<b>(25,440)</b>
Transfers between funds	(10,575)	10,575	-	-	-
Cash funds at previous year end	1,224	10,016	-	11,240	36,680
<b>CASH FUNDS AT YEAR END</b>	<b>11,594</b>	<b>10,575</b>	-	<b>22,169</b>	<b>11,240</b>

**ANXIETY CARE ASSETS & LIABILITIES  
AS AT YEAR ENDING 31ST MARCH 2009**

	<b>Unrestricted Funds (£)</b>	<b>Restricted Funds (£)</b>	<b>Total Funds (£)</b>
<b><i>Cash Funds</i></b>			
Current Account	11,594	10,575	22,169
	-	-	
	-	-	
<b><i>Total Cash Funds</i></b>	<b><i>11,594</i></b>	<b><i>10,575</i></b>	<b><i>22,169</i></b>
	<b>Fund to Which Asset Belongs</b>	<b>Cost (£)</b>	<b>Current Value (£)</b>
<b><i>Assets Retained For The Charity's Own Use</i></b>			
Fixed Assets	General	2,127	1,064
<b><i>TOTAL ASSETS</i></b>			<b><i>23,233</i></b>
<b><i>Liabilities</i></b>	<b>Fund to Which Liability Belongs</b>	<b>Amount Due (£)</b>	
	-	-	
<b><i>TOTAL LIABILITIES</i></b>			<b><i>0</i></b>

**Signed on behalf of the Trustees by**

Griff Griffith – Vice Chair  
9 September 2009

Chris Harris – Treasurer  
9 September 2009

**NOTES TO THE ACCOUNTS**

1. As a small charity, with a gross income of less than £100,000 per annum, our accounts are prepared on a "Receipts and Payments" basis, as allowed under SORP 2005.
2. The accounts have been presented in the format that is now required under SORP 2005, and might not be directly comparable to accounts presented in previous years.

# INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF ANXIETY CARE

Report to the Trustees of Anxiety Care on the accounts for the year ended 31 March 2009 set out on pages 29-30 of the Annual Report.

## **Respective Responsibilities of Trustees and Examiner**

The charity's trustees consider that an audit is not required for this year (under section 43(2) of the Charities Act 1993 (The Act), as amended by s.28 of the Charities Act 2006) and that an independent examination is needed.

It is my responsibility to:

- examine the accounts (under section 43 of the Act, as amended);
- follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 43(7)(b) of the Act, as amended); and
- state whether particular matters have come to my attention

## **Basis of Independent Examiner's Statement**

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

## **Independent Examiner's Statement**

In the course of my examination, no matter has come to my attention which gives me reasonable cause to believe that, in any material respect, the trustees have not met the requirements to ensure that:

- proper accounting records are kept (in accordance with section 41 of the Act); and
- accounts are prepared which agree with the accounting records and comply with the accounting requirement of the Act; or
- to which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

**Name:** Moira Mackie CPFA  
**Address:** 39 Blakes Avenue, New Malden, Surrey KT3 6RJ  
**Date:** 4 September 2009

# Anxiety Care

*“Helping People to Help Themselves”*

Cardinal Heenan Centre    Office:    (020) 8262 8891  
326 High Road            Fax:        (020) 8262 8680  
Ilford                        Helpline: (020) 8478 3400  
Essex IG1 1QP

Website: [www.anxietycare.org.uk](http://www.anxietycare.org.uk)

e-mail: [enquiries@anxietycare.org.uk](mailto:enquiries@anxietycare.org.uk)

**Registered Charity Number 1058267**