



the koram centre
changing lives

Annual Report 2022/23

www.koramcentre.com

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Staff and Sessional Team

The current staff team is made up of 2 full time posts and 6 part time posts. These include:

Centre Manager (1xFT) - Adrian Loughrey
Office Administrator (1xFT, 1xPT) - Aidan Burns, Rachel Hamilton
Clinical Coordinator (2xPT) - Caroline Gallagher, Roisin McLaughlin
Finance Officer (1xPT) - Patricia Doherty
Project Coordinator - Koram Wellbeing (1xPT) - Unamarie Maxwell
Allotment Care Taker (1xPT) - Willie McMenamin

In addition the Koram Centre is currently supported by a team of 22 sessional counsellors/psychotherapists and 1 complementary therapist. All therapists are accredited with relevant professional bodies. Our clinical team includes;

Caroline Gallagher
Roisin McLaughlin
Dale Mitchell
Michelle Leonard
Shane McCaul
Sharon Laird
Sarah Curran
Aisling Goodison
Karen McKillion
Louanne Martin
Deirdre Moffett
Fiona Magill
Francesca Pagliaro
Elizabeth Stevenson
Hugh Quigley
Jacqueline Toal
Zarhada Elmurray
Martin McMonagle
Lynn Wylie
Nicola Cole
Linda Britton
Deborah Cross - Counselling Student
Rachel McGettigan - Counselling Student



A Message from our Chairman

This year marks my third as Chair of the Koram Centre. As I reflect on this past year, it is clear that we continue to offer much needed services in an ever challenging context. Over this period the cost of living crisis has had an impact on us all, in many cases leading to increased hardship, worry and stress. This, as well as the continued impact of the COVID-19 pandemic, has impacted our mental health and emotional wellbeing, showing how necessary services such as those provided by the Koram Centre continue to be.

As such, the past year was once again a busy one for the Koram Centre and we continue to deal admirably with increases in demand for our services.

Firstly I would like to acknowledge the inputs and efforts of my fellow Trustees on the board of the Koram Centre. Without the dedication of these committed members who give up so much of their time, for no reward other than the satisfaction of giving back to the community, the Koram Centre would neither exist nor flourish.

Secondly, to staff team, sessional therapists, volunteers and Adrian our Centre Manager - thank you so much for your diligence and care for those you work with and your commitment to the work that you do.

We also offer our heartfelt condolences to the family and friends of our lead finance officer Martin Crossland who passed away in suddenly July 2022. Martin was a much loved colleague and we miss him.

Thirdly, to those stood down from the Board of Trustees and who left employment with the Centre, thank you for your time, commitment and professionalism.

To all our funders, local companies, colleagues and all those who gave donations, thank you so much for your on-going support for the Koram Centre initiatives. This help allows us to serve the residents of Strabane and district in a way that makes a difference to their mental wellbeing and daily lives.

Last, but certainly not least, thank you to Paul Brady for his patronage. It is a great honour to have Paul as our patron and his testimony to the work of the Centre.

This annual report provides an overview of the Koram Centre as a community based and community-led organisation. It highlights our work on the ground, our successes and plans for the future. Our Manager Adrian, in his report will provide the statistical data to evidence the work carried out at the centre and the Tulacorr Allotments project. No matter how positive data may appear, no report can quantify the dedication and determination of those who work to achieve the outcomes documented.

I continue to be proud of the work carried out by the Koram Centre. The need for the services provided have increased - more and more individuals of all ages and entire families are finding everyday living and associated stress so difficult to manage.

The year ahead looks likely to be a very busy one with the development and opening of the new centre. We are all really excited that this is reaching conclusion, it is intended to be completed around the turn of the year. Many people are to be acknowledged for the part they played in getting the project this far but for now we at the Koram Centre must concentrate on making the best use of this important resource for our service users and funders.

Finally there are many ways to measure success. These include positive indicators of expansion of services, increased jobs created, specialised training provided for staff and public, increased financial reserves and more individuals supported.

However, for me success is quite simply 'Has the services provided made a difference?' I am confident that the work of the Koram Centres has resulted in many positive outcomes which have made a difference to all of service users and families and will continue to do that with the goodwill of its' beneficiaries and benefactors.

I commend this report and trust you will have as much pleasure in reading it as we did in providing the services.

Kind Regards

Gerard Harkin
Gerard Harkin
Chair
Koram Centre

Introduction

Our vision:

Mental health and wellbeing for all.

Our values:

- We provide a high quality professional service.
- We enable positive outcomes for people who use our services.
- We act with integrity and compassion.
- We engage with and inspire each other.

Our mission statement is:

To offer therapeutic support to those in pain and despair and to promote positive mental health. In furtherance of this mission, the Trustees are committed to the provision of high quality services and supporting people in emotional distress or with mental illness including their families and carers.

Objectives and Activities:

The objectives for which the Koram Centre is established are to act as a non-party-political charitable organisation for the relief and support of sufferers and the families of sufferers from emotional distress or mental health conditions.

In pursuance of these objectives, the Koram Centre has regard to the guidance from the Charity Commission on the provision of public benefit.

The principal activities of the Charity are to:

Provide counselling, psychotherapy, psychosocial support and services of a high standard to service users for those wishing to maintain good mental health, people experiencing emotional distress/and or mental illness, their families and carers.

Structure, Governance and Management.

A Board of Trustees that comprises a Chair and 5 other Trustees, governs the Koram Centre. The Board of Trustees is responsible for the overall direction and control of the activities of the Koram Centre. The Board has held 12 formally constituted meetings in this year.

Risk Assessment

In relation to the overall financial control procedures, the Charity has in place a comprehensive strategic plan supplemented by an annual budget approved by the Board of Trustees. Monthly actual results are reported against budget and provided to the Board of Trustees. The Charity's day-to-day financial processes are governed by financial regulations approved by the Board. The Finance Committee oversees assurance around compliance with the financial regulations.

The Board currently operates an ongoing programme of risk management, monitoring and reporting in all areas including governance, operational, environmental and external factors, financial and compliance risk which includes ownership of these risks. This includes reporting on risks identified, taking account of internal controls and systems as well as other actions taken to mitigate them.

Risk Register

The key risks currently facing the Koram Centre are considered to be:

Governance

Trustee body requires skills relevant to strategic planning

Trustee commitment

Succession planning

Operational

Short-term funding contract (year-to-year) - lack of certainty/sustainability

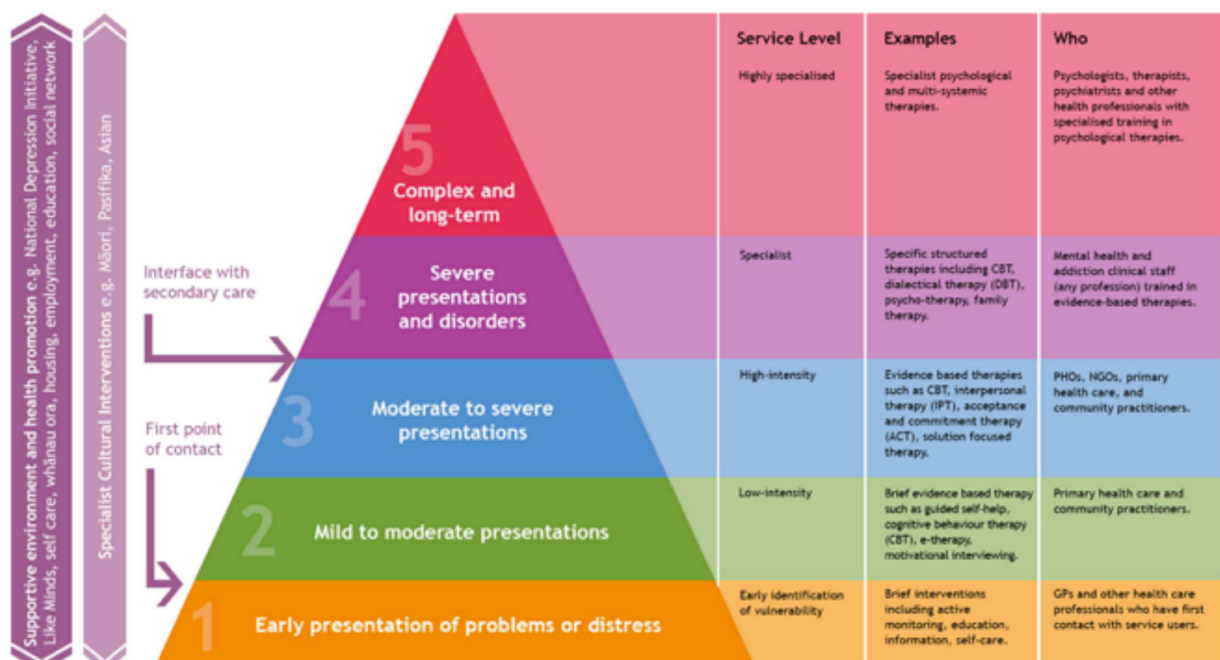
Relevant contract pricing - full cost recovery

Loss of key personnel - contingency and succession planning

The Charity has provided a wide range of therapeutic interventions namely: person centred counselling, integrative counselling, cognitive behavioural therapy, EMDR, child and adolescent therapy, art therapy, learning disability counselling, complementary therapy and mindfulness/meditation.

The Koram Centre operates a tiered model of services, providing support to individuals with tier 1 to tier 3 presentations.

(Please see stepped care model for more information)



(Stepped Care Model of Support)

Project Outputs - 2022/2023

1558 service users supported

571 referrals to the service for
counselling/psychotherapy support

60 individuals engaging in more urgent
support (increased risk of harm)

4060 counselling/psychotherapy &
complementary therapy sessions
delivered (574 participants)

310 participants supported through social
support programmes

43 individuals engaged in volunteering

Outcomes during the year

As a result of this work we have supported service users to achieve a range of positive outcomes.

These include:

- Elimination of suicidal thoughts and self-harm.
- Rebuilding relationships,
- Reduction in medications,
- Re-engagement in employment/education,
- Addressing abuse,
- Controlling anger,
- Overcoming addiction,
- Increase in self worth,
- Improved sleep,
- Life focus,
- Improved psychological awareness,
- Elimination of situational emotional distress,
- Adaption of new healthy coping mechanisms,
- Changing maladaptive rules for living,
- Learning to give alternative response to irrational thoughts,
- Trauma and PTSD.

These outcomes have contributed to improved mental health and emotional wellbeing.





Counselling & Psychotherapy - Case Studies

Case Study I

Client D -1792, a female in her mid-40's, referred herself for support at the Koram Centre

The client was experiencing increased stress/anxiety and low mood/depression.

This related to managing her two sons' difficult behaviour with one son being diagnosed with a severe and enduring mental health condition. The client also had a history of childhood abuse.

The client was supported for a total of 9 sessions. These sessions gave the client the supportive space to discuss issues and to process her thoughts and feelings. The focus of the work was to support the client to manage her mood more effectively as well as to how to build a more stable relationship with her son. This included techniques to challenge negative thinking as well as breathing and grounding techniques. The client was also supported to explore how she could establish better boundaries with her son.

The client reports improved emotional health & well-being as a result of the counselling sessions as well as improved family dynamics. One of the client's sons has also been referred for support at the Koram Centre. The client has also agreed to engage in further workshops with the Koram Centre in particular with the 'Making Sense of Menopause' programme. This programme will increase participant's knowledge, understanding and skills to help them manage their emotional health & wellbeing during this time.

Feedback from client: *'Thank you for all your help. I have learnt to better manage my anxiety so that I don't get overwhelmed so much and to say no to people when I need to.'*

Counselling & Psychotherapy - Case Studies

Case Study 2

Client A (3998), a female in her late teens, was referred by her parents to the Koram Centre as she was struggling with nervousness and anxiety in social situations. She was also experiencing low mood, disrupted sleep and fleeting suicidal thoughts.

The client attended 17 sessions. Support included psycho-education on social anxiety, keeping a thought record to develop insight into what was maintaining anxious thoughts/feelings as well as developing a regular mindfulness practice to help her cope and stay more present when feeling anxious.

It became clear that there were a number of experiences in social situations from her childhood which were contributing to her current fears and self-beliefs about social situations. Using an Eye Movement Desensitisation Reprocessing (EMDR) approach, the client was able to take the disturbance out of these early memories and develop most positive self-beliefs e.g. 'I am fine the way I am', 'I can stand up for myself'. This approach allowed her to reprocess present triggers and install a future template of how she would handle future social situations.

The client reported feeling more confident at the end of the sessions and was starting to have conversations with more ease, there was an observable change in her posture and she said she was 'hopeful and excited' about future social events.

Her score on the COREYP monitoring tool was 29/40 at the start of therapy indicating severe psychological distress and 7/40 at the end of therapy, indicating low level distress. This represents significant positive change

A follow-up call two months after case closure found that the changes had been built upon and she was enjoying her life socially and was able to concentrate more on her studies.

Social Support Programmes

This year we have delivered a range of social support programmes. These programmes aim to support clients to increase knowledge, understanding & skills around a range of emotional health & wellbeing issues. They have provided opportunities for participants to come together in supportive groups to increase connection leading to improved emotional health & wellbeing

The following programmes have been delivered:

Project	Programme
Koram Wellbeing Project (National Lottery Community Fund)	Yoga
	Creative Writing
	Creative Mindfulness for Children
	Meaningful Meditation
	Hand Building with Clay
	Making Sense of Menopause
	Self-Care for staff (delivered with Surestart)
	Man-to-Man Programme
	Filling My Wellness Toolbox
	Introduction to Self-Compassion
	Mental Health Awareness (delivered with Community Rescue Service)
	'Free to Be Me' Anxiety Management Programme
Neighbourhood Health Improvement Project (Department for Communities)	Filling My Wellness Toolbox
	Max Meditation (X2)

Social Support Programmes

<i>CLEAR Project (Public Health Agency)</i>	Food & Mood Max Meditation Family Music Supporting Parents Living with Autism
<i>Talk & Connect Project (CFNI/Department of Health)</i>	Woodworking Gardening Max Meditation
<i>Social Isolation Programme (Victims & Survivors Service)</i>	Food & Mood Max Meditation Social Trip
<i>Public Health Agency</i>	Bereaved by Suicide Support Group (meets once per month)

Social Support Programmes - Feedback from Participants

This was a great informative course. It made me realise how things in our lives trigger the anxiety and depression. I would highly recommend this course. (Participant on Anxiety Management Programme)

'I learnt the importance of looking after yourself and being true to your feelings' (Participant on Man-to-Man Programme)

I learnt breathing exercises, mindfulness, appreciate poems, artwork and relaxation (Participant on Filling My Wellness Toolbox Programme)

Tulacorr Allotments & Community Garden

This year we have continued to deliver services at the Tulacorr Allotments & Community Gardens Project. This project currently supports 35 members to undertake gardening and growing activities. In addition members have access to other programmes to support them to have improved emotional health & wellbeing.

Monthly members' meetings are facilitated by the Centre Manager. These provide the opportunity for updates on the project and discuss future activities that members would like to see take place.

This year members have undertaken refurbishment work at the site leading to the development of a new pergola and paved area. This project was supported by funding from the John Moores Foundation.

In addition the annual Allotment Open day was held on 18th June. This was well attended by the local community and provided the opportunity for flowers, fruit and veg produce to be sold with funds raised invested back into the Koram Centre.



Financial Overview

All activities have been collectively funded by the following income streams:

Income Stream	Amount Received (2022/23) (£)
Victims & Survivors Service (VSS) NI	94,396
Department for Communities	77,052
Neighbourhood Health Improvement Programme (NHIP)	1,500
Derry Healthy Cities - Bereaved by Suicide Support Group (PHA)	2,200
National Lottery Community Fund	74,294
Children in Need	9,990
CLEAR Project (PHA)	3,570
Pieta House	4,061
Donations	6,438
Fund Raising	360
Community Foundation/Department of Health	49,997
Allotment Income	4,648
St John of God Foundation	20,000
Western Rural Health Care	5,525
Talking Therapies Hub	8,465
Management Fees	7,810
Halifax Foundation	5,000
John Moores Foundation	2,585
Other Income (Insurance)	10,477
TOTAL INCOME	388,368

This represents an increase of £24,256 from last year (2021/22: £364,112) a 7% rise in income this year. In the last 3 years income has increased by £142,349 (2019/20:246,019), representing a 58% increase during the period.

Income Analysis

Source	Amount	% of Total Income
Grants & Contacts	362,384	93%
Fundraising & Donations	10,859	3%
Other	15,125	4%

Expenditure

This year the following expenditure has been incurred:

Expenses Stream	Amount Outgoing (2022/23) (£)
Wages & Salaries	143,522
Pension Costs	3,713
Rent	5,500
Heat & Light (Water)	4,016
Repairs & Maintenance	23,146
Insurance	3,435
Telephone	3,065
Depreciation	574
Postage, Stationary & Advertising	8,434
Accountancy Fees	1,406
Bank Fees	362
Sundries	1,437
Counselling Sessional Fees	142,110
Training	1,027
Programme Costs	13,111
General Organisational Costs	4,140
Programme Underspend	6,281
Management Fees	7,810
Capital Drawdown	(39,826)
Supervision	60
Administration & Office Costs	528
TOTAL EXPENDITURE	332,851

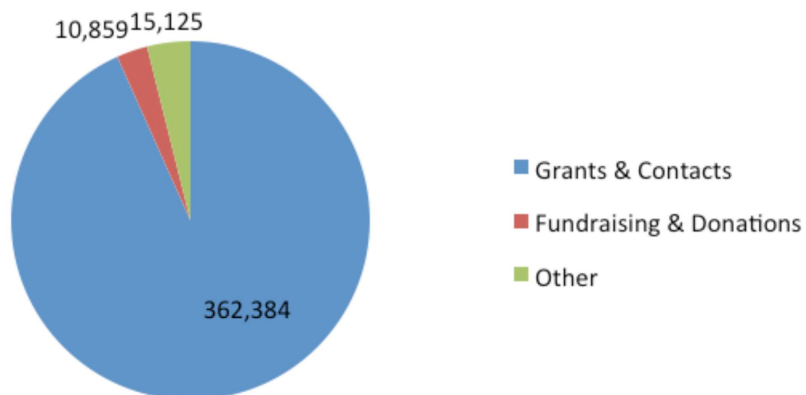
This represents an increase of £28,600 from last year (2021/22: £305,251) a 9% increase in expenditure this year.

Expenditure Analysis

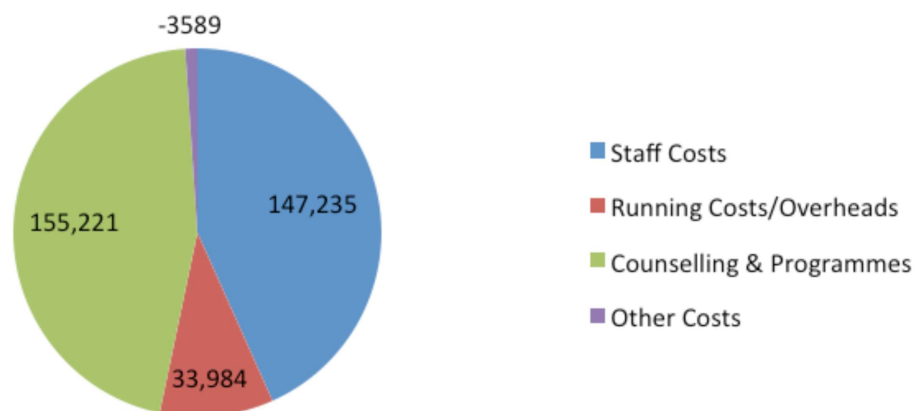
Source	Amount	% of Total Expenditure
Staff Costs	147,235	44%
Running Costs/Overheads	33,984	10%
Counselling & Programmes	155,221	46%
Other Costs	(3589)	0%

This year the Koram Centre recorded a surplus of £55,517

Income Analysis - 2022/23



Expenditure Analysis - 2022/23



The Koram Centre continues to rely on fundraising and donations to meet some running costs, staffing and service delivery costs. This will continue to be monitored by the Board of Trustees with support for these costs being pursued through existing funders and new funding opportunities.

We would like to express our heartfelt appreciation to all who have supported the Koram Centre through fundraising and donations in the past year. The level of support for the Koram Centre has been inspirational. This year we have received support from the following sources:

Pieta House
North West ADHD Assessment Ltd.
Vivo Stores
SGB Strabane
Strictly Come Dancing Event, Strabane
Job Directions, Strabane
Seagate
B McNamee & Co.
Breslin Devine Sinn Fein Cumann





A Message from Centre Manager

There are many challenges facing mental health services as we look to the future, not least those posed by the current cost of living crisis. These have led to a dramatic rise in reported mental health issues among the general population as well as leading to deterioration in wellbeing in many with pre-existing mental health conditions. Of course this is in the already challenging context of a stretched mental health system, dealing with ever increasing levels of complex needs. As such, we expect to see an increased demand for services in the future.

In order to meet this, we will continue to work with existing funders to sustain and grow services as well as seeking new funding opportunities. This will include increased work on the delivery of preventative and educational initiatives to promote positive mental health & wellbeing across all groups, reducing the need for specialist support in the long term.

Heartfelt thanks are owed to our service users, staff, sessional workers, volunteers, Board of Trustees, funders, locally based services and supporters for their confidence and their loyalty. Because of you, the critical work of the Koram Centre continues to make a positive and significant difference to people who wish to maintain good mental health of all ages, to restore hope, develop resilience and facilitate positive change in their lives.

The Koram Centre has immense support and the goodwill of the residents in Strabane. We understand that such a relationship cannot and must not be taken for granted, rather earned through partnership, hard work and respect for others. Should you wish to get involved as a volunteer please get in touch.

Future Plans

This year we have commenced delivery of our 2 year Talk & Connect Project which is supported by funding from the Department of Health. This has further enabled us to increase provision both in terms of therapeutic and social support services. This is alongside current grants from a range of funders and we will continue to work hard to sustain and build these relationships.

This year we have also made progress on our plans to relocate to new premises at 12 Railway Street, Strabane. Funding of £500,000 has recently been secured from the Department for Communities and we hope to move to the new premises by summer 2024. These new premises represent a significant investment in the Koram Centre and the Strabane town area and will allow us to further increase the services and support we can provide to the local community.

As explained, although our service provision has increased both in terms of services and numbers supported we are still falling short of meeting an ever increasing need.

Mental ill health does not discriminate and neither does the Koram Centre. If you feel you need support, please do not hesitate to get in touch with the Koram Centre by telephone, e-mail or just call in. I can assure you of a friendly welcome, a non-judgemental and confidential service at a level and pace that meets your needs.

Adrian Loughrey

Manager
Koram Centre

Our Funders & Supporters





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