

Impact Report 2025–26:

Transforming lives through counselling

Waterloo
community counselling

LIFE CHANGING MENTAL HEALTH SUPPORT FOR LONDONERS

6779
counselling
sessions delivered



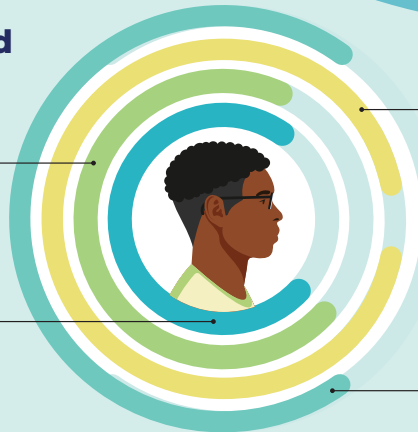
“The amount of help and support I gained from WCC is life-changing... It helped me to be hopeful about my future.”
WCC client



594
clients supported

70%
reported that their levels
of anxiety had reduced

76%
reported that their levels
of depression had reduced



93%
reported improved mental
health and wellbeing

82%
reported increased
confidence and self-esteem

SUPPORTING MARGINALISED COMMUNITIES

330 migrants, refugees &
asylum seekers supported

“Waterloo Community Counselling offers an invaluable and vital therapeutic service in London.”

Zinzi Mangera-Lakew,
Co-Director, Room to Heal

62%
come from
minoritised
ethnic
backgrounds

20%
identify
with LGBTQ+
communities

23 different
languages
SPOKEN
by our
counsellors

“I felt supported and understood. It helped me realise my strength and that I deserve to live a safe and peaceful life. The counselling motivated me to believe in myself again and to start thinking about my future in a more positive way.”

WCC client

86% reported feeling less
lonely or isolated

clients
come from **74** different
countries



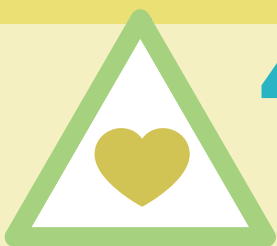
Find out more:



waterloocc.co.uk

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REMOVING BARRIERS TO ACCESSING SUPPORT



41 people referred for food or clothing support

80 people supported with digital inclusion – data packages, phones or laptops

200 signposts & referrals to help tackle complex practical challenges

527 journeys reimbursed



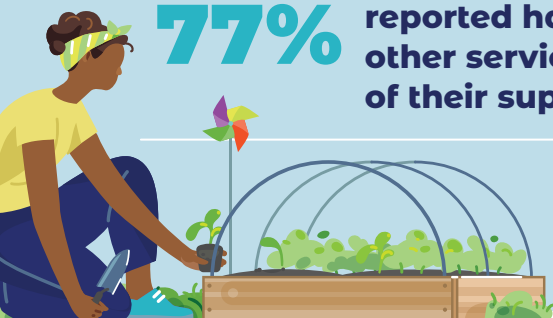
2443 counselling sessions provided to clients at no cost
48% of paying clients access our lowest fee of **£20 per session.**

BUILDING COMMUNITY ENGAGEMENT & CONNECTIONS

156 community organisations we work in partnership with
(including Praxis, British Red Cross, Room to Heal and more)

78% reported feeling more connected to the community

77% reported having accessed other services as a result of their support from WCC



66% reported having accessed other services



104 group sessions supporting 58 individuals
including: weekly Gardening and Pottery Clubs, trips to Museums and Galleries and a Craft Club for women.



“This place is where I began my journey to recovery. Through WCC I am gaining my strength back.”
WCC client



Thanks to our generous funders & supporters

- The National Lottery  **COMMUNITY FUND**
- David and Ruth Lewis Family Charitable Trust
- The Mrs Smith & Mount Trust
- The Saintbury Trust
- Adobe Employee Community Fund
- Screwfix Foundation
- Barchester's Foundation
- London Borough of Lambeth
- Henry Smith Foundation

- London Eye Community Chest supported by South Bank and Waterloo Neighbours
- The Leigh Trust
- The Terra Firma Charitable Trust
- St James's Place Charitable Foundation
- British Association for Counselling & Psychotherapy

- The Swan Mountain Trust
- Circe's Rooftop Waterloo

We recognise the support of generous individuals for donating, fundraising and volunteering.

