



**annual
report**

**2012-
2013**

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This year

We changed status from a Charitable Association to a Scottish Charitable Incorporated Organisation. A new Constitution was produced, with our Management Committee becoming a Board of Trustees. However, for the clients, the service they receive remains the same, although the lengthy transition has involved considerable administrative paperwork. The new status is beneficial, as it reduces Trustees liability and is preferred by contracting funders City of Edinburgh and Lothian NHS.

People changes

Three trustees moved on. Thank you to William Neil, David Arrowsmith and Lucy Barclay-Carr for their input and support of the the service.

Three new ones arrived. Welcome to Michael Walker, Leesa Mackintosh and Elaine Laird.

We also welcomed a new administrator, Mairi Norman, in July.

It was goodbye to counsellor James Sutherland, taking his leave after 8 years. As well as clients no longer having the benefit of his considerable therapeutic skills, the team will also miss his lively presence and humour.

Funding

Following service reductions early in the year, its end brought uplifting news in the shape of a welcome contribution to the shortfall in funding for the STS from Lloyds TSB Foundation Scotland, allowing some restoration of counselling sessions.

There was also a successful application to Edinburgh and Lothians Health Foundation for the 16-25 development, which will work

with young people at risk of harm, from September 2013.

The contract with City of Edinburgh Council for the Core service was extended to 2014, pending the Market Shaping Strategy setting out procurement intentions for 2014-19.

The service level agreement with Lothian NHS, which partially funds the STS, was renewed to 2016.

Training

A Saturday in the Borders to experience Wilderness Therapy provided a continuing professional development opportunity for the counselling team, who also benefitted from peer input on drug and alcohol issues, and a cultural awareness workshop.

New trustees were offered a refresher course on governance in the voluntary sector and the administrator attended a session on financial best practice.

Networking

The manager continued as Chair of EVSCSF (Edinburgh Voluntary Sector Counselling Services Forum), which provides a supportive network, liaising with providers of services, training and funding bodies, including this year a presentation at the Scottish Government to promote counselling. Other external activity included a talk to VOCAL counsellors and a BACP session to develop their involvement with voluntary sector counselling in Scotland.

In all, a busy and productive year thanks to the commitment of our counsellors, staff, volunteers, supervisors and trustees.

The Board of Trustees

Dr Fiona Skinner (Chair)

A local GP for over 30 years, she was an active member of the NE Edinburgh Local Health Care Cooperative, a multidisciplinary NHS management organisation, which worked to ensure provision of the primary care services best suited to the local community. Shortly after her retirement 6 years ago, she joined the Board, bringing a wealth of knowledge and support to the service.

Jan Bateman (Treasurer)

Bringing experience from a career in business management, as a trustee/director of other charities and as a volunteer mentor, she became a trustee in 2009. Several of her wider family suffer with mental ill health, which led to her specific interest in NEECS.

Ruth Fulton (Secretary)

Joining the Board two years ago, she became Secretary this year. Ruth has a particular interest in mental health from the perspective of carers and the availability of support services to them as well as those they care for.

Sylvia Boal (member)

was involved in the creation of NEECS, serving on the Board in various roles, including Chair, ever since; a commitment marked in 2008 by an "Inspiring Volunteering Award" from the City of Edinburgh Council and Volunteer Centre. Now retired, she was formerly a counsellor and instrumental in the development of Voluntary Sector counselling services, and continues to be active in Lothian NHS fora.

Mary Ferguson (member)

a Community Psychiatric Nurse in Leith

for many years, has been involved with the Board since NEECS establishment and brings much local knowledge and input on mental health provision and developments.

Michael Walker (member)

came on to the Board during the year. Michael has a background in finance, working with clients in public services, the NHS and the charitable sector. He lives in the North East Edinburgh area.

Leesa Mackintosh (member)

joined towards the end of the year, is a Medical Herbalist, Volunteer Advocacy Worker for people with mental health difficulties and Masters student in Public Health Practice. She believes counselling can be essential to individuals wellbeing and is delighted to have the opportunity to work with NEECS.

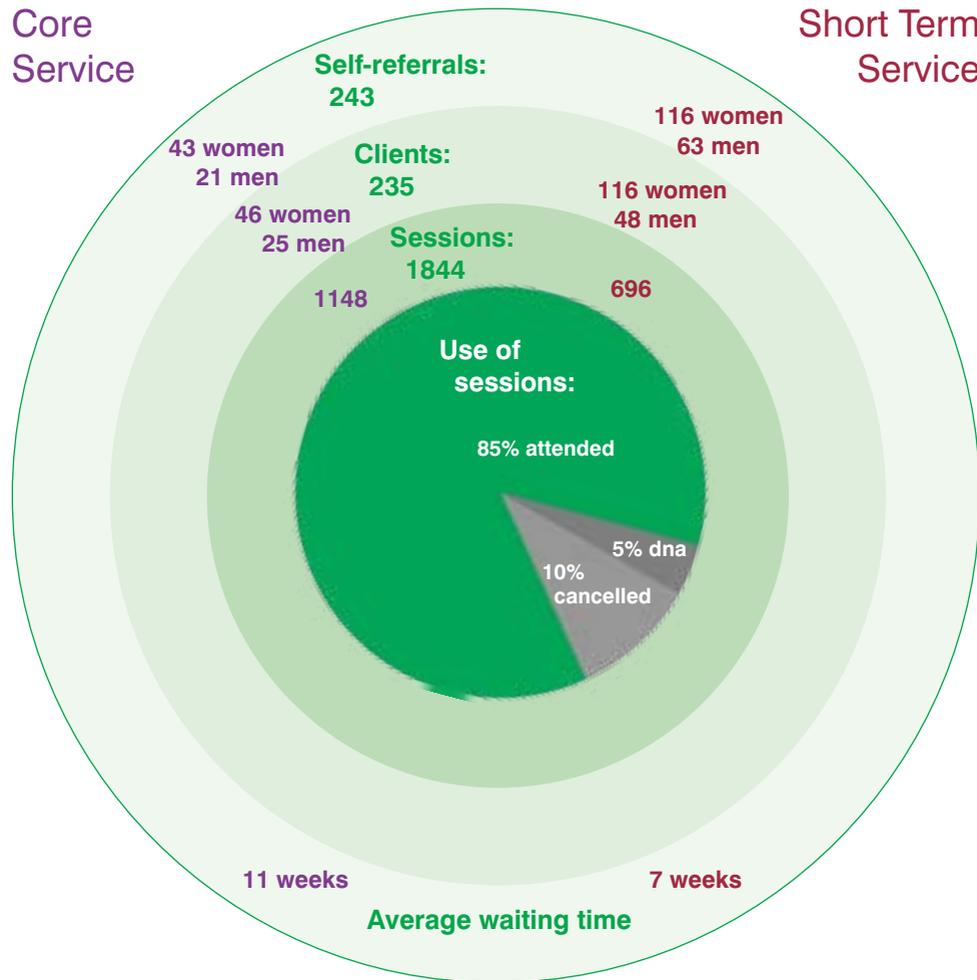
Elaine Laird (member)

long time Leith resident, school crossing guide and former client, became a trustee at the end of the year. She has a keen interest in contributing her views to help support NEECS to continue providing the service she has found so helpful.



Core Service

Short Term Service



Notes on length of attendance:

STS provides an initial session and up to six more, the Core up to three blocks of twelve sessions

Short Term Service: 37% of clients had up to 4 sessions, 63% up to 7

Core: 31% of clients had up to 12 sessions, 14% up to 24, 55% up to 36

Income & Expenditure to 31st March 2013

	Unrestricted Fund	Restricted Fund
Income		
Grants:		
City of Edinburgh Contract	65525	
NHS Lothian SLA		20000
Bank Interest Received	1	-
Donations Received	9802	-
Total Incoming Resources	75328	20000
Expenditure		
Staff/Sessional Costs	52696	21944
Property Costs	8578	2845
Office Expenses	3018	1171
Governance Costs	869	427
Total Resources Expended	65161	26387
Net Surplus (Deficit) before Transfers:	10167	(6387)
Transfers:	(6387)	6387
Net Surplus (Deficit) after Transfers:	3780	0
Accumulated Surplus being Funds At 31st March 2013:	12145	0

Independent Examiner: A W Scotland C.A.

A full set of the accounts is available on request

What did service users think of their counselling?

Most clients are recommended to the service by their GP, other voluntary or statutory organisations and word of mouth. Of those who chose to disclose the information, 47% of Core and 18% of STS clients had contact with psychiatric services.

A selection of responses in anonymous evaluation representing a range of views:

Core Service users:

'When I started I didn't have the words for the difficulties that brought me to counselling. I now have the ability to name & talk about things I have struggled with. I can take the skills I have developed throughout the experience into other areas of my life.'

'I have hope for the future & am happy at times. I felt neither when the counselling started. Psychologist – didn't find helpful. Antidepressants also didn't work.'

'Very good counsellor with a lot of experience in childhood sexual abuse, which I needed. NEECS staff always welcoming. It was nice to have a cup of tea made for me, the door opened on the way out – little things, but very nice. Thanks for being there when no one else was.'

'It's been a complete turnaround. 7 months ago I was really depressed, I'd almost given up. My confidence is back. I'm happy.'

(on what was helpful) 'The location of your office, the approach and the lovely manner of all staff I've spoken to. Feeling safe & able to express myself at a difficult time.'

'Some areas are better, but it was not a good moment to stop although I understand that sessions are limited. My counsellor did all the best in all sessions. She is an excellent professional with a lot of ability to give support. My value is 10 out of 10 for her.'

'It's great that this service is accessible to everyone with being up to the client to donate what they can.....However, my sessions came to an abrupt end due to the end of the contract,I would have benefited from one more block of 12 weeks and I feel it should be down to the client as to when the sessions end.'

'I am on a low income & a single parent – I feel proud that my contributions help to make a difference to people in a similar position as myself.'

'She (counsellor) listened when I felt like no one else in the world did, which I will always appreciate'

Short Term Service users:

'The short term service I received was just enough and has helped me to try to move forward and realise I cannot live in the past.....counsellor very patient and easy to talk to'

'Gave me support whilst waiting for longer term counselling. Helped identify issues I had. 6 sessions not enough, but understand the purpose of the short term service'

'At the start of the year I was looking at this being my final year.....I now have a future to look forward to'

'An extremely rewarding experience that's changed my life. Can't thank (counsellor) enough for the positive impact it's had/is having on my wife, kids, family and friends'

'I feel relief as I have found new ways of looking at things and solved a few big issues that bothered me. It is a big change!'

(name) 'was an excellent counsellor – supportive and challenging..... helped get to the root causes of my depression.....feel dramatically better – more balanced, stronger and better equipped to deal with issues'

(on what was helpful) 'To be able to express how much pain I am in, as I hide my illness from many'

'I feel more relaxed every day. I have a coping mechanism for when I feel my anxiety level creeping up'

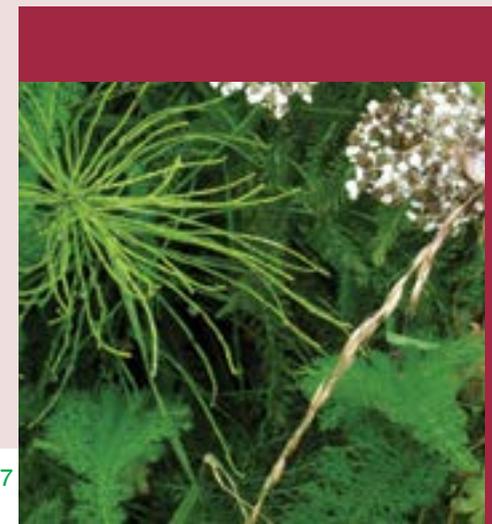
'Used NEECS because of the counsellors having relevant qualifications and experience and didn't know where to find that elsewhere'

'I did not realise how helpful to my sanity it was going to be to just air my concerns and worries'

'Counsellor was very careful, considerate....helped me to define my problems....very professional and worked alongside me to help make sense of issues I had and think of solutions'

'I feel stronger, less angry and more able to cope with my situation'

'The kind way in which the initial enquiry was dealt with was so important to me'



The Counsellors

Morna Barber
Barbara Hendrie
Caroline Hickson
Eric Johnstone
Joanna Kent
Anne Milton
Andrew Pritchard
Sylvie Stainton
James Sutherland (to Oct 2012)
Sue Torrance
Paula Williams

The Staff

Manager

Fiona McRae

Administrator

Mairi Norman

Volunteer Receptionists

Lindsey Lupdag
Steven Tummons

NEECS began in 1995, developed in the local community for people on low incomes, who wish to improve their mental well being. Women and men from 16 up to any age, who live in Edinburgh in our catchment area of Leith and surrounding areas can self refer for counselling.

Getting Involved

Become a member of NEECS, a very simple process that allows you to vote at public general meetings.

Join the board as a trustee and have an active part in decisions about the running of the service.

Volunteer as a receptionist.

More information on all of these opportunities on the website or give us a call.



Member of COSCA
Member of British Association for Counselling & Psychotherapy