



north east edinburgh counselling service

ANNUAL

REPORT

2023/24

neecscounselling.org.uk

NEECS is a Scottish Charitable Incorporated Organisation (SCIO) No. 023482



01

INTRODUCTION

Despite the well documented funding challenges faced by the third sector, NEECS has seen a record year in terms of income generation. We have been able to source funds from a wide range of supporters, resulting in the scaling up of our team and service provision.

I am delighted to have joined the board at such an exciting time and look forward to ensuring NEECS can support even more people in our North East Edinburgh community, where demand for accessible counselling continues to increase.

I would like to thank my fellow Trustees alongside our counsellors, supervisors and staff at NEECS who have all worked so hard to support our mission over this past year.'

Craig McLellan, Co-Chair



It has been a huge privilege to join NEECS in 2024 as the new CEO. I would like to pay tribute to our board who selflessly donate their time to steer NEECS throughout the year. Their strategic guidance is what helps NEECS to keep evolving ensuring that anyone who needs professional counselling can benefit from our services. I would also like to express my gratitude to our service coordinator Mairi and our dedicated team of counsellors and supervisors who provide tailored counselling solutions, including telephone, online and face to face. This year has seen a new website, upgrades in our systems, new staff and board members. None of this would have been possible without the support of our funders and I look forward to working with our incredible team to deliver on our essential, much needed services in the year ahead.



Siobhan Hossack, CEO

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THE NUMBERS

301

referrals made to the service

1387

counselling sessions offered*
(working with 282 service users)

100

per cent of service users
contacted within 5 working days

12

weeks average wait time for a
service user to be seen

60

DNAs ('did not attend')

*Of the total nr. of sessions offered, 201 were assessment sessions which count as the first of eight sessions. 139 sessions were cancelled in advance by the client. 17 sessions were cancelled by NEECS and 60 sessions were DNAs.

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OUR SUPPORTERS

Our thanks go to our supporters who made our work possible in 2023/24:



Funded by the Baillie Gifford Community, administered by Foundation Scotland.



THE HUGH FRASER
FOUNDATION



Nancie Massey
Charitable Trust

And of course, we're hugely grateful to **all individual supporters** who made a donation to NEECS in 2023/24.

Thank you.

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COUNSELLING OUTCOMES

GAD-7 and PHQ-9

The Generalised Anxiety Disorder scale (GAD-7) and the Patient Health Questionnaire (PHQ-9) are widely used reporting measures of generalised anxiety disorder (GAD) and major depressive disorder (MDD). NEECS counsellors assess each service user at the start of their counselling sessions using GAD-7 and PHQ-9 scores. These are taken again following the final counselling session.

PRESENTING ISSUES

The most dominant presenting issues in 2023/24 were:

1. Anxiety
2. Depression
3. Relationships
4. Loss & Change
5. Work
6. Anger

Form name & focus	Average 'before' score	Average 'after' score	Difference
GAD-7 (anxiety)	13.1 (moderate anxiety)	7.4 (mild anxiety)	5.7
PHQ-9 (depression)	14.3 (moderate depression)	9 (mild depression)	5.3

Data based on 67 users who completed their 'before' and 'after' scores in 23/24



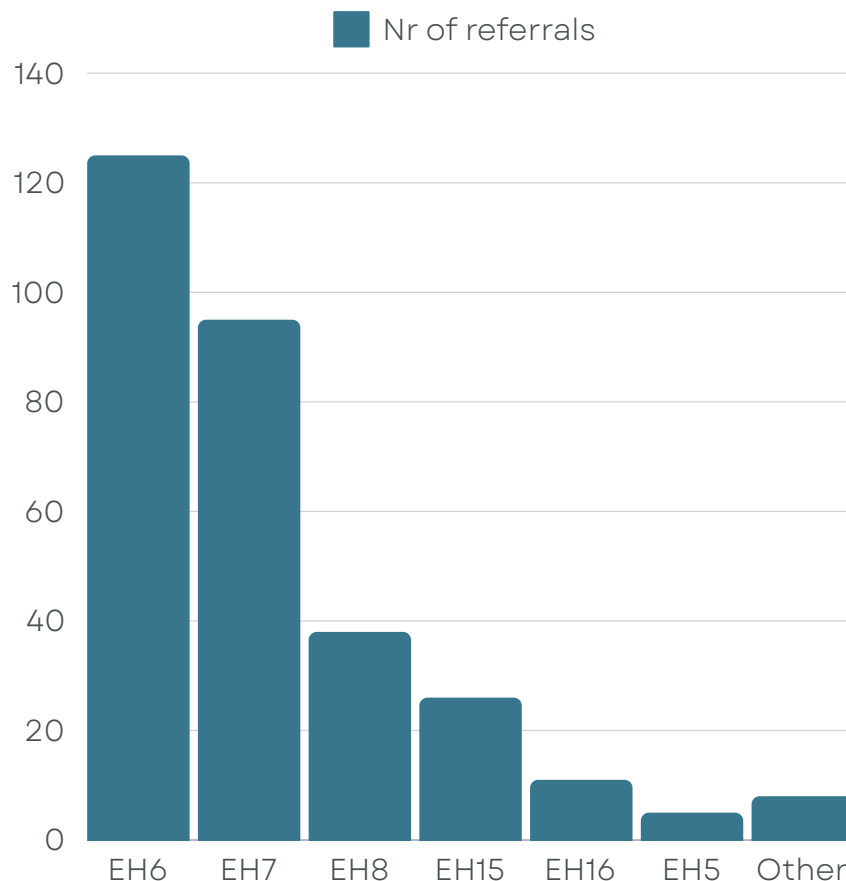
The biggest difference in scoring results was presented in a service user who started with an anxiety severity of 21 (severe) and ended with a score of 4 (none/minimal).

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DEMOGRAPHICS

We cover four datazones that are categorised as the most deprived 5% in Scotland, and much of the area is in the lower 50% of the Scottish Index of Multiple Deprivation (SIMD). Poorer areas suffer poorer mental health. The Scottish Health Survey (2019) found that depression, anxiety, attempts of suicide, self-harm and loneliness all have a significantly higher precedence in deprived areas. This reflects our own 28-years' experience of working with the residents of North East Edinburgh.

REFERRALS BY PARTIAL POSTCODE

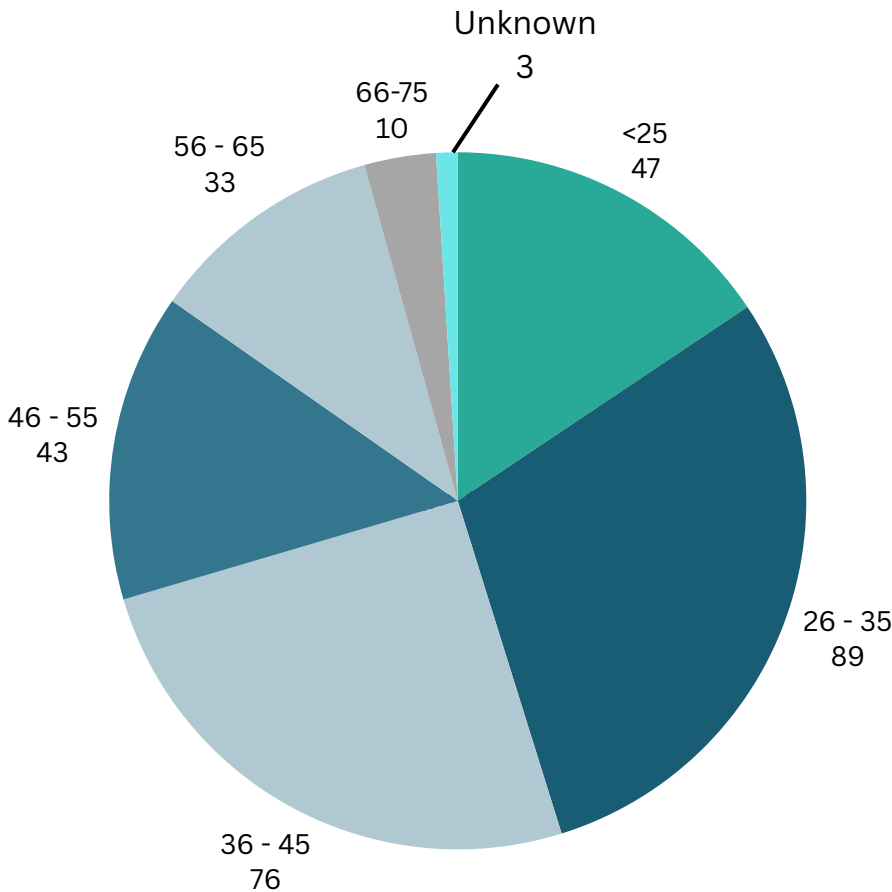


06

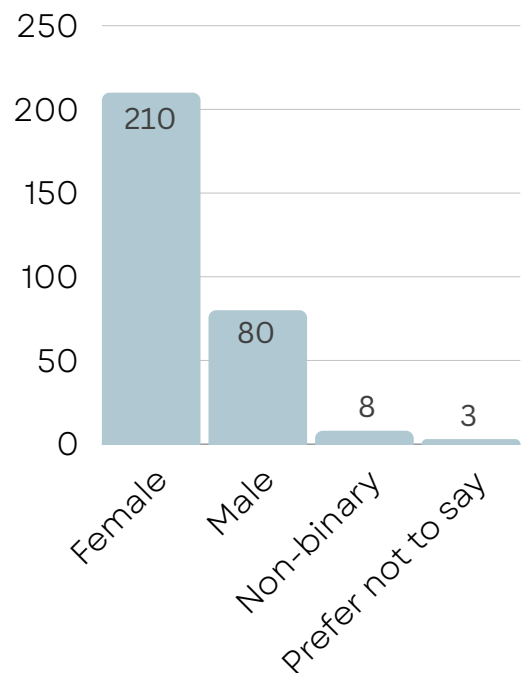
DEMOGRAPHICS

- 44.6% of referring service users are **under 35 years old**.
- 70% of service users identify as **female**.

REFERRALS BY AGE GROUP



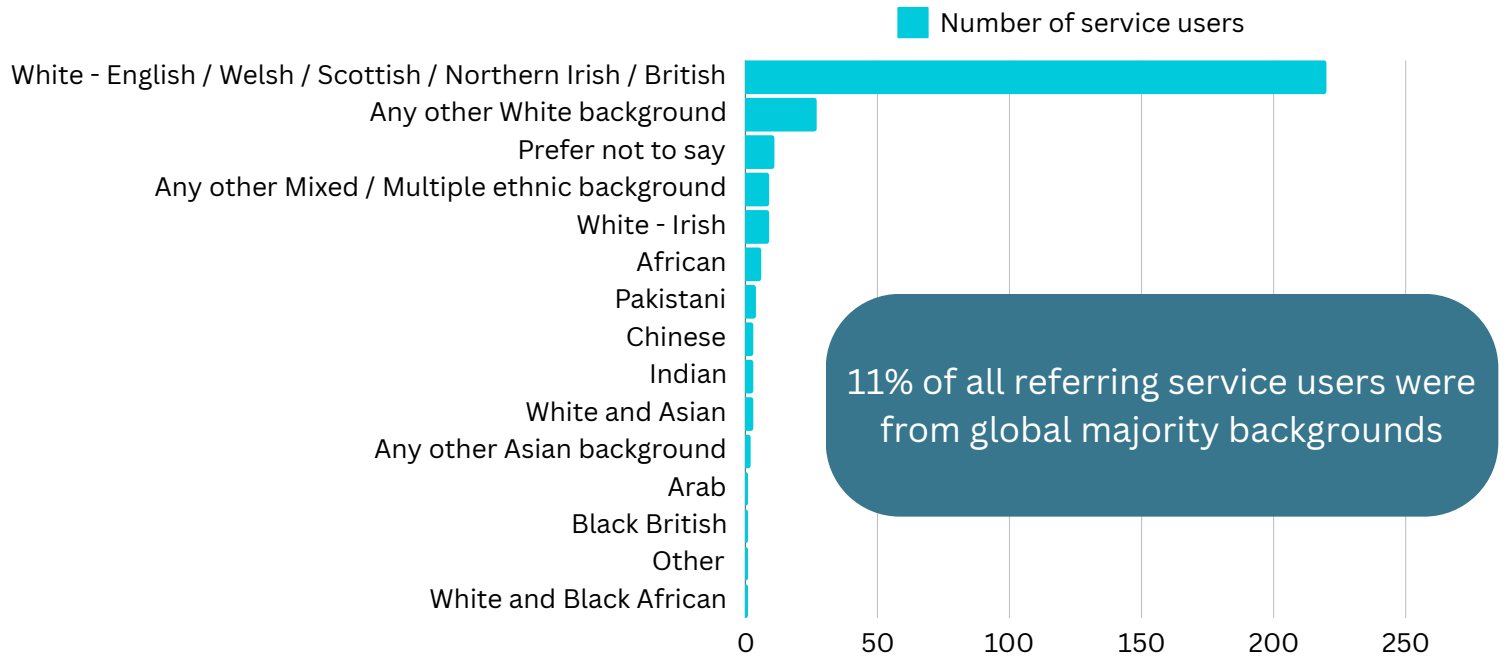
REFERRALS BY GENDER



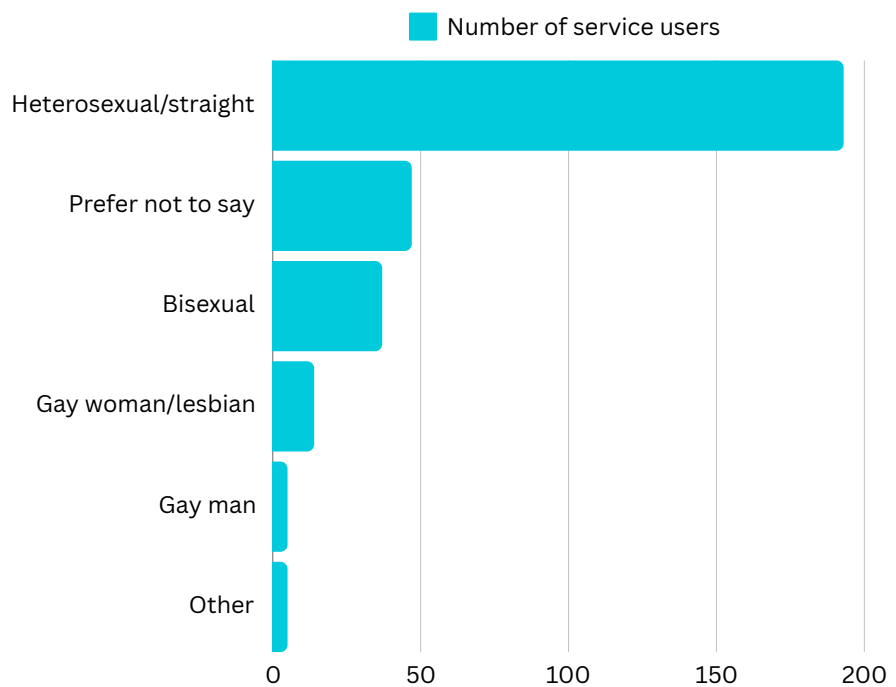
07

DEMOGRAPHICS

REFERRALS BY ETHNICITY



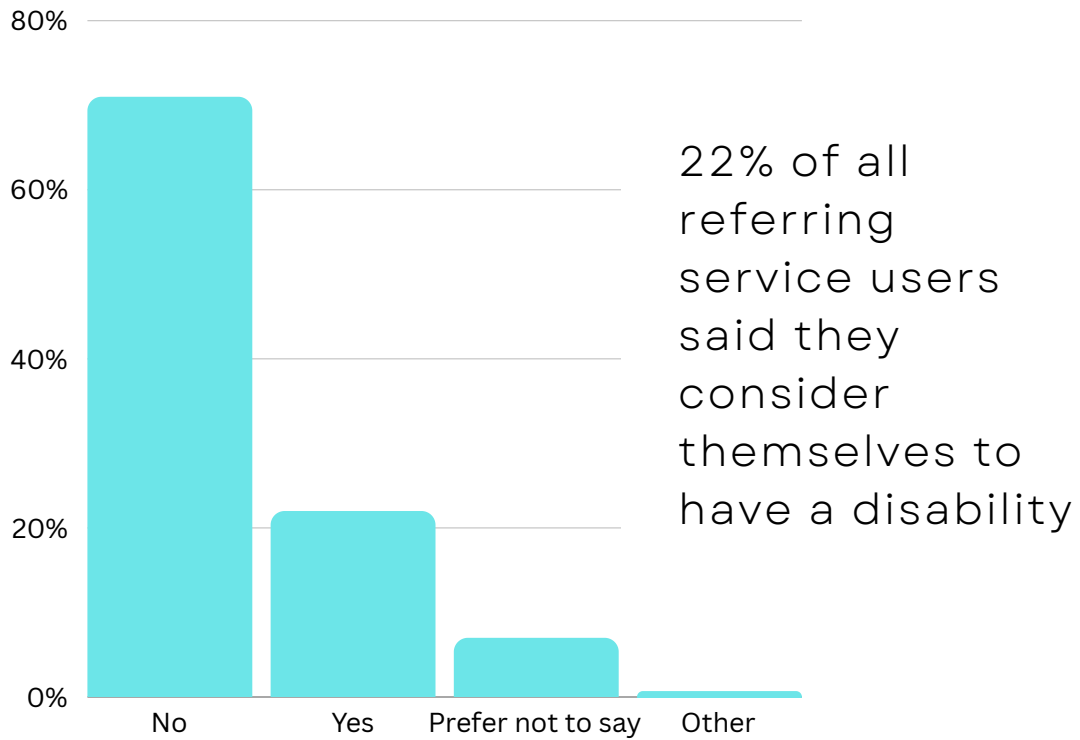
REFERRALS BY SEXUAL IDENTITY



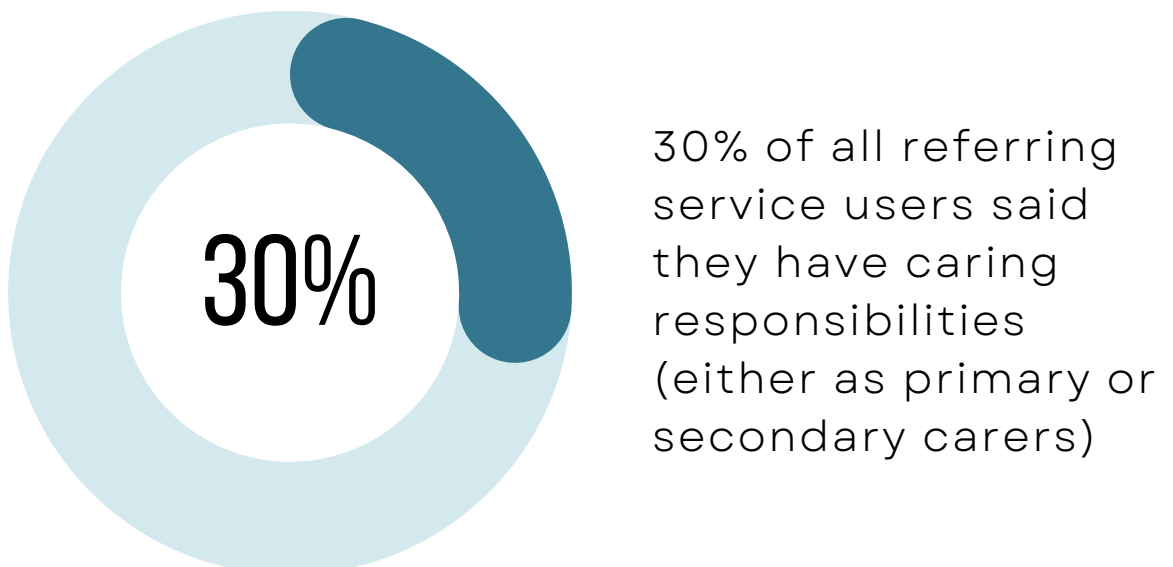
08

DEMOGRAPHICS

REFERRING SERVICE USERS WITH DISABILITIES



REFERRING SERVICE USERS WITH CARING RESPONSIBILITIES



SERVICE USER FEEDBACK

The service and counsellor were excellent, help when I needed it most!

Client A

“

It was the best experience of counselling / therapy I've had. I wish that I could have continued for longer because continuity and consistency would have been an amazing support for my circumstance but it's so appreciated.

Client B

”

I have had ongoing money worries and I felt extremely fortunate that I did not have to pay for the counselling at the time but I hope to make a donation to your charity when I am more stable financially.

Client C

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SERVICE USER FEEDBACK

On a scale of 1-10, how would you rate your overall experience with counselling at NEECS?

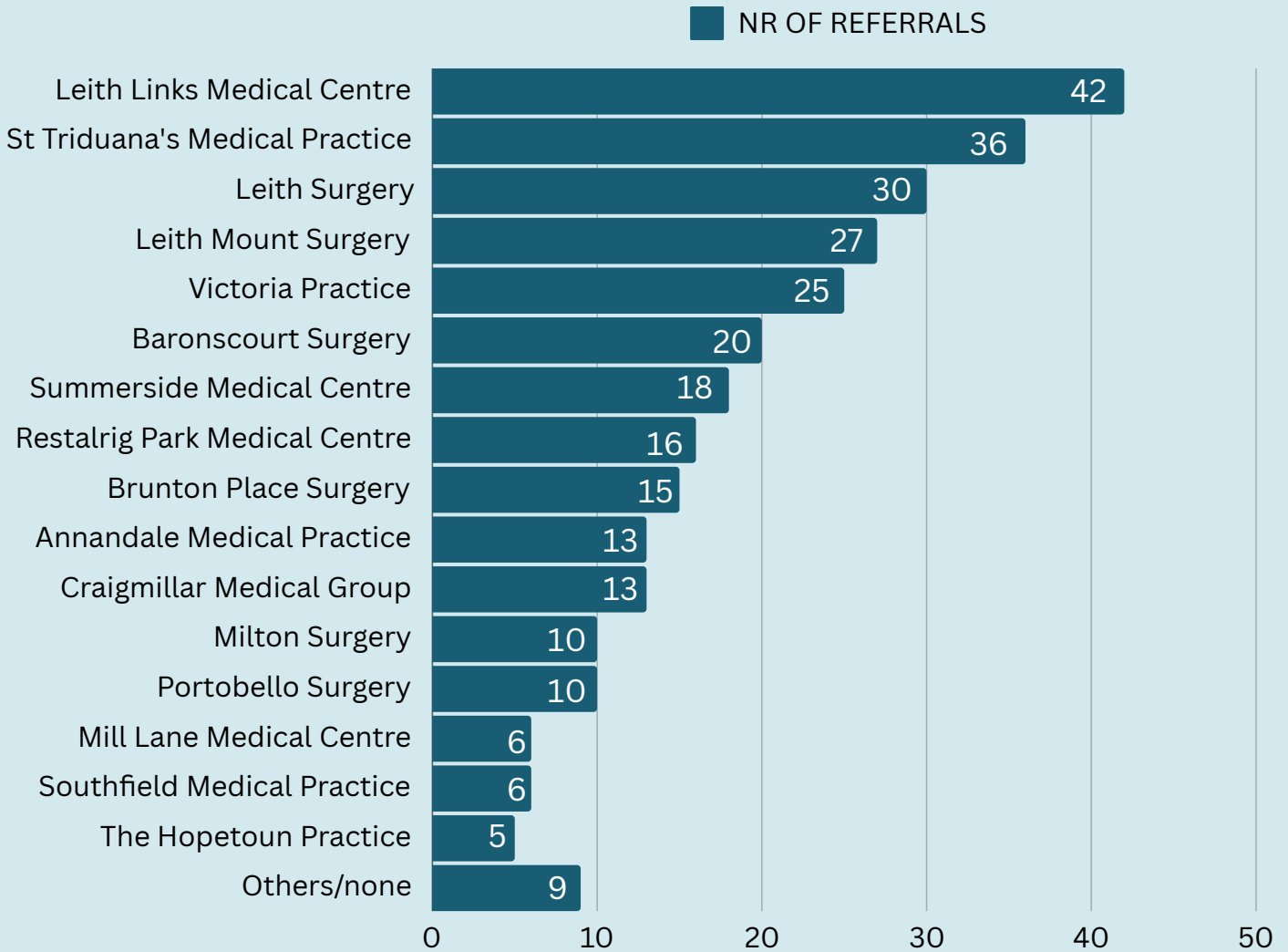
9.26 (average score)

Based on your experience, would you recommend NEECS to others?



98%
responded
'yes'

SERVICE USERS BY GP PRACTICE





SETTLING INTO OUR NEW HOME

NEEDS AT THE HEART OF NEWHAVEN COMMUNITY

Last summer we moved into our new counselling room, within The Heart of Newhaven Community at the former Victoria Primary School in Newhaven. Soon after we welcomed service users back for face-to-face counselling - for the first time since March 2020. We are delighted to be part of this new hub where we are amongst like-minded organisations, with whom we are keen to explore potential partnerships.

Since January 2024, we are operating at full capacity, offering appointments from our room over five days of the week.



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CONCLUSION

Demand on our service has increased significantly this year. By securing funding from a variety of additional sources in this period and beyond, NEECS has started scaling up its service delivery and this is set to continue into 2024/25.

Waiting times were slightly higher than anticipated, which should ease off with a strengthened counselling team in place. We welcomed a new cohort of trainees in 23/24 - the first since the start of the pandemic and we had four new counsellors join the team in January 2024.

Some clients are now also able to access an additional four sessions if they need a slightly longer period of support (thanks to funding awarded by The Nancie Massey Charitable Trust and Leith Benevolent Association). Plans for a new art therapy group were also devised this year - this will commence in April 2024 with support from The National Lottery's Awards for All programme.

With multi-year funding secured from The Robertson Trust and Baillie Gifford Community Fund, NEECS was also able to re-establish its dedicated Young Person Counselling Service.

We're very grateful for the ongoing support from all our funders, without which we could not operate. In a hugely competitive landscape, it remains a significant challenge to raise unrestricted, multi-year funds towards our core costs. Against the odds though, NEECS is thriving and can reach more people and have a lasting, positive impact on their lives.



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RECEIPTS AND PAYMENTS ACCOUNT



Receipts and Payments Account

	Notes	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Income from:					
Grants	3	-	121,810	121,810	90,654
Donations	4	5,192	-	5,192	3,228
Total income		5,192	121,810	127,002	93,882
Expenditure on:					
Charitable Activities	5	-	90,032	90,032	67,511
Total expenditure		-	90,032	90,032	67,511
Net income/(expenditure) for the year		5,192	31,778	36,970	26,371
Transfers between funds		-	-	-	-
Net movement in funds		5,192	31,778	36,970	26,371
Reconciliation of funds:					
Total funds at 1 April 2023		8,953	28,136	37,089	10,718
Total funds at 31 March 2024	7	14,145	59,914	74,059	37,089

All figures in the Receipts and Payments account are cash and bank balances.

The notes to the Accounts on pages 9-12 form part of these Accounts.

All income and expenditure derives from continuing activities

Approved and authorised for issue by the Trustees on
behalf by:

2024 and signed on their

Craig McLellan

Stewart Skinner



north east edinburgh counselling service

BOARD OF TRUSTEES

Jordy Joans (Chair- From August 2023- April 2024)
Craig McLellan (Vice-Chair) (Appointed August 2023) (Co Chair April 2024)
Stewart Skinner (Treasurer)
Jess Crichton (Chair; To April 2023)
Resigned from board April 2024
Nicky Hogan joined June 2024
Jennifer Jamieson (Co-Chair) joined the board July 21. Co-Chair with Craig since April '24
Michelle Davitt (Appointed August 2023)
Stephen Bennett (Resigned October 2023)
Langley Kreuze (Interim Chair; From April 2023 to August 2023)

STAFF

MAIRI NORMAN

(SERVICE CO-ORDINATOR)

SIOBHAN HOSSACK - CEO

COUNSELLORS

BARBARA HENDRIE LIZ LAW

MANNY SOORA PAUL REDPATH

ANDREW THOMSON OLAN CAHILL

KERRY KIRKWOOD SIOBHAN DOCHERTY

PATRICK JOYCE ALISON WHITAKER

GRAEME CONNOLLY

SUPERVISORS

JOHN MACFADYEN & SIMON SPENCE

PHOTOGRAPHY BY JACK HINKS

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NEECS is a Scottish Charitable Incorporated Organisation (SCIO) No. 023482