

North Lancashire Counselling Service



Annual Report

2021 - 2022

NORTH LANCASHIRE COUNSELLING SERVICE
ANNUAL REPORT 2021-2022

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NORTH LANCASHIRE COUNSELLING SERVICE

Charitable Incorporated Organisation Number 1165841

NOMINAL CHAIR: Tammy Tunstall

VICE CHAIR: Kathryn Crameri

SECRETARY: Tony Thornton

TREASURER: Christine Hill

The NLCS is a wholly voluntary organisation, established in 1991 to help relieve emotional distress and suffering by offering a confidential one-to-one counselling service. Invariably, this means general personal counselling. Specialised cases, such as those involving drugs and alcohol, are normally referred to the appropriate agency. Adult clients are accepted regardless of age, gender, race, religion or sexual orientation. Special arrangements can be made for clients who have disabilities.

All staff work voluntarily for the service. No charge is made for counselling, although clients are invited to make donations to help with running costs.

Contact information

Email: info@northlancscounselling.org.uk (for general enquiries)

Telephone: 01524 389 389 (answerphone service for counselling enquiries)

Mail: 12 Sulyard Street, Lancaster, LA1 1PX

Website: www.northlancscounselling.org.uk

Facebook: <https://www.facebook.com/NorthLancsCounsellingService/>

Management Committee (at 1st September 2022)

Nominal Chair*	Tammy Tunstall
Vice Chair*	Kathryn Crameri
Secretary*	Tony Thornton
Treasurer*	Christine Hill
Counsellor Representative*	Angela Verity
Supervisor Representative	<i>By rotation</i>
Recruitment Officer*	Colin Clements
Telephone Team Manager*	Rebekah Bailey
Fundraiser*	Reece McAllister
Trustee*	Christiaan Morgan

*is also a Trustee of the charity

Chair's Report

As always, it is the volunteers that ensure the success and survival of NLCS, and this year has been no different. Our counselling team has continued to thrive, and we have welcomed Nic Barry, Shellie Briggs, Helen Lawrie, Mary Rawcliffe, Jen Wrigley, and Lynn Clark, who are proving themselves invaluable already.

A warm thank you to those counsellors who have left this year for all the hours you have given, Thea Nelson and Rowan Swale, as well as Trustee Rachel Stevenson.

There have been fewer significant pandemic-related interruptions this year, and we have continued to offer our face-to-face counselling work, as well as a video-call service. This has enabled us to be more flexible in our approach to meet the needs of both our volunteers and clients and, as we continue to receive a steady influx of referrals, we have clarified our geographical boundaries to ensure we do not exceed our capacity as a service.

We said a fond farewell to Jenny Morgan this year, she retires from NLCS as a much-loved member of our community after twenty-two years of service. In addition, the Supervision Team has seen some significant changes. Sharon Poulton and Julie Davies left in December, and Priscilla Bird and Kate Lewis finish with us this summer, both of whom have volunteered with us for fifteen years. All five women have contributed their time, care, and commitment to NLCS and will have touched the lives of many. On behalf of our team, past and present, we offer our sincere thanks and warm wishes to these inspiring individuals.

It is also a pleasure to welcome new Supervisors, Catherine Akrill, who joined the team in December and Alison Farrell who came to us in February. In addition Kathryn Crameri (Vice Chair) recently completed her Supervisor training through NLCS.

Thank you to everyone who has helped to fundraise for us this year. A special thanks to Deb Barnard who has been donating contributions from the Listening Circles she organises, and to our Trustee Reece McAllister who continues to be creative with his fund-raising ideas and who secured a much needed grant.

Client contributions have reduced since the coronavirus pandemic, perhaps a reflection of the financial challenges that many of us face, so we are especially grateful that individuals give what they can.

We have a strong team of Trustees – Kathryn Crameri, Tony Thornton, Christine Hill, Rebekah Bailey, Angela Verity, Reece McAllister, Colin Clements, and Christiaan Morgan – who have all contributed greatly this year to ensure the smooth running of our service, alongside additional volunteers – Rubina Rodrigues, Holly Shorrock, Dennis Dickson, and the Telephone Team whose continued efforts ensure a positive experience for our clients and volunteers.

Currently we are seeking a new Chairperson and, although no one has come forward yet, we are hopeful to have someone new in post soon.

Over the next year we hope to focus on creating some more CPD for our volunteers – an early thanks to Deb Barnard who has offered to hold a session already – and finalise the review of our paperwork and policies, which has been on-going over the last couple of years and is nearly complete. As has always been the focus of NLCS, we are keen to reach out to all individuals within our community. Finding ways to create connections, build communication, and offer the best counselling service we can continues to be key.

With many thanks to all those who give their time and support, wishing you all the best for the coming year.

Tammy Tunstall, Nominal Chair 2021-2022

Secretary's Report

Another year has flown by and, behind the scenes, it has proved as busy as ever. I know the same is true for those who are the “public face” of NLCS.

One of the areas I look after is the maintenance of accurate records for those who are obliged to have a valid Disclosure & Barring Service (DBS) certificate. During the year six new certificates were processed, whilst four more were renewed via the online update service. The next round of updates will be in 2023.

Our website updates in 2021 have certainly caught the eye, with 29 enquiries made directly to the site in the year to 30th June. This is in addition to those who made initial contact with the Telephone Team and its dedicated answering service. It certainly emphasises what a valuable service NLCS provides.

One of the difficulties with re-vamping the website is the need to continuously keep it updated to ensure that it remains current and reflects new and changing scenarios. If anyone has experience in this area and would like to help, please get in touch with me or any member of the Management Committee.

As always my thanks go to the Management Committee, supervisors and counsellors that have made the last 12 months an enjoyable one. It has been a pleasure working with you all.

Tony Thornton, Secretary 2021-2022

Treasurer's Report 1 June 2021 – 31 May 2022

Our main source of income is from client donations and while these have not returned to pre-COVID levels they are roughly double what we received last year. Hopefully this will continue to rise in the next twelve months with a corresponding increase in Gift Aid.

We are grateful to Reece McAllister once again for his great efforts in applying for grants and to the Albert Hunt Trust for supporting us.

Thanks too, to Debs Barnard who ran several online courses and asked the participants to make a donation to NLCS. These gave a welcome boost to non-client donations.

We paid for training for one new supervisor (Kathryn Crameri) and provided online training for all counsellors from Carolyn Spring Ltd.

Most admin charges were similar to previous years, or slightly increased.

Christine Hill, Treasurer 2021-2022

Receipts and Payments accounts for the period
1st June 2021 to 31st May 2022

		Restricted	Unrestricted	Total	<i>Total</i>
		2021/2022	2021/2022	2021/2022	2020/2021
		£	£	£	£
INCOME	Grants	0.00	2,000.00	2,000.00	10,050.00
	Donations	0.00	4,135.47	4,135.47	2,231.17
	Non-client donations	0.00	689.15	689.15	320.00
	Gift Aid	0.00	115.00	115.00	165.08
	Fundraising	0.00	0.00	0.00	477.00
	Bank Interest	0.00	43.47	43.47	76.35
TOTAL INCOME		0.00	6,983.09	6,983.09	13,319.60
EXPENDITURE	Training	75.00	1,650.00	1,725.00	925.00
	Telephone	0.00	537.07	537.07	518.88
	Administration	0.00	490.49	490.49	2,565.43
	Supervision	0.00	0.00	0.00	30.00
	BACP subscription	0.00	255.00	255.00	255.00
	Bank charges	0.00	96.00	96.00	75.00
	Publicity	0.00	58.80	58.80	334.00
	Insurance	0.00	517.54	517.54	517.65
	Room lease	0.00	7,252.20	7,252.20	6,813.75
TOTAL EXPENDITURE		75.00	10,857.10	10,932.10	12,034.71
BALANCE SHEET	Brought forward	75.00	25,949.10	26,024.10	24,739.21
	Excess of income over expenditure	(75.00)	(3,874.01)	(3,949.01)	1,284.89
	Carried forward	0.00	22,075.09	22,075.09	26,024.10

Notes to the accounts

1. Room lease is for 13 months, so the next payment is due in September 2022
2. Training spend is supervisor training with £75 carried forward from a grant of £1,000 from Eric Wright Charitable Trust.
3. Grant income was £2,000 from Albert Hunt (with no restrictions)
4. The balance carried forward at the year-end is represented by £14,663.07 in current account (CAF Bank Ltd) and £7,412.02 in deposit account (Shawbrook Bank Ltd).

Statement of Assets and Liabilities at Year End

The Charity has no assets other than the cash assets detailed above and no liabilities

Telephone Team's Report

- Every year I write something positive, I also write something about ongoing recruitment. This year marked my 7th year with NLCS, the years seem to have blurred into one. As I look back there have been many changes in the way in which the Telephone Team (TT) operates.
- For anyone who does not know, the TT deals with enquiries received by people using the NLCS telephone number; these can be referrals, self-referrals, volunteer candidates, and general enquiries by individuals and other organisations. Email enquiries are now increasing, some of these are passed to the telephone team. The increase in electronic contact is just one change. We have constantly reviewed our call handling efficiency and the '10 Team' seems to be the best model for our current requirements. Some TT members have been with NLCS, and on the team, for many years now. Others are newer.
- A few years ago a long-term NLCS member Jenny Morgan stepped forward to temporarily help the TT. This temporary help lasted for several years, until it was the right time for her to step back. It was a pleasure and a privilege to have her years of experience on the team. It is never too late to volunteer, and applications from trainee as well as qualified counsellors are always welcomed.
- It is always sad to see people leave, but this is also opportunity for others to gain experience.
- This report is supposed to cover the year to June 30th, however I want to write about something that happened more recently. We are at the forefront of the organisation, volunteers working around other work and life. We deal directly with vulnerable people seeking help and assistance. A team member phoned me with a concern requiring immediate action, coincidentally I was having an afternoon off awaiting a meal out with visiting family. I was able to contact other members of

the NLCS management committee, between us we were able to gather information, consult and act appropriately.

- A response like this may not always be possible but considering we work remotely without set hours or offices I think this is a great example of NLCS working with care, commitment, self-motivation, sense of urgency and responsibility. Something to be proud of.
- I would like to say thank you to the members who have worked on the team in the last 12 months;
- Jayne Hurst, Imelda Hatton-Yeo, Robert Cox, Angela Verity, Joan Elliott, Nic Barry, Holly Shorrocks, Rebecca Oaks, Anna Sharpe, Shellie Briggs, Jenny Morgan, Colin Clements

Rebekah Bailey, Telephone Team Manager 2021-2022

Counsellor Coordinator's Report

- Some counsellors are seeing clients beyond the 1yr limit and I propose that where this applies, counsellors and their supervisors should meet to discuss these clients to see if it's appropriate to move them towards an ending.
- 4 clients are awaiting face to face only counselling; waiting time is 6 months; these can be allocated to trainee counsellors.
- We have 9 clients awaiting an experienced counsellor. The waiting time is now 9 months for these clients.
- 6 clients are awaiting online-only counselling. Waiting time is 6 months; these can be allocated to trainee counsellors.
- 6 clients are awaiting counselling without a preference for whether it's online or face to face; waiting time is 6 months; these can be allocated to trainee counsellors.
- 3 clients are on pending status meaning that they are in the process of being taken up by a trainee counsellor. 1 will be returned to the waiting list.

Therefore, altogether we have 28 clients waiting to be seen.

The longest-waiting clients are those with restricted availability - mostly they can only see a counsellor in the evening/weekend, and we don't have many counsellors offering those time slots.

Rubina Rodrigues, Counsellor Coordinator 2021-2022

Statistician’s Report

NLCS Statistical Data 2021 – 2022

Where did clients hear about us?

Internet	11	13.6%
Another Charity	17	21.0%
GP	10	12.3%
Previous Client	2	2.5%
Word of Mouth	9	11.1%
Social Services/Social Worker/Health Visitor	4	4.9%
Mental Health Professional	7	8.6%
University	4	4.9%
Other	10	12.3%

Age

Mean age of clients: **36**

Age profile	18-29	30-39	40-49	50-59	60-69	70-79	80+
No. of clients	25	17	14	15	3	1	0

NB. Not all clients have provided a date of birth or source of referral.

Counselling Activity

Counsellors responding	19
Male clients	28
Female clients	53
Number of clients	81
Total counselling hours	1116

Supervision Activity	
Supervisors responding	10
Number of supervisees	19
Supervision hours	228.25

Christine Hill, Statistician 2021 -2022

Supervision Team Report

The nine NLCS supervisors in the team have worked hard on behalf of NLCS counsellors, their clients and for the organisation as a whole. We have supported 20 counsellors and 66 clients. While many of us are working remotely we now have four supervisors who are offering face to face supervision. We continue to meet 4 weekly via zoom.

During the past twelve months we have welcomed 2 new qualified supervisors, Cath Akrill who joined us in December 2021 and Alison Farrell in February 2022. Both have settled in well and have been an asset to the team.

Unfortunately we said goodbye to Sharon Poulton who left to work nearer her new home in the South of England. We would like to thank Sharon for the time, commitment and contribution she has made to NLCS during her time with us. She has been missed.

Kate Lewis, Supervisor Representative 2021-2022

NLCS Personnel at 1st September 2022

Counsellors	
Deb Barnard	Nic Barry
Shellie Briggs	Nicole Brown
Lynn Clark	Colin Clements
Robert Cox	Dianna Edwards
Amanda Harrison	Helen Lawrie
Rebecca Oaks	Mary Rawcliffe
Emma Roberts	Heidi Santamera-Black
Angela Verity	Jen Wrigley
Sarah Young	

Supervision Team	
Cath Akrill	Priscilla Bird
Danny Cottrell	Kathryn Crameri
Joan Elliot	Alison Farrell
Christine Shore	Rachel Walker

NLCS Personnel as at 1st September 2022

Non Counselling Volunteers	
Rebekah Bailey	Dennis Dickson
Christine Hill	Charles Hunn
Reece McAllister	Christiaan Morgan
Niko Quinn	Holly Shorrock
Tony Thornton	Tammy Tunstall