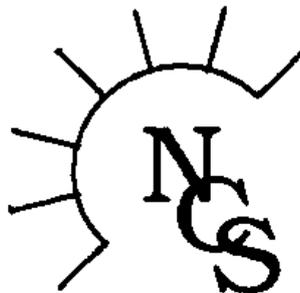


NORTHSIDE COUNSELLING SERVICE LTD

ANNUAL REPORT

Northside Counselling Service Limited



2015

CHAIRPERSON'S FORWORD 2015

The work of Northside Counselling Service continues to be fundamentally important to the people in our catchment area. The continued influence of the economic downturn has further exacerbated difficulties with long-term unemployment coupled with recent unemployment impacting on individuals, families and the community. This has been evidenced in the increasingly complex presentations by our clients and further demonstrated in the increased demands for our service with daytime demand outstripping demand in the evening.

Northside Counselling Service has worked hard to meet these needs, to see as many clients as possible and as soon as possible in our own centre. We have continued to support older people through our Ageing with Confidence Programme which is supported by the HSE. All of this demonstrates the importance of the work of Northside Counselling Service. We have continued with our work despite the on-going cuts to our funding which amount to approx. 50% in real terms. The threat to our services posed by these cuts meant that we had to organise strategically to engage with policy makers and funders and we have invested time in enhancing relationships and building and exploring strategic partnerships.

As a training provider Northside Counselling Service remains committed to providing a professional IACP accredited Diploma Course in Counselling. This year saw a new intake of students and the continuation of our established class. We have a committed and hardworking training team in place who have continually worked well together to run successful trainings and develop the course to ensure on-going high standards. Despite the cuts we continue to be very grateful to our funding partners Tusla and the Health Service Executive for their continued support to Northside Counselling Service and the vital work that we do.

The continued success of our service relies on the hard work and dedication of many people; the Board of Directors who ensure good governance and financial over-sight, and the Staff Team, Supervisors, and our Professional Counsellors who run the day-to-day operation providing the professional services to the community. The service would not be what it is without everybody's hard work and commitment. This is my last year as chair and director of NCS, I have enjoyed my time working with everyone, and wish NCS and all involved continued success.

On behalf of the Board of Directors I wish to thank everyone who works so diligently and continues to support Northside Counselling Service, and the people and community that we help and serve.

Marian Vickers - Chairperson

INTRODUCTION

Northside Counselling Service Limited (NCS) is a voluntary professional and community based counselling service and training centre. Now in its twenty-ninth year Northside Counselling Service continues to provide an essential and professional counselling service and training school.

GOVERNANCE

Northside Counselling Service Limited is a registered charity governed by the Board of Directors who come from various professional backgrounds; the Board maintains the legal, financial, professional and ethical standards of NCSL.

MANAGEMENT

The Centre Director with the support of Administrative and reception staff carry out the operational management of the service. NCS has over forty professional counsellors working in the Centre. Each of these counsellors volunteers their time generously. In order to maintain standards, the Centre engages a team of Supervisors all of whom meet the IACP criteria for clinical supervision.

OUR COUNSELLING SERVICE

The Centre is open for counselling five days each week from 10.00 a.m. to 4.00 p.m. and from 6.30 p.m. to 8.30 p.m. Monday, Tuesday, Wednesday and Thursday and from 10.00 a.m. to 12.30 p.m. on Fridays.

All counselling in NCS is provided free of charge and ability to pay is not a barrier to our services. For clients who feel they can contribute to our work facilities are in place to make a donation

The following statistics demonstrate the range and depth of our work.

2015 – ANNUAL STATISTICS

NUMBER OF CLIENTS THAT ATTENDED 471

FEMALE CLIENTS 321

MALE CLIENTS 150

COUPLES (included in M/F above) 4

MEDICAL CARD HOLDERS

YES 268 = 57% NO 203 = 43%

AGE PROFILE OF CLIENTS

Clients who attended for all issues excluding Bereavement – 83%

Under 20	24	=	5%
21 – 35	135	=	29%
36 – 49	142	=	30%
50 +	89	=	19%

Referred By :

Self	172	=	36%
General Practitioner	171	=	36%
Friend / Relation / Partner	76	=	16%
Psychiatrist / Hospital	17	=	3.5%
Other Agencies * (see next page)	12	=	3%
Community Nurse / Social Worker	11	=	2.5%
Advertising / Internet	4	=	1%
College / Workplace	4	=	1%
Health Centre	2	=	.5%
Gardai / Solicitor	2	=	.5%

Other Agencies *

Ballymun Family Centre

Northside Partnership

Department of Child and Adolescent Mental Health Services (CAMS)

Pieta House

Well Woman Centre

Rape Crisis Centre

Local Employment Service (LES)

One Life

CLIENTS ATTENDED FROM FOLLOWING LOCALITIES

Artane

Ayrfield

Baldoyle

Balgriffin

Ballymun

Belcamp

**Belmayne
Beaumont
Clarehall
Clongriffin
Clonshaugh
Clontarf
Coolock
Clonshaugh
Darndale
Donaghmede
Donnycarney
Drumcondra
Dublin City Centre
East Wall
Edenmore
Finglas
Glasnevin
Howth
Kilbarrack
Killester
Kinsealy
Kilmore
Malahide
Marino
Portmarnock
Priorswood
Raheny
Ringsend
Santry
Sutton
Swords
Whitehall**

LINKS WITH LOCAL AND NATIONAL ORGANISATIONS

We co-operate with the local community through Northside Partnership – this relationship has grown usefully and considerably over the last couple of years; the Health Service Executive, Dublin North East Drugs Task Force, Coolock Health Centre, the Gardai, Coolock Community Law Centre, the Citizens Information Centre and numerous local resource centres.

We have played a significant role in the development of the Association of Agency Based Counselling in Ireland and through them have sought to influence national policy; our Centre Director is the current chair of the AACI. We have further built on key relationships with counselling organisations in our locality – Target and The base. Through this we have explored ways of tackling issues which are common to our services.

SUPERVISION OF COUNSELLORS

Counsellors are supervised on an on-going basis by our team of supervisors. Supervision is provided in order to maintain the quality of the service to clients and to ensure the well being of Counsellors.

Supervisors are supported in their role by the provision of specific training and their own supervisor who is an expert in the field of supervision. Supervisors are an essential part of our training programme and support trainees as they begin their client work and progress on their journey to becoming graduate counsellors.

ADDITIONAL SERVICES

Ageing with Confidence Programme

This initiative was developed by a partnership between Northside Counselling Service Limited and the former Northern Area Health Board in consultation with Age and Opportunity. It was the first programme of its kind to be run in Ireland; the project is funded by the Health Service Executive.

We have entered into a further contract with the Health Service Executive and will run two groups a year for the next two years on their behalf.

TRAINING SCHOOL

The three-year part-time training course offered by NCSL is an accredited course of the IACP since 1997. We had a new intake of students and began a new first year; our second year students passed successfully and have moved into 3rd year. We continually explore innovative ways of training and the quality of our course continues to go from strength to strength. Our introduction of CBT on to our course has significantly helped to enhance skills for our counsellors and clients.

SOURCES OF FUNDING 2015

Our core funding in 2015 was provided by the following Government Departments and Statutory Agencies:

- The Child and Family Agency/Tusla who assumed the functions of the Family Support Agency
- Health Service Executive
- National Lottery (small grants project)

Additional funding came from donations from our clients and the fees from our Training School. We also receive a payment from the Health Service Executive for the organisation, management and facilitation of the 'Ageing with Confidence' programme.

ACCOUNTANTS AND AUDITORS

Our accountants and our Auditors are Fitzpatrick Morris and Barrett (FMB). These two functions are properly separated out. Our accounts have been audited and the auditors are satisfied with the performance of the Company and the management of funds. Accounts were gone through in detail with our Board of Directors by our auditors and are now presented at the AGM for approval. We must note the financial challenges on the organisation at this time but will strive to operate flexibly to respond to these challenges.

Karl Tooher
Centre Director