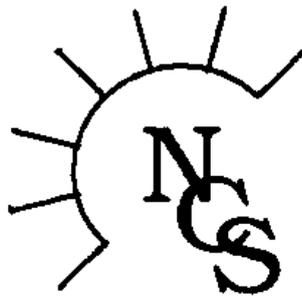


NORTHSIDE COUNSELLING SERVICE LTD

ANNUAL REPORT

Northside Counselling Service Limited



2016

CHAIRPERSON'S FOREWORD 2016

Reflecting back on 2016 as my first year as chairperson of Northside Counselling Service I am further struck by how fundamentally important the work and presence of this centre is in our community. Despite the continued impact of the funding cuts on our finances we have persisted in maintaining the services we deliver, while at the same time continued to advance the quality of what we do. The feedback from our clients is consistently encouraging, denoting the positive effects of our work on their lives, and consequently on the lives of their family, friends, and neighbours. As we make progress with new systems, which capture more statistics and information, we can more fully see the value of what we do in addressing the needs in our community.

Northside Counselling Service continues to work hard to meet these needs; we organise internally to see as many clients as possible and make every effort to minimise waiting times. We have made some progress in regards to developing counselling for young people, and continue to support older people through the HSE funded Ageing with Confidence Programme.

However it is important to concede the on-going threat to our services posed by funding cuts, and admit to the sustainability challenge we face going forward. Indeed, recognising the changing social, political and funding context we have succeeded in developing significant strategic relationships as part of our effort to overcome and redress this situation. I want to thank the board for their continued vigilance and hard work in maintaining high standards of governance under challenging circumstances. We do remain very grateful to our funding partners Tusla Child and Family Agency, and the Health Service Executive for their continued support to Northside Counselling Service and the vital work that we do.

This year as a training provider Northside Counselling Service saw the successful completion and graduation of one Diploma class. We know that these counsellors are well trained, committed to their clients, and work to the highest standards of best practice. It is because of the quality of our training school that we have confidence in the acumen and attitude of the counsellors who support our clients. I would like to acknowledge and thank our training team for all their work. Additionally, I want to recognise the great work of all the counsellors, supervisors and staff who support and deliver of our services.

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.

Odran Reid
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.

2016 – ANNUAL STATISTICS

NUMBER OF CLIENTS THAT ATTENDED

Gender	Number of Clients	Percentage of Total
Female	238	64.67%
Male	130	35.33%
Total	368	100.00%

AGE PROFILE:

Age Grouping (years)	Number of Clients	Percentage of Total
19 - 20	8	2.17%
21 - 35	120	32.61%
36 - 50	142	38.59%
51 - 65	68	18.48%
66+	30	8.15%
Total	368	100.00%

Referred By :

Episode Referral Source	Number of Episodes	Percentage of Total
Community-Based Group	41	11.29%
GP	125	34.44%
HSE	2	0.55%
Self	193	53.17%
Social Services	2	0.55%
Total	363	100.00%

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 continue to play a significant role in the development of the Association of Agency Based Counselling in Ireland and through them have pursued changes to 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 three groups this coming year.

TRAINING SCHOOL

The three-year part-time training course offered by NCSL is an accredited course of the IACP since 1997. We had two courses this year with our first years moving into second year, and our final year students successfully graduated in November. The graduation was made all the more special by our special guest speaker, Ursula O’Farrell who also presented our graduates with their Diploma.

SOURCES OF FUNDING 2016

Our core funding in 2016 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, DTF
- 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 (Will update as per decision today)

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