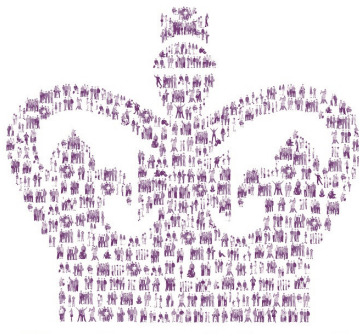


2018-19



**The Queen's Award
for Voluntary Service**

The MBE for volunteer groups



ANNUAL REPORT 2018-19

CAIRNS COUNSELLING
SC023108

Prepared by:

Dr James Repper	Chairman
Claire Moggach	Service Manager
Susan Boyd	Administrator
Brian Miller	Financial Consultant

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ABOUT CAIRNS

Cairns is an independent charity supporting adults. We were established as a charity in 1994 with the purpose of providing accessible counselling to the people of Aberdeen city and surrounding areas. We have a long-established good reputation and are recommended by many local GP's and other professionals. Offering counselling by donation makes us financially accessible to all. Any donation is completely voluntary and discreet, meaning those able and those unable to donate are treated equally.

OUR PURPOSE

The advancement of health through the provision of a counselling service in Aberdeen.

OUR AIM

It is our aim to support our clients, providing understanding and compassion without judgement or prejudice.

We are dedicated to offering help, to relieve suffering.

Through the provision of counselling we encourage, empower and enable our clients to live more fulfilling lives.

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OUR PEOPLE

As a Scottish Incorporated Charitable Organisation, we benefit greatly from the support of our large group of volunteers and small staff team.

The donation of time and skills from our team of volunteers allows us to deliver the level of service we are commended for. Whether it be our professional counsellors, our trustees, or our admin volunteers, the wide range of experience they bring ensures we are a vibrant, informed, and involved organisation.

Our staff team work tirelessly to promote and enhance the work of Cairns and support the work of our volunteers.

This combined contribution has resulted in a winning formula that has benefitted thousands of clients since our humble beginnings.

Volunteers

Agata, Angelika, Anita, Bob, Bryony, Carol, Carol-Anne, Carrie, Chris, Dee, Diane, Donna, Elaine, Elena, Gemma, Ina, John, Julie, Jurgita, Kate, Kathy, Lena, Lynda, Melanie, Pam, Patricia, Peter, Polly, Rachel, Rebekah, Rene, Sheena, Simon, Stewart, Terry

Staff

Claire Moggach,
Susan Boyd,
Sue Rhodes,
Denise Mair,
Dee Masson

Management committee

Dr James Repper - Chair, Pat Moir - Secretary,
Brian Miller - Finance, Daniel Fraser, Dr Ruby
Watt, Rev Kenneth Petrie, Rev Duncan Eddie,
Rev Muriel Knox, Jane Dargie, Claire Moggach

04 CHAIRMAN'S REPORT:

The Cairns team, trustees, staff and volunteers are committed to Cairns' work to help and support people at times of difficulty and vulnerability.

It is a great honour have been asked to take over as Chairman of Cairns counselling in this the year of their 25th anniversary. I must thank Rev Kenneth Petrie, and indeed the chairs that have preceded him for developing the agency into one that is recognised as one of the foremost counselling services in the region, with a reputation for its quality of service. All those associated with Cairns are very proud of the work it does. Cairns Counselling is a Scottish Charitable Incorporated Organisation (SCIO) and as such welcomes, as members of the organisation, anyone interested in supporting, and being associated with, the work of Cairns Counselling. If you, or anyone you know, would like to become a member of Cairns Counselling please contact the Secretary – Pat Moir. This can be done through the office in Huntly Street. The Trustee Board has remained stable this year, and I am grateful for their support and guidance in this my first year as chair. As noted in previous annual reports, in 2017 we were notified of a sizable legacy that had been generously left to Cairns. This has allowed us to push ahead with expansion plans, to allow us to cope with increasing demand, and maintain service quality into the future, as well as relieving pressure on a growing waiting list. We are in the process of identifying new premises. This will allow us to engage more volunteers and employ a part-time office manager, increasing appointment availability and improving access, exciting times! We are engaged in discussions with the Integrated Joint Board as to the funding of this expanded service going forward and are seeking other partners to financially support this exciting development. We continue to be very grateful to our regular funders whose financial support of the service is very much appreciated. In the 2018/19 financial year funding from new applications once again exceeded budget. This success is due, in no small measure, to the hard work of our part-time Funding Co-ordinator and Service Manager.

The high level of client satisfaction reflects the dedication and commitment of our core staff, volunteer counsellors, and the volunteers who help, on an occasional basis, to cover reception and other duties as required. Many of our students and volunteers stay with us for many years. This speaks highly of the experience Cairns offers them and of their commitment to the service and its ethos. I would like to take this opportunity to offer my personal thanks to all those, staff, volunteers, trustees, members, involved in the life of Cairns. Without their dedication, commitment and support we could not continue to provide the level of care which we offer to those who come to Cairns at some of the most difficult times in their lives. On behalf of the Trustees I would like to express our grateful thanks to all whose support of Cairns Counselling makes our work possible.

Dr J. Repper

Chairman of the Trustees

05

REFERRALS & APPOINTMENTS:



	2014-15	2015-16	2016-17	2017-18	2018-19
TOTAL REFERRALS	683	761	916	932	904
Cases opened	378	400	503	438	431
Waiting list	87	92	104	160	167



	2014-15	2015-16	2016-17	2017-18	2018-19
SOURCE OF REFERRALS					
GP	13%	15%	15%	10%	12%
Self-referral	84%	80%	80%	89%	85%
Other	3%	5%	5%	1%	3%



	2014-15	2015-16	2016-17	2017-18	2018-19
APPOINTMENTS					
Total offered	3939	3932	4758	5012	4870
Appointments kept	80%	81%	84%	80%	81%
Appointments not kept	20%	19%	16%	20%	19%

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SERVICE MANAGER'S REPORT:

IT IS A TIME OF GREAT INTEREST IN MENTAL HEALTH AND AS AWARENESS AND UNDERSTANDING GROWS, WE STRIVE TO ENSURE THAT OUR ROLE IN THE COMMUNITY IS RESPONSIVE, ACCURATE AND COMPASSIONATE. LOCAL AND NATIONAL TARGETS TO MEET MENTAL HEALTH NEEDS IN SCOTLAND ARE FOCUSED ON PREVENTION, EARLY INTERVENTION AND IMPROVED ACCESS TO PSYCHOLOGICAL THERAPY. HERE AT CAIRNS WE SHARE THE SAME GOALS AND OUR SERVICE ENDEAVORS TO CONTINUE MAKING IMPROVEMENTS TO ENSURE WE ARE DELIVERING THE MOST EFFECTIVE SERVICE POSSIBLE.

The last twelve months have flown by and it has again been a busy year in lots of different ways. Demand for counselling has remained high as we work hard to meet the needs of our local community.

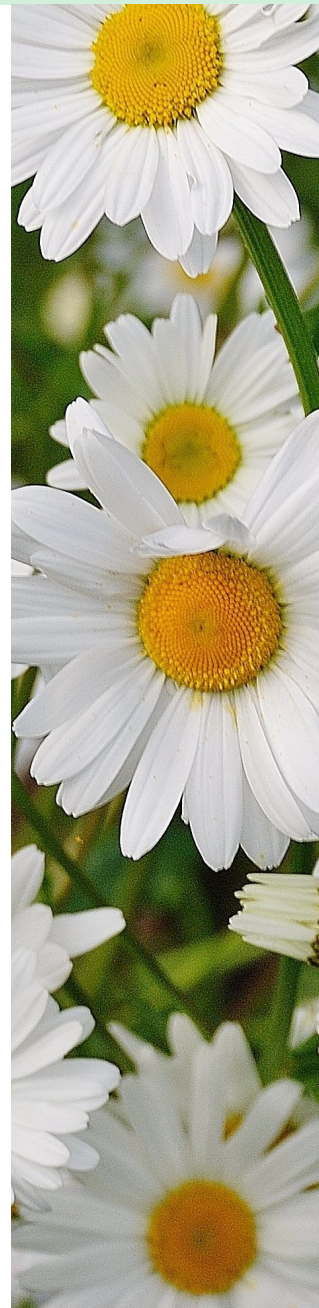
In 2018-19 we had 34 volunteer counsellors working with us, however it is an ever-changing group. We have recruited 5 new counsellors over the last 12 months, bringing a dynamic mixture of approaches and experiences from which our clients can benefit.

Of course, we have also had to say farewell. This year 9 of our counsellors have moved on to new adventures. We wish all of them the best and thank them for their time with us.

Alongside our provision of counselling, we have been working hard developing several aspects of the service.

This year has seen a new initiative to our provision of appointments. In a bid to increase our capacity and support more clients, we have introduced the opportunity for our volunteer counsellors to increase their availability for counselling in exchange for a sessional rate of pay. This has been well received and it is hoped that we will be able to continue with this as a way of rewarding our current dedicated team of experienced volunteers, as well as providing an incentive for new volunteers to join the team.

In the first 8 months, to coincide with the end of our 18-19 period, this initiative allowed an additional 31 clients to be supported by 198 counselling appointments.



07



Following a receipt of funding from The Bank of Scotland Foundation in March 2018, we were invited to participate in their Mental Health awareness week activities. We were given space within their St Nicholas Branch in Aberdeen to host an information table for customers and provided a Mental Health Awareness talk to Bank employees.

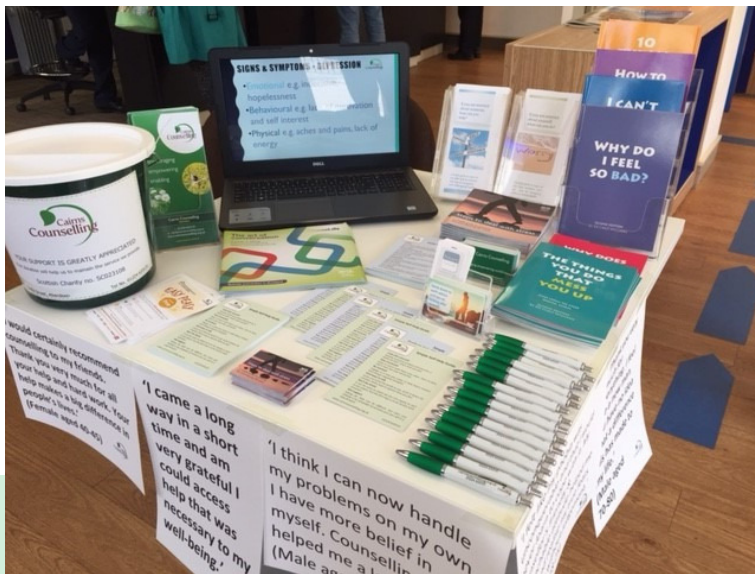
This year we have been lucky to receive two contributions from The Hospital Saturday Fund (HSF). The first cheque for £2000 was presented by Chief Executive Paul Jackson on a visit to our centre. The second cheque for £3000 was presented in Glasgow by Paul Jackson and The Lord Dean of Guild, Mr Ian Dickson. Our Funding Co-ordinator Sue Rhodes represented Cairns at an awards ceremony where £80,000 was distributed amongst 26 Scottish charities. At the event, Paul Jackson said: “We are delighted to continue the tradition of supporting many wide-ranging charities in Scotland, many of which are less well-known. The Hospital Saturday Fund is honoured to support the efforts of such deserving charities and help in some way towards the exceptional, tireless work that they do in making such a huge and positive difference to people’s lives.”

This year has also seen to the introduction of two new volunteer representatives, Kathy and Stewart. As our team and our service grows, it is important that we ensure our volunteers are supported and have a voice within the organisation. The introduction of the volunteer representative’s role will provide a regular, informal line of communication, ensuring a collaborative experience for all concerned.

We anticipate the imminent launch of our new website which we expect to be a valuable source of information for prospective and current clients. It will provide us with an opportunity to increase awareness of the work we do, the issues faced in our community, and topical items in a bid to educate and contribute to the de-stigmatisation of mental health.

08

To gain a better understanding of the 4870 counselling sessions offered, we must also consider what goes into making this happen. 2807 of these hours were carried out by our volunteer counsellors. 331 hours of supervision and professional development were provided in house to these volunteer counsellors, allowing their therapeutic work to be supported.



Mental Health Awareness Week with Bank of Scotland, Upperkirkgate Aberdeen



Aberdeen University Psychology Networking Event

Supervision and support of the volunteers is provided by our Senior Counsellor Denise, Counsellor Supervisor Dee, and Volunteer Supervisor Sheena. Organisational support with arranging and logging the client appointments is provided by our Administrator Susan. Funding for the service is largely supported by the work of our funding co-ordinator Sue.

Finally, I would like to give thanks to all who support the work of Cairns. The generosity of time and skills ensures Cairns can continue to grow and offer support to those in need as we look to 2019-20 and our 25th anniversary.

Claire Moggach
Service Manager

09

EVALUATION:

I feel I can now open up to people more and am less confused about my emotions.

(Female age 20-30)

The Background

Feedback we have received from clients over the years indicated the importance of our service to those individuals, but we are also interested in having a quantifiable measurement which would give us more detail on the difference our service is making. To this end we use the Clinical Outcomes in Routine Evaluation - 10 (from this point referred to as CORE).

The CORE evaluation was introduced as a way of collecting data on the effectiveness of counselling for clients. A summary of the data collected in 2018-19 is included below.

The Questionnaire

The CORE is given to clients at the beginning and end of their time in counselling. Completion of the CORE is not mandatory and each client is given an explanation of the purpose the questionnaire serves prior to consent being sought. The questionnaire is self-administered and is made up of 10 questions which are designed to identify three areas; Problems (covering anxiety, depression, physical, trauma, close relationships, social relationships), Functioning, and Risk. Each question is scored between 0 and 4. The maximum score over the 10 questions is 40. The higher the score, the more severe the problem is deemed to be.

The Results

- The majority of our clients (94%) experience a positive change and improvement in their wellbeing.
- 104 clients (56%) reported that their wellbeing had improved by at least 10 points.
- The average score was reduced by 11 points between beginning and ending counselling. 24 clients (13%) improved by at least 20 points.
- The greatest change was seen in one female client whose score was reduced by 28 points and reduced her risk from 2 to 0.
- 126 (68%) have an end score of 11 or below which represents the cut off point for clinical results.
- 17 (9%) had a score of less than 11 at the beginning of counselling.

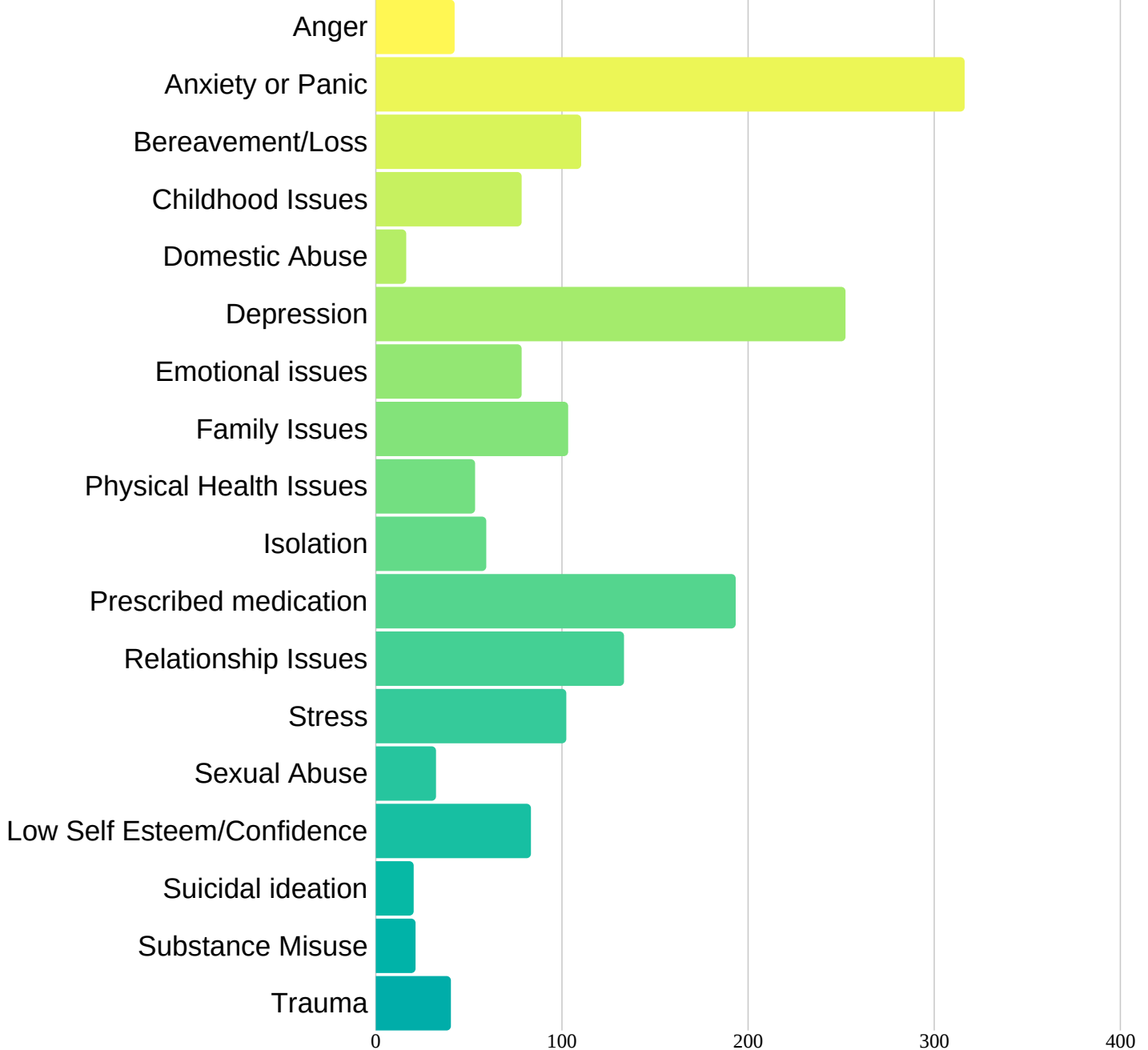
I think I can now handle my problems on my own. I have more belief in myself, counselling has helped me a lot. (Male age 20-30)

I feel like a new man, you have no idea what a difference this has made to my life. (Male age 70-80)

10 ISSUES PRESENTED:

Our clients approach the service for support usually because they are experiencing difficulties or are distressed. What causes this difficulty can be wide ranging and often people may not be certain what the problem is. There are no specific criteria that must be met for someone to receive support, and clients are free to focus on all or some of what distresses them. We collate the issues that are presented so that we get a better understanding about the problems that counselling is required to address. A summary of the main issues presented by our clients is given below, however it is important to bear in mind that this list is not exhaustive.

Depression, Relationship issues and Anxiety are the most frequently occurring problems that our clients are facing. You will also notice that many people who access our support are taking medication prescribed to help with symptoms. This is most often in the form of anti-depressant or anti-anxiety medication.




OUR FUNDING: REGULAR DONATIONS

Each year we work hard to ensure we bring in enough funds to run the service to the level required. We have been lucky to received regular annual donations from the following sources; which meets 32% of our annual running costs.

The remainder has to be found from different and unsecured sources every year. We were fortunate in this period to be in receipt of a legacy from a previous service user which helped us meet the full costs for the year.




*Aberdeen Health
and Social Care
Partnership
£26,644*



*Aberdeen
Presbytery
£6,500*



*Jennie S Gordon
Memorial
Foundation
£6,000*



*Hope Trust
£2,000*



*Kelbie Trust
£500*

12 OUR FUNDING: APPLICATIONS FOR FUNDING


In 2018-19 we secured £32,750 from new sources through funding applications submitted by our funding co-ordinator. This provided us with 25% of our running costs.

£28,764 (meeting 22% of costs) came from other voluntary donations including donations from clients, community events and anonymous donations.

£14,530, meeting 11% of our running costs, was received from other activities and services provided.




Northwood Charitable Trust
£5000 towards general running costs




Caroline J. Spence Trust
£10000 towards general running costs



The Hospital Saturday Trust
£5000 towards general running costs




The Albert Hunt Trust
£1000 towards general running costs




Agnes Hunter Trust
£5000 towards salary costs



United Way Give Local Grant
£1000 towards general running costs



Aberdeen Harbour Community Action Fund
£1000 towards training costs



Tabhair Charitable Trust
£2000 towards salary costs




The Stafford Trust
£1000 towards salary costs



Violet M Lessels' Charitable Trust
£500 towards general running costs



The Ann Ryland Trust
£750 towards general running costs



James T Howat Charitable Trust
£500 towards general running costs

13 THANK YOU

At Cairns very much appreciate the help and support we receive from individual Churches and projects throughout the city. Those not previously mentioned in the report and who kindly made us beneficiaries of their fund raising efforts are named below.

Craigiebuckler Church £302.50

Ferryhill Parish Guild £50

Mannofield Church £300

Absolute Beauty £40

St Mary's Parish £70.12

RGU Union £38.93

WY & S Stark £120



We are grateful for all the donations we receive to support the work we do. Over the years the method of donating and the ways to support us has become more diverse and more convenient. As well as cash donations, we accept donations online via wonderful and just giving. We also receive a proportion of sales made through easyfundraising and amazon smile.

CLIENT COMMENTS

Talking was helpful and knowing I had someone there at the end of the week who understood. (Female age 45-55)

I feel happier, more confident and ready to take the next step in my life. Being able to talk freely and jump to topics if I needed to. The lack of judgement helped even when I was judging myself. (Male age 30-40)

Best counselling I have ever had. Best thing I have ever done & I have tried various over the years. (Female age 40-50)

Someone who understands the anxiety a person goes through and talking things through was very helpful. I would 100% recommend. (Male age 40-50)

Talking about issues I hadn't realised I had to deal with. It has been the most life changing learning. So much more than I could have imagined. (Female age 20-30)

I feel so much better after coming to Cairns and feel more equipped to deal with life. I would highly recommend counselling to anyone who needs it as it has helped me. (Male age 20-30)

Just the whole experience was good for me and letting me deal with my issues naturally. Sitting in the room identifying my feelings and my counsellor is like the voice of reason. (Female age 45-55)

14 MAKING A DIFFERENCE

Our Contribution to Local & National Mental Health Targets

Local - Health & Social Care Partnership

The strategic aims of the partnership are identified as prevention, resilience, personalisation, connections, communities. The work we do at Cairns is aligned with the strategic aims of the partnership as demonstrated in the following areas;

Prevention – the early intervention of non-medical therapies including counselling can be fundamental in preventing the escalation of mental health difficulties. Often it results in a reduction or removal of the need for medication.

Resilience – the nature of counselling is such that the benefits are long lasting and provide a key resource for individuals becoming more robust and able to face future challenges.

Personalisation – we do not offer a programme that clients must fit in with. Counselling is a collaborative approach where the counsellor works to support the needs of client. The client dictates the pace and focus of counselling to ensure that change happens in the right way and at the right time.

Connections – we receive referrals from many services across all sectors and are involved in communicating through third sector and other networks. We regularly update health centres and GPs to ensure they are kept informed of our services and referrals procedures.

Communities – as an independent charity, we are accessible and approachable as a stand-alone service for anyone who may have concerns related to co-working or confidentiality. We are based in the city centre to ensure ease of access to all via public transport links. We also provide information sessions to other charitable groups and have community engagement events on a regular basis. More importantly, while the counselling happens on a one to one basis a ripple effect occurs ensuring the benefits are widespread. A positive impact can be experienced in relationships and families, friends and colleagues. Benefits to the community include increased engagement and interaction in activities, while benefits to the economy can occur with a return to work and reduction in sick days.

The Third Sector plays a crucial role in supporting people, in providing services, in developing research, and in policy development. Support to the Third Sector can also help in achieving, for example, Participation and Empowerment in a rights based approach, because of the role that the Third Sector often plays within communities, at the local strategic planning level, and in national policy development and legislation. The Scottish Government will consider how its support to the Third Sector can help build capacity in local areas for effective partnerships between Third Sector bodies, between the Third Sector and public authorities, a strong mental health Third Sector Interface, and to support continuing development of recovery oriented services.

Scottish Government
Mental Health Strategy: 2017-2027

15 TRUSTEES REPORT

The Cairns team, trustees, staff and volunteers are committed to Cairns' work to help and support people at times of difficulty and vulnerability. This report covers the main achievements of Cairns Counselling as an SCIO from the 1st of April 2018 to 31st March 2019.

The fifth Annual General meeting of Cairns Counselling SCIO was held on 10th July 2018 and was attended by 11 members of the SCIO. The service manager's report highlighted the increased demands on our services with an increasing waiting list, and the work of a Psychology Internship which had helped identify trends and better insight into the client experience which would be of use in developing the service.

In the Financial Year 2018/19 we continue to receive support from the Health and Social Care Partnership, the Presbytery of Aberdeen, and Jennie S. Gordon Memorial Foundation. We also received support as in many previous years from the Caroline J. Spence's Fund following a gap of one year. The other main sources of funding for the service are from receipts generated from funding applications and counsellee contributions. We continue to operate within a balanced budget.

We were fortunate to benefit from a sizeable legacy which the Trustees had agreed should be used for the service development in line with the planning day we had undertaken the previous year. To this end, a business plan was prepared and agreed by the Trustees to expand the scope and range of services provided, including a move to larger premises and increased staff sometime during 2019/2020. Discussions with the Integrated Joint Board of the Health and Social Care Partnership have begun to look at the future ongoing funding needs required by the expanded service.

In the year 2018/19 we have offered 4,870 appointments, down slightly on the previous year, with 904 referrals received. This was due in part to a slight drop in volunteers. Number of appointments attended remain stable however. Outcomes remain high, with 95% of clients reporting a significant improvement, up from 92% last year.

We continue to offer placement opportunities for student counsellors. Many still remain to offer volunteer sessions on completion of training as they enjoy the experience and support they get during placement.

We look forward to another challenging year, an exciting one for us as we move into a new chapter in Cairns Counselling SCIO, expanding, but still offering the same high level of service.

Our Trustees during 2018/19

Dr James Repper – Chairman
The Reverend Duncan Eddie
The Reverend Kenneth Petrie
The Reverend Muriel Knox

Miss Patricia Moir - Secretary
Mr Daniel Fraser
Dr Ruby Watt
Mrs Jane Dargie

INCOME - 01/04/18 to 31/03/19**£181,100**

DONATIONS	£33,085
LEGACIES	£63,360
GRANTS	£47,644
INCOME FROM INVESTMENTS	£3,030
INCOME FROM OTHER CHARITABLE ACTIVITIES	£33,981

**EXPENDITURE - 01/04/18 to 31/03/19****£131,892**

STAFF COSTS	£96,382
PROFESSIONAL FEES	£6,470
ADMIN COSTS	£3,797
ACCOMMODATION COSTS	£16,032
OTHER COSTS IN RELATION TO CHARITABLE ACTIVITIES	£9,211

**Statement of our policy on reserves**

Adequate funding is vital to ensure that our standard of service is maintained and gradually expanded and developed. Reserves at 31st March 2019 represent around 16 months operating costs and provides cover for any future operating deficit. Reserves have been enhanced by receipt of a legacy in excess of £60,000. It is the intent of the Trustees to invest a significant proportion of this together with £40,000 received in 2018 into further development of the service capability.

Details of any deficit

There were no funds in deficit

Donated facilities and services

A substantial part of the counselling service is delivered through the work of volunteers who give their time freely in the interests of supporting those in need, building up their counselling experience or as part of Univeristy course placements.

17 LOOKING AHEAD

Service development

The Trustees of Cairns have become aware of an increasing gap between the mental health needs in our community and the availability of services to meet these needs. Identifying an opportunity to expand and enhance the services provided by Cairns to contribute to meeting this need, both in terms of increasing the capacity of current services and in further developing services to address additional areas of need, a plan for development for the service is now underway and will continue throughout 2019/20.



Project outline

- Source new accommodation to support a 50% increase in available space.
- Renovate/improve the new space to suit our service needs.
- Recruit a part time office manager to support the expansion and relocation project as well as maintaining an enhanced level of service responsibility.
- Additional staff counselling hours will be sought to provide support for additional counselling and volunteer capacity.
- Applications for funding will be increased to sustain an increased level of service.

