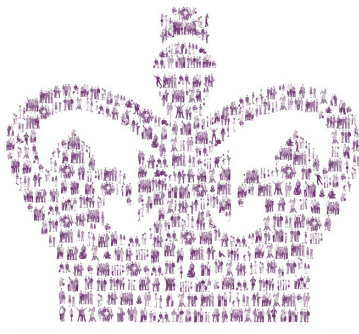


2019 - 20



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

The MBE for volunteer groups



ANNUAL REPORT 2019-20

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

Adrian, Agata, Angelika, Anita, Bryony, Carol, Carol-Anne, Carrie, Dee, Donald, Donna, Donna, Elena, Inge, Ina, John, Julie, Karen, Kate, Kathy, Lisa, Lynda, Melanie, Michele, Mira, Pam, Patricia, Peter, Rebekah, Rene, Roslyn, Rowan, Sheena, Simon, Sophia, Stewart, Terry, Toby, Vivian.

Staff

Claire Moggach
 Sarah Bremner
 Susan Boyd Denise Mair
 Sue Rhodes Dee Masson
 Kathy Bond

Management committee

Dr James Repper - Chair, Pat Moir - Secretary, Brian Miller - Finance, Daniel Fraser, Dr Ruby Watt, Rev Kenneth Petrie, Rev Muriel Knox, Ann Smith, Rev Maggie Whyte, Claire Moggach

04 CHAIRMAN'S REPORT:

“Those who come to Cairns are at some of the most difficult times in their lives.”

Looking back at my report at the last AGM, it is hard to believe it is only just over a year since then. So much has happened within the organisation, within the world, that it seems a lifetime away.

I am happy to report that our plans to move offices to allow expansion of the service, using a generous legacy, have been completed. New staff have been employed. A huge debt of gratitude is due to Brian Miller for taking on the project management so professionally. Without him, I'm not sure how we could have contemplated such a large undertaking, certainly within such a modest budget. He also put us in touch with a very competent property consultant who identified the property most suited to our needs and budget and who also put in time and effort beyond that contracted to see the project through.

These are in Migvie House, North Silver Street, on the ground floor. These were modified in budget, and, only slightly delayed, Cairns moved in on Valentine's Day. However, the move, the smooth transition from Huntly street to Migvie house, with no loss of client time, could not have happened without the efforts put in by all the staff of Cairns for which we are hugely grateful, particularly our Office Manager who had a real baptism of fire. Particular praise, however, must be reserved for our Service Manager, who not only planned the whole move brilliantly, but put in a Trojan effort to see it through to a successful completion. Just as we were looking forward to enjoying the new space, and tackling our waiting list with increased capacity, Covid struck. Again the staff under our Service manager's guidance rose to the occasion, developing effective but safe home working, including new ways of reaching out to those requesting support. Training in telephone and on line counselling skills for counsellors was identified and undertaken, ensuring that those in need were not left alone.

New systems were developed for data collection and safe, secure storage. Physical changes to the new offices needed to comply with Covid regulations have been carried out, and we are tiptoeing our way back towards face to face counselling.

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CHAIRMAN'S REPORT CONTINUED:

“All those associated with Cairns are very proud of the work it does.”

Throughout the pandemic, funding has remained a concern. Thanks to the sterling efforts of our staff, funds have been secured in the short term. In the longer term, we look forward to re-engaging with the IJB to discuss future funding. It has been frustrating that this appears to be no further forward though Covid again has not helped.

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. This can be done through the office in Migvie House.

The Trustee Board has changed slightly this year, with Rev Duncan Eddie and Jane Dargie stepping down as Presbytery appointees. We thank them for their efforts of behalf of Cairns during their time with us. We are happy to welcome on board Rev Maggie Whyte and Anne Smith as new trustees, and I am particularly grateful to Anne for offering to put herself forward for the post of secretary to the board of trustees. Pat Moir is stepping down, finally, from this role, having previously intimated her wish to do so some time ago. I am grateful for her having many years of faithful and diligent service to the board as secretary, helping me ease into the role of Chair, and I am also grateful that she is remaining as a trustee.

I would like to take this opportunity to offer my personal thanks to all those, staff, volunteers, trustees, and 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, work that is even more necessary in these troubled times.



Chairman of the Trustees

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REFERRALS & APPOINTMENTS:



	2015-16	2016-17	2017-18	2018-19	2019-20
TOTAL REFERRALS	761	916	932	904	831
Cases opened	400	503	438	431	349
Waiting list	92	104	160	167	266



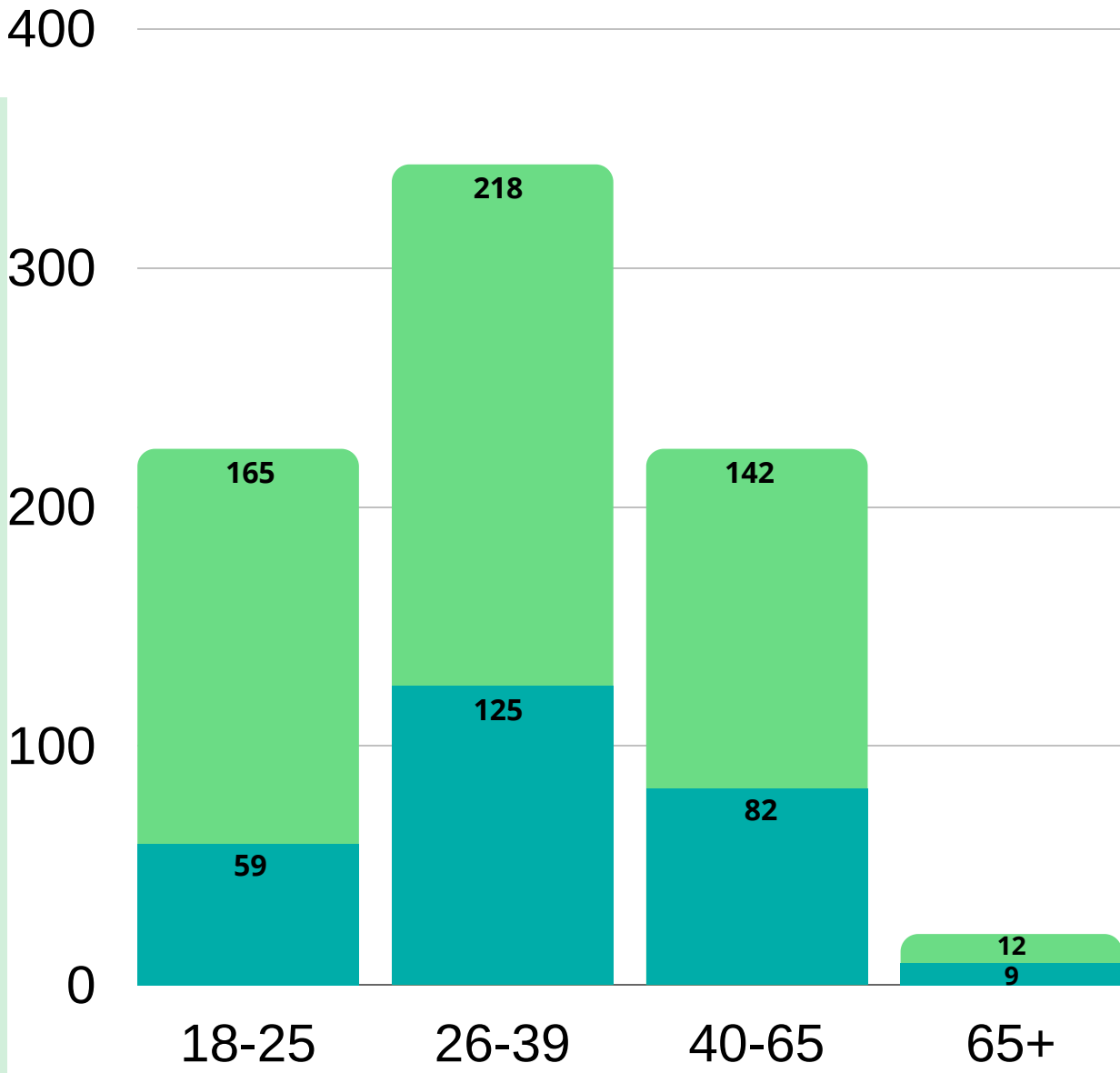
	2015-16	2016-17	2017-18	2018-19	2019-20
SOURCE OF REFERRALS					
GP	15%	15%	10%	12%	10.5%
Self-referral	80%	80%	89%	85%	88%
Other	5%	5%	1%	3%	1.5%



	2015-16	2016-17	2017-18	2018-19	2019-20
APPOINTMENTS					
Total offered	3932	4758	5012	4870	4267
Appointments kept	81%	84%	80%	81%	84%
Appointments not kept	19%	16%	20%	19%	16%

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REFERRALS BY AGE GROUP: N.B. In 19 cases, no age was given



	2015-16	2016-17	2017-18	2018-19	2019-20
Female	477	536	563	522	537
Male	230	333	339	332	275

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SERVICE MANAGER'S REPORT:

WE END OUR 2019/20 PERIOD IN THE MIDST OF A GLOBAL PANDEMIC, AND IT REMAINS UNCLEAR THE FULL IMPACT THAT THIS WILL HAVE UPON OUR SERVICE, OUR COMMUNITY AND INDEED OUR WORLD. WE, AS A TEAM HAVE DEMONSTRATED OUR ABILITY TO PULL TOGETHER AND FACE THE RECENT AND ENORMOUS TASK OF SERVICE DEVELOPMENT, AND I AM CONFIDENT WE WILL APPLY THE SAME TENACITY TO ALL FUTURE CHALLENGES.

The last 12 months have brought many challenges, and successes in what has been a time of growth and development of our service, with the vision of our trustees becoming a reality. We began the year in the early stages of our development project, and ended it having achieved the goals, expanded the service, and beginning to settle into our new facility. Unfortunately, we only had a short few weeks there before we were hit with the covid-19 health crisis which created a whole new set of challenges, but more on that later.

Our group of volunteers bring a dynamic mixture of skills and experiences to our service. We worked with 39 volunteers throughout 2019/20, ending the year with 26 counselling volunteers and 8 support volunteers, all giving between 3 and 6 hours a week support to clients. We must also give thanks to the 8 volunteers who ended their time with us during the last year. Among them, an honourable mention must be given to Anita who was with us for 9 years. We wish her well in her new ventures.

2019 also saw us reach a landmark of 25 years of service to the community. In the midst of all our development activity we were able to take time out and celebrate. We enjoyed a lovely afternoon tea and reminisced with friend past and present.

The biggest news of 2019/20 is of course the implementation of our development plans. After 20 months of planning and preparation we completed the final step and moved into larger accommodation, which also increases our opportunity for future developments.





From the kernel of an idea at our development meeting in June 2018, we have steadily progressed through the stages of developing enhanced operational plans, adapting our funding strategy to underpin the development, and identifying sources of external funding to allow us to complete our service expansion.

One of the key aspects to our development was increasing our staff team. We are very pleased to welcome our new team members; Sarah Bremner our Office Manager and Kathy Bond our new Counsellor Supervisor. Along with our existing staff team and volunteers, it was all hands on deck to complete the move and we are grateful to all for their willingness to roll their sleeves up and get stuck in. Packing, shredding, cleaning, moving, cleaning again, unpacking, building furniture, hanging pictures, the list goes on. Quite a multi-talented bunch we have at Cairns.

We also had assistance from many out with our team too, and they include spouses, parents, children, in-laws, friends and extended family. You all had a part to play, and we are grateful for it.

Our thanks also go to the external services which helped execute the development and move. These are as follows;

Sheena Miller – property consultant

Burnett & Reid – legal advice

Martin Calder – architect

Ryan McLaren Joinery – renovations

Bravada – removal company

One of the associated projects we were able to proceed with following our increased capacity was the development of a new Support Volunteer role. Designed to enhance the range of support and encourage engagement with the service, we secured funding from the National Lottery Community Fund. Recruitment & selection was completed in March and we were ready to commence with training in April when the health crisis prevented us advancing. We look forward to recommencing once it is safe to do so.

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In October 2019, we were invited to the SNP conference by The Bank of Scotland Foundation to help them represent the work they do. We participated in the event along with other charities they support and were able to inform attendees about the services we provide and the benefits The Bank of Scotland Foundation support has brought us.

From left to right;
 Sarah Bremner, Cairns Counselling
 Iona Mitchell, CLAN
 Duncan Peter, CLAN
 Fiona Alderson, Networks of Wellbeing

Supervision and support of the volunteers is provided by our Senior Counsellor Denise, Counsellor Supervisors Dee and Kathy, and Volunteer Supervisor Sheena. Organisational support is provided by our Office Manager Sarah, with Administration carried out by Susan. Funding for the service is largely supported by the work of our funding co-ordinator Sue.

We end our 2019/20 period in the midst of a global pandemic, and it remains unclear the full impact that this will have upon our service, our community and indeed our world. We, as a team have demonstrated our ability to pull together and face the recent and enormous task of service development, and I am confident we will apply the same tenacity to all future challenges.

Finally, I would like to give thanks to all who support the work of Cairns. Their generosity of time and skills ensures Cairns can continue to grow and offer support to those in need as we look forward to another year of activity albeit with a measure of uncertainty.

Claire Moggach

Service Manager

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EVALUATION:

My counsellor has been amazing, he really helped me have more confidence and get back to work. I couldn't have done it without him. Thank you
(Female age 30-40)

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 2019-20 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

Over these last 20 weeks my counsellor has seen my ultimate lows, and some highs, it's been a transparent process. For the first time truly I feel this has started in motion my own journey to a form of recovery.
(Male age 40-50)

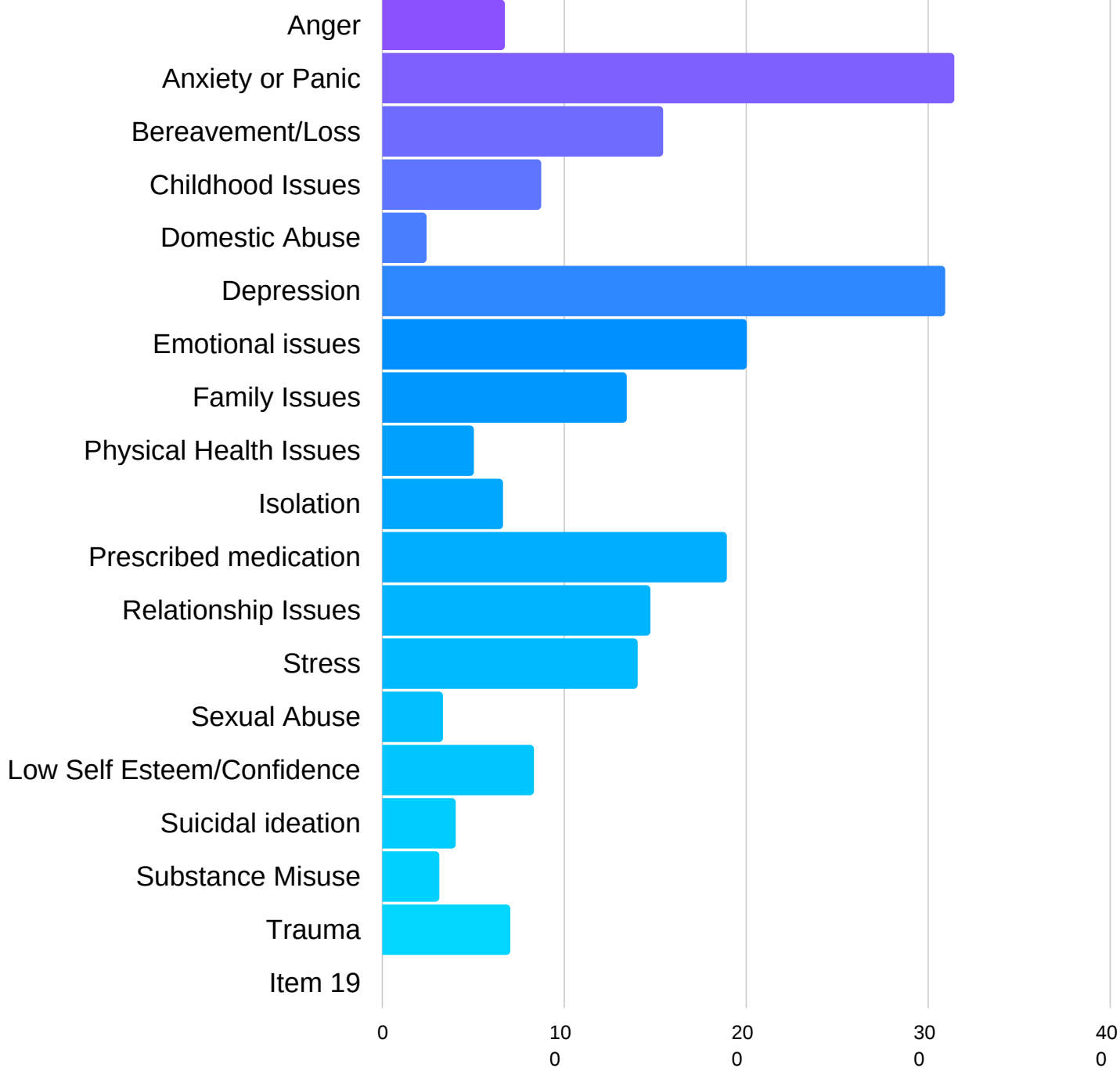
- The majority of our clients (92%) experience a positive change and improvement in their wellbeing.
- 73 clients (39%) reported that their wellbeing had improved by at least 10 points.
- The average score was reduced by 11 points between beginning and ending counselling. 18 clients (10%) improved by at least 20 points.
- The greatest change was seen in one male client whose score was reduced by 27 points and reduced his risk from 2 to 0.
- 125 (66%) have an end score of 11 or below which represents the cut off point for clinical results.
- 13 (7%) had a score of less than 11 at the beginning of counselling.

Thank you for your super service I don't think I've ever felt happier in my life.
(Female age 20-30)

12 ISSUES PRESENTED:

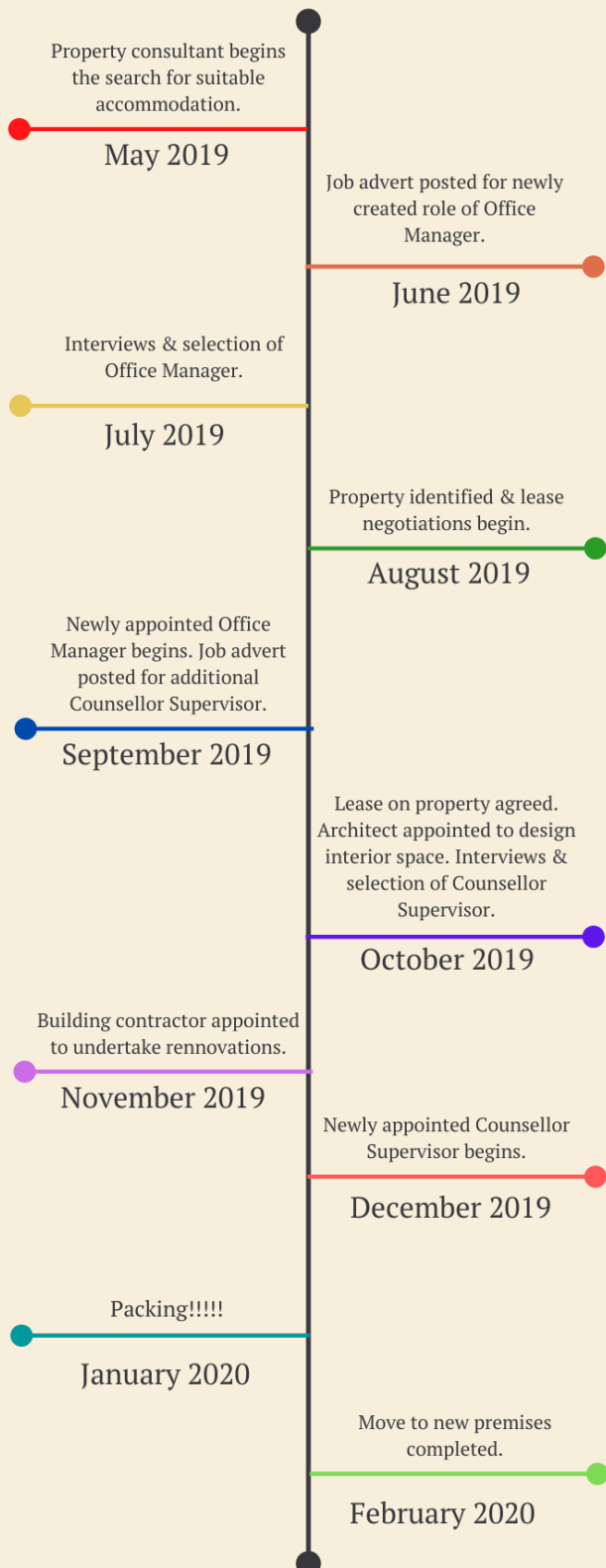
Our clients approach the service for support usually because they are experiencing difficulties or are distressed. What causes this difficulty can be wide ranging and often people may not be certain what the problem is. There are no specific criteria that must be met for someone to receive support, and 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.



13 OUR SERVICE DEVELOPMENT

CAIRNS DEVELOPMENT PROJECT



The 2019/20 period saw us complete our plans for service development. Since planning began in June 2018, work has been focussed on increasing our capacity and scope of support to the community. We recruited our new Office Manager and Counsellor Supervisor to provide the appropriate staffing levels to run an enhanced service. Finally on 14th February, we moved in to newly refurbished premises providing us with six dedicated counselling rooms (previously four) and a large meeting/training space.



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Our Business Plan:

- Increase total capacity by 50%
- Expand the scope of support
- Ensure appropriate accommodation to sustain the expanded service
- Reduce waiting times for clients
- Increase our response to meet local and national targets for Mental Health provision
- Prepare four year funding strategy to address financial needs and project funding gap

**Our Project:**

- Review of our existing property highlighted limitations
- Property consultant was appointed to identify new options
- Office Manager recruited to assist with execution of project
- Counselling Supervisor recruited to enable increased volunteer recruitment
- New support volunteer role created to address waiting times for clients

Current status:

Unfortunately, 5 weeks after moving, when we had not even fully unpacked, we were forced to close our doors due to the covid-19 pandemic.

Ongoing restrictions have meant our service has been severely affected with no face to face contact being allowed initially. We have responded by transforming our service delivery to include remote options of telephone and video.

Clearly the need for Mental Health support is vital at this time, and we are continuing to provide access to as many people as we can and look forward to being able to fully utilise our new premises in the near future.


15**OUR FUNDING: REGULAR DONATIONS****£39,519**

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 receive regular annual donations from the following sources; which met 23% of our 2019-20 costs.

The remaining costs must be found from different and unsecured sources along with any invested funds we may have.



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



**Aberdeen
Presbytery
£6,500**



**Jennie S Gordon
Memorial
Foundation
£6,000**



**Kelbie Trust
£375**

16 OUR FUNDING: APPLICATIONS FOR FUNDING

In 2019-20 we secured £50,738 (meeting 29% of costs) from new sources through funding applications submitted by our funding co-ordinator.

£18,776 (meeting 11% of costs) came from other voluntary donations including donations from clients, community events and anonymous donations.

£25,320 (meeting 14% of costs), was received from other activities and services provided.

**Northwood
Charitable Trust**
£10,000 towards
general running
costs

**Bank of
Scotland
Foundation**
£18,725
towards salaries

**National
Lottery
Community
Fund** £9,233
towards project
costs

**Hugh Fraser
Foundation** £3,500
towards Salaries

Hope Trust £3,500
towards general
running costs

**Lady Eda Jardine
Charitable Trust**
£2,000 towards
CPD costs

**Ernest Hecht
Charitable Trust**
£2,000 towards
salaries

**Gordon Fraser
Charitable Trust**
£1,000 towards
Salaries

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

Scotmid £280
towards
furniture for
new counselling
room

17 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.

Cults Parish Church £1000

Midstocket Parish Church £355

Aberdeen Masonic Service £200

South Holburn Church £190.17

W Y & S Stark £120

Inner Wheel St Fitticks £50

JustGiving™

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 just giving. We also receive a proportion of sales made through easyfundraising and amazon smile.

CLIENT COMMENTS

Thank you very much for allowing me to use this service. It was invaluable to helping me now and for the future (Female 30-40)

Thank you so much. I feel a lot better in over 30 years. I feel like a new person. (Female 50-60)

I really enjoyed my sessions. They have helped me so much to get out of a dark place. I have come such a long way since my first appointment. Thank you (Female 30-40)

Very appreciative of continued support and advice offered over full duration (Male 40-50)

This is such a vital service – I am so grateful for all you have done to support me thank you!! (Female 30-40)

I have very much welcomed the time and support provided by my counsellor. She has greatly assisted me to overcome/come to terms with my anxiety and distress. I still have a way to go to get to my happy place but this will take time but thankfully I am progressing in the right direction. Thank you! (Female 40-50)

I am really grateful to my counsellor for listening and keeping an open mind in meetings with me. She was a very compassionate person (Female 20-30)

18 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.

National - Scottish Government

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.

Mental Health Strategy: 2017-2027

19 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 2019 to 31st March 2020.

The sixth Annual General Meeting of Cairns Counselling SCIO was held on 2nd July 2019 and was attended by 10 members of the SCIO. The service manager's report highlighted the increased demands on our service and, despite our best efforts to increase capacity, we were unable to provide more appointments leading to a further increase in the waiting list. We were, however, able to move forward with our plans to expand. With the approval of the Trustees Brian Miller was appointed as project manager and suitable premises at Migvie House were identified. Increased permanent staff including an office manager were appointed to allow for an expansion in volunteer counsellors. After appropriate building warrants were approved, internal alterations were carried out within budget and the premises were available for occupation in early February 2020. This was achieved with little or no reduction in appointment availability thanks to the organisational skills of our service manager and new office manager.

We continue to receive support from the Health and Social Care Partnership, the Presbytery of Aberdeen, and Jeannie S. Gordon Memorial Foundation. We also received sizeable grants from the Bank of Scotland Foundation and the Northwood Charitable Trust. The other significant sources of funding for the service are from receipts generated from funding applications and counsellee contributions. Discussions with the Integrated Joint Board of Grampian Health & Social Care and other funding bodies have continued, looking at securing the future ongoing funding needs required by the expanded service.

In the year 2019/20 we have offered 4,267 appointments, with 831 referrals received. The number of appointments attended remain stable at 3,568 demonstrating an 82% rate of attendance. Outcomes remain high, with 91% of clients reporting an improvement in their wellbeing after counselling. This figure has been consistent over the last 5 years. We have recruited 10 volunteer counsellors and 8 support volunteers into a newly developed role. We continue to offer placements opportunities for student counsellors. Many remain with Cairns after they are qualified as they enjoy the experience and support, they get during placement. At the time of writing, we face uncertain times caused by the Covid pandemic but remain in a sound financial situation, able to move into a new chapter in Cairns Counselling SCIO, expanding and developing in new ways to meet new challenges, but still offering a high quality service as we go forward.

Our Trustees during 2019/20

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

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

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FINANCIAL REPORT

INCOME - 01/04/19 to 31/03/20**£138,868**

DONATIONS	£18,776
GRANTS	£89,882
INCOME FROM INVESTMENTS	£4,890
INCOME FROM OTHER CHARITABLE ACTIVITIES	£25,320

**EXPENDITURE - 01/04/19 to 31/03/20** **£175,507**

STAFF COSTS	£113,643
PROFESSIONAL FEES	£5,497
ADMIN COSTS	£6,645
ACCOMMODATION & FACILITIES	£12,784
OTHER COSTS IN RELATION TO CHARITABLE ACTIVITIES	£5,750
DEVELOPMENT PROJECT	£31,188

**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 2020 were £158,618 with cash equivalent reserves amounting to £136,477 representing around 9 months operating costs and provides cover for any future operating deficit. Reserves have been depleted this year through investment in additional facilities for service expansion.

Details of any deficit

There were no funds in deficit at the end of the year.

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 University course placements.

21 LOOKING AHEAD

Current Health Crisis

The current focus for the service is managing demand and ensuring ongoing support to maintain the service activities. We closed our doors on 20th March 2020 to protect our clients, volunteers and staff and soon began delivering an adapted service to ensure support was made available to as many as possible. The challenges of social isolation and anxiety will undoubtedly increase for many and while the full impact of this on mental health remains unknown at this time it seems pertinent that we prepare to respond to an increased need for support.



Service priorities

- Create systems for remote working
- Deliver remote support to clients
- Ensure regular communication is maintained for staff and volunteers
- Monitor income streams for loss and change
- Adapt and diversify funding strategy to increase financial resilience

