



ANNUAL REPORT

Encouraging, Empowering, Enabling



2021-22

SC 023I08



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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 GPs 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.



Chairman's Report

This year's report reflects the changes that have occurred in the organisational structure of Cairns over the past year, and mark a shift away from the AGM being simply an historical report of activity, to one that also looks forward, planning our joint future.

Clearly, this is not something that has been possible over the past two years, as we have had to react to Covid and respond to the societal changes this brought. I cannot thank the staff enough for the enormous effort everyone has put in this year to continuing the transformation of Cairns in ways that were unimaginable when we first moved into Migvie House.

As stated in last year's AGM, the move to online and telephone counselling has not only required the change in skills base, but also the adoption of online appointments and secure clinical data storage. This has required the review and acquisition of the most appropriate systems and hardware for our needs, followed by training in both hardware and software. Again thanks to Claire, our Service Manger, and Nichola our Office Manager for its successful implementation and ongoing training. Going forward, this will allow us to offer a more flexible, hybrid service, with the opportunity for some to work at times from home as well as office based, and offering clients counselling in different ways to meet their needs.

Organisationally we continue to review the structures needed to meet the needs of an expanded organisation. With the agreement of the Trustees, a management support group, consisting of a sub-group of Trustees and core staff, now meet monthly to progress the operational needs of the service. We are grateful for the management expertise brought to this group by Trustees Bill Whibley and Ian Beaton, and warmly welcome the additional financial experience that our newly appointed Trustee and Treasurer, Ann Thain now brings. The group have produced a plan for moving ahead which has been agreed by the Trustees. It sets our goals and targets for the coming year, and is part of the more proactive approach we are taking.

This restructuring has allowed us to reduce Trustee Board meetings to four per year, allowing the Board to concentrate on overall governance issues and planning, rather than day to day operations.

As part of this restructuring, we have contracted Just Employment Law to help with a review of our HR procedures to ensure they are reflect changes in working practices, and are compliant with employment law.

Chairman's Report

Financially, we continue to be stable, and I must thank Susan Will for her hard work and skill in allowing us to find ourselves in this position. There are still challenges ahead, however. We previously benefitted from specific Covid-related funding which is now no longer available. Client donations have seen a significant reduction, with most counselling taking place remotely until early 2022. Looking forward, we will implement pay-point technology in the office, and are enhancing our abilities to facilitate online donations and give clients diverse ways of supporting Cairns.

The largest proportion of our income remains grant applications to Trusts, and I, on behalf of the Trustees, must thank all those who have supported us, particularly those who have taken an interest in our services over many years.

We are aware of a need to engage more with the Corporate sector for financial support, to broaden our income base. We are looking to how this can be best achieved, including further enhancing the Trustee Board to bring in appropriate experience that would benefit the organisation.

Improving communication will be a major focus for the coming year, as it is clear that organisational changes have limited the opportunity to meet and communicate face to face. It is important that we keep everyone informed and feel part of the organisation, as well as allowing everyone's voice to be heard at all levels of Cairns. This is not just about telling, but listening.

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.

I would like to take this opportunity to offer my personal thanks to all those involved in the life of Cairns; staff, volunteers, trustees, and members. Without their dedication, commitment and support we could not provide the level of care we offer to those who come to Cairns, some at the most difficult times in their lives.

Dr James Repper
Chair of Trustees

Service Manager's Report

Over the last twelve months, we have seen a very welcome return to face to face counselling and an increase in our appointment activity as we consolidate service changes and respond to the demands of our community. As we continue to adapt our service to meet the needs of the community it is clear that a blended service will remain for the foreseeable future.

Sarah Bremner, our previous office manager who was instrumental in delivering and supporting our digital admin needs through the challenges of working remotely, has now moved on and we thank her for her time and wish her well with her new focus. Our new office manager Nichola Duncan has hit the ground running and is a welcome addition to the team. The implementation of our new client management system and the logistics of returning to face to face counselling have been just some of the challenges she has faced and overcome to the benefit of all.

To support the administration needs of the service, we now have a permanent appointment of Nichola Crawford. Increasing our efficiency and making inroads to reduce our waiting list have been some of the initial tasks achieved in her first few months. She has settled into the role well and looks set to continue having a positive impact on productivity.

Funding the service continues to be an area of perpetual uncertainty. Most of our income must be generated every year through various income streams including applications to charitable trusts and foundations, and donations from clients. Suzi Will our funding co-ordinator has the unenviable and principal task of achieving our income targets. She has done a fantastic job in securing the funds to keep us going, particularly as we have experienced a large and sustained decline in donations.

Pre-lockdown, donations from clients supported around 10% of our running costs. This year we have received donations which amounts to only 0.02% of our costs. With even more pressure on finding funds to keep the service going, it remains essential to our ongoing viability to broaden our income streams, and this will become an area for focus as we head into the next financial year. We are progressing with digital options to make it easier for people to donate and will be linking to our plans for marketing and communication to enhance our profile in the community. With economic challenges only set to grow across all communities, we will need to review our expectation of donations.

The core purpose of our service is to deliver counselling. Access to and availability of counselling remains our primary concern as an organisation. The dedication and commitment from our staff counsellors has been crucial to allow our activities to continue.

Service Manager's Report

Through the challenges of working remotely while navigating new systems and technology, working directly with clients through the most difficult and uncertain circumstances, and continuing to support our team of volunteers; collectively they have worked with compassion, tenacity, and professionalism to underpin the counselling service and provide advantage to over 400 adults in our service. The impact of this cannot be underestimated and my personal thanks goes to Denise, Dee and Kathy, and their commitment to Cairns.

I must also give recognition to the work of our dedicated volunteers. Collectively, they have delivered 69% of our counselling appointments. Our service delivery model is dependent upon their donation of time and skills. Their input allows us to provide an efficient and effective way for the service to support as many people as we can. We in turn have provided our volunteers with clinical supervision and CPD to ensure their counselling practice and professional development is supported.

The ability to meet the increasing demand for counselling is reliant upon us continuing to recruit volunteer counsellors. We have an ongoing cycle of recruitment that allows us to engage with a wide range of skilled individuals who are committed to making a difference to the lives of others. Many of our volunteers start as post graduate students, fulfilling the practical aspects of PgDip or MSc qualification. We have a cohort of volunteers that have been with us for many years, which I hope is testament to the positive and fulfilling experience when working at Cairns.

May 2021 saw the launch of our focussed support sessions to clients. Six volunteers completed the training and began delivering support. A review of this National Lottery funded pilot after 40 weeks of activity showed us that while the uptake of appointments had been significantly lower than anticipated, the outcomes showing it had been hugely successful with 72% having their expectation of the service met or exceeded. The decision was made to maintain this aspect of the service but due to lower demand there is no plan to develop it further at this point.

As we enter the new financial year of 2022/23, we prepare to undertake a full review of service need following an organisational strengths review. This will inform our strategic approach and planning service activities in both the short and longer-term.

Finally, I would like to give thanks to all who support the work of Cairns. Whether financially, or through the generosity of time and skills, all input ensures Cairns can continue to grow and offer support to those in need as we look forward to another year of activity.

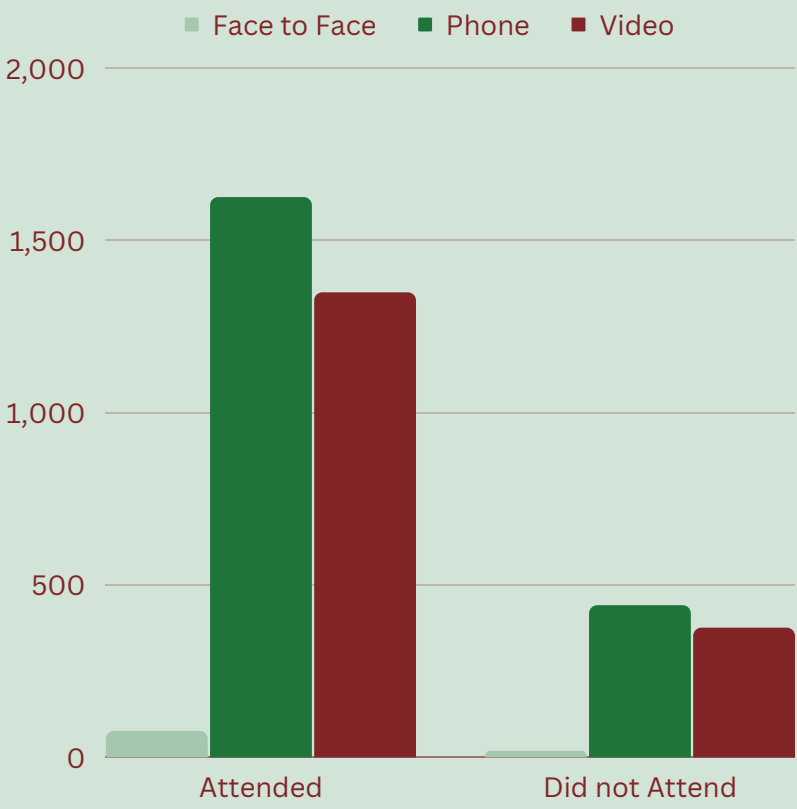
Claire Moggach, Service Manager

Referrals and Appointments



**895
new referrals**

**322 started
counselling**

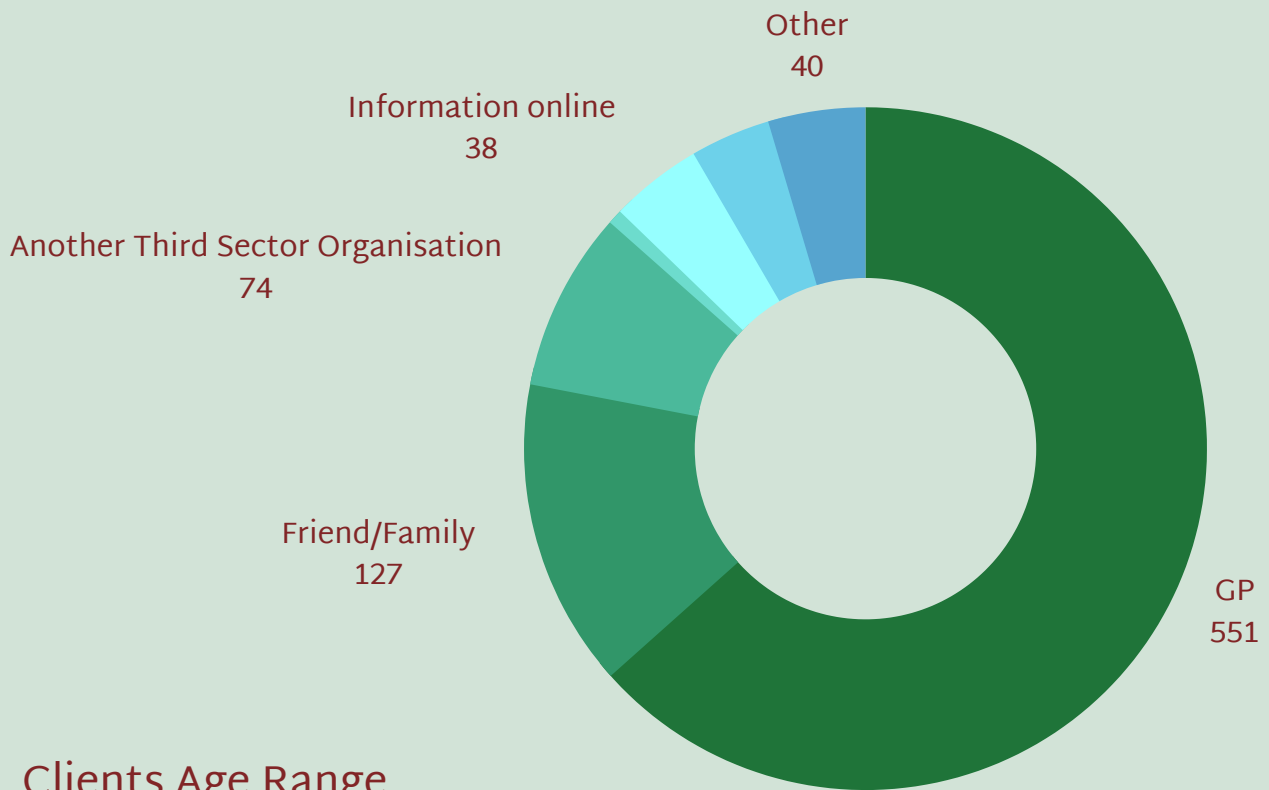


**430 supported
through the year**

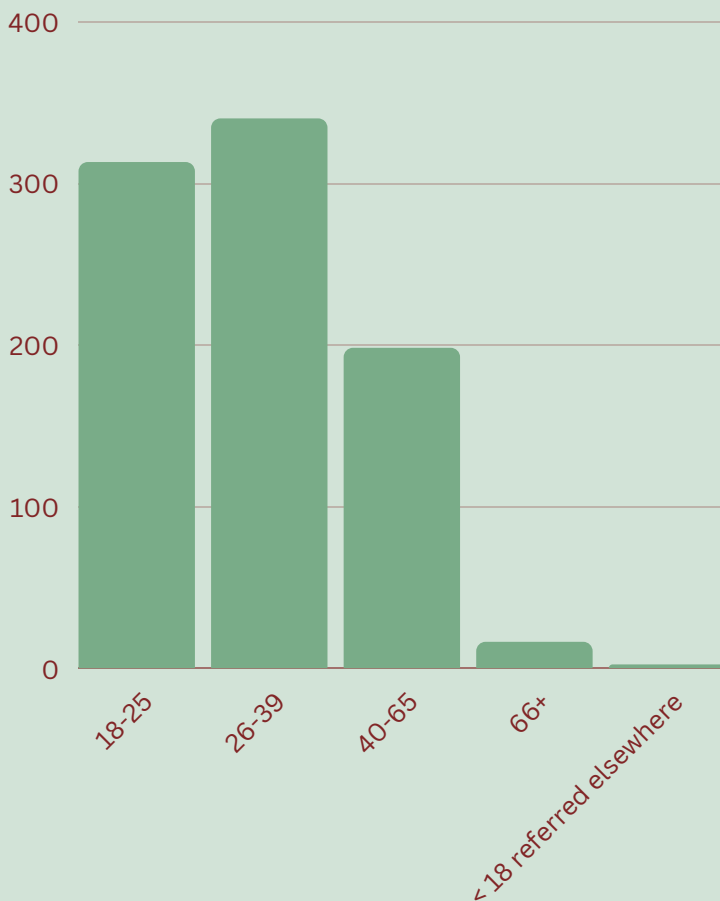
**4361
appointments
made**

Referrals and Appointments

How Clients Found out about Cairns



Clients Age Range



Of the clients referred, 70.3% identified as female; 24% identified as male; 1.4% identified as non-binary; and 1.3% preferred not to say or define.

Referrals and Appointments

Focussed Support Sessions

We received funding from The National Lottery Community Fund to develop and deliver a new type of support within the service. All clients who referred themselves to the donation based service were offered these sessions, while they waited for counselling to begin. The sessions started in May 2021, after the completion of training appointments were offered with our 6 support volunteers.

During the year 91 sessions were arranged, 69 were attended and 25 clients gave feedback.

- 22 found the sessions helpful, 2 neutral, 1 unhelpful
- 9 said the sessions were better than expected, 9 expectations fully met, and 6 expectations were somewhat met.
- Just one person said their expectations were not met

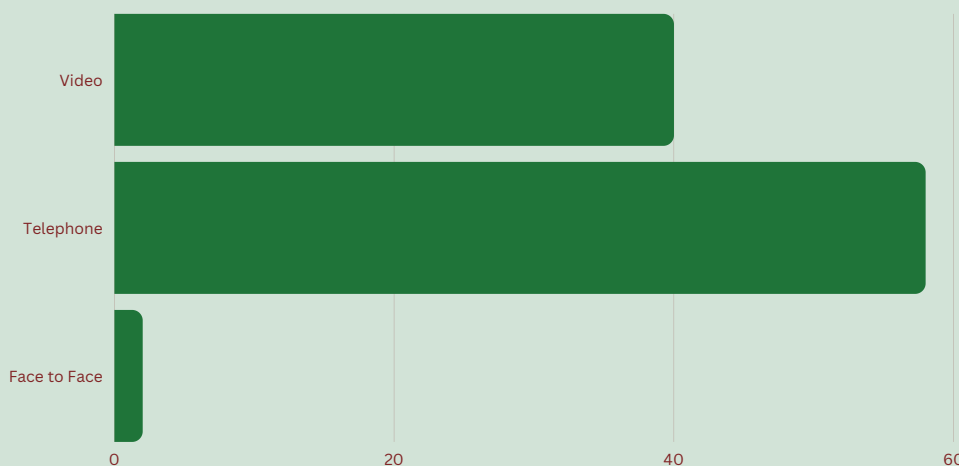


Types of Appointments

Covid-19 continued to have implications for the delivery of counselling sessions, as the counsellors and clients adapted to using phone and video for their appointments.

In January 2022, we were delighted to having staff and volunteers back at Migvie House, and began to see clients face to face. There was certainly some nervousness all round as we returned to having actual people in the office! However, we are now seeing a gradual increase in requests for face to face counselling, and continue to support those volunteer counsellors and clients who would prefer remote arrangements.

It is expected that this hybrid approach to the delivery of counselling will continue for the foreseeable future.



Issues Presented

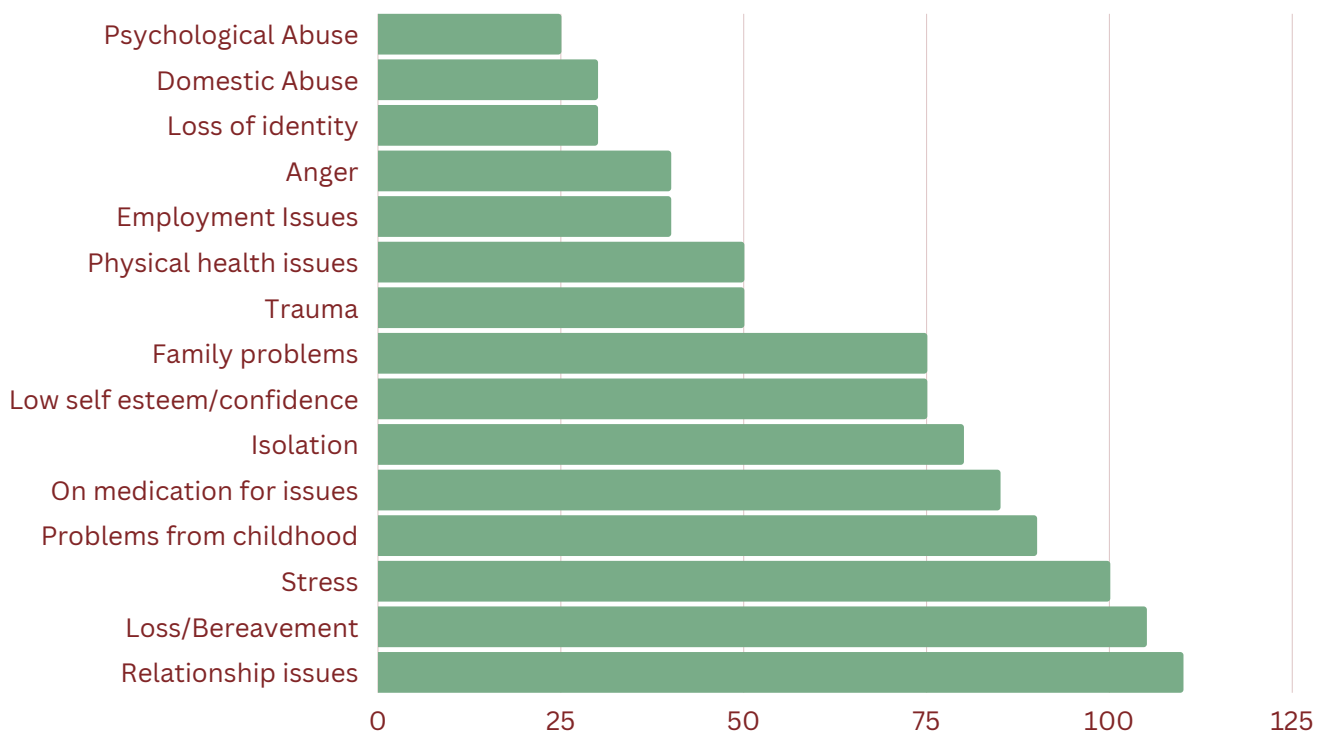
Our clients often initially contact the service for support because they are experiencing difficulties or are distressed. This can be an immediate issue, or a long-standing one that is now coming to the fore and affecting their lives. The underlying causes are varied, and it is often the case that people may not be certain exactly what the problem is.

Cairns has no restrictions on addressing the types of issues that someone might be facing. Clients are able to focus on all or just some of what might be distressing them. We collate the issues that are presented so that we get a better understanding about the problems that counselling is required to address.

The three most common issues presented by clients were Anxiety/Panic; Depression; and Emotional Issues



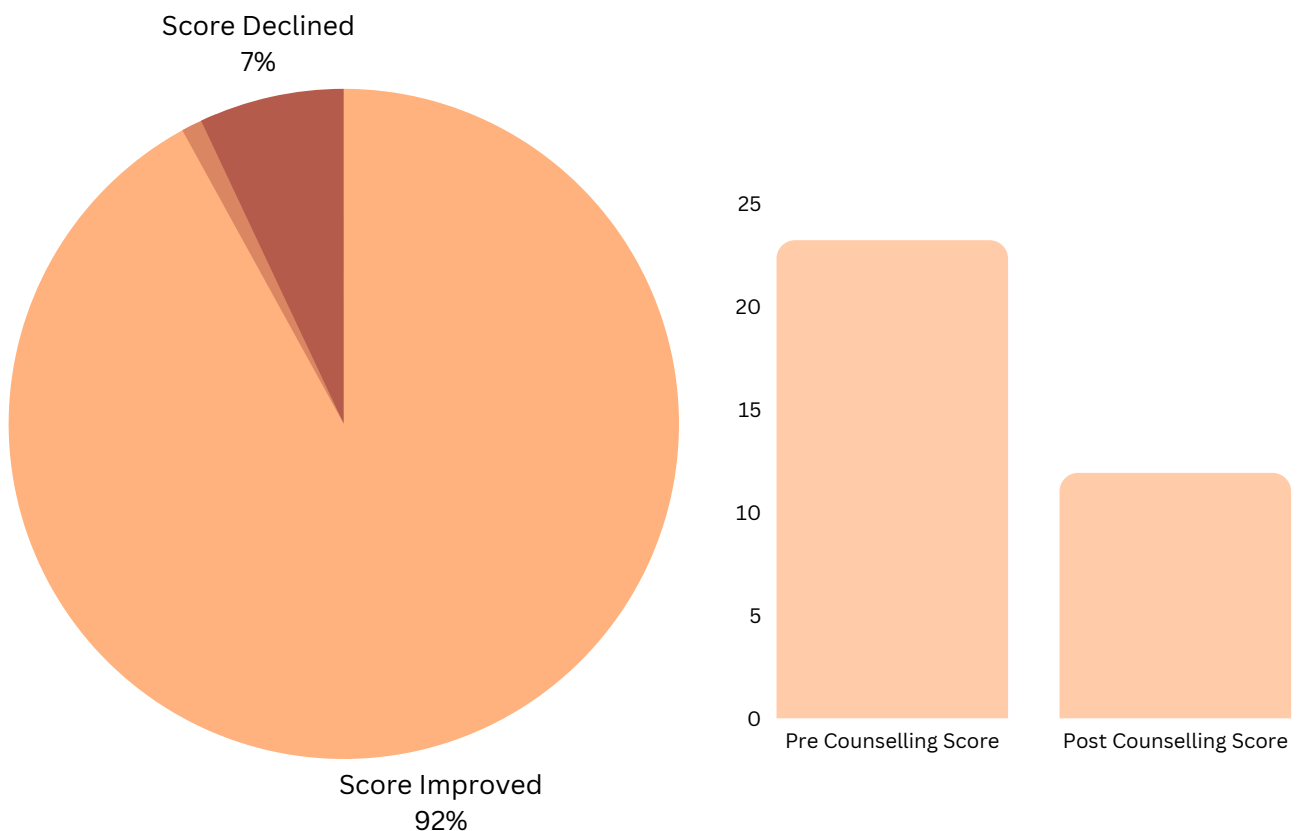
Other issues presented by our clients are shown below, however it is important to bear in mind that this list is not exhaustive. Many people who access our support are taking medication prescribed to help with symptoms. This is most often in the form of anti-depressant or anti-anxiety medication.



Evaluation of Service

Clients are given a Core 10 questionnaire to complete at the time of referral, and again after the counselling sessions are completed.

The highest score possible is 40, the lowest score 0, with the clinical cut off score considered to be 11. The score also provides a way of identifying risk. We received 74 returns at the end of counselling.

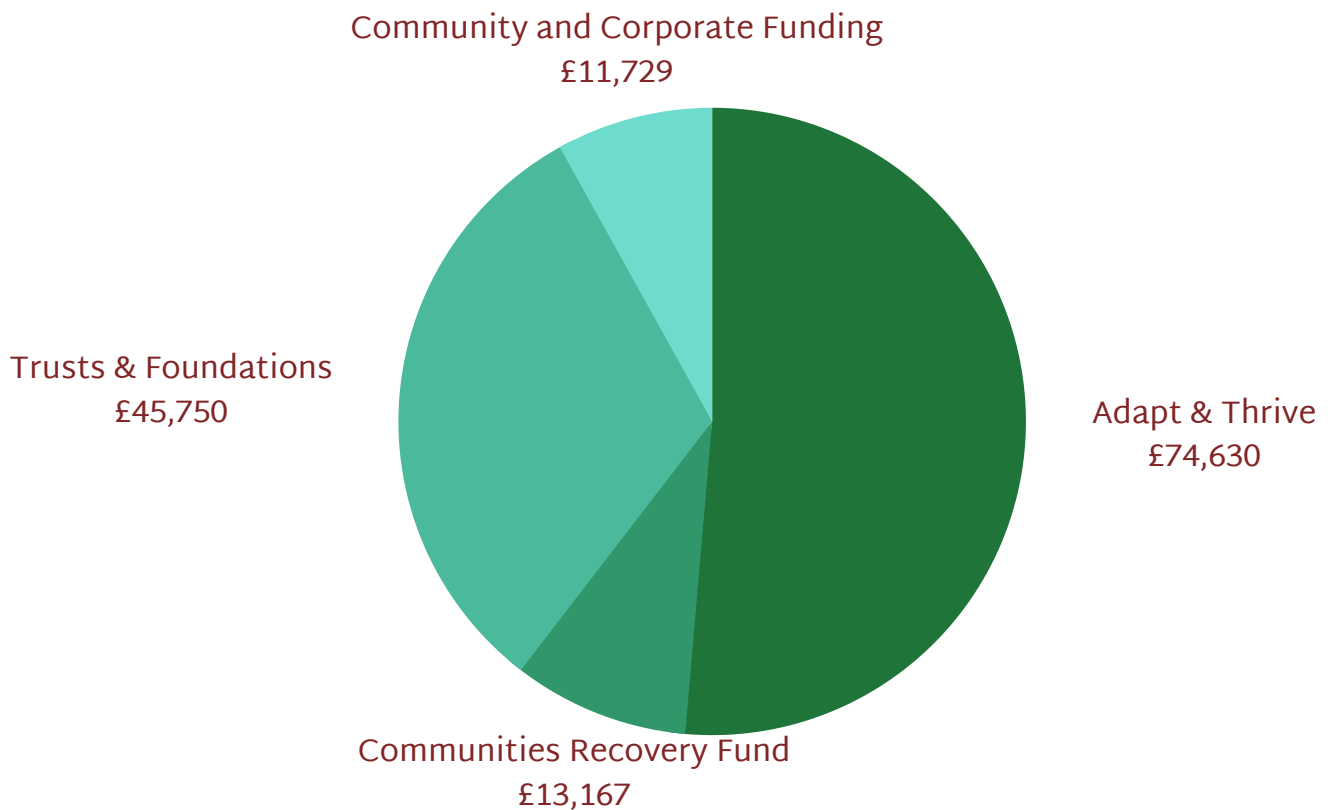


Funding Report

In 2021-22, we secured £145,276 through funding applications submitted by our Funding Coordinator.

This was boosted considerably by the award of a one-off Adapt & Thrive grant of £74,630 from the Scottish Government, to support our charity in adapting to the challenges presented by the COVID-19 pandemic and build back stronger to thrive in the future.

We know that COVID-related grants will no longer be available at this level, which will present significant funding challenges in 2022-23.



An additional Covid 19 impact on our finances was a significant drop in individual donations, as we were working remotely for much of the 2021-22 financial year. We are developing more options for online and in person donations for 2022-23 to boost this income stream.

Financial Overview

Income:

1 April 2021 to 31 March 2022 **£249,409**

- Donations **£31,094**
- Grants **£183,335**
- Receipts from Fundraising Activities **£13,063**
- Investment Income **£3,827**
- Income from Other Charitable Activities **£18,090**

Expenditure:

1 April 2021 to 31 March 2022 **£228,561**

- Staff Costs **£146,340**
- Professional Fees **£5,158**
- Administrative Costs **£10,308**
- Accommodation and Facilities **£37,262**
- Costs from Other Charitable Activities **£11,463**
- Fixed Assets **£18,030**

Statement of our Policy on Reserves

It is not the policy of Cairns to accumulate reserves but to deploy funding received to meet the charitable purposes, while maintaining sufficient reserves to cover at least 3 months of operating costs. Cash reserves at the end of the year amounted to £160,195 of which £133,539 was unrestricted. This represents around 8 months operating costs. This higher level of reserves is a result of a significant legacy which is being utilised over time to fund service expansion and ongoing delivery of that increased service level.

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.

Thank You to our Supporters

Thank you to everyone who has raised money for or made individual donations to Cairns Counselling over the last year. The generosity of our supporters enables Cairns Counselling to continue offering a high-quality counselling service that can be accessed by anyone in need of professional counselling support.

Thank you to the funders who have supported us this year:

Scottish Government - Adapt & Thrive - £74,630

Aberdeen City Health & Social Care Partnership - £26,644

Robertson Trust - £15,000

Scottish Government -

Communities Mental Health & Wellbeing Fund - £13,167

Aberdeen Presbytery - £6,500

Jennie S Gordon Memorial Foundation - £6,000

Tabhair Trust - £5,000

Miss Caroline Jane Spence's Fund - £5,000

Stafford Trust - £5,000

Edward Gostling Foundation - £5,000

Sanctuary Community Investment Fund - £3,500

National Emergencies Trust - £3,051

Aviva Community Fund - £2,978

Hope Trust - £2,500

Albert Hunt Trust - £2,000

Sir Jules Thorn Charitable Trust -

Ann Rylands Small Donations - £1,250

W M Mann Foundation - £1,000

Emerton Christie Charity - £1,000

Acciona Community Benefit Fund - £1,000

Arnold Clark Community Fund - £1,000

Gordon Fraser Charitable Trust - £1,000

Kelbie Trust - £500

Violet M Lessels Trust - £500

Barrack Charitable Trust - £500

James T Howat Charitable Trust - £500

Localgiving/People's Postcode Trust - £500

Asda Foundation - £200

Thank You to our People

Cairns Counselling is a Scottish Incorporated Charitable Organisation and we could not provide this counselling service without the fabulous support of our large group of volunteers and small staff team.

Our staff team is led by Claire Moggach and the staff counsellors are Denise Mair, Dee Masson and Kathy Bond.

The staff counsellors are supported by Nichola Duncan, Office Manager, Suzi Will, Funding Coordinator and Nicki Crawford, Administrative Officer



The service could not function without our wonderful volunteer counsellors. We have a mixture of very experienced counsellors, and those who are working towards their professional qualification.

Our volunteers this year included: Claire, Donna M, Donna McD, Lynda, Terry, Dariusz, Rhea, Kemba, Michelle, Adrian, Elena, John, Karen B, Karen C, Maria, Stewart, Roxana, Carol-Ann, Melanie, Angelika, Vivian, Roslyn, Michele, Gary, Joanne, Julie, Lynn, Nik, Susan, and Inge.

Cairns Counselling is governed by a board of Trustees led by Chairman, Dr James Repper. The Trustees include Anne Smith (Secretary), Miss Patricia Moir, Rev Muriel Knox, Dr Ruby Watt, Rev Maggie White, Rev Kenneth Petrie, Mr Bill Whibley, Mr Ian Beaton.

Making a Difference

Feedback From Clients 2021-22

97% would recommend our service to others (89% very likely, 8% likely, 3% neutral)

61% of clients reported feeling more like themselves

70% of clients reported feeling more self aware

69% of clients reported feeling more confident

12% of clients reported reducing or removing medication

64% of clients reported feeling they have better communication with others

76% of clients reported feeling better equipped to deal with future challenges

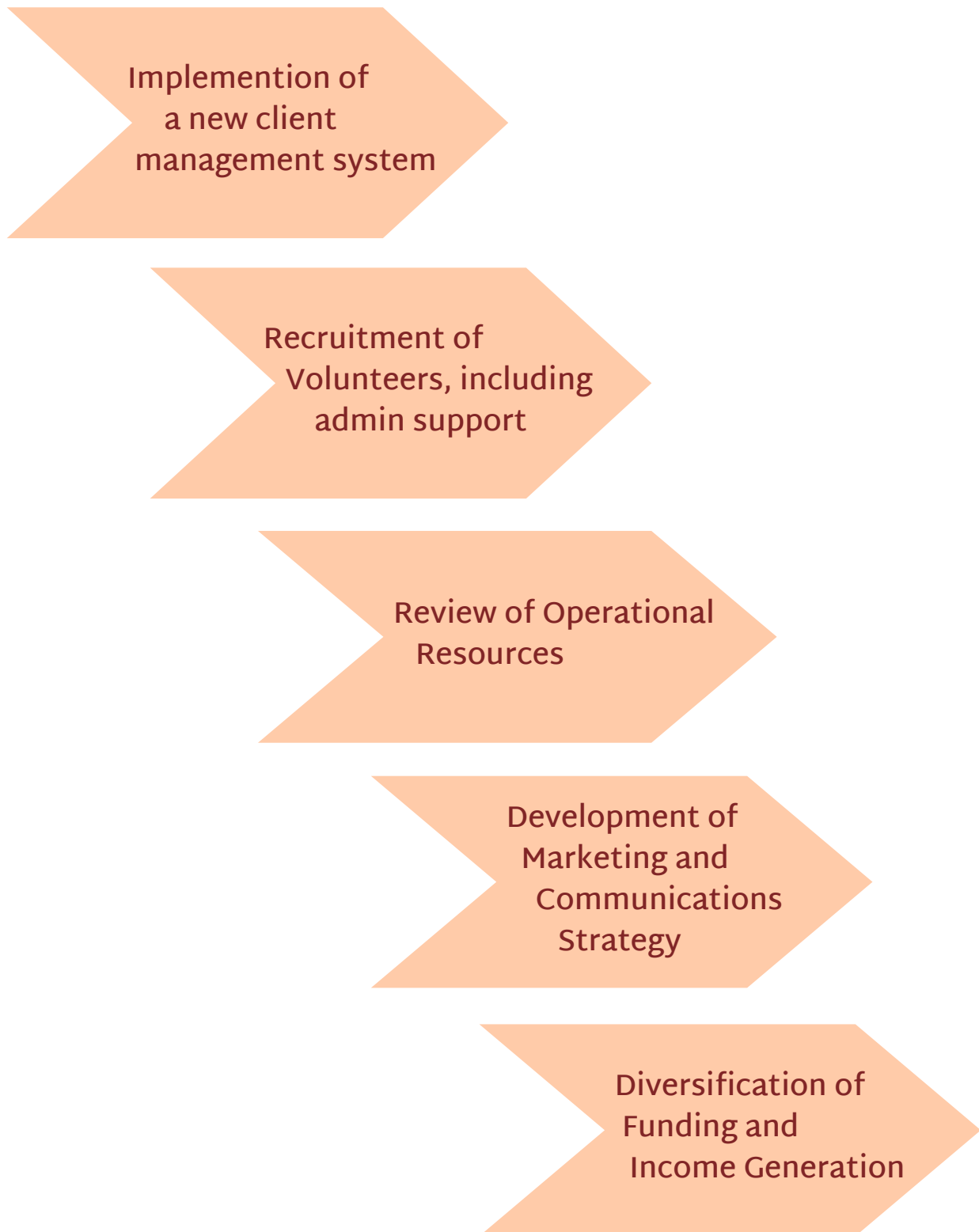
12% of clients reported that they had been able to return to work

51% of clients reported having better relationships with others

34% of clients reported feeling more effective at work

Looking Ahead

As we look forward to next year, the Trustees will be undertaking a review of our strategy and organisation to ensure the service is able to continue to achieve its aims and purpose. Key activities will include:





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