



Pf COUNSELLING
SERVICE

ANNUAL REVIEW
2008/2009

"I can remember very clearly what that first big set-back felt like.

Suddenly, life was unfair and directionless. The gloom felt uncontrollable, physical. I was lucky. Thoughtful counselling helped me out of that state remarkably quickly. With renewed confidence, I was able to move on to fresh challenges.

That experience sparked my interest in the work of the PF Counselling Service."

Company Director and counselling client

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Pictures, clockwise from top left: counsellor Adrian; counsellors Tess, Jan, Jeanette, and Shari; administrator Catherine and volunteer receptionist Paul; counsellors Susan and Rosie; volunteer receptionist Jess; counsellor Lucy.

Sometimes we all need a little help...

The PF Counselling Service was established in 1986 and is an independent voluntary counselling agency based in Edinburgh. It offers both short and long term therapy to adults, irrespective of their geographical location and their ability to pay. Our counselling service enables hundreds of individuals each year to overcome their difficulties, experience personal growth and make dynamic changes towards leading a more fulfilling life.

The PF's counsellors and psychotherapists provide a safe, supportive and non-judgemental therapeutic environment in which to work through issues or concerns, past or present, that may be causing difficulties. These may include issues with relationships, family, health, employment, self-esteem and other major life challenges (such as depression, anxiety, abuse, loss, grief or addictions). Every client is unique and special to us, and we aim to offer each the support they need to tackle their own specific struggles or difficulties. Our counsellors are amazingly committed and passionate professionals from a range of counselling traditions who volunteer their time every week to help our clients.

The PF is a registered charity (Scottish Charity No. SC008875) and a company limited by guarantee (SC122762). We are a COSCA Recognised Organisation.



BOARD OF DIRECTORS

Dick Manson	Chair
Bill Carr	Chair (<i>resigned 31.3.09</i>)
John McCabe	Treasurer
Hilary Peppiette	Company Secretary
Val Bland	Member (Counsellor)
Janet Buncle	Member
Elizabeth Colwell	Member (Counsellor)
Matthew Haggis	Member
Alison Hampton	Executive Director
Wendy Mathison	Member (Supervisor)
Duncan McIntosh	Member
Auditors	James Anderson & Co
Bankers	Bank of Scotland

STAFF

Alison Hampton	Director
Lindsay Crago	Practice Manager
Catherine Hookes	Administrator

SUPERVISORS

Clare Crombie	Wendy Mathison
Angie Fee	Vicky McCombe
Sandra Knight	Christina McDonald
John MacFadyen	

VOLUNTEER RECEPTIONISTS

Felicity Bach	Miriam Holm °
Jess Bailey	Elsbeth Lindsay †
Jezreel Belleza °	Jackie Marsh
Jo Bluett †	Margaret McCall
Paul Corcoran °	Jane Mitchell
Frances Cox °	Jan Nicholson °
Kate Donaghy	Susie Rice °
Myra Ferguson †	Rosalind Ritchie †
Dot Forman	Irene Smith °
Liz Gallagher	Jo Stevenson †
Chris Hewitt °	

VOLUNTEER COUNSELLORS

Jane Adam	Karen Johnstone
Val Bland	Catriona Laing °
Liz Bondi †	Gordon Laird °
Rosie Brands °	Billy Lee
Mimo Caenepeel †	Angela Lindsay †
Val Caird	Caz Lyall-Ford †
Jeanette Campbell	Susan Marr
Elsbeth Campbell	Jackie Marsh °
David Christie	Adrian Martinez
Shari Cohn-Simmen	Barbara Matheson
Elizabeth Colwell †	Ian McLeish
Steff Cooke	Ann Moffat †
Lindsay Crago	Laura Murray
Lucy Dixon	Mairi Nye
Tess Doig	Catriona O'Hara °
Jill Duncan	Mary Parkhouse
Bea Dundonald	April Parkins
Ariel Dunnett †	Jim Paterson
Susan Edwards	David Pike °
Mandy Elgin	Corinna Pugh °
Kirsti Ferrier °	Tanya Richardson
Fiona Ferry	Esther Rieley
Sheila Halliday	Lynne Rollo
Alison Hampton	Jeni Rudge °
Gail Handyside	Gillian Saunderson °
Irene Harley	Carol Scarth
Linda Hay °	Gaynor Sharp
Alexia Haworth †	Andy Smith
Jan Herbert †	Hilary Spenceley
Chris Hewitt °	Margaret Stephenson
Caroline Hickson	Lindsey Stewart †
Jacqueline Hoare °	Shirley Thompson
Christine Holland	Caro Tulloch
Helen Howitt	Adrian Tupper
Cathie Hutchison	Kim Ward
Irene Jardine	Gillian Wardell
Allison Johnstone †	Morag Whitelaw

OTHER VOLUNTEERS

Sheila Gould (Book-keeping and Finance)
Matthew Haggis (ICT and Print)

† PF People who left during the year up to September 2009

° PF People who arrived during the year up to September 2009

CHAIR'S REPORT



I took over as Chair of the PF right at the end of the 08/09 financial year, so my first and most important task is to say a big and warm thank you to Bill Carr, who was Chair for three years up to that point.

Bill brought a wealth of talent, experience and care to his role and proved a valuable leader, supporter and developer for the organisation. He steered it through some rough times, including a funding crisis which almost saw the PF close for good. But at the end of his tenure it was bigger, stronger and more dynamic than it had ever been before. We are truly grateful for all his time and effort.

How do I follow that? I don't quite know yet, but I shall relish trying! I have inherited a strong and enthusiastic Board, and a similarly committed group of counsellors, staff, supervisors, receptionists and friendly volunteers. All of them work throughout the year to ensure that we are doing all we can to meet the continuing demand for our services. We need to build on the strengths we have, and we need to ensure the level of security and sustainability they deserve. This is my challenge.

I am hugely encouraged by the efforts of our counsellors, the support of our clients, the generosity of some key local organisations, and the support of NHS Lothian. As a result of this, our funding is fairly secure for the next year or two, to provide our core service of effective and professional counselling. We will still need to raise money for new projects, and for that all-important search for new premises, but for now our clients are not at risk of having their counselling interrupted.

In the year since the funding crisis there have been a number of changes in the staff team working with Alison, the Director, but this has now settled. Our task therefore is to build systems and stability which will allow natural turnover in the staff and volunteers to occur in future without disrupting the service or our plans.

I am happy to endorse a vision that the PF Counselling Service should be recognised as Scotland's most effective and professional voluntary counselling agency. I'd like to thank all of those concerned for their efforts which have brought us this far, and I look forward to working with everyone in the years ahead.

Dick Manson
Chair



The PF said farewell and heartfelt thanks to Jan Herbert in 2009, after fifteen years of voluntary commitment as a counsellor. We are truly grateful for all her work and will miss her presence around the PF.

"The PF has been a wonderful organisation to be involved with over the years. I did my training here with an excellent team of people, and their values and standards underpin the work being carried out today.

I have been here through many changes and challenges, not least the constant pressure for funding which seems so undeserved, given the exceptional service the PF provides. The PF's reputation for excellence and professionalism has allowed it to grow into a diverse community, and the quality of supervision and personal development training has been exceptional.

It has been a joy and a privilege to have been involved with so many dedicated people who have a real heart for the work and who give so much of their time and talents to supporting and helping others. Thank you for having me." Jan

THE YEAR IN NUMBERS

6,947	counselling sessions offered over twelve months
984	hours of clinical supervision for counsellors, individually and in groups
418	clients supported to address problems and explore issues
194	women started counselling, 88 men and 6 couples
138	clients whose GP recommended the PF, about 48% of the total
115	clients on the waiting list, typically, although varying through the year
81K	pounds received in total from weekly client donations
74	professional committed counsellors volunteering weekly
55	hours professional development and training provided for counsellors
40	pounds typical cost of a private counselling session in Edinburgh
15K	pounds of Tax reclaimed via the Gift Aid scheme
20	volunteer receptionists providing a warm welcome
18	total number of sessions attended per client, on average
14	pounds per session average amount our clients donate
11	Board Members focusing on governance and strategy
7	experienced supervisors supporting and maintaining high standards
3	professional and hard-working staff keeping it all running smoothly

"The PF has been my professional and personal saving grace since moving from Canada to Edinburgh in 2008.

I feel incredibly privileged to be part of such an amazing group of dedicated counsellors, committed receptionists, exceptional supervisors, and of course, a small but extraordinary staff team!!

I look forward to a year of continued personal, professional and organisational growth ahead - keep the challenges coming!"

Lindsay Crago
PF Practice Manager

"Life is good... Thank you for all your help and support. I couldn't have done it without you."

a client

DIRECTOR'S REPORT

Here to Serve Our Clients

The PF has over 20 years' experience of serving the people of Edinburgh and the Lothians, enabling individuals and couples to access, receive and benefit from counselling. The past year has seen some management challenges, but I am pleased that we have once again increased the number of counselling sessions we have been able to offer to clients. We continue to respond to a high demand from people in every walk of life, who come to us directly or to whom we are recommended by GPs and other health or social care professionals.



Our dynamic and diverse team of professionally trained volunteer counsellors commit their time, energy and skills every week to offer counselling to their clients. They are at the core of what we do, and it has been a delight to work with all of them throughout the year. Equally important are our staff and volunteer receptionists, who make sure we can welcome clients from 9.00am to 9.00pm. We have added more people to these branches of the 'PF family' in the past year, and I am pleased that everyone has readily joined in with our 'clients come first' attitude.

Supported by our Community

The 'Year in Numbers' shown opposite gives some sense of the scale and diversity of the service we provide. As well as an increase in the number of sessions offered, it is notable in our accounts that there has been an overall increase in the income which comes from clients' own voluntary donations, as well as the Gift Aid tax rebate we claim on these. In these times of restricted financial support from outside bodies, it is very encouraging that our clients value us enough to make these donations, as long as no-one feels prevented from seeking our help because they think they have to pay. It is important to us that we continue to offer our service to everyone, irrespective of their ability to pay, or indeed their nationality, ethnic origin, religion, age, gender or sexuality.

Last year the Artemis Charitable Foundation essentially rescued the PF from closure, and I am delighted that they were able to repeat their support this year, allowing us to continue to strengthen our service. In the course of the year we were also pleased and proud to begin a closer relationship with Alison and Chris Butler, who generously committed to providing a substantial donation every year for the next five years. This is a rare and fabulous thing, and leaves us once again very grateful for the support of the community, people and organisations of our city.

We have strengthened our relationships with key stakeholders such as the NHS and Social Services. I am proud to have been appointed Vice Chair of the Edinburgh Voluntary Sector Counselling Services Forum. And as we move towards professional regulation of counselling and psychotherapy, I am pleased to be able to connect more closely with both COSCA and BACP, and to provide a conduit for information exchange with our counsellors on this important issue.

Looking to the Future

Despite the recession, or perhaps because of the need for our services in it, we ended the year in a positive and forward-looking frame of mind. We continue to look for new premises, and we will continue to improve our facilities and services for our clients. We also want to strengthen our role and reputation as one of the leading voluntary counselling agencies in Edinburgh – and, indeed, in Scotland!

A handwritten signature in black ink that reads "Alison Hampton". The signature is written in a cursive, flowing style.

Alison Hampton
Director

FINANCIAL REVIEW

for the year ended

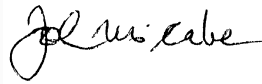
31 March 2009



For the financial year ending 31 March 2009, the PF Counselling Service achieved a total income for the year of £211,183 representing an increase of £34,381 compared to the previous financial year. Total expenditure for the year was £153,783 which represents a small decrease from the previous year of £6,757. The PF Counselling Service is therefore pleased to report a net surplus of £57,400 for the financial year 2008/9, compared to the surplus of £16,262 in 2007/8.

The increase in total income has been achieved by an increase in charitable activities that have generated more client donations, but also through continued efforts of Alison Hampton and the Board of the PF Counselling Service in seeking and securing new sources of funding. Through the kind support of several funding bodies, generous private donors and charitable trusts, we are pleasantly optimistic that we have enough financial reserves to continue meeting the rising demand for affordable counselling services. As we move into 2010 we will continue to seek new sources of funding to ensure our survival and to support our envisioned growth.

I would like to take this opportunity to express my appreciation to all the staff of the PF, old and new, the volunteers and funders who support the PF in many different ways and of course the ongoing help of our accountant James Anderson.



John McCabe
Treasurer

"The Artemis Charitable Foundation is particularly interested in supporting smaller charities where the funding we are able to provide will have a significant impact on the operations of that charity and the consequent valuable work it is able to undertake. When we started to look at the PF Counselling Service it was clear that the charity was at a critical point in its fund raising, but also that through the dedication and skill of its large number of volunteer counsellors the charity was positively impacting the lives of hundreds of people each year. The open door policy at the PF offers a critical lifeline for people from all backgrounds to address and move forward with issues in their lives, and the value of this work is hard to overestimate."

Lindsay Whitelaw
Director, Artemis

"PF Counselling's professionalism is impressive, as is the number of people from all walks of life they are able to help. Uncertainty over long term income makes planning difficult and ties up valuable time and energy in fund-raising. For these reasons, I am delighted to be a regular contributor to the PF Counselling Service and want to encourage more donors – individuals, companies and foundations – to do likewise."

Chris Butler, Head of Research
Martin Currie Investment Management

STATEMENT OF FINANCIAL ACTIVITIES

INCLUDING INCOME & EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2009

	Unrestricted Fund £	Designated Fund £	Restricted Funds £	Total Funds 2009 £	Funds 2008 £
Incoming Resources					
Voluntary income	58,034	-	-	58,034	70,032
Investment income	6,701	-	-	6,701	3,924
Activities for generating funds	1,004	-	-	1,004	918
Incoming resources from Charitable activities	145,444	-	-	145,444	101,928
	<u>211,183</u>	-	-	<u>211,183</u>	<u>176,802</u>
Resources Expended					
Cost of generating funds	873	-	-	873	4,283
Cost of Charitable activities	151,984	-	176	151,984	155,542
Governance costs	750	-	-	750	715
	<u>153,607</u>	-	<u>176</u>	<u>153,783</u>	<u>160,540</u>
Net Incoming (outgoing) resources	57,576	-	(176)	57,400	16,262
Funds Transfer	1,355	(1,355)	-	-	-
Balance 31 March 2008	21,200	16,355	44,235	81,790	65,528
Balance 31 March 2009	<u>80,131</u>	<u>15,000</u>	<u>44,059</u>	<u>139,190</u>	<u>81,790</u>

The financial statements were approved and signed on behalf of the Board of Directors on 28 August 2009.
The results set out in the statement above derive wholly from the continuing operations of the Charity.

BALANCE SHEET

AS AT 31 MARCH 2009

	2009 £	2008 £
Fixed Assets		
Tangible assets	531	553
Current Assets		
Debtors	17,124	5,640
Bank & cash	126,173	125,546
	<u>143,297</u>	<u>131,186</u>
Creditors		
Amount falling due within one year	4,638	49,949
Net Current Assets	138,659	81,237
Total Assets less Current Liabilities	<u>139,190</u>	<u>81,790</u>
Fund Balances		
Unrestricted fund – Income & Expenditure account	80,131	21,200
Designated fund	15,000	16,355
Restricted fund	44,059	44,235
	<u>139,190</u>	<u>81,790</u>

John McCabe, Director

INFORMATION

Continuing Professional Development

In 2008/09 the PF organised the following CPD for its counsellors, some of which was also opened to other counsellors from across Edinburgh.

CPD / Psychiatric Clinics
 Couple Counselling
 Family Constellations
 Sexualities & Genders
 Dreams Group
 Assessment development

Counselling and Psychotherapy Modalities

Integrative

Combines ideas from more than one theoretical approach

Psychodynamic

Freud, Jung and the psychoanalytic school

Person Centred

The client and the therapeutic relationship is key

Transactional Analysis (TA)

A mix of directive and relational work, incorporating a structured, dynamic approach

Gestalt Therapy

Focuses on developing awareness of the present moment within the therapeutic encounter

Transpersonal

Connecting and working with our higher, spiritual self

Core Process (Karuna)

A gentle contemplative approach to exploring our life struggles, relationships and inner process

Process Oriented Psychology (Process Work)

An emphasis on awareness over specific interventions

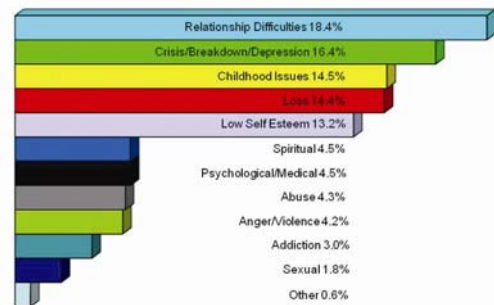
Psychosynthesis

An holistic approach to self-realization and the development of potential

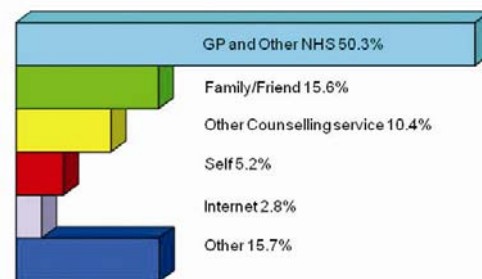
Counselling Psychology

Integrating psychological theory with therapeutic practice.

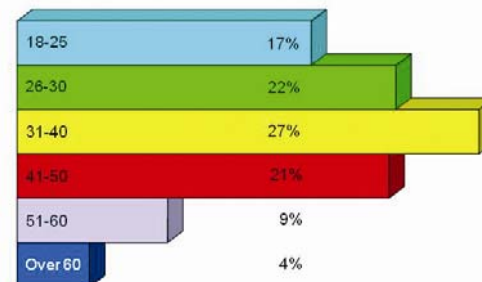
Presenting Issues



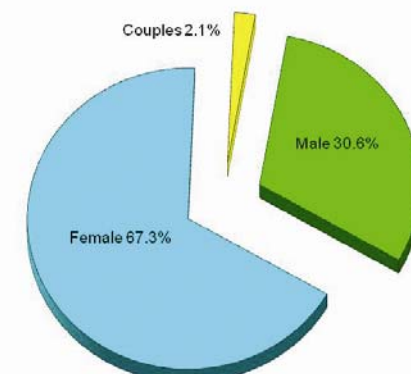
Sources of Clients



Age Range



Gender



OUR SUPPORTERS

We would like to thank the following people and organisations for their generous support in 2008 and 2009:

MAJOR FUNDERS



Artemis Charitable Foundation



NHS Lothian

CHARITABLE TRUSTS

Cruden Foundation
Netherdale

CORPORATE DONATIONS

HBOS – Matched Funding Scheme; Individual Volunteering Scheme
Waitrose – Morningside Community Matters Scheme

INDIVIDUALS

Carl Bayley
Judith and Richard Bull
Alison and Chris Butler
Mr C & Mrs J Herbert

Julie Herbert
Frederique Verhulst
Tom Walker

The PF clients for their generous donations every week, without which we would not survive.

The many ex-clients, friends, volunteers, anonymous donors and others who have made donations and who have supported the PF this year.

The wonderful team of volunteers who assist the Church of Scotland each month with their mail. The PF Counselling Service receives a financial contribution each month in recognition of the volunteers help .

Standard Life, who have provided us with free printing and office furniture.

"I feel like I have 'found' myself again. I am now stronger and I can move forward with my life."

a client



Eric Liddell Centre
15 Morningside Road
Edinburgh
EH10 4DP

Tel: 0131 447 0876

Fax: 0131 447 9616

Email: info@pfcounselling.org.uk

www.pfcounselling.org.uk

OPENING TIMES

Monday to Thursday 9am to 9pm

Friday 9am to 2pm

