



THE FORD

COUNSELLING &
PSYCHOTHERAPY
CENTRE

...a safe crossing

Family Life Service Ferns CLG,
trading as The Ford Counselling and
Psychotherapy Centre.

Annual Report 2019

The Ford Counselling and Psychotherapy Centre
info@theford.ie

Chairpersons Report 2019

I am delighted once again to deliver the chairperson's report on the important activities of Family Life Service Ferns Clg in 2019, this being a year of great output within the organisation.

The work has continued to develop and grow due the dedication and commitment of all practitioners, staff and board members who work so professionally to serve the needs of those who access our services in Co Wexford.

I wish to thank our manager Michael with Maria and Eleanor in the office who keep the show on the road. In particular I would also like to thank all the therapists, counsellors and bereavement support workers who contribute so much to the organisation through the delivery of such professional services. I also wish to thank my fellow board members for your hard work and support which you have given to me and the organisation.

2019 was our first full year together as a new board of directors and we were delighted to welcome Fiona Gilboy to our team in November.

Following consultation about our identity and future as an organisation, we took the courageous step to begin the process of re-branding our service as a provider of counselling/psychotherapy and bereavement services. In this, we continue to support the mental health and wellbeing of the members of the Co Wexford community. We wanted our organisation to be seen as offering a more focused professional support to those experiencing mental health distress, in the mild to moderate psychological range. We put a lot of work into this process and we are grateful to Garrett Bennis from BE Creative who supported us with the re-branding and Jarlath Maloney from Giant Elk who began the design of the website in 2019. Thank you to Michael for all the time you gave to this project.

In addition, the re-branding and development of our website helped to begin our task of profiling the organisation with a view to accessing much needed funding to continue our work.

I would like to thank Sheil Kinnear our auditors, in particular Tim Quinlivan for their guidance and support throughout the year.

The directors of FLS are committed to providing the ongoing professional corporate and clinical governance, management and administration to underpin the delivery of our counselling service. This is all the more pertinent in the challenging times ahead.

Finally, I would like to thank our stakeholders: our clients who put their trust in our professional work and our financial stakeholders, Clients' donations, The HSE, Tusla, The Diocese of Ferns, The Katharine Howard Foundation, The Mercy Solidarity Foundation and private donors.

Again thank you all.

Mary Moran,

Chairperson.

Manager's Report

2019 was a very busy year for Family Life Service, now Trading as The Ford Counselling and Psychotherapy Centre.

We began with the exploration of a Governance Development plan which carried out a 'governance health-check' for sustaining and developing the organisation into the future. In preparation for the development of a sustainable funding programme, we began the process of re-branding and renaming the organisation so that it could identify and profile more accurately the work carried out. This process led to our new name 'The Ford Counselling and Psychotherapy Centre with the tag line 'a safe crossing' and placed us clearly in sector for the delivery of Mental Health services.

Central to and embedded into developing the organisation and rebranding into the future was the inclusion of a robust business plan that is able to support the growth needs of a community based counselling organisation. We are grateful to the Katharine Howard Foundation for support in getting this initiative off the ground, helping us to begin the process of prioritising our profile our visibility for fundraising and increase our core fundraising.

I am grateful for all the hard work of the staff, counsellors and board of directors in getting the first steps of re-branding off the ground.

In addition to re-branding we increased our client intake from 143 in 2018 to 237 last year and took on 4 new therapists which left us with 30 practitioners attached to the Centre. Many thanks to all who worked to keep the frontline counselling services up to the usual standards, especially all the practitioners for their dedication and support throughout 2019.

In addition to working at re-branding the organisation we reached out to Family resource Centres and community support services around the county with a view to developing links and strengthening our profile.

On-going line management and group supervision proved to be key to holding the ethos and developing the legacy of the organisation.

Many challenges and exciting opportunities still face Ford counselling and Psychotherapy Centre as it develops over the next few years. A key objective once again for the organisation is accessing adequate levels of funding to run the organisation. Opportunities lie in 1. accessing new clients who can afford to pay for therapy and 2. Working to increase our core funding from the HSE and Tusla 3. Fundraising initiatives, all supported by a sound business plan. ``

I look forward to the year ahead.

Michael Dillon

Manager

Mission Statement

The Mission Statement at FLS Ferns Clg is *“providing professional counselling/psychotherapy services and family support, in a safe environment for Co Wexford people and communities.”*

The remit encompasses, providing counselling, support services and educational and research initiatives to develop these services to those members of the community who, in particular, are experiencing marginalisation.

- The Board of Directors of FLS adopts the following 5 core values: Respect, Competence, Responsibility, Integrity and Teamwork which underpin all counselling and support services.
- FLS honours and respects the fundamental rights, dignity and worth of clients regardless of their background, ethnic origin, sexual orientation, religious beliefs or ability to pay. It respects the clients’ right to privacy, confidentiality, self-determination and autonomy, consistent with staff/practitioners, other professional obligations and with the law.

- **Vision:** FLS To be a leading provider of Counselling/Psychotherapy services in County Wexford, for those who struggle with mental health issues, including those who experience marginalisation, attending to the counselling needs of all family members, including children, adolescents and adults who present with mild to moderate psychological issues having identified the gap in the provision of these services.

- **FLS Statement of Purpose and Objectives.**
 1. FLS provides a safe, secure and confidential professional generic counselling and support service for clients.

2. FLS provides practitioners, who are trained to the highest standards to deliver the aims of its Mission Statement.
3. FLS provides supervision, line management support and Continuing Professional Development for its practitioners.
4. FLS provides administrative staff to manage all appointments, meetings and financial requirements of the organisation.
5. FLS provides Corporate and Clinical Governance procedures to underpin all service delivery.

Services Provided

FLS works with a range of clients presenting with mild to moderate psychological problems, including,

- Anxiety
- Depression
- Low Self-esteem.
- Relationship problems
- Family conflict and crisis,
- Separation
- Emotional and psychological distress
- Loss and bereavement and the emotions and feelings linked to these.
- Obsessions and phobias
- Suicidal ideation and self-harm
- Addiction related issues and those in recovery.
- Stage of Life issues and challenges.
- Trauma and abuse issues
- Poverty and homelessness.

Stakeholders

- Clients of Family Life Service.
- Community of Co Wexford and surrounding area.
- Directors of Family Life Service Ltd.
- Employed Staff of Family Life Service
- Volunteer Practitioners of Family Life Service
- Funders including Tusla, The HSE, the Diocese of Ferns representing the parishioners of the Diocese, Sisters of Mercy Solidarity Trust Fund, Katharine Howard Foundation.
- The Association for Agency-based Counselling and Psychotherapy in Ireland (AACPI)
- Mental Health Services.
- Statutory Authorities; incl. The Charities Regulatory Authority and Companies Registration Office.

Board Members

- Mary Moran: Chairperson
- Geraldine Quigley: Secretary
- Anne O'Brien: Treasurer
- Mary Clancy
- Owen Carton
- Noeleen Redmond
- Diane O'Neill
- Fiona Gilboy

Administrative Staff

- Michael Dillon Manager:
- Maria Kennedy Administrator:
- Eleanor O'Connor Secretary:

FLS Practitioners in 2019.

In 2019 FLS had 30 practitioners who were either accredited, working towards accreditation or in training, with the professional counselling skills to deal with a range of complex mental health issues, bereavement, relationship and family related problems.

- 13 Accredited counsellors.
- 4 Fully qualified and working towards accreditation.
- 9 Counsellors in training.
- 4 Bereavement Support workers.

Aisling McDonald, Noel O'Callaghan, Catherine Foran, Laura Murphy and joined our counselling team in 2019 and Sinead Kelly, Derek Murphy and Ellen Parkinson were selected to commence in 2020. We welcome their presence and skills and the new energy that they bring to the organisation. Rob Byrne and Eamon Doyle re-joined our Therapy team in 2019 also.

Many thanks Molly Redmond, Sheena Cadogan and Billie O'Donnell who finished up in 2019. We are grateful to them for their immense contribution to the organisation over the years.

Inservice Support in 2019

The Centre continues to value the importance of providing CPD for those working with clients to build on the legacy and ethos of the organisation. In 2019 we provided a CPD

networking evening in February, A full day in May with Lorcan Brennan on working with men and a full day with Anne Kirwan in October on Developing Resources and Resilience Through the Lens of Mindfulness.

Counselling models used.



Statistics 2019

In 2019 we worked with 237 clients in delivering 2010 sessions, providing over 2,400 hours of frontline counselling work. In addition to short and medium-term counselling FLS provides longer term counselling work, as early childhood emotional and psychological wounding necessitates longer periods of therapeutic intervention.

- Female clients 75%
- Male Clients 25%
- Age Category: 19-20 3%; 21-35 32%; 36-50 36%; 51-65 20%; 66+ 9%

Source of Referrals

Self	58%
GP	24%
FRCs	7%
Tusla/HSE direct	5%
Family /Friend	6%

Presenting Issues 2019

<u>Stress/Anxiety</u>	35%
<u>Depression</u>	22 %
<u>Relationship</u>	18 %
<u>Bereavement/loss</u>	18%
<u>Financial</u>	5%
<u>Sexual issues</u>	1%
<u>Abuse</u>	1%

Pilot Programme.

In 2019 we began to pilot the benefits of offering long term therapy for clients experiencing marginalisation. This has been aided by a grant from the Mercy Solidarity Trust Fund. This process has helped us to begin negotiations with the HSE mental Health Services to position ourselves as providers of longer-term counselling for clients presenting with developmental/attachment trauma issues.

Waiting List

The waiting list in 2019 was up to 12 weeks depending on the time of year and this waiting time was reduced from 2018 as we had more therapists working in the centre.

The organisation once again rose to the challenges of meeting the demands for counselling and increased its numbers of counsellors who can give their time in a voluntary capacity. Once counsellors become fully accredited it is understandable that they are no longer in a position to deliver as many voluntary counselling hours. However, we are striving to address this challenge and provide opportunities for therapists to be paid for services delivered. We endeavour to write this into all sustainable business plans for the future.

Looking ahead .

Strategic Plan Outline for Family Life Service Ferns CLG 2016-2020/2021-2025

Strategic priority no. 1.

Identify sustainable sources of funding (including core funding) and develop a committee to guide and lead this. This will strengthen and develop professional counselling and support services within The Ford Counselling and Psychotherapy Centre and develop a business plan to support this.(This will be supported with funding from the Katharine Howard Foundation

Strategic priority no. 2

In 2020 we look forward to on-going rolling out the re-branding of the organisation with a new website and a new business name, The Ford Counselling and Psychotherapy Centre. To improve the awareness, visibility and voice of the organisation amongst the people, communities and stakeholders in Co Wexford. (Launch of Website and name scheduled for 7th April 2020).

Strategic Priority No. 3

Reposition our service delivery to meet the gaps as identified by core funders and to make Governance decisions on whether we are diversifying or consolidating our services as a counselling organisation in Co Wexford.

Strategic Priority no. 4

To develop and implement good Governance within The Ford Counselling and Psychotherapy Centre in line with relevant legislation. NB Charities Regulatory Authority guidelines.

Strategic Priority no. 5

Continue deliver a professional, effective, and sustainable counselling and support service within The Ford Counselling and Psychotherapy Centre as mandated by AACPI criteria, all funders and the Mission Statement of FLS/The Ford.