



THE FORD

COUNSELLING &
PSYCHOTHERAPY
CENTRE

...a safe crossing

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

Annual Report 2020

The Ford Counselling and Psychotherapy Centre
info@theford.ie

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.



Chairpersons Report 2020

I am delighted once again to deliver the chairperson's report on the important activities of Family Life Service Ferns Clg in 2020, it having been a year of great challenge within the organisation.

The impact of Covid-19 has been challenging for the organisation but despite this we managed to provide a quality blended counselling service online when we had to close the centre and face to face when we could do so. I am grateful for the dedication of the administrative staff and therapists who delivered our service under great pressure.

I wish to thank our manager Michael with Maria, Eleanor and Antoinette in the office who keep the show on the road in these very challenging times of great uncertainty. 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 would like to thank Eleanor O'Connor who finished up with us last September. We are grateful for her dedicated work and wish her well in the future. We welcome Antoinette Mitchell who has replaced her. I also wish to thank my fellow board members for your hard work and support which you have given to me and the organisation at this difficult time. Little did we know that Covid-19 was around the corner as we launched our new name, re-branding the organisation as 'The Ford Counselling and Psychotherapy Centre' and our new website www.theford.ie. We had to cancel our launch on April 7th and opt for a soft online launch instead which of course doesn't have the same impact and profile. However the transition was smooth and we have managed to profile the new name gradually since then. With this new profile, we continue to support the mental health and wellbeing of the members of the Co Wexford community. This has begun profiling the organisation as 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 grateful to Jarlath Maloney from Giant Elk who designed the website. Thank you to Michael for all the time you gave to this project.

This re-branding and development of our website has aided our task of profiling the organisation with a view to accessing much needed funding to continue our work.

I would like to thank in particular Diane O'Neill from our Board and Clare McGee for heading up our fundraising team with the 100 mile in July and our first Bike-a-thon in September. These were our first steps into fundraising and their success has mapped a way forward for the future. We are particularly grateful for the support of AIB regional manager Maree Lyng and the staff of AIB for their solid support for our Bike-a-thon which has now become an annual event. I would also like to thank Neville hotels for their generous donation and many others for their donations that helped us through a very difficult financial year.

I would like to thank Sheil Kinnear our auditors, in particular Tim Quinlivan for their guidance and support throughout the year that has been challenging for us financially.

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, Youth New Ross, The Community Foundation of Ireland, Neville Hotels, private donors and our staff .

Mary Moran,

Chairperson.

Manager's Report

2020 was indeed a very challenging year for the management of the centre. At the start of the year the focus was very much on preparing for the launch of the newly re-branded organisation, The Ford Counselling and Psychotherapy Centre with plans to use this momentum to profile and fundraise for the organisation. I am grateful for all the hard work of the staff, counsellors and board of directors in helping to prepare for the launch.

However, this launch was cancelled due to the Covid-19 outbreak and we moved to a soft launch, online. Covid-19 propelled us into a new direction very quickly. Within two weeks of the shutdown of our counselling service we offered telephone contact to 110 active clients and those on the waiting list. Later on in the year we introduced video counselling through the zoom platform.

We implemented protocols for working online and Covid-19 protocols for return to face-to-face work. These significant changes were implemented smoothly by all staff and it is a credit to the dedication of all. We closed the centre for face to face in March and move to online, opened again for face to face in July, closed again in September for face to face and moved to online, we opened for face to face in November and closed again for face to face at the end of December 2020. This toing and froing has had a cumulative impact on the centre, as holding all the change and risk has had its toll on the energy of the centre.

The phasing out of funding from the diocese and the reduction of client donations and rent had quite an impact on the organisation but this was offset by increased fundraising efforts, including 100 mile in July and the Bikeathon in September and Government support through the wage subsidy scheme and the Community and Voluntary Stability Scheme funded through Pobal as well as significant levels of private funding through donations.

We applied for the Social Enterprise and Development Fund and we got into the final stages of the competition which was in itself a great achievement for us.

In addition to re-branding, we increased our client intake from 237 in 2019 to 275 in 2020. Many thanks to all who worked so hard to keep the frontline counselling services up to the usual standards, in very difficult circumstances, especially all the administrative staff and counselling practitioners for their dedication and support throughout 2020.

At the beginning of 2020 we continued to reach 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 moved online for the remaining 9 months of 2020 and once again proved to be key to holding the safety, ethos continuing 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, promotion and profiling and restructuring how we deliver our service. I thank the staff and board for their constant support throughout 2020.

I look forward to the year ahead.

Michael Dillon

Manager



Oisín McConville who offered his support on the launch of our new website in April 2020.



Councillor Maura Bell, Maree Lyng AIB, Jimmy Gahan MC in background, Councillor Leonard Kelly, Michael Dillon manager, O'Connor and Lee Chin at the Bike-a-thon September 2020.

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 2020

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

Administrative Staff 2020

- Michael Dillon Manager:
- Maria Kennedy Administrator:
- Eleanor O'Connor Secretary: (retired)
- Antoinette Mitchell Secretary.

FLS Practitioners in 2020.

In 2020 FLS had 25 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.

- 15 qualified counsellors.
- 7 Counsellors in training.

- 3 Bereavement Support workers.

Sinead Kelly, Derek Murphy and Ellen Parkinson joined our counselling team in 2020 and Eamon Dunbar, Ailbhe O’Neill, Anne Eustace and Brian Cooper were selected to join our team in 2021. We welcome their presence and skills and the new energy that they bring to the organisation.

Many thanks to Eva Murphy, Grainne McKelvey, Nuala Harpur, Diane O’Neill and Rob Byrne who finished up in 2020. We are grateful to them for their immense contribution to the organisation over the years.

Note: 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.

Inservice Support in 2020

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 February 2020 we provided a workshop on Best Practice and challenges in the area of mandatory reporting of child protection concerns: Considerations for front line counselling and support practitioners. Facilitated by John Moore from the Tusla Retrospective Allegations of Abuse & Adult Risk Assessment team for Waterford & Wexford region.

November 21st 2020; Title: Using the six fundamental movements in challenging times.
Presented by Marko Punkanen PhD, Lahti Finland

Counselling models used.



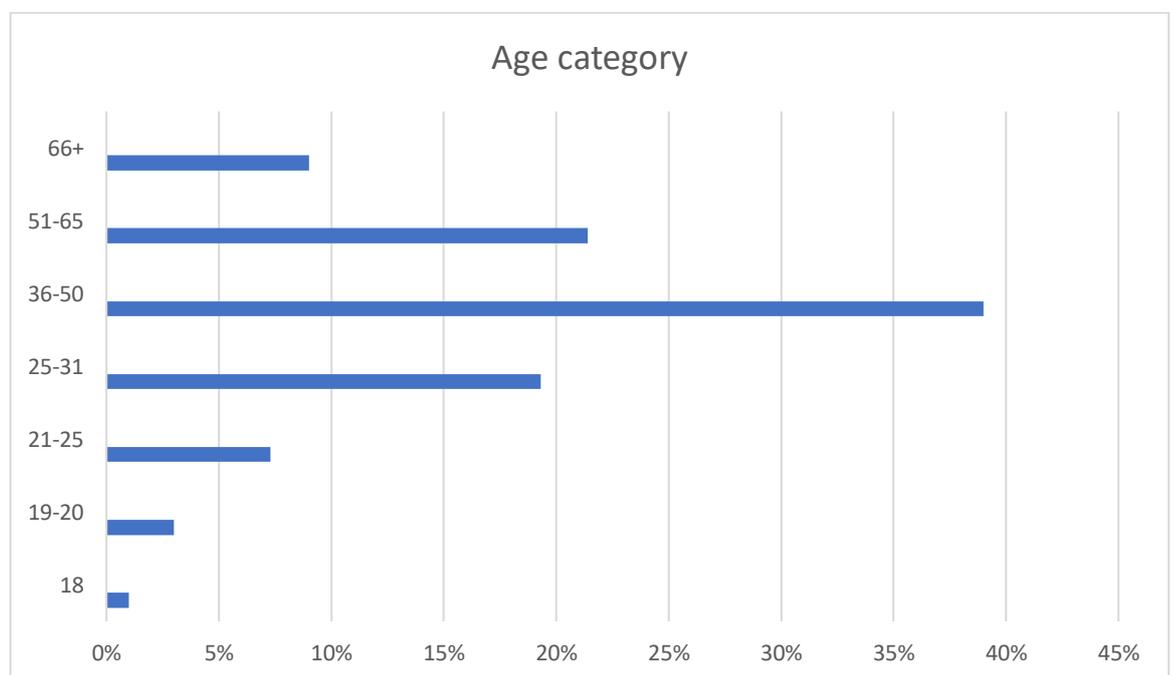
Statistics 2020

- Number of client sessions provided **1953**
- Number Individual Clients worked with **275**

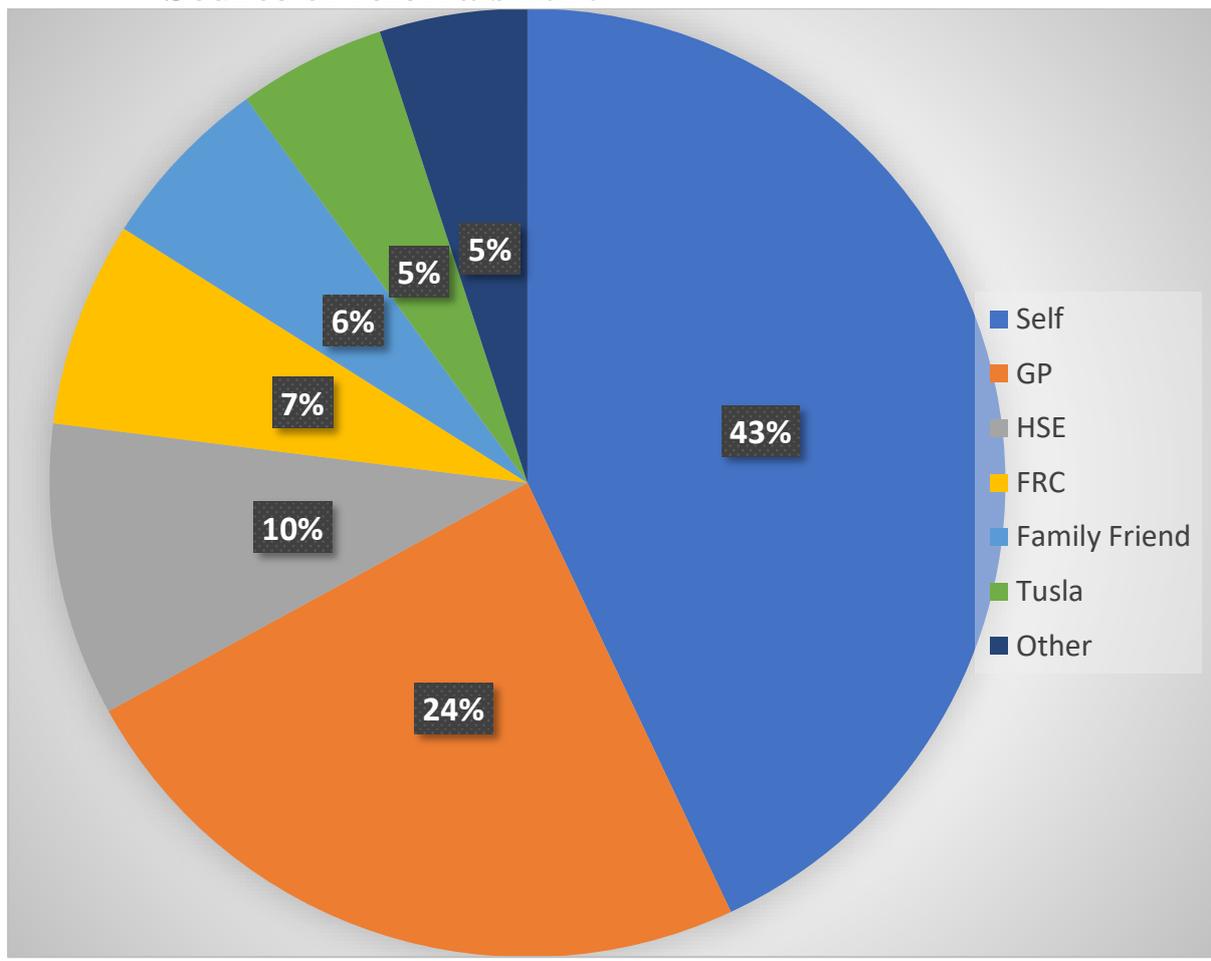
Gender breakdown

- Female clients **195 70.91%**
- Male Clients **80 29.09%**

Age Category



Source of referrals 2020



Presenting Issues 2020

- Relationship issues, 38%
- Stress and Anxiety 27%
- Bereavement and Loss 22%
- Low mood 8%
- Addiction 2.5%
- Abuse .5%
- Financial Difficulties/Employment issues .5%
- Sexual issues .5%
- Other 1%

Developing our counselling services.

Pilot Programme.

Service delivery with Youth New Ross.

In 2020 we received funding from youth New Ross to deliver a counselling service linked to their projects. The focus will be on supporting adolescents 16 yrs upwards and their parents through the provision of This project will commence in 2021 due to the impact of Covid-19.

Additional Tusla funding

Received additional funding through the Tusla SLA towards a project for working with Adolescents 16 upwards referred by the Tusla Therapeutic services manager. This will commence in 2021 and it also as it has been delayed by the Covid-19 pandemic.

These key pieces of funding will help map a way forward for your service delivery.

Waiting List

When the first Covid-19 shutdown was announced the centre immediately allocated a telephone contact for every client on the waiting list to minimise the impact of pressure associated with Covid-19. The waiting list at the beginning of 2020 was up to 6 weeks but this fluctuated depending on the time of year. This waiting time was reduced at the beginning of the Covid crisis as we reached out to all by telephone as well as having a reduced demand for counselling. However the waiting list had increased considerably towards the end of 2020.

Looking ahead to 2021.

Organisational review.

The organisation will look at how it is structured with a view to delivering a more effective and efficient service.

This will include

- Reviewing and implementing a strategy for the promoting and profiling the organisation.
- Reviewing and implementing a sustainable funding and fundraising strategy for the organisation.
- Reviewing and implementing a radical service delivery review including the model for delivering and managing this service.
- Reviewing the security of its IT systems and building capacity within the organisation for this. (supported by the Community Foundation of Ireland.
- Reviewing its client intake model and the administrative systems that support this.



Diane O'Neill Board of Directors, Michael Dillon manager and Maree Lyng regional manager AIB Wexford. Donating a cheque for €500 to the Ford Counselling Centre, July 2020



Eleanor O'Connor, Kevin Doyle and Catherine Power, Bike-a-thon 2020

GET ON BOARD WITH



AND DO 100 MILE IN JULY!

WILL YOU GO THE EXTRA MILE FOR THE FORD?

We need your help!!

**We need to raise much needed funds
to keep our services going for Co. Wexford**

**We have organised a sponsored:
Walk, Swim, Run, Jog, Row, Cycle....
The list is endless!! You Choose...**

**Contact Diane via:
Telephone (087) 2999535
or Facebook Messenger
to register for a Sponsorship Card
And help us to**

Go the Extra mile for THE FORD in July!