

Insight Counselling
Annual Report 2010

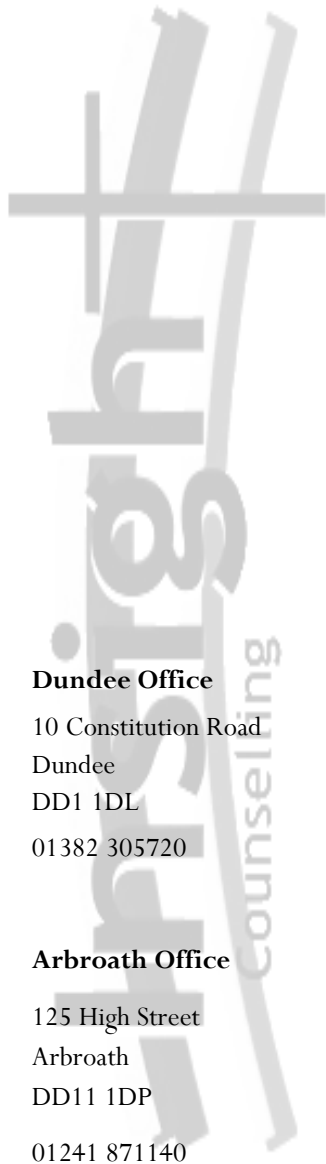


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Introduction

Last year has been difficult financially because of the recession and although we have always been blessed with the financial capacity to survive difficult times, this year has been challenging for Insight. Nevertheless, we have never starved a winter yet and it is with bright new hope we move on into the future.

Just a few weeks ago the People Bereaved by Suicide Team were invited and went over to Northern Ireland to see the innovative work that happens in a country emerging out of troubles and unrest. Each one of the team was humbled by the commitment of people who had been touched by trauma and tragedy in their community. Their response was not to count the cost but to give themselves totally in service to the community. It was impossible to turn around in Belfast without happening upon voluntary organisations that offered care and support in the community. People had put aside their differences and desired to create a better society for their children to live.

Although the communities were very poor and resources were limited, there was not a sense of grumbling but of air of positivity and enthusiasm. Our time away was at times quite harrowing, very moving and has left a lasting and positive impact on each one of us.

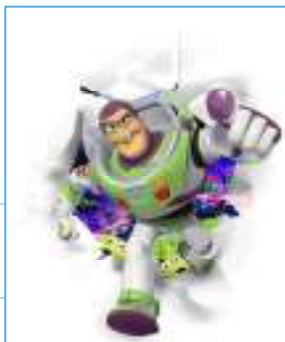
**“It isn’t so much that hard times are coming;
the change observed is mostly soft times going.”**

~ Groucho Marx

The work that is being carried out there was inspirational and we could not help but look at ourselves and see how far we had slipped from our original beginnings. National Counselling Service was set up to serve the neediest in the community, to offer them hope. We were very saddened to hear of the death of Sue Morley one of our founder members. Sue supported and was committed to the service and carried it through many difficult times. She quietly but stalwartly worked as a volunteer until she retired in the summer of 2009. Sue’s death made the team look again at what we want for the service and how we can serve the community better. We have become aware that so much of the staff time is taken up with trying to find money to offer short-term work, that we have less time to build relationships with service users. I believe that it is time now to reevaluate the service.

Those who know me know that my favourite inspirational children’s character is Buzz Lightyear from Toy Story. When times were tough for him and he fell flat on this face, he brushed himself down, tried again, and went out into difficulties with that chant ‘infinity and beyond’. We may never find as an organisation that we will rise to the dizzy heights of greatness. Nonetheless, let us be sure in the knowledge that it is not how we fly but how land in the difficult times. It is landing with grace that has brought us to where we are today. As we go into this new chapter in Insight’s future let us go together into ‘infinity and beyond’ with the bright new hope for the future.

Mary Rodgers



Chairperson's Report 2010

Consolidation

Through its generic counselling service, Insight continues to serve the communities of Angus and Dundee. This past year the Board has been working to ensure that foundations are in place to consolidate and sustain the developments of 2008 /09.

- **Strengthening Insight As An employer**

An evaluation in May 2009 highlighted the fact that the weakest area within our organisation was that of human resources. Two recommendations were made: the first, that a person with experience in the field of human resources be invited to join the Board; the second, that Insight develop appropriate employment policies and procedures. In June, Joyce Beattie was co-opted onto the Board, and in October, Peninsula Business Services were engaged to assist in the development of the contracts, policies and procedures necessary for the management of staff.

- **Strengthening the Board of Management**

The membership of the Board has stabilised over this past year and has been strengthened by the addition of Jim Leiper. Meetings have been held monthly. The recommendations of the evaluation, relating to the work of the Board, have been incorporated into the Development Plan. The addition of Board Members with experience in non-executive management and business planning would be helpful at this point in time. Nominations would be welcome.

- **Membership Made Easy**

The Board identified the need to clarify the issue of membership. As a result, constitutional changes were made. All who agree with the aims of Insight may become members by simply completing a form. No membership fee is required.



- **Future Challenges**

The growth of an organisation brings a variety of challenges.

"Thanks to everyone who has worked with Insight over this past year. Your contribution is very much

- **Finance**

The Board are responsible for monitoring the financial position of the organisation in order to offer a counselling service, free at the point of need. They are aware of the need to control expenditure and find ways of generating income. Over the past year, in spite of the substantial efforts of both Service and Project Managers to acquire funding, our expenditure has exceeded our income by approximately £40,000. A finance group has been proposed and people with experience in the area of financial management would be welcome.

- **Greater Need – Fewer Resources**

In the present economic downturn, people experience increased levels of anxiety and stress and the number of referrals continues to increase. Insight is well placed to provide help. The challenge for us is to find ways of generating the income necessary to cover our present level of expenditure.

Elizabeth Scott — Chairperson

Service Manager's Report 2010



**Health is a state of complete physical, mental and social well-being,
and not merely the absence of disease or infirmity. -**

World Health Organization, 1948

Over fifty years on and it is still a struggle to get many people to understand that to care for the community we have to take a holistic approach. We live in an ailing society and if steps are not taken now who knows what will be in store for our young people. To respond to this concern by an early intervention

approach and Insight has continued to look for funding for children and young people's work in an effort to lessen the impact on their mental well-being in the future.

Last year has been eventful and busy. We have had many changes and challenges that we have had to embrace and learn to adapt. The new phase of Insight in Arbroath has proved to be a much-needed resource in the community of Angus and the need is growing at an alarming rate. Maria and Margaret have been working very hard to secure funding that would enable Insight to offer a comprehensive service out in the community. Many Angus service users because of family commitments, lack of transport, and the financial means, find it difficult to travel great distances for the support that would make a difference to their mental well-being. Insight is committed to try to redress the inequality of counselling support for these individuals.

Insight across the service had over 400 more referrals, which meant that we had contact with 1461 service users in 2009, and offered almost 7000 appointments, an increase of over 1200 more appointments. Added to this we have run many groups for anger and anxiety in an effort to respond to these major presenting problems which have for many been caused by the frustration that the recession has on their lives. The recession has hit all voluntary organisations and Insight had not escaped the impact. Over Tayside, we have about 400 people on the waiting list. This shows the level of need in the community and this has put added strain on our ability to offer long-term work to clients. Our focus changed in 2009 to solution-focused work, but for those in great need we continue to give them longer-term support. Despite the waiting list in the main, we are able to see service users within 12 wks. The statistics show little change, however we still have a large number of those presenting with suicide issues and almost 5% of our service users last year were of people bereaved by suicide. This was far more than we had anticipated.

We have had many changes in staff over the last year and we are very pleased that they have settled in as part of the team. I would like to acknowledge and thank the hard work that is carried out by all who work for Insight. However, we are sad to lose Margaret after 7 years of loyal service. Although Margaret often works away quietly in the background she has been a great influence in the growth of the service and has been an enormous support to me during this time. She will be very much missed. We want to wish her every blessing in this new stage in her life“

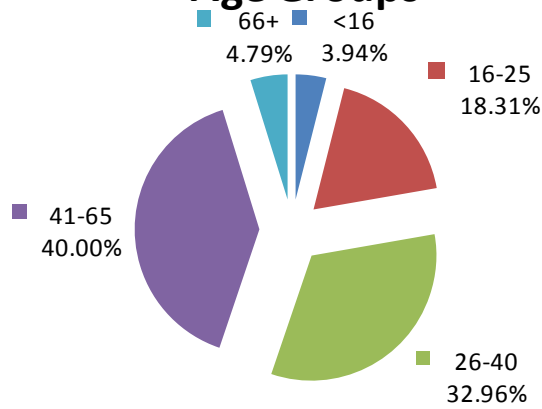


All changes are more or less tinged with melancholy, for what we are leaving behind is part of ourselves. “ - Amelia Barr

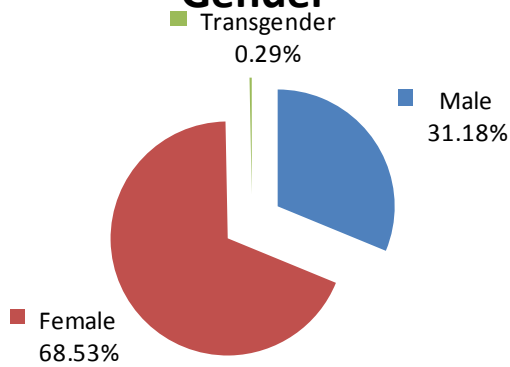
Mary Rodgers - Service Manager



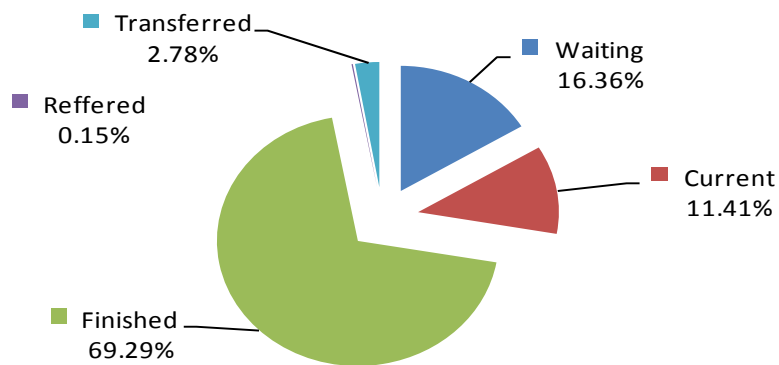
Age Groups

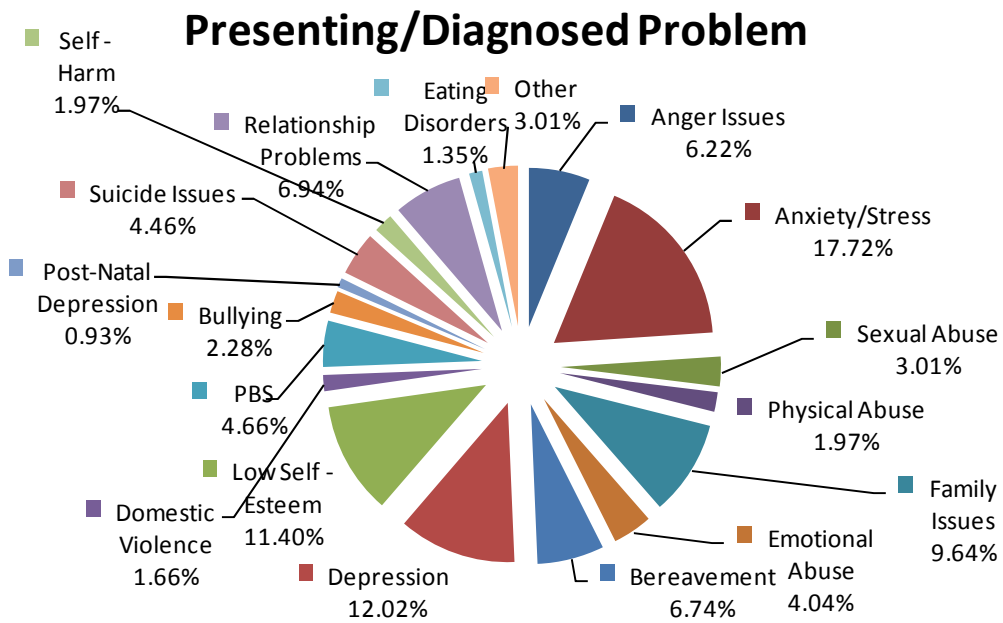
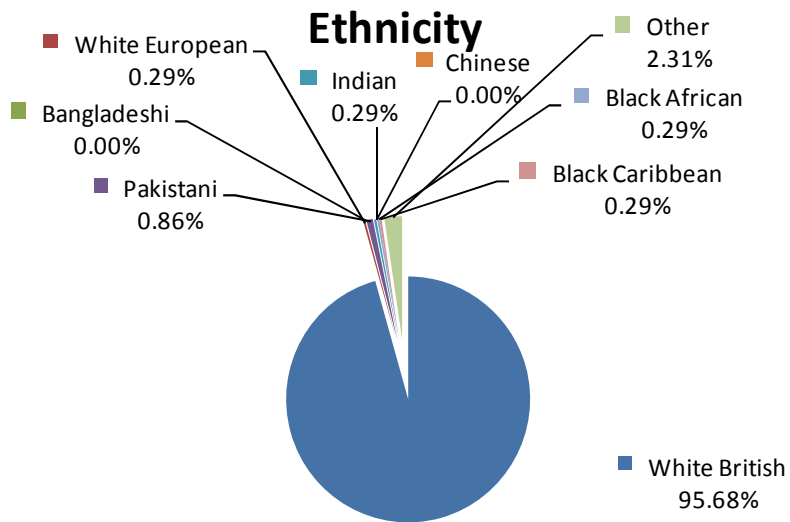


Gender

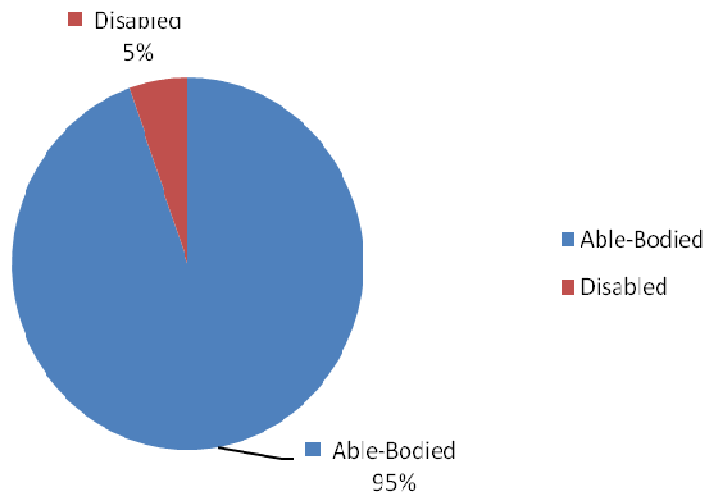


Client Status

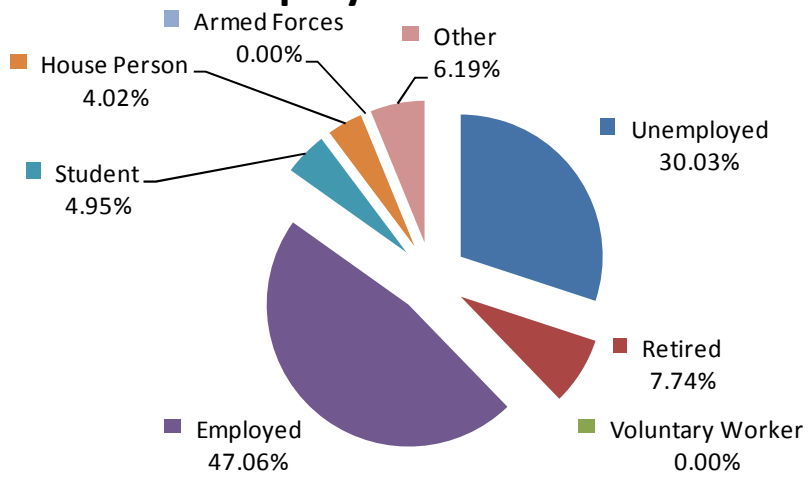




Disabled Clients

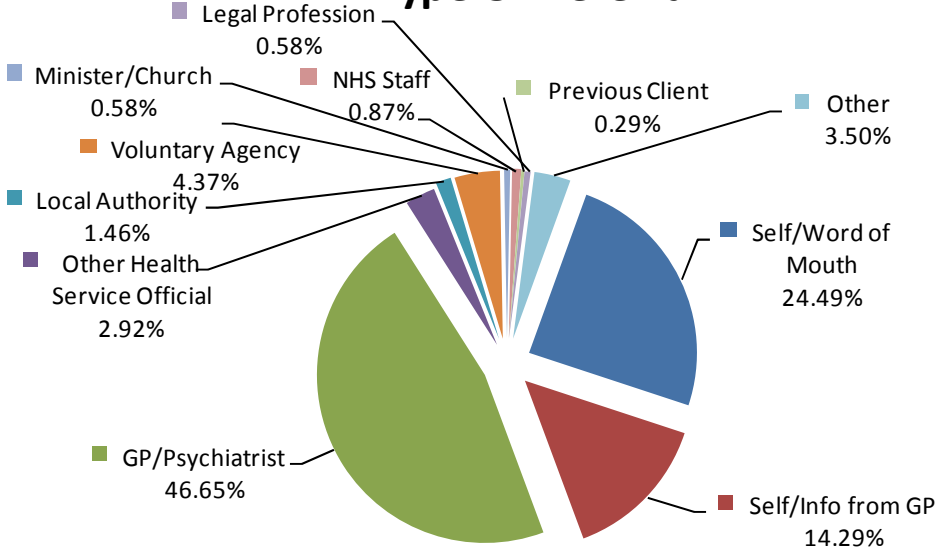


Employment Status

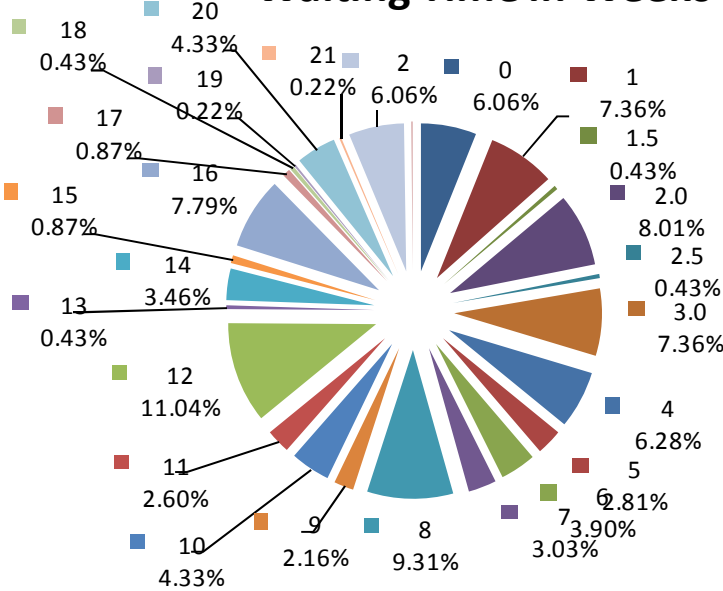


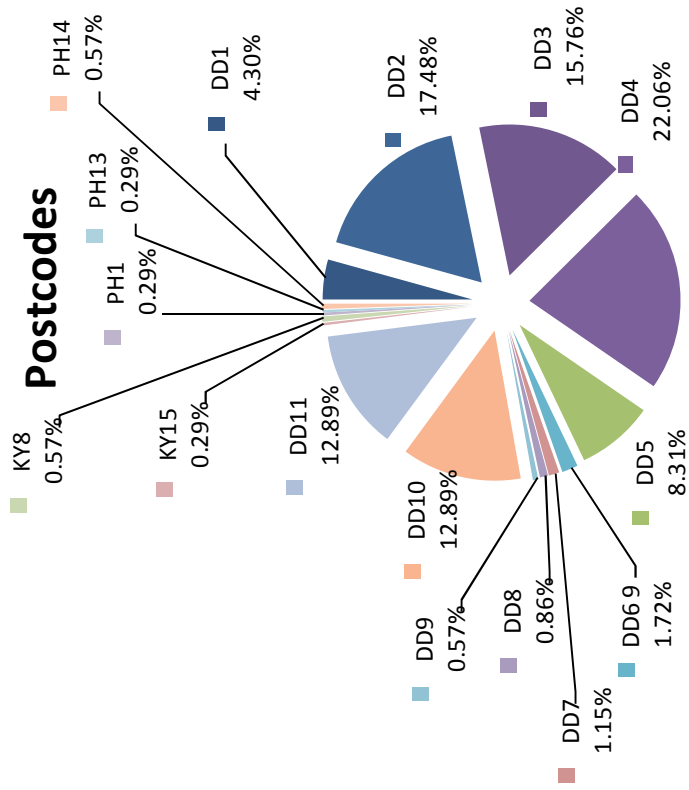


Type Of Referral



Waiting Time in Weeks





Insight Counselling

Insight Counselling

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Treasurer's Report 2010

Statement of Financial Activities for the year ended 31 March 2010

	Note	Unrestricted	Restricted funds		Total funds	Total funds
		funds	Big Lottery	Other	2009 - 2010	2008 - 2009
		£	£	£	£	£
Incoming resources						
Incoming resources from generated funds						
	3					
Voluntary income		48,115		2,406	50,521	74,816
Activities for generating funds		4,888			4,888	6,378
Investment income		1,024			1,024	3,567
Incoming resources from charitable activities						
	4		54,332	140,000	194,332	132,000
<i>Total incoming resources</i>		<u>54,027</u>	<u>54,332</u>	<u>142,406</u>	<u>250,765</u>	<u>216,761</u>
Resources expended						
Charitable activities	5	180,580	49,019	61,281	290,880	145,236
Governance costs	6	771			771	1,213
<i>Total resources expended</i>		<u>181,351</u>	<u>49,019</u>	<u>61,281</u>	<u>291,651</u>	<u>146,449</u>
<i>Net incoming / (outgoing) resources before transfers</i>		(127,324)	5,313	81,125	(40,886)	70,312
Transfer between funds	7	91,670	(5,215)	(86,455)	-	-
<i>Net incoming / (outgoing) resources after transfers</i>		(35,654)	98	(5,330)	(40,886)	70,312
Total funds brought forward		<u>(104,883)</u>	-	25,330	130,213	59,901
Total funds carried forward		<u>69,229</u>	<u>98</u>	<u>20,000</u>	<u>89,327</u>	<u>130,213</u>

Comments

The full accounts (12 pages) can be accessed on our website www.insightcanhelp.co.uk

See notes 4 to 14 on pages 9 to 12 of the full accounts for details of the figures.

You will find a list of donors on page 4 of the full accounts, and also on page 15 of this Annual Report.

The most striking change is that expenditure, at over £290,000, has virtually doubled. This has resulted in a much reduced balance to take forward to 2010-11

Balance Sheet as at 31 March 2010

	2009-2010	Total 2008-2009		Total		
			£	£	£	£
		Note		2,052		3,019
Fixed assets		10				
Current assets						
Income tax to reclaim	11	1,489	1,096			
Cash at bank:						
Treasurer's Account			55,482		17,059	
Reserve Accounts			-		85,000	
Card Accounts:						
Dundee			1,137		-	
Arbroath			1,225		-	
Cash in hand			<u>29</u>		<u>40</u>	
Debtors		12	30,095		30,413	
<i>Total current assets</i>			89,457		133,608	
Current liabilities						
Creditors		13	2,182		6,414	
<i>Net current assets/(liabilities)</i>			<u>87,275</u>		<u>127,194</u>	
<i>Net assets</i>			89,327		130,213	
Represented by:						
Unrestricted funds						
Surplus/(Deficit) brought forward			<u>104,883</u>		<u>46,311</u>	
Surplus/(Deficit) for year			(35,654)		58,572	
<i>Total unrestricted funds</i>			69,229		104,883	
Restricted funds		14				
Big Lottery Fund Grant						
Surplus/(Deficit) brought forward			<u>-</u>			
Surplus/(Deficit) for year			98			
			98			
Other Restricted Funds						
Surplus/(Deficit) brought forward			<u>25,330</u>		<u>13,590</u>	
Surplus/(Deficit) for year			(5,330)		11,740	
			20,000		25,330	
<i>Total restricted funds</i>			<u>20,098</u>		<u>25,330</u>	
<i>Total funds</i>			<u><u>89,327</u></u>		<u><u>130,213</u></u>	

Tom Scott—

Funder Finder's Report 2010

General

During Financial Year 2009-10 very few applications to charitable trusts were made. This was because of Board policy not to apply to Trusts, so long as our finances were so obviously substantial. However, the situation changed over year 2009 and there is again a need to call on Trusts as much as possible.

Routine applications

During the year from 1st April 2009 to 31st March 2010 applications were made by the Funder-Finder to three charitable trusts, all of which gave grants for the general running of Insight Counselling.

These trusts were:

- The Northwood Trust (Dundee) £10,000 (£9,580 requested)
- St Katharine's Trust (Dundee) £500 (£3,000 requested)
- The Souter Charitable Trust £3,000 (as requested)

The total of Trust income in Financial Year 2009-10, as obtained by the Funder-Finder, was: £13,500, compared with £14,500 in 2008-09.

Future applications

At present applications are being prepared to:

- The Alexander Moncur Trust (Dundee),
- the Cattanach Trust (Edinburgh),
- the Hugh Fraser Foundation (Glasgow),
- The Robertson Trust (Glasgow),
- The Tudor Trust (London)

Ron Inglis — FunderFinder



Acknowledgements

The Board of Management wishes to acknowledge the
generous financial support of-

- **Big Lottery Fund**
- **The Northwood Charitable Trust**
- NHS Tayside
- **The Souter Charitable Trust**
- Colin Grant Charitable Trust
- **Anonymous donor for the benefit of the citizens of Dundee**
- Army cadets
- **The Break-Thru Project**
- Logie & St John Church of Scotland
- **Invergowrie Parish Church**
- Dundee City Council
- **Angus Council**
- Client and other individual donors
- **Friends and family who gave so generously in memory of Dr Sue Morley**



The counselling service would not survive without such funding.

Also, a big thank you to all the volunteers, staff and counsellors for their dedicated service to
Insight Counselling.



Insight Counselling is a limited company registered in Scotland.
Company number SC339990. Charity number SC027009.