

Annual Report to Trustees February 2019

Staff Team

One of the biggest changes this year has been the addition of the Development and Fund-Raising Manager (Sarah Kay-Hawker). Sarah has been able to quickly establish herself within the staff team and has offered invaluable support. Although Sarah had challenges last year due to her health she still managed to complete and submit the BACP reaccreditation. This has been a major piece of work, which is in the throes of being resubmitted. I would also like to acknowledge and thank Sarah KH who has been diligent in getting this done. I think Sarah is now the go to person and expert on all our policies and procedures!!

I am really looking forward to working further with Sarah in this coming year to see how we might develop the service we offer at SCC.

We now have a solid counselling team. At the beginning of last year Tracey Dare, Karen Hobbs and Giles Johnson joined the team. Tracey is now fully qualified, and Karen is completing her level 5 diploma and Giles is planning to start the Level 5 later this year. In between this we have counsellors preparing for their individual BACP accreditation, currently Amanda Temple is waiting for her accreditation to come through.

We have 2 new counsellors starting this month Sarah Staple who will primarily be based in Bridgwater which we are looking to expand, we also have another counsellor waiting for her DBS to come through before she can take up a placement. This will bring the number of counsellors to 23.

We will also be saying goodbye this year to Randa Barnes who is returning to the States and Kim Gough who has decided to put her training on hold for the time being.

Clinical work

There has been an increase in critical clinical situations at SCC with clients displaying serious mental health issues. Counsellors have responded with care and thoughtfulness and in some cases have accessed the mental health support via the A & E department. On these occasions it reminds me of how much we each hold in supporting the therapeutic work at SCC. Teamwork has been essential in supporting one another when a crisis arises. I have been so impressed at how counsellors have rallied round to support individual counsellors and to ensure continuity of work.

Review of Consultation process

This last year has seen the overhaul of our consultation process. Angela McCormack has given us a huge input on this and has delivered training and attended assessors meeting to look at how we might update our processes. I am happy to say that the new forms are out this week to start piloting the new format. I would like to also thank Angela personally for all the support she has given me this year.

Administration

There have been huge changes in the administration of the work of the Centre this year. I want to acknowledge Vikki's input and commitment to getting us all up-to-date and implementing the GDPR regulations (May 2018) to ensure that SCC is compliant with the law. Vikki has also introduced the Office 365 as well as the Hallmaster room booking system. This has meant upgrades on the office computers and has been a huge undertaking and change for everyone and I want to thank Vikki not just from myself but from everyone for her support and commitment to keeping the service going even at times when everything stopped working. I know that counsellors have needed additional time and support from her, and I can't thank you enough Vikki for your patience with those of us where IT does not come naturally.

There has also been a growth in private practitioners hiring rooms at SCC and that looks set to grow further.

Contracts

Sarah has also secured £2500 for low cost places as mentioned by Helen and we have just today secured a contract of £3000 with Somerset Suicide Bereavement Support Service to deliver short term counselling for the coming year.

Website

The Website is nearing completion it has taken a while to agree and complete the format. It will have a new fresh look and again this will be monitored, and feedback gathered to hopefully fully enhance the experience of potential clients accessing the service.

A big thank you to Helen who has really driven this and to Sarah Fairfax, Val, Sarah KH and also Simon (Web support person) for their hard work and commitment to getting this right for the Centre. It has taken a while, but it now looks like we are on the last leg of getting the site live and updated.

CPD programme

As mentioned in Helen's report, last year's CPD programme was a success with all places taken up. I am also pleased that a number of counsellors came forward to act as Host for the training day (gaining a free place). This involves communicating with the trainer, setting up the training room and organizing refreshments and overseeing the day to ensure that everything is in place to make the day as comfortable as possible. Many thanks to those counsellors who took this opportunity.

Personal reflection

I feel extremely fortunate to have this job which I love. I get to work with so many interesting people who are passionate about this work and are happy to go the extra mile to make the Centre what it is today. Without the commitment of everyone here this place

would not work. I could not do this job without your support. So, I just want to thank everyone for all the hard work they do that makes SCC the success it is today.

Jan Walker
Director of Services