



1st October 2021 to 31st March 2023

TRUSTEES' ANNUAL REPORT



www.hopecounsellingdundee.org
The Friary, Tullideph Road,
DD2 2PN
Charity No. SC049408



Counselling
Dundee

Introduction

We are delighted to present to you the annual report for Hope Counselling Dundee. We are excited to share with you the many developments and changes that this organisation has undergone throughout the period of this report. We hope to highlight the tremendous work done by our team of trustees, administrative staff, and counsellors, each of whom has been dedicated to ensure we continue to deliver outstanding therapy to those in need.

During the period of this report, our practitioners have delivered 780 hours of counselling to 158 clients.

Following the appointment of our Service Manager in June 2022, we developed a new logo and website. Then, in November 2022, we embarked on a partnership project with the local Parish Nursing team.

January 2023 saw a big change in the organisation as we moved to a temporary new location at The Roundhouse.

Over the reporting period, we have appointed new counsellors, both qualified practitioners and students. Additionally, we have appointed a new chairperson and other board members.

Please note, that due to a change of our year end, this report is for 18 months and covers the period from 1st October 2021 to March 31st 2023.

Tricia Kiehlmann

Dr Tricia Kiehlmann
Director of Counselling

Table Of Contents

04 About The Service

Read about our service and what makes us unique

05 Our Clients

Who are our clients and what do they have to say?

07 Our Team

See the faces that make our wonderful team.

08 Partnership Working

An Exploration of our trauma-informed counselling at The Steeple

09 Location

A look at our move to The Roundhouse

15 Good Governance

In January we were recognised for our Good Governance. Read all about it!

16 New Logo and Website

A significant transformation. A new, fresh look with the creation of our new logo and website

17 Financial Review

Money matters. We rely on client donations and support from funding bodies

20 Summary

An overview of the changes and developments that have taken place this year

21 Vision

We take a look to the future and the next steps as a third-sector counselling organisation



Our Service

We work to provide **high-quality, affordable** counselling to people of all ages in the city of Dundee and surrounding areas. Our donation policy ensures we are accessible to those from **disadvantaged communities**.

We are aware of increasing numbers of people, who for various reasons, are seeking highly effective counselling to be delivered as promptly as possible to reduce the downward spiral into further social and psychological difficulties.



Individual, 50-minute counselling sessions. We offer a **flexible duration** of therapy, with clients on average receiving 7 sessions.



Affordable sessions. We firmly believe that financial situations should not prevent individuals from accessing high-quality mental health care. We offer a donation-based payment where clients pay what they can afford with recommendations based on income.



Demand for counselling in Dundee is very high with many other services overwhelmed. We try and operate efficiently so that we can maintain our **minimal waiting-list**.



All of our practitioners employ Integrative or Pluarilistic counselling models. This ensures that the counselling process is always **individually tailored** to the client's needs and preferences.



We offer compassionate counselling with a **Christian** ethos where clients can discuss matters of faith if they wish. We are open to clients from all faiths and none.

Clients

Who do we help?



Clients come from all walks of life. The majority come from **disadvantaged communities**. Many are working in jobs ranging from unskilled occupations to highly trained professionals. Some are in education, some are retired, some unemployed, and some have long term mental or physical illness.

Many clients contact us as a result of **personal recommendation** from previous clients.

People also find us via our website, and some are **signposted** by community organisations including charities supporting vulnerable individuals, Churches, and Community groups, NHS mental health teams, GPs, and Social Prescribers, .

All adults **self-refer**, this empowers people to take control of their own lives. Children and young people are introduced to the service by their carers.

"I was afraid of what might be underneath, but I discovered that there was nothing to be scared of"

- Client Testimonial

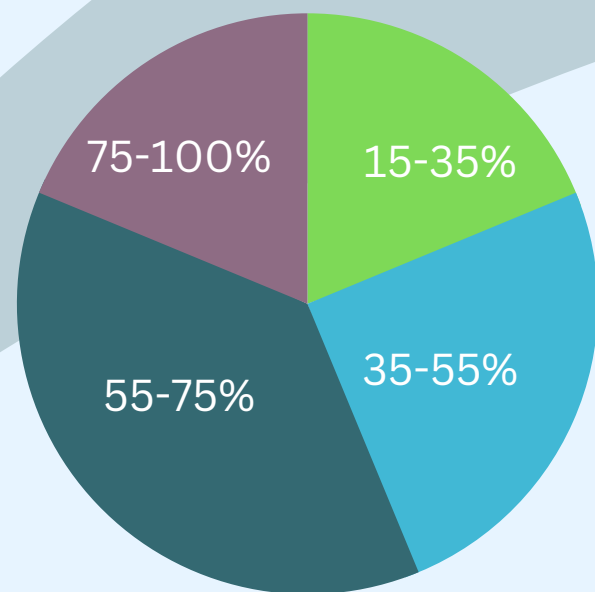
Client Impact

Over the past twelve months, we have conducted 780 counselling hours. Please note that due to the change in our year end, we have altered the recording period to provide comparable statistics

Time Period	Clients Seen	Counselling Sessions Given
Oct 2019 - Sept 2020	96	552
Oct 2020 - Sept 2021	83	614
Oct 2021 - Sept 2022	113	583
April 2022 - March 2023	158	780

We have demonstrated the effectiveness of our therapy using a nationally recognised and validated assessment tool for measuring mental well-being; Counselling Outcomes Research and Evaluation tool (CORE). We assessed the clients at start and end of therapy.

The clients' CORE scores consistently show significant improvements over the course of therapy in 2022-2023 ;



Percentage improvement of CORE scores

Testimonials

Here's what our clients have to say



"I was given tools to understand how I function in stressful situations. Between appointments I could work on things to increase my emotional strength".

"The service is easily accessible, and the staff are helpful."

"I have thoroughly appreciated my time with my counsellor. She has helped me feel safe and gave me comfort, I felt heard and valued, affirmed, and encouraged. In such a short space of time so clearly a gift from the Lord."

"I really appreciate that you charge dependent on circumstances as I had checked elsewhere and couldn't afford counselling, so I am so grateful for this service. Thank you."

"I cannot speak more highly of the counselling provided. My counsellor helped me identify what I sought to achieve from the process and gently guided me towards a toolkit to use. I felt both listened to and supported. It has helped me significantly in navigating a very challenging time in my life."



Partnership Working



In November 2022, we began offering counselling at The Steeple Church as part of a partnership project with the Parish Nursing Team.

The Parish Nurses have been offering a 'drop-in' service for individuals struggling with homelessness and substance misuse for some years.

They invited us to their base at The Steeple Church to provide 'trauma-informed' counselling to members of their client group who are on the road to recovery and who have regained sufficient stability in their lives to effectively engage in counselling

Since starting in late November, we have offered **57** counselling sessions



Dear Tricia,

As we are moving towards the 6-month marker of Hope Counselling working alongside Parish Nursing Dundee, I thought it would be a good time to look at the impact of the collaboration.

Our aim within our service here at The Steeple, has always been to **give people choice and structure, especially when their life is often filled with chaos.**

Part of our vision of being a recovery focused service, was to allow people a safe environment to start looking at the 'why' of their drug use, or whatever they felt they needed to talk about. John-Luke and Ruth have not only provided that, they have become very important members of our family here.

We now have all 6 slots filled, 4 of which have been attending regularly for the last few months. **We have seen people's confidence being nurtured, which is allowing them to look at parts of their life that they have kept hidden for so long.**

Having time to follow up with the people after their session has also proven very successful. We have had tears, laughter, and a who lot of **love and compassion** being shown to those who are undertaking a counselling session. The growth in the individuals is so encouraging, not just for them, but for us!

The partnership, I believe, has been incredibly effective and positive. I know that our staff and volunteers all feel that John-Luke and Ruth are as much part of the team as they are.

I look forward to seeing where our partnership goes next. We are so grateful for you taking the chance on our vision, and hope that it will continue to flourish and bring blessing.

With the warmest of love, on behalf of Barbara and the whole team.

K. Nelson

Kirsty Nelson, Parish Nurse, Queen's Nurse

A simulated session at
The Steeple

New Location



Our original counselling rooms and offices were in The Friary, Tullideph Road, Dundee, alongside Crossreach, The Reconnection project, Recovery at The Friary, and CAP (Christians Against Poverty),

Unfortunately, following the failure of the heating system, and burst pipes, we had to move out to allow a major refurbishment program for the building to take place.

January 2023, we moved across the city to temporary accommodation at The Roundhouse, which is on a bus route, has parking and provides easy access.

Again, we are working beside other charities; Signpost, who are working to alleviate poverty in Dundee and abroad, and We Are With You, who address addiction problems.



Our Counselling Team

We have an exceptional team of counsellors, including qualified and trainee practitioners, working part-time.



Tricia Kiehlmann

Tricia co-founded Hope Counselling Dundee in 2019, she is a BACP Accredited Counsellor and leads the service



John-Luke Harris

John-Luke joined Hope Counselling in Summer 2021 and is now working as Service Manager and Counsellor



Peter Kiehlmann

Peter draws from experience as a GP and uses CBT and Integrative therapy in his practice



Wilma Sutherland

Wilma joined Hope Counselling Dundee following a career in IT. Now as a therapist, Wilma works with a range of client groups.



Ruth Mahood

Ruth worked in healthcare settings in the UK and abroad before training to become a counsellor



Ruth Juster

Ruth has experience in business consultancy which she draws upon, alongside CBT and NLP techniques, in her counselling practice

Our team are all members of either the:

- British Association of Counsellors and Psychotherapist (BACP),
- Counselling and Psychotherapy in Scotland (COSCA),
- Association of Christian Counsellors (ACC).



New to the team



Jackie Read

Jackie has extensive experience as a therapist working with trauma and PTSD. Jackie joined Hope Counselling in 2022



Fiona Hutchinson

Fiona joined the team in early 2023 as a qualified counsellor. Fiona also works as a primary school teacher

Student counsellors



Amanda Leitch

Amanda has a degree in counselling and psychology and comes to us with many years experience in the mental health sector



Karen Stewart

Karen has an eclectic experience of living within different cultures across the world and draws on a background in psychology

In the past eighteen months three new qualified counsellors joined the team offering a mix of pro-bono work and remunerated posts, and two qualified counsellors left to work in paid posts elsewhere.

Since we started up, we have had a total of eight trainees, from the Abertay University Masters Counselling course, and the Vital Connexions Diploma course.

Four trainees have stayed on to work with us after qualifying, carrying out a mix of remunerated and voluntary sessions, two left, and two are still in training.



Support and Development

We have a monthly support and development group for all counsellors which includes experienced, newly qualified, and trainees, where we share our experiences, and all learn from each other.

Most of our counsellors continue to work as volunteers and are supported by a system of individual external supervision which is paid for by HCD.

All our counsellors including trainees are registered with BACP (British Association of Counselling and Psychotherapy), COSCA, (Counselling and Psychotherapy Scotland), or ACC (Association of Christian Counsellors), and undertake continued professional development in a variety of settings.

Building Capacity - Paid Counselling Hours

We aim to keep our waiting list minimal, and to do this we need to offer more counselling hours as well as work smart, as the number of requests for counselling continues to grow.

We rely upon a mix of paid-for and voluntary work. Some counsellors can give their time pro-bono, students work unpaid on placements, and we are grateful to our client's contributions and our grant givers whose funding allows us to pay for some sessions worked.

It is vital for retention of staff after training that we can offer some paid hours for qualified counsellors.

We are grateful for grant givers who support our project which includes payment for counsellors.

Admin Team



Tricia Kiehlmann

Director of Counselling

A former GP, Tricia has a passion for making affordable, effective, counselling available to people.

She provides oversight of the service with focus on delivery of counselling, support of counsellors and trainees, and strategic development.

Administrator/Treasurer

Our Administrator Karen Bennett has increased her hours to support the larger team of counsellors and took on the Treasurer post from November 2022. She works incredibly hard making our service efficient by fitting clients into appointments as quickly as possible, to ensure that no sessions are wasted.



Karen Bennett

Service Manager

With the help of a grant from The Fore, we created the new post of Service Manager in May 2022 and were delighted to take one of our newly qualified counsellors, John-Luke Harris.

He provides IT support for counsellors and trustees, a role which has become vital for the successful operation of the service.

Our new logo and new website are both created by John-Luke.



John-Luke Harris

Board of Trustees



Between them, our trustees bring over 70yrs experience in healthcare, community work, voluntary organisations and businesses working to support vulnerable and disadvantaged communities.

Bob Mallinson, a Church of Scotland minister, and Sheena Baird, a retired business coach, joined the board in April 2022, both have considerable experience of working as charity trustees.

In June 2022 Bob Mallinson became the chair replacing Sarah Baker, a family support coordinator, who remains on the board.

Our Treasurer Susie Buist retired in Nov 2022 and Karen Bennett took on this post.

Date Appointed:

Dr. Tricia Kiehlmann (Secretary to the Board)	-----	30th April 2019
Rev Bob Mallinson (Chairperson)	-----	24th January 2022
Mrs Karen Bennett (Treasurer, non-trustee)	-----	14th November 2022
Dr Peter Kiehlmann	-----	30th April 2019
Mrs Sarah Baker	-----	30th April 2019
Ms Sheena Baird	-----	24th January 2022
Mrs Doyin Falodun	-----	8th February 2023
Mr Gary Willetts	-----	8th February 2023

Tricia Kiehlmann, a counsellor, remains Secretary to the Board, and Peter Kiehlmann, an Occupational health doctor, is fundraiser.

Gary Willets who is an IT company manager, and Doyin Falodon a dentist with a Masters in public health, joined in Feb 2023.”

Our governing document is our constitution, and we are a single tier SCIO.

GOOD GOVERNANCE

09 January, 2022

Press Release



HOPE COUNSELLING DUNDEE AWARDED

In January 2022 following a review of our policies, procedures and systems, we gained the Introduction to Good Governance award, a national mark of excellence in governance. This was awarded by Judith Hayhow, OSCR Head of Corporate at a celebration held by DVVA.

GDPR COMPLIANCE

As part of efforts to demonstrate good governance, we have worked hard to streamline systems and continue to achieve high standards of GDPR compliance.



Along with other measures we started using electronic signature software for client contracts

Website and Logo

A significant change to occur over the year has been the redevelopment of our house-style and logo. After a few years of existence, it felt necessary to freshen our look. Our Service Manager and Director worked together to design the logo.



We wanted to incorporate leaves into the logo to represent the growth and change that happens in therapy.

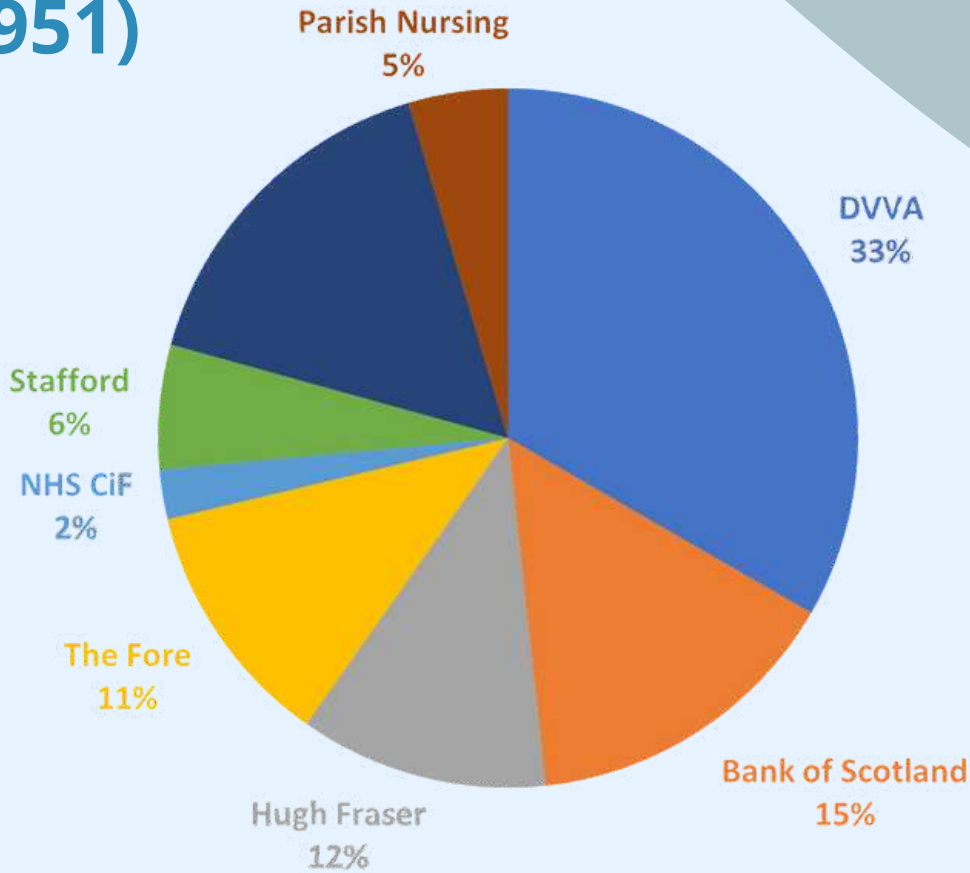
With our new logo came our new website which was also designed and built by our Service Manager. The website launched in September 2022



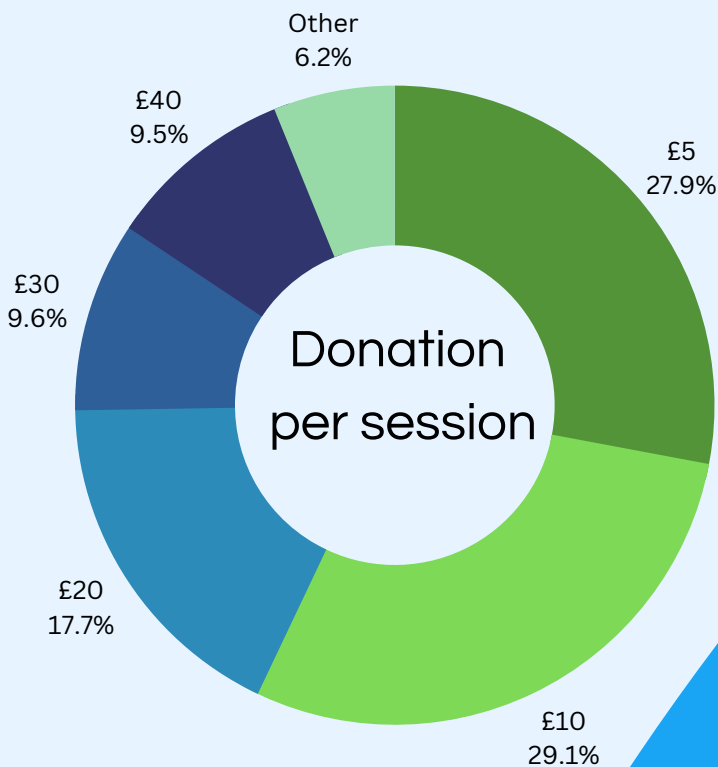
Income

Oct 1st 2021 - March 31st 2023

(£101,951)



Client Donations



Client donations continue to make a significant contribution to operational costs, but over the past year significant donations from funding bodies have changed our financial picture.

Clients pay a **donation** per session based on their income.

62% of clients fall into **low-income brackets.**

We are grateful for grants received from:

Bank of Scotland Foundation, DVVA (Scottish Government Mental Health and Wellbeing Fund), Hugh Fraser Foundation, The Fore Trust, NHS Tayside Health Board Community Innovation Fund, and the Stafford Trust, The Vardy Foundation, Robertson Trust, and Souter Charitable Trust. R J Larg Family Charitable Trust. Leng Charitable Trust



Fundraising Activities

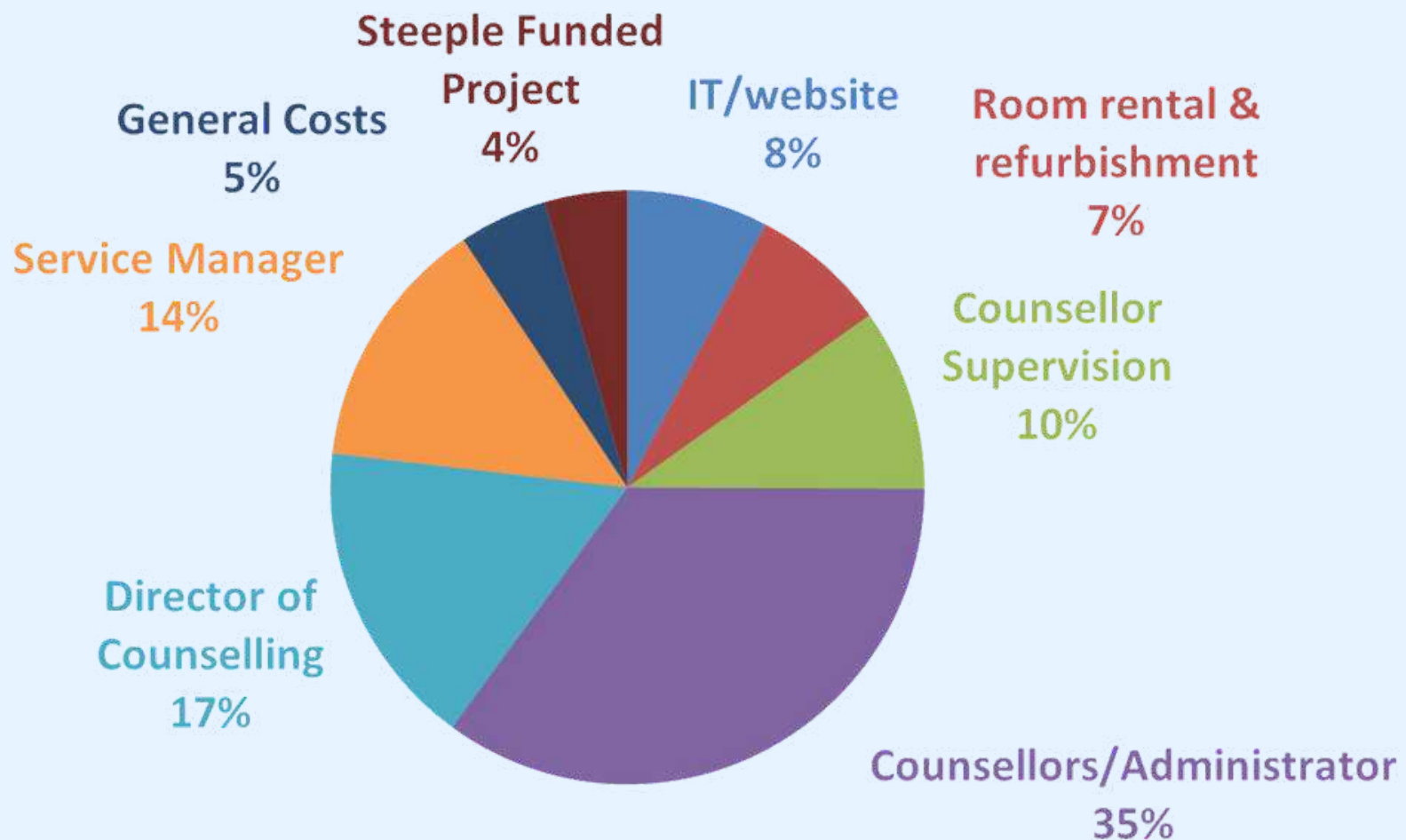
In August 2022, Our service Manager, John-Luke and his partner, Maggie took on the Dundee Kiltwalk. They walked **26 miles** and together raised: **£1939.53**



Expenditure

Oct 1st 2021 - March 31st 2023

(£54,218)



Increased funding has enabled us to start making regular payments to our administrator and director of counselling who had worked in a voluntary capacity with intermittent payments during our pioneering first two years.

We have also started to employ our service manager who has developed our IT and website and will continue to support our IT systems. This has started to stabilise the organisation making it fit for long term functioning and further development.

Statement of the charity's policy on reserves

Our reserves over this period were £9,036

Summary

This our third year of operation has been the period in which we changed from being a small start-up charity, to become an established more efficient organisation fit for long-term service provision and further growth.

As a result of successful funding applications, we have made significant changes streamlining our operations. We now have a small effective management team and have moved some of the management functions from trustees to skilled employees, while retaining oversight and direction from the board.

We have been very pleased to continue to provide high quality, affordable, counselling to clients who would otherwise not have been able to access counselling. We have demonstrated our effectiveness by use of outcome measures and client feedback and have seen many new clients come to us for help on the recommendation of former clients.

We continue help new counsellors to develop by providing a good training environment and have seen six trainees qualify and currently provide placements for two more.

Our team of counsellors has grown to ten as most of our trainees have stayed with us after qualifying.



Vision

Our future plans

We want to increase our capacity to offer more high quality, affordable counselling to people when they need it, whatever their financial situation.

We will look at the possibility of offering mental wellbeing training in group settings within the community.

We hope to secure longer-term funding to ensure the continuation of the service working with a mix of volunteer and paid staff.

In our fourth year we hope to see extension of our new service providing trauma-informed counselling for addiction recovery clients in partnership with other projects within the city of Dundee.

We aim to maintain minimal waiting times.

Our funding strategy is to have several different funding streams; grants from a variety of sources, client donations, fundraising events, and additionally develop a supporter base of individuals and organisations who will support us financially.

Declaration

Signed on behalf of
the charity trustees:

Bob Mallinson

Name: Rev Bob Mallinson

Designation: Chairperson

Date: 19/05/2023



Completed Document Audit Report

Completed with SignWell.com

Title: FINAL Trustees Annual Report 2023

Document ID: c41216b2-09a4-4933-a83f-83dbb5f96784





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Files

FINAL Trustees Annual Report 2023.pdf

May 19, 2023 12:20:12 GMT

Activity

 Service Manager IP: 62.232.96.150	created the document	May 19, 2023 12:20:56 GMT
 Service Manager	sent the document to chairperson@hopecounsellingdundee.org	May 19, 2023 12:22:19 GMT
 Bob Malinson IP: 104.47.20.254	first viewed document	May 19, 2023 14:06:10 GMT
 Bob Malinson IP: 109.159.68.253	signed the document	May 19, 2023 14:06:59 GMT