



**ANNUAL REVIEW  
2020/2021**



# Friday Gallery



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Providing counselling and psychotherapy for people facing the difficulties of everyday life

[www.pfcounselling.org.uk](http://www.pfcounselling.org.uk)

# About the PF

The PF Counselling Service is a voluntary counselling agency which offers both short and long term therapy to adults, irrespective of where they live or their ability to pay. It was established in 1986 and is now the largest independent charity of its type providing voluntary counselling services in Edinburgh. We help people from all walks of life to overcome difficulties, to experience personal growth, and to make the changes necessary to lead a more fulfilling life.

The PF provides a safe, supportive and non-judgemental therapeutic environment in which people can work with a counsellor/psychotherapist to address issues or concerns, past or present, which may be causing them difficulties. These may include issues with relationships, family, health, employment, self-esteem, or other major life challenges such as depression, anxiety, abuse, loss, or grief.

Every client matters to us, and we aim to offer everyone the support they need to tackle their own specific struggles or difficulties, if we possibly can. Our counsellors are committed and passionate professionals trained in a variety of counselling traditions, who volunteer their time every week to help our clients.

It is also part of the work of the PF to support the development of counsellors and the counselling profession. Every year we offer placements to students studying for a professional counselling qualification, so that they can gain experience and develop their skills in a safe, supportive and carefully supervised environment.

*PF Counselling Service is the everyday name of the Pastoral Foundation Ltd., The PF is a Scottish charity registered with the Scottish charity regulator OSCR - Scottish Charity No. SC008875. It is a company limited by guarantee (SC122762) and a COSCA Recognised Organisation.*

# Chair



This year we were all faced with the impact of the coronavirus pandemic, and PF was no different in this regard. At the very start of the year, restrictions meant that face to face counselling could no longer take place, and we had to move very quickly to on-line video consultations. Volunteers, staff and clients responded very quickly and positively to enable our service to continue with hardly any interruption.

At the end of the first lockdown, we started to move back to face to face counselling for those counsellors and clients who felt able to resume normal services, although many preferred to keep to on-line counselling while new infections continued to be identified. Again, in January, as COVID cases soared, on-line services were re-introduced for many counsellors and clients.

Telephone and video consultations were not possible for all our clients, but by the end of the year over 12,500 sessions had been attended, either on-line or in-person. Remarkably, this was 700 more sessions attended than in 2019/20! Many of our counsellors were as adversely affected by the pandemic as anyone else, so it is truly astounding that they were willing to continue donating their time, professional skills and enthusiasm to support over 660 individual clients.

Unfortunately, we were unable to offer our usual volunteering opportunities in reception work while the premises were closed and then when office social distancing measures were in place. Because of this, the dedication of our small number of paid staff was particularly valuable and appreciated. At the end of the year our Business Manager, Aileen Murray, retired after ten years as the lynch pin of our highly-regarded administration team. We wish her well and all happiness, and we are pleased to welcome Anja Pogacnik into the slightly modified role of Operations Manager.

Our service, and all our work, is only made possible by the donations we receive every year, and once again I would like to express our gratitude to our clients and supporters. We are also very grateful to NHS Lothian, who have confirmed their confidence in the quality and significance of our work by agreeing another three years of contributions to our funds.

On behalf of all the Trustees I would like to thank everyone for their continued support.

**Dick Manson**  
Chair



**The PF Board of Trustees**

*(left-to-right)*

*Dick Manson, Matthew Haggis, Alison Hampton*

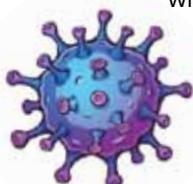
*Jan Buncle, Naomi Walker, Dan Kelpie*

*Judith Fewell, Chris Brown*

# Director



The past year has been so unusual, and yet, so much about continuity. The coronavirus has been in the background throughout, invisible yet omnipresent. In March last year we had to move swiftly to work out what sort of a counselling service we could provide when everyone was in lockdown. Amazingly, by the end of the month the vast majority of clients and counsellors were continuing their sessions remotely, either using a new-to-everyone video meeting platform, or the telephone, in living rooms, kitchens, bedrooms and cars - spaces not meant for the emotional work of counselling! After a nervous start for most, it was incredible how everyone settled into the new formats, and how many found it more effective than they had imagined it would be.



However, there was a sizable minority for whom the technology did not offer continuity, and so we were pleased to be able to re-open our doors on 1 September 2020 for the resumption of a limited number of in-person sessions. As the vaccine rollout gathered pace and it became possible for more people to return to in-person work, we did all we could to support this.

It feels appropriate to highlight, with great appreciation, the work of our Board member **Chris Brown**. Not only did he carry on volunteering as a counsellor with us, but Chris put in many hours of tiring work at the city's vaccination centres, jabbing the population's arms. Our thanks go to him and his many colleagues in the NHS for their continuing sterling work.



I'd like to acknowledge the work of all of our **staff team** throughout this difficult year, all of whom worked above and beyond the call of duty. Our administrators Klaudia and Carol have been pillars of strength for us all throughout. And special thanks go to **Aileen Murray**, our Business Manager for 10 years, who retired in March. Many people will miss her calm, thorough approach to running our office.

When Anja Pogacnik joined us as Operations Manager, she knew she had a hard act to follow, but she has been doing so with boundless energy and Slovenian charm since the day she arrived! We also sadly said goodbye to Emma Norman after nearly three years of loyal service, who left to build her career as a counsellor.

Of course, there are many others who have also helped make the PF such a special place, and who have played their important roles in our successful continuity: Our **clients**, who are the reason we do it all; our **counsellors**, who stuck with us (and their clients) in difficult times; our counselling **supervisors**; our **donors** and sponsors; and the board of **Trustees**.

We still aim to be here for the long term, and to play our part in meeting the need for affordable counselling in Edinburgh. To do this, we will continue to seek the support of everyone, every year. I hope that we can inspire your support so that we can make a meaningful contribution to individual and community wellbeing.

**Alison Hampton**  
Director

## The PF Staff Team

(left-to-right)

Anja Pogacnik, Klaudia Franusiak,  
Carol Larkins, Emma Norman



# Our People

## Counsellors

Adria Stubbs  
Adrian Tupper  
Agne Bieliunaite  
Ali Hogan  
Ali Moir  
Alison Munro  
Alison Thow  
Amanda Thomson  
*Amy Telford*  
Anna Skinner  
Anne Goodall  
Anne Henderson  
Aran Graham  
Audrey McFarlane  
*Barry Ross*  
Catherine Dawes  
Cathy Ayles  
*Catie Egan*  
Cecilia Tymkewycz-Fife  
*Charlie Cornelius*  
Chris Brown  
Christina Robertson  
Christine Galey  
Christine Kupfer  
Chrys Hibbert  
Craig Miller  
Debbie Marshall  
Deborah McGill  
Dee Gillespie  
Duncan MacLaren  
Eilidh Albert-Recht  
*Elena Masoero*  
Elizabeth Colwell  
Elizabeth Edgar  
*Elsbeth Quinn*  
Emma Binnie

Emma Clark  
Emma Myhill  
*Emma Norman*  
*Fiona Armstrong*  
Fiona Brien  
Freda Douglas  
Gemma Matthews  
*Gill Mathews*  
Gill Reid  
Gordon Laird  
Hazel Mackenzie  
Heather Bamford  
Helen Mitchell  
Helena Trebar  
Hilary Moors  
Hilary Spenceley  
*Ingrid Woodhead*  
Irina Campbell  
Isla Jack  
Jacqui Ross  
Jan Barfoot  
Jane Green  
Jane Pickard  
Jeanette Campbell  
*Jenna Fraser*  
*Jenny Gray*  
Jenny Murray  
Jo Mellish  
Joanna Bleau  
Joanna Kemp  
John Dickson  
Jude Thomson  
Julia Hutter  
Karen Hudson  
Karen Serra  
Karen Stilman

Kat Mackay  
Katalin Thomann  
Kate Hedges  
*Kelly Hershaw*  
Kirsty Hope  
Lama Bouchema  
Laura Mackintosh  
*Leif Lawson*  
Leslie Wang  
*Lilian Kelly*  
Lily Buchanan  
Liz Bondi  
Liz Kaya  
*Lizzie Booden*  
Lori Krause  
Lorna Lythgoe  
Lorraine Woolford  
*Louise Sharp*  
Lynne Rollo  
Maija Sarkkama  
Mairi Rowan  
Marie-Thérèse Talensby  
Mary Hennessy  
Mary Leckie  
Mary Leonard  
*Mary Lye*  
Marzia Ballardin  
Matthew Haggis  
Maureen Verrall  
Mia Zielinska  
Michael Gray  
Nicola Collins  
Nicola Mackaness  
Pam Black  
Paulina Nowak  
Rachel Blake

Rachel Hyland  
*Rachel Maisey*  
*Rebecca Connelly*  
*Rebecca Shannon*  
*Rebecca Singlehurst*  
Renata Adwent-Johnston  
Rhea Philpot  
Sally Champion  
Robert Barrett  
*Sam Karpa*  
Sarah Finegan  
Sarah Fraser  
Sarah Goldsworthy  
Sarah MacRae  
*Sarena Wolfaard*  
Sharon Kelly  
Sharon Mc Aree Thomas  
Shirley Thompson  
Shona Mathers  
Shona Robertson  
Sofia Nunes  
Sujarda Herring  
Susan Beattie  
*Susan Lanham*  
*Susan Smith*  
*Suzanne Cross*  
Suzanne Price  
Tim Bush  
*Ursula McKee*  
*Valerie Smith*  
Veronica Arias  
Veronica Sanudo  
Vicki Cowan  
*Vicky Gillingham*  
Wendy Nightingale

*Left during 20/21 year*

## Supervisors

Adrian Martinez  
Angie Fee  
Carolyn Dougill  
Chris Walker  
Christina McDonald  
Elizabeth Colwell  
Emma Cowan  
Jean Budge  
John MacFadyen

Judith Fewell  
Kate McGarry  
Kirsteen Greenholm  
Liz Bondi  
Liz Perry  
Lorna Patterson  
Sandra Knight  
Sheila Turner  
Vicky McCombe

## Staff

Alison Hampton  
Anja Pogacnik  
Klaudia Franusiak  
Carol Larkins  
*Emma Norman*  
(Matthew Haggis)

Director  
Operations Manager  
Administrator  
Part-time Administrator  
*Part-time Administrator*  
(Associate Director)

## Receptionists

Unfortunately, due to coronavirus safety measures, it was not possible to offer receptionist volunteering opportunities this year.

## Volunteer Book-keeper

Sheila Gould

## Board

Dick Manson  
Dan Kelpie  
Matthew Haggis  
Alison Hampton  
Chris Brown  
Jan Buncle  
Judith Fewell  
Naomi Walker

Chair  
Treasurer  
Company Secretary  
Executive Director  
PF Counsellor  
PR/Comms Professional  
Academic & Psychotherapist  
HR Manager

# Counselling at the PF

## Why do people come to the PF for counselling?

Anxiety/Stress	20.3%
Relationships	16.5%
Depression	13.2%
Trauma/Abuse	10.5%
Self Esteem	9.8%
Childhood issues	7.9%
Bereavement/Loss	7.8%
Work/Academic	2.2%
Anger/Violence	2.0%

## How do clients find out about the PF?

Friend	25.6%
GP recommendation	13.4%
University counselling	13.4%
Internet search	12.5%
Been before	11.0%
Other agency	6.8%
Family	4.5%
Other NHS Service	2.4%
Training course	2.1%

## What types of counselling does the PF offer?

Person Centred, Psychodynamic, Psychosynthesis, Transpersonal, Process Work, Dialogue, Transactional Analysis (TA), Gestalt, Pluralistic, Counselling Psychology, Core Process (Karuna), Integrative, Contemporary Psychotherapy

## The Year in Numbers

Counselling sessions offered by our volunteer counsellors	14,185
Total number of sessions attended by clients	12,531
Number of sessions attended remotely, by video or telephone	9,884
Hours of paid clinical supervision provided for counsellors	1,350
Total number of individual clients supported in the year	664
Thousands of pounds estimated for the value of our volunteering	365
Thousands of pounds in total donated this year by clients	142
Number of counsellors currently volunteering every week	110
Percentage of clients who waited 8 weeks or less for an initial session	84
Typical cost (£) of a private counselling session in Edinburgh	55
Clients recommended by GPs, about 13% of all clients	45
Percentage of clients living in disadvantaged areas of Edinburgh	33
Total number of sessions attended per client, on average	33
Hours of CPD training provided for counsellors	21
Thousands of pounds of tax reclaimed via Gift Aid	19
Experienced supervisors supporting our high standards	18
Average donation our clients can afford to make per session (£)	11
Hard-working staff keeping it all running smoothly	5
Our minimum donation in order to receive our full service (£)	0

# Finance



In a year when many charities were challenged by the circumstances of the coronavirus pandemic, and some counselling services closed their doors, we kept going. However, our overall income went down by £18,506, despite receipt of £14,000 in Government third sector support. The accounts show a loss of £30,563 for the year, compared to a loss of £7,471 in 19/20. Most of this (£27,504) was the planned cost of our PFYA service, which is funded by a long term grant held in the PFYA Restricted Reserve.

PF continued to benefit from recognition by NHS Lothian for the contribution we make to mental health services in the region. We are pleased to have secured a further Service Level Agreement with the NHS, continuing at £30,000 per annum, which remains very significant to the continuation of our service.

On 31 March 2021 our total net assets stood at a substantial £579,852. However, it is important to remember that £293,558 of this represents fixed assets, mainly the building in which we provide counselling, and £86,630 are restricted reserve funds that are required by the donors to be used in specific ways, notably for the PF Young Adults service. Over £380,000 is therefore in funds which are not readily available. Designated Funds have been created over the years to cover the future needs of the charity, including a strategic Long Term Fund of £120,000. These further limit our use of reserves to fund operations, leaving a balance of just £27,297 in the General Fund, which we have managed to preserve despite the financial pressures.

**Dan Kelpie,**  
Treasurer

## Income & Expenditure

for the year ended 31 March 2021

	General Funds	Designated Funds	Restricted Funds	Total Funds 2021	Total Funds 2020
<b>Income</b>	£	£	£	£	£
Donations	31,450	-	15,896	47,346	38,351
Charitable Activities	173,373	-	-	173,373	200,651
Investments	3,053	-	-	3,053	3,276
	<b>207,876</b>	<b>-</b>	<b>15,896</b>	<b>223,772</b>	<b>242,278</b>
<b>Expenditure</b>					
Charitable Activities	208,043	2,892	43,400	254,335	249,749
<b>Net Income (Expenditure)</b>	<b>(167)</b>	<b>(2,892)</b>	<b>(27,504)</b>	<b>(30,563)</b>	<b>(7,471)</b>

## Balance Sheet

as at 31 March 2021

	2021	2020
	£	£
<b>Fixed Assets</b>		
Tangible Fixed Assets	293,558	296,450
<b>Current Assets</b>		
Debtors	5,087	4,694
Bank & Cash	290,924	315,862
	<b>589,569</b>	<b>617,006</b>
<b>Creditors</b>		
Amount falling due within one year	9,717	6,591
<b>Net Assets</b>	<b>579,852</b>	<b>610,415</b>
<b>Fund Balances</b>		
General	27,297	27,464
Designated	465,925	468,817
Restricted	86,630	114,134
	<b>579,852</b>	<b>610,415</b>

# Supporters

We would like to thank everyone who has offered help and support to the PF throughout 2020 and 2021. This help comes in many forms - cash donations, service support, in-kind goods and pro-bono services.

Our warmest thanks go to all those who have supported the PF this year.

## NHS Lothian

NHS Lothian has supported us with a Service Level Agreement which provides around 15% of our income. This recognises the contribution we make to mental health services in the Lothians.



## ORGANISATIONAL DONATIONS

Wee Wild Flowers Films, Susie Dalton's 'Postcards for PF' project, and the Black Medicine Coffee Company all raised funds on our behalf. The Bank of Scotland Foundation made donations to match the time of employees who volunteer with us.

## INDIVIDUALS

We thank all the PF clients for kindly making donations each week when they receive counselling. These donations give us a strong foundation of independent funding, ensuring a sustainable future.

We are also extremely grateful to all those who generously made donations in the course of the year. Those who give to us on a regular basis, or who donated over £100 include: *Yasmeen Akhtar, J Arkieson, Liz Bondi, Julie Brodie, Joseph Buckley, Rose Gregory, Peter Haggis & Anne Greenwood, Mohanjit Singh, Susan Smith, Connor Stuart, Frederique Verhulst.*



## ANONYMOUS

Every year we receive many donations of cash and in-kind support from people and organisations who wish to remain anonymous. This includes donations of books to the PF library and an ongoing Book Sale for counsellors, which contributes further funds to the service. This year £12,530 was donated anonymously. We are, of course, deeply grateful for all this support.

# Can You Help?

We depend on direct support from the people, organisations and communities of Edinburgh, in order to provide a service to individuals regardless of their ability to pay.

There are many easy ways that you, your friends, or your employer might help us. These include:

- Easyfundraising.org.uk - free donations every time you shop online at all your usual places
- Amazon Smile - more free donations when you buy books, music and household items
- You can make a one-off or regular donation
- You can leave us a legacy in your Will

You can find more information, and make a donation, on our website:

**[www.pfcounselling.org.uk](http://www.pfcounselling.org.uk)**

(Go to the menu heading 'Helping the PF'.)



# Client Feedback

At the PF we seek feedback from all our clients after their counselling has finished. These are a selection of the comments we have received this year. They are the actual words of the client, used with their permission.

My counsellor has given me everything I needed in order to work through my traumas and eventually heal: acceptance, sense of safety, freedom and empathy. No matter what I brought to our weekly sessions, I always felt welcome and encouraged to freely express what I was going through, without being judged. Thanks to my counsellor's empathetic approach I was able to open up and revisit my childhood traumas, for the first time in my life. The results of the therapy wouldn't be the same without my counsellor and I will always be grateful for his support.

Counselling has given me an opportunity to revisit my childhood traumas, understand what effect they had on my life and eventually heal. It was very empowering experience, the counselling gave me tools that enabled me to transform from a victim to someone who is in charge of her own life. I discovered strength inside me to move on and step by step started to make decisions that benefit me and create the life I always wanted to live. The counselling inspired me to find a meaning in my life and share it with others.

When I was offered the sessions via video I was initially reluctant as I felt being face to face I'd be less able to hide anything but also am not that comfortable using it. There was no alternative though given the circumstances surrounding isolation so agreed and was so glad that I did. I found the connection with my counsellor to be immediate and strong even though it was virtual. She allowed me to untangle stuff over the weeks we worked together, giving me space to work through things that came up. Some sessions were reflective, most took me down paths I didn't realise I needed to go down but I feel I have absolutely changed for the better because of it.

I feel almost like a different person in that I can now recognise how I'm feeling, consider why and take action to address it if necessary. Before counselling, I would just become incredibly overwhelmed by my emotions and not be able to cope with basic things.

I also feel like I understand myself better, and have learnt to accept who I am and be more confident.

I'm alive! Last autumn I was spiralling out of control, self-harming, abusing alcohol and being constantly put upon by suicidal thoughts. I'm by no means perfect now but the counselling service has made me happier, healthier and (hopefully) wiser.

I learned a lot about myself, improved my confidence in decision making, learnt how to live with my anxieties and overall grew up a lot in the process.

I am more confident and I have worked through past struggles which were affecting my daily life and now they no longer affect me strongly anymore. My counselling has given me the tools and confidence to know I can work through any problems in a healthy and positive way.

We carefully built a safe trusting relationship in which I could be open and face things that I had been too afraid to face alone. This experience helped me so much! Counselling literally saved my life.

With the help of my counselling experience at the PF I have been able to accept, confront and deal with the effects of much of the trauma I have experienced. I have been able to accept and love who I am and believe that I can be loved for who I am. This was not something I found possible before counselling. My experience with my counsellor at the PF has helped me believe that my life is worth living and that I have a place in this world and with continued work by myself I can make that place and thrive!

I had a very positive experience working with my counsellor. I found her style to be warm and encouraging as well as challenging and firm when required. I found it incredibly helpful to have weekly sessions and to carve out time for myself as I normally feel 'too busy'. It took me quite a while to build the confidence to apply for counselling sessions and I'm so glad I did. I am now very much an advocate for counselling and talking therapies and I don't think I would be where I am without these sessions. I still have work to do but I feel well equipped with the tools to do so as well as my mindset which has been changed for the better. PF is an incredible service and I would recommend it to anyone and everyone.

I have hugely benefited from counselling. I can honestly say it has changed my life. Day-to-day I feel much less anxious and low and when problems arise I feel much better equipped to deal with them before things spiral. The quality of my life has improved exponentially; from how I value my time and boundaries and feeling able to say no to my overall views on success and being more content. I understand my relationships more and feel empowered to remove myself from difficult situations where previously I would feel obliged to engage.

I had a fantastic experience working with my counsellor. I felt safe and listened to at all times. I felt he offered the right amount of challenge whilst still checking in with me and taking things at my pace. A really powerful therapeutic relationship.

It helped me through a really difficult period of my life and supported me to become so much more self aware. My experience has had such a positive impact that it has allowed me to have the confidence to apply to training to become a counsellor myself.

My counsellor was fantastic – such a warm non judgmental person who has helped me work through so much.

I have managed to work through a number of issues that have plagued and affected me since childhood. They have played out in my life in many ways, including both my mental and physical health. Having access to counselling has helped me to also be a better parent which is priceless. I wanted to break a cycle in my family I felt was there which has had a detrimental affect on me and my loved ones. I wanted things to be different.

It changed my life, I came to counselling as a broken shell of a person and came out as a completely different person. I didn't just get support, I learned how to support myself.

I have been working through a lot of issues over a long period of time. I could not have done this without the 'pay what you can afford' support. I would not have addressed my issues and most likely be in a worse state of mental health. I feel so lucky to have been able to have the counselling.



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### Opening Times

Monday to Thursday 9am to 9pm  
Friday & Saturday 9am to 5pm



**COSCA**  
Counselling & Psychotherapy  
in Scotland

Recognised  
Counselling  
Organisation



**The Queen's Award  
for Voluntary Service**

*The ancient Japanese art of kintsugi celebrates the process and craft of repair.*

*Working from the belief that what may appear as broken is in fact a starting point for the revelation of new beauty, it uses skill, patience, and transformative gold to reconnect the pieces and rebuild the integral original.*

*But while kintsugi makes things whole again, they are not the same as before. The cracks and splits are there to be seen, and the rich gold seams are now highlighting new strength.*

*The Pastoral Foundation: Scottish Charity No. SC008875 Company No: SC122762*

