

Service Meeting, 28th March 2009

Present: Liz Good, Julia Watson, Heather Goodman, Sue Dobson, Mariola Kaprata, Gwen Newstead, David Cohen, Eduardo Pitchon, Mark Leveson, Margaret Sutton, Geraldine Wisbey, Suzanne Martin, Jocelyne Liddell, Marguerite Phillips, Beverley Scott, Tricia Bickerton, Valentina Krajnovic, Geoff Ferguson, Pauline Crossan

1. **Apologies:** Eileen Sexton, Sharon Ingram, Sue Collier, Evelyn Katz, Jane Reed, John Goodchild, Kate Pidgeon, Helen Arnold, Rita Deegan, Anna Chainska, Sheryl Smith, Lawrence Freedman, Angelo Stylianou

2. Minutes of Service Meeting 22nd November 2008

Approved as accurate.

3. Items to be added to Agenda

Record Keeping
Paid Counsellors Scheme
Supervision groups
Placements

4. Financial Report

Julia gave a general view of our finance in absence of Gandha. She informed that a financial report was presented by Gandha in the Executive Committee Meeting on Wednesday, 11th March 2009. Client's fees and training fees have increased. We have an extra income from the School Project in Ilford. Our income has gone down by 4% and this is because we were in deficit 2 years ago and now we are catching up. However in 2007 we turned it around and we made a good profit. To achieve this, sacrifices were made, people gave up their salary.

It can be seen from the report that some of the expenses have gone up, like salaries, rent increase, printing. Expenses have gone up by 14%. However we are carrying forward in the bank £43.0000.

Regarding to client's fees we try to get the clients to pay as much as they can. A really good effort is made by everyone in the service and we hope to keep it that way.

Julia specially thanked Gandha for all her hard work that she has done in the past couple of years by producing our financial report in a very professional way. It was pointed out that now the whole service knows about the finances and this enables people to present any improving ideas for ECS.

Julia also mentioned that we would like to create a reserve, in order to enable us to run projects in the future.

5. Director's Report

Liz started by letting everyone know about John's accident. Everyone was very sympathetic. This made John to run behind with his work and we all are trying to help. Referrals have gone up. In January we had 15 referrals and in March 17. Liz will start to refer clients to the 1st year Diploma trainees after Easter. Claudia Kramer's workshops in Clinical Technique came to an end and we had a very good feedback from the

participants. We have a few workshops coming up. Liz is doing one on Addictions and Teenage Pregnancy on Saturday, 25th April 2009 and one on Psychoanalytical Study of Addiction on Saturday, 27th June 2009. John is offering a workshop on How Couples Manage with the Credit Crunch on Saturday, 16th May 2009.

We are still waiting from BACP appraisal.

Liz mentioned that regarding clients fees, counsellors should try and get as much as they can from the clients.

6. Training Co-ordinator (attached)

7. Additional Items

Record Keeping

There seems to be a little inconsistency the way counsellors are counting the sessions. Liz will send a memo out as soon as possible to clarify the confusion.

Paid Counsellors Scheme

Counsellors would like to know if it would be possible that now that we have more clients coming in can the criteria for the paid counsellors be looked at. Liz responded that individual arrangement should be made with her.

Supervision Groups

Counsellors wanted to know how many clients they can bring in the supervision group. Normally they can bring 4 clients. Liz said that this would be in the discretion of the supervisors.

Placements

Regarding external trainees Liz pointed out that at the moment we have put a stop to it because of the big demand for clients from our trainees. However in the future if we have any spaces in our supervision groups we will be taking external trainees.

8. Discussion and questions

One of the counsellors questioned if there is a light outside the front door in the evenings for security reasons. The response to that was that there is a light outside that has an automatic working system. However Mariola will check with Nigel (Centre's Manager)

Eduardo (Trustee) questioned how people felt about ECS?

One of the supervisors said that the service feels more transparent and more structured. You feel more heard. It feels more like a professional organization rather than a voluntary one.

Heather raised the idea of having a social event. Any ideas to speak to Liz.

Dates to remember:

Advisory and Executive Committee

Wednesday, 17th June 2009, 7.30pm – 9.00pm