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ASSOCIATION OF AGENCY BASED COUNSELLING LTD

Notice is hereby given that the Annual General Meeting will be held at the Ashling Hotel on Tuesday 26th May 2015 at 10.15pm to transact the following business of the Company.

Resolution 1

To accept the minutes of the AGM held on the 27th May 2014

Resolution 2

To receive and adopt the Directors' Report and the financial statements for the year ended 31 December 2014 and the report of the auditors thereon (the "Accounts").

Resolution 3

To re-appoint HLB Ryan and Co as auditors and to authorise the directors to fix their remuneration.

Resolution 4 – Election, Re-election and Retirement of directors

To consider the election of new directors and to note the re-election and retirement of other directors to the Board of AACI.

Re-election

There are no directors eligible for re-election at the 2015 AGM of AACI as they are currently serving their 3-year term.

Retirement - These directors retired during the year;

Fiona McCarthy

Martina McNamara

Resolution 5

To transact such other business as may properly come before the Meeting or any adjournment thereof.

A member entitled to attend and vote at the above-mentioned meeting is entitled to appoint a proxy to attend and vote in his/her stead. A proxy need not be a member of the company.

All voting is restricted to Full Members ONLY.

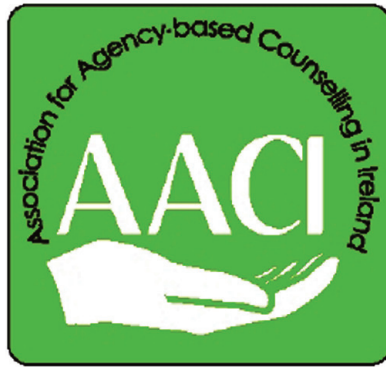
There are currently 2 places available on the AACI Board of Directors and 1 Director is up for election. If you are interested in a position on the Board please apply in writing to the AACI office by the 15th May 2015.

By Order Of The Board, Dated Tuesday 8th April 2015

Michelle Mc Cafferty
Director

Directors

Karl Toohar, Michelle Mc Cafferty, Maura Callaghan, Marian Keigher, Joseph Enright, Catherine Collins.



AGENDA

Annual General Meeting – May 26th 2015

Registration from 10.15am for 11am start

10.15 – 11.00	Registration/Tea/Coffee and Biscuits
11.00 – 11.15	Apologies
	AGM Minutes 2014
	Matters Arising
11.15 – 12.00	Chairperson's Address
	Treasurer's Report
	Coordinator's Report
	Database Report
12.00 – 12.15	Representative from Tusla Child & Family Agency
12.15 – 12.30	Elections Retirements from the Board
12.30 – 1.00	AOB
1.00 – 2.00	Lunch Break <i>Attendees to make own arrangements</i>
2.00 – 4.30	Network Discussion Independent Facilitator

AGM Tuesday 27th May 2014

Present:

Northside Counselling, Vita House, Cork Counselling, Boyle Counselling, Knock Counselling, Turning Point, Clanwilliam Institute, St Brigid's, Dundalk Counselling, Beacon of Light, liberties Counselling, Family Centre Castlebar, Pro-Consult, Relationships Ireland, Dublin Counselling, CARI, Cork Marriage.

Apologies: Bill O'Dea (Child and Family Agency)

Minutes & Matters Arising:

Minutes Proposed by: Maura Callaghan

Minutes Seconded by: Martina McFadian

Chairs Report:

Kay welcomed all the members for attending. She welcomed Eibhlin Byrne the Executive Manager from Tusla, Child and Family Agency and Brian O'Byrne, Head of Counselling Tusla Child and Family Agency. Kay spoke about our vision day and that we have appointed a National Co-ordinator. She mentioned how we are living in very difficult economical times and how the multi-annual funding has come to an end and it's a worrying time for us all now.

Kay spoke about the various meetings that we had with Eibhlin Byrne and the former FSA throughout the year. How she is encouraged by the openness, understanding and good discussions that have taken place in recent consultations.

Kay informed the members that she was stepping down as Chair and from the executive as her own organisation at this time needs her full attention. She expressed her thanks to the committee and thanked all who supported the AACI .

Eibhlin Byrne:

Eibhlin thanked the AACI for the opportunity to come and speak today. She said she was sorry to hear that Kay was stepping down as chair and that she served the AACI well.

She started out as a teacher, worked in the homeless sector, with the Daughter's of Charity and was Lord Mayor for a time too. She has spent a lot of her working years within the community sector and expressed the importance of having joint up services.

She is two years working with Gordon Jeyes. She spoke about the agency hemorrhaging and that 30 million is being spent on legal fees and their aim is to reduce this by 30%. She spoke about how we need to be moving towards mediation to prevent families going to court.

Outcomes are very important as we move forward and the counselling sector needs to be prepared to cross the professional no mans land and take on rolls that up to now it wasn't prepared to.

She recognises the pain of the current cuts to a service and appreciates how difficult it is working in such uncertainty. Finance is managed both at a regional and national level.

She spoke about how the agency has got statutory responsibility to adults too, not just to children, especially adults within the domestic violence and gender based sector and adults in the community. Currently their commitment/key service is to child protection and to the broader community.

They're asking themselves do they need to be radicle in their reform, throw everything up in the air and see where it lands? Or does it operate as it always has?

They need to look at counselling in the same way, view it as one service, have a three year strategic plan and look at how we engage with other services. She asked "what is our vision for counselling" Do we

need to have hubs, have specialties and/or outreach services.

They're asking, do we have the money, do we have good communication, do we have an established national organisation?

They're now looking at the services being provided, is the money getting the outcomes and have we got the standards in place?

She spoke about how the grant application will no longer be and they are moving towards commissioning. If you have the service we need, you will be funded to provide that service. It will contain measured outcomes. They need X and Y and C and can we offer this? The roll of counselling is critical. Currently they don't have psychology and CALMS as part of the agency and the front line is utterly depending on counselling. Counselling needs to be about crisis intervention, early intervention and prevention. It will play a key roll in the Meitheal.

She spoke about Tusla being at a very fragile state at the moment. She believes it's important that we come together as a group and the collective wisdom we have will make a difference.

We need to know that it is not business as usual, we need to find new ways of working.

There was a new centre 'Well-being centre' opened in Castleblayney providing support to children and their families.

Questions from the floor: Do they have a framework developed for providing a mediation service?

One agency has noticed that clients are attending their service after they have completed six sessions with primary care.

National Co-ordinator's Report:

Ger expressed how good it was to see a strong number of agencies present and welcomed its first new member Beacon of Light to the meeting. She spoke about her visits to the new potential member agencies and the positive response she has been getting. How agencies were very keen to become members and feel it's important to have a voice at such a critical time. She spoke about the lack of resources within agencies that makes it very difficult for time to be given to governance issues, all their time is consumed on the everyday running of their centres.

She spoke about working on the strategic plan, organising networking events, the newsletter and how the focus is on raising the profile of community based counselling. The first networking event has been organised for Wednesday 25th June with two topics, Charity Regulation and Governance Code. It will also be a good opportunity to meet some new members.

In moving forward the AACI will be meeting with Fred McBride, Operations Officer within the counselling sector and presenting him with a business plan. She spoke about meeting with Eibhlin Byrne and how they attended a workshop on Tusla's statement of Purpose where key agencies were invited to give feedback on their statement to date. There is hope that we will continue to be a part of future discussions.

Ger thanked the Board for making her transition to Co-ordinator an easy one. She thanked Bill O'Dea and Brian O'Byrne for their support throughout the year and she looks forward to a continued good working relationship in the coming year.

Ger also encouraged the members to become more involved with the AACI as it grows, there will be sub-committees and a lot of work to be done.

Treasurer's Report:

Michelle talked the members through the financial audited accounts and they were proposed by Micheal Burke and seconded by Mary Flaherty.

There was one question from the floor, wondering if salaries and wages will be included in the accounts moving forward. This will be happening, Ger became an employee in April 2014 and this will be in next years audited accounts. It was also asked how the AACI hopes to support salaries moving forward. There is a hope with expanded membership that eventually the AACI will become self sufficient, at the moment we are depending on the continued support from the CFA.

Database Report:

Michelle talked the members through the report. A lot of operational questions came from the floor and because there was so much to cover on the report, it was decided that the members take the report home and should they have any queries to contact us.

There were two things highlighted, can the database be changed to become more inclusive of all genders and can the vital data required be set up to be mandatory data and that the system won't allow you to move on until a field is filled.

Brian O'Byrne expressed the importance of agencies signing up to the database and to being an active member of the AACI.

Elections:

Maura, Joseph, Martina, Marian, Karl and Michelle expressed their wish to stay on the committee, Fiona said she may be stepping down during the year.

Michelle was proposed by Martina McFadian and seconded by Mary Flaherty.

There was a request for one to two new members for the executive, both Laura Walsh and Catherine Collins expressed an interest and would contact the office in the coming week. Aileen Tierney expressed her interest in being on a sub-committee.

AOB:

It was suggested, could we cover different topics on networking days, what we are covering has been covered by the wheel. Ger invited the members to let them know what they are interested in.

It was suggested that it may be beneficial to have a Q and A on the database.

It was suggested to maybe have a consultative forum with all the members. Ger said they were discussing the importance of bringing the agencies together to document exactly what each service is providing.

We were asked what has happened to our last strategic plan, it is out of date since 2014 and also the focus and direction of the AACI is changing.

Karl on behalf of the Board thanked Kay for her commitment and for how she has been instrumental in getting the AACI to where it is today and wished her well, she was then presented with flowers and the meeting was brought to a close.

Ger Matthews
National Co-ordinator

Treasurer's Report

Treasurer's Report 26th May 2015

We have had a successful year with further establishing the AACI mission. However we have made a loss this year of (€9857)

	2014
Income	60,000
Expenditure	75,457
Loss	(9,857)

Our main expenditure during this year has been:

The hiring of a coordinator in April	27,319
Rebuilding of the AACI website and secure email platform	5,190
IT annual maintenance contract	3,980
IT Database support (prior year)	6,100
Governance Consultancy fees	4,050

The establishment of our office in Slane:

Rent	2,700
Supplies – 2 laptops	2,015
Supplies – Photocopier	1,131
Supplies – Stationary	3,812
Consultancy - legal & accounting	1,605

Expenses relating to running the voluntary board of directors :

Directors Travel	4,486
Directors subsistence/food	2,787
Directors Hotel for meetings and hire venue	3,699

Five of our directors are from around the country and not Dublin based.

Michelle McCafferty

AACI Treasurer



Association of Agency Based Counselling in Ireland
Report and Financial Statements
for the year ended 31 December 2014

**HLB Ryan
Chartered Accountants
4th Floor
Harmony Court
Harmony Row
Dublin 2**

Association of Agency Based Counselling in Ireland CONTENTS

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Association of Agency Based Counselling in Ireland
CLIENT INFORMATION

Principal Activity	To establish and maintain an accreditation scheme for counselling agencies which are committed to the agency-based principles of counselling practice
Accountants	HLB Ryan Chartered Accountants Harmony Court Harmony Row Dublin 2
Business Address	No. 6 The Village Centre Churchlands Slane Co. Meath
Bankers	Bank of Ireland Castlebar Co. Mayo
Solicitors	Liston & Company Argyle house 103-105 Morehampton Road Donnybrook Dublin 4
Chairperson	Kay Conroy
Secretary	Ger Matthews
Treasurer	Michelle McCafferty

**Association of Agency Based Counselling in Ireland
CHARTERED ACCOUNTANTS' REPORT TO ASSOCIATION OF
AGENCY BASED COUNSELLING IN IRELAND ON THE UNAUDITED
FINANCIAL STATEMENTS OF ASSOCIATION OF AGENCY BASED
COUNSELLING IN IRELAND**

We have prepared for your approval the financial statements of Association of Agency Based Counselling in Ireland for the year which comprise the Income and Expenditure Statement, the Balance Sheet and related notes from the accounting records and information and explanations you have given to us.

This report is made solely to you, in accordance with the terms of our engagement. Our work has been undertaken solely to prepare for your approval the financial statements of Association of Agency Based Counselling in Ireland and state those matters that we have agreed to state to you in this report in accordance with the guidance of Chartered Accountants Ireland. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Association of Agency Based Counselling in Ireland for our work or for this report.

We have carried out this engagement in accordance with technical guidance issued by Chartered Accountants Ireland and have complied with the ethical guidance laid down by Chartered Accountants Ireland.

You have approved the Income and Expenditure Statement, the Balance Sheet and related notes for the year ended 31 December 2014 and have acknowledged your responsibility for them, for the appropriateness of the financial reporting framework adopted and for providing all information and explanations necessary for their compilation.

We have not been instructed to carry out an audit or a review of the financial statements of Association of Agency Based Counselling in Ireland. For this reason, we have not verified the accuracy or completeness of the accounting records or information and explanations you have given to us and we do not, therefore, express any opinion on the financial information.

HLB RYAN
Chartered Accountants
4th Floor
Harmony Court
Harmony Row
Dublin 2

Date:

Association of Agency Based Counselling in Ireland
INCOME AND EXPENDITURE STATEMENT

for the year ended 31 December 2014

		2014 €	2013 €
Income			
Member subscriptions		5,600	4,600
Family support agency funding		<u>60,000</u>	<u>70,000</u>
		<u>65,600</u>	<u>74,600</u>
Expenses			
Overhead expenses	Sch 1	<u>75,457</u>	<u>28,551</u>
Net (deficit)/surplus		<u><u>(9,857)</u></u>	<u><u>46,049</u></u>

Association of Agency Based Counselling in Ireland
SCHEDULE 1 : OVERHEAD EXPENSES
for the year ended 31 December 2014

	2014 €	2013 €
Administration Expenses		
Wages and salaries	24,900	-
Employer's NI/PRSI contributions	2,419	-
Rent payable	2,700	888
Insurance	855	-
Database costs incl. website development and maintenance	18,242	19,000
Light and heat	407	-
Printing, postage and stationery	3,812	1,496
Advertising	255	326
Telephone and fax	1,197	278
Computer costs	68	75
Hire of equipment	1,352	-
Travelling, subsistence and room hire	11,963	5,389
Legal and professional fees	745	193
Consultancy fees	4,050	-
Accountancy	860	615
Bank charges	173	107
Discounts received	(35)	(50)
General expenses	449	(1)
Subscriptions	469	235
Depreciation	577	-
Total Overheads	<u><u>75,457</u></u>	<u><u>28,551</u></u>

Association of Agency Based Counselling in Ireland
BALANCE SHEET

as at 31 December 2014

	Notes	2014 €	2013 €
Fixed Assets			
Tangible assets	1	<u>1,730</u>	<u>-</u>
Current Assets			
Cash at bank and in hand		<u>79,951</u>	<u>103,855</u>
Creditors			
Amounts falling due within one year			
Trade creditors		441	12,939
Taxes and social welfare		180	-
Accruals and other creditors		<u>1,202</u>	<u>1,200</u>
		<u>1,823</u>	<u>14,139</u>
Net Current Assets		<u>78,128</u>	<u>89,716</u>
Total Assets Less Current Liabilities		<u><u>79,858</u></u>	<u><u>89,716</u></u>
Capital Account		<u><u>79,858</u></u>	<u><u>89,716</u></u>

We approve the financial information which comprises the Income and Expenditure Statement, the Balance Sheet and related notes. We acknowledge our responsibility for the financial information, including the appropriateness of the accounting basis and for providing HLB Ryan with all information and explanations necessary for its compilation.

For and on behalf of
Association of Agency Based Counselling
in Ireland

Kay Conroy

Ger Matthews

Date:

Association of Agency Based Counselling in Ireland
ACCOUNTING POLICIES

for the year ended 31 December 2014

Accounting convention

The accounts are prepared under the historical cost convention modified when necessary to include the revaluation of certain fixed assets.

Sales

Income represents the total support funding and membership subscriptions received during the year.

Tangible fixed assets and depreciation

Depreciation is provided at rates calculated to write off the cost or valuation less residual value of each asset over its expected useful life, as follows:

Fixtures, fittings and equipment - 25% Straight Line

Association of Agency Based Counselling in Ireland
NOTES TO THE FINANCIAL STATEMENTS
for the year ended 31 December 2014

1. TANGIBLE ASSETS

	Fixtures, fittings and equipment
	€
Cost	
Additions	2,307
At 31 December 2014	<u>2,307</u>
Depreciation	
Charge for the year	577
At 31 December 2014	<u>577</u>
Net book value	
At 31 December 2014	<u><u>1,730</u></u>

AACI National Coordinator's Report

AACI Operations /AGM May 26th 2015

This is my first year completed as AACI's National Coordinator.

It has been a very busy year, further developing the day-to-day operations of AACI. Organising events, visiting agencies, expanding membership and developing AACI's policies and procedures.

2014/15 Events:

1. Code of Governance Training 25th June 2014

Facilitator: Sheila Cahill

This was a very interesting part of the day. Sheila made what at times can be a heavy topic really interesting. There was a strong emphasis on the relationship between Board of Management and CEO/Manager and how best this needs to function. There was a lot of clarity brought to what a healthy functioning Board should look like.

2. Signing up to the Fundraising Principles 25th June 2014

Facilitator: Catriona Hogan

The focus here was explaining the charities act and what work is involved in signing up to the fundraising principles. Catriona brought a lot of clarity and stressed the importance of signing up.

3. AACI Launch 24th November 2014

Our Launch took place at the Mansion House. Minister James Reilly spoke in good support of counselling and of the AACI. He spoke about the value of counselling wearing both the hat of a GP and Minister. He was particularly interested in the AACI's standards and criteria guidelines for its members and stressed the importance of our sector being regulated.

We had Mary Coughlan, jazz singer, speaking as a service user. She spoke very openly and honestly about her life experience and the difference counselling has made to her life. Her sharing touched all present.

Bill O'Dea spoke on behalf of Tusla, Child & Family Agency, strongly supporting the AACI and the work that is being done.

The Minister launching the AACI was very pivotal, in that the importance and value of community based counselling was recognised. He also acknowledged the high standards to which all of our member agencies work to and the AACI was seen as a professional organisation representing the counselling sector.

The Minister also launched the following three key developments:

New Website:

Our new website has been up and running since November 2014 and was launched by Minister James Reilly. The main reason for updating it, was for us to have full content management which is vital for ensuring our website is up to date. As a result of this change we had to move our database to a new domain. This was carried out smoothly and the high level of system security has been maintained.

Revised Standards & Criteria Form

This was completed on time for our launch. It became clear that our standards form needed to be revised. There were a lot of areas in the previous form that we believe did not fall under our remit. We are not a policing organisation and don't wish to operate in that way. We are about setting standards through which we believe best practice can be achieved. We are about supporting our members, advocating for them and providing networking opportunities. We are also about collating evidence-based statistics, which is vital for securing future funding.

Strategic Plan: 2014 to 2017

Our strategy is to achieve three outcomes from 2014 to 2017 as outlined in our brochure pages 4-6.

- 1) Expanded and strengthened network of agencies providing professional, low cost, accessible counselling for the community.
- 2) AACI recognised as representatives of members with relevant stakeholders.
- 3) High standards of professional evidence based services provided.

All of the AACI's operations are strategic plan focused.

4. Database Q & A and Training 11th February 2015

Facilitators: Denis Cronin, Michelle McCafferty, Ger Matthews

There was a mixture of existing and new members in attendance. The Q & A part of the day was especially useful for those members using the database. We now have a 'Most Frequently Asked Questions' document, which should help agencies through the initial setting up stage of using the database. Storm Technology was very helpful to us in putting this together.

5. Governance Training for AACI Board of Directors 23rd April 2015

Facilitator: Sheila Cahill

Both the AACI Board of Directors and the National Coordinator attended this training. We looked at organisational roles in terms of operations and Governance and who has responsibility for what. Sheila takes what is important out of the Governance Code and applies it as the 'Vital Signs', which focuses on role clarity, a mutually agreed plan of action, a reporting plan and Code of Conduct. It was a very beneficial day in that it helped us prioritise the immediate actions required in terms of Governance. We also received valuable guidance on how Board meetings can be more productive.

Membership & Membership Structure

Membership is expanding. It's a slower process than we had originally thought. This is primarily because agencies need time to update their policies and procedures. We have a membership sub-committee through which all applications go through and then final ratification is carried out at a Board Meeting. Our new membership structure contains three different types, Full, Associate and Affiliate. The criteria for these are outlined in our Standards & Criteria Form.

- We have a total of 32 members
- 28 Full Members,
- 2 Associate Members
- 2 Affiliate Members.

There are 10 agencies in the application process, 4 of which are for full membership and 5 for associate and 1 for affiliate membership.

Future Plan:

- To stay on track with our strategic plan
- Keep developing the AACI in terms of Governance.
- Continue to expand our membership.
- Organise networking events.
- Continue to build on our relationship with our stakeholders and funders.
- To continue to build on raising the profile of Community Based Counselling
- To continue to further develop our database.

Date for Diary:

AACI is hosting its first ever **National Counselling Conference**. It will be taking place at the **Ashling Hotel** on **Wednesday 11th November**.

We will be using this forum to primarily promote community based counselling. The speakers will be presenting on parenting, adolescents, mental health issues and the AACI will be presenting its Position Paper.

Personal note

I would like to thank the AACI Board of Directors for all the time and commitment they have given to the AACI. I really appreciate the backup and support I have received over the year.

I would especially like to thank Karl Tooher and Michelle McCafferty for their support and for being my go to people, which has been essential as I, primarily work on my own.

It has been a year of transition both for the AACI and for me stepping in to the role of National Coordinator. I believe it's important to acknowledge the belief and support we have received from Tusla Child and Family Agency, particularly from Bill O'Dea, Brian O'Byrne and Deirdre Roche.

I would also like to thank all our members for supporting and engaging with AACI throughout the year and I look forward to continuing to work together for what is a hugely worthwhile and valuable sector.

Ger Matthews

AACI National Coordinator



(L - R): Minister James Reilly TD, Ger Matthews (AACI) Bill O'Dea (Tusla).



Database Narrative

AGM 26th May 2015

The purpose of the database is to reflect the commitment and collective work of community based counselling nationally. It's about the AACI member agencies joining together to uphold the importance of evidenced based statistics. It also creates a platform for research in to counselling effectiveness and identifying trends within the service.

In 2011 the former FSA funded the set up of the AACI database. Over the years and now as part of Tusla they continue to fund and support the development of the database. Tusla have been emphasising the importance of producing evidence-based statistics and their continued support of our database reflects this.

Currently we have fifteen member agencies actively using the database. Five member agencies are using the test site and nine are not signed up.

Twelve AACI member agencies provided their statistics to the 2015 report. There has been an increase in the number of funded sessions and less clients being able to fund themselves, which is not surprising.

Gender is remaining around the same 60% female to 40% male. Session attendance has increased by 2%. Ages, 36-50 is the highest age group availing of counselling and there has been a 2% increase in the age group 13-18 availing of counselling.

Given that the FSA /Tusla is the highest funder it's no surprise that the highest presenting issue is relationships and marriage. In 2014 we provided 13,270 sessions of counselling compared to 10,012 in 2013.

There was a 5% increase in the number of self –referrals. Dublin still has the highest percentage of services used and there has been a decrease in the use of services in Galway and Mayo.

Another important statistic worth mentioning is the average length of time clients are on a waiting list. On average a client would be waiting for no longer than a month from first contact to first session. This in comparison to 18 months for statutory services is excellent.

The number of at risk clients seems very low and not in keeping with what is actually happening in many member agencies. We believe this is due to some member agencies not inputting this specific data. This is reflected by there being 45% of occurrences not recorded. Equally we would believe that the number of Child Protection figures do not reflect the real picture. Do we need to have these fields as 'required fields' so as to collate more accurate data?

As you are aware we provided training this year to those member agencies that recently signed up to the database. There was also a Q and A part of the day for our member agencies using the database. This proved to be very fruitful. While we can make some of the recommended changes to ensure the system works more efficiently, there are some we cannot make at this stage. We need to be able to justify investing more money and this requires having all our members signed up and inputting data. We can appreciate that resources are tight and that it's extra work.

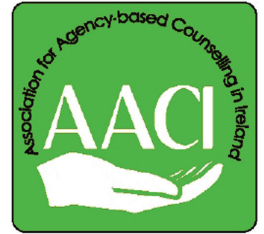
We believe that by not having all of our members signed up and using the database, we are under selling and under representing the wide and varied services that we are providing to the community. We urge you to take the necessary steps to sign up.

There were 34,081 number of counselling sessions provided by twelve member agencies in 2014. Just think what the figure would be if all of our member agencies were providing their data.

Ger Matthews
AACI National Coordinator



(L - R): Catherine Collins, Karl Tooher, Martina McNamara, Marian Keigher, Minister James Reilly TD, Mary Coughlan, Ger Matthews, Joseph Enright, Michelle McCafferty, Maura Callaghan.



AACI Database Reporting

Report 2014

Michelle Mc Cafferty
Executive Committee member
5th March 2015

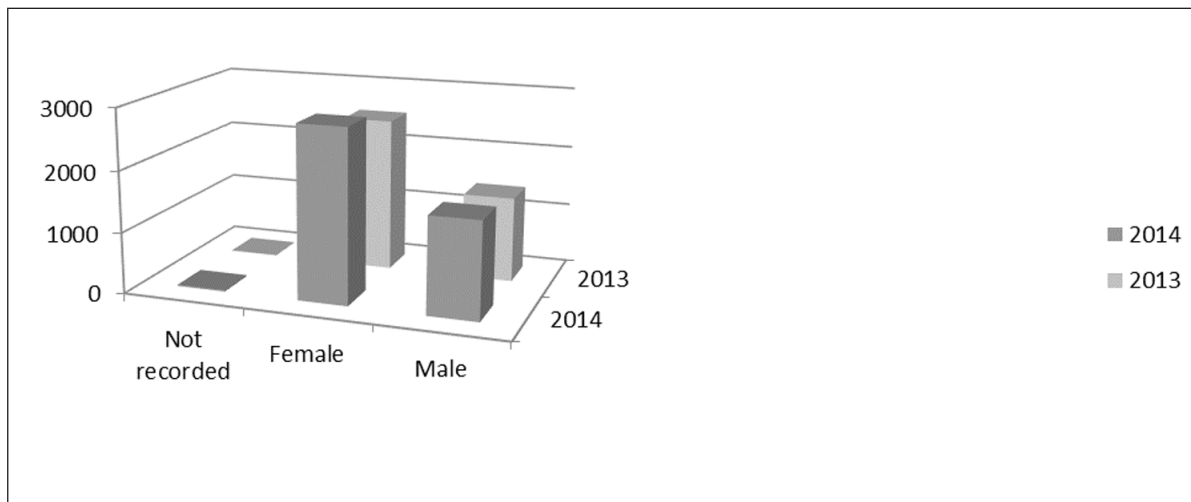
Introduction and update

We currently have 12 agencies feeding their client information into the database and it makes interesting reading for the decision makers in our sector. The agencies involved;

Pro Consult Galway, Knock Counselling Center, Turning Point, Dundalk Counselling center, Boyle Counselling and Psychotherapy Center, The Family center Castlebar, St Brigid's Family and Community Center, Clanwilliam Institute, Vita House Family Center, Cork Marriage Counselling Centre, Liberties Counselling and Genesis Counselling Center.

1. GENDER

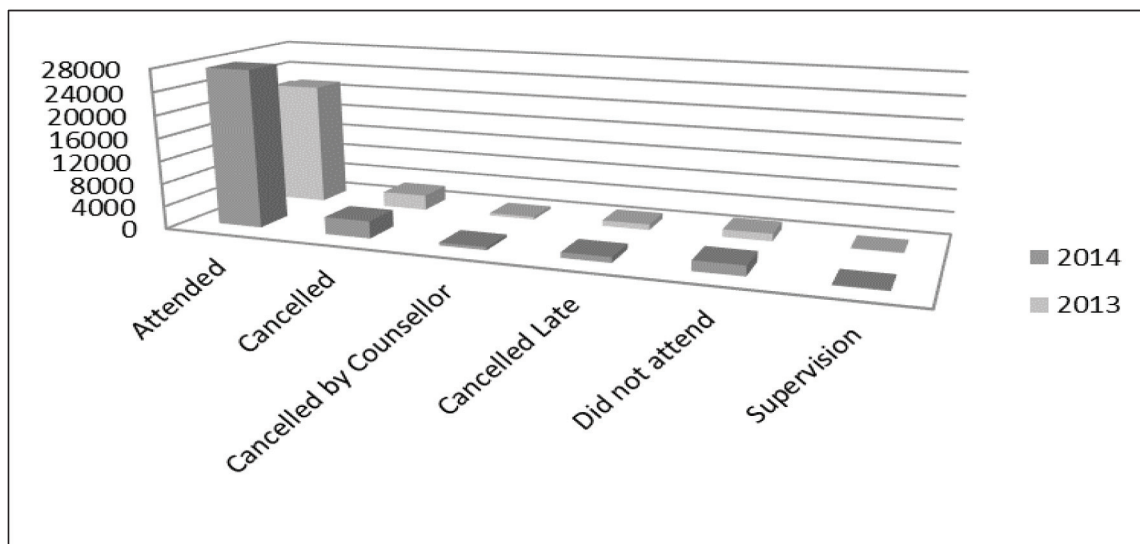
Gender	2014		2013	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	22	1%	9	0%
Female	2826	64%	2520	64%
Male	1581	36%	1394	36%
Total	4429	100%	3923	100%



We can see an increase in both male and females attending the services. Gender is an essential piece of information.

2. SESSION ATTENDANCE

Session Status	2014		2013	
	Number of Sessions	Percentage of Total Sessions	Number of Sessions	Percentage of Total Sessions
Attended	27665	81%	21640	79%
Cancelled	3005	9%	2668	10%
Cancelled by Counsellor	514	2%	453	2%
Cancelled Late	953	3%	999	4%
Did not attend	1778	5%	1322	4%
Supervision	166	0%	95	0%
Total	34081	100.00%	27177	100.00%

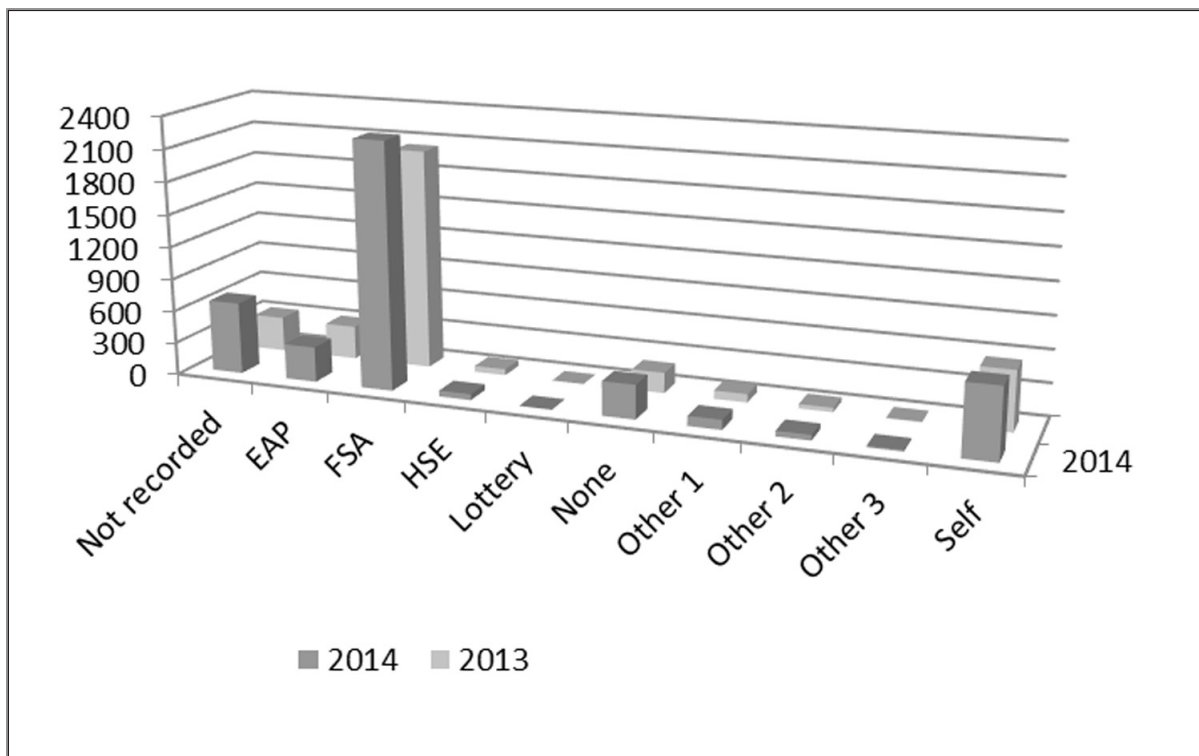


Session status is an essential piece of information.

We can see from the above information that attendance at sessions has increased from 79% to 81%. The various cancellations have decreased from 9%, 2% and 3% however we seen an increase in late cancellation from 4% to 5%.

3. FUNDING AGENCY

Episode Funding Agency	2014		2013	
	Number of Clients	Number of Sessions	Number of Clients	Number of Sessions
Not recorded	664	3,580	321	1,562
EAP	324	1,602	309	1,314
FSA	2271	13,270	2036	10,012
HSE	54	444	56	348
National Lottery	1	2	0	0
None	313	1585	189	886
Other 1	90	643	77	367
Other 2	50	147	40	93
Other 3	14	83	6	37
Self	648	2,723	550	2,259
Total	4429	24079	3584	16878

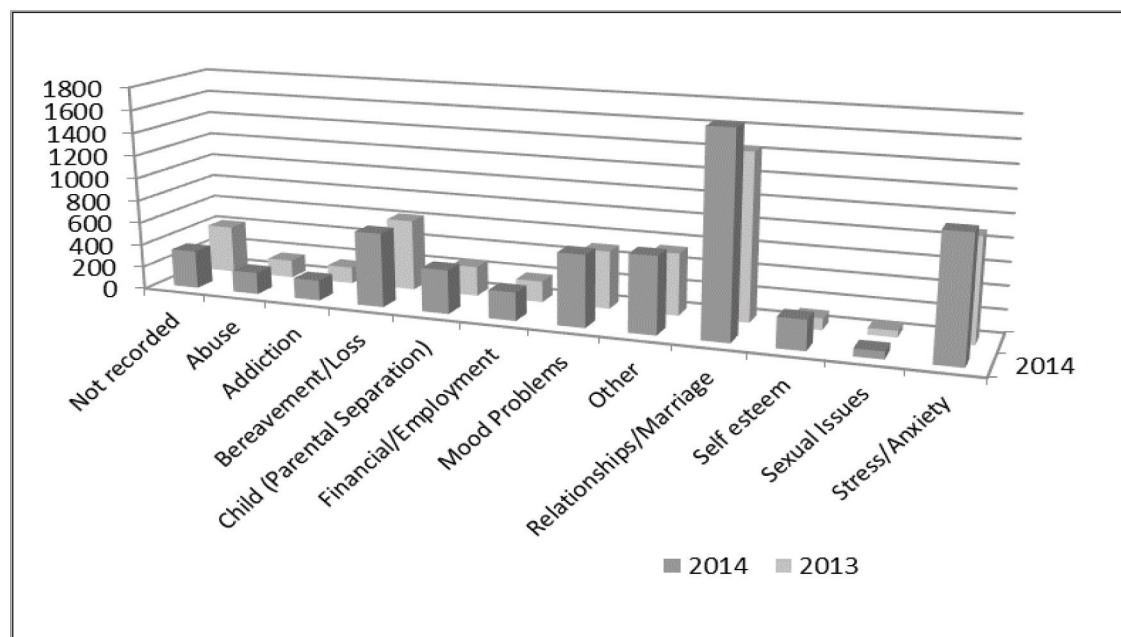


Number of funded sessions

We can see from the above information that the number of funded sessions in the FSA category is up and self-funded category is down. This is in line with what we would expect.

4. PRESENTING ISSUES

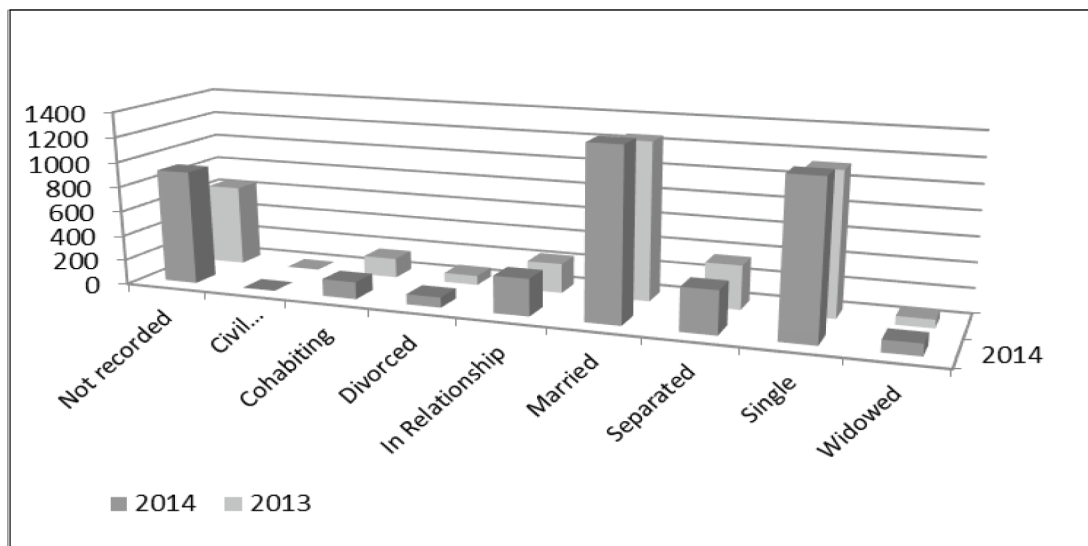
Presenting Issue	2014		2013	
	Number of Occurrences	Percentage of Episode	Number of Occurrences	Percentage of Episode
Not recorded	333	5%	418	8%
Abuse	192	3%	155	3%
Addiction	178	3%	144	3%
Bereavement/Loss	647	10%	623	12%
Child (Parental Separation)	381	6%	259	5%
Financial Difficulties/Employment	246	4%	185	3%
Mood Problems	623	10%	505	9%
Other	667	10%	541	10%
Relationships/Marriage	1739	27%	1443	27%
Self esteem	259	4%	100	2%
Sexual Issues	65	1%	57	1%
Stress/Anxiety	1062	17%	893	17%



We can see from the above information that the highest presenting issues in 2014 were Relationship and Marriage at 27%, stress and anxiety 17% and then bereavement 10%. Presenting issue information is not always available for agencies to record.

5. RELATIONSHIP STATUS

Relationship Status	2014		2013	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	913	21%	649	17%
Civil Partnership	0	0%	1	0%
Cohabiting	136	3%	155	4%
Divorced	81	2%	75	2%
In Relationship	294	7%	236	6%
Married	1352	31%	1258	32%
Separated	341	8%	350	9%
Single	1218	28%	1132	29%
Widowed	94	2%	67	2%
Total	4429	100%	3923	100%

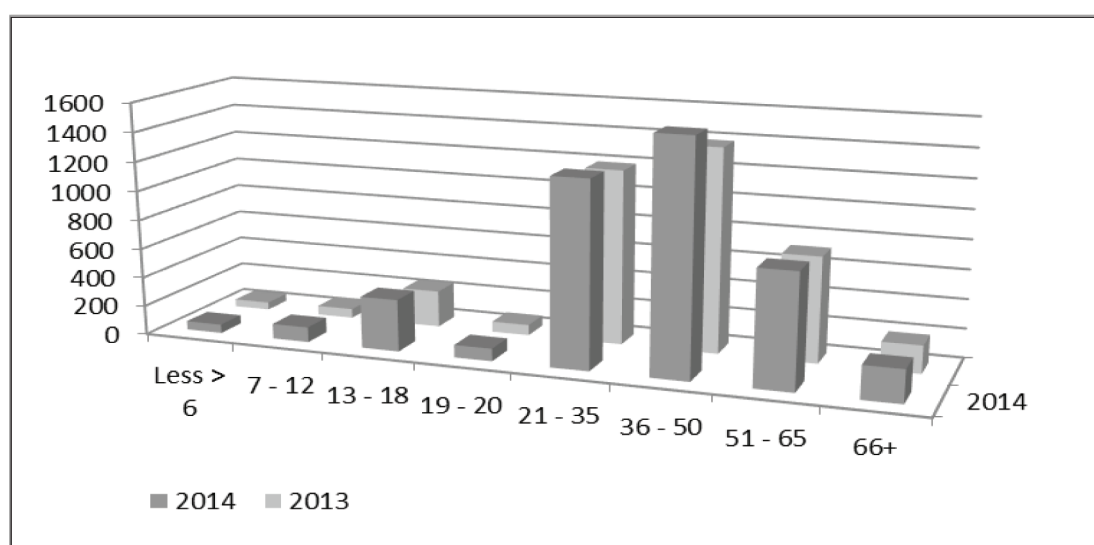


We can see from the above information that clients coming to our service are mainly in the married category, 31% and then single category, 28%. We have seen a small increase in clients in relationships, 7% (2013 6%). We have a small decrease in cohabiting 3% (2013 2%) and separated 8% (2013 9%).

Relationship status information is not always available for agencies to record.

6. AGE CATEGORY

Age Grouping (years)	2014		2013	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Less > 6	59	1%	51	1%
7 - 12	102	2%	63	2%
13 - 18	354	8%	251	6%
19 - 20	85	2%	72	2%
21 - 35	1259	28%	1192	30%
36 - 50	1569	35%	1386	35%
51 - 65	777	18%	718	18%
66+	224	5%	190	5%
Total	4429	0%	3923	100%



We can see from the above information that the main age group using our services is 36-50 age groups. However there has been an increase of the age category 13-18, 8% (2013 6%). There has been a reduction of age 21 – 35 age using the service 30% (2013 28%). The year of birth is an essential piece of information, however for clients who do not engage with the service but have made an appointment their presenting issues are recorded but not their year of birth.

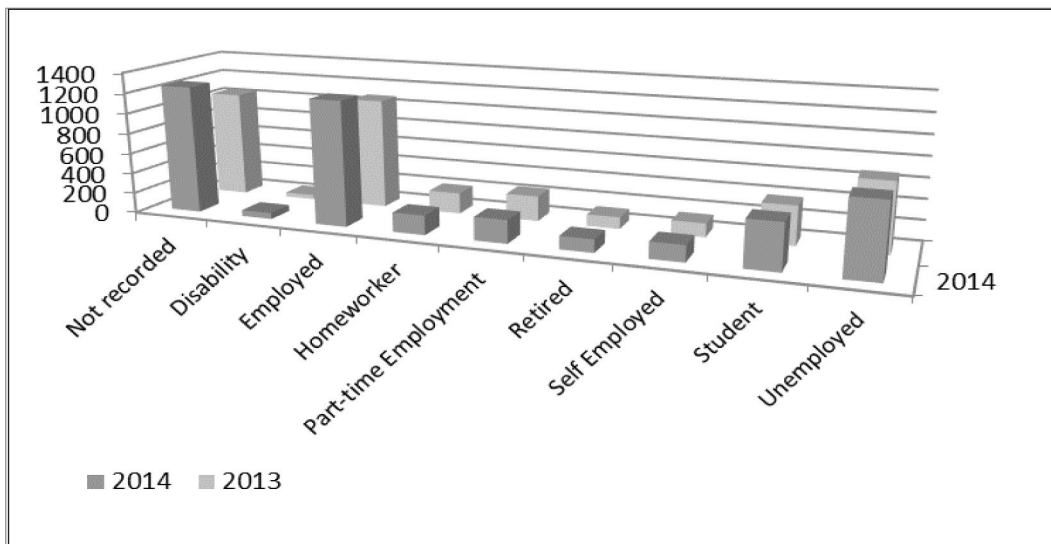
7. REFERRAL SOURCE

Episode Referral Source	2014		2013	
	Number of Episodes	Percentage of Total	Number of Episodes	Percentage of Total
Not recorded	81	2%	181	5%
Community-Based Group	148	4%	108	3%
EAP	30	1%	0	0%
GP	657	17%	578	17%
HSE	104	3%	122	3%
Legal	31	1%	19	1%
Other	399	10%	447	13%
Religious	3	0%	6	0
Self	2519	63%	2024	58%
Total	3972	100%	3485	100%

We can see from the above information that clients are increasingly referring themselves to the services, 63% (2013 58%). Referral source information is not always available for agencies to record.

8. EMPLOYMENT STATUS

Employment Status	2014		2013	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	1252	28%	1044	27%
Disability	60	1%	43	1%
Employed	1220	28%	1079	28%
Homeworker	190	4%	205	5%
Part-time Employment	225	6%	246	6%
Retired	126	3%	114	3%
Self Employed	159	4%	134	3%
Student	445	10%	380	10%
Unemployed	712	16%	678	17%
Total	4429	100%	3923	100%



We can see from the above information that there has been an increase in self-employed using the service 4% (2013 3%). There has been a reduction in the unemployed and homeworker clients using the service. All the other categories are represented and stable. Employment status information is not always available for agencies to record.

9. RISK ASSESSMENT & CHILD PROTECTION

Risk Assessment	2014		2013	
	Number of Occurrences	Percentage of Episode	Number of Occurrences	Percentage of Episode
Not recorded	1933	45.21%	1621	46.50%
None	1591	37.21%	1339	38.40%
Risk of self-harm - Mild	138	3.23%	102	2.90%
Risk of self-harm - Moderate	38	0.89%	33	1%
Risk of self-harm - Severe	3	0.07%	3	0.10%
Risk of Suicide - Mild	297	6.95%	382	11%
Risk of Suicide - Moderate	7	0.16%	9	0.30%
Risk of Suicide - Severe	0	0.00%	5	0.10%
Risk to others - Mild	264	6.17%	365	10.50%
Risk to others - Moderate	5	0.12%	5	0.20%
Risk to others - Severe	0	0.00%	1	0.00%

We can see from the above information that a high percentage of clients are recorded as no risk. There has been an increase in the number of clients presenting with the risk of mild self harm during the year 3.23% (2013 2.90%). There are a decreased number of clients relating to Mild risk of suicide 6.95% (2013 11%) and mild risk to other 6.17% (2013 10.50%).

Risk information is not always available for agencies to record.

10. CHILD PROTECTION

Child Protection Issues	Number of Episodes	Percentage of Total	Number of Episodes	Percentage of Total
Not recorded	2132	54%	2115	61%
No	1803	45%	1324	38%
Yes	37	1%	46	1%
Total	3972	100%	3485	100%

We can see from the above information that the clients presenting to the service have no child protection issues 45% (2013 38%). For the clients that have presented with child protection risk we have remained the same at 1% (2013 1%).

Child Protection information is not always available for agencies to record.

11. COUNTY OF RESIDENCY OF CLIENT

County of Residency	2014		2013	
	Number of Clients	Percentage of Total	Number of Clients	Percentage of Total
Not recorded	843	19.03%	644	17.97%
Antrim	0	0.00%	1	0.03%
Armagh	1	0.02%	1	0.03%
Carlow	5	0.11%	1	0.03%
Cavan	6	0.14%	11	0.28%
Clare	3	0.07%	1	0.03%
Cork	5	0.11%	1	0.03%
Donegal	5	0.11%	0	0.00%
Down	5	0.11%	5	0.13%
Dublin	988	22.31%	753	19.19%
Fermanagh	0	0.00%	1	0.03%
Galway	282	6.37%	375	9.56%
Kerry	192	4.34%	3	0.08%
Kildare	46	1.04%	35	0.89%
Kilkenny	37	0.84%	41	1.05%
Laois	3	0.07%	6	0.15%
Leitrim	50	1.13%	54	1.38%
Limerick	4	0.09%	2	0.05%
Longford	17	0.38%	0	0.00%
Louth	389	8.78%	400	10.20%
Mayo	715	16.14%	929	23.68%
Meath	33	0.75%	46	1.17%
Monaghan	51	1.15%	56	1.43%
Offaly	6	0.14%	4	0.10%
Roscommon	278	6.28%	163	4.15%
Sligo	63	1.42%	41	1.05%
Tipperary	7	0.16%	6	0.15%
Waterford	325	7.34%	310	7.90%
Westmeath	25	0.56%	12	0.31%
Wexford	12	0.27%	10	0.25%
Wicklow	33	0.75%	11	0.28%
Total	4429	100.00%	3923	100.00%

We can see from the above information that a high percentage of our services are used in Dublin 22.31% (2013 19.19%) We see a decrease in services in Galway 6.37% (2013 9.36%) and Mayo 16.14% (2013 23.68%)

Some counties are not represented however we are aware that there are agencies operating in this area but not entering their clinical data.

County information is not always available for agencies to record.

12. EPISODE BY NATIONALITY

2014			2014		
Nationality	Number of Clients	Percentage of Total	Nationality	Number of Clients	Percentage of Total
Not recorded	188	4.24%	Italy	5	0.11%
Afghanistan	1	0.02%	Japan	1	0.02%
Algeria	2	0.05%	North Korea	1	0.02%
Argentina	1	0.02%	Kosovo	1	0.02%
Australia	6	0.14%	Latvia	7	0.16%
Austria	1	0.02%	Lithuania	3	0.07%
Bangladesh	1	0.02%	Luxembourg	1	0.02%
Belgium	1	0.02%	Malaysia	1	0.02%
Bosnia	1	0.02%	Mauritius	1	0.02%
Brazil	35	0.79%	Morocco	1	0.02%
Bulgaria	3	0.07%	Netherlands	1	0.02%
Cameroon	0	0.00%	New Zealand	1	0.02%
Canada	9	0.20%	Nigeria	9	0.20%
China	2	0.05%	Northern Ireland	5	0.11%
Congo	0	0.00%	Oman	1	0.02%
Colombia	2	0.05%	Pakistan	1	0.02%
Cote D'Ivoire	1	0.02%	Phillippines	2	0.05%
Croatia	1	0.02%	Poland	41	0.93%
Czech Republic	2	0.05%	Portugal	3	0.07%
Denmark	1	0.02%	Qatar	1	0.02%
Egypt	0	0.00%	Romania	4	0.09%
Estonia	1	0.02%	Russia	0	0.00%
Finland	1	0.02%	Saudi Arabi	1	0.02%
France	6	0.14%	Slovakia	4	0.09%
Germany	18	0.41%	South Africa	7	0.16%
Ghana	0	0.00%	Spain	10	0.23%
Great Britain	133	3.00%	Sudan	0	0.00%
Greece	1	0.02%	Sweden	2	0.05%
Hungary	1	0.02%	Thailand	0	0.00%
Iceland	0	0.00%	Turkey	1	0.02%
India	8	0.18%	Tunisia	0	0.00%
Iran	1	0.02%	Ukraine	1	0.02%
Iraq	1	0.02%	United Arab Emirates	2	0.05%
Ireland	3858	87.09%	USA	19	0.43%
Israel	1	0.02%	Venezuela	1	0.02%

13. WAITING LIST

	2014	2013
	Average length of time on waiting list (days)	Average length of time on waiting list (days)
From Contact until Assessment	28	19
From Assessment to First Session	14	37
From Contact to First Session	33	36

The average length of time on a waiting list has reduced from last year.

