

# **(D3) Network of Staff Supporters Ltd (NOSS) Annual Report September 2014 to September 2015**



This is the annual report of The Network of Staff Supporters Ltd (NOSS) the company provides counselling, mediation and training services, this report relates solely to the counselling and psychotherapy service only, though for context, the overview of NOSS is for the whole company. The report is for the period from September 2014 to September 2015 to service users and other stakeholders.

## **1. Overview of NOSS the company**

The Network of Staff Supporters established for nearly 20 years delivers counselling to a wide community mainly in the work environment often working in partnership with internal or external HR departments, occupational health nurses and doctors other professionals such as GPs, psychiatrists and physiotherapists.

The range of services currently delivered covers counselling, mediation, training, investigations and covers issues or situations raised by clients, such as redundancy, accidents, death, trauma, breakdowns, stress, depression, critical incidents, major incidents, home, drug, anger, illness, abuse, sexual issues, disability, phobias, personality disorders, youth issues, victims, conflict resolution relationship breakdown, personality clashes, communication problems, bullying, discrimination or harassment multiple or counter grievances, collective disputes, team conflict are examples.

With over 100 current publically funded or private sector contacts in the private sector covering industries such as transport, food, hospitality, nuclear, defense, automotive, manufacturing, electronic, pharmaceutical, construction, aerospace, newspapers. In the public sector - Universities, further education and agricultural colleges, schools, academies, councils, NHS, ambulance, prison service and fire and rescue services. We also work for charities and partnerships in the homelessness, housing, hostels and hospice sectors.

In an increasingly busy year thanks must go to the staff at head office that are forever professional and patient and managing to balance a variety of demands and of course to our valued counsellors who are extremely professional and consistent deliver a service that we are extremely proud of.

## **NOSS Mission statement**

The mission statement underpins the ethos of NOSS

*We provide counselling, mediation and training to all sectors of the community and do so in accordance to the relevant professional standards. We are committed to the promotion of ethical, confidential, open, honest and transparent communications that not only promotes the emotional health, well being and harmony of all people who in anyway access our services or seek our help but ensure that we conduct all aspects of our business in accordance with the law and with integrity and consistency.*

NOSS first gained service accreditation of the BACP in 2008 and has as its ethos and commits to the *Ethical Framework for Good Practice in Counselling and Psychotherapy* and will resubmit for service accreditation in October this year. All NOSS service delivery is by professionals who are at least qualified to the minimum, if not higher recognised standard for their discipline i.e. Diploma level for counsellors or other relevant qualification in their specialist field or have specialised in areas such as PTSD, serious mental health issues, bereavement counselling etc.

It is mandatory that all our counsellors, associates or specialists are accredited, eligible or working towards accreditation, to their relevant professional standard such as the BACP, BABCP, BPS, UKCP they maintain full professional indemnity insurance, including public liability insurance and ensure that they commit to the required CPD

The eighty plus NOSS counselors / associates/ specialists deliver over 10,000 hours of counselling per year from 135 locations across the UK. Service is delivered by Counsellors, EMDR specialists, CBT therapists, Clinical Psychologists, Nuro Psychologists, Psychiatrists and Sleep Therapists.

## **2. NOSS current policies and procedure**

Help us deliver service are as follows and will continue to be developed in particular in the following areas -

- **Training and development** - *increased support for staff to achieve great qualifications or accreditation.*
- **Recruitment**
- **Equality and diversity (ACAS)** - *ensure that with our partners we continue to develop joint accessibility for under represented groups*
- **Health and Safety (HSE)** - *a particular focus, on counsellors who must be safe and feel safe.*
- **Data Protection Act** - *ensure that with the greater introduction of electronic communications that confidentiality is maintained*
- **Grievance and disciplinary procedures**
- **Complaints procedure**
- The **Environmental policy** is being reviewed with the aim of incorporating more electronic and new media and to reflecting the paperless head office and increased accessibility through electronic communication.

### 3. Equality and Diversity (generalised across all contracts)

- Gender Female 73% Male 27%
- Age 18 to 25 15%, 25 to 54% 38%, 55 and Over 47%
- Ethnicity White British 59%, Other White 23%, Asian/Asian British 11%, Mixed background 5%, Other ethnic group 2%.
- Disability 5% of users consider themselves to have a disability

### 4. Service Delivery

This year has seen the increase in the demand for the service to demonstrate efficacy of counselling in the workplace this reflects the increased demand for counseling of approximately 2.75% (general) reports maintain confidentiality and anonymity but are now in general more frequent and are commonly monthly.

The most common presenting issues are anxiety (including e.g. stress (home/work), social anxiety, panic attacks and PTSD), depression, self and identity (includes e.g. self confidence, self esteem, perfectionism, and issues around sexuality), and professional / workplace related issues. (e.g. welfare and employment) significant self-harm, suicidal ideation or suicide attempts are often recorded under other categories (e.g. clinical depression).

We continue to have excellent links with specialists/ referral agencies – we are very lucky working in partnerships as we do we have formal and informal referrals and support from other clinical specialists and joint working arrangements with other support groups for example AA, CAB Cruise, ANON, Women's Aid, SAFA and Combat Stress etc.

**Response Times** - ensuring our response the offer of a first counselling appointment meets the appropriate KPI, at typical KPI is the first appointment within 7 working days remains a key priority we of course do see people sooner than 7 working days on many occasions. We report initial appointment to first counseling session, our reports are confidential, anonymous and are exception based e.g. we only report the number of appointments that fall outside the KPI (numbers receiving counseling is reported in other ways) Higher rates of referral during peak times have been managed successfully and are included in the trend and issue report section

The reason for first appointments falling outside the KPI remain -

- Not accepting the first offer of appointment
- Availability limited due to work, home commitments or other such as child care issues
- Wanting a specific counselor or gender, time or location
- Failing to attend appointments or short notice cancellations Appointments are only offered at times/locations clients have indicated they can attend. Clients are asked to give us as much notice as possible when cancelling appointments, allowing us to offer the session to another person.

## 5. The past year highlights

- Awarded IIP accreditation in February 2015 at the heart of Investors in People is an assessment framework, which reflects the best practices in high performance working. It should be noted that the awarding of IIP was for the whole of NOSS counseling, mediation and training. This national benchmark award provides evidence that we have fulfilled their stringent criteria for being an inclusive and accessible service for staff
- The Service has delivered bespoke training sessions on counseling 6 occasions. NOSS has spoken at 2 regional conferences and held 2 workshops.
- NOSS In a Nutshell documents offers self-help tools to identify, motivate and educate members of the university community about common mental health issues such as anxiety, depression, insomnia and stress, the library of which is freely available.

## 6. Future focus

- Improved induction package for all staff
- Increase partnership working
- Web site development will increase accessibility and visibility, IT enhancement for further efficiencies – downloadable forms and questionnaires, information library and encourage the increased use of technology by counselors.
- Develop a NOSS communications strategy to increase publicity of the work of NOSS but that of counseling in general including the increased use of social media

For questions about this report please contact [vicki@noss.uk.com](mailto:vicki@noss.uk.com)

### References

[http://www.bacp.co.uk/ethical\\_framework/](http://www.bacp.co.uk/ethical_framework/)

<http://www.hse.gov.uk>

<http://acas.org.uk>



**The Network of Staff Supporters Ltd**

**Head Office, Orme Lodge, High Street, Bangor on Dee, Wrexham, LL13 0AU**

**Telephone 01978 780479. [www.noss.uk.com](http://www.noss.uk.com)**