

Network of Staff Supporters Ltd (NOSS) Annual Report

September 2015 to August 2016



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, though for context, the overview of NOSS is for the whole company.

The report is for the period from September 2015 to August 2016 to contract holders, service users and other stakeholders.

1. Overview of NOSS: 2015-2016

Network of Staff Supporters has now been in existence for 20 years - 2016 marks this significant anniversary and we are extremely proud of this achievement.

We continue to deliver counselling nationwide to a wide community mainly in the workplace environment, often working in partnership with internal or external HR departments, occupational health nurses and doctors other professionals such as GPs, psychiatrists and physiotherapists. We have seen a growth in our independent conflict resolution (mediation) service provision – often as a closely aligned outcome of the contract management associated with our counselling contracted provision.

The range of services currently delivered now includes:

- therapeutic counselling
- conflict resolution through mediation
- training on a range of mental health support initiatives
- wellbeing and health awareness initiatives
- independent investigations

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, wellbeing 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.

The Network of Staff Supporters Ltd
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Our aim is for an organisation's workforce to be happy to go to work, confident they are supported and working in a culture that values the wellbeing, health and motivation of the workforce with the aim that the organisation continues to be successful.

2. Service Delivery

Once again, we have had an extremely busy year consolidating our existing counselling provision and have seen a rapid growth in our conflict resolution service (independent mediation).

We have seen an increased demand for our counselling provision of approximately 2.5%.

In the last 12 months alone, we have successfully delivered 16 mediations (involving 130 people) – a mix of individual and group sessions with a range of positive and realistic agreed outcomes for all participants.

Response Times

We continue to ensuring our response times meets Key Performance (KPI) targets - a typical KPI is the first appointment within 7 working days remains a key priority for NOSS. Wherever possible we ensure that we see clients sooner than 7 working days, or according to the contract specification. We report initial appointment to first counseling session as part of our contract management reporting mechanism. 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.

The reason for first appointments falling outside the KPI remain -

- Client/service user not accepting the first offer of appointment
- Availability of client limited due to work, home commitments or other such as child care issues
- Wanting a specific counsellor, time or location other than or exceeding the contract specification requirements
- Failing to attend appointments or short notice cancellations even though appointments are only offered at mutually agreed times/locations. Clients are asked to give us as much notice as possible when cancelling appointments, and at least 24 hours, allowing us to offer the session to another person.

Our focus is now firmly on continued consolidation and growth of our core counselling service and expansion of our resources to accommodate the growing call on both our counselling and mediation service provision. We do this with a continued focus on our core principles and professional ethics to ensure maintenance of our professional standing and accreditation.

Our **thanks** go to our hard-working, yet often unseen, staff at our Head Office in north Wales who are professional, experienced and patient with all our service users (contract managers and clients). As the first point of contact in a referral, they are often able to effectively reassure the service user and explain the counselling process, answering any questions and allaying any fears or concerns about counselling even before they make their first appointment. We know this personal contact makes a very positive difference to our service users.

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Our continued **thanks**, as always, go to our valued counsellors - many of whom we have worked with for a number of years - who are extremely professional and consistently deliver a service that we are extremely proud of; discrete, ethical and confidential and bound by the BACP **Ethical Framework for the Counselling Professions** or equivalent.

3. Clinical Responsibility

NOSS Clinicians and Associates work within the British Association for Counselling and Psychotherapy's **Ethical Framework for the Counselling Professions** and the **Professional Conduct Procedure**, or the equivalent standards for their professional body. This ensures that we are able to evidence and demonstrate confidentiality, professional and ethical best practice throughout our network.

It is a mandatory requirement of our recruitment process that all our counsellors, associates or specialists are accredited, eligible or working towards accreditation to their relevant professional standard (such as BACP, BABCP, BPS, UKCP), that they maintain full professional indemnity and public liability insurance and ensure that they commit to and evidence the CPD requirements of their professional body including professional clinical supervision of their practice.

4. Service Evaluation

We conduct monthly, quarterly and annual contract management reviews and seek associate counsellor feedback survey. We also use our feedback forms for all service users to support our continuous improvement cycle – review, evaluate, implement. Due to the nature of anonymous client feedback, we continue to promote the value to us of receiving suggestions and comments or compliments; this is a further focus for the next 12 months.

All the responses we receive, including any negative comments, are reviewed by one of our senior team and, unless the response is marked as anonymous, we also share the feedback with the counsellor concerned. In this way we use feedback to inform and improve our existing practices and service delivery. In the main the feedback is positive and complimentary; we are happy to report only rare occurrences of negative / neutral feedback.

5. Contract Management Reporting

This year we have seen a further increase in the demand for the service to demonstrate efficacy of counselling in the workplace to ensure that staff either stay in work or have reduced time absent from work. Through our reporting mechanisms confidentiality and anonymity is always maintained, reports (generally monthly) are used for example; to demonstrate the numbers accessing service, number of sessions delivered, status of in/ out of work, primary and secondary referring issues, trends and emerging issues, which are used to support an organisation's ability to effectively manage and support the wellbeing and emotional needs of its workforce.

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6. Highlights

- We have introduced an innovative 'At a Glance' report which enables us to provide reporting information for staff who are non-clinical or not the contract manager where confidentiality must be maintained. This provides quantitative data, direction of travel and tracks trends or emerging issues; this is based on Prince II methodology.
- Implemented our new induction pack for newly recruited associates
- Launched our new newsletter for keeping in touch
- Grown our mediation service provision as an independent outcome of the contract management process and trends analysis

7. Future Focus and Next Steps

- Business Development Plan – strategic plan for 5 year growth and diversification
- Increase partnership working through networking opportunities
- Diversification of core service provision whilst maintaining the underlying ethos and principles of NOSS including explore the strengths and weaknesses of on-line counselling; exploration of preventative counselling especially in the children and young people's sector
- Accrediting NOSS training courses against a recognised industry standard
- Further website development to improve accessibility and visibility and the overall user experience
- Implement our NOSS communications strategy to increase not only the publicity of the work of NOSS but that of counseling in general; including the increased use of alternative communication methodology such as social media.

For questions about this report please contact vicki@noss.uk.com

References

http://www.bacp.co.uk/ethical_framework/

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