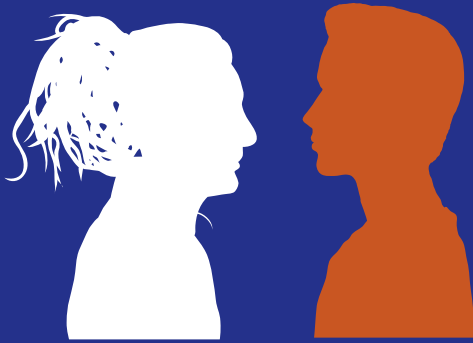
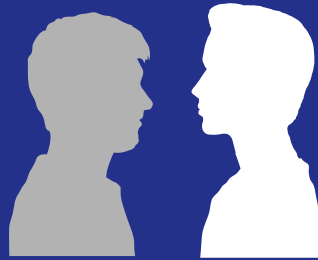


# Annual Report 2010/11



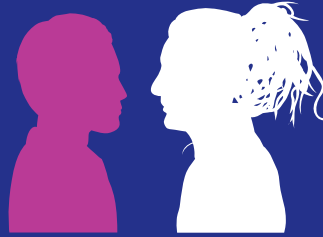
Drop-In/Crisis Counselling



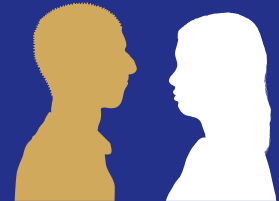
Affordable Counselling



Primary Care Trust Counselling



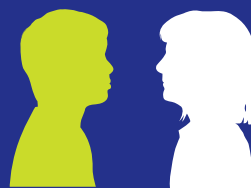
Counselling for Carers



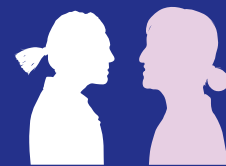
Post-Trauma/Emergency Response



Sexual Assault Support (SASS)



DACS Alcohol Counselling & Support



H4 HIV Counselling

# A Word from the Chair

## Our Mission Statement

**We are committed to promoting, maintaining and improving the quality of life for the people of Milton Keynes through the provision of counselling, support and information. Anyone in the Milton Keynes area is eligible for assistance and our aim is to stand beside people, providing support in times of need.**

## Our Vision

**We are helping people move forward to achieve emotional well-being: valuing everyone's life skills, experience and individuality, to enable positive change.**

## Our Values

**Our work is underpinned by commitment to the following values:**

- **building trust and mutual respect between the organisation and the client**
- **sustaining a friendly, safe, helpful and welcoming environment**
- **providing a wide-ranging, professional and effective service**
- **adopting a caring, compassionate and non-judgmental approach**
- **providing a confidential service for clients**
- **working with people to ensure they receive the individual help they need**
- **sharing knowledge and understanding through a team approach.**



It has been another extremely busy year for the Board of Trustees. We organised an 'Away Day' for Trustees and Staff to explore ways of protecting and safeguarding the future of the CCC in these difficult times. As the result of the ideas and enthusiasm generated by all who attended, we are enjoying a renewed sense of commitment, confidence and determination. We continue to have regular, enjoyable Board Meetings and are keeping our sense of humour alongside our sense of purpose.

One of the outcomes of our 'Away Day' was to organise a breakfast meeting at the CCC where all our Member Organisations were invited to attend. The focus of the meeting was to share information and suggest ideas to improve and support our partnership in order to meet the continuing challenges of working in the voluntary sector. We are currently working through the proposed actions and we hope that the co-operation between the CCC and its Members can be developed and built on for the future success and survival of all of us.

Since the last AGM we have welcomed Gladys Edwards to the Board.

On behalf of the Trustees, my thanks go to Diana Savage, her Staff, Project Leaders and Co-ordinators, and our inspired volunteers, for yet another highly successful year at the City Counselling Centre.

**Helen Finkenrath**  
Chair

Total volunteer time donated by our Trustees this year was over 500 hours.



# Chief Executive's Overview of the Year



**It has been inspirational to be part of the City Counselling Centre during the past year. Everyone including trustees, staff, counsellors and welcomers has risen to the challenges that have faced us. The economic constraints, increases in demand, weather conditions and many other difficulties have placed a strain on resources both human and financial.**

However, everyone has worked very hard, remained extremely committed to the CCC and overcome the difficulties in order to provide an excellent service to clients. This is the strength of the Centre and the continuing recognition for good practice from clients and stakeholders. It has not always been easy to remain optimistic and trust the future will be good. Thank you to everyone for remaining with us in spite of these challenges.

Volunteering is still the main focus of the CCC, with over 90 welcomers, counsellors, 'friends' and trustees involved in our services each week. They also contribute to the fundraising initiatives, donate and make goods for sale, and support functions in a variety of ways. Together with our member organisations the CCC is a blueprint for the 'Big Society'. Many thanks to everyone involved this year.

At the Centre of our organisation is a strong, committed staff team who work extremely hard to support our volunteers and give clients the best service possible. Thank you to Kelly Knell, Ela Hart and Pauline Redgrift for their excellent work this year.

It is very sad that the Drug and Alcohol (DACs) Service has had to close due to the lack of funding. Pauline has worked very hard for the past 12 years to provide a person-centred counselling service for people with drug and alcohol problems. A big thank you to Pauline and the DACs team. We are very pleased that in spite of the closure we will retain their experience and expertise as they volunteer in our other services.

Thanks also go to Colleen O'Farrell, who sadly left the CCC in September and to Linda Farthing and Linda Jarvis for providing interim support when needed. Thank you also to Neil Atkinson, Helen Halliday and Martin Crook for their development of the PCT Counselling Service. Underpinning our continued survival this year is the contribution that Martin and Finance Manager Carolyn Sutton make to the smooth running and financial stability of the CCC. Thank you both for your continued support. Thank you to Bridget Mattingly for her flexibility and perseverance in a wide range of work, not the least in preparing for the re-accreditation of the CCC with the British Association of Counselling and Psychotherapy (BACP).

Finally thanks, as always, to the Church of Christ the Cornerstone for their support and also MK Council, MK Community Foundation, Broughton Ecclesiastical Charity and MKPCT for their financial investment and recognition.

**It is a privilege to represent an organisation like the CCC in Milton Keynes and be a part of the collective energy that sustains it.**

**Diana Savage,**  
Chief Executive

Volunteer welcomers worked over 2,800 hours this year.

Volunteer counsellors gave 3,000 hours of their time for free in 2010-11

## What people say about us

100% of client evaluations from the Post Trauma service said that clients felt that their counsellor understood their issue(s) very well.

100% of client evaluations from the CCC Affordable service said that they would recommend counselling at the CCC, of whom 92% would recommend it very much.

99% of client evaluations from the PCT Counselling Service said that they would recommend counselling at the CCC as a helpful form of support.

93% of PCT Counselling Service client evaluations said clients felt very welcome or welcome on arrival at reception

# Highlights of 2010-11

## AGM

In June we were delighted to welcome Lynne Gabriel, Chief Executive of BACP, as the keynote speaker at our 2010 AGM. Lynne spoke about the implications of statutory regulation for the counselling profession and the impact on individual practitioners.



Left to right: Lynne Gabriel, Diana Savage and Helen Finkenrath.



Mayor Debbie Brock with Amanda Sugarman and Helen Finkenrath.

## Training

Throughout the year we organised a series of workshops to help counsellors in our region to continue their professional development. Entitled CPD@CCC, these workshops attracted not only CCC counsellors but also those from other counselling services in the area. Feedback has been excellent and we look forward to developing this area of work in the coming year.



Counsellors attend CPD@CCC workshop.

## World Aids Day

On 1st December, World Aids Day, Ela Hart from the H4 HIV counselling service joined colleagues from the Shika Tamaa Support Service (STaSS) to spend a day promoting HIV awareness, touring MK in a London bus. H4 works closely with STaSS and the MK Hospital social work and nursing teams to support HIV sufferers and their families in MK.



Ela Hart (second from left), H4 with colleagues from STaSS, Brooke and MK Hospital.

## Planning day

In January trustees and the management team spent a Saturday exploring the challenges presented to the public sector by spending cuts and looking at strategies to help the CCC deal with them. This enjoyable day gave us renewed sense of commitment, plus a determination to look to the future, build on our strengths and further develop our partnerships with member organisations to meet the needs of local people. Part of this on-going work was a February breakfast meeting with member organisations to open this dialogue.

## Fundraising



Mayor Debbie Brock with salon owner Jane Young. Photo: MK Citizen

We are grateful to local beautician Jane Young, who in February held a fundraising day, attended by MK Mayor Debbie Brock, and a vintage clothing sale for the CCC at her Blissfully Young salon at Willen Lake. Jane donated half of her takings from these two events to the CCC.



We are hoping to boost our fundraising by signing up to Vodafone JustTextGiving, making it easy to donate by mobile phone.

# Operations Report 2010-11



**Much of the theme of the whole report has described how last year was a challenging, yet successful year. The combined areas of Operations and Administration have played their role in this, ensuring that “the show has stayed on the road” throughout the challenges.**

A small matter of heavy snowfall had some impact before and after Christmas, but it remains a testimony to our army of dedicated volunteer welcomers that the CCC remains open for 57.5 hours per week, except in extreme circumstances! My first thank you is therefore to all of our welcomers, without whom the CCC could not function as it does.

Aside from keeping the wheels turning the main work of the Operations and Admin' team has been to streamline data collection and analysis on CCC's projects. The PCT project now has an enviable level of data, including very detailed reporting around outcomes etc. All other projects also boast detailed evaluation data and outcome measurement statistics. Thanks here go to Amanda, Helen Halliday, Roni, Helen Cutmore and Lynn for their hard work in making this and other useful things happen.

As with the CCC itself member organisations have generally endured a challenging year also, but feedback suggests that membership of the CCC affords valuable support in these times of growing focus on partnership working. Furthermore, Samaritans and AAA-Norcap have approached CCC and are in the process of becoming members. The membership portfolio, although challenged, is actually growing in numbers.

An area of development within my brief has been the inauguration of the counsellor Continuing Professional Development (CPD) workshops. Such workshops have covered areas such as Working with Survivors, Working with Difference, CBT and Eating Disorders. Workshop delegates have come from within the CCC and other counselling services in the region. Feedback has been excellent and this area is likely to grow.

The CPD workshops have enabled the CCC to make greater use of the Oldbrook facility; thanks here go to our caretaker Nic whose support has been invaluable. So thanks to everybody who has made this a successful year operationally.

**Martin Crook,**  
Operations Manager and Deputy Manager



Our volunteer Welcomers are trained to help clients feel at ease in our waiting area.

The CCC and its member organisations had over 10,000 client visits this year and our welcomers handled over 7,000 telephone calls



## Drop-In/Crisis Counselling BACP Accredited service

**The Drop-in Service allows clients to access low-cost counselling without an appointment. It is very often the client's first experience of counselling, especially at a time of crisis when they are seeking information, understanding and options to meet their needs. It is important that the counsellors they see are experienced, knowledgeable and non-judgmental.**

**Clients seen 2010-11 = 507**

**Volunteer counsellors on Drop-In team = 17**

### **Main problems presented by clients:**

- relationships
- anxiety
- depression
- abuse
- anger
- stress
- trauma
- self esteem.

### **Challenges in 2010-11**

Occasionally the demand exceeded availability but in general clients were seen on their first visit.

Funding continues to be a concern for the future. However, we are optimistic that the Drop-in Service will continue to operate during these difficult times as the need and demand increase.

### **Changes and Events in 2010-11**

We welcomed to the team this year a new but experienced counsellor. Lesley McIlroy led and hosted an excellent Team Day in October looking at the appropriate referral for a CBT intervention, a day that was enjoyed by all.

**Diana Savage, Project Lead**

'The session I had was very helpful and has helped me start to make a better future for myself.'

'A brilliant service, I would recommend. Many thanks for your time!'

DROP-IN CLIENTS



## CCC Affordable Counselling

**The CCC Affordable Counselling service was established in 2009 to provide a very low-cost counselling service to those adults who might otherwise not be able to afford it. It continues to be successful in meeting this need. Referrals are generally received via the CCC's own Drop-In service, and clients are offered up to 12 sessions.**

**Volunteer counsellors on team = 6**

### **Main problems presented by clients:**

The issues that clients bring to this service are many and varied. As well as providing low-cost counselling, this service will be able to step in and offer support to clients of services that have had to close, such as DACS, or clients ineligible for referral to the PCT Counselling Service. This service has a very limited budget and relies on invaluable voluntary support.

**Pauline Redgrift, Project Lead**

'Very supportive service.

I feel more informed to understand and deal with situations.

This is the first time I have experienced counselling sessions and it has had a positive impact. Thank you!'

AFFORDABLE COUNSELLING CLIENT.



## Post-Trauma/ Emergency Response

**This service, run in partnership with Milton Keynes Council and the Primary Care Trust, aims to provide counselling and emotional support, in the days and weeks following the event, to victims of any major event or disaster occurring in the city.**

We remain prepared for this eventuality by counselling trauma victims throughout the year. This enhances our counsellors' skills and experience.

### **Main problems presented by clients:**

- industrial accidents
- road traffic accidents
- life-threatening experiences.

### **Changes and Events in 2010-11**

#### **Anti-Social Behaviour Counselling**

SaferMK awarded the CCC funding to provide a counselling service to victims and witnesses of anti-social behaviour. The CCC's existing partnership with SaferMK through the Sexual Assault Support Service (SASS) was a determining factor.

People suffering the effects of anti-social behaviour can show many of the symptoms of being traumatised, hence the decision to manage the service alongside the existing post-trauma service and to call upon the experience of the existing counselling team.

Familiarisation workshops have been held to explain the service to potential referrers, including frontline workers in Housing, Social Services and Thames Valley Police.

#### **Emergency Planning Workshop**

Debra Mordecai, Emergency Planning Officer with MK Council gave an excellent insight into the preparations which MK Council have in place for a major emergency. This gave the team a better understanding of its potential role in such an eventuality.

**Martin Crook, Project Lead**

'I feel so much better now and wish I had come to counselling before.'

POST TRAUMA CLIENT.



## Counselling for Carers

**This service is open to women and men over the age of 17 who live in Milton Keynes and are either:**

- caring for a partner, sibling, parent or adult relative; or
- a parent who is caring for a child or children with a physical disability or mental health issues, for example ADHD, Bipolar Disorder.

Our work with Carers MK this year revealed that their young carer clients (6 - 9 years) would benefit greatly from counselling. Thus we have worked with the Young Carers support workers to provide a very limited Young Carers Counselling Service, where counsellors experienced in working with children give their time voluntarily.

### Challenges in 2010-11

The past year has been very positive in meeting the needs of carers in Milton Keynes by offering counselling in a wide variety of situations.

We have been able to identify positive outcomes, where carers are more able to cope with their situations, by making changes to our procedural systems.

### Events in 2010-11

Our Training Workshop on dementia in March 2011 was useful for all our counsellors to find out more about dementia and its effects on those who care for sufferers. We are currently investigating with other agencies the possibility of outreach work enabling carers to access counselling when they attend clinics, physiotherapy, and so forth with the person they care for.

**Kelly Knell**, Project Lead

‘The counsellor made it clear that my sessions were about me. I could talk about how I was trying to cope without feeling guilty that it was about me all the time.’

COUNSELLING FOR CARERS CLIENT.



## DACS Alcohol Counselling and Support

**We are very sad to announce that the DACS counselling service has closed. A failure to secure on-going funding to support DACS meant that we stopped taking new referrals in September 2010 and ceased to operate the service at the end of March 2011.**

DACS has been operating as a CCC Adult Service since November 2004 and had previously been a CCC member organisation (MKDASS counselling service) since 1999. Initially we specialised in supporting clients with drug and/or alcohol issues, but in 2006 decided to give more priority those seeking help for alcohol issues as well as those affected by others' alcohol abuse.

The DACS team of person-centred counsellors has many years experience of working with clients with drug and alcohol issues. Their commitment was fuelled by their experience of their clients' diverse and often complex needs, plus a collective belief that a flexible service should exist to meet such needs. All of them worked for DACS on a voluntary basis and I would like to thank them, and their supervisors, for their outstanding commitment over the years.

**No of volunteer counsellors = 6**

During the year 2009-10 DACS experienced a 60% increase in referral rates on the previous 12-month period. An increasing demand for the service remained consistent in the first two quarters of the 2010-11 period before the service was forced to close.

In terms of the value and benefit of the therapeutic intervention offered by this service, it seems most fitting to let DACS service users' voices be heard. On the right is a small selection of the many positive comments received from DACS clients.

**Pauline Redgrift**, Project Lead

‘Been fantastic for me, dealing with things in my life that I just would not have been able to deal with on my own. It has helped me become the person I have always wanted to be.’

‘I am sure without finding DACS at that time in my life, I would now be dead, I owe them my life.’

‘This is one of the most positive experiences I've had so far – it has given me back control of my life and made me feel I have a life worth living.’

‘Been the best counselling so far due to the safety element and the feeling of getting somewhere.’

‘I consider this counselling to have given me a lifeline to hang on to.’



## H4 HIV Counselling

**H4 is a counselling service for HIV sufferers and their families. Now in our third year, H4 is still very involved with other agencies:**

- **Shika Tamaa Support Services (STaSS)**, who offer help and support on all levels to those with HIV in need
- **Milton Keynes Hospital social work team**
- **The specialist nursing team for HIV/Aids at Milton Keynes Hospital.**

### Events in 2010-11

#### Drop-In service at STaSS

We have continued to develop our Drop-In Service at the STaSS offices. This has given the opportunity to spend more time there, working with clients who have then decided to come along for counselling at the CCC.

It also gives the opportunity to work with STaSS staff and volunteers who are involved with HIV daily. The information and support made available to us through this project has, by helping improve our knowledge and understanding, had a very positive impact for our counselling clients.

#### World AIDS Day

In December we supported a World AIDS Day event with STaSS (see Highlights of 2010-11 section).

**Ela Hart**, Project Lead

'I would like to thank all the members of this service and all the counselling staff. What a great organisation this is.'  
H4 HIV COUNSELLING CLIENT



## Sexual Assault Support (SASS)

**SASS offers counselling and support to anyone, male or female, who has experienced sexual assault at any time in their lives.**

This year the number of volunteer counsellors on the team has grown to meet increasing demand for this long-term counselling with a considerable number of clients referring themselves each month. There has also been a significant increase in the number of males referring to the service with 17% of clients this year being men.

**Volunteer counsellors on SASS team = 7**

### Events in 2010-11

#### Lloyds TSB funding

The SASS Service was selected for funding from Lloyds TSB during this year. We were awarded £10,000 in additional funding for the next year, enabling us to meet the increasing demand .

#### Sexual Assault Referral Centre

We are actively engaged in discussions around the planned Sexual Assault Referral Centre in Bletchley.

#### Challenges in 2010-11

Sadly we lost Colleen O'Farrell as SASS Co-Ordinator during the year. The team was supported by Linda Jarvis and Linda Farthing until my appointment as Project Lead in February 2011. The team coped admirably with these changes, and we are striving to maintain the high standards set by Colleen.

**Ela Hart**, Project Lead

'It had given me the strength to carry on as there was someone there just to listen, Big help.'  
SASS CLIENT



## Primary Care Trust Counselling

**This project provides an adult counselling service to the 28 GP practices in Milton Keynes. The pilot was funded by Milton Keynes Primary Care Trust and was due to run until March 2009 but has received continued funding to support the roll out of NHS Improved Access to Psychological Therapies (IAPT) programme.**

The service provides a short-term therapeutic intervention for adults with specific issues at the mild to moderate end of the mental health spectrum. Eligible clients are referred either by their GP, IAPT, ASTI or other professionals.

Each client of this service receives an assessment and up to six counselling sessions.

**Referrals 2010-11 = 1,960**

#### Main problems presented by clients:

- depression
- stress
- anxiety
- loss.

We consider the high referral numbers to be partly due to the continuing success of the project. Clinical evaluation using outcome measurement tools (CORE and more recently PHQ 9 and GAD7) and service evaluation forms filled in by clients continue to show consistently positive results.

**These measurements show clear evidence that we provide a high quality, effective service that is value for money and responsive to the needs of the people of Milton Keynes.**

'It has been a very helpful and comforting experience. It has helped me to move on in my life.'  
PCT COUNSELLING SERVICE CLIENT

# Member organisations

## Challenges in 2010-11

The high number of referrals also reflects increased demand for the service during a challenging year. The national economic situation, adverse weather conditions and the flu epidemic all took their toll on the service. The staff team responded with characteristic resolve and determination to provide the best quality service to clients.

We are aware that the large number of clients has an impact on the Centre as a whole and we are grateful for the support of the welcomers and Centre Management who rise to the challenge of dealing with this so ably. Many clients comment on the friendly welcome and atmosphere provided by reception.

**Neil Atkinson**, Project Lead

**Our member organisations continue to be extremely important to the CCC, and the challenges of recent times within the voluntary sector have made us appreciate them all the more.**

This year we invited member organisations to a breakfast meeting, where we shared information and ideas with the aim of strengthening our partnership, consolidating our position and raising our profile locally.

The meeting proved to be highly productive exercise that has encouraged all who took part to maintain a positive focus on the future.

**Organisations who were either CCC members or frequent users of our facilities in 2010-11 were:**

### **BalancEd MK**

Help for those with eating disorders.

### **Carers MK**

Support for those who care for others.

### **Fresh Start**

Helping the perpetrators of domestic violence to change.

### **Marriage Care**

Relationship counselling.

### **Miscarriage Support**

Support group for those affected by miscarriage.

### **MK Bereavement Service**

Counselling for the bereaved.

### **MK Family Mediation**

Help with family arrangements after divorce or separation.

### **NYAS**

National Youth Advocacy Service

### **Obsessive-Compulsive Disorder (OCD) group**

Support group for OCD sufferers.

### **Octagon**

An independent counselling service.

### **Phoenix**

An independent (psychodynamic) counselling service.

### **Samaritans**

Confidential emotional support 24/7 to those experiencing despair, distress or suicidal feelings

### **Victim Support**

The national charity for victims of crime.

# Our team

## Staff

<b>Diana Savage</b>	Chief Executive
<b>Martin Crook</b>	Operations Manager & Deputy Manager
<b>Carolyn Sutton</b>	Finance Manager
<b>Martin Crook</b>	Trauma Service Project Lead (to February 2011)
<b>Clare Casey</b>	Trauma Service Project Lead (from March 2011)
<b>Neil Atkinson</b>	PCT Counselling Service Project Lead
<b>Helen Halliday</b>	PCT Counselling Service Administrator
<b>Lynn Payne</b>	PCT Administrative Assistant (volunteer)
<b>Helen Cutmore</b>	PCT/ Carers Administrative Assistant
<b>Kelly Lyons</b>	PCT Administrative Assistant
<b>Pauline Redgrift</b>	DACS Co-ordinator, Drug & Alcohol Service
<b>Colleen O'Farrell</b>	SASS Project Co-Ordinator (Apr – Sep 2010)
<b>Ela Hart</b>	H4 HIV Counselling Service Project Lead
<b>Ela Hart</b>	SASS Project Lead (from Feb 2011)
<b>Kelly Knell</b>	Carers Counselling Project Lead
<b>Bridget Mattingly</b>	General Administrator
<b>Roni Scott</b>	Centre Administrative Assistant
<b>Amanda Sugarman</b>	Centre Administrative Assistant

All staff work part-time, with

---

their total hours equivalent to

---

4.5 full-time posts.

## Counsellors

Amanda Sugarman  
Anne Hunter  
Carole Green  
Caroline Picking  
Carolyn Jones  
Cas Billy  
Catriona Cahill  
Clare Casey  
Colleen O'Farrell  
David Ballantine  
Deanna Selby  
Doug Ritchie O'Dell  
Ela Hart  
Gail Gibbins  
Gill McVicar  
Gina Dunn  
Hannah Russill  
Harriette Byrne  
Ian Farmer  
Jacinta McAuley  
Jean Potter  
Jenny Sampson  
Jenny Clarke  
John Robinson  
Julie Lanyon-Hogg  
Kelly Knell  
Lesley McIlroy  
Linda Farthing  
Lynda Riecken  
Margaret Stone  
Martin Crook  
Neil Atkinson  
Pam Berry  
Patty Greaves  
Pauline Redgrift  
Peter Wolfendale  
Rosemary Kearsey  
Sandra Abbott  
Sarah Atkinson-Clark  
Smita Kamble

## Welcomers

Anne Too-Chung  
Bill Edmonds  
Christine Elsgood  
Dana Paripovic  
Debbie Mitchell  
Diana Yates  
Doreen Clarke  
Erika Franken  
Gemma Johnson  
Gwenn Hetherington  
Helen Finkenrath  
Helen Cutmore  
Helle Hopkinson  
Jan Marment  
Janet Weston  
Joy Caddy  
Jude Smith  
Julie Bartlett  
Kelly-Anne Lyons  
Laura Trendall  
Louise Dawson  
Malcolm Waters  
Margaret Greene  
Margaret Wornham  
Mary Manley  
Melanie Morton  
Nikki Rees-Jones  
Pam Berry  
Pat Green  
Paul Manning  
Paula Letch  
Rita Thaper  
Rosemary Spencer  
Ruth McGhee  
Sally Wetherall  
Simon Keys  
Susan Brinklow  
Teresa Hirst  
Trevor Stephenson  
Vivien Jackson  
Wendy McFarlane

## Trustees

Chair

**Helen Finkenrath**

Vice Chair

**Doug Ritchie-O'Dell**

Company Secretary & Treasurer

**Jeremy Hopkinson**

**Gladys Edwards**

**Linda Jarvis**

**Debs Mitchell**

**Evie Norris**

**Geoff Plumb**

**Sally Smith**



Left to right:

**Gladys Edwards**

**Linda Jarvis**

**Jeremy Hopkinson**

**Evie Norris**

**Doug Ritchie O'Dell**

**Debs Mitchell**

**Helen Finkenrath**

**Sally Smith**

**Geoff Plumb**

## Milton Keynes City Counselling Centre

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Registered Charity Number: 1104017



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and MK Community Foundation