



Celebrating 30 years of North Lancashire Counselling Service

1991 - 2021



NLCS Mission Statement

To relieve emotional stress and suffering, enhancing the mental health and well-being of local people, through the provision of a counselling service that is tailored to the individual client's wants and understandings, and from a humanistic and existential ethic of engaging with people in a deeply valuing and respectful way.

This book is dedicated to all those who have contributed to, and accessed, our service. With love and thanks.

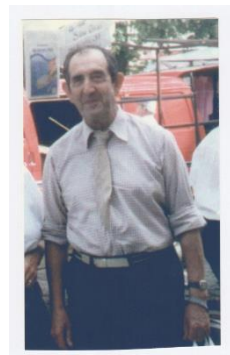
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Introduction: celebrating 30 years of NLCS

The beginning

Our founder, Reverend Arthur Longworth, retired from his position as Canon at Sheffield Cathedral and moved to Garstang – but clearly did not see retirement as an opportunity to rest! In 1990, he set about bringing together a group of like-minded people to create a counselling and listening service. His hope was to create a provision much like the one he had been involved with in Sheffield, founded in Christian values and focused on reaching people who may struggle to find support elsewhere.



Arthur Longworth



The early members, including Otto Wangermann

Sue Kiernan, who joined the service in 1995 and took on much of Arthur's workload at that time, describes Arthur as a warm, kind character.

"He had a wonderful sense of humour and was a thoroughly good person". (Sue Kiernan, 2020).

His energy and enthusiasm to develop NLCS must have been infectious as he quickly found a committed group of volunteers to help him, including Alison Brophy, Anne Tomlinson, Bernadette McGlone, Jean Smart, Otto Wangermann, Tom Welsh, and Nora and Geoff Cleaver, amongst others.



Nora and Geoff Cleaver

Although originally guided by Christian values, we can see how these closely align with the person-centred principles that define the service today. Minutes from a meeting of the earliest

planning group in March 1990 say *“Listening and ‘being with’ people is therapeutic. Our counselling must be client-centred and not judgemental... accepting a person as he/she is”*. In January 1991, funded by a Lancashire County Council grant, the service opened its doors for the first time.

The first few years were beset with challenges. The number of volunteers and clients fluctuated, the venue for the service and meetings was uncertain, and some of the key members, including Arthur, were suffering ill-health. It was agreed that further support was required, so new trustees were recruited, and roles were devolved to ensure they were more manageable – a challenge we can still recognise today!

It was at this time that Sue Kiernan joined, and proved an instrumental member of the team taking on some of Arthur’s workload. One of her many roles included receiving all telephone referrals via a line installed in her house, with our still-existing 389389 number! In 1998 Arthur retired, and sadly a year later he died in hospital whilst receiving treatment (1924 – 1999). He was one of those special people who had spent his life dedicating his time and care to others, and without whom NLCS would not be here today.

Developments and challenges

Lancaster was chosen as the base for the service as most of the early members came from that area. St. Thomas’ Church (a kind donator to the service in our beginning) and individual’s homes were used for committee meetings. Initially, homes were also used as the venue to meet with clients, although this proved difficult to sustain. The first permanent venue for counsellors to meet with their clients was the YMCA on China Street (sometime between 1992 and 1995) and when the YMCA moved to new premises on New Street in July 2002, NLCS followed. Although, the new rooms were smaller in the new building, meaning less rent to pay, counsellors often felt isolated and on-going issues around safety were raised. It was at this time that relationships with the Friends Meeting

House developed and rooms began to be used there for trustee meetings, as they continue to be now. Eventually in September 2006, it was agreed to move the service to a new home at number 12 Sulyard Street, where we reside today.

The service has seen many developments over the last 30 years through some unpredictable and challenging times. Fundamentally, with the gradual retirement of the original members, the service lost Christianity as its focus, but maintained those core values of providing a person-centred, less time-restricted and low-cost counselling service to members of the community.

Wonderful volunteers have come and gone, including seven Chairs, and several Secretaries, Treasurers, and other team members, who have all contributed years of service to NLCS. This has resulted in a well-developed infrastructure of policies and procedures; various fundraising events and grant applications; on-going consideration of new requirements, such as data protection and BACP guidelines (British Association of Counselling and Psychotherapy); internal supervision and mentoring; whilst of course, providing 1:1 counselling to adults in a warm, caring, non-judgemental environment.

Throughout NLCS's history, prioritising the well-being and quality of our own volunteers has been instrumental. This starts with ensuring a clear recruitment and induction process, followed by the provision of further training opportunities at a reduced cost, and opportunities for personal development, such as Supervisor training. As always, this has been dependent on the availability and generosity of other volunteers to organise and support these endeavours.

Although our service to clients is offered for free, many give a donation, all of which have been gratefully received to help us cover our basic costs. In addition, over the years we have received support, grants and donations from The Eric Wright Charitable Trust, Lancaster Guardian, the Duchy of

Lancaster, The Galbraith Trust, Lancaster Round Table, The Countess Eleanor Peel Charitable Trust, the National Lottery, Lloyds TSB, Lancaster Community Foundation, St Thomas' Church (Lancaster), Marks and Spencer, Fat Media, ASDA, Lancaster & Morecambe Mental Health Service User's Forum, St Joseph's Church (Lancaster), and Lancaster City Council, amongst others. We take this opportunity to thank all our supporters.

Moving forward

2020 saw Covid-19 take its toll on a personal, local, and global level. For NLCS, this meant quickly adapting to a new way of working. After providing face-to-face counselling for the last 29 years, our volunteers acclimatised to provide counselling via telephone or video-link, enabling a consistent service throughout the pandemic. This has proved just one of the many 'difficult patches' that are the reality for small, volunteer-led organisations, and we have been fortunate that time and again we have had the volunteers and community spirit to keep our momentum and focus.

We continue to reflect on how best we can reach out to our clients, this year we have upgraded our website to a new, more accessible I.T. platform, with the support of Bill Thompson who has kindly been overseeing our website for many years and now hands over the baton to new volunteers. Discussions around ensuring how our service remains accessible, whilst sustainable, are on-going and we hope in the future we will be able to develop more community-based projects, reaching out to those in need with a focus on providing quality 1:1 counselling.

At our 20th anniversary, an unknown source wrote "Counselling goes on, as it must" - despite recurrent themes of limited staffing, uncertain income, and clients with increasingly complex needs, what seems to make NLCS particularly special is that we always find a way to continue offering a service that we all care so deeply about.

Arthur Longworth's proposal meeting - 19th January 1990

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A Proposed Counselling Centre

Meeting, January 19th 1990.

It is expected that those present will include:

- | | |
|--------------------|---|
| ✓ Winifred Adamson | Trainee Counsellor |
| ✓ David Brown | Chaplain, Lancaster Moor Hospital |
| Alan Carter | General Practitioner, Garstang area |
| ✓ David Clowes | Methodist minister; counselling experience. |
| ✓ Duncan Colter | Director, Community psychiatric nursing Blackpool area. |
| ✓ Mark Hopkins | Psychiatric social worker, Garstang. |
| ✓ Robert Ladds | Parish priest (CofE); counselling experience. |
| ✓ Alan Lidmilla | Northern representative, Westminster Pastoral Foundation. |
| ✓ Arthur Longworth | Retired parish priest (CofE); counselling experience. |
| ✓ Martin Lythgoe | Director, Community psychiatric nursing, Preston area. |
| ✓ John Mullineux | Retired parish priest (CofE); counselling & community experience. |
| Christopher Sparks | Former parish priest & prison chaplain psychotherapist. |
| Enid Sparks | Teaching & counselling experience. |
| ✓ Bernard Woods | Director, Catholic Caring services, Preston. |

1. Statement by Arthur Longworth.
2. Statement by Alan Lidmilla.
3. General discussion on necessity and feasibility of a local counselling centre.
4. A steering committee?

*We will be looking forward to seeing you there
Friday.
Arthur.*

Notes of a meeting of interested parties concerned with the setting up of a counselling centre in the Preston-Lancaster area. Jan 19th, 1990.
18 Sycamore Ave Garstang.

(For those present see enclosed nominal list). Apologies were received from Chris and Enid Sparks.

The meeting opened with a statement from Arthur Longworth outlining the proposal. He was followed by Alan Lidmilla who described the back up available from the Westminster Pastoral Foundation by way of advice, training assistance and accreditation. The W.P.F. are in the process of important expansion in the north.

In general discussion these areas were touched upon:

On the financial front it was noted that initial core funding is often difficult. It is important to have someone with knowledge and expertise in fund raising. An appropriate strategy would be to start small and when some degree of recognition has been achieved to appeal for more substantial funds if necessary.

To try to begin with a professional director and staff would be inappropriate. Rather establish a core of people with counselling skills. Day to day administration can be done by one or two volunteers. Premises may be rented cheaply. Training can be bought in from various sources. Such a set up could be self financing.

Several possible training agencies were mentioned: W.P.F. (from 1990-91); Local colleges; Bispham Counselling Centre; Adelphi House (via Blackpool Victoria); Regional Health Authorities (for possible introductory courses).

An introductory course would also act as screening. Further in service courses could follow from other agencies. Accreditation need not be all from same source. BAC recognition.

There was general agreement as to the need for such a centre. The health authority representatives were in support. Referrals would come from the caring professions and agencies. Preston or Lancaster remains a question and needs prior consideration. The ecumenical aspect to be strengthened by contacting the various church ecumenical officers.

It was agreed that Arthur Longworth should invite a number of interested people to form a steering committee. Recommended it should have a life of 12 months with a review after six months.

*Dear Arthur, Thank you for coming. We are
very happy to have you on this steering
committee. I'd be very glad if you would
be our link in Garstang as you are a very
able man.*

Al Longworth

Rev. A. V. LONGWORTH
18 Sycamore Avenue,
Garstang,
Preston, PR3 1FR
Tel. 09952 3145

The first Steering Group meeting - 23rd March 1990

A LANCASTER AND DISTRICT COUNSELLING SERVICE

Notes of a meeting of the Steering Group held on 23rd March 1990 at 10 Ashfield Road, Lancaster.

Present were: Winifride Adamson David Clowes
 Clare Hawks Arthur Longworth
 John Mullineux Christopher Sparks
 Enid Sparks.

The meeting began with Arthur Longworth outlining what we are and what we are about. Following the meeting in his house in January of a number of people interested in setting up a counselling centre in the Preston or Lancaster areas this steering group has been gathered to explore ways and means of getting such a centre off the ground. It will have a life of 12 months with a review after 6 months.

Since the meeting in January more people had been contacted and expressed interest. Almost all of these have been in the Lancaster area so it seemed that was where we were being guided to begin. Possible accommodation has been looked at. A room in the Trinity Community Centre was available, with a phone, and the church hall there would probably also be available at times. Other accommodation, very well appointed, at St Thomas Church Centre may be available following their present reappraisal of the centre's use.

This was the springboard for a wide ranging discussion. Before we settle on premises, it was felt, we need a clearer view as to what we were aiming at (our vision) and how we were going to go about it.

To clarify our aims and objectives the healing work at Ellet Grange was discussed. There was general agreement that while we recognised much that was of value in their work we did not want to go along the same road as they. We had general questions about their evangelistic approach and particular doubts about their growing emphasis on the ministry of deliverance. We became clear that we wanted to offer a counselling service which would have behind it a Christian spirit and Christian values. We would expect that all the volunteer counsellors would be practising Christians. We hope to have the support of all the local churches and to be recognised by the various church authorities as a local ecumenical project.

We did not come to a firm conclusion as to what we meant by 'counselling'. There was agreement that we did not want to offer 'psychotherapy' because we could not. But we recognised that ~~that~~ the line between psychotherapy and counselling was very blurred. We would aim to be good listeners and to be trained in that, and in the art of 'enabling people to hear what they are saying'. This in

itself is therapeutic. We would need to be able to recognise the signs of deep seated problems which may require more highly trained professional help. Though here again listening and 'being with' people is therapeutic. All this emphasised the need for skilled supervision.

This brought us to consider whether and how we would bring our Christian faith into our counselling. There were fine shades of opinion on this one. Generally speaking we felt that our counselling must be 'client centred' and 'non-judgemental': this itself is a Christian value-accepting a person as he/she is. Nevertheless, if a client asked to talk about the 'spiritual side of things' or seemed to want to, we would express our own faith and what it meant to us. Soul-healing has a basic spiritual dimension.

We then moved to more practical affairs. We agreed that we need to have a statement of our vision to put before prospective counsellors. Arthur Longworth agreed to produce a draft to be knocked about at our next meeting. In the meantime members of the group agreed to approach any whom they think might be interested in becoming counsellors.

There was disagreement as to the pace we could move at. Some wanted to try to get a group of counsellors together who already have some training and experience and begin fairly soon, say in the early autumn. Supervision would be needed for them, but with this core in operation a training programme could be set up for future counsellors. Others felt this might be trying to run before we could walk. They preferred to see supervision and training programmes worked out more clearly before we begin, and emphasised that much more work needs to be done on the details of how the service will actually operate.

This led to a discussion on the details of operation. In the course of this it became clear that not only would we need consultant(s) and supervisor(s) to back up the work of the counsellors, but we would also need a coordinator-person who would be responsible for receiving initial approaches from clients and allotting them to counsellors. This raised further questions of having a phone manned, use of answer-phone etc.

These questions having been raised they were left in the air until the next meeting which was fixed for

WEDNESDAY 9TH MAY at 2-0 pm
at 10 ASHFIELD ROAD,

with our thanks to John Mullineux and Mrs Mullineux for their kind hospitality.

Arthur Longworth.

The original volunteers and founders

A List of Volunteers between 1991 - 2002

NLCS MEMBERS		DATES OF JOINING THE SERVICE		
NAME	PLACEMENT	MEMBER	CHANGE	LEFT
Arthur Longworth		1991	died	Jul 99
Alison Brophy		1991		Jun 01
Anne Tomlinson		1991		1998
Bernadette McGlone		1991	Dec 98 Chair	
Jean Smart		1991		Jan 98
Otto Wangermann		1991		Aug 02
Tom Welsh		1991		1996
Robin Baker		1993		1996
Maggie Hacking		1993	Sep 96 Spv	Dec 99
Nora Cleaver		Jul 93		
Toni McDonald		Oct 93	died	Dec 00
Anne Schwarz	May 94	Sep 95		
Rosemary Campbell	Jul 94	Jan 96		
Geoff Cleaver		Jun 95		
Dennis Dickson	Oct 95	Jun 96		
Rodney Doldon		Oct 95		Mar 99
Pauline Monks	Dec 95			Jul 97
Yvonne Barrington	1991 Dec 95	Jun 97		Nov 99
Jocelyn Simms	Dec 95	Jun 97		Sep 00
Adrienne Cutner/Green		Jan 96	Jun 98 Spv	
Sue Kiernan		Apr 96		Aug 02
Angela Cunningham	Aug 96	Sep 97		
Jan Ba Thein	Sep 96	Jun 97	Sep 00 Spv	
Val Brown	Nov 96			Aug 97
Ian Carr	Jan 97	Mar 98		Jun 99
Chris Ingham		Apr 97		
John Pepper		Apr 97		Dec 97
Gillian Robinson		Jun 97		Dec 98
Jean Nightingale		Aug 97		
Katherine Young	Oct 97			Oct 98
Gordon Simms		Dec 97		Apr 00
Jackie Cadwgan		Feb 98		Dec 98
Rebekah Eames	Feb 98	Jul 99		Jan 02
Howard Shaw	Feb 98			Oct 99
Meg Gillett	Sep 98	Jul 99		Jan 01
Dave Hardman	Nov 98	Jul 99		Nov 01
Gill Parsons	Nov 98	Jul 99		Dec 01
Gilly Noon	Nov 98	Jul 99		
Nigel Radcliffe		Jan 99		
Kath Mason		Apr 99		
Diane Hopkins		Oct 99		
Catriona Stamp		Oct 99		Sep 00
Pauline Tschobotko	Nov 99	Jul 00		May 01
Maria Grubb	Nov 99	Jul 00		April 01
Ray Green	Nov 99	Jul 00		Jul 01
Winifride Adamson		Dec 99		
Karen Blundell	Jan 2000			Feb 01
Kay Taylor		May 00		
Jenny Radford		Sep 00		May 01
Carrie Dent		Nov 00		May 02
Anne Holden	Sep 2000			
Roslia Alonso	Feb 2001			

NLCS members cont

NAME	PLACEMENT	MEMBER	CHANGE	LEFT
Carole Tyler	Feb 2001	Sep 02		
Roger Mace		May 01		
Carole Clayton	July 01	Sep 02		
Jayne Doolan	July 01	Sep 02		
Carol Yorkstone	Jan 02			
Mary Turner		Dec 02		
Hazel Williams	Jan 02			
Julie Malone	Jan 02			
Denise Jarvis	Feb 02			
Val Senior	Apr 02			
Petula Taylor	Apr 02			
Jean Tobias	May 02			
Katherine Edmonds	May 02			

The founding members

Rev. Arthur Longworth (1991 – 1999)

Alison Brophy (1991 – 2001)

Bernadette McGlone (1991 – 2003)

Jean Smart (1991 – 1998)

Anne Tomlinson (1991 – 1998)

Otto Wangermann (1991 – 2002)

Tom Welsh (1991 – 1996)

Chairs of NLCS

Rev. Arthur Longworth (1991 – 1998)

Bernadette McGlone (1998 – 2003)

Roger Mace (2003 – 2004)

Ken Blackie (2004 – 2009)

Dennis Dickson (2009 – 2015)

Rose Fisher (2015 – 2017)

Margaret O'Neill (2017 – 2019)

Tammy Tunstall (2019 –

January 2021: Trustees

Tammy Tunstall

2016 – to date

**Nominal Chair (2019-)
and Counsellor**



Kathryn Crameri

2017– to date

**Vice Chair (2019-)
and Counsellor**

Recruitment, grant
writing



Tony Thornton

2020 – to date

Administrative &
organisational tasks,
Facebook, DBS
Co-ordinator

Secretary

Christine Hill

2019 – to date

Treasurer

Statistical analysis &
previously Counselling
Co-ordinator



Angela Verity

2018 – to date

**Counsellor Rep. &
Counsellor**

Fund Raiser, Social
Organiser



Rebekah Bailey

2015 – to date

**Telephone Team
Manager**



Reece McAllister

2020 – to date

Trustee

Fundraiser, media,
technology support



Srshti Putcha

2017 – to date

Trustee

Secretary 2017 -
2020

Other key members of operations

Rubina Rodrigues
2012 – to date

**Counsellor and
Counsellor Co-
ordinator**



Dennis Dickson
1995 – to date

**Induction/Mentor
and Counsellor**
(Chair 2009 – 2015)



Bill Thompson
2012 – to date

**Website
Developer
(& Counsellor)**



Chris Williams
2009 - 2020

Counsellor and Trustee
Stepped down 2020

Rose Fisher
2012 - to date

**Supervisor
Representative**
(Chair 2015 – 2017)



Kate Lewis
2008 – to date

**Supervisor
Representative**



New members for 2021 – this year we also welcome **Niko Quinn**, who has offered to help keep our website up-to-date, and **Holly Shorrocks**, who has taken on the role of Counselling Co-ordinator from Christine Hill.

‘Friends’ of the organisation - we are fortunate that a number of our retired volunteers remain in contact. Although we have not been able to include all their names here, they are very much appreciated.

The rest of the team!

We wish we had a full list of all our counsellors and supervisors for the last 30 years, we are indebted to each one of them. Below is a record of our existing, wonderful team ~

Counsellors

- * **Jonathan Haslam** 2016-
- * **Kathryn Crameri** 2017-
- * **Sarah Young** 2017-
- * **Angela Verity** 2018-
- * **Sue Stafford** 2018-
- * **Louise Seacy** 2018-
- * **Rebecca Oaks** 2019-
- * **Mary Gibson** 2019- *resting*
- * **Jayne Hurst** 2019-
- * **Heidi Santamera-Black** 2019-
- * **Colin Clements** 2019-
- * **Kathryn Fitch** 2020-
- * **Anna Sharpe** 2020-
- * **Deb Barnard** 2020-
- * **Mark Storey** 2020-
- * **Thea Nelson** 2020-
- * **Simon Hart Richardson** 2020-

Supervisors

- * **Jenny Morgan** 2000 - 2020
- * **Sharon Poulton** 2007-2010, 2018-
- * **Priscilla Bird** 2008-
- * **Kate Lewis** 2008
- * **Joan Elliot** (2012-15 Treasurer) 2010-
- * **Rose Fisher** 2012 -
- * **Christine Shore** 2012-
- * **Julie Davies** 2019-
- * **Rachel Walker** 2020-
- * **Danny Cottrell** 2020-

Other current volunteers

- * **Imelda Hatton-Yeo**
- * **Charles Hunn**
- * **Anne Clements**
- * **Norm Tresadern**
- * **St Joseph's Choir, Lancaster**



2017 -Jonathan Haslam, Rose Fisher, Karyn Brand, Christine Hill and Margaret O'Neill



2020 – Counselling Room 1 after it was redecorated following a grant from the Duchy of Lancaster



Joan Elliott and (right) Julie Davies



Christine Shore

A heart felt thank you to everyone who has volunteered with us over the years, and to those who have shared their thoughts and stories.



Margaret O'Neill
Counsellor 2014 – 2019
Chair 2017-2019



“It was a privilege to work with so many dedicated and like-minded volunteers at NLCS. I had a dream of finding an organisation that would offer help to people who struggled to afford private therapy or were waiting too long, and I found it here. The miracle is that NLCS has survived so many challenges and changes, and this is a tribute to the commitment and passion of its members”. Margaret O'Neill, 2020



Rose Fisher

Rose joined the team in 2012 as a Counsellor, and has held many roles including Chair 2015 – 2017, and Supervisor from 2016 to date.

Rose and Margaret were both instrumental in developing CPD and links with the local community during their times as Chair. Rose organised Wellbeing workshops at Lancaster library, as well as a regular slot on Bay Radio. They both continue to contribute to NLCS, Rose as a Supervisor and Supervisor Representative, and Margaret as a friend of the service.

Jenny Morgan approx. 2000 – to date

“How long ago it seems that I joined North Lancs as a supervisor, at least 20 years. I can remember being asked if I’d be willing to apply to be a supervisor for North Lancs by one of my students. Little did I know that it would play such a significant part in my life or realise how fulfilling the role would be.



I was drawn to the organisation through the passion and commitment of their volunteers. I became a supervisor (mostly group work) - sessions were always dynamic, challenging and often full of fun. The supervisees filled me with hope. There was so much willingness to be alongside their clients.

When I joined the Management Committee, I never ceased to be amazed at the goodwill and creative thinking that emerged through these meetings with new people constantly emerging to ensure North Lancs was kept alive and well; one of the highs for me was the hard work that went into winning the lottery bid.

And still the good work is continuing. I am no longer a supervisor but keep a golden thread alive through being a member of the telephone team. Long may North Lancs continue in order to be of use to our courageous clients. For me, it has certainly been a joy”. Jenny Morgan, January 2021

Rebecca Oaks 2019 – to date

“I began as a student counsellor in May 2019, and I have another year to go. It has been quite challenging this year studying on zoom and ‘seeing’ online clients. However, I am still as enthusiastic as ever and keen to get accredited (eventually!). It has been great working with the team at NLCS, 30 years, what an achievement”! Rebecca Oaks, December 2020



Sharon Poulton 2007 – 2010 (Counsellor), 2018 - to date (Supervisor)



"I started my journey with NLCS in April 2017, when I was successful in gaining a placement as a trainee. During my placement, I took part in group supervision with Ken Blackie, which I enjoyed very much. I stayed with NLCS once I had qualified and took on additional roles as part of the telephone service team and as part of the management team. I left in 2010 (although continued as a friend to the organisation) to take up a counselling role at a hospice, where I trained as a Play Therapist.

In September 2018, I was successful in applying for funding to train as a NLCS Supervisor. In December 2018, I gained my Certificate in Supervision and attended the wonderful Christmas celebrations at Marco's following the live music and fizz at Sulyard Street, I felt like I had come home to my Person-Centred family". Sharon Poulton, December 2020

Rubina Rodrigues 2012 - to date

After eight years volunteering as a counsellor with NLCS, Rubina has recently stepped down from this role. She continues to organise and allocate all our client referrals. Her knowledge and understanding of this process, enables us to make every effort to match our clients with the best counsellor to meet their needs.

Simon Hart Richardson 2020 – to date

"I feel that everyone... has been very approachable and welcoming. This is certainly helping me settle in. It feels like such a caring community and I'd just like to thank those who have supported me. I am looking forward to continuing my journey with NLCS! Happy 30th Birthday NLCS!"

Simon Richardson, December 2020

Priscilla Bird 2008 - to date

“NLCS Supervisors often seem to be in short supply, and at times NLCS has offered funding to Counsellors who would like to train in Supervision. In return, the trainee Supervisor is contracted to serve the organisation as a Supervisor post qualification for a given period. In my case, the period of time was 3 years. Ken Blackie, who was once Chairman of NLCS and the Supervisor of my client work, recommended that I apply. I undertook a University Advanced Diploma, served my 3 years, and the rest – they say – is history. Here I am 12 years later”!

Priscilla Bird, January 2021



Sue Kiernan 1995 – 2002

After many years developing NLCS, Arthur experienced some health issues which led to a heart attack in 1995. He recruited Sue Kiernan to share the workload. Sue undertook many organisational roles, including maintaining links with counsellors, setting up supervision groups and answering calls from self-referrals. She still talks fondly of Arthur and remembers what a ‘tight-knit’ team they had in those early days. She worked closely with Otto Wangermann (a Supervisor, who was also a Quaker), Toni McDonald (a Carl Rogers ‘purist’, who increased the Person-Centred focus at NLCS), Bernadette McGlone and her husband Ray, Geoff and Nora Cleaver (Geoff in the role of Secretary), Alison Brophy (Treasurer), Jean Nightingale (a Counsellor who also helped with referrals), and Winifred Adamson (Supervisor). During this time, the team mostly knew each through church connections, and worked hard to ensure the survival of NLCS. Once these members left the non-secular ethos that we see today was fully defined, whilst maintaining the founding values of empathy and respect.



Beryl Robertshaw 2008 – 2017



As a qualified Counsellor, Beryl also took on the additional roles of Treasurer and Counselling Co-ordinator. *"I really liked the ethos of North Lancs"*. She recalls difficult patches with a long waiting list, but says they always managed to get through them. She talks fondly of those she worked with, including Dennis who she said was *'a great diplomat, calm in difficult times and good with people'*.

Beryl Robertshaw, talking in December 2020

Wendy David approx. 2009 – 2015

As a qualified counsellor, Wendy also undertook CPD events, writing policies, and applying for funding bids. At that time, the M.C. were reviewing how roles could best be shared out. She also recalls increased attempts to engage with the community, led largely by Rose Fisher, Andrew Brown, and herself. She said it was clear everyone was *'committed to the service and our clients'*.

Wendy David, talking in December 2020

A special thank you to Sue Kiernan, Beryl Robertshaw and Wendy David for taking time to share your memories for our 30th anniversary.



Rebekah Bailey, 2015 – to date

“Whilst training, and undertaking my counselling placements elsewhere, an advertisement for the position of counselling co-ordinator at NLCS caught my eye. This seemed to be a great opportunity to use existing skills and develop a few more. During interview we discussed splitting the role, and the position of Telephone Team manager was created.

The format of the telephone team has changed many times since my appointment, evolving and responding to conditions, both organisational and client requirements. I have developed many skills, seen the organisation head towards closure, and then into a spurt of growth, whilst learning a lot about other people, as well as myself. I feel really involved and part of something which really makes a difference. As first point of contact, and representing NLCS as a whole, my voluntary work with NLCS is a job which keeps on going and giving”. Rebekah Bailey, December 2020

Memories shared by Dennis Dickson (January 2021)

***Jean Nightingale** - was originally a member of the counselling team before taking on the role of Counsellor Coordinator, which she held for a very long time.*

***Ray Green** - Supervisor and Secretary for a while, Ray also provided many a CPD evening around mindfulness and relaxation for members, which were very popular.*

***Rosie Lyon** - Supervisor and member of the Management Committee. Rosie had great organisational skills and was instrumental in our last Lottery bid.*

***John Millington** - Counsellor and Secretary. John had a wonderful, warm personality and nothing was ever a problem, he once said secretary work was about an hour a week”!!*

Tammy Tunstall 2016- (Chair 2019-)

"I completed a trainee counselling placement at NLCS and am currently Nominal Chair. I could not be more grateful for the way our Counsellors, Supervisors and Management Committee have pulled together during this last year to ensure we have provided a continuous service throughout the Covid-19 pandemic. Thank you particularly to those who have offered additional help to me practically and personally in this role, maintaining a positive spirit and working collectively to get the job done!"

During the research for this booklet, I was most touched by the mass of individual efforts, which have accumulated over the last 30 years to provide our service with such care, devotion, and love. Thousands of hours have been dedicated to support the emotional well-being of our local community. From my own experiences, I know for counsellors this is enhanced by the connections we can create with our clients and the unique relationships and learning that can bring. I hope our service users can continue to share in this warm, caring ethos and feel cherished in the way that I know all our volunteers would hope for.

I am mindful that we have not been able to name every NLCS volunteer from the last 30 years here – Amy Thistlethwaite, Rosie Lyons, Andrew Brown, and Jan Shorrocks are just a few that I know have contributed substantially. Thank you to every single volunteer, I know that Arthur Longworth would be proud to see what has been achieved since that first meeting over 30 years ago". Tammy Tunstall, January 2021

"I have dipped my toe into the water of counselling on 3 other occasions, all were scary. I did not stay for any length of time. NLCS were a complete contrast. I approached with trepidation and left with my faith in counselling and my faith in humanity restored".

Anonymous NLCS client.



Christmas celebrations with singer Scott Millington, 2020



Deb Barnard, Simon Hart Richardson,
Kathryn Cramer and Tammy Tunstall

Dennis Dickson – our longest serving member

Having joined in 1995, and worked alongside founder Arthur Longworth, Dennis has been a counsellor, mentor, and chair during 25 years of unbroken membership. Over the years he has contributed greatly to our history and records, here are some of his memories...

"I joined NLCS in 1995 and have been there ever since; no one has told me how to leave!"

"...it was and always is a privilege to be invited to join someone on their life journey..."



2011: notes written by Dennis

"The original members were mainly drawn from the local church communities. NLCS has long had links with the local church communities. St Thomas' church was often the venue for group supervision and AGMs were often held on church premises.

Most of the funding in the early days came from church donations. Changes to personnel and differing circumstances meant that NLCS had to look beyond the church for financial support and this continues to this

day.

When it first started, NLCS had more than 20 counsellors in place offering their support. We had strong links with the local YMCA; counselling sessions and monthly meetings took place in their premises in China Street."

2016: 20 years of service and NLCS's 25th birthday

"I'm sitting in the mayor's parlour, looking at faces old and new, all listening to tales of yore and the present. I joined NLCS in 1995 and have been there ever since; no one has told me how to leave!

Members from my early days share their experiences and thoughts and members from today did the same. It brought back to me why I joined NLCS and have remained. As a counsellor, it was and always is a privilege to be invited to join someone on their life journey, to share their deepest darkest moments, and it is very humbling that people put their faith in you to help them on a journey at a difficult moment in their lives

Another aspect has been the capacity of NLCS to offer training places to people setting out on their counselling careers. To see people grow from hesitant trainees to first class counsellors has been a wonderful part of my journey.

Belonging to NLCS means that I have always had access to tremendous support networks. It was like belonging to an extended family, where warmth, support and friendship were the minimum expectation. These same values still hold true today. I still feel privileged and honoured to belong to NLCS and to have met the most wonderful people, who give freely of their time and ask for nothing in return".

2020: memories

In 1995, Dennis re-applied to NLCS after just missing out on a placement the year before, at that time placements could be particularly scarce.

"I re-applied in 1995 and almost came unstuck at the first hurdle - the interview. Arthur, our founding father, was chairing the panel, all seemed to have gone well until I was asked, "are you a practising Christian Dennis and do you uphold the spirit and values of the Christian church"? I had to reply honestly, that I was not a practising Christian but had been raised within the Christian church and held to the spirit and values of the Christian church. Arthur asked if there was any reason why I was not a practising Christian. I could feel my placement slipping away from me. I replied that I had been raised within the Catholic Church and found some of its teachings and philosophy hard to tolerate. I also had to add that as a Person-Centred counsellor, I would feel it inappropriate for me to have to enquire as to whether clients were practising Christians and would this affect whether they were accepted as clients? Arthur thanked me for my open and honest answer and went on to say that being a practising Christian would not affect whether a client was taken on. To my relief, a phone call later in the day confirmed that I would be offered a place. I began my journey with NLCS in October 1995. My 25-year journey almost ended on the first day!

It was a privilege to meet Arthur and to know and work with him for a few years. My Induction consisted of a 10-minute meeting with another counsellor and then sitting in on 2 sessions with him and his client! Unlike today's wonderful Induction sessions, some of which I facilitate.

We were based in the old YMCA on China Street; we used a large room at the top of the building for counselling sessions and for group meetings. Later another room, next door was added because of the increased demand for counselling. My memories of evening counselling were of Rita's Red Hot Chilli Step classes and the noise as you climbed the stairs. The noise was not a factor in the counselling room. Entering the building always felt warm and welcoming, there was normally someone in reception with a smile. I never felt alone or unsafe in this building.

There are several reasons why NLCS has always been special to me. Firstly, it has given me the opportunity to have the great privilege of being there for people, who in their darkest hours needed someone to

be with them. It is a privileged place where someone can share their deepest, darkest thoughts with us and that we are able to be part of their journey into a better place. Secondly, I am always amazed by the wonderful quality of the people we manage to attract to come and work within NLCS. I have met some really warm and wonderful people and we still manage to attract wonderful people. Someone once said to me, "it is very difficult to get a placement with NLCS". Being part of the interview teams over the years, I think it is down to our rigorous but fair interview system. I also get to meet our new members through induction and what lovely warm, caring people we attract.

I had the privilege to be chair of NLCS for 5 years, through some difficult, transitional times - when are they never. I was greatly supported by the other members of the management team and also by the membership at large and felt privileged to be part of the supportive community.

Arthur once said, "We don't want to be a bunch of well-meaning amateurs". I think, Arthur, we have far exceeded this and I'm sure you would be more than happy with the development of NLCS since your initial thoughts on setting up the organisation".

"The good thing about Dennis was you could allocate any client to him, whether younger or older, he worked well with everybody".
Sue Kiernan, Management Committee 1995 -2002

"Dennis has always struck me as a kind and caring person who is very dedicated to NLCS and willing to do whatever he can to help it flourish". Kathryn Crameri, current Vice Chair

Fulfilling a need

A CUP of tea and a sympathetic ear is just one approach to be taken by the newly-established North Lancashire Counselling Service.

It was set up to create more general counselling service than many others and the committee which formed it hopes it will run alongside the Samaritans.

Initial contact is made through a telephone call and the person is then given instructions about where the service is held.

Bishop Jack Brewer, the service's launch in Lancaster Town Hall, said the turnout to the meeting proved there was a need for such a service. He said: "Whatever its problems, it is

worthwhile, otherwise we wouldn't try, we would just give up."

He said there was a tendency in life to categorise people and treat them accordingly, but said: "The very heart of counselling is the appreciation and realisation that this person is quite unique."

Coun Mrs Shirley Burns agreed that there was a need for such a service and said she was pleased to give it her support.

Bishop Jack Nicholls said that God gave many people the gift of the gab, but not so many the gift of actually listening.

All counsellors would have ongoing training, the Rev Arthur Longworth said, adding: "We don't want to be a bunch of well-meaning amateurs."



The Rev Arthur Longworth and the Deputy Mayor of Lancaster, Coun Mrs Shirley Burns, with committee members at the launch of the North Lancashire Counselling Service at Lancaster Town Hall on Monday. - V4/26.

The committee said it would like people using the service to make an agreement with the counsellor to donate either some desperately-needed money for the funds or some of their own time but Rev Longworth stressed

that anyone unwilling to do so wouldn't be turned away.

Rev Longworth said: "We are a service by Christians for others who hold Christian values, for the community."

Lancaster Guardian, 1991

Arthur Longworth (second left), with Counsellor Shirley Burns, Mayor Henry Towers, and founding members of NLCS

Free service is a lifeline for troubled Lancastrians

Stress busters are here to help you

By Michaela Robinson-Tate

THE world in which we live is becoming increasingly stressful and sometimes the pressures can be too much to bear alone.

But in Lancaster there is a counselling service which can help anyone who feels anxious, depressed or troubled and needs to unburden themselves.

The North Lancashire Counselling Service was established in 1990 and since then has been helping people from Preston to South Cumbria.

The service is completely confidential and, as it is run on a voluntary basis, is free.

In fact it is the only free, general counselling service in the area.

People in need benefit from the service because

they often cannot get the help they require through the NHS, nor afford to pay for it privately.

The type of problems clients experience include bereavement, family breakdown, relationship difficulties and depression.

If someone feels the service could help them, they should ring the appointments number.

They will be able to speak completely confidentially and arrangements can be made for them to meet one of the service's 12 counsellors, in their room in China Street in Lancaster.

Counsellors find very often a client comes with

one problem but as they start to talk it becomes clear they have several difficulties they need to address.

But the counsellors will not tell a client what to do. They will not be judgemental and they will not try to impose their opinions on the client.

Co-ordinator Sue Kiernan said: "It's really a matter of working with the person's agenda which they have brought.

"We don't give advice and don't judge - we listen with empathy."

The 12 counsellors are currently seeing 34 clients. They have all completed a training course and most of

them are trained to diploma level.

The service has a Christian background and is supported by local churches but there is no requirement for counsellors to hold a Christian belief and they do not impose their views on clients.

Most clients see their counsellor for an hour a week. The length of time they use the service can last from one appointment to several months.

The counsellors are motivated by a desire to help others: "One of the most telling remarks I heard was at the annual meeting when one of the counsellors said what they treasure is the voluntary side," added Sue Kiernan.

"There's not another counselling service in Lancaster and area that pro-

vides a general counselling service free of charge."

The service has been asked to open other branches in Barrow and East Lancashire but does not have the capacity. Although the counselling is free the organisation is run voluntarily and they are always grateful for a donation.

And if anyone thinks they would like counselling but believes their problems are too great to deal with, one of the founder members, chairman the Rev Arthur Longworth has some advice: "The golden rule is start from where you are."

● If you would like to speak to one of the counsellors contact the appointments number on (01524) 389389.

The North Lancashire Counselling Service is accredited to and by the British Association for Counselling.

Lancaster Guardian, date unknown

10 years of helping

We're the ones who listen

by James Reader

COUNSELLING sessions have been likened to peeling an onion - there are many layers to peel away and tears to be shed.

But it is a formula which has proved itself for a Lancaster-based counselling service.

North Lancashire Counselling Service is a voluntary service which has now provided the county with a decade of helping people resolve their personal problems.

"Part of our ethos is that we all work voluntarily," said Sue Kiernan, co-ordinator for five years. "No-one is paid. There has been a feeling right from the beginning that we should be offering something for the community."

The service was started by a clergyman called Arthur Longworth, who saw a need for such a service in the district.

Today the service, which works out of two rooms at Lancaster YMCA in China Street, is part of the British Association for Counselling and Psychotherapy.

It employs 24 counsellors and has some 1,200 appointments a year.

"Jilly" is a trained counsellor with the service and works professionally with a number of organisations in the area.

"The reason I still do it voluntarily is that it is just a privilege to see your clients grow," she said.



"Some clients I have at the moment I have been seeing for a year. I have met some wonderful clients and counsellors."

She said she was drawn to the professionalism and the strict fundamental importance of client confidentiality.

Clients are offered as many sessions as they need. All sessions are free. The service has proved itself a valuable training ground for student counsellors from St Martin's, Lancaster and Morecambe College and diploma courses in Preston and Wigan.

It is also one of the few in the area to have links with the National Farmers Union and at the moment is encouraging farmers in difficulty for sessions.

Most counsellors use a person-centred approach in which they listen to the client with empathy, unconditional respect and genuineness.

Jilly added: "I believe that clients come to us with all the answers in themselves."

The group can be contacted on 01524 369389.



Summer 2017, Mental Health – weekly slot on the radio, DJ Duncan Moore, pictured with Rose Fisher

Milestone: Special reunion held to mark counselling service's anniversary

Group celebrate 25 years

By GEMMA SIMONICK
gemma.simonick@lancasterguardian.co.uk
@lancasterguardian

A counselling group is celebrating 25 years of service across the Lancaster district.

North Lancashire Counselling Service held a special reunion, welcoming Lancaster City Councillors and the Mayor of Lancaster Jon Barry.

Sue Kiernan, former co-ordinator, said: "It was a wonderful reunion of some of the counsellors and management from the past, and it was an opportunity to meet those who are presently involved in the service."

"It was a great encouragement to hear that the values and ethos have not changed over the years and that NLC

is still offering something quite unique in the Lancaster area."

Sue spoke about the beginnings saying NLC once everything to Arthur Longworth's vision of people in the north Lancashire area having someone to go to who would listen to them in confidence and without judgement.

In 1990 he gathered around him a group of like-minded people who were willing to give of their time and expertise, voluntarily.

It was at times, particularly at first, a painful journey, with the deaths of some key people, changes of venue, differences over techniques and practices and shortage of money, but it has emerged as a service to the



North Lancashire Counselling group with Mayor of Lancaster Jon Barry

community offering professional counselling without charge, and without limit to the number of sessions

they can have. The North Lancashire Counselling Service is based in the centre of Lancaster and offers free

counselling to Lancaster and District. For more visit www.northlancscounselling.org.uk.

**Lancaster Guardian 4th February 2016
25th Anniversary at Morecambe Town Hall**

Lancaster Guardian, 2001



Morecambe Town Hall, 25-year NLCS celebrations, 2016

Wording from the article: ‘A counselling group is celebrating 25 years of service across the Lancaster district.

North Lancashire Counselling Service held a special reunion, welcoming Lancaster City Councillors and the Mayor of Lancaster Jon Barry.

Sue Kiernan, former coordinator, said: “It was a wonderful reunion of some of the counsellors and management from the past, and it was an opportunity to meet those who are presently involved in the service. Sue spoke about the beginnings saying NLCS owe everything to Arthur Longworth’s vision of people in the north Lancashire area having someone to go to who would listen to them in confidence and without judgement.

Dennis Dickson, who has been with the organisation 20 years, said: “The event brought back to me why I joined NLCS and have remained. “NLCS was never an easy organisation to join, they had exacting standards and today’s students tell me the same tale.

The North Lancs Counselling Service is based in the centre of Lancaster and offers free counselling to Lancaster and District’.

Training: Continuous Professional Development

Providing training for volunteers has remained a key aim for the organisation since it was founded, often being delivered by our own volunteers, although over the years this has shown itself in different guises. Our most recent training was organised by Jan Shorrocks and Angela Verity, delivered by Mick Cooper.



"It's been a real pleasure coming up to Lancaster over the last few years to run workshops with the North Lancashire Counselling Service, and meeting counsellors and psychotherapists up there. I hadn't been to the town much before and loved it—staying overnight by the river and

then walking to the Friends House for the workshop. My last workshop in Lancaster was just the weekend before lockdown, and it reminds me so much of how I miss travelling. Jan, Tammy, and everyone at NLCS has always been so friendly and welcoming. Hope to make it back up again very soon."

Professor Mick Cooper, Counsellor and Author, November 2020



The Energy in the Room
With Rose Cameron

North Lancashire Counselling Service present a workshop facilitated by Rose Cameron, focusing on how the quality of one's presence impacts both the therapeutic and the supervisory relationship.

Rose will use experiential exercises to explore how a client or supervisee's perception of us is largely determined by the quality of our presence, and how their response to us is likely to have a direct effect on their wellbeing.

The workshop will end with more experiential exercises that will enable participants to reflect, either individually or in supervision, on how the quality of their presence might have affected a particular relationship or encounter.

Workshop cost- £45
Discounted to £25 for NLCS Volunteers

Saturday 14th October 2017, 11:30am-5pm
The Friends Meeting House, Lancaster.

Venue conveniently located next to Lancaster train station!
Light refreshments will be provided during breaks but please bring a packed lunch if you feel necessary. Kitchen facilities available.

To book please contact us at: cpd-events@northlancscounselling.org.uk

In addition to volunteers delivering training sessions to each other, we have paid specialised trainers, and for short periods provided well-being sessions at Lancaster library and on Bay Radio for the public.

Fundraising

We have been blessed by many generous donors and dedicated fundraisers over the years, who have accomplished personal challenges, packed shopping bags, organised social events, and applied for grants to ensure we can cover our costs. It has also been our fortune to recruit several excellent Treasurers over the years, including our current one, Christine Hill, and our previous one, Jeremy Boreham who put in a great deal of work to achieve Charitable Incorporated Organisation status for NLCS in 2015.

As noted in the introduction, we offer a grateful thank you to all those who have been able to donate to us to date, especially our clients who we know often strive to contribute when it is not easy to do so. Please keep donating when you can – you really do enable us to provide this service.



NLCS volunteer fundraisers,
St Joseph's Church Choir
and Margaret O'Neill,
and M&S staff with Rose
Fisher and Andrew Brown.



A special thanks to NLCS



"North Lancashire Counselling Service will be turning 30 in January 2021. It is a testament to all who have given their time and energy to the service that its support to our local community spans three decades. Given the circumstances of a global pandemic it's ironic that you won't be able to celebrate the way you might want to. Isolation of

lockdown has taken its toll on our community and incidences of loneliness, mental health challenges and isolation are all too acute. So, as you turn 30, your service is needed more than ever. I take this opportunity to thank you, and all your volunteers who give so generously to support others. I wish you all the best as we go into 2021". **Cat Smith, Member of Parliament for Lancaster & Fleetwood, November 2020**

"We know from research that everyone's mental health – whether staff on the front line, members of the public and volunteers - has been affected in some way and at some time by the pandemic. Many thanks to all the volunteers at North Lancashire Counselling Service who are supporting people through this difficult time. Wishing the service a happy 30th birthday and all the very best for the future".

Emma's poem 'Burnt Out' can be found read aloud by Sir Simon Callow at this link <https://www.dailymotion.com/video/x7tvmuo>.

Dr Emma Halliday, Lancaster University, December 2020



"I congratulate The North Lancashire Counselling Service on its 30th anniversary and thank everyone involved in giving the support to so many in our community".

Councillor Malcolm Thomas, Mayor of Lancaster, December 2020



NLCS 'Celebrating our Volunteers' Day organised by Margaret O'Neill, 2019: Kathryn Crameri, Karyn Brand, Rebecca Oaks, Heidi Santamera-Black, Angela Verity, Margaret O'Neill, Jonathan Haslam, Rebekah Bailey, Rose Fisher, Rubina Rodrigues, Chris Williams, Jeremy Boreham, Tammy Tunstall, the ladies from St Joseph's Choir, Jenny Morgan and Helen Wilkinson.

"The counselling I received was outstanding. I went to my first session feeling very low and I was in a very dark place. Through talking to [my counsellor] I discovered a lot about myself, which I had never considered before. This new knowledge assisted me in developing strategies to cope with stressful situations in my personal life. I now see myself in a much more positive way. As a result, my relationships with the people I care about have improved enormously and I am a much happier person".

NLCS client (name withheld).

Seeking support:

If you wish to access counselling through North Lancashire Counselling Service please contact us through our website:

www.northlancscounselling.org.uk or via our
telephone referral line: 01524 389389.

Donations:

All our volunteers donate their time for free, and fundraising helps us cover our rent, amenities, legal requirements, and training costs. Our new birthday fundraising campaign **30-4-30** suggests a one-off payment of £30 to help recognise our 30 years of service. Any amount you can donate, big or small, is always gratefully received. See our website for details of how to pay.

Volunteering:

We are always keen to welcome new volunteers. If you would like to get involved, please email an expression of interest to chair@northlancscounselling.org.uk and secretary@northlancscounselling.org.uk. Thank you.

Please do not struggle alone, we are here for you. In addition, if you feel you need to talk to someone straight away or you are waiting for an appointment with us, The Samaritans are available to talk at any time, day or night. You can contact them for free on 116 123. You are not alone.



www.northlancscounselling.org.uk
Registered Charity number: 1165841