



RAPHAEL

THE JEWISH COUNSELLING SERVICE

Registered Charity No. 278522

Worried?

Stressed?

Finding it difficult to cope?

Recently bereaved?

Lost your job?

Broken relationship?

Marital stress?

0800 234 6236

(24hr answering machine)

info@raphaeljewishcounselling.org

www.raphaeljewishcounselling.org

PO Box 172, Stanmore HA7 3WB

RAPHAEL
THE JEWISH COUNSELLING SERVICE

Registered Charity No. 278522



ANNUAL REPORT & ACCOUNTS 2009

Presented May 2010



Many in our community suffer from depression, stress, panic attacks, bereavement, emotional distress, relationship or marital problems, low self-esteem, or the long-term effects of the Holocaust.

Raphael - The Jewish Counselling Service

helps individuals and couples with these and other trauma in their lives.

Raphael is a member of the British Association for Counselling and Psychotherapy, bound by its Codes of Ethics and Practice.

office of the
CHIEF RABBI

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Message for Raphael JCS Annual Report 2009

Raphael has completed another year of steady progress and has brought comfort and support to all who have looked towards it for help in moments of distress.

Raphael is an outstanding model of a caring and personalised counselling service – discreet, expert and patient.

The work of an organisation such as Raphael is inevitably far removed from the spotlight of publicity. It is important that people should know that there is a place where they can speak openly and confidentially.

I am proud to be numbered among the patrons of Raphael. May they all be blessed with continued success in their work, which I trust will be supported by well wishers.

With blessings and best wishes

Jonathan Sacks
Chief Rabbi Lord Sacks
May 2010/Sivan 5770



RAPHAEL
THE JEWISH COUNSELLING SERVICE
Registered Charity No. 278522



Be an Angel!
Help us by completing this Standing Order

1. Complete this section and section 3 to make a regular donation:

Please pay **Raphael - The Jewish Counselling Service** £10 each month until further notice and debit my account:

Bank Account No Bank Sort Code -

Starting on (date)

Signature

To The Manager (bank name and address)

.....

..... Date.....

Please pay National Westminster Bank PLC, High Street Ware, Herts.
Sort code 60-22-32 Account No. 50409360 Raphael Jewish Counselling Service

OR help us with a donation

2. Complete this section and section 3 to make a donation:

Please send us your gift now. A donation of any size would be very welcome.

I would like to make a donation of: £5 £10 £50 £100 £250 Other

I enclose a cheque/charity voucher for £..... made payable to Raphael J.C.S.

3. Complete this section and return together with your cheque or charity voucher (unless you've completed section 1) to:

Raphael - The Jewish Counselling Service, PO Box 172, Stanmore HA7 3WB

Name

Address

.....

..... Postcode

Home Tel Mobile

Email

I wish any donation that I make, or have made since 6 April 2004, to Raphael - The Jewish Counselling Service to be treated as a Gift Aid donation for tax recovery purposes. I am, and have been whenever I have made a donation, a United Kingdom taxpayer.
Signature Date *giftaid it*

From time to time, we may send you information about Raphael and relevant events which may be of interest to you. If you do not wish to be contacted, please tick: Registered Charity No. 278522

FRIENDS OF RAPHAEL
(Fundraising & Marketing Committee)

Chairman: Judith Bloom

Barbara-Anne Creeger

Hazel Gilbert

Maisie Holland *(to July 2009)*

John Kettle

Angela Lucas

Jack Lynes

Zila Ornstein

Sandra Plaskow

ANGELS 2009

Katie Albert

Nicola Feuchtwang

Ann Fried

Jill Leuw

Tony Michaels

Phyllis Northcott

Sandra Plaskow

Stuart Plaskow

Tony Plaskow

Carole Sussman

Anna Wiseman

John Wiseman *(deceased)*

**GENEREOUS HELP FROM THE
FOLLOWING HAS BEEN
GRATEFULLY RECEIVED AND
HELPED US TO CONTINUE OUR
WORK:**

Ruth Barnett

Joint Jewish Burial Society

Miss B Corn via Mrs H Goldblatt

The Morris Charitable Trust

United Charities Fund

Steven Astaire

Finchley Reform Synagogue

All Aboard Shops Ltd

**THANK YOU ALSO TO THE
FOLLOWING FOR THEIR HELP:**

Michael Baum – Bookkeeping

Juliet Alexander – News Bulletin Design

Harold Harris – Bookkeeping

Vicky Harris – Bookkeeping

Zila Ornstein – Annual Report Design

Andrew Passer – Independent Examiner
of the Accounts

Avner Radomsky – Website Design



MESSAGE FOR RAPHAEL COUNSELLING SERVICE

The past year has seen one of those natural and seamless changes. The marvellous Ruth Barnett has handed on the baton to the equally capable Sara Cooper. In this case change was accomplished in a seemingly effortless way.

But it does remind us that one of the great features of our time is the exponential growth in the rate of change. Every person is experiencing in their lifetime the most profound change – in technology, at work, in the expectations of us in the context of relationships, even to what feel like core values. Nothing – other than tragedy – is harder to deal with. Not only does Raphael respond to change but one of its most important tasks is to help people deal with the disorientating pace of change and its impact on their lives.

Norman Mailer once wrote that we all have to grow and the alternative is paying an ever increasing price for remaining the same. We should all be grateful that Raphael is there to help us with the painful process of growth and minimising the price we have to pay in the face of the challenge of change.

We would also like to take this opportunity to thank our benefactors, advertisers and all those who have supported and participated in our events.

Our Trustee and Angel, John Wiseman, a staunch and valued supporter of Raphael over many years, sadly passed away during the preparation of this document. A gentle, intelligent and insightful man, his warmth and personality endeared him to all who had the pleasure of knowing and working with him. He will be greatly missed.

Raphael - The Jewish Counselling Service

Registered Charity Number: 27852

PO Box 172, Stanmore HA7 3WB Tel: 0800 234 6236

Email: info@raphaeljewishcounselling.org www.raphaeljewishcounselling.org

The real cost of each client's session far exceeds the contribution that most are able to make so each person we help puts additional pressure on our funds.

As a Raphael Angel, your monthly gift of just £10 will help us achieve financial stability and enable us to serve more people requiring help.

Please see the donation form on the next page.

Become an ANGEL and help us to help others!



Tony Bayfield

Rabbi Dr Tony Bayfield
Head of the Movement for Reform Judaism
April 2010



ק"ק שער השמים



Founded 1657

Spanish & Portuguese
Jews' Congregation

2 Ashworth Road, London W9 1JY
Telephone: 020 7289 2573
Fax: 020 7289 5957

From Rabbi Dr Abraham Levy OBE

MESSAGE FROM RABBI DR ABRAHAM LEVY OBE

SPIRITUAL HEAD OF SPANISH & PORTUGUESE JEWS' CONGREGATION

It gives me great pleasure to, once again, send a message of good wishes to those involved in running Raphael and thank them for the good work that they do.

It is good to know that the Jewish community is fortunate to have organisations like Raphael giving advice in these difficult times.

I look forward to working with you in the future and continuing with our association.

Rabbi Dr Abraham Levy OBE



Raphael - The Jewish Counselling Service: January-December 2009

PATRONS

Rabbi Dr Tony Bayfield
The Chief Rabbi Lord Jonathan Sacks
Rabbi Dr Abraham Levy OBE

TRUSTEES

Chairman: Roberta Coffey
Treasurer: John Cooper
Judith Bloom
Michael Cutter
John Kettle
Jack Lynes
Zila Ornstein
John Wiseman (deceased)

ADMINISTRATOR

Ruth Baum

CLINICAL DIRECTOR

Ruth Barnett (to Sept 2009)

HEAD OF CLINICAL SERVICES

Sara Cooper (from Oct 2009)

INTAKE TEAM

Head of Intake: Irene Kanareck
Intake Assessor: Caroline Kendal

RABBINIC CONSULTANTS

Rabbi Ariel Abel
Rabbi Jeremy Collick
Rabbi Helen Freeman
Rabbi Yaakov Grunewald
Rabbi Melinda Michelson-Carr

SUPERVISORS

Seema Ariel
Sara Cooper (to Sept 2009)
Rafi Hirsch
Claudia Kramer (from July 2009)
Colette Levy (to Oct 2009)
Bracha Newman
Edna Sovin
Jeremy Weinstein (to May 2009)

COUNSELLORS

Sarah Aldridge (from May 2009)
Helen Barget
Andrew Burland
Vivienne Collis (from August 2009)
Lisa Daitz (June-October 2009)
Tara Davis (from May 2009)
Paul Deitch
Joanna Deller
Reitzly Diamant (to June 2009)
Zennia Esterson*
Faye Faber
Jennifer Freedman
Nikki Harris (to May 2009)
Evelyn Jay
Philip Joseph (to May 2009)
Jeanette Levin
Hannah Lowinger
Charlotte Philippsohn
Craig Rapp (from Feb to April 2009)
Craig Rebeck (to March 2009)
Trudi Seely
Colin Serlin (from May 2009)
Margalit Shalom
Phillip Sobel
David Soetendorp
Monique Spevock (from Sept 2009)
Caroline Tamman (to March 2009)
Jennifer Tanner (from Aug 2009)
Sandy Taskar
Adrienne Troostwyk
Daniella Weston
Norma Yam
Simon Zilouf
* Counsellor representative on Management

CONSULTANT THERAPISTS

Miri Sizak-Cohen
Helen Tarsh

PSYCHIATRISTS

Dr Leon Gittelsohn
Dr Sharon Stekelman



Raphael - The Jewish Counselling Service

Statement of financial activities

for the year ended 31 December 2009

	2009	2008
Incoming resources		
Counselling income	42,176	35,348
Angels, members & donations	7,975	12,911
Legacy	0	5,000
Fundraising events	10,232	5,590
Investment income	<u>90</u>	<u>1,683</u>
Total incoming resources	<u>60,473</u>	<u>60,532</u>
Resources expended		
Counselling expenses	49,465	42,618
Fundraising events	2,616	1,798
Governance costs	<u>1,686</u>	<u>1,480</u>
Total resources expended	<u>53,767</u>	<u>45,896</u>
Net income for year	<u>6,706</u>	<u>14,636</u>
	2009	2008
Current assets		
Debtors	2,395	1,079
Cash at bank and in hand	<u>79,623</u>	<u>74,383</u>
	82,018	75,462
Creditors: amounts falling due within one year	<u>3,636</u>	<u>3,786</u>
Net assets	<u>78,382</u>	<u>71,676</u>
Funds		
Unrestricted income funds		
at start of year	71,676	57,040
Net income for year	<u>6,706</u>	<u>14,636</u>
Total funds	<u>78,382</u>	<u>71,676</u>

The full Trustees' Report and Financial Statements are available on request.



CHAIRMAN'S REPORT 2009



Roberta Coffey

Raphael reached a milestone this year – 30 years of unbroken service to the community; 30 years during which our counsellors have been available to help those in need and provide a haven in their difficult times.

In my last report I noted that we were seeing more than 60 clients each week. This year this has increased, at times, to more than 75 clients each week, both individuals and couples, which is indicative of the increase in numbers the counselling profession is generally experiencing. We have needed to reflect this by the expansion of our clinical team of supervisors and voluntary counsellors, in order to cope with the growing workload. Whilst the economic climate, hopefully, will change, current trends suggest that the number of people seeking our help and support shows no signs of abating.

Change has been the keyword of the last 12 months. The counselling process itself is one of change. That change is often deep and far-reaching. Moreover, the effects are not necessarily evident immediately. For this reason, we are unable to quantify the outcome of our client

work and, as the confidential nature of what we do precludes us giving any indication of what happens, this continues to make it difficult for us to promote ourselves on the basis of our results.

What hasn't changed and, we are adamant that it won't, is Raphael's policy that it turns no-one away for financial reasons. This policy puts an ever-increasing pressure on us to maintain our services so, more than ever, we rely on the kindness and generosity of our benefactors to keep our services going.

Our current financial position can be seen from our Accounts, which have been expertly managed by John Cooper and his team. You will note, amongst other things, one negative change in that lower interest rates have severely reduced our interest receivable and this had a significant impact on our resources.

As we have no direct or regular source of funding, our fundraising activities are vital. The Friends' Report shows a positive outcome as a direct result of the continued extensive efforts of each individual member of that committee who, under the chairmanship of Judith Bloom, help raise essential funds. In this way, we can continue our work without the restrictions imposed by the current decrease in clients' individual contributions. We are also continually grateful for the bequests, legacies and donations we receive, both from our Angels and others.

The most significant change within our organisation this year is the retirement of Ruth



Barnett as Clinical Director. Ruth has been with Raphael for 15 years and, during that time, she has had an enormous influence on the development and direction of Raphael. There are few people, if any, who come into contact with her who are not touched by her wise words, insight and encouragement. She has an extraordinarily deep sense of care and loyalty for Raphael and the counselling profession. The Trustees are delighted to say that Ruth has accepted the role of Life President and will continue to be a part of our organisation.

Her successor, Sara Cooper, is well known within Raphael and the wider community as a counsellor, supervisor and trainer of long-standing. She initially joined Raphael as a supervisor and later applied to lead the clinical team. After a rigorous interviewing process Sara was selected, from a strong field, to take over from Ruth. We are equally delighted to welcome her in her new role.

The Clinical Team, which includes the Intake Team, has a well-earned reputation for professionalism and level of service. Whether in premises arranged by Raphael, in their own homes or, occasionally in the clients' homes (where mobility precludes people from coming to us) the Team consistently provides first-class face to face counselling. Our standards are constantly being reviewed and training, supported by our Scholarship Fund, is given to maintain those standards.

Additionally, we are very aware of the changes which are due to take place within the counselling profession in

the next few years and are mindful of what this will mean to our organisation. The Government initiative of IAPT (Improving Access to Psychological Therapies) will necessitate some positive changes to the services we provide.

It is our intention to meet the demands engendered by these changes with a training programme geared not only to maintaining our high standard of service, but also extending the range of counselling services we offer. This will be coupled with an expansion into other geographical regions, where we believe that the presence of a broad-based Jewish counselling service will be beneficial to the community.

At this point, I would like to express my thanks and gratitude to my fellow Trustees and the Management Committee, who provide the support, encouragement and experience needed to maintain our position in the marketplace; and I would like to make special mention of the dedicated support of Ruth Baum, whose tireless efforts enable our administration to run so smoothly.

Although we still find ourselves in difficult economic times and are aware of the additional financial pressures on us to continue and expand our services, we remain optimistic that we will be able to maintain our indispensable position within the community.

Roberta Coffey
Chairman



ACCOUNTS AND FINANCE REPORT for the year to 31 December 2009



John Cooper

I can report that the overall financial outcome of our activities in 2009 has been satisfactory. Our funds increased by £6,700 being our surplus for the year, and our cash resources rose by £5,000.

There is a growing demand for our services at a time of financial difficulties for many. The contributions made by our clients to their counselling did increase in total in the year. However, this reflects a significant jump in the number of sessions provided rather than an increase in the average contribution received. This increased level of activity pushes up the costs that we incur in providing the counselling service. Thus we have a continuing reliance on the success of our fundraising activities to meet the shortfall.

It is encouraging to report that our fundraising events were successful. Income from the efforts of the Friends of Raphael almost doubled. In the coming years we will continue to rely on them. Our other fundraising was less successful, and donated income

fell by about the same amount as the income from the Friends activities increased. Furthermore, in the previous year we had benefited from a legacy, and the interest that we receive on our cash deposits has collapsed.

In summary, we maintained the 'deficit' on our counselling activities at a similar amount as in 2008, despite a big increase in the number of counselling sessions. Other income fell, meaning that we still generated a surplus but it was under half that of last year.

Although the interest generated on any cash holding is insignificant at present, the trustees are not minded to hold our reserves in any other form. The cash holding will remain available to support our activities if the costs of running our growing operation increase, or if client fee income reduces, and we are prepared for both of these.

This is my third report as Treasurer. As last year, I would again like to finish by sincerely thanking the volunteers who patiently and efficiently handle the increasing amount of paperwork that our activities generate.

John Cooper
Treasurer



Gilbert, Maisie Holland (to July 2009), John Kettle, Angela Lucas, Jack Lynes, Zila Ornstein, Sandra Plaskow and their partners, for all their very hard work, continued support and commitment. Without them none of these wonderful events could have taken place.

anyone is interested in joining our small Friends committee, please contact me. Likewise if anyone has the contacts and the ability to organise a Golf Day please speak to me. I have said it before, and I will now say it again..... WE REALLY NEED YOU AND YOUR HELP!

I really look forward to seeing you and your friends at our 2010 events. If

Judith Bloom

RAPHAEL'S PHOTO ALBUM 2009



*Fashion Show
9 September 2009*



*Saying thanks to Ruth
Barnett at Raphael Day
29 November 2009*



*4Js String Quartet
11 January 2009*



*Workshop at Raphael Day
29 March 2009*

CLINICAL REPORT



Sara Cooper

This is my first Annual Report as Head of Clinical Services for Raphael. Perhaps the most significant event, for me at least, is that Ruth Barnett retired from her post as Clinical Director and became Life President and I took over from her as Head of Clinical Services in October. We continue to work together, particularly in representing Raphael at conferences and other appropriate events.

The clinical team, currently consisting of the Head of Intake - Clinical Team: Irene Kanareck, Intake Assistant - Clinical Team: Caroline Kendal and myself, has, as shown by the figures in the table below, continued to deal

effectively and professionally with the continued increase in the productivity of Raphael Jewish Counselling Service. This has only been possible through the generous time and effort of our dedicated team of fundraising Friends, as very few of our clients, particularly as the recession continues to affect many of the people who contact us, are able to pay what it costs to provide their counselling.

The number of clients receiving counselling continues to increase and we have difficulty in placing them all. For this reason the Trustees decided to increase the number of supervision groups to 7 and we are in the process of considering applicants for this new supervisor post.

Currently we have 26 active counsellors; 12 are trainees and 14 are more experienced, and 4 of them are able to take couples for counselling. I have begun to organise couples workshops to take place in 2010 to increase the number of counsellors who are able to offer this service because the number of couples wishing to be seen is increasing.

	2009	2008	2007	2006	2005
Clinical calls on answer phone	182	269	224	165	160
Client assessment consultations booked	87	101	103	93	86
Attended assessment consultations	79	83	96	79	64
Referred to counsellors	83	73	63	55	47
Average for year - clients receiving counselling at any one time	68	58	53	51	48

(N.B. more people have been referred to counsellors than assessments done since there were assessments left over from Dec 08 with clients to be placed in January 09).



The turnover of counsellors has been similar to previous years; 5 left and 8 joined. Most counsellors work in the Sternberg Centre or at home, some counsellors are working at Hendon Reform Synagogue in Danescroft Road, Hendon. One works in West London Synagogue.

Regarding the supervisors, Colette Levy has retired and I have stepped down as a supervisor to take on my new role. We have appointed two new supervisors to fill these posts, Claudia Kramer and Ruth Cerner. Ruth had previously been a supervisor with Raphael.

We have held our usual two annual Raphael Days in March and November. In March we had an Interactive Music Therapy Workshop led by Peter Blackett and in November Alexander Massey gave a workshop entitled 'Voice and Self: Who do I hear in your voice?' Both of these were great fun and gave us a chance to make music and to play together, but more seriously they also raised questions about the part our voices and those of our clients play in the work that we do, which is about finding one's voice and hearing the voice of the other/s.

I have continued the role which Ruth Barnett took of monitoring and supporting the Intake team and Clinical team of counsellors and their supervisors in order to provide a counselling service of a high professional standard. I have also attended conferences and other gatherings both in the Jewish community and the therapy profession to make sure that Raphael keeps abreast of developments outside. I

attended the "Dying Well Jewishly" event organised by 'ResponsAbility' a new cross communal organisation which comments on cutting edge issues from a Jewish perspective. I co-facilitated (with Rabbi Alex Wright) a discussion group for the event. I attended a Barnet Carers event and made contact with various other professionals in the Borough of Barnet.

I liaise with the other Jewish Counselling agencies, Jewish Marriage Council, Jewish Bereavement Service and Ezer North West and we meet regularly to discuss common issues. I also liaise with Jewish Care and with JAMI who have been developing a website for Access to Mental Health and put on regular conferences to provide liaison and communication between Jewish Mental Health professionals.

One of my first tasks in the job was to begin the work of revising the handbooks which Ruth Barnett had so ably compiled as, inevitably, they will need periodic updating and this work is also a prelude to an application to BACP for accreditation, which we hope will happen in the next year.

I am very excited by the challenges which this role is presenting and hope to continue the good work which Ruth Barnett did in making Raphael a significant professional counselling resource for the Jewish community and in expanding our role both geographically and clinically.

Sara Cooper
BA (Hons), UKCP reg
Head of Clinical Services



FUNDRAISING REPORT *Friends of Raphael*



Judith Bloom

I would like to thank all of you who have helped or attended the events put on by The Friends of Raphael; your support has been invaluable. The last twelve months have been very successful as you will see from my report below.

On Sunday 11 January 2009 we were privileged to hear another wonderful concert performed by the 4Js String Quartet with a guest performance from Jonathan Barritt, viola. The programme comprised of Haydn String Quartet in C Op.20-2, Mozart G minor String Quintet K516 and Mendelssohn String Quartet in e Op.44-2. All this was performed in the delightful surroundings of the Patrick Troughton Theatre, Mill Hill School. A reception was held during the interval and wines, soft drinks and sushi were served. A programme with paid advertising was produced and was given to all guests. Thanks to the generosity of two individual sponsors, just short of £4,000 was raised and a wonderful evening was enjoyed by all. I am thrilled to announce that we are once again holding another Concert featuring the 4Js String Quartet. It will take place on Sunday 6 January 2011 at the same venue in Mill Hill.

Sadly our sixth annual Golf Day which was due to take place in May had to be cancelled due to lack of support. We were most disappointed but felt that to continue with so few players would have spoilt the event for those that were committed to play. We are most hopeful that this event can be resurrected in the future and are looking for help in this area.

On a wonderful balmy evening in August we held our first Aria evening. This was held at Lauderdale House and featured an evening of opera and song with Sheree Oxenham, soprano, Anthony Caplan, tenor, Margaret Marinkovic on piano with narration by Sue de Botton. It was a superb evening and we were fortunate to be able to enjoy the delightful surroundings and gardens of Lauderdale House. Refreshments and drinks were served during the interval and the evening raised £1,725. I am delighted to report that on 25 July 2010 we are holding another Aria Operatic evening, again at Lauderdale House.

In early September we held our third fashion show with fashions by Marimar and millinery by Barbara Kaye. The venue was the Bushey Golf and Country Club, 120 people attended and we had a very successful raffle. At the end of the evening the audience was invited to buy clothes, millinery and accessories. All the models were either 'Raphaelites' or their friends. An enjoyable evening was had by all and £1,907 was raised.

Once again I want to thank everyone on the Friends of Raphael committee, namely Barbara-Anne Creeger, Hazel

