

HOUNSLOW YOUTH COUNSELLING SERVICE

ANNUAL REPORT 2010 - 2011

Counselling for Young People



connexions



 London Borough
of Hounslow

Hounslow Integrated Youth Support Service

HOUNSLOW YOUTH COUNSELLING SERVICE

1. AIMS AND OBJECTIVES

The Service is a voluntary organisation, with charitable status, set up to work with young people in the Borough of Hounslow. Its main objective is to promote the relief of suffering caused by mental or physical ill health, or by social or economic circumstances among young people.

It aims to serve young people, primarily between the ages of 11 and 25, regardless of race, colour or creed, sex or class, disability, marital status or sexual orientation, by helping them address their problems in a setting where they feel at ease, safe and valued.

It offers a free, confidential Counselling and Information Service by appointment at its offices in Isleworth, at secondary schools, and at Feltham Young Offender Institution and Remand Centre.

HYCS addresses directly the area of young people's emotional well being and mental health. Counsellors work with young people who present with a range of issues including panic attacks, self-harming, being bullied, negative pressures, eating disorders, depression, low self esteem, abuse or who are distraught because of breakdown in their relationships with family or friends. Counselling helps build more trusting relationships, develops autonomy, offers the opportunity to explore difficult issues and learn ways of coping, ways of staying safe and ways to manage difficult feelings. This is at the heart of the Every Child Matters outcomes of being healthy, staying safe, enjoying and achieving, making a positive contribution, and achieving economic well-being.

The team of counsellors who work voluntarily has been carefully trained and selected. The quality of the service offered is under continuous review. All counsellors receive regular supervision and the opportunity for in-service training. The Service runs a range of training courses in working with young people and counselling skills, both in-house and as requested by other groups.

Strict confidentiality is considered to be of the greatest importance. Anything discussed between the client and the counsellor is held in confidence by the Service. Clients are referred to specialist local agencies where appropriate.

Hounslow Youth Counselling Service staff and management committee oppose all forms of discrimination and this is made clear in the Service's Equal Opportunities policy. In practice we encourage both clients and potential counsellors who reflect the make-up of the local community to engage with the Service.

The Service has a full time Service Manager responsible to an independent management committee. Hounslow Integrated Youth Support Services fully funds this post and the premises. For all other expenditure the Service is dependent on grants, donations and sponsorship.

Supported by
Hounslow Integrated Youth Support Services (IYSS)

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2. THE PEOPLE

Management Committee

Chair	<i>Kate Morris</i>	Counsellor Rep	<i>Azam Nazar Clive Webster Mary Walshe Carol Hammond</i>
Vice Chair	<i>Mary Head</i>	Member	<i>Asha Ratti</i>
Treasurer	<i>Joan Gorimani</i>		<i>Jean Folan Jane Wright</i>
Secretary	<i>Vacancy</i>		
Minute Taker	<i>Caroline Wright</i>		
Co-opted (IYSS)	<i>Liz Hassock</i>		

Counsellors

<i>Andria Webster</i>	<i>Helen Berentzen</i>	<i>Patricia David</i>
<i>Azam Nazar</i>	<i>Jennifer Pitt</i>	<i>Pattie Friend</i>
<i>Bally Viridi</i>	<i>Jill Thomas</i>	<i>Paul Jackson*</i>
<i>Barrie Hopwood</i>	<i>Jo Knight</i>	<i>Paula Finnie</i>
<i>Carmen Almazan</i>	<i>Judi Parsons</i>	<i>Samina Latif</i>
<i>Carol Hammond</i>	<i>Julie Lazraq</i>	<i>Viola Staron</i>
<i>Charles Donaldson</i>	<i>Magda Jagielska</i>	
<i>Claudette Martindale</i>	<i>Mary Walshe</i>	
<i>Clive Webster</i>	<i>Mary Bowden</i>	
<i>Gill Young</i>	<i>Mike Lawley</i>	
<i>Geraldine Levy Hayes</i>	<i>Myriam Peace*</i>	

Supervisors

<i>Dianne Barton</i>	<i>Barrie Hopwood</i>	<i>Jacky Clifford</i>
<i>Steve Burchell</i>	<i>Mike Worrall</i>	<i>Marilyn Graham</i>
<i>Barbara Dale</i>	<i>David Moore</i>	<i>Peter Pearce</i>
<i>Lara Hickey-Webb</i>	<i>Paul Hitchings</i>	<i>Zoe Shobbrook</i>

Paid Posts

<i>Service Manager (FT)</i>	<i>Patricia David</i>
<i>Counselling Manager (PT)</i>	<i>Mike Lawley</i>
<i>FYOI Project Manager (PT)</i>	<i>Barrie Hopwood</i>
<i>FYOI Deputy Project Manager (PT)</i>	<i>Judi Parsons</i>
<i>School Project Manager (PT)</i>	<i>Jennifer Pitt</i>
<i>Schools Counsellor (PT)</i>	<i>Gill Young</i>
<i>Schools Counsellor (PT)</i>	<i>Julie Lazraq</i>
<i>Schools Counsellor (PT)</i>	<i>Judi Parsons</i>
<i>Office Manager (PT)</i>	<i>Sue Armitt</i>
<i>Administrator (PT)</i>	<i>Joy Harrison*</i>

Volunteer Admin Support

Admin assistant

Independent Examiner

Amit Dhami
PB Associates

* Left us during the year

3. CHAIR'S REPORT



In last year's report I spoke about the challenging year we expected to face in 2010/11, and that has certainly come to fruition - in my time on the HYCS Management Committee the service has never faced such a test of strength than that which we have seen this year!

The creation of the Coalition Government in May 2010 changed the landscape in which we work significantly. Local Councils have been hit hard with the pressure to make spending cuts, and in Hounslow this pressure has been targeted at non-statutory services – most significantly the Youth Service.

HYCS has had a long standing relationship with the Youth Service, over many years, and receives two of its key funding streams through this source. This pressure to cut spending drove a very real threat to both the funding for delivery of services at HYCS and the loss of accommodation at 78 St John's Road.

The reputation and profile of the service across the borough has never been more important than this year - the support and recognition we've received over the year has been quite amazing, and at times moving.

As outlined in more detail in the Service Managers report, there has been an incredible response to the threat of cuts to the service - this came from services users, from colleagues across Hounslow, and even saw a press article by the local MP Mary Macleod, specifically recognised the valued work of HYCS and the risks if the service were to be cut.

Due to significant lobbying around cuts to the Youth Service the Council have accepted revised savings proposals, and following the outstanding support received HYCS is very fortunate to secure our funding from the Local Authority for another year. However, despite the fact this provides some welcome respite, we cannot assume this funding will be there beyond this year. We now face significant challenges to find new funding streams over the coming months.

Despite the significant focus on economic policy and the strong drive for spending cuts, there are some Government policies which should support the work of HYCS, and our challenge now will be to identify funding streams which may support these priorities. One which is more significant and relevant to our service is the public health White Paper Healthy Lives, Healthy People - the first public health strategy to give equal weight to both mental and physical health. This recognises that mental and emotional well-being is

“central to our quality of life, central to our economic success and interdependent with our success in improving education, training and employment outcomes and tackling some of the persistent problems that scar our society, from homelessness, violence and abuse, to drug use and crime”.

Our challenge over the coming months is to develop our fundraising strategy to ensure we identify and access funding which supports this agenda, enabling us to maintain and develop the service in future years.

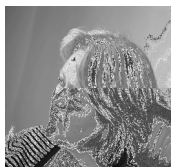
Finally, I want to extend my personal thanks to everyone across the service for their dedication and support over the last year. This is something that always stands out at HYCS and is a credit to the service, but this year is more significant than ever, given the difficult and uncertain times we have been working in. The Service Managers report provides more detailed recognition of the achievements of the staff and volunteers across HYCS, however, I want to personally add a thank you to our Management Committee who have once again shown strong dedication to their role, in a year where we have had to take some very difficult and challenging decisions.

Kate Morris, Chair of the Management Committee

Rates of mental health problems reported among children and young people have risen over the last fifty years. Among teenagers, rates of anxiety and depression increased by 70% in the past 25 years and the incidence of reported self-harm has also risen, with one in 15 young people now thought to be affected. Left unresolved, mental health problems significantly affect children and young people's social and educational development. This can have a profound and lasting negative impact into adult life in terms of employment, relationships, and likelihood of disability. Paradoxically, the time at which most help is often needed- the period of transition from childhood into adulthood – is exactly the time at which services are currently least able to meet that need.'

Supporting Young People's Mental Health – A report by the Mental Health Foundation

4. SERVICE MANAGER'S REPORT



This has been one of the most challenging years for the service in maintaining the delivery of counselling to young people in the London Borough of Hounslow due to the proposed reduction in funding by the local authority.

I am very pleased to say that we not only maintained the delivery of counselling to young people but extended ourselves and increased our delivery of sessions by 2.9% more than the previous year across the 3 different settings we work in; The Centre; Schools; Feltham YOI.

We offer a counselling service in 5 schools in the borough and in Feltham YOI and we are open 5 days a week at our centre in Isleworth. We also offer a once a week drop in, and have flexible 'out-of-hours' counselling sessions. The drop-in and the more flexible sessions make the service more accessible to young people and it helps those in crisis who need immediate help and those who would not otherwise have been able to attend during normal opening hours.

The consistent level of delivery could not be done without the commitment and support of our 31 staff team of volunteer counsellors, admin support and managers and the 12 supervisors and 12 management committee members. Each of them contribute in different ways to the running of this service and all have a common passion to support and help the young people in this Borough and to put their needs and best interest at its core.

All the counsellors, supervisors and staff have worked very hard to meet the ever increasing demand which enabled us to deliver the 3,062 counselling sessions to 513 young people. The level of distress and need from young people seeking our services increases every year and overall we saw a 9% rise in young people registering for counselling. HYCS not only provides counselling to young people but also supports parents and carers and professionals who work with young people and signposts them to other services.

Unfortunately, although we continue to deliver more counselling sessions each year, this is not enough to meet the growing demand from young people and at the end of this year we had 73 young people waiting to see a counsellor at our offices in Isleworth and waiting lists in all the schools we work in and at Feltham YOI.

To help manage the waiting list of young people wanting counselling we recruited and trained 6 more volunteer counsellors who started work in April 2011 and they have already made a huge impact on our waiting list.

The reduction in income for the Feltham Young Offenders project and the likelihood of a reduction in other income for next year has meant that we have had to make some difficult financial decisions. This involved making the Feltham YOI manager and our administrative assistant redundant in a bid to reduce our costs for the coming year. Fortunately we have had some good news and have secured funding for 3 years from BBC Children in Need to pay for a Senior Counselling Manager to support the delivery of 528 sessions each year. This will give us some security over the coming years.

There was a huge response to the proposed reduction in funding to our service and we saw people coming together to save our service through a petition which was set up by a young client who felt strongly that our service should not be reduced. Hundreds of people signed the petition and made wonderful comments about the service (some are shown later in the report).

However, the possibility of future reduction in funding is very real and the service is taking into consideration through risk assessment of the service. We will be reviewing our funding strategy to ensure we have the funding we need to deliver a counselling service to the young people of this Borough.

More detailed objectives for the coming year and aims for the development of the service are shown below.

Patricia David, Service Manager

<p>The costs of mental health problems to the economy in England have recently been estimated at a massive £105 billion, and treatment costs are expected to double in the next 20 years. No Health without Mental Health – Government Strategy 2011</p>
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5. OBJECTIVES 2011 – 2012

“To deliver a professional counselling service which is *free, confidential, and accessible* to all young people in the London Borough of Hounslow.”

Core Deliverables

Our core deliverables, listed below, are those objectives that take top priority for the coming year. We aim to:

1. Increase delivery to 3,300 counselling sessions in total with 600 at FYOI: 1,300 at schools: and 1,400 at the centre.
2. Increase accessibility to counselling for all young people in need
3. Maintain quality of work through management and support of counsellors and the continuing implementation of BACP and Youth Access standards for counselling agencies.
4. Increase the capacity of counsellors to deliver the increased counselling hours.
5. Secure increased funding to maintain current work and to expand delivery levels.
6. Deliver 4 training days for counsellors.

Service Development

Priority 1

1. Develop robust funding strategy.
2. Strengthen systems to support clients at risk.
3. Implement a system to evaluate and measure outcomes of counselling and assess and build resilience in clients.
4. Improve client feedback system to increase feedback received

Priority 2

5. Develop trusting and respectful partnerships with organisations working with young people. Development of outreach best practice models of working.
6. A more accessible service:
Publicity; Marketing; Development; - Reaching all
Take up by Black and Minority Ethnic young people reflects the community of London Borough of Hounslow.

Priority 3

7. Work towards completion of Youth Access Quality Standards self assessment.
8. Upgrade the physical environment at 78 St John's Road.

Priority 4

9. Review the use of technology:

6. SENIOR COUNSELLING MANAGER'S REPORT



The last year has been one of change and preparation for further change. Several of our existing volunteer counsellors who have been with the Service for a number of years have moved on and others are reviewing their commitments. We thank them for their dedication and hard work for the Service and young people.

With a big waiting list and the closing of an evening session it was important to raise the money and build the team back up to be able to run all the sessions. We began our recruitment and selection program to take on new volunteer counsellors in November 2010 and completed the selection program in February 2011. Six new counsellors were recruited, trained and inducted by April 2011 in readiness for the new year. The comprehensive training took place over a period of 6 days and included; safeguarding; working with young people; diversity; risk assessment and, the BACP ethical framework for counselling. This work based counsellor training complements the major practitioner training received by the team beyond the HYCS environment and more of it is planned for 2011. As with all our counsellors the new group brings a range of skills and experience outside of counselling. In the group, for example, is a teacher, a Spanish speaker, a trainer, a youth worker, a specialist family support worker and an adolescent support worker.

HYCS places an emphasis on all its counsellors being trained and working towards accreditation. We now have 28 counsellors with 7 accredited and 21 qualified. This is a measure of our aim that all counsellors offer clients a professional counselling service. We have increased the delivery of service and kept the quality high. Over the last year we have sustained this professionalism by reviewing and improving the selection and training program for new counsellors; maintained monthly counselling supervision; carried out annual reviews; delivered continuing professional development; kept a focus on the client as the primary reason for HYCS being here. Our CPD programme this year included: relaxation training, which is very helpful for clients with anxiety; further critical incident debriefing training for trauma; substance misuse awareness; deaf awareness training and, a BACP accreditation workshop.

HYCS continues to be a community based organisation with strong links to professionals in schools, CAMHS and social care. Our teams in the prison and schools have been ambassadors for counselling and young people and this has helped to further embed HYCS' work in those institutions. With our wide experience of different settings and counselling issues we have, this year, particularly developed our expertise in working with child protection issues and the more acute psychiatric conditions suffered by young people. Without our positive relationships with other supportive professionals we would not be able to offer this complementary service so effectively.

A major issue for all agencies and professionals delivering services to the public is that of outcome measures. HYCS needs to manage the tensions between the current audit culture that rightly expects the effective use of public money and the complexities of assessing clinical outcomes in counselling and psychotherapy. HYCS maintains its excellent data gathering systems and comprehensively records and monitors all aspects of service delivery. This means we can accurately report on objectives set by funders in terms of numbers of service users, sessions delivered, as well as profiles of age, gender, ethnicity, area and presenting issues. The more difficult task is to measure the effectiveness of counselling. We currently ask our clients directly how they see the benefits of counselling through focused, individualised evaluations and

these demonstrate and confirm how valuable the Service has been. We have been exploring more formal outcome measures such as CORE and the Star assessment and developing our own system with a pilot currently underway. By using, developing and reviewing a balanced series of qualitative feedback and quantitative measures we aim to continue enhancing service provision and directly addressing the needs of clients through a professionally managed provision.

Mike Lawley, Counselling Manager

EVERY CHILD MATTERS OUTCOMES

Counselling enables young people to...

Be Healthy; Stay Safe; Enjoy and Achieve; Make a Positive Contribution; Achieve Economic Well-being.

7. FEATURE ARTICLE

HYCS@SCHOOLS PROJECT 2010 - 2011



This past year has been another fantastic one for the Schools Team with an increase in resources allowing us to reach more young people. Our team of 4 counsellors offered over 42 sessions per week, working 7 full days in 5 schools. Additionally, we were able to offer a Polish-speaking counsellor in the autumn term in one of our schools, addressing a need there.

The team delivered 1190 sessions (an 8 % increase over last year) to 162 students (88 females and 74 males). The attendance rate was over 77.4%, which is excellent for counselling offered in these settings, and represents a 7.4% increase over last year. Non-attendance was usually due to illness, exams or other important school activities.

The schools involved in the project were:

- Chiswick Community School
- Feltham Community College
- Gunnersbury Catholic School
- Hounslow Manor School
- The Heathland School

Although for the most part, we are in the schools to work with all year groups, 65% of the students seen are between the ages of 13 and 15. This comes as no surprise to me as this period in young people's lives can be turbulent ... physiological and emotional changes take place during the transition to adulthood. For many, this is in addition to other distresses caused by a variety of issues such as bereavement/other losses, parental/family discord, bullying, poverty, illness, parental mental illness, addiction ... the list is endless. It can be hard for some young people to take all of this on, and talking about, and processing their feelings around this in counselling can be painful, frightening and overwhelming. With this in mind, I would like to acknowledge the huge commitment, hard work and sense of personal responsibility the students display in their sessions.

Having a counselling service in a school in the first place speaks volumes about a school's commitment to their students' welfare and personal development. Their recognition and appreciation of the importance of emotional support being available to young people is evident in many ways. HYCS very much values the quality and depth of its working relationships with each of the schools and the level of support received enables the service to operate smoothly within that setting. We could not offer the service we do, so effectively, without the schools' respect and understanding. To quote J Edwards in the article "Agony or ecstasy, Counselling Children and Young People in Education", having an independent counselling service in a school is "the therapeutic world meeting the educational". It can be fraught with difficulties: "a Titanic clash" or "two worlds sitting comfortably together with the child held and nurtured between them". Without a doubt, the latter applies!

HYCS' independence from the school is vitally important to and highly valued by the students as part of the client-counsellor relationship – in terms of the confidence they have in using the service and the level of confidentiality offered. Being aware of this, seems to enhance their feeling of safety around confidentiality and therefore their willingness to open up and begin exploring whatever is troubling them.

The counsellors, check in with their key schools contacts at each visit and any issues or emerging ideas can be worked with there and then, with informal feedback often given along the way. But we do ask for formal feedback in the form of a written evaluation, annually. The feedback below gives a flavour of some of the schools' perceived benefits of the HYCS@Schools Project.

*"Staff are pleased with the change students show, after being in counselling"
(Student Services Officer)"*

"The service is needed at school; students wouldn't necessarily access counselling if they had to go to an unfamiliar setting" (Pastoral Manager)

"Vulnerable students have easy access to the counselling service; independent from the school - this is attractive to some students" (A Head of Year)

"It's great to be able to reassure parents that we have a professional on site who is able to offer support to their child" (A SENCO)

Students' evaluations

All clients are invited to give anonymous, open feedback to the Service about their experience with HYCS and the effectiveness of their counselling – it is encouraging to note below that **100%** of school clients completing the evaluation forms report a positive experience:

Please tell us how you are feeling now:

Less able to cope	No change	Some improvement	Much improved
0%	0%	25%	75%

How would you rate your experience with HYCS?

Not helpful	Helpful	Very Helpful
0%	23%	77%

Comments from some of the young people we have worked with

"To be counselled by x was a fulfilling and unforgettable experience, where a huge weight was lifted off my shoulders"

It [counselling] helped a lot; it gave me the feeling I could trust someone with all my worries. I achieved what I wanted as I am much happier"

"..it was really good and I'm on top of a mountain now"...

"...I felt much more better every week"...

"I've been able to connect with myself and others more..."

"I achieved to control my anger"...

"much improved 'cause I opened myself out and am not hiding it away... thank you for helping me"...

"It helped a lot, it gave me the feeling I could trust someone with all my worries. I achieved what I wanted as I am much happier"..

Throughout 2010-11 HYCS noticed an escalation generally in the seriousness and complexity of presenting issues in clients' referrals, particularly within the schools with issues such as self harm, suicidal thoughts and child protection issues becoming increasingly prevalent. HYCS continues to match and support this complexity by providing experienced and highly-trained counsellors who are well-supported by professional clinical supervision.

During the year, we were asked, by three of the schools in the HYCS@Schools Project, to present workshops on Self Harm Awareness for staff and pupils. On the back of their success, these workshops are now being requested by other schools in the borough. HYCS has developed an experienced team of trainers able to deliver training as part of school's mental health policy for both teachers and students.

CPD is an important part of our work and during this past year the Schools Team with other HYCS colleagues have undergone training in Relaxation techniques, Critical Incident Debriefing, Substance Misuse Awareness and Police Child Protection Policies and Procedures.

Our main challenge once again this year, in all the schools, has been the ever-increasing waiting lists with demand exceeding our capacity to deliver and although our counsellors have been consistently flexible, efficient and creative we have not been able to see all the students that requested and needed counselling.

For next year and beyond we will continue to seek more funding for counselling sessions as the demand is clearly there. The more sessions that can be offered, the more young people, in the borough's schools, in need of emotional support, can be reached.

Jennifer Pitt, Schools Project Manager

¹ Edwards J., (2009) Agony or ecstasy, Counselling Children and Young People in Education, BACP

CREATIVE THERAPY ART WORK

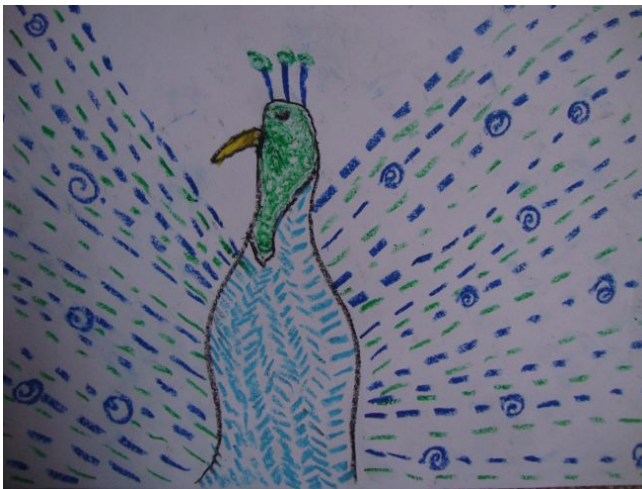


“I feel strong!”-

Self esteem work with **14 year old female** – a remarkable and amazing shield of resilience reflecting all the positives and resources that give her strength and confidence.

Below are a powerful and striking series of images during the early days of self esteem work with a 12 year old client reflecting her self image.

“Sunset reflection”



“Beauty of the peacock” – reflecting her image of those who are confident and proud of their skills and beauties and can show them to the world.

“Flower in the mist”- showing a sense of self as being isolated and hidden with an emerging sense of skills and positives.



“Butterfly face”-

reflecting emergence, feeling different from others.... a different kind of beauty needing to be appreciated.

8. OVERVIEW OF DELIVERY 2010-2011

78 St John's Road

The counselling sessions at 78 St John's Road take place during the day and in the evening. There were three day time sessions, Tuesdays, Wednesdays and Fridays, as well as counselling at times to meet the client's needs. In addition, there was our Wednesday afternoon drop-in service. The evening sessions ran on Mondays, Tuesdays, Wednesdays and Thursdays. This gave us a good spread of times with 21 counsellors offering 1831 sessions throughout the year. We delivered less counselling this year as a number of our counsellors took maternity leave and extended breaks throughout the year. We have addressed the shortage of counsellors by recruiting a new group of 6 volunteers.

	2010 - 2011	2009 - 2010		2010 - 2011	2009 - 2010
Clients			Counselling Sessions		
Contacted us	307	293	Booked	1831	2012
Seen	234	234	Attended	1227	1328

Although this year we have booked less sessions we have improved our efficiency in the booking system and increased our percentage of attendance. Sometimes clients are not able to attend their sessions for a range of reasons and HYCS must balance the needs of the client and the demand for the service. We always try to take into account what the young person is going through but sometimes the counsellor or the client may need to end the counselling prematurely. When this happens we make sure that the client knows she or he can return to counselling at HYCS in the future.

We continue to monitor where clients hear about HYCS and there has been a steady rise over the years in the number of clients coming via GPs.

How did you hear about HYCS	Number	How did you hear about HYCS	Number
GP	62	IYSS	4
Family	42	Other agency	4
School	41	Internet	1
Previous client	35	Leaflet	1
Connexions	15	Phone Book	1
Friend	14	Civic Centre	0
CAMHS	8	Social Care	0
Other Counsellors	6		

HYCS offers a free service to all young people in the London borough of Hounslow and we ensure we meet the needs of those young people that cannot afford to pay for the service, with only 13.7% of clients at 78 St John's Road being employed. That figure is considerably lower when you add in the school and prison clients, all of whom are unemployed.

Waged	Unwaged	Student
39	59	186
13.7%	20.8%	65.5%

THE “DROP IN”

The Drop in is open from 3-5pm every Wednesday and offers an introduction to Hounslow Youth Counselling Service. It can also be used for young people in crisis as a temporary measure to help them access the help they need.

Over the last year we have seen 87 young people at the Drop In and over 90% of them will go on to see one of our counsellors.

What makes the Drop in so effective?

- no appointment is required
- increased access to counselling service for hard to reach young people
- Parent, carer, support worker or friend can accompany and support the young person in attending
- able to listen and support the parents/carers, support worker and signpost to other services if necessary
- Provides reassurance by allowing the young person to see the service is safe and professional.
- Provides opportunity to familiarise themselves with the building and environment, and how we work.
- The introduction meeting can be easier for some to convey their “message” of need, hurt, despair, fear or hopelessness.
- The young person is our focus, we listen to them and they decide if they want counselling or not.
- It is an opportunity to inform the young person about what counselling is and how it might help them.
- Assessment for specialist care and sign posting to other services
- Referrals to appropriate services such as CAMHS, Social Care, Visions.

Sometimes a young person coming to the service is a reluctant visitor whom may be feeling pressurised, into coming for help. But as soon as they arrive at the drop in they are treated with respect, listened to and valued and given the opportunity to explore the options available to them and make their own decision as to whether they want counselling or not. The drop in can also be used as a way that very worried parents can assist their child to take that first step to getting some help.

The drop in has also been used to get emergency help for young people as shown in the example of a 15 year old young man who was told to come to the drop in by his teacher. He arrived just as we were locking up the building, but there was something about this young man’s body language and facial expression that was not evident in his voice alone that made me sit with him and give him some space to talk to me. It became apparent that he had “given up” and we were his last hope. After listening to his story it was very clear that something needed to be done to safeguard this young man and with his agreement we contacted the appropriate services who took immediate action to keep him safe. We also arranged for him to have counselling at our service.

Julie Lazraq, Counsellor

FELTHAM YOUNG OFFENDERS OUTREACH PROJECT



As I write my ninth and final report for the AGM I am experiencing mixed emotions at the end of a very happy and rewarding time as Project Manager for HYCS at Feltham YOI. While recognising that this was the right time to go in terms of the economic climate and its inexorable demands and in relation to my career and personal development, I already feel as though I am losing a 'limb' from the body of my identity and professional pride! Most importantly, however, I feel delighted that, despite the cuts and changes, counselling at the YOI will continue to be provided by HYCS and that with Judi as Project Manager the future of the service at Feltham is in capable and experienced hands. I wish Judi all good things in her work in the Project and thank her for the excellent work she has done and support she has given me in her role as Deputy Project Manager for the last six years.



While the number of counsellors in the Feltham Team has reduced to seven during the last year I believe that each one of the counsellors who continue to work there is exceptional in terms of their commitment, enthusiasm and skills and the belief they have in the value of the relationships they create with the young men they see and in the potential of each one of them. When we have Team Meetings to discuss our work I never fail to be amazed by the sensitivity, creativity and determination used by the counsellors to deal with the volatility, chaos, tragedy, abuse and fragility which is woven into the stories of our clients psyches and into the context of prison life.

In the last year I have felt that HYCS is more accepted and valued than ever at the YOI and that increasingly more members of staff are aware of the counselling that is available and how it can benefit the young men they work with. I am particularly proud of the way in which the quality and success of our work over the years enables the prison authorities and staff to trust us to work confidentially with some of the most dangerous, damaged and difficult inmates at Feltham.

The new Interventions and Services Centre provides us with a base at the prison for the first time and the opportunity to meet up with other outside agencies providing a range of services for the lads. Fay Johnson, Head of Interventions and Services, has continued to be a source of great encouragement and practical support and has championed us within the prison at all times. We continue to work closely with Safeguards, Offender Management, CMHT and Psychology but I believe we miss the now defunct Outreach Team who oversaw all referrals and provided a screening function and were a central point of contact for all the counsellors.

I can honestly say that, despite all the challenges and difficulties that go with the territory, I have not encountered any 'explosive' problems in the course of managing the counselling at the YOI over the last nine years. When I took on the role I had visions of sleepless nights worrying about confidentiality issues arising out of murder or suicide eventualities, potential violence in the counselling room, hostility from prison staff, hostage and riot situations etc. etc! In the event my biggest concerns have been around my own carelessness e.g. when a whole Unit had to be searched at 6am when I rang the prison thinking I had left my notebook/diary behind, when my Security pass was found in a waste-bin and when my keys got stuck on my chain and I was locked in the room unable to get out!

Most importantly, however, in writing this report in 2011 is that compared with 2002, when Feltham was a prison damned by a tragic suicide rate, a racist murder, poor staff morale and a terrible public image, the changes within the prison and in wider penal policy have enabled the seeds of individualised, therapeutic, rehabilitative and sensitive work with the inmates to be sown, and I am privileged and delighted to have been part of this sea-change. I am even more pleased that in delivering work and results which have made a real difference to the lives of so many conflicted and challenged young men and those around them HYCS has helped these seeds to grow and become established as part of the prison regime.

On a personal note I felt I couldn't help feeling that I went out on a 'good enough' note when at the end of my final session with my final client he said: 'It's a shame you're giving this up; you're quite good at it and it's been really helpful'. I wrote a Chapter in a book about Person-Centred Counselling in a YOI which I called 'This Could Be The Last Time' based on the fact that it is important to treat every session as though it could be your last as virtually every ending at Feltham would be because **the client** was no longer there; I'm still getting used to the fact that this ending was because **I** am no longer there!

There have been major changes in Feltham between 2009-2010 with the restructuring of outreach services, but I am glad to report that after some difficulty at the start of 2010, we were able to introduce a new and effective system of referring clients which can be accessed by any member of the YOI staff and referrals to our team of counsellors increased in the latter part of the year. The figures below show an increase in clients seen this year and a 14% increase in the number of sessions delivered to 115 young men in the prison which is now more in line with our 2008 – 2009 delivery.

	2010 - 2011	2009 - 2010	2008 - 2009
Clients			
Referred	147	143	149
Seen	115	105	119
Counselling Sessions			
Booked	694	604	798
Attended	608	535	684

Barrie Hopwood, Feltham Project Manager

Feedback from Feltham YOI young people

“It has helped me release anger and gain self esteem”
 Aged 17, Male, Black Caribbean

“Counselling has really helped me to try and change my life”
 Aged 19, Male, Black Caribbean

“It has been helpful to me because it has helped me learn to control my anger and emotions”
 Aged 17, Male, White European

“Counselling is very interesting and has had a big impact on me and I know now that it is time to stop my bad ways and change for the better”

Aged 20, Male, White European

A study by the Office for National Statistics showed that of a sample of 592 prisoners aged 16-20 in England and Wales, 95% were suffering from one or more mental health difficulties, the most common being anxiety and depression (67%)

SUPPORTING THE COMMUNITY and working together

HYCS is committed to building links and supporting organisations working with young people in the borough.

We host the Adolescent Mental Health Forum which brings together voluntary and statutory agencies who work with young people with mental health difficulties. We work with and build links with organisations such as the Child and Adolescent Mental Health, Connexions, Visions, TASHA, Youth Service, Young Carers and Social Care.

We provide supervision for Connexions Personal Advisers and Social Workers from the Leaving Care and Asylum team for young people.

This year we have facilitated training sessions to raise awareness on ‘Self Harm and young people’, with young people and teachers in Hounslow schools. We have run 3 of these sessions and have been asked to deliver 4 more.

We support the Early Intervention Team for Psychosis by making space at 78 for the clinical staff to see their young patients. By meeting patients outside of a medical setting to a more relaxed young person’s setting this helps reduce anxiety caused by the social stigma of their illness.

9. JOINING THE SERVICE

As an experienced youth worker in my second year studying Person Centred Counselling and Psychotherapy at Temenos, I was in search of a supportive person centred counselling service which works with young people. By chance, a supervisor recommended contacting Hounslow Youth Counselling Service. As a new arrival to London I had not heard of HYCS or of their selection process. I called HYCS and spoke with Mike who explained that their information day was happening that very afternoon.

I was unprepared for the information session and nervously arrived at HYCS to a warm welcome. At the information session I observed an integrated structure of young people's services of which HYCS is a part of. As a youth work practitioner I value partnership working and I was immediately impressed with HYCS's working relationship with other providers of young people's services. The information session was informative and led to me being offered an interview within the following days.

The interview stage was an hour long and this was my first ever counselling related interview and I was nervous. Patricia and Mike thoroughly made attempts to enter my frame of reference to understand my experience and feelings to working with young people, my knowledge of safeguarding young people and my thoughts about the person centred approach. I progressed through the interview and was offered a place on the next stage of recruitment process... the weekend residential.

I took an opportunity to reflect on my progress so far and made a definite decision that HYCS was an organisation that I wanted to be a part of. The residential was jam packed with interesting activities of which HYCS's staff keenly observed. The approaches to workshops and exercises by the facilitators felt familiar to me and there were group exercises to provoke thought, dialogue and possibly disagreement; such familiarity eased my nerves somewhat. A small number of exercises brought me right back to the basics of working with young people and other exercises progressed my understanding of the complexities of counselling young people.

I experienced the weekend as extremely rich learning and as very exhausting. I frequently found myself in a dilemma in actively contributing to the planned activity schedule and being sociable with HYCS staff and my fellow peers. I wanted to be 'seen' by everyone but I felt that both participation and self-care (activities, resting alone, eating and exercising) was a good approach to the weekend for me.

My training with Temenos has developed my congruent expression and I must admit that there were times on the residential that I thought I would not be accepted into HYCS. I thought that I may be perceived as the awkward or difficult one; however I was keen to be 'me' rather than a compliant and 'good' participant – which of course may have been tempting!

The weekend residential demonstrated to me HYCS commitment to selecting counsellors who are at an appropriate stage in their development to work with young people safely. I was extremely pleased and proud to be successfully welcomed to HYCS's core training programme. I felt a great sense of joy to be successful at this stage by fundamentally being myself.

The core training programme was of great benefit and really inducted me into my role at HYCS. Seamlessly the training supported me within my role as a youth worker, especially the tools around risk assessment.

I have now developed a sense of belonging at HYCS and I feel valued. I now belong to a new family at HYCS which nurtures development and professional practice. I believe that the robust selection process contributes to such feelings.

Katie Terrington

10. HYCS PETITION

The proposed reduction in the funding to HYCS by the local authority prompted a young person to set up a petition to bring the value of HYCS to the attention of the Local Authority. Over 600 people signed the petition which was presented to the local authority and they listened and withdrew their intention to cut the funding to the service.

Comments from HYCS Supporters

I used this service for over a year. This was a good service that I needed to help me. I would never have been able to afford a private counsellor and this service is free. It is local to my area so I could walk there. I was then referred by them to a CAMHS team. Without their help and support I would have gotten very ill and could have even died and they were the only people that I could talk to. I would go as far to say that HYCS saved my life.

I believe being a young person myself, what a wonderful service this really is and how vital that no cuts occur. In the borough of Hounslow a service that offers so much support and help to people who really need what is on offer, a service I believe to be very unique, vitally needs to stay a permanent fixture within Hounslow. Without I believe, unfortunately huge problems will occur.

I used this service and they helped me straight away with the best health care. my counsellor was kind and the service was quick. if they shut it down they will be jeopardising a lot of people's health and safety as they may use this on a weekly basis plus it is free for those who cannot afford counselling and is local. it will be a big mistake!!! SAVE HYCS!!!!!!

As the parent of teenage children I am particularly concerned that this service is being cut. I would argue that we need more resources not less. This is a false economy. Counselling services for young people help ensure that we have functioning, happy and independent young adults. The alternative is more unhappiness and distress and increased demand for expensive services in the future. I hope the decision-makers will think again.

As the Deputy SENCo at a Hounslow secondary school I am aware of just how much we as a school rely on the work of the Hounslow Youth Counselling Service to support the vulnerable young people in our care. Cutting this service is so short sighted. It will only incur huge costs in the future to deal with the damage caused to young people in need who will have to struggle on without this support.

I feel HYCS provides a unique service to the young people of Hounslow. Having access to a safe and highly professionally run service such as this makes a huge difference to the quality of their lives here and now but helps to build in the skills and resilience to serve them in the future.

11. STATISTICS 2010 - 2011

Number of Clients

Year	Clients Registered	Clients attended	On the Waiting list	Never came
2010-2011	758	513	73	172
2009-2010	695	504	59	132
2008-2009	651	477	33	117

Number of clients who attended by Age

Age	2010-2011		2009 - 2010	
Under 13	45	9%	59	9%
13 – 15	169	33%	190	30%
16 – 19	203	40%	261	41%
20+	92	18%	124	20%

Gender

We have continued to offer a relevant service to both male and female clients with the figures showing a fairly even split over the years.

	2010 - 2011	2009 - 2010	2008 - 2009	2007 - 2008
Female	48%	51%	49%	43%
Male	52%	49%	51%	57%

Number of Counselling Sessions

Hours delivered	2010 - 2011	2009 - 2010	2008 - 2009
Total number of sessions	3062	2977	2750
Schools:	1186	1107	728
FYOI	608	535	676
Centre and Other	1227	1335	1338

Average number of sessions per client: **6**

There has been a 2.9% increase in sessions delivered compared to last year.

Ethnicity

Ethnic Origin		%	Ethnic Origin		%
Asian Bangladeshi	6	1	Asian Indian	54	11
Asian Pakistani	25	5	Chinese	3	1
White Irish	9	2	White Other	18	4
White British	248	51	Mixed Heritage	40	8
Black Caribbean	22	5	Black: African	25	5
Other	30	6	Unspecified	2	1

49% of clients seen by HYCS counsellors are from the Black and Minority Ethnic community (BME) and 51% are White British. This is reflective of BME community in the L.B. of Hounslow.

Presenting Issues

Presenting issue	% of total issues	% of Female Issues	% of Male Issues	Presenting Issue	% of total issues	% of Female Issues	% of Male Issues
Relationships	24.3	26.2	22.6	Pregnancy	0.4	0.6	0.3
Emotions	40	42.9	37.1	Social	2.1	1.5	2.6
Health	13.6	15.6	11.8	Behaviour	1.7	0.4	2.9
Addictions	3.3	1.9	4.7	Prison	1.8	0	3.6
Disability	0.7	0.5	0.9	School	3.0	3.0	3.1
Identity	1.3	0.9	1.7	Employment	0.4	0.4	0.4
Abuse	6.8	5.8	7.8	Personal Development	0.4	0.3	0.5

Client Evaluations

Less able to cope	No Change	Some Improvement	Much Improved
0	0	25%	75%

How would you rate your experience with HYCS?

Not Helpful	Helpful	Very Helpful
0	23%	77%

12. ACCOUNTS

Hounslow Youth Counselling Service

BALANCE SHEET as at 31st March 2011

	Note	2011	2010 Restated
FIXED ASSETS			
Tangible assets		-	-
CURRENT ASSETS			
Cash at Bank		64,278	69,991
Debtors	4	837	874
		65,115	70,865
CREDITORS: Due within one year			
Accruals	5	(17,949)	(3409)
		<u>47,166</u>	<u>67,456</u>
NET ASSETS		<u>£47,166</u>	<u>£67,456</u>
FUNDS			
	10		
Unrestricted Funds: General		6,606	3,285
Designated	12	12,000	24,000
Restricted Funds: FYOI		6,860	16,845
HYCS		<u>21,700</u>	<u>23,326</u>
Total Funds		<u>£47,166</u>	<u>£67,456</u>

These accounts were approved by the Trustees on Friday 24th June 2011 and are signed on their behalf by:

..... Trustee - Chair

..... Trustee – Treasurer

A full set of accounts can be obtained from HYCS.

Hounslow Youth Counselling Service
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE PERIOD ENDED 31 MARCH 2011

	Note	Unrestricted Funds	Restricted Funds	Total Funds	2010
INCOME					
Incoming Resources:	2				
Voluntary Income including Grants		6,308	91,599	97,907	85,533
Investment Income		33	30	63	306
Income from Charitable Activities	2	-	62,882	62,882	58,398
Total Incoming Resources		<u>£6,341</u> =====	<u>£154,511</u> =====	<u>£160,852</u> =====	<u>£144,237</u> =====
Expenditure	3				
Charitable Activities		13,660	166,122	179,782	163,676
Governance Costs		1,360	-	1,360	1,269
Total Outgoing Resources		<u>£15,020</u> =====	<u>£166,122</u> =====	<u>£181,142</u> =====	<u>£164,945</u> =====
Net Incoming/(outgoing) Resources		(8,679)	(11,611)	(20,290)	(20,708)
Funds brought forward 1 April 2010		27,285	40,171	67,456	88,164
Funds carried forward 31 March 2011		<u>£18,606</u> =====	<u>£28,560</u> =====	<u>£47,166</u> =====	<u>£67,456</u> =====

13. FUND RAISING

Fundraising is a constant challenge and has become highly specialised and competitive in the UK. This, along with the economic situation and a proposed reduction in funding from the Integrated Youth Support Service and an increase in demand for the service, has put additional pressure on us to fund the existing service and to develop and expand our services to meet the growing demand.

It is more important than ever for us to continue to work and develop partnerships across the borough. Working with partners in the Borough is an important part of the work for HYCS and we continue to nurture and develop partnerships with other service providers such as Connexions, Schools and FYOI and we receive funding from these partnerships to deliver our work.

We would like to acknowledge the support we have continuously received from Hounslow Integrated Youth Support Service (IYSS). They provide us with the solid foundation on which to deliver a service to young people. IYSS fund the full time salary of the Service Manager and the premises, which includes maintenance, heating, lighting, telephones (except the BT line) and cleaning with estimated costs of around £58,998 per annum. This funding is crucial to maintaining the counselling service in Hounslow and it is this funding which may be at risk of being reduced.

This year Connexions funded the provision of counselling to young people who are not in education, employment or training. Hounslow schools fully funded counsellors to provide 7 days counselling spread over five schools.

For our work in Feltham Young Offender Institution & Remand Centre we received funding from HM Prison services who contributed towards the cost of the HYCS counselling service at FYOI and they have committed to giving us funding for another year. We also received £3,000 grant from The Goldsmiths' Company Charity to continue our work with young offenders in Feltham YOI.

The drop-in which we open once a week at our offices in Isleworth was once again funded by the Schools Extended Services until July 2011.

We welcome the continued support from friends and volunteers of HYCS to raise funds for our service and they have raised an amazing total of £6,328 this year. This was done by holding a raffle at a Christmas event; an auction of goods donated to HYCS; talking to people about our service and getting private donations from supporters of the work of HYCS.

Our focus in the coming year is to secure the funding we require to ensure we have the premises and staff to deliver a Youth Counselling Service with a secure future in the Borough and to expand our work in Feltham YOI and Schools. This means for the short term a reduction in staffing costs and to develop a robust funding strategy to take into account the changing political and economic situation.

14. ACKNOWLEDGEMENTS

Every year a large number of people and organisations support this Charity and our work with young people. To all those who have contributed, I would like to say thank you for your hard work and good will that has gone into making the Service a success.

Over the years HYCS has thrived because of the commitment to young people and the Service by the staff team. That team consists of a dedicated and knowledgeable management committee and managers and the volunteer counsellors willing to give their time to working with young people and developing their professional practice.

Volunteers, both counselling and admin, are at the heart of HYCS. They have delivered a huge number of counselling hours with professionalism and a real interest in the welfare of young people. I would like to say thank you to each of the counselling teams; 78, YOI and Schools, to all those counsellors who work across these teams, and those who make a contribution in the administration of the organisation. I would also like to thank our supervisors who give clinical support to our counsellors and are fully committed to the work of our service.

The Service is embedded in the Integrated Youth Support Services and we complement the work that goes on across the London Borough of Hounslow. Although an independent Charity we work seamlessly with the IYSS and value their long standing commitment, support and contributions. Thank you also goes to the Hounslow CAMHS service for their ongoing advice and support for our work with young people who are vulnerable to mental illness.

Throughout the report there is reference to the outreach work that is vital in making counselling available to young people. The institutions that we work in have recognised the value of the counselling we provide and I would like to thank those individual staff members that make the day to day running of the service possible. The schools and the prison have their own pressures and the staff there have gone out of their way to include our counsellors in their day to day work.

We received wide support from people across the Borough who came forward to ensure that HYCS continues to deliver counselling to young people. I would particularly like to give my thanks to Saskia Szokolovics for setting up the a petition to raise the issue of the proposed reduction in funding to our service, and to Barbara Dale, Eric Saunders and Gill Young for their letters and work challenging the potential loss of funding to HYCS. I would also like to thank Mary Macleod MP and Alan Keen MP for their support of our service and a special thank you to Liz Hassock Head of Integrated Youth Support Service for her constant support and for safeguarding our funding for the coming year.

Thank you again to all the staff and members of Hounslow Youth Counselling without their commitment and hard work we would not be able to deliver the service to young people.

Kate Morris, Chair of the Management Committee

15. SUPPORTERS 2010 – 2011

Our thanks to all our supporters including the organisations and individuals listed below

**Hounslow Integrated Youth Support Service
Connexions
HM Prison Service
Chiswick Community School
Feltham Community College
Hounslow Manor School
Heathland School
Gunnersbury School
GlaxoSmithKline
BBC Children in Need
Help a London Child
S. Verma
E. Saunders
H. Cotton
The Goldsmiths' Company Charity**

**Hounslow Youth Counselling Service
78 St John's Road, Isleworth, TW7 6RU
Tel: 020 8568 1818 (Clients)
Tel: 020 8583 2958 (office)**

**Website: www.hycscounselling.co.uk
Email: admin@hycscounselling.co.uk**



connexions



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