

Hounslow Youth Counselling Service

**Annual Report
2025-2026**



About HYCS

WHO WE ARE: Founded in 1987, Hounslow Youth Counselling Service (HYCS) is a voluntary organisation, with charitable status, set up to work with young people in the Borough of Hounslow. HYCS' main objective is to promote the relief of emotional suffering caused by mental or physical ill health, or by social or economic circumstances among young people.



OUR SERVICE: HYCS aims to serve young people, aged 11 to 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. HYCS offers young people access to free, confidential Counselling by appointment at its offices in Isleworth, at secondary schools, HM Prison Feltham YOI and our Targeted Services. Young people self-refer to HYCS and can be signposted on to other specialist local agencies where appropriate.

CONFIDENTIALITY: Confidentiality is considered to be of the greatest importance. We are a confidential service and work within BACP' guidelines and HYCS' confidentiality policy to maintain appropriate confidentiality in the best interests of our clients.

OUR WORK: HYCS addresses directly young people's emotional well-being and mental health. Counsellors work with young people who present with a range of issues including: anxiety, panic attacks, self-harming, being bullied, negative pressures, eating disorders, bereavement, depression, low self-esteem, abuse or who are distressed 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.

OUR TEAM: HYCS counsellors are qualified, skilled and experienced practitioners. The team of counsellors, including those who work voluntarily, has been carefully selected and trained. The quality of the service offered is under continuous review. All counsellors receive regular management support and counselling supervision and the opportunity for in-service training and reflective practice. The Service runs a range of CPD training courses in working with young people and counselling skills, both in-house and as requested by other groups.

The Service has a Service Manager who is responsible to an independent group of trustees. London Borough of Hounslow & Hounslow Clinical Commissioning Group funds the HYCS' premises and specific counselling delivery at the centre. For all other expenditure, the Service is dependent on grants, donations, contracts and sponsorship.

OUR ETHICS, STANDARDS & POLICIES: Hounslow Youth Counselling Service staff and trustees oppose all forms of discrimination and this is made clear in the Service's Equal Opportunities policy. HYCS provides a BACP (British Association of Counselling & Psychotherapy) Accredited Counselling Service and is an organisational member of both Youth Access and the BACP, working within the BACP's ethical framework for the counselling professions. HYCS' counsellors are also individually members of professional bodies. Many are individually BACP accredited, registered or actively working towards accreditation.

DATA PROTECTION POLICY: Under the General Data Protection Regulation (GDPR) 2018 data privacy laws, HYCS are committed to safeguarding privacy and protecting the personal information given to us in the legitimate pursuance of providing a youth counselling service.

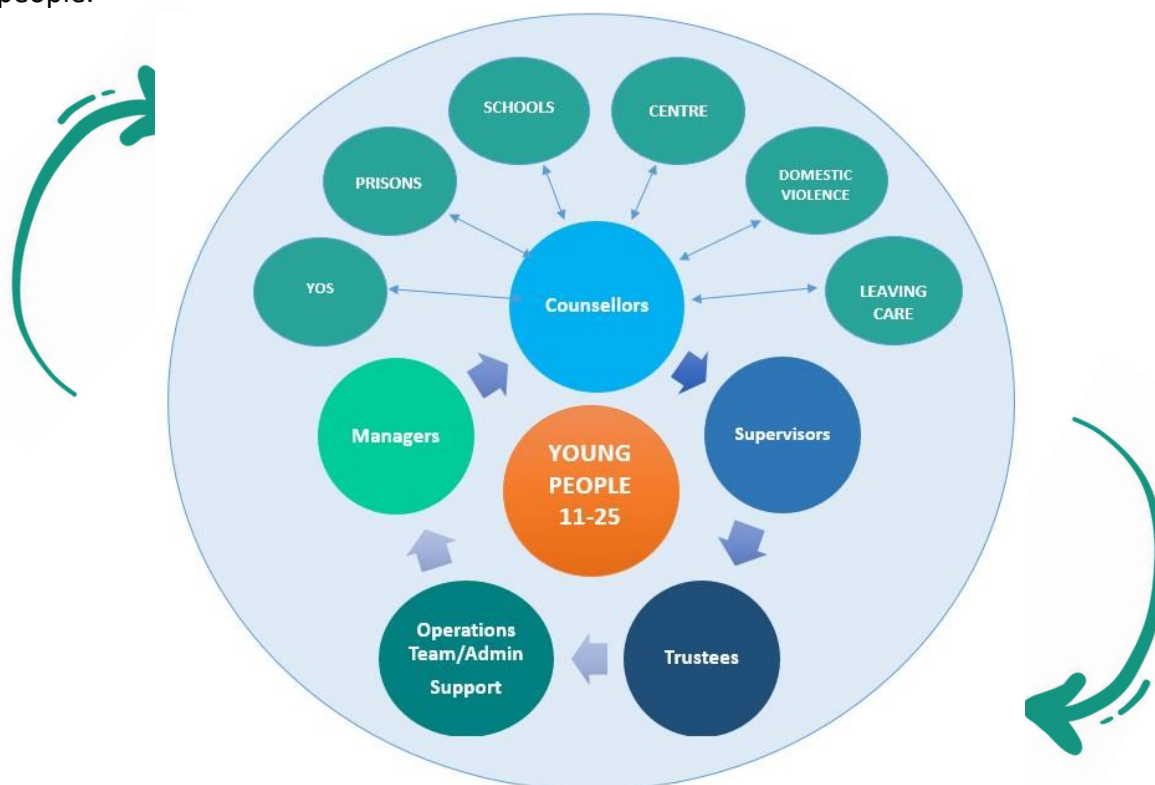
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Our Service

HYCS offers all young people aged 11-25 who are living, working or studying in the Borough of Hounslow the option of free access to our BACP-accredited confidential counselling service that is dedicated to supporting young people.

Our clients are supported by a team of counsellors working within a professional and ethical organisation and with the benefit of experienced managers, supervisors and teams with real expertise in working with young people.



The team at HYCS has a passion to support and help the young people in this Borough, and to put the needs and best interests of young people at the core of our service.

Meet Our Team

THE MANAGEMENT TEAM

Head of Service

*Patricia David (PT)**

Service Manager

Maria David

Schools' Counselling Manager

Naomi Berry-Kedroe (PT)

FYOI Team Manager

Judi Parsons (PT)

Targeted Counselling Lead

Joyce Akpogheneta (PT)

Communications Manager

Gill Young (PT)

Finance & HR Manager

Lorraine Lloyd (PT)

TRUSTEES

Chair: *Liz Hassock**

Acting Chair – *Petra Raccani*

Vice Chair: *Vacant*

Minute Secretary: *Holly Critchley***

Treasurer: *Katie Le Coultre*

Members:

Carolyn Bartlett

Carol Halliwell

Mary Head

Jean Leather

Medhi Mirkhani

Counsellor Reps:

Amanda Brady

Mary Walshe

Youth Ambassador/Trustee in Waiting

Seth Ashby-Hawkins

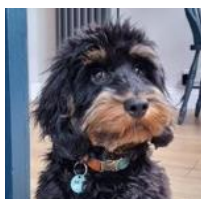
THE OPERATIONAL TEAM

Finance & HR Manager - *Lorraine Lloyd (PT)*

Counselling Co-ordinator: *Maria David (FT)*

Data Entry: *Sue Ellick (PT)***

HYCS Mascot Dogs: *Davey (PT) & Toffee (PT)*



THE COUNSELLORS (A-Z)

Joyce Akpogheneta

Gurnam Barmi

Katy Bellak

Helen Berentzen

Naomi Berry-Kedroe

Nina Berkowitz

Amanda Brady

Samira Damree

*Patricia David**

Lucy Davies

Surabhi Dhondiyal

Yasmin Dixon

Amy Hargreaves

Rupa Halai

*Charlotte Hammerbeck***

Kay Hixson

James Ip

Magda Jagielska

*Sinead Jones***

Martina Kidikova

Julie Lazraq

Caroline Marron

*Hasina Mataria***

Cathy McAtavey

Ruth Middlemiss

Judi Parsons

Viola Staron

Mary Walshe

Gill Young

THE SUPERVISORS

Steve Burchell

Barbara Dale

Barrie Hopwood

Cally Lonnen

Kim Pearl

Dhanesh Sakaria

INDEPENDENT EXAMINERS

Community Action Sutton

KEY:

* on break during year

** Left Service

PT - Part Time

Acting Chair's Report

Introduction

The past twelve months have seen some significant changes for HYCS, it has however reinforced the remarkable commitment and efforts of everyone involved with HYCS, counsellors, supervisors, managers and centre team to carry on doing what we do best - delivering counselling to some of the most vulnerable young people living, working and studying in the London Borough of Hounslow.



Last year, HYCS delivered a remarkable **4830** counselling sessions to **608** young people. The young people continue to really value the services that we provide and give excellent feedback. The consistent message is that they tell us that our counselling service has definitely helped them and that after our counselling they have understood themselves better, were more able to overcome life's challenges and feel more positive about the future.

Mayor's Charity of the Year



It was a truly unexpected and proud moment to be selected by Councillor Amy Croft as one of her charities of the year during her Mayoral term. Amy had become aware of our work through families who have benefited from our services, making her decision especially meaningful and demonstrated her commitment to the wellbeing of young people of Hounslow.



The exposure as one of her charities of the year has enabled us to reach further into the community and raise awareness of our work across the borough. The generous donation received after the end of this Mayoral year will of course also help us continue delivering vital support to local young people and their families. One of the memorable highlights of the year was Mayor Amy arriving in a VW camper van in the snow (courtesy of a local SFX expert) for a highly successful local "Advent Windows" fundraising event for HYCS. We extend our sincere thanks to all the fundraisers and to Amy for her support and the opportunities her year as Mayor has provided to HYCS.



Goodbyes

This year we said goodbye to two people in particular who have made an *extraordinary* contribution to HYCS. We wish to record our profound gratitude to them for everything they have given to the organisation; we miss them both immensely:



Liz Hassock:

After eight years as Chair of Trustees Liz Hassock stepped down. Liz was involved with HYCS for many years before becoming Chair and brought strategic vision, tireless advocacy and unwavering commitment to the charity. Her skills, insight and ability to focus with laser precision on key issues were invaluable. Equally valued were her generosity, kind heart and sense of humour. We particularly remember her leadership during the COVID-19 pandemic, ensuring that trustees continued to meet regularly and support the work of the counsellors through a challenging time. Her determination and tenacity were instrumental in guiding HYCS through the complex process of becoming an incorporated charity. She immersed herself in the process and led us successfully through, it was a feat that cannot be forgotten.



Patricia David:

Our Head of Service Patricia David also left us this year to retire. It is difficult to find the words that fully express the absolute commitment, dedication and passion Patricia has given to HYCS over more than the 30 years she has been associated with the service. Patricia has been an integral part of HYCS since its inception, developing the service into the wonderful organisation we all belong to today. We will miss her expertise in so many areas, as well as her amazing, thoughtful, kind nature, and absolute dedication to the counsellors, volunteers, and centre team. She made HYCS a place people want to belong to, nurturing a family-like environment, her values and vision are the embodiment of the service we provide. Patricia’s “can do” attitude brought staff, volunteers and trustees together and with her dedication day in and day out ensured that the best service was delivered to our young people.

Our Team

We were delighted to appoint Maria David to the role of Service Manager. Maria brings valuable experience and commitment to the position and we wish her success in the role. We are currently in the process of reviewing and identifying the best structure to support our counsellors and volunteers on the clinical side in light of personnel changes this year. Meanwhile our regular volunteer recruitment programme has continued this year and we were pleased to welcome Martina, Kay, Cathy and James in '25-'26. We also said some more goodbyes to Charlotte Hammerback, Sinead Jones and Hasina Mataria and thank them for their contribution.

Challenges

Premises - Trustees and managers have again this year faced the uncertainty of the situation regarding tenure at the premises from which HYCS operates. Our location at St John’s Road remains the ideal setting for delivery of counselling for the young people of Hounslow. We continually seek to have open and honest communication with the Council in order to secure a positive and sustainable resolution.



Funding - The funding environment for charities remains particularly challenging. Many grants and contracts awarded following the pandemic have now ceased. It is also evident that the contracts being awarded are for shorter duration from many funders. We continue to maintain our relationships with ongoing funders whose continued support remains crucial to the sustainability of our services and continually seek new funds for which to apply.



Thanks and Acknowledgments

I have been Acting Chair now for many more months than originally anticipated, however it does give me the opportunity to state what a real privilege it is to belong to HYCS, a charity that positively affects so many young lives. This sense of belonging was absolutely exemplified at a full-service meeting in September 2025. When discussing the premises position, the depth of feeling and absolute determination to ensure the future of HYCS location expressed by Trustees, counsellors, supervisors, managers, centre teams and partners was incredible to hear.

Our sincere thanks to *everyone* who belongs to HYCS, through your dedication, expertise and compassion, you provide the opportunity for young people to lead happy healthy lives.

Looking forwards

As HYCS looks forward to celebrating our 40th year in 2027, we will continue to maintain the high standards set established by our founders supporting young people across the borough. We will seek to appoint a new Chair of Trustees and remain committed to maintaining the high standards of care and support that have enabled HYCS to serve young people across the borough for four decades.

Petra

(Acting) Chair of Trustees

“Counselling has made a major impact on how I feel about myself and others around me. It’s given me the tools to deal with adversities that come my way. My counsellor has helped me feel validated and confident in myself. These sessions have given me so much space to think about how I can improve my mental health and I feel transformed after finishing.”

Client, Age 26

Centre – HYCS Service



A Year of Challenge and Change

The past year (2025–26) has been one of the most challenging in HYCS's history.

HYCS has been based at our St John's Road premises for almost 40 years – a location at the heart of our counselling service, supporting young people from across the London Borough of Hounslow.

Yet, In December, we faced the threat of losing our home. In addition, we dealt with the loss of some core funding for our Centre counselling services, and the retirement of both our longstanding Head of Service and our Chair of Trustees.

Belonging & Togetherness

During these significant challenges and changes to our organisation, it was truly incredible to witness how all staff, volunteers, young people, friends of HYCS, and the wider community came together, demonstrating an *extraordinary* commitment to the organisation and a strong sense of belonging.

The way the HYCS community of staff, volunteers, supervisors and external supporters has pulled together during this period of uncertainty, and our steadfast determination to continue moving forward despite these challenges, reflects the deep sense of belonging that exists throughout HYCS. We pride ourselves on the strength and resilience and teamwork we have built over many years, and on the enduring relationships we have nurtured within our local community and among our staff and volunteers.

It is these relationships that enable us to continue providing vital and much valued support to the young people of the London Borough of Hounslow, and that give us confidence in our future.

Service Update

In 25-26 we have been able to offer a young person an introductory appointment with a counsellor within two weeks of their first contact. This initial appointment provides a welcoming introduction to HYCS, giving them the opportunity to talk about what is happening in their lives, while offering reassurance and a sense of relief that there is somewhere to go. The initial appointment also allows us to assess whether HYCS is the suitable service to support their needs and, importantly, empowers the young person to decide whether they are ready and would like to have counselling with us.

Our waiting list has remained relatively stable over the past year, with young people typically waiting between 12 and 16 weeks to begin counselling. We are really proud to be able to offer this level of access, considering the increasing demand for children's and young people's mental health services.

We believe, and have seen firsthand, that HYCS is a place where young people, volunteers, and staff truly belong. Over the years, many members have found it hard to leave HYCS, much so they stay as Friends of HYCS, and it is not uncommon for young people to reconnect with us years later to tell us how they have been. This is a true testament to the lasting impact of HYCS and the sense of belonging HYCS creates.



Maria

HYCS Service Manager



Schools' Team:

For many of the young people we support in schools, a sense of belonging can feel out of reach.

The pressures of growing up, family challenges, social expectations, and mental health difficulties can leave students feeling isolated, misunderstood, or disconnected from those around them.

HYCS school counsellors literally meet young people where they are, making it easier for them to access help in what can be a familiar and trusted environment. For others, counselling can provide solace in a place that feels fraught with challenges. Belonging can feel fragile in the perception of an overstimulated mind stuck in fight or flight. There are groups, conversations and jokes that sometimes exclude, questions a young person doesn't quite know how to ask, and feelings they are unable to express or contain. School counsellors provide a place of safety, often in a borrowed office or classroom, where young people are welcomed and offered the opportunity for meaningful connection.

Counselling provides a safe, confidential space where young people can speak openly without fear of judgement. For some, it is the first time they have felt truly listened to. Through these conversations, students begin to understand their experiences, develop healthier ways of coping, and build confidence in themselves and their relationships. As they grow in self-awareness and resilience, they can begin to rediscover a sense of belonging—not only within themselves but also within their families, friendships, classrooms, and wider school communities.

This year, our counsellors have continued to work alongside school staff to ensure that emotional wellbeing is recognised as an essential part of every student's educational journey. Together, we have supported young people facing anxiety, low mood, bereavement, bullying, trauma, and the everyday challenges of adolescence. Every counselling relationship is built on trust, empathy, and respect, helping students feel that they matter and that they do not have to face life's difficulties alone.

Belonging is also reflected in the partnerships that make this work possible. We are grateful to the schools and parents who welcome HYCS and place their trust in our service. Together, we create networks of care that strengthen young people's mental wellbeing, helping them to find their voice, build resilience, and develop the confidence to engage with learning and life in an ever-changing world.

Naomi

Schools Team Manager

"I gained a space to talk freely about my issues and received validation about the way I am feeling. I felt heard and this helped me gain some understanding about me."

Client, Age 17



Prison Team:



This year has been a particularly challenging one for the Prison Team, as significant changes within the prison estate have followed the reclassification of Feltham from a Young Offender Institution to a Category C adult male prison.

The B side of Feltham Young Offender Institution has now become HMP Feltham, resulting in a significant reduction in the number of young men under the age of 25 and, consequently, fewer referrals to HYCS. In response, we have been working closely with prison managers and partner agencies to raise awareness of the HYCS counselling service and explore new referral pathways. While this period of transition has been challenging—particularly as HYCS has been an established presence within HMP Feltham for over 30 years—we remain optimistic about our future within the prison. We are confident that we can adapt to these changes, strengthen new partnerships, and continue delivering the invaluable, life-changing counselling that has been at the heart of our work for decades.

Many of the young men we support at HMP Feltham have experienced significant adversity throughout their lives. Histories of neglect, abuse, trauma and family instability are common, often alongside parental mental ill-health, addiction or poverty. Some have spent much of their childhood in the care system or have been excluded from mainstream education, leaving them disconnected from the very systems intended to support them. These experiences can make them particularly vulnerable to exploitation and involvement in gangs. For many, gang membership provides the first experience of feeling noticed, valued, respected and part of something larger than themselves. Although ultimately harmful, it offers a powerful sense of identity and belonging that has often been absent throughout their lives.



Entering prison can strip away even that fragile sense of belonging. Many arrive feeling isolated, mistrustful and uncertain of how to navigate an unfamiliar environment. It is at this point that HYCS meets them. The young men we work alongside often carry profound emotional wounds and have learned to survive by suppressing vulnerability and distrust. Building a therapeutic relationship within a prison setting requires patience, consistency and compassion. We invite them into a very different kind of space—one where they are encouraged to explore emotions rather than defend against them, to reflect rather than react, and to experience a relationship built on trust, acceptance and respect. For many, this may be the first time they have encountered such an experience.

As an outreach team, maintaining our own sense of connection and belonging is equally important. We meet regularly at HYCS, participate in full counsellor meetings, training and reflective practice, ensuring that the Prison Team remains closely integrated within the wider organisation despite working off-site. This sense of connection strengthens both our practice and our resilience.

I feel privileged to manage a team of highly skilled and experienced counsellors whose commitment, professionalism and compassion enable them to work effectively within the unique challenges of the prison environment. Their ability to build trusting therapeutic relationships with some of the most marginalised young men is at the heart of the difference HYCS continues to make.

Judi

Prison Team Manager

"It was the best way possible it helped me to understand my childhood traumas and deal with my anxiety. It's helped me to knock down barriers I'm so grateful for this service thank you so much you helped my life in many ways."

Client, Age 20





Targeted Youth:

The concept of belonging carries many meanings: attachment, love, trust, acceptance, family, friendship, community, country, and a shared humanity. For many clients, particularly those who have experienced fractured first families, broken homes, foster care placements or disrupted care support systems, a sense of belonging is a concept that can feel unsafe or elusive as they struggle to feel connected to another person, a place or even to themselves.

Developing the capacity to trust and to feel a sense of belonging, both within oneself and in the world, is a hope counsellors hold for every client at the start of their therapeutic journey. When a client finds the courage to step into that process and the counsellor holds a steadfast belief in the possibility of what might emerge, an understanding of belonging can begin to take shape. In that shared space, the client may gradually come to believe that belonging is possible; first within themselves, and eventually within the world around them.

The extract below left, and the picture right are produced with kind permission from a HYCS client within the Targeted Youth team's remit - their words/image reflect a growing belief that finding a sense of belonging, both now and in the future, *is possible*.



*Client Artwork, 'a therapeutic journey',
produced with kind permission.*

"When I first walked through your doors, I was carrying so much pain, fear and hopelessness. There were days when just getting through the session felt impossible, but you still welcomed every part of me.

I came with burdens, pain and fear, feeling lost from year to year. You met me, not with doubt or shame but kindness, patience, just the same. You held the hope I couldn't find and gently helped me heal my mind.

Thank you for sitting with me in some of the darkest moments. Thank you for reminding me over and over again that I matter even when I didn't believe it.

Thank you for listening without judgement and for gently challenging me when I needed it and for never making me feel like I was too much.

A piece of what you've given me will stay with me for the rest of my life. Thank you for celebrating every tiny step forward even when I couldn't see that I'd taken one. I leave stronger than the person who first came to you. Not because my struggles have disappeared but because you've helped me believe I can begin to carry them, without them carrying me".

Client quote

Joyce

Targeted Youth
Counselling Lead

Communications/Special Projects

Celebrating belonging, community and connection

Over the past year, HYCS has continued to strengthen its communications programme, ensuring that young people, parents, carers, professionals and the wider community are increasingly aware of the support we provide and the positive impact of our work.

With 39 years of supporting young people in the area, HYCS is deeply rooted within our local community. This was particularly evident at Christmas, when our neighbours launched an **Advent Windows fundraising campaign** – bringing people together to raise funds and awareness for HYCS, a wonderful example of community spirit in action. Their generosity, creativity and commitment reflected the importance of having a service that has been part of local life for so many years. Supported by a HYCS publicity programme, the fundraiser generated multiple pieces of local media coverage including a live feature on **BBC News South** where HYCS spokesperson Seth helped to share the story behind the campaign and highlight the importance of accessible mental health support for young people. (See website HYCS In the News for more info).



Throughout the year we've continued to share stories on our website, in the wider media or in our HYCS newsletter for staff and volunteers, to reflect the scope and success of our work and to celebrate the people who make the HYCS service what it is. This included an in-depth full page piece placed with **BACP's Therapy Today** featuring former HYCS Head of Service Patricia David in the "**What I Have Learnt**" spotlight. This provided a valuable opportunity to share Patricia's experience and contribution to both counselling & HYCS's development across a wide, professional audience.



Our **website** continues to provide accessible information about counselling, wellbeing support and practical guidance for those seeking help. In December, we extended our digital presence and also launched our **Instagram account @hycs.youth**, creating a more youth-focused, vibrant platform for sharing wellbeing messages, information and stories about our work. Since its launch, the account has grown to 87 followers and published 29 reels (pictured right) helping us to connect with young people and keep our services visible and accessible.

Our communications activity has helped to strengthen awareness of HYCS and demonstrated the breadth of support for our work across a spectrum including local neighbours and volunteers through to professional partners and funders. By continuing to tell our stories, celebrate our community and build relationships with local and wider media, we are helping more people understand the real difference HYCS makes and to know where and how to seek support when it is needed. These connections reflect the sense of belonging that has sustained HYCS for nearly four decades.



Gill
Communications Manager

A HYCS Counsellor's Perspective



I came to HYCS as a newly qualified counsellor, keen to work with young people after a placement in a women's prison left me wondering how different some of the women's lives might have been had they experienced a safe and consistent therapeutic relationship much earlier in their lives. This led me to think about youth counselling and to HYCS.

I was part of the volunteer cohort taken on in the time of Covid 2020, when face to face contact was not allowed. My initial interview, assessment and training all took place online, and the first HYCS young people that I worked with were on the telephone. After some months, I began working face to face with young people at St John's Road. I believe it was only then that I started to experience the full sense and value of the HYCS ethos and all the parts that come together with the same shared purpose of supporting young people.

Reflecting on my 6 years with HYCS, I came to think of HYCS as a living and ever-evolving tapestry, the overall picture being a place of safety, hope, and growth for young people. Whilst the young people are central to that tapestry, the overall image only exists because of many other individual threads, each with its own colour, texture and direction that come together over time. I am one of the many threads that form the whole, along with other counsellors, supervisors, centre team, volunteers and trustees - all interwoven to form an evolving and resilient whole. The tapestry is informed by the ebbs and flows of the young peoples' lives, as well as the ebbs and flows of our own lives, and those of the organisation itself. While the pattern may evolve, the foundations, focus and purpose of the tapestry seamlessly. The tapestry's purpose remains the same and it is only through connection that the strength is sustained.

Like many of our service users, I have personally come to understand how important connection and emotional safety are – when sources of stability are disrupted in our lives, this can deepen our understanding of the importance of having a place where connection, consistency and support can be found. HYCS provides this not only through the relationships and environment it creates, but through a professional counselling service grounded in skilled and attuned practice, supervision and a commitment to supporting young people.

Within HYCS' interwoven network of relationships, supervision provides counsellors space to reflect, colleagues offer understanding and the wider organisation quietly provides a sense of continuity and purpose. This has reinforced for me that it is not only the counselling relationship, but something more that makes HYCS' ethos and delivery so important – the integrity and reliability of the counselling service, returning to the same building each week, the familiar faces, the welcoming atmosphere, the feeling of belonging – all contribute to a consistent and emotionally safe environment in which young people can bring parts of themselves that may feel unwelcome or misunderstood elsewhere.

... I feel privileged to be part of the evolving HYCS tapestry which has been crafted over almost 39 years of expert support for young people. It is the strength of the whole, held together by a shared purpose, that truly makes HYCS what it is.

Ruth
HYCS Senior Counsellor

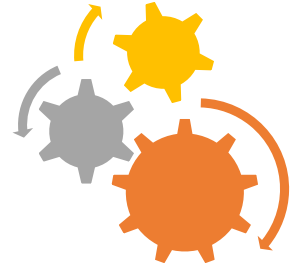


Community Engagement

This year, HYCS has continued to maintain an active and engaged community and outreach presence both within professional and business communities and the wider public. Our programme of activities has been extensive with members of the HYCS team connecting as follows, including:

College Based Events & Education Linked Activity:

- Health and Wellbeing Events at local Secondary Schools Reach Academy and Logic Studio
- World Mental Health Day events at Hounslow Borough colleges and Richmond College.
- Fresher's Fairs for new students at both West Thames College and Feltham Skills Centre plus stalls at their Mental Health Events, Cultural Day & Summer Support Fair.



Professional Forums & Networking Events

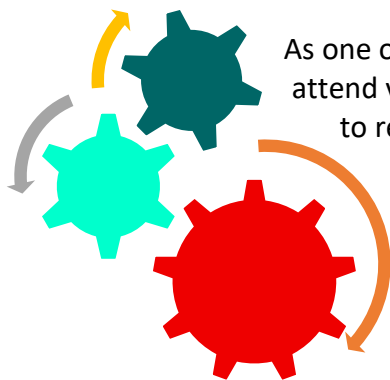
- Attended World Suicide Prevention Day connecting with many local authority services, Public Health and NHS and local charities including Papyrus, Listening Place and others.
- Ongoing membership and active attendance at LB Hounslow Council's Suicide Prevention Steering Group.
- Liaising with Young People's services, such as HYPE, Relationships, Consent and Sexual Health services and Nutrition, Exercise and Health services for young people in Hounslow.
- Thriving Communities Funding Partnership and Networking Forums.

Community Events

- Attended Chiswick and Isleworth Local Area Forum to bring HYCS premises to the attention of local councillors.
- Young People's Participation Event at Hounslow House.
- TW7 Advent Windows Fundraising Event – HYCS team in attendance including Acting Chair of Trustees, Head of Service, HYCS Senior Counsellors and HYCS Youth Representative.



Mayor's Chosen Charity Events



As one of the selected Hounslow Mayor's Chosen Charities, we had the opportunity to attend various Mayoral events to raise HYCS profile and awareness to reach more young people including:

- Attended events across Brentford, Chiswick and Hounslow engaging with members of the public, local Councillors, businesses and partner agencies.
- Filmed promotional films and interviews for being Mayor's Charity of the Year- these were run in local media and released on LBH social media.
- Mayor's Inaugural dinner- exposure to all Local Councillors and Local MP's.





Talking to us can really help
Hounslow Youth Counselling Service

1987- 2026

Impact Report

supporting 11-25 year olds borough-wide

HYCS' Experience and Track Record As A Counselling Service



156,000

counselling sessions delivered
1987-2026



16,600+

young people supported
1987-2026



39 years

of free counselling support
provided to vulnerable young
people in Hounslow Borough

HYCS Centre - 78 St Johns Road Weekly Delivery

70

Young people visit HYCS centre each week

Outreach Services

8

Secondary schools boroughwide -
**Chiswick, Gunnersbury, Bolder,
Springwest, Rivers, Heathland,
St Marks, Logic**

101

sessions pw

HMP FYOI

specialist support in
HMP Feltham
Young Offenders

19

sessions pw

TYC

Targeted counselling
for care leavers, youth
justice service and other
vulnerable communities

14

sessions pw

Awardwinning Service

GSK Award

2 x national
winner

London Youth Quality Mark

Professional Accreditation

bacp | Accredited
Service

Mayoral Recognition

One of the Mayor of
Hounslow's chosen charities
2025-2026

On our growing waiting list of CYP at our Centre:

75 %

are under 18

34%

are self
harming

42%

have current
suicidal thoughts

23%

neurodiverse
traits or
diagnosis

9%

have attempted
suicide in the
last year

6-8

new referrals
weekly



Moving Forward 2026 -2027 Plan

Reaching Out

HYCS will continue to develop services to reach young people and to target vulnerable young people on the edge of society.



Professional Counselling Delivery

HYCS will continue to strive for the highest possible ethical and professional standards of counselling service delivery and staff training and to maintaining BACP- Organisational Accredited status as a service.

Partnership Working

HYCS will work alongside the Local Authority, Schools, HM Prison Feltham YOI, Youth Justice Service, Leaving Care, Child and Adolescent Mental Health Service and other youth services to ensure young people receive the appropriate mental health provision for them.



Mental Health Resources

HYCS will continue to research and develop mental health resources, and explore ways to empower and enable young people to manage their mental health and ensure HYCS remains a one stop shop for mental health information for young people within the Borough.

Web Accessibility

HYCS will use the website as a way to make the service and information to support young people more accessible. HYCS will continue to refresh and update the website and digital offering to provide up to date information to support young people's mental health, to provide access to mental health resources and raise awareness of the HYCS provision.



Funding

HYCS will actively target and diversify funding streams to sustain delivery of services to young people and search for core costs funds to future proof our service.

Personnel

Ongoing organisational stability and development of HYCS will be achieved by:

- HYCS will recruit a Chair to lead the Trustees, setting HYCS's direction and strategy.
- HYCS will continue recruiting Trustees to complement the existing skill set of Board members.
- HYCS will continue to enhance the charity's management structure to strengthen support for the counselling team, ensuring future organisational development.



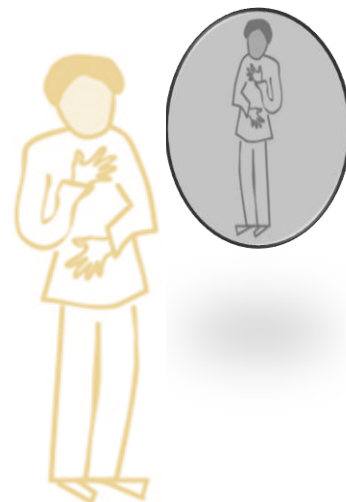
The Clients' Voice 2025-2026

I was Never the Villain...

An original poem by © Ash 2026

I was never the villain.

I was the mirror everyone avoided.
Reflecting the truths they tucked behind polite smiles.
The storm that blew in when comfort demanded clear skies
The spark that lit the room, when everyone needed it.



I was never a villain.

I was the mirror you shattered when you hated what you saw
The storm you summoned when silence wasn't enough
The shadow trailing behind the lies you told yourself

I did not ask to wear your fears like a crown
I did not beg to be cast into your nightmares
I only became the monster when you needed one to blame

You wrote the story, handed me the script, and called it fate

But even villains have hearts that remember.
And mine remembers everything

HYCS believe the best way to honour the experiences of young people is through their own words.

Above is a poem submitted by a young person who wants to share their experience to support others and build awareness.

Page design and layout by Finn, HYCS Volunteer

The Clients' Voice 2025-2026

"This service really helped me to open up and be more in touch and comfortable in my feelings. It has taught me that it's okay to have down days and not feel 100%, but it has also taught me how to overcome my bad moments - not to ignore them, but to use them and deal with them constructively to overcome any negative feelings."

"The counselling I received helped me feel sane during a time where I really lacked support from family and friends. I gained a lot of insight into why I have certain relationship dynamics with family etc."

"For the first time in my life I am looking forwards, and I really enjoy my sessions to unload and process how I feel. I feel they have really helped me."

"I was able to tackle the challenges in a very busy period more confidently knowing I had support and someone who believed I could achieve what I wanted to"

"It was so helpful for me to have a space to get everything off my chest and realise what it was that was making me feel a certain way and being able to open up to someone outside of my situation really helped me."

"I have been able to manage my stress levels. I have started to prioritise myself and my mental health more and learnt the importance of setting boundaries."

"I was drowning when I first came to counselling, now I have a life ring and a little row boat"

"I have found these sessions very useful as it has helped me communicate my feelings and find trust in people along with the ability to cope with my emotions and reach out for help and seeing improvement in myself which is what I wished for and talking helped me."

"The counselling I received was amazing it gave me a safe place to talk about things when I didn't have one"

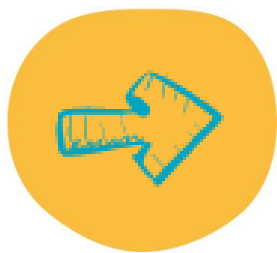
"I looked forward to coming here every time, having someone to talk to with no judgement helped me work things out with myself and others in a healthy way and also made me feel less alone."

"What was most helpful was the advice given in sessions to be mindful of my feelings in order to be aware of them which in turn helped me process my emotions better and made me realise that I needed to practice mechanisms discussed during the sessions. I feel more prepared to deal with my mental health than before and more confident to practice advice discussed in sessions."

"It was the best way possible - it helped me to understand my childhood traumas and deal with my anxiety. It's helped me to knock down barriers. I'm so grateful for this service thank you so much you helped my life in many ways."

Our Expertise & Commitment to Training

ONGOING CPD & REFLECTIVE PRACTICE



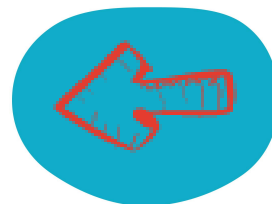
HYCS' CORE TRAINING

In addition to counsellors' professional training, HYCS offers **40 hours focused, specialist training** for *all* new HYCS counsellors in working with Children and Young People – safeguarding, risk, ethics and more...

TARGETED CPD TRAINING

Additional training open to all counsellors this year included:

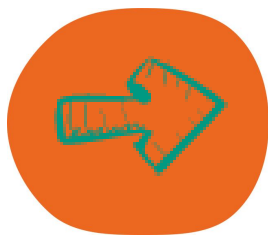
Risk to Resilience + Safeguarding in a Counselling,
Setting Safeguarding Dilemmas in the Youth Counselling Setting,
Working with Young People, First Aid @ Work, Anti –
Oppressive Practice, Working with Problematic Porn.



CLINICAL SUPERVISION

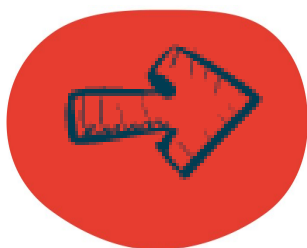
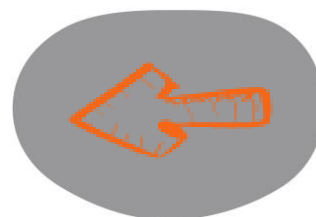
Clinical Supervision is essential for counsellors and provides a regular opportunity to reflect in depth about all aspects of their practice in order to work as effectively, safely and ethically as possible. It is vital to professional practice and for sustaining the personal resourcefulness required to undertake this challenging and rewarding work.

All HYCS counsellors have a minimum of 1.5hrs supervision every month with HYCS 's team of extremely knowledgeable and passionate supervisors, who have a combined total of over 100 years' supervisory experience and who specialise in supporting counsellors working with young people.



SAFEGUARDING TRAINING

A full range of variety of safeguarding training opportunities online (Virtual College) and in person are available to staff including via the Hounslow Safeguarding Children's Partnership (HSCP).

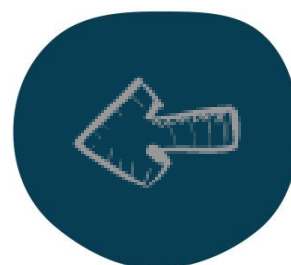


A PROFESSIONAL TEAM

Every HYCS' counsellor is either professionally accredited, qualified or completing formal professional training to deliver counselling services.

COMMITMENT TO COUNSELLORS' ACCREDITATION

HYCS is a BACP accredited counselling service and works towards the highest possible standards and so we actively support individuals in our team of counsellors to become accredited in order to maintain the highest professional standards. This year 5 more HYCS counsellors have worked together in a team to complete and receive their BACP accreditation.



Statistics: Reporting Year 1 Apr 2025- 31 Mar 2026

Number of Sessions Attended by Setting (including Intro Sessions)

Setting	2025-2026	2024-2025
Schools	2417	2706
FYOI	633	569
Centre	1537	1626
Targeted Youth (YJS, Care Leavers, CADA)	243	253
Total number of sessions	4830	5161

Number of Clients

Year	2025-2026	2024-2025
No. Receiving Counselling	608	664

Ethnicity

Ethnic Origin	Clients 2025- 2026	%	Clients 2024- 2025	%
ASIAN Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	130	21.3	102	15.5%
BLACK African, Caribbean Any other Black/African/Caribbean background	77	12.6	94	14%
MIXED White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	74	12.2	85	13%
OTHER Arab Any other ethnic group	44	7.2	43	6.5%
WHITE BRITISH English/Welsh/Scottish/Northern Irish/British	172	28.2	201	30%
WHITE OTHER Irish, Gypsy or Irish Traveller, Roma Any other White background, European	97	15.9	125	19%
NOT SPECIFIED	15	2.	14	2

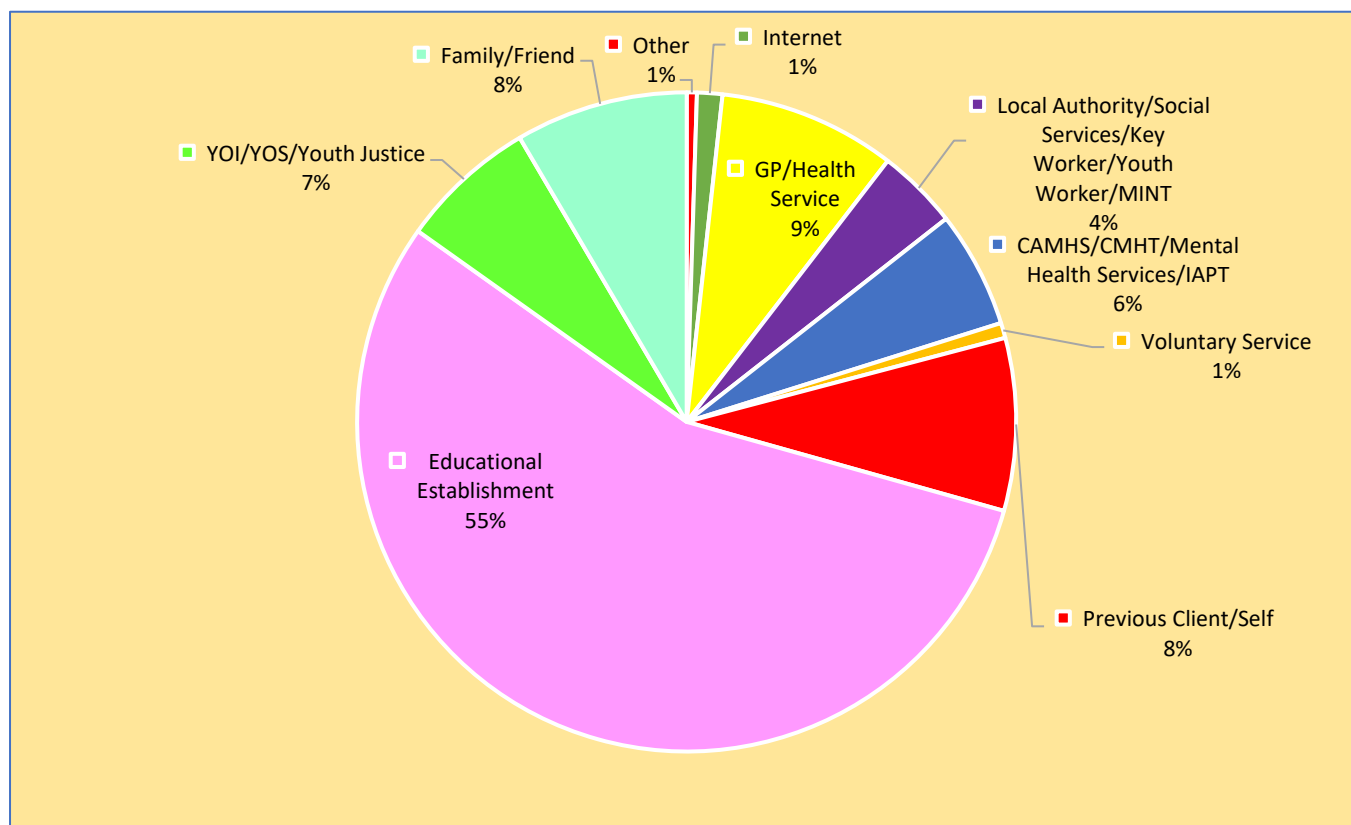
Gender of Clients

Gender	2025-2026	2024-2025
Female	362	360
Male	228	272
Non binary	6	17
Transgender	7	11
Other/Unsure	6	4

Age of Clients

Age	2025-2026	2024-2025
Under 14	116	171
14-18	339	341
19-21	68	76
22-25+	84	76

Referral Routes: How Clients Hear About HYCS 2025-2026

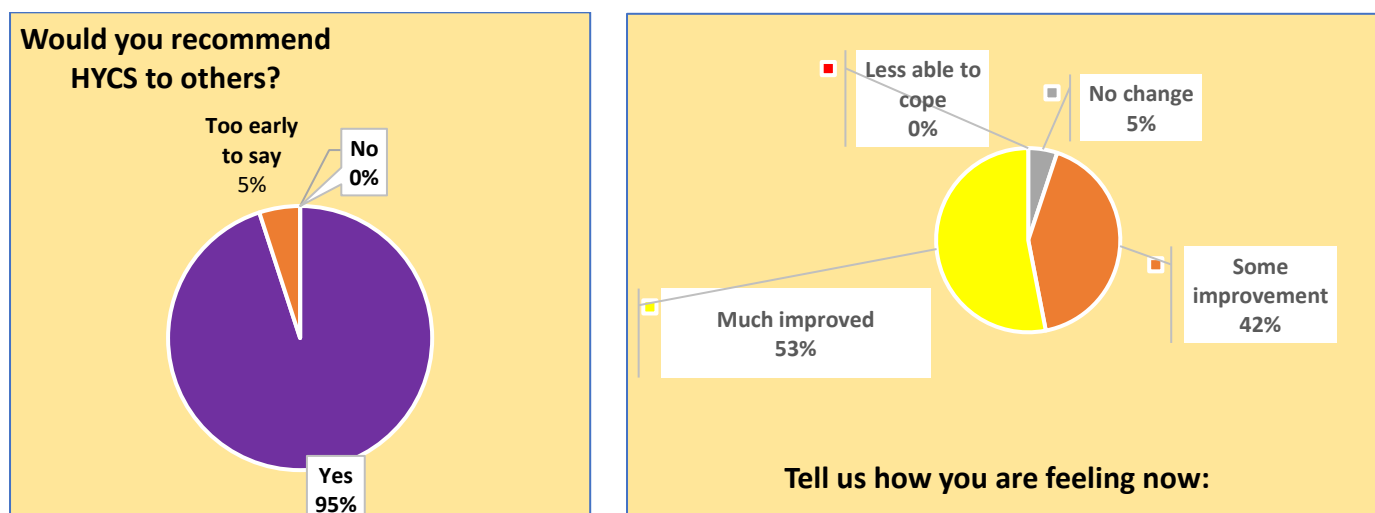


Top 10 Presenting issues – Whole Service 2025-2026

1. Anxiety
2. Anger
3. Sadness
4. Family
5. Depression/Low Mood/Lack of Motivation
6. Loneliness/Sense of Isolation
7. Trauma
8. Loss/Separation
9. Neurodiversity/Neurodiverse traits
10. Self Harm

ANONYMOUS CLIENT EVALUATION FORMS – OUTCOMES 2024-2025

Clients are the best judges of the value of the counselling service they receive - in order to monitor and evaluate the effectiveness of our work with young people, all clients in each setting are invited each year to complete *anonymous* evaluation forms to rate the HYCS service and their experience of counselling. HYCS offered clients the option of either a self-completion paper survey or online evaluation form.



Clients can opt to select from a menu of benefits of counselling, able to choose multiple fields or no fields – *of those who answered this question* in each setting (chart below) these are the benefits they experienced. Please note clients were able to select none or more than one benefit (see above and chart following).

Outcomes of counselling	% Clients Selecting Value 2025-2026 (All settings)	% Clients Selecting the Value 2024-2025 (All settings)
Increased Sense Of Well-Being	40%	48%
Better Relationship	22%	29%
Increased Confidence	32%	22%
Better Ways of Coping	39%	25%
Improved Problem Solving	30%	52%
Increase self esteem	25%	30%

FUNDING & ACKNOWLEDGEMENTS

HYCS is always grateful for the ongoing support we receive from the community, funders, schools, businesses and of course colleagues. This continued, often enduring support is absolutely vital, particularly in the challenging current climate. These organisations understand the key issues and challenges facing young people and how the counselling HYCS provides make positive changes to their lives.



Private and community donations whether cash or in kind and your exciting fundraising initiatives are also always warmly welcomed. This year we would

like to say particular thanks to the incredible **residents of Castle Road, Grainger Road and Nottingham Road** in Isleworth who came together to show what community spirit really is with a fun and creative HYCS fundraiser (more details on page 11); our gratitude goes to **Power Road Studios** in Chiswick for their enduring support and a welcome thank you to **Hot Sauce** who joined us as a regular donor in January; much appreciation to **Carmen and Andrew** for the generous donation of wellbeing books that have really benefited HYCS counsellors; grateful thanks to local resident **Steve** who

made a difference with a series of personal donations to support our work; appreciation goes from our admin team to the office team at **LEHS** for donating a range of stationery items; and also the many others, too numerous to list, who helped to support us – valued one and all!

Finally – a special thanks to all of the **staff, supervisors and volunteer members** of Hounslow Youth Counselling Service, without whose commitment and hard work we would not be able to deliver this incredible service to young people.

Schools

Bolder Academy

Chiswick School

Gunnersbury
Catholic School

The Heathlands School

Logic Studio School

Rivers Academy

Springwest Academy

St Mark's
Catholic School

Private Donations

Advent Windows Fundraiser
(TW7 residents of
Castle, Grainger &
Nottingham Roads)

Give As You Live

Hot Sauce

Paypal Giving Fund
(including
birthday fundraisers etc)

Power Road Studios,
Chiswick

Health & Local Authority

L B Hounslow

NWL Trust

Trusts & Grants

City Bridge

Heathrow Community
Trust

RELX UK Group –
RECaes Project

Thriving Communities

The full accounts are to follow and will be available from The Charity Commission's website in their charity register or by request from Hounslow Youth Counselling Service (HYCS).

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78 St John's Road, Isleworth, Middlesex TW7 6RU
Registered Charity 1196320 (formerly 296333)

