

# Hounslow Youth Counselling Service

**Annual Report  
2023-2024**



# 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 Head of Service 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.

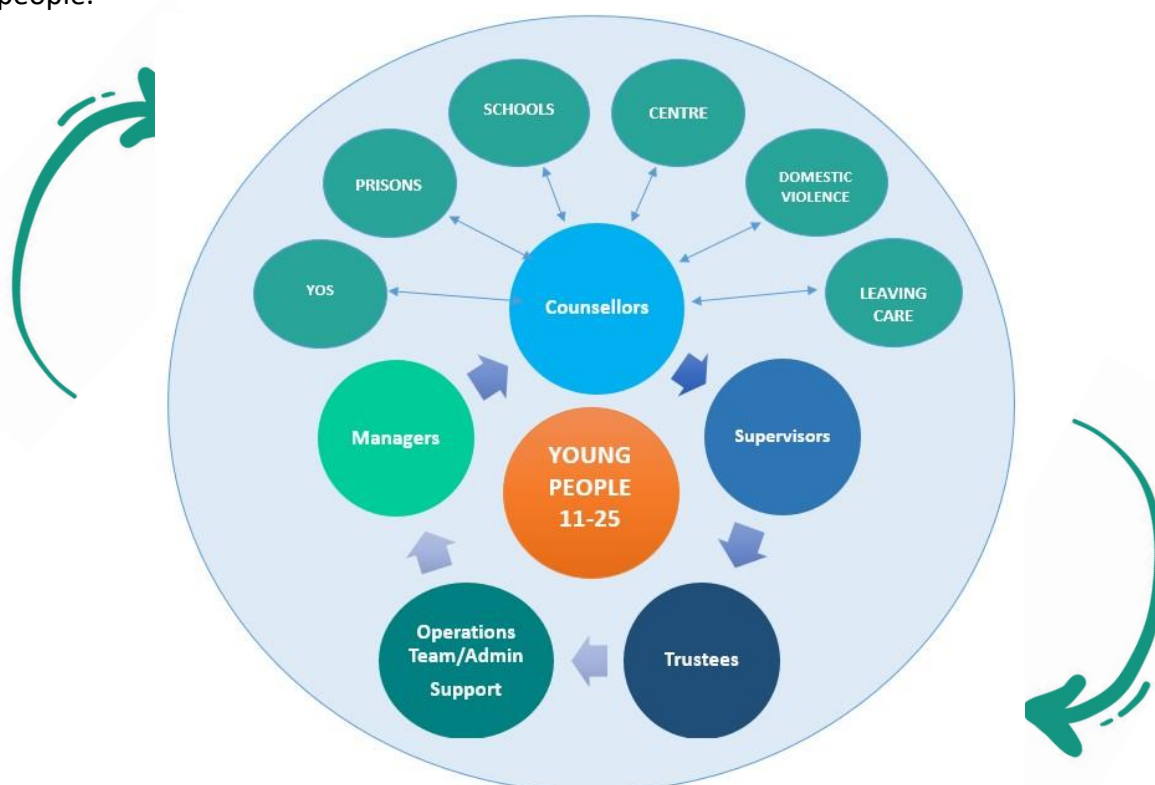
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## Our Service

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

*Charlotte Hancock (PT)*

### Intro Session Manager

*Geraldine Levy-Hayes (PT)\*\**

### Schools' Counselling Manager

*Naomi Berry-Kedroe(PT)*

### FYOI Team Manager

*Judi Parsons (PT)*

### Communications Manager

*Gill Young (PT)*

### Finance & HR Manager

*Lorraine Lloyd (PT)*

### Targeted Counselling Lead

*Joyce Akpoqheneta (PT)*

## TRUSTEES

**Chair:** *Liz Hassock*

**Vice Chair:** *Vacant*

**Minute Secretary:** *Holly Critchley*

**Treasurer:** *Katie Le Coultre*

### Members:

*Carolyn Bartlett*

*Dr Alex Doig*

*Carol Halliwell*

*Mary Head*

*Jean Leather*

*Medhi Mirkhani*

*Petra Raccani*

### Counsellor Reps:

*Amanda Brady*

*Charlotte Hammerbeck*

*Mary Walshe*

## THE OPERATIONAL TEAM

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

**Counselling Co-ordinator:** *Maria David*

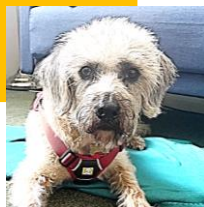
**Data Entry:** *Rupa Halai (PT)*

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

### HYCS Mascot Dogs:

*Maisie*

*Davey (PT)*



## THE COUNSELLORS (A-Z)

*Joyce Akpoqheneta*

*Rochelle Arathoon\**

*Helen Berentzen*

*Naomi Berry-Kedroe*

*Nina Berkowitz*

*Amanda Brady*

*Samira Damree*

*Patricia David*

*Lucy Davies*

*Surabhi Dhondiyal*

*Yasmin Dixon*

*Lauren Foster\**

*Jenny Greenwood*

*Amy Hargreaves*

*Rupa Halai*

*Charlotte Hammerbeck\**

*Magda Jagielska*

*Sinead Jones*

*Gill Langford\**

*Julie Lazraq*

*Sophie Le Roy*

*Geraldine Levy-Hayes\*\**

*Caroline Marron*

*Hasina Mataria*

*Ruth Middlemiss*

*Rina Modi*

*Judi Parsons*

*Viola Staron*

*Mary Walshe*

*Gill Young*

## THE SUPERVISORS

*Steve Burchell*

*Barbara Dale*

*Barrie Hopwood*

*Mike Lawley\**

*Lynn Leftwich*

*Kim Pearl*

*Dhanesh Sakaria*

## INDEPENDENT EXAMINERS

**PB Associates**

### KEY:

\* on break during year

\*\* Left Service

PT - Part Time

## Chair's Report

### Liz Hassock



Another year of excellent results, delivered in the backdrop of challenge, coming out of Covid and the financial strictures affecting us all - the fortitude of staff, volunteers, supervisors and Trustee's continues to see the young people of Hounslow supported by skilful and committed people.

**Charitable Incorporated Organisation - Status Update:** Years of hard work developing a new constitution came to fruition this year – as of 13<sup>th</sup> May 2024 the exciting move to become a Charitable Incorporated Organisation was realised. We are now working as Hounslow Youth Counselling Information & Support Service (1196320), which replaces HYCS' former unincorporated charity status (296333). We welcome the opportunities it brings and everyone's invaluable support along the way.

**Counselling Delivery 2023-4:** HYCS delivered 5508 counselling sessions to 735 young people, - although not quite as many as last year, it is nonetheless exceptional. Our counsellors, with the support of their managers and supervisors alongside the Administrative Team, have delivered to their usual high standards, dealing with some of the most complex cases we've ever seen. As a Board, we continue to be amazed by your hard work, commitment, skill and effort, in supporting some of the most vulnerable young people in the Borough. We are proud to be *your* supporters.

**Governance:** As a Board we are here to ensure that the Charity is delivered with good governance and that we act 'properly' on your behalf. We believe this has been achieved and built upon this year. The HR Sub-Committee continues its hard work, our Safeguarding Lead – Dr Alex Doig has kept us abreast of the local and national challenges. We have also developed a Property and Building Sub- Committee, in the light of the changes to occupation within the 78 building. This has been a busy group and we hope to have some exciting opportunities for the future. Our Board meetings, as ever, have been well attended and we have had some excellent and in-depth discussions. Thank you, to all of the Board, for your continued support and your contribution to the delivery and support of HYCS over the year.

**The Team:** We're delighted to welcome Charlotte Hancock as Service Manager who has made a strong start, strengthening our management team. We look forward to working with her over coming years! Also new to the service are Sophie, Hasina and Yasmin – you are joining an organisation that will support and nurture you, develop and train you, challenge and stretch you and also appreciate you! For those who have left or taken a break this year, including Gill L, Rochelle and Lauren, we send our thanks for their commitment and hard work. Particular thanks go to my fellow Trustee, Dr Alex Doig, who retires from the Board after many years dedicated service and Senior Counsellor Geraldine who retired in December 23, for her invaluable, contribution to HYCS since 2006 – they will both be greatly missed!



**Acknowledgements:** My personal thanks and that of the Trustees must go to the counsellors, supervisors, managers, administrative staff, partners and funders for their invaluable support over this year - without you we would not be able to function.

**Going Forwards:** The Annual Report looks back at the past year and also looks forward, embracing new beginnings – to consolidating our work in the Borough in this or in a new building. There will be challenges but we will ensure that the safeguarding of our clients is paramount in any changes. As a Board, as ever, we aim to ensure that our Counsellors are supported, Commissioners and Funders informed and our standards kept high, and most importantly that the young people supported in their life journey's, we continue to do this with passion and want to ensure that HYCS continues to thrive over the coming year.





## Head of Service Report

### Patricia David

The work of HYCS is to provide a free, accessible counselling service to relieve psychological suffering of young people in the Borough of Hounslow. To do this takes a skilled and committed team of professional people who work together to provide this service. Each member of our team plays an important role to achieve this. From how we communicate and market ourselves to the initial contact with young people, to them receiving counselling and getting the mental health support they need.

Working together, in an open, honest and trusting relationship within the service is key to the success of HYCS and to the delivery of counselling to young people. This is our person-centred management style, aiming for a structure built on equality, fairness, kindness and working together. This creates the passion and power of the collective team, which holds the charity and its values and purpose at the fore. What we do is in the best interests of the young people we serve. So as different challenges present themselves, we move together to overcome them.

**Challenges in the work with young people** The challenge once more has been in our capacity to provide counselling to distressed young people, who need a service now, set against a 5 month waiting time to see a counsellor on a weekly basis. The increase in more complex presentations by young people is also leading the requirement for longer term therapy for change to take place which in turn impacts on waiting times for others to commence counselling.

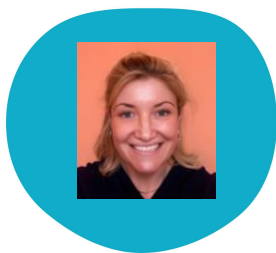
So, how do we see more young people, in a quicker time period *without* compromising the length of time the young person needs in counselling to avoid creating a 'revolving door' type of service? To increase capacity and delivery and thus reduce waiting times, we are actively recruiting more counsellors through our recruitment, selection and training programme. We are looking at a new system to offer one-off top up sessions to those who may have completed a piece of therapy but still need some additional support. We are also reaching out to funders for their continued support and researching new funding streams as we go forward. And of course, our intro' sessions, typically offered within two weeks of first referral, provide an invaluable containing space to assess risk, signpost young people to 'holding' self help resources or other specialist support services.

**Challenges for the Charity:** The biggest ongoing challenge for HYCS comes from Hounslow Council's request for us to prepare to move out of our premises in Isleworth as part of their asset review across the Borough. This has been our home, at the very heart of the community, for over 37 years. When this will take place and where we will find other suitable premises is an all-consuming challenge which diverts resources away from the main focus of our vital work to support vulnerable young people in the Borough. We hope that open and honest communication with the Council, our funding partners, the local community and with the young people using our service will help us overcome this. At a time when young people's mental health is under so much challenge, it must be a priority for all to find a safe new home for a service so key to the wellbeing of young people across the Borough.

**And Finally:** I would like to give a special thank you to all our counsellors, management team admin, Supervisors and Trustees for their amazing commitment to HYCS and the young people of this Borough.

Patricia

## A Snapshot of the HYCS Year



### Service Manager's Report Charlotte Hancock

**A brief introduction from me:** I'm motivated to help young people in need and so my career has focused on working with children's charities offering vital support that; like HYCS, are person-lead and empowering. My first experience of counselling services was with ChildLine when I saw the complete turnaround a Counsellor can make to someone's life.

**Joining HYCS:** It has been a privilege to join a charity whose core ethos is evident across the whole organisation. While getting to know our team I've heard a continuous stream of appreciation for having a culture of genuine *respect* and a shared dedication to keeping up to date with the evolving needs of young people today. Many have referred to the '*HYCS bug*' - once you're in you'll never want to leave! This is a result of the effective support framework in place that ensures staff and volunteer welfare comes first. All members are enabled to take steps to avoid the risks of vicarious trauma and work with a wide range of complex issues. Patricia has cultivated a structure which allows for all the incredible counselling to be delivered and our accredited standards to be upheld for the young people we serve.

**Next steps ...** I share these same values and so my own aims are to maintain this level of support internally, so we can keep providing young people of Hounslow qualified, face to face counselling. Current priority for the year ahead is to work with the council to ensure we continue to have appropriate premises to deliver counselling and that meet the service requirements for the needs of clients. I'm also working with Patricia to gain continued funding to further enable our service delivery. Finally, an ongoing goal of HYCS will be to limit the waiting time where possible and in accordance with capacity.

**Thank you** - to *everyone* for making me feel so welcome.  
I'm looking forward to our continued team work together at HYCS!



Charlotte



**"My life has completely changed in the most positive way. I gained far more than I could have dreamed of when in first came in..."**  
(HYCS Client female, Centre)



## Schools' Team:

The Schools' Team have worked exceptionally hard for yet another year dealing with an array of issues facing young people in school. Many difficulties relating to, stemming from or exacerbated by the pandemic are leading to a high number of young people struggling to transition from primary to secondary school. As well as the usual academic pressure surrounding exams and a seemingly growing number of neurodiverse presentations, presenting concerns this year have included: disordered eating, friendship difficulties, challenging family dynamics, school refusers/high levels of anxiety, suicidal ideation and self-harm, bullying by social media and malicious sharing of intimate photos.



School counsellors work diligently to provide an independent confidential space where young people can work through their difficulties & build resilience to be able to manage the overwhelming complexities of being an adolescent in the current climate.

The case study below provides just one example of how counselling can help a young person.

Naomi

### "N" – A CASE STUDY:

*(Please note - all identifiable features have been altered to preserve confidentiality)*

*N had their first counselling session via phone during Covid lockdown & has had a block of counselling every year since. N presented with anxiety, suicidal ideation and had witnessed Domestic Abuse at home. N described always feeling different & strongly identified with wanting to be a boy, which clashed with their family's religious beliefs leaving them with a sense of shame. N was regularly restricting food intake and found school difficult but could never express this to their family who did not believe in mental ill health and had high expectations for them to excel.*

*Counselling gave N a space to say things that were forbidden at home, exploring feelings about family dynamics, religion, their body, gender & sexuality & began to separate their own ideas & values from their parents. N developed boundaries that allowed them to speak up about things previously suppressed - like not feeling safe to stay over at dad's due to the Domestic Abuse witnessed. Using the space, N also came to the realisation that they did not want to be a boy but instead wanted to reject the gender role of what they had been taught was a woman's position within their culture and wider society but was still questioning their sexuality. Supported by their counsellor N spoke to school about their mental health & learning needs who facilitated a meeting with their mother where some of the concerns raised in counselling were shared & N was able to express themselves in a way that they felt unable to do at home. This helped the mother to accept there was a problem although she didn't take suggested action. The counsellor followed this up with the school enabling a dual referral for CAMHS support. N was eventually diagnosed with an eating disorder which is now being monitored & supported & is awaiting assessment for ASD. Whilst N still struggles with anxiety & some suicidal ideation it is less prevalent. N is now more proactive in managing emotions, able to reframe negative thoughts, using grounding techniques that enable them to cope better with panic attacks and by processing their emotions through creative writing & journalling, mindfulness and seeking help when needed. N described the counselling they received as 'lifesaving'.*





## Prison Team:

HMP Feltham can be a challenging place to work for many different reasons, but it's also incredibly rewarding. When we actually get through all the access difficulties and manage to sit with these young men and establish a therapeutic relationship, true connections are made. We know from feedback that the young men we see at Feltham really value the counselling they receive. I feel lucky to work with a very capable team of counsellors who hold all the qualities required to work in this setting - the case study below will I hope give a flavour of the work the team complete within HMP:

*"It's a place to talk and get things off of your chest. It also helped me to reflect on past situations and see how I could of handle them in a different way."*  
(20 year old male client, FYOI)

Judi

### "L" : A CASE STUDY:

*(Please note - all identifiable features have been altered to preserve confidentiality)*

*My case study is about L, a young man I worked with for 2 years. L was 21 when we started working together and on the final stretch of a long sentence. His parents split up when he was young and he grew up on an estate in London, with his mother and siblings. L experienced a major loss in his early teens of his Nan, who he called his 'second Mum'. L had a difficult up-bringing, he had no real connection with his father after the break up and in his words called him a "waste man". So, he grew up in a single parent family who struggled financially. L spoke of times when he listened to his mother crying because she couldn't pay the bills or rent and they were about to be evicted and he felt completely hopeless. This is a common story for us to hear at Feltham, and is often why these young men fall into the gang culture which offers them instant money through selling drugs, and gives recognition*

*At the beginning of his counselling L often said that the only feeling he ever really has is anger. Around this time, in one session, we touched on his Nan's death and he looked angry but was also tearful, he left the room saying "I just can't do this". I thought I'd lost him at that point. However, he did come to his next session, and L was a bright guy so I was able to explain to him that the anger he feels is a defence to the underpinning emotions, like sadness, loss etc. He said he loved these "little lessons". We gradually went on to explore what was underneath the anger and how to process these emotions. This was almost like a revelation to him, as he had never talked about his feelings before. He went on to do an amazing piece of work around the impact of his Nan's death. He told me that after one session he had gone back to his cell and literally broken down.*

*Shame was also a major theme in our work together. He was picked on in primary school because he was poor as for example his Mum couldn't afford the proper uniform. So, once he was earning money "on the roads" so he never had to experience that humiliation again. He was also ashamed of some of the violence he had committed, this was a hard subject for him to talk about, but we worked through it.*

*We don't really know what happens to these young men when they leave the prison but he told me he didn't want to be involved in the violence anymore, and for me that was a breakthrough.*

*L's Mum had also said that she saw a change in her son for the better.*



## Targeted Youth:

### Transitional and Parallel Processes

One of the presenting features that accompany many of the clients who come to HYCS by way of the Targeted Youth Counselling project are their thoughts, feelings, and behaviours in relation to transitioning. These clients who have accessed our service for counselling have often been marked by significant transitions connected to attachment, separation & loss. These may be from families, homes, communities, countries, care system as well as the arrival into the youth Justice system which can have lifelong implications depending on the offence. The transitional and transactional elements of these processes are often challenging, bewildering, and overwhelming. They can also be happening alongside a client's arrested psychological development caused by neglect, abuse and unrecognised or unprocessed trauma.



For a myriad of reasons many of our clients do not receive the appropriate support they need from the world around them. Thankfully though, some of them find their way to HYCS and we do our best to create a safe and supportive space for them to gain insight, make connections and increase their capacity to cope and build resilience's leading to psychological change and growth.

As the project lead for TYC, I have learnt to appreciate how difficult it can be to show up to talk with unbearable emotional pain. For the last 12 month I have lived with what has often been unbearable physical pain.

Thankfully this is no longer the case. The clients who showed for their sessions, were generous with their concern as they saw me managing my discomfort in order to sit with them. When I spoke about my discomfort at showing up with pain in the counselling room, my supervisor gently pointed out that I was modelling a way of being for my clients. Determination and commitment in the presence of pain. Their kindness & understanding was a gift.

As I managed the pain, I was held securely with incredible care and consideration by my sister HYCS' counsellors, my past and present supervisors - Steve and Lynn, my outstanding managers - Patricia and Charlotte, the heartbeat of HYCS - Lorraine & Maria and our devoted therapy dog Maisie. I believe that the empathic safe space, commitment, and support that is the bedrock of HYCS will remain visible for the team and clients regardless of the challenges that may come to visit.

The challenges come to visit. The intention and goal of HYCS is to stay.



Joyce

# Communications



## Online & Phone Therapy

Face to face counselling remains the overwhelming focus for HYCS' counselling delivery, which is driven by clients' strong preference. However, in exceptional situations there is the option to have telephone counselling. This remains an important alternative for some, such as young carers or young parents, helping to make the service more accessible.

## Self Help Support Beyond the Counselling Room

The HYCS' website ([WWW.HYCSCOUNSELLING.CO.UK](http://WWW.HYCSCOUNSELLING.CO.UK)) increasingly provides a gateway to the HYCS service but also a comprehensive one-stop support tool use both outside of and within the counselling, encouraging clients' self empowerment. Whatever your relationship with HYCS – whether a new client contemplating counselling, an ongoing client, a prospective supporter or volunteer or a concerned parent or carer, self help support and information is available to meet your needs.

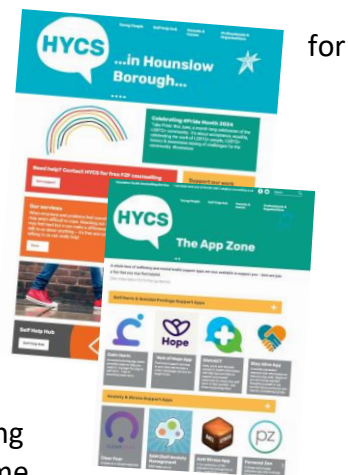


A new addition to the HYCS' website this year is a **Parents' Support Directory (SUPPORT RESOURCES FOR PARENTS (HYCSCOUNSELLING.CO.UK))**.

With so many concerned parents and carers contacting the service, often desperate for assistance, this became

an important area of focus. Accessible via the website, it acts as a complement to our young people's resource directory but offers resources and information *specifically* targeting parents' concerns. By supporting them in supporting young people in their care, we hope that this helps to alleviate some of the stress experienced by the young people...

HYCS' **self help resources and downloadable leaflets** for clients remain a well-used support tool for both HYCS visiting clients and beyond. This year, resources supporting self-harm and neurodiversity have been strengthened and HYCS plans to extend the range further in the coming year.



HYCS maintains a (deliberately) low key **social media presence** on X (formerly Twitter), offering wellbeing tips, signposting site visitors to our website's hub of wellbeing resources and supporting national awareness events. The website directory also promotes online safety resources.



The HYCS website is very much a living entity, constantly changing, adapting and growing with new information being added weekly. It allows HYCS to respond quickly to emerging events and themes and to offer a dynamic platform by which to engage with young people, supporters and volunteers.

So, with all that in mind – do please check in with us online regularly!

Gill



## Volunteers' Representative

### A Volunteer Counsellor's Story: Nina:

I'd wanted to volunteer in a young people's service from the start of my counselling training so, in my final year (October '22), I applied as a volunteer counsellor with HYCS. The intensive application process involved an interview and a group assessment weekend facilitated by senior members of the HYCS team.

This was my 5<sup>th</sup> training placement but this was the most rigorous, challenging, and valuable interview and induction process I have experienced. The process demonstrated the integrity of the HYCS service and its constant focus on the best interests of young people in counselling. It revealed how HYCS works as a team, supporting and enriching each other as practitioners. Once accepted for placement with HYCS, there was an additional induction and training and I finally joined the Monday night team in February 2023. The team was welcoming, and I felt very supported as I started sessions with the young people who came for counselling.



Working with young people is challenging and building a trusting relationship can take time. The open-ended approach allows me to follow the young person's pace. HYCS has encouraged me to develop my own way of working, finding ways to build this relationship and there are many resources available including arts and crafts, sand trays, fidget toys and games. I have, for example, found myself sitting alongside a young person who draws pictures every session and over time begins to talk about the meanings of their drawings; I've played 'catch' with a quiet young person and the focus on the activity somehow allowed them to speak; using a sand tray and figures, a young person was able to demonstrate and explore the complexity of their family.

As a volunteer I've seen a wide range of young people, some needing support with immediate issues who felt able to move on after a few sessions, others needing longer term support. At times when young people were very vulnerable or needed additional support, I felt there was a wealth of support, experience and resources within HYCS, my evening team, senior members and supervision.



After qualifying in July 2023, I secured a targeted HYCS role working with CADA (Children Affected by Domestic Abuse). Working with these young people can be very demanding and at times upsetting, so I really value the experience and support of the team. Regular service meetings and ongoing HYCS training allow me to expand further my knowledge and understanding of issues affecting young people. The HYCS team's dedication and capacity to keep exploring the way of working and how to improve is inspirational.

Being a counsellor with young people is such a responsible position and I feel HYCS allows me to work with young people feeling that I can both be myself and know that I can turn to the team for help and advice at any time.

Nina



# HYCS Highlights 2023-2024

## Counselling Delivery

Total Sessions delivered **5508** counselling sessions to **735** young people across settings.

## Quality Standards – A Professional Service

### BACP Service Accreditation

HYCS' are proud to confirm that their Service Accreditation with the BACP has again been renewed following a rolling review assessment process.



HYCS received glowing feedback from the assessors during the quality standard review who commented *"Congratulations on a successful and impressive Annual Rolling Review 2 submission. All criteria were achieved, and the quality of evidence and documents was very high. It is clear what a busy and valuable service Hounslow Youth Counselling Service continues to offer to service users. We thank you for your hard work on this application and wish you a great year ahead."*

The BACP is one of the largest professional associations for counsellors and psychotherapists in the UK. Their Accredited Services scheme and register is a recognised quality standard for organisations providing counselling and psychotherapy services. Achieving service accreditation demonstrates that you offer an accountable, ethical, professional and responsive service to clients, staff, volunteers and stakeholders.

## Counsellor Recruitment Programme – October 2023

To meet the ever-increasing demand for our services, HYCS ran a new counsellor recruitment programme in *October '23*, recruiting a further 3 counselling professionals now completing our intensive HYCS training programme (60 hours). HYCS' focused training programme is compulsory for all new starters *and in addition to* their professional counselling qualifications which are a requirement to join the organisation.

## Community Engagement

HYCS was delighted to find that our submission to the charitable **London Hearts** to receive a life-saving defibrillator unit was successful in September 2023 and it has been installed on the outside of the HYCS buildings at 78 St Johns Road, Isleworth and it is available 24/7 in an emergency for the whole local community use.



HYCS was active in supporting a number of community events within the Borough, including a school talk for school leavers, **West Thames College Freshers Week in September 23**, **Festival of Mental Health on 10th October 2023** and LBH's **16 Days of Activism in December 2023** for **Domestic Abuse Week** to help raise awareness of gender-based violence.





# Moving Forward 2024 -2025 Plan

## **PREMISES**

- HYCS will identify and secure premises to ensure that counselling can be delivered in safe and appropriate environment at the heart of the community and to ensure that the mental health of young people in the Borough is not compromised.
- **REACHING OUT**  
HYCS will continue to develop services to reach more 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, Domestic Abuse, 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 (X) 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 the funding streams to increase our funding to deliver more services to young people and to future proof our service.
- **PERSONNEL**  
Recruitment of Trustees to complement the existing skill set of Board members.  
Succession planning around the management team and the recruitment of counsellors to ensure future organisational stability.

## The Clients' Voice 2023-2024:

**"I have learnt new techniques to improve my mood and reduce anxiety overall ... it has helped massively..."**

**"I felt heard and understood. My feelings were acknowledged and I have found better ways to deal with my environment.**

**My counsellor X was amazing. I have been to therapists and counsellors before but I never felt that I was helped with practical solutions to my problems. X helped me to understand my true potential but also my strength and ability to make the life I want for me. Thank you so much for everything...."**

**"I was able to gain some control over my anger and a lot of reassurance in myself..."**

**"I gained the ability to be able to feel good about myself and to know I should talk about what I am feeling and acknowledge my feelings. I learnt ways to think more positively about life...."**

**"Yes, it has really helped me to deal and discover my emotions and recognising that its not always me. As well as how to identify problems plus solving them..."**

**"It gave me space to feel things without fear of judgement or consequence and I have been able to stop closing myself off from my emotions and accept and see them as they come, which has allowed me to exist more fully and presently as I am."**


**"I would say it has taken the weight of the world off my shoulders and has allowed me to look at situations through another set of eyes. Also allowed me to talk to someone non-judgemental."**

**"My outlook on myself and the people around me has turned from a negative to a positive view. I came into this not quite sure how it would go or if it would help. Members of my family have tried counselling and it wasn't for them. But this definitely worked for me. I came in to this wanting to make my way of thinking more positive and it is definitely is now and I am very grateful for that."**

**"My therapist was very helpful and I enjoyed having a little routine where I go into the same room each week and can talk about whatever I wanted. I definitely saw an improvement to my mental health. I told multiple friends about it."**

**"The *perfect* next step after CBT. I was able to tackle and view things from my past with a new sense of understanding and care. If CBT was the plaster, counselling was the antiseptic. I feel a *lot* less dread about approaching my mental health on my own. Better outlook on life/attitude."**

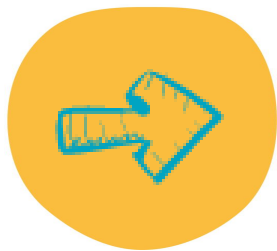
***"I found the counselling really helpful, I was able to learn new coping mechanisms that will help me when I leave and it was really nice having a judgement free place where I could vent and speak. Thank you for everything."***



**"It was great to talk things through in a controlled environment with someone who asked the right questions to get to the root of problems. I'm leaving with a much more positive outlook and will continue with the techniques I've developed in sessions.."**

# Our Expertise & Commitment to Training

## ONGOING CPD & REFLECTIVE PRACTICE

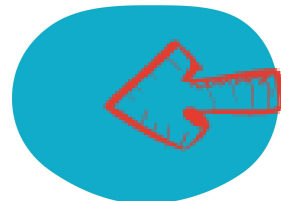


### HYCS' CORE TRAINING

In addition to counsellors' professional training, HYCS offers **60 hours focused, specialist training** for *all* new HYCS counsellors in working with Children and Young People – safeguarding, risk, ethics and more...

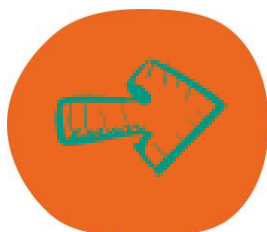
### TARGETED CPD TRAINING

Additional training open to all counsellors this year included: Medication for mental illness, Psychosis, Self-Harm Awareness, Eating disorders, Safeguarding in a counselling setting, Risk to Resilience and Peer group sessions, in addition to counsellors' own CPD training.



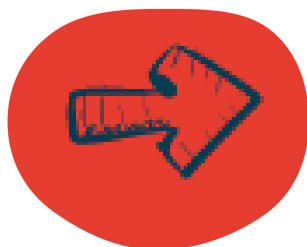
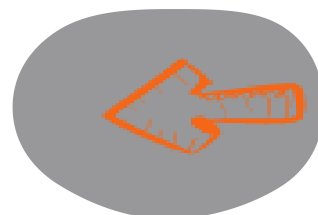
### CLINICAL SUPERVISION

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 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 4 more HYCS counsellors have worked together in a team to complete their BACP accreditation, which was sent off for review in October 2023.



# Statistics: Reporting Year 1 Apr 2023- 31 Mar 2024

## Number of Sessions Attended by Setting (including Intro Sessions)

Setting	2022-2023	2023-2024
7 Schools	3280	2741
FYOI	449	537
Centre	2273	1924
Targeted Youth (YJS, Care Leavers, CADA)	387	306
<b>Total number of sessions</b>	<b>6389</b>	<b>5508</b>

## Number of Clients

Year	2022-2023	2023-2024
<b>No. Receiving Counselling</b>	<b>758</b>	<b>735</b>

## Ethnicity

Ethnic Origin	Clients 2022- 23	%	Clients 2023- 2024	%
<b>ASIAN</b> Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	159	21	139	19
<b>BLACK</b> African, Caribbean Any other Black/African/Caribbean background	93	12	102	14
<b>MIXED</b> White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	80	11	86	12
<b>OTHER</b> Arab Any other ethnic group	52	7	44	6
<b>WHITE BRITISH</b> English/Welsh/Scottish/Northern Irish/British	234	31	225	31
<b>WHITE OTHER</b> Irish, Gypsy or Irish Traveller, Roma Any other White background, European	131	17	122	17
<b>NOT SPECIFIED</b>			17	2

## Gender of Clients

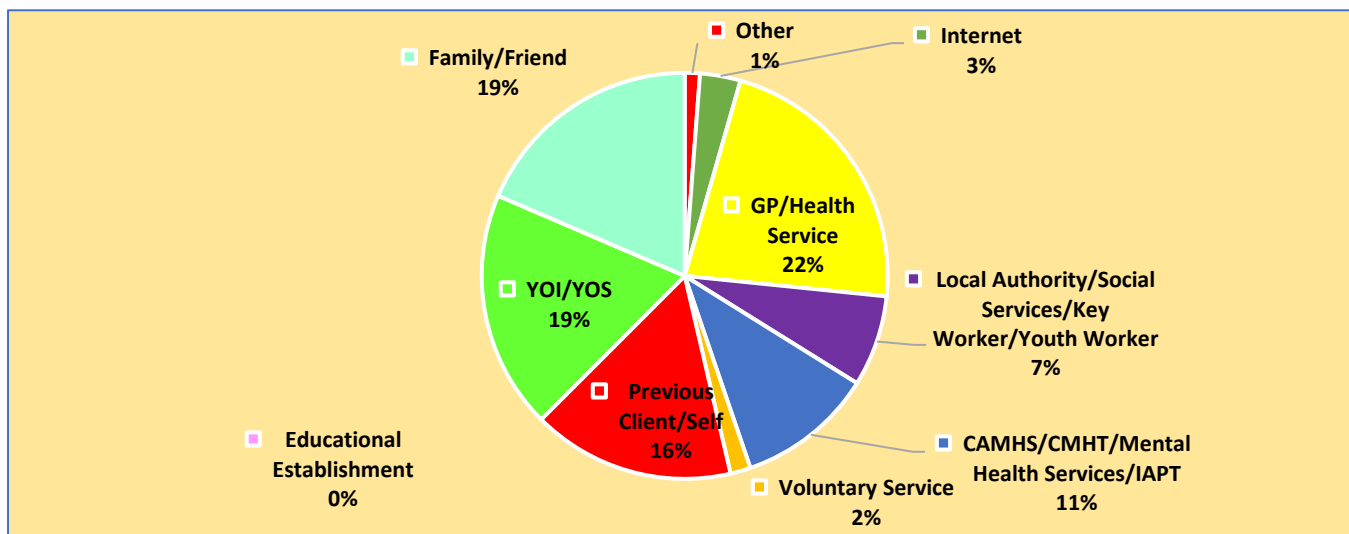
Gender	2022- 2023	2023-2024
Female	470	424
Male	246	273
Non binary	29	18
Transgender	11	14
Other/Unsure	n/a	6

## Age of Clients

Age	2022-23	2023- 2024
Under 14	214	209
14-18	410	370
19-21	85	77
22-25+	47	79

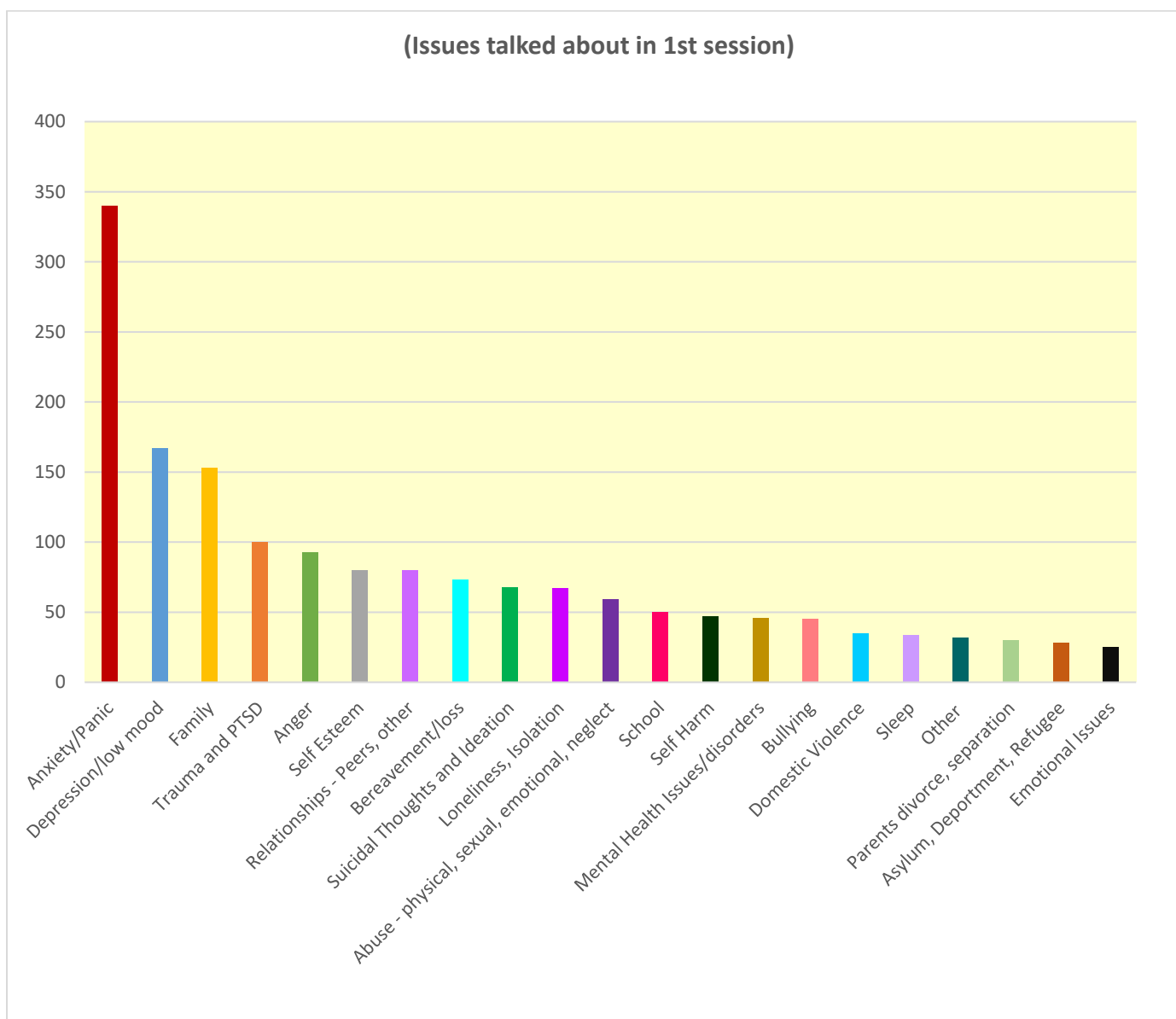


## Referral Routes: How Clients Hear About HYCS 2023-2024



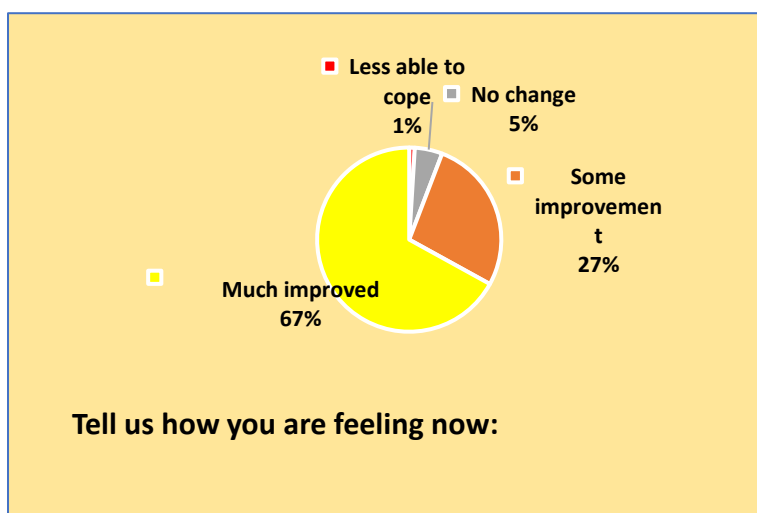
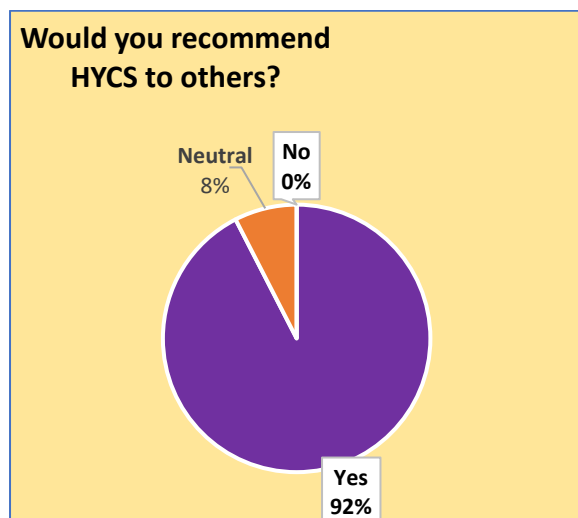
## Top 20 Presenting issues – Whole Service 2023-2024

(Issues talked about in 1st session)



## ANONYMOUS CLIENT EVALUATION FORMS – OUTCOMES 2023-2024

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 – of those who answered this question in each setting (chart below) these are the benefits they experienced. Please note clients were able to select more than one benefit (see above and chart following).

Outcomes of counselling	% Clients Selecting Value 2021-22 (All Settings)	% Clients Selecting Value 2022-23 (All Settings)	% Clients Selecting Value 2023-2024 (All settings)
Increased Sense Of Well-Being	71	50	52
Better Relationship	37	36	38
Increased Confidence	55	34	51
Better Ways of Coping	67	78	44
Improved Problem Solving	37	41	72
Increase self esteem	55	41	37

## BALANCE SHEET AT 31 MARCH 2023-24

	2024		2023	
<b>FIXED ASSETS</b>				
Tangible Assets		3,236		3,143
<b>CURRENT ASSETS</b>				
Cash at Bank	397,343		387,596	
Debtors	58,050		112,371	
	455,393		499,967	
Creditors (Due within 1 year)				
Accruals	(58,894)		(100,009)	
		396,499		399,958
		<u>399,735</u>		<u>403,101</u>
<b>NET ASSETS</b>				
<b>FUNDS</b>				
Unrestricted Funds: General				384,438
Restricted Funds: HYCS				18,663
<b>TOTAL FUNDS</b>				<b><u>£403,101</u></b>

## STATEMENT OF FINANCIAL ACTIVITIES 31 MARCH 2023 – 1 APRIL 2024

			Total Funds 2024	Total Funds 2023
<b>INCOME</b>				
<b>Voluntary Income Includes Grants</b>			220,616	259,309
Investment Income			3,778	482
Income from Charitable Activities			147,388	151,277
<b>Total Incoming Resources</b>			<b>371,782</b>	<b>411,068</b>
<b>EXPENDITURE</b>				
Charitable Activities			373,249	384,941
Governance Costs			1,898	1,780
<b>Total Outgoing Resources</b>			<b>375,147</b>	<b>386,721</b>
<b>NET INCOMING/(OUTGOING)</b>			(3,365)	24,347
Transfer				
Funds brought Forward 1.4.23			403,101	378,754
Funds carried forward 31.3.24			<b>399,736</b>	<b>403,101</b>

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

## FUNDING & ACKNOWLEDGEMENTS

HYCS is very grateful for the ongoing support we receive from the community, funders, businesses and of course our colleagues. This continued support from funders who understand the key issues and challenges facing young people and how the counselling HYCS provides make positive changes to their lives.

Our thanks go to our funders - **Hounslow schools, LBH Children's Services, NWL Health Trust, Mayor of London, New Deal for young people (NDYP), BBC Children in Need, LBH Thriving Communities fund.** Their support enables young people in the Borough to access free, confidential counselling in different settings including 7 schools, HMP YOI Feltham and at our centre in Isleworth.



We are also thankful for the specific funding we received from the **Peabody Trust** for tablets for our school counsellors and the **Neighbourhood grant** to fund furnishings and materials in our counselling rooms to support the needs of our neurodiverse young people and the continued funding from **Relx** for our educational resources.

Special thanks to all of the staff, supervisors and volunteer members of Hounslow Youth Counselling Service as, without their commitment and hard work, we would not be able to deliver this service to young people.

### Schools

Bolder Academy

Chiswick School

Gunnersbury  
Catholic School

Logic Studio School

Rivers Academy

Springwest Academy

St Mark's  
Catholic School

### Trust Funds & Private Donations:

BBC Children in Need

Peabody Trust

RELX UK Group –  
RE Cares Project

Give As You Live  
Private donations

### Health & Local Authority

L B Hounslow

NWL Trust

Young Londoners' Fund  
(NDYP)

Children affected by  
Domestic Abuse (CADA)

Thriving Communities

Your Neighbourhood  
fund