

Hounslow Youth Counselling Service

**Annual Report
2020-2021**

The logo consists of a white speech bubble with a tail pointing towards the bottom right, containing the text 'HYCS' in blue. This is set against a blue circular background. To the left of this blue circle is a yellow circle, and above both is a large orange circle that serves as the background for the title text.

HYCS

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, have 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.

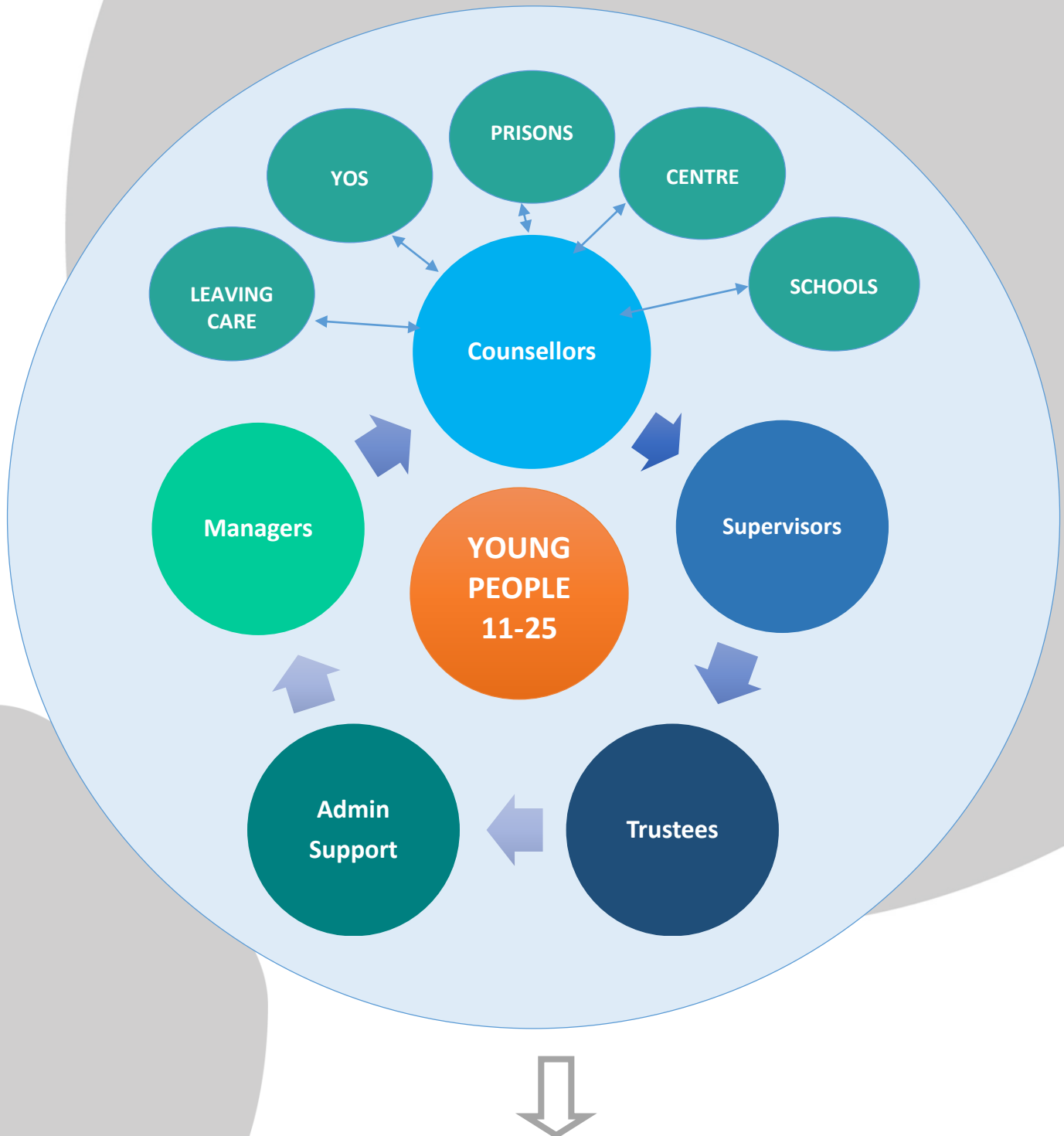
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Our Service

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 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.

Our Team

THE MANAGEMENT TEAM

Head of Service

Patricia David (PT)

Centre Team Manager

Karen Hohler (PT)

Schools' Team Manager

*Jennifer Pitt (PT)**

FYOI Team Manager

Judi Parsons (PT)

Finance & HR Manager

Lorraine Lloyd (PT)

OPT Manager & Special Projects

Gill Young (PT)

Targeted Counselling Lead

Joyce Akpogheneta

TRUSTEES

Chair: *Liz Hassock*

Vice Chair: *Vacant*

Minute Secretary: *Holly Critchley*

Treasurer: *Amandeep Sekhon**

Members:

Carolyn Bartlett

Kirsty Condon

Dr Alex Doig

Carol Halliwell

Mary Head

Jean Leather

Petra Racanni

*Chiara Castiello**

Charlotte Hammerbeck

Counsellor Reps:

*Matt Crane**

Rupa Halai

Young People's Rep: *Lily-Mae*

THE ADMINISTRATIVE TEAM

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

Counselling Co-ordinator: *Maria David*

Data Entry: *Pat Novak (PT)**

THE COUNSELLORS (A-Z)

Joyce Akpogheneta

Kam Aulakh

Helen Berentzen

Naomi Berry-Kedroe

Matthew Crane

Louise Crump

Patricia David

Lucy Davies

Charles Donaldson

Jon Falcone

*Amybeth Hargreaves**

Rupa Halai

Karen Hohler

Magda Jagielska

Gill Langford

Geraldine Levy-Hayes

Cally Lonnen

Ruth Middlemass

*Sean O'Rourke**

Judi Parsons

*Tyana Petrova**

Julie Lazraq

Jennifer Pitt

Viola Staron

Mary Walshe

*Shazia Yakoob-Amjal**

Gill Young

THE SUPERVISORS

Steve Burchell

Barbara Dale

Barrie Hopwood

Mike Lawley

Lynn Leftwich

Kim Pearl

Mike Worrall

INDEPENDENT EXAMINERS

PB Associates

KEY:

* - Left/on break during year

PT - Part Time

Chair's Report - April 2020- March 2021

Liz Hassock



We find ourselves at the end of an extraordinary year, both a test of and testament to the commitment and ingenuity of the truly remarkable people who work at HYCS.

I will start by extending my personal thanks and that of the Trustees to *all* of the counsellors, supervisors, administrative staff, partners and funders for their hard work, diligence and forbearance over this unprecedented year. If today's buzz words are of organisations being 'agile' and 'nimble', the staff at HYCS have shown that they are all that and more in abundance! As the pandemic hit us at the end of the last reporting year, *everyone* turned their hand to working remotely, despite having their own worries and concerns, despite the heartache and challenges we were to face. The team soon got the wheels in motion to continue the excellent service we as Trustees always see delivered, keeping HYCS working as normally as it could under 2020's exceptional circumstances.

Leadership

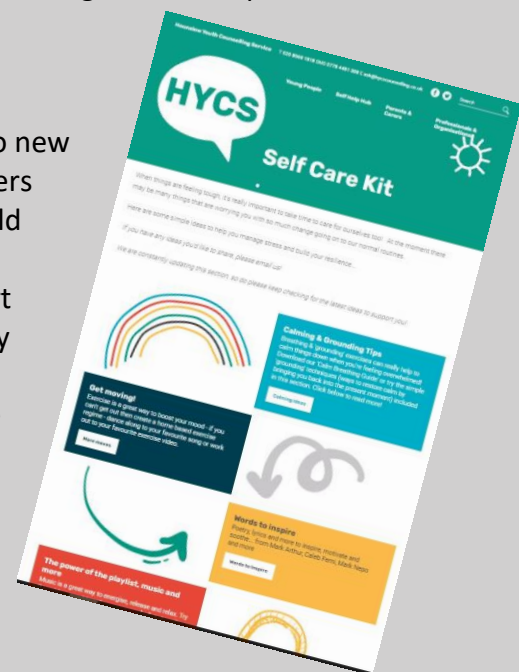
At the core of our organisation is the service delivery, reaching out to young people across a wide variety of settings; HYCS' adaptability and impressive record of being responsive to emerging situations will no doubt continue and hopefully expanding as the need for counselling for young people continues to grow. I want to make a very special thank you to our Head of Service – Patricia David whose strong leadership steered HYCS through this time. She has worked so incredibly hard this past year, is dedicated to ensuring the safety of clients, counsellors and staff, and throughout has kept the Trustees up to speed with developments.

Adapting to Change

It really has been a period of intensity for the HYCS team, adapting to new styles of delivery and training, talking closely with partners and funders and keeping the Trustees up to date with developments. As the world changed an adaptable service approach was needed and delivery methods changed. As lockdown first hit, the year began with support calls and texts to HYCS' young clients in March and April; these timely interventions ensured continuity of service, letting vulnerable young people know that they could still get support. How grateful we were for our newly launched HYCS website which came into its own as another powerful vehicle to reach out to young people and our thanks to Gill Young, who worked hard to develop and extend the website content in this time and ongoing.

Our Funders

We welcomed our funders' positive support as we explored the work we *could* do during this uncertain time and valued their flexibility in enabling us to respond to the crisis. Schools helped as far as they could with access to their young people until they were finally able get back on site. The COVID challenges at Feltham YOI (where counsellors were not allowed to enter the premises for some time), and discussions with London Youth, allowed us to redeploy our FYOI team temporarily to reach other young people on the edge and to extend our Centre team to reach more young people via telephone and online work. Delivering almost 4,000 counselling sessions over this disjointed and awful year was remarkable!



Trustees

The Trustee team also rose to the challenges and new opportunities. We began meeting monthly to strengthen our support to the team, set up focused sub-committees, completed specialist training to support our work as trustees, contributed to the GSK Impact UK Award Assessment process in addition to ongoing critical work reviewing Financial Procedures, Safeguarding Policy, organisational structure and considering responsibilities for the future. What a year to decide that we should start HYCS journey as a Charitable Incorporated Organisation (CIO), changing our status to strengthen our Constitution and Governance to take us into the next decade and we look forward to engaging further with the Charity Commission. My thanks must go to the full team of Trustees - we appreciate the expertise, commitment and continued support you have *all* given HYCS over what has been such a significant and challenging period in HYCS' development. I am proud to see how this hard work and your efforts have continued the successes and development of HYCS as a robust and healthy organisation.

Team Changes

Joining the Trustees in the Spring we were pleased to recruit our new Treasurer, Katie Le Coultre, meanwhile Holly Critchley took up her Secretariat role with the Trustees in January and is doing excellent work. Sadly Chiara Castiello leaves our Trustee team due to wider work commitments and we thank her for her time and support.

We also bid farewell to valued members of our counselling team including one of our longstanding team members - Jennifer Pitt who, as the Schools Team Manager, was fundamental in leading our schools' outreach work over many years – we thank her for her service and wish her well for the future! Finally, I have committed to staying on for another year serving as Chair, to see the charity status through and hope that this will give a continuity both to the Board and to the organisation.

HYCS' Recognition



The commitment everyone has shown, shines a light on the excellence of the HYCS' service, so it is fitting that HYCS achieved national recognition in February as one of the 10 winning recipients of the prestigious, national GSK Impact UK Awards in association with the Kings Fund. Well done each and *every one* of the team for your contribution to this accolade and please know that both the Trustees and the young people you serve also appreciate your hard work and expertise.

HYCS remains committed to embracing new beginnings and building upon our strong foundations. We will, as ever, aim to ensure that our Counsellors are supported, our Commissioners and Funders informed and our standards kept high, so that most importantly the young people themselves can feel fully supported. We will concentrate on ensuring that HYCS continues to be sustainable and at the very heart of the community it serves.

Liz

Head of Service Report

Patricia David



This past year has been dominated by the Covid-19 pandemic and its impact on young people, our staff and service delivery. I am so proud of all the HYCS staff, volunteers, supervisors and trustees who showed such determination to ensure that we continued to provide a professional, safe counselling service to young people in this unprecedented time!

Delivery

Like many services we have had to adapt the way we deliver our service when the country went into a lockdown on 23rd March. We had made preparations to prepare young people for the changes in our work and to arrange alternative ways to support them. Who could have foreseen how long the situation would continue and the impact of this move on young people and our staff. Initially we moved our delivery to telephone support calls to all our current young people and those on our waiting list, to check in with them and offer them ongoing support. 25 young people took up the initial offer and we delivered 49 support calls to them in April.



As we settled into working remotely from home during the lockdown period all our counsellors had to train in the new way of delivering counselling by telephone or online. The training was provided by the BACP in conjunction with the Open University as a primer course to support counsellors in their work in keeping young people safe whilst on the phone or online and in developing therapeutic relationships using this specialist method of delivery. This also required us to revise our policies and procedures to encapsulate the new way of working. The counselling delivery successfully moved to this way of working fully from May 2020 and we were able to deliver 3873 counselling sessions from May until end of March 2021. This included face to face sessions when counselling resumed in school and at the centre.

The Young People

We saw that some young people who were distressed at school found being at home a safer place so withdrew from counselling, while others who felt very unsafe at home, or didn't have a private space to talk also couldn't take up the offer of counselling.

Those young people who took up counselling presented with a variety of issues with anxiety and depression being at the top of the list (the full range of issues is shown later in the report). We noticed that the young people also needed to stay in counselling for longer, fearful for the future and what would happen if the counselling came to an end. Our normal average counselling sessions per young person is 6, the average for the past year per young person was closer to 8.

During this time, we were extremely fortunate that our new website was up and running and this provided a great resource to clients, parents, other professionals as well as the counsellors at a time of uncertainty and panic. Regularly updated with service developments, it also provided a much-needed wealth of self-help information and support ideas to help promote positive mental health and wellbeing during this difficult period.

Supporting staff

The uncertainty of the situation and the impact on our staff was navigated slowly and steadily bringing the team together in additional zoom meetings, email updates, and what's app calls. Our approach became more flexible to support counsellor' home situations as well as the changes in young people's circumstances and availability.



The constant changes of working face to face in different settings and then moving back to home- working required resilience and a can-do attitude from all staff. The operations team at the centre were a solid back up and were able to keep the communications flowing between young people and counsellors. They offered the first point of call to parents, carers and professionals, supporting them by giving them information and signposting to other services.

Strength as a Service

The learning from the pandemic has reinforced our knowledge that the strength of this service is how we work together as a cohesive team, able to tackle challenges collectively and sensitively in order to provide robust governance and delivery. It has also shown us how we can adapt the way we deliver counselling, to meet the needs of our young people.

We would like to thank everyone working with HYCS; the counsellors, managers, supervisors, project leads, trustees, operations team and volunteers, for giving so much additional time, keeping us all supported and enabling the service to run and do what we do best to provide counselling to distressed young people.

Patricia



Highlights & Challenges 2020-2021

HIGHLIGHTS

Counselling Delivery – Total Sessions delivered, 3922

- 3873 counselling sessions to 512 young people
- 49 COVID support calls to 25 young people
- Extended delivery in schools and the centre.

GSK IMPACT Award 2021 – National Winner!

HYCS were delighted to be one of 10 national winners of the prestigious GSK IMPACT Award 2021 for excellence in the delivery of health and wellbeing services to our community. The GSK IMPACT Awards have been



running since 1997 and this year they received

almost 360 applications from national and local charities. They shortlisted only 20 organisations from the applications and conducted an in-depth independent assessment which was presented to the judging panel to review alongside our original application. We were then selected from this shortlist as one of the 10 winners by the judges in recognition of the excellent work of HYCS.



Katie Pinnock (pictured above, far left) Director of UK Charitable Partnerships at GSK, said

“We were inspired by Hounslow Youth Counselling Service’s approach to helping young people throughout the community, providing a flexible and high quality counselling service... we were really struck by the charity’s commitment to helping everyone in need throughout the borough, providing dedicated and non-judgemental services”.



Head of Service, Patricia David added ***“Our very special thanks must go to the amazing young people, Shivon and Louise who featured in our winners’ film, really bringing our work with young people to life and sharing their moving stories. They are a real inspiration for all young people and spoke so bravely and honestly - true champions for young peoples’ mental health!”***

Watch the HYCS’ winners film here:

<https://www.youtube.com/watch?v=P-l1w87Jkvo>



BACP Organisational Accreditation

This is the fourth year of our BACP organisational accreditation as a service and we are very proud to continue to meet the high standard of work required to maintain our accreditation. BACP's service accreditation scheme demonstrates that an organisation offers an ethical and professional counselling or psychotherapy service for clients, staff, volunteers and stakeholders and upholds high quality standards of service.



Working with other Services

HYCS continues to engage with other youth provision, building relationships and sharing best practice. This has been ongoing and in particular we have worked with Off the Record in Twickenham for many years. This year we shared our knowledge and experience with a youth counselling service that was just starting up in the Lake District and with a Youth Service on the Isle of Wight. It was great to hear about all the good work that is taking place around the country and HYCS has always been generous in sharing our policies and procedures, knowledge and experience if we can help in any way to support other services delivery to young people throughout the country.

CHALLENGES

The impact of the Covid-19 pandemic on our service delivery raised a variety of challenging issues including:

- Remote delivery: Delivering counselling remotely where young people lacked a private or confidential space to speak with the counsellor. This raised safeguarding issues at home and could potentially leave the young person more exposed or without support. Counsellors being ill or caring for loved ones or coping with pressures of home working such as lack of a private space or managing childcare or home schooling.
- The growing complexity and intensity of mental health needs of young people and the lack of support generally available to them.
- The high demand for counselling from young people
- **Counsellor Recruitment Programme during the Pandemic**
The normal recruitment and training programme, had to be delivered via zoom with a reduced training programme unlike previous years. We did however successfully recruit 4 new volunteer counsellors.

Comments from the BACP in regards to the HYCS' volunteer counsellor recruitment process.

"It is wonderful to see such a comprehensive and considered selection programme for your volunteer practitioners and students on placement. This is both excellent for the work of HYCS but also provides key learning for those who wish to work within the young person cohort. A very thorough and commendable process"

The recruitment programme has been developed over many years and is key to volunteer counsellors joining our service and getting the support and training they need to work with young people and to them being part of the service into the future.

Moving Forward 2017-2022 Plan

- **REACHING OUT**

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

- **COUNSELLING DELIVERY**

HYCS will make counselling more effective by exploring creative ways of working – such as a hybrid model of working, flexible times, alternative support, and short term working, as well as measuring outcomes and evaluating the counselling.

- **INFORMED CHOICES**

HYCS will continue exploring ways to help young people to understand counselling and how it can help them so that they can make an informed choice.

- **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 Offending Service, Child and Adolescent Mental Health Service and other youth services to ensure young people receive the appropriate mental health provision for them.

- **TELEPHONE AND ONLINE OFFER**

HYCS will continue with a flexible telephone and online counselling offer to young people to support young people who cannot access face to face counselling.

- **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.

- **WEB ACCESSIBILITY**

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 and provide access to mental health resources.

- **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

The Clients' Voice:

"My counselling...helped me to cope when I was stressed and overwhelmed. I stayed out of trouble and fighting and I think I will live better life when I leave Feltham".

"I gained so much confidence and positivity in my life. I feel much braver and can really start coping with problems" – *client aged 23*

"I was able to reflect on life and my circumstances and past in a safe environment allowing me to take positive steps forward. It also allowed for a different perspective and insight which was very helpful".

"It kept me away from my drug addiction as I had someone to talk to every week". – Client, YOS

"...made me feel actually heard. Not just listened to. I feel like there has been such a journey that i have gone through that was very scary for me. I never knew my next step but with the techniques passed on to me it felt like comfort in taking a step back. Pausing was not a step back but actually a step forward. I could recognise when I needed help much quicker that I did when I would previously spiral".

"Helped me with my anger to calm down".

"I was looking for someone to speak to and hoped for answers. I felt understood and felt acceptance that it's ok to feel how I feel.

There are no magic answers. I learned strategies/tools for my tool box to help deal with emotions and help me to stay in the moment".



Targeted Services Report: Care Leavers

Joyce Akpogheneta - Targeted Counselling Lead

Instability, fear, uncertainty, sadness, bewilderment, anxiety, OCD, self-harm, suicide, depression, substance misuse, social isolation, loss of family, disruptive work, study, and home life. The afore-mentioned are ever present issues that care leavers recognise, struggle with and are working to or have overcome. They are components that give extra

vulnerabilities to young adults who are on the outer edges of the care system.

Counselling engagement from April 2020 in response to the pandemic and its restrictions, activated many of the above issues for the young people. Some of these issues were pre-existing, being worked through during sessions, some came as new arrivals, triggered by desolation, quiet streets and staff working from 'home'.

Working with the young people during this period led to a continuous juxtaposition of past and present traumas, alongside future imaginable ones, created by the increased probability of COVID-19 illnesses or death. Managing multiple layers of loss and grief, new and reactivated became a central feature of the counselling engagement and often mirrored what was happening on a national and global scale. Below are several vignettes that offer some examples of themes that clients presented and worked through during the pandemic era of 2020 and onwards.

Client A: *Noted that observing everyone anxiously disinfecting themselves generated a sense of exhilarating liberating because everyone was managing their anxiety like they did. Everyone was now like them. It helped them to understand how fear and anxiety whether real or imaginary informed and fed their own OCD. The space and ability to explore the roots of their own anxious behaviour was facilitated by observing what was informing the behaviour of others on a global scale, with illness and death as a real & present reality.*

Client B: *Estranged from family and used to the accompanying social isolation, this client was consumed with fear that elderly family members might succumb to the virus without knowing they were loved regardless of the estrangement that came from their journey into the care system. They were able to reach out and spend time with family members in a way they believed would not have been possible before the pandemic.*

Client C: *Discovered that the reliance and expectations on key workers, generated from being 'in the care system' became unnecessary. Seeing people of all backgrounds struggling with the pandemic activated an awareness of their own unrealised inner strength and determination to overcome past difficulties and traumas. A presenting counselling persona of 'why me' was transformed into 'why not me' which in turn led to a mindset of 'how can I use what I have learnt about my own resilience to help others to get through this difficult period'.*

The care leavers who reached out to HYCS during the pandemic engaged consistently and courageously in their sessions. What seemed to help was their ability to connect with a reliable service that remained available to them and helped them to manage what on some level was familiar (social isolation, poor contact with family, mental health concerns etc) but also unfamiliar in its unpredictability and immensity.

How to do counselling during a pandemic via phone or online was not in our contract when we started. No blueprint for counsellors or clients. What was available, was the promise to be empathic, understanding, accepting, non-judgemental and to show up with a counselling space for them to be heard. That is what HYCS does and that is what we were thankfully able to continue to do.

Joyce

A Client's Story - "My Three Friends"

(reproduced with kind permission)

I have these friends, at the moment their names aren't important but you do need to know that there are three of them. They aren't always physically there, you can't always see them but they do pop in and out for visits. Sometimes they stay for hours, days, weeks and sometimes it seems like years pass before they leave. They don't go far though, they sit waiting patiently for their next visit.

My first friend is not much shorter than myself. She has long black hair, pale white skin and dark eyes.

Much like all of my friends, she isn't all good or all bad. There are two sides to all of my friends. My first friend, for example, helps me to see the world in a different light. She helps me to understand things I didn't before, she helps me to look deeper into everything and not just look at the surface. But, she makes me tired and when she's around it's hard to stick to an eating pattern and a sleep pattern. She makes it hard to get through the day sometimes; she can make me feel numb or feel overwhelmingly sad. We often have long and winding talks, let's just say she's not the most optimistic person out there. She tends to look at everything that could go wrong or looks at everything and decides that it's hopeless or just not worth it. If she stays long enough, it's almost as if she has drained the energy from my entire being and simple things in life become increasingly hard. Talking to friends seems impossible, getting up to shower or eat becomes a chore and sometimes it even goes as far as opening my eyes to check the time and date on my phone feels like running a marathon. However, she can be managed. In the morning I take, what I like to call, little doses of sunshine. And these just allow me to feel a little less drained, I find it a little easier to get up in the morning and fall asleep at night. Sometimes, if I'm really lucky, my friends can leave for a bit and I can regain my energy. But sometimes; if I'm not careful, if I let her stay too long, if I neglect to pay her any attention, her long black hair becomes an uncontrollable mess, her pale skin becomes almost translucent, her dark eyes become large black orbs and her short stature can grow, she can grow so much that she becomes this towering figure that seems to block any light from reaching me. I just sit there in her shadow. Although, I know, as soon as she starts to grow I need to ask for help. My first friend is stubborn and draining but, as long as I'm able to work with her, there seems to be less of a fight.

My second friend is short and pale with a neat, blonde bob and dark eyes.

She is scared...she is scared of everything. But that's not all bad. When she comes to visit, she helps me to schedule my days and keep things organised. She helps me stay motivated. There is also a bad side to her visits. She often makes me overplan or overthink about everything. She runs at full speed, all day so I hardly get time to sit down and just breathe. She is always talking, and I mean always. She talks about everything and to the point where everything becomes scary; calling my friends, talking to my mum, leaving the house or even looking at social media. She can be managed, yes, but I find her a little harder to manage than my first friend. See, my first friend tends to make me stop doing everything altogether but my second friend tends to make me want to do everything all day every day. She is highly energetic and sometimes she can get a bit out of control. And when that happens, she's no longer short, pale with a neat, blonde bob and dark eyes. She becomes towering and shadowy with frizzy, blonde hair and black holes where her eyes used to be. And she scares me. She is scarier than my first friend when she is on her own but...when I have to deal with both of them together, they are much scarier together than they are by themselves.

And then we have **my third friend**.

They are the quietest of the three, they tend to pop up every once in a while, when I have things under control but they visit more and more frequently when things start to slip between my fingers.

My third friend is my height, has a ginger pixie cut, pale skin and dark eyes. They are always coming to visit; a quick pop in here, two pop-ins there but they never stay too long. My third friend is usually there just to let me know when something is making me uncomfortable or nervous. They often appear *without* any warning, which can be scary but I have found ways to deal with them when they appear out of the blue. They can sometimes show up *with* warning and then they are a lot easier to manage. My third friend isn't too difficult, I would say we have a push and pull relationship. Sometimes I push them by going out of my comfort zone or doing something that makes them panic and they will pull back. They often resort to making things seem overly scary to make me retreat; in some cases it is necessary, in some cases it is not and in some cases it works and in some cases it doesn't. My third friend, however, doesn't change like my other friends. They don't become bigger or have darker eyes, they stay the same. But, the difference with this friend is that they don't change to shadow me and take over. They wrap themselves around me and stay for long periods of time. The longer they stay the heavier they get and the tighter their grip becomes. Sometimes they just cover my nose and mouth to make it hard to breath. But sometimes they can go as far as covering my nose, eyes, mouth and ears, making it almost impossible to shake them off. It's almost as though I am being dragged to the bottom of the ocean and I'm desperately trying to swim to the surface. Although, with my third friend, we have a deal - as long as I am in control, they can stay. Yes, they do tend to have a little fun and take over once in a while but I am always able to gain back control.

The real challenge though is when all my friends come to visit. Sometimes they can come all at once in their nicer forms, sometimes they all come in their worst. They come in different forms and groups; all three, only two or sometimes one and they can visit in whatever form they choose...

* * * *

At the start I said that my friends' names are not important and that's because, once people see their names, they tend to view them with their own eyes and not mine. I wanted you to see them from *my* perspective before you looked at them in your own perspective.

As you may have guessed...

- my first friend's name is Depression
- my second friend is called Anxiety
- my third is called Panic Attacks.

They are all a part of who I am but they are *not all* I am. They come and go as they please but they will always be my friends. I have made peace with that fact and, it may seem silly to call them my friends but this helps me to see them, both good and bad, and love them.

No, I don't love them all the time but, I can't say that I completely hate what they have given me.

Our Expertise & Commitment to Training

ONGOING CPD & REFLECTIVE PRACTICE

OPT TRAINING

To maintain HYCS' standards as we moved counselling from face to face to online/telephone and to boost counsellor's confidence, safety and expertise in technology-based counselling, all counsellors completed

- *BACP's Open University Primer* training in telephone and online training
- *OTI's Covid Primer*.

HYCS' CORE TRAINING

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

TARGETED CPD TRAINING for all counsellors this year included:

PODS Trauma Webinar Series:

- Trauma in a time of Trauma
- Trauma that has Become Stuck
- Trauma Triggers and Flashbacks
- Trauma Memories

Other opportunities made available to all counsellors and staff also included courses on self-harm, autism, suicide awareness, domestic abuse and management skills training.

SAFEGUARDING TRAINING

A variety of safeguarding training opportunities were available to staff including:

- Working Safely in the Digital world, Safeguarding Vulnerable Adults, Female Genital Mutilation, Prevent and Safer Recruitment
- Trustees completed NSPCC's Safeguarding Training for Trustees.

A PROFESSIONAL TEAM

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

COMMITMENT TO ACCREDITATION

HYCS is a **BACP accredited counselling service**. We actively support our team of counsellors to become **individually, professionally accredited** and to maintain the highest professional standards through ongoing CPD.

Statistics 2020-2021

Number of Sessions Attended by Setting (including Intro Sessions)

Setting	2019-2020	2020-21
Schools	2583	1692
FYOI	707	78
Centre	1722	1870
YOS	140	56
Leaving Care - NEW	111	177
Total number of sessions	5263	3922

Number of Clients

	2019-2020	2020-21
New Clients Registering	759	395
Clients Receiving Counselling	867	512

Ethnicity 2020-2021

Ethnic Origin	Clients	%
ASIAN Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	97	19
BLACK African, Caribbean Any other Black/African/Caribbean background	56	11
MIXED White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	56	11
OTHER Arab Any other ethnic group	41	8
WHITE BRITISH English/Welsh/Scottish/Northern Irish/British	189	37
WHITE OTHER Irish, Gypsy or Irish Traveller Any other White background, European	73	14

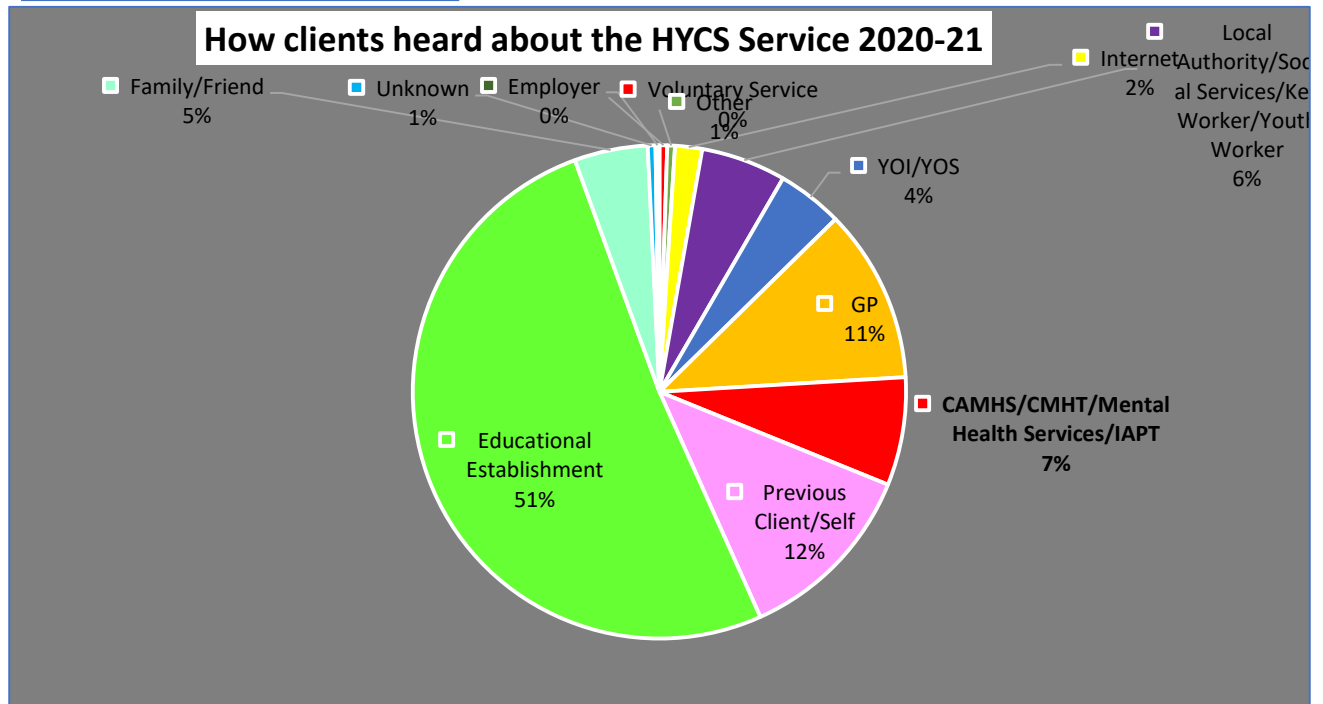
Gender of Clients

Gender	2019-2020	2020-2021
Female	487	332
Male	367	168
Non binary	9	6
Transgender	3	3

Age of Clients

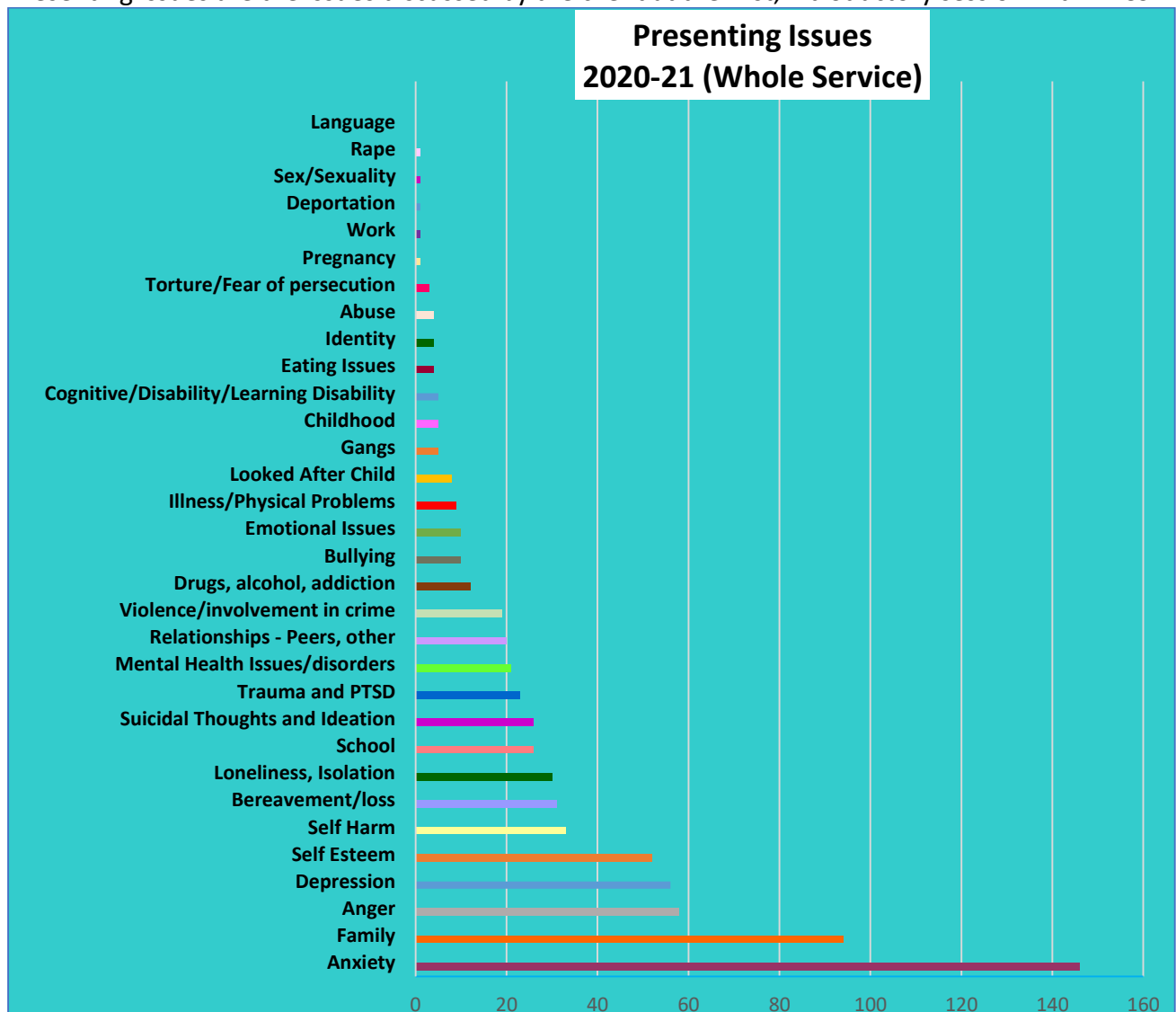
Age	2019-2020	2020-2021
Under 14	245	149
14-18	452	268
19-21	125	61
22-25+	44	31

How Clients Hear About HYCS



Presenting Issues

Presenting issues are the issues discussed by the client at the first, introductory session with HYCS.



ANONYMOUS CLIENT EVALUATION FORMS – OUTCOMES

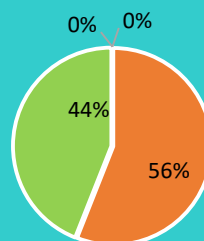
Clients are the best judges of the value of the counselling service they receive - in order to monitor and evaluate the effectiveness of our work with young people, all clients in each setting are invited each year to complete *anonymous* evaluation forms to rate the HYCS service and their experience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

**Would you recommend
HYCS to others? (%),
2020-2021**
100% said yes



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).

**2020-2021 - Please tell us how you are
feeling now:**
Some improvement 44%
Much improvement 56%



2020-21 Outcomes of counselling	% Clients Selecting Value 2020-21 (All Settings)
Increased Sense Of Well-Being	69.7
Better Relationship	33.3
Increased Confidence	36.4
Better Ways of Coping	54.4
Increase self esteem	84.8

"Helped me with my anger to calm down"

"I gained a more positive mindset and developed some ways of coping with difficult tasks in life".

"I have gained what I wanted to achieve which is further self-awareness and coping skills when it comes to thoughts which can potentially triggering to something else. Counselling has helped me to challenge my negative thoughts in useful ways such as reflecting on previous experiences that didn't turn out as badly as predicted".

BALANCE SHEET 2020-21

BALANCE SHEET as at 31 March 2021

	2021	2020
FIXED ASSETS		
Tangible Assets	6,677	4,984
CURRENT ASSETS		
Cash at Bank	381,319	306,622
Debtors	18,406	3,271
	399,725	309,893
CREDITORS (Due within 1 year)	(101,864)	(77,268)
Accruals	297,861	232,625
	<u>£304,538</u>	<u>£237,609</u>
NET ASSETS		
FUNDS		
Unrestricted Funds: General	290,756	228,189
Restricted Funds: FYOI	13,782	9,420
HYCS		
TOTAL FUNDS	<u>£304,538</u>	<u>£237,609</u>

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).

STATEMENT OF FINANCIAL ACTIVITIES FOR THE PERIOD
31 MARCH 2020 – 1 APRIL 2021

	Unrestricted Funds	Restricted Funds	Total Funds 2021	2020
INCOME				
Voluntary income includes grants	158,427	98,487	256,914	200,443
Investment Income	1,409		1,409	970
Income from Charitable Activities	112,047		112,047	85,524
Total Incoming Resources	<u>£271,883</u>	<u>£98,487</u>	<u>£370,370</u>	<u>£286,937</u>
EXPENDITURE				
Charitable Activities	207,816	94,125	301,941	295,978
Governance Costs	1,500		1,500	1,603
Total Outgoing Resources	<u>£209,316</u>	<u>£94,125</u>	<u>£303,441</u>	<u>£297,581</u>
Net Incoming/ (outgoing)				(10,644)
Transfer	62,567	4,362	66,929	-
Funds brought forward 1 April 2020	228,189	9,420	237,609	248,253
Funds carried forward 31 March 2021	<u>£290,756</u>	<u>£13,782</u>	<u>£304,538</u>	<u>£237,609</u>

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).

FUNDRAISING & ACKNOWLEDGEMENTS

We are extremely thankful to our funders who were supportive and understanding, in keeping reporting systems simple and adapting to the changes that we had to make to our delivery model due to Covid-19 pandemic. Additional funding was also made available from Hounslow Recovery Fund and Heathrow Community Trust. This specifically helped us with additional costs incurred due to the pandemic and extending our reach via different delivery methods.

HYCS is very grateful for the ongoing support we receive from the community, businesses and colleagues. Our special thanks also 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**

Kingsley Academy

Logic Studio School

Rivers Academy

Springwest Academy

**St Mark's Catholic
School**

Trust Funds & Private Donations:

BBC Children in Need

Young Londoners Fund

**RELX UK Group –
RE Cares Project**

**Heathrow Community
Trust**

**Heathrow COVID 19
Resilience Fund**

**Virgin Giving donors
Give As You Live
Amazon Smile**

Acacia Gardens

**Friends of Liz Hassock -
Birthday Donations**

Health & Local Authority

**London Borough of
Hounslow
Hounslow Recovery
Fund**

**HMP Feltham Young
Offenders Institute**

**Hounslow Clinical
Commissioning Group
(HCCG)**

**Let's Talk
14-19 Team**



HYCS

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