

Hounslow Youth Counselling Service

**Annual Report
2021-2022**

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. A yellow circle is partially visible on the left side of the page.

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, 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.

Our Team

THE MANAGEMENT TEAM

Head of Service

Patricia David (PT)

Centre Team Manager

Karen Hohler (PT)

Schools Counselling Manager

Naomi Berry-Kedroe

FYOI Team Manager

Judi Parsons (PT)

Finance & HR Manager

Lorraine Lloyd (PT)

OPT & Special Projects Manager

Gill Young (PT)

Targeted Counselling Lead

Joyce Akpogheneta

TRUSTEES

Chair: *Liz Hassock*

Vice Chair: *Vacant*

Minute Secretary: *Holly Critchley*

Treasurer: *Katie Le Coultre*

Members:

Carolyn Bartlett

Kirsty Condon

Dr Alex Doig

Carol Halliwell

Mary Head

Jean Leather

Petra Racanni

*Charlotte Hammerbeck**

Counsellor Reps:

Rupa Halai

Young People's Rep: *Vacant*

THE OPERATIONAL TEAM

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

Counselling Co-ordinator: *Maria David*

Data Entry: *Rupa Halai (PT)**

HYCS Mascot – *Maisie (the dog!)*

THE COUNSELLORS (A-Z)

Joyce Akpogheneta

Rochelle Arathoon

*Kam Aulakh**

Helen Berentzen

Naomi Berry-Kedroe

Amanda Brady

Matthew Crane

Louise Crump

Patricia David

Lucy Davies

*Charles Donaldson**

*Jon Falcone**

Nasrin Farahani

Amybeth Hargreaves

Rupa Halai

Charlotte Hammerbeck

Karen Hohler

Magda Jagielska

Gill Langford

Julie Lazraq

Geraldine Levy-Hayes

*Cally Lonnen**

Caroline Marron

Ruth Middlemass

Rini Modi

Sean O'Rourke

Judi Parsons

Julie Lazraq

Viola Staron

Mary Walshe

Gill Young

THE SUPERVISORS

Steve Burchell

Barbara Dale

Barrie Hopwood

Mike Lawley

Lynn Leftwich

Kim Pearl

INDEPENDENT EXAMINERS

PB Associates

KEY:

* - Left/on break during year

PT - Part Time



Chair's Report - April 2021- March 2022

Liz Hassock



We find ourselves at the end of another *extraordinary* year for HYCS: a year in which there have been more challenges of both delivery and demand related to the pandemic and a year in which the HYCS team have excelled once more!

In this reporting period, the HYCS team has delivered even more sessions than before. The excellence of our service has been recognised nationally by winning the prestigious GSK Impact Award 2021 through GSK/Kings Fund. The quality of the HYCS service has earned us full re-accreditation with the BACP, the industry benchmark for any professional counselling service. My personal thanks must therefore go to my fellow Trustees, to all of the HYCS counsellors, supervisors, administrative staff, partners and funders for their enduring support and patience over this remarkable year.

For the Trustees it has been another 'zoom year' – an effective way of coming together and developing our work. As we continue to shape HYCS for the future, we are delighted to report that the Charity Commission have now also confirmed HYCS' status as a Charitable Incorporated Organisation (CIO), which we will move forward with in the coming year. Our board has seen some changes during this period and very much welcome our new trustee members and the skill sets they bring.

HYCS can be very proud that at its core is the strength and professionalism of its service delivery – HYCS continues its outstanding record and is proactive in meeting the demands of delivering our work in such diverse settings - from schools, to prison and beyond. Our record of being both responsive and proactive in changing circumstances and of expanding as the need for counselling for young people continues to grow has continued. As a result, HYCS' reputation is higher than ever - a true accolade for the effort and time the service's team dedicate to the young people of Hounslow.

This year, HYCS has continued to demonstrate its team-working ability to tackle the challenges of our current, uncertain times. Whatever our future challenges, be it the impact of the pandemic, cost of living crisis or global uncertainty, I am confident that HYCS will continue to respond both appropriately and flexibility to meet that need, just as we have done over the last few years.

This Annual Report looks back at the past year but also looks forward to embracing exciting new beginnings whilst continuing our commitment to building upon our strong foundations. For this, I thank every one of you.

As a Board, as ever, we aim to ensure that our Counsellors are supported, our Commissioners and Funders informed and our standards kept high, and most importantly that the young people are supported in their life journeys.

Liz

Head of Service Report

Patricia David



The impact of the pandemic has presented HYCS with both challenges and opportunities over the past year and has changed our counselling model to a more flexible, blended delivery of counselling to young people with the use of Online Phone Therapy (OPT).

Achievements: Our key achievement in the past year has been the increased delivery of counselling sessions to young people with a staggering 6010 sessions - the most we have ever delivered! This

increased delivery was the result of the flexibility of all our staff; the passion and commitment of everyone involved with HYCS; increased funding; recruitment of counsellors; extended locations; adapting our practice; learning new skills and working together in a team. In the sector reports that follow, you will see the increase in demand and level of distress suffered by young people over the past year and how each area of HYCS has risen to this challenge.

Funding: We cannot do this work without the continued support from our funders, including London Borough of Hounslow, North West London CCG, BBC Children in Need and Young Londoners' Fund to mention a few, who have been supportive and understanding of the difficulties young people are facing and how we have had to adapt to provide counselling to them. HYCS was also successful in receiving additional funding from Hounslow Schools, Hounslow Domestic and Sexual Violence Outreach Service, Hounslow Recovery Fund and Heathrow Community Trust 'Resilience funding', which supported the delivery of extra counselling sessions.

A professional service: Alongside the delivery of counselling, we went through a rigorous assessment process by the Kings Fund on behalf of GSK National Impact Award for Excellence and were one of ten national winners of £30,000 award. We also had an in-depth assessment by the British Association of Counselling and Psychotherapy (BACP) and received extremely positive assessor feedback to retain our Organisational Accreditation. These assessments drilled down into the organisation covering areas such as governance, management, training, development, supervision, recruitment, and safeguarding.

Looking forward: This has been an extremely busy and full year for HYCS and is unlikely to change for the years ahead with the current increase in mental health difficulties and complexities of the issues that young people are suffering. We have received wonderful feedback from young people (shown later in this report) which shows the benefits of counselling and only strengthens our resolve to keep young people high on everyone's agenda. We will prioritise making counselling accessible and as timely as we can by continuing with our intro' sessions and working on creative ways to reach more young people. We will take on board the learning from our 'zoom days' and incorporate this into our new service model, continuing to develop our service to prioritise young people's mental health.

We will continue to appreciate all our staff at HYCS: counsellors, supervisors, operational team, trustees and managers who all work together and adapt to the changing environment to make our service work for the young people of Hounslow. Well done everyone!

Patricia



A Snapshot of the HYCS Year by HYCS' Team



Geraldine

Introductory Sessions:

Intro' sessions continue to be a valuable way to offer clients support at the point of need – when they first make contact with us. Slots are offered within a few weeks of first contact providing the opportunity to assess clients and their needs and to signpost to support resources (or other more appropriate services) whilst waiting for ongoing counselling.



At the beginning of this reporting period, most Intro sessions were by phone and, as with other areas of the HYCS service, we were able to extend to offer a choice of face-to-face or phone as restrictions eased. The useful thing about being able to offer a blended service is that if the young person isn't able to attend their face-to-face session at the last minute (some tested positive for Covid or were self-isolating), we are able to offer the session over the phone as an alternative. Telephone counselling slots generally tend to be well attended, with fewer 'no shows'.

Demand for the service was exceptionally high throughout the year and all slots were booked to capacity during that period. We were able to meet additional demand with extra support from our colleagues from the Prison Team. The majority of clients still prefer face to face counselling when offered the choice for ongoing support but a one off intro' session at home is generally manageable for them. For ongoing counselling, most seem to prefer the perceived privacy of face-to-face counselling outside the home and the benefits of closer human contact.



Karen

Centre Team:

The centre team has continued to meet challenges presented during the last year and the team have worked tirelessly to support the continued delivery of counselling at the Centre. We are now back to being able to offer face to face counselling sessions four evenings a week as well as offering a blended service of either face to face or telephone counselling options.

In respect of the young people requesting counselling, there has been a noted increase in young people now presenting with issues relating to identity and sexuality, although anxiety and depression are still the most common. Young people continue to struggle with the resulting effects of lockdown and post-pandemic life, feelings of insecurity, lack of motivation and an increase in generalised anxiety, along with breakdown or difficulties in interpersonal relationships. Self-esteem, confidence and self-care has been a challenge for those seeking counselling with us.



Managing the tension created by high levels of need and limited provision continues to be a challenge we strive to meet. To help with that task we were grateful for support from the HYCS Prison Team and delighted to welcome six, new volunteer counsellors. These new recruits bring with them enthusiasm, experience, commitment and a fresh outlook – so a warm welcome to Amanda, Caroline, Charlotte, Nasrin, Rina and Rochelle.



Naomi

Schools' Team:

This school year's presenting issues have shown the impact of post-pandemic difficulties. Emerging from lockdown back into school life proved difficult for many. This is evidenced both by an increase in demand for counselling services in schools and also because more young people struggling with their mental wellbeing & seeking support. Some schools commissioned extra HYCS hours in recognition of this.

Young people's presenting issues have been magnified by periods of social isolation in lockdown - feeling almost de-skilled in their ability to socialise, worrying about falling behind in learning & failing exams with the knock on effect causing loss of confidence in these areas and increased generalised anxiety. We have noticed that lack of motivation, loss and bereavement, strained relationships, disordered eating, body image, obsessive or compulsive thoughts and behaviours, self-harm and suicidal ideation have all been more prevalent in the wake of the pandemic.

The schools' counselling team has worked hard in supporting young people with their ongoing challenges, adapting and being as flexible as is ethically possible. More than ever this year, we find ourselves managing the difficult balance between heightened demand for an (often all too) limited resource. We too managed Covid isolation periods with a blend of face-to-face sessions in school and working remotely from school via telephone or Zoom (when young people still wanted to have their sessions while isolating at home). As always, counsellors utilised missed sessions spaces where possible for introduction sessions with young people from the waiting list, which enables counsellors to assess level of need & risk & offer some coping strategies in the interim directing them to our website & other helpful resources while waiting for a slot to become available.



Judi

Prison Team:

This has been a particularly challenging year for the prison team, with months of severe disruption to service due to strict Covid lockdowns within the prison setting. As HYCS is an external agency, we were unable to gain any access to the prison so see our young people during much of this time and zoom/telephone options were not possible within this environment. This inevitably caused inconsistency to the therapeutic relationships we had established, with counsellors unable to have proper endings with long-term clients. This was of course both disappointing and frustrating for the prison team who already work in a challenging environment. Unable to provide our usual counselling support, the HYCS prison team sent letters to continue some contact with vulnerable clients.

With no fixed date for our return to Feltham, the Prison team were, temporarily re-deployed to support to help with the surge in demand for services centrally. In doing so, as it was difficult to predict how long we would be available, we were mindful of ensuring ethical, safe practice in support of those Centre clients such as contracting short-term blocks of sessions.

The team are very pleased to report that Covid restrictions in prison were lifted in March '22 and we are now having a staggered return to the prison, working hard to re-establish and promote the service.

I would like to thank the entire team for being so adaptable and committed to the work we do in the prison and to the wider HYCS service during this time.





Targeted Youth:

Targeted Youth Counselling (TYC) is a project within HYCS that currently offers counselling to young people within the Youth Offending Service (YOS), to Care Leavers and those dealing with the impact of Domestic Abuse (DA). The TYC project aims to ensure that young people who fall within these cohorts, start counselling as soon as possible.

Joyce

The referrals from Care Leavers were consistent throughout 2021/22. Many of the clients have issues related to their mental health and access support from HYCS whilst waiting for other psychological interventions. For some, the listening space & containment offered was helpful and, in some cases, enough to get them through a difficult mental and emotional health episode.

There was a notable decline in referrals from YOS, which was largely informed by lingering uncertainty around the management of the pandemic, limited spaces to see YOS clients and the risks that sometimes accompanied them e.g. restrictions in the areas to which they can travel. YOS are addressing this issue and are responding to an increased demand among their clients for psychological interventions, post pandemic.



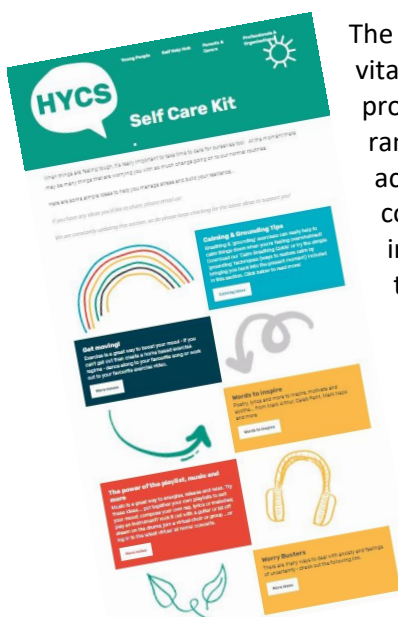
The DA referral service is a recent addition to HYCS and was made possible by funding from the Children Affected by Domestic Abuse (CADA) project. Young people can self-refer to the DA service, although most have come via Police and other services supporting families dealing with DA. As the TY service becomes more embedded within HYCS, we hope to continue to ensure that young people affected by DA get the immediate support of counselling when they need it.

Communications & Online Phone Therapy (OPT)

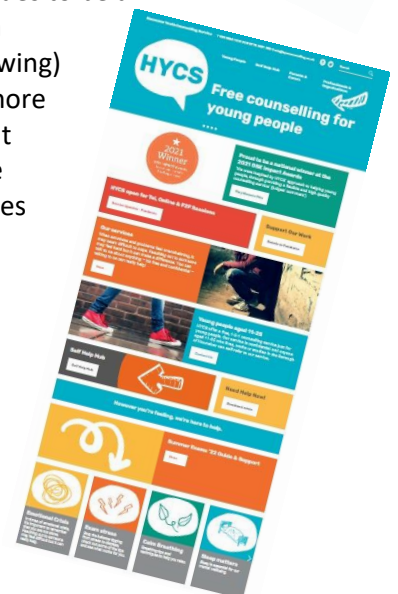


Gill

First introduced during lockdown, Online Phone Therapy (OPT) options are now an established part of HYCS standard offering to clients on first registering – for the intro session and ongoing. Its presence increases client choice and improves accessibility to the service particularly for certain audiences for whom attendance at the centre may have been difficult. OPT enables HYCS to offer the benefits of a blended service and the ability to be flexible to the changing demands of the pandemic environment – enable to continue working with clients in isolation for example. Counsellors offering OPT have all been trained in this delivery medium and HYCS continues to develop clear policies in managing risk and safety of OPT clients.



The HYCS website WWW.HYCSCOUNSELLING.CO.UK continues to be a vital platform from which to extend the reach of our youth provision – making both our service and a wide, (ever-growing) range of self-help, wellbeing resources and information more accessible to young people in the Borough and beyond. It continues to provide HYCS with a flexible and responsive information hub, a portal able to provide timely resources to clients at the point of need – this reporting year for example we were able to collate and quickly publish help information and updates in response to the schools' #MeToo crisis and the ever-evolving situation about summer exams. The HYCS' website continues to receive extremely positive feedback from both clients, parents and funders including from the GSK Impact Award and BACP reaccreditation assessors.



Highlights & Challenges 2021-2022

Counselling Delivery

- Total Sessions delivered 6010 to 761 young people
- Extended delivery in schools & the centre.

GSK IMPACT Award 2021 – National Winner!

Winning the prestigious GSK IMPACT Award 2021 for excellence in the delivery of health and wellbeing services to our community was an amazing accolade for the HYCS team and the work the charity delivers. The GSK IMPACT Awards have been running since 1997 and this year they received almost 360 applications from national and local charities. HYCS was selected as one of ten national winners after in depth assessment.



Judging the awards, Katie Pinnock commented on HYCS' wide reach and professional service and approach to helping young people with 'complex support needs' in our community *"... we were really struck by the charity's commitment to helping everyone in need throughout the borough, providing dedicated and non-judgemental services"*.

Watch the HYCS' winners' film here: <https://www.youtube.com/watch?v=P-l1w87Jkvo>

BACP Service Accreditation – Our Fifth Year

This year marks our 5th consecutive year since first applying as a fully BACP-accredited service; and this year HYCS achieved this quality mark after a full re-accreditation process – an intense and thorough process took much dedication and hard work from the HYCS team.



This recognition is testament to the high standard of excellence HYCS continues to deliver and demonstrates that we are an ethical and professional counselling service for clients, staff, volunteers and stakeholders and uphold high quality standards of service. The re-accreditation required extensive evidence and interviews with staff including HYCS managers, counsellors, a supervisor and the chair of Trustees. The Assessors commented at the end of the 2-day discussions: - *"We have been impressed with the warmth, passion, positivity and enthusiasm of all those we met during our visit with you. It is clear HYCS is a growing, inclusive and dynamic service with the client at the heart of its work. The longevity of staff retention across the board, is testament to the high level of care and support each person we spoke to has experienced. We enjoyed meeting with HYCS staff, and we would like to thank everyone we met for making the time to attend and their engagement with the visit"*.

Counsellor Recruitment Programme Sept '21 -March 22

To meet the ever increasing demand for our services, HYCS ran a counsellor recruitment programme in Sept '21 and successfully recruited a further 6 counselling professionals who completed our intensive HYCS training programme (60 hours) in March '22. HYCS training programme is compulsory for all new starters and in addition to their professional counselling qualifications which are a requirement to join the organisation.



London Youth Membership

HYCS is delighted to now be a registered member of London Youth for 2022-3, the oldest and largest network of community youth organisations in London. Now able to apply for their official quality mark scheme we will be working on this during the coming year. Watch this space.

HYCS in the Community

Reaching out to young people and collaborating with other youth and mental health provision or wellbeing champions within the community is fundamental to HYCS' approach and enables us to build strong community relationships and share best practice with other organisations.

- Official Visit – Shadow Minister for Mental Health



In April this year HYCS were delighted to welcome Dr Rosena Allin-Khan, Shadow Minister for Mental Health, local MP Ruth Cadbury and GLA candidate Candice Atterton to HYCS to learn more about the work HYCS are doing in Hounslow Borough to support young people's mental health.

Tweeting about the visit, Dr Rosena Allin-Khan said *"The post-COVID recovery must have young people at its heart...You are all doing fantastic work under really challenging circumstances"*.

- Festival of Mental Health

We were proud to support the Hounslow Arts Centre's Festival of Mental Health & Wellbeing in October '21 as an exhibitor, meeting young people, wellbeing professionals and concerned parents from across the borough.

- Collaborative Working

Other projects this year include bespoke counselling support for the Youth Offending Service, Domestic Abuse and Leaving care teams, providing supervision, and collaborating on delivery of a series of Consent Workshops in schools throughout the borough.



CHALLENGES

- **Transitioning to Blended Service Delivery** – HYCS' has developed increased flexibility as a service in order to cope with changes to and subsequent lifting of Covid restrictions. During the pandemic we added OPT to our repertoire and as restrictions have lifted, we have been transitioning clients from OPT back to face-to-face or maintaining blended or OPT provision as needed to suit their needs.
- **Disruption to Service** - HYCS had to adapt to the disruption to service delivery caused by the pandemic for both clients and staff – missed sessions due to illness, periods of self-isolation, needing to care for loved ones, manage childcare and other family arrangements or disruption caused by safeguarding/privacy concerns making remote delivery unsuitable. The ability to offer a blended service and for counsellors/clients to work remotely mitigated the impact of these stresses and gave HYCS more flexibility to steer us through this time.
- **Living with Covid - Mental Health Needs** – the pandemic's impact on young people's mental health led to increased prevalence and complexity of mental health needs.
- **Increased demand** – the above rise has led to surging demand for mental health provision at a time when many services are limited, making it harder for young people to access the level of support they need when they need it.

Moving Forward 2018-2023 Plan

- **ESTABLISH HYCS AS AN INCORPORATED CHARITY**
Manage the transition of the HYCS charity status to become an incorporated charity.
- **REACHING OUT**
HYCS will continue to develop services to reach more young people and to target vulnerable young people on the edge of society.
- **BLENDED 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.
- **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, 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.
- **TELEPHONE AND ONLINE OFFER**
HYCS will continue with a flexible telephone and online counselling offer to young people to support young people who live, work or study in the Borough of Hounslow 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 & SOCIAL MEDIA**
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 (Twitter) 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.

The Clients' Voice:

"These sessions have helped me a lot as they have helped me to get an understanding of my anxiety and my thoughts during my panic attacks."

"...It helped put 2 and 2 together with certain things... and to acknowledge that past experiences is trauma. Counselling helped join the dots , make connections".

"It was the time of week where i was able to just breathe and talk about how I feel and the responses I would received actually really helped and has helped me improve within myself and my life in general.

"I got to speak freely and not be judged. Made me feel like maybe i can speak to other people and feel comfortable."

"It helped because it kept me away from drug addiction as I had someone to talk to every week."

"I gained ways to cope with distressing feelings and bad experiences. I have learned to value myself more and my self esteem has increased. I feel happier and less overwhelmed with my problems. I am able to identify my feelings more."

"I felt I was given a new perspective. I think counselling helped me increase empathy towards myself and others and I'm very happy and grateful for what I have received. Thank you for everything you have done for me I will remember it forever. I wish you the best and hope you enjoy doing the great job you are. You've helped me and I'm sure many others too".

"
"I'm better at coping with stress, learning to manage overthinking and worrying about what others think about me".



**Completing Counselling
... a client's painting (left)**

**With thanks (below) –
female client at Centre**



Thank you letter

"I can't express enough how thankful I am to have had someone like you as my counsellor over the incredibly supportive, kind and understanding. Taking in your advice and focusing on my mental health and wellbeing has truly inspired me to be the best version of myself that I could possibly be – all thanks to you! I will keep your advice and support with me throughout the future, whether past year and a half. Having the opportunity to have someone guide me through tough times has genuinely meant the world to me, especially as you are I go to college, uni and so forth; you will always hold a special place in my heart, and I cannot stress that enough. Please carry on doing what you're doing, as I 'm sure you're brightening many other children's lives as you have with mine. Thank you so much, for everything. Hopefully I'll bump into you in the future and update you on my life!"

The Clients' Voice:

Rap by young person DHMP Feltham

"It's true that boys don't cry
but sometimes it's nice to speak
about your troubles
instead of keeping it inside
coz them thoughts up in my head
could of turned into a weapon
instead I let it out in a counselling session
speaking about my feelings I thought it was a
weakness
but when you're fighting demons
you need all the help you can get
just to beat it
and when I got all that shit off my chest
that was bleeding
I aint gonna lie bro', it was a good feeling.
... 5 days left.

A Poem for Joyce

I haven't really written a poem in a while,
but I wanted to write something in hope, to make you smile.
To the inspiring, caring, wonderful Joyce,
who gives many young people a chance for their voice.

A place to feel safe, and a place to feel heard,
no matter your story, no matter how absurd,

I'm so grateful for the skills that you continue to teach me,
to help deal with the stresses that worry me deeply,
And even during times when it gets really hard,
I remember your wisdom like permanent scars.

There's very few humans in the world like you,
who can be gentle, honest, and tell young people the truth,
that life can be a bit tough at times,
but with hard work and positivity you'll be just fine.

Thank you for being the person you are,
Thank you for treating your young people like stars,
Thank you for always knowing what to say,
Thank you for always knowing when I've had a bad day.

I could write a book about all the things you do that are
amazing,
and the way you helped change my life to me is just crazy,
so I wanted to give my appreciation a voice,
to the inspiring, caring and wonderful, Joyce

Our Expertise & Commitment to Training

ONGOING CPD & REFLECTIVE PRACTICE

OPT TRAINING

As HYCS now offers an option for both face to face and online/telephone counselling, to both maintain HYCS' standards and to build counsellors' safety and expertise in technology-based counselling, counsellors offering OPT support completed training including:

- BACP's Open University Primer training in telephone and online training

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:

Other opportunities made available to all counsellors and staff included courses with Carolyn Spring (Trauma Series Workshops) and Sam Llewellyn - Domestic Violence.

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

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' 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.

A PROFESSIONAL TEAM

Every HYCS' counsellor is either professionally accredited, qualified or completing 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: Reporting Year 1 Apr 2021- 31 Mar 2022

Number of Sessions Attended by Setting (including Intro Sessions)

Setting	2020-21	2021-2022
Schools	1692	3314
FYOI	78	224
Centre	1870	2129
YOS	56	66
Leaving Care Project	177	223
Domestic Violence Project	na	54
Total number of sessions	3922	6010

Number of Clients

Year	2020-21	2021-2022
New Clients Registering	395	650
No. Receiving Counselling	512	761

Ethnicity

Ethnic Origin	Clients 2021-22	%
ASIAN Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	147	20
BLACK African, Caribbean Any other Black/African/Caribbean background	84	11
MIXED White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	76	10
OTHER Arab Any other ethnic group	48	6.6
WHITE BRITISH English/Welsh/Scottish/Northern Irish/British	266	36
WHITE OTHER Irish, Gypsy or Irish Traveller, Roma Any other White background, European	122	16.5

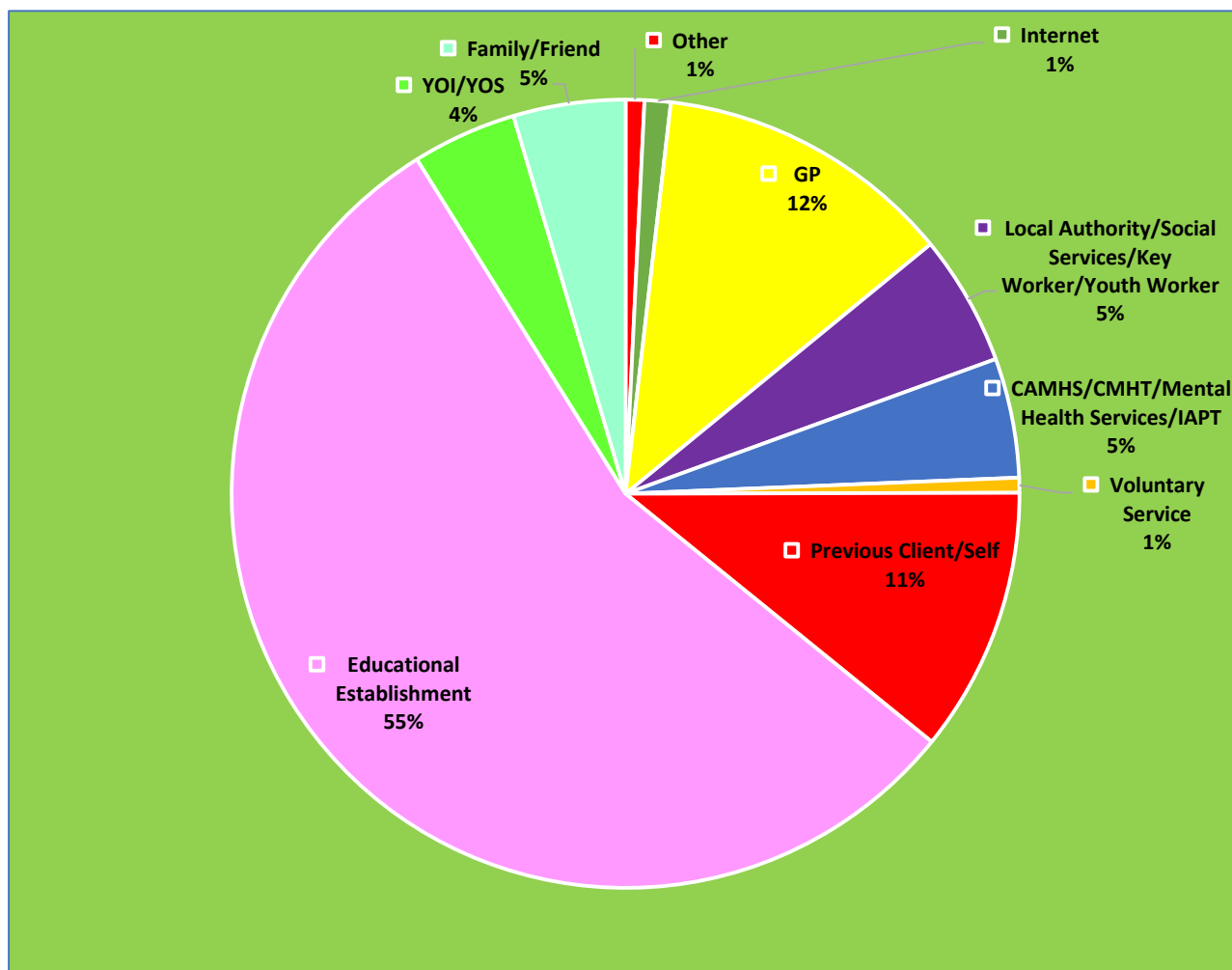
Gender of Clients

Gender	2020-2021	2021-2022
Female	332	496
Male	168	224
Non binary	6	24
Transgender	3	14

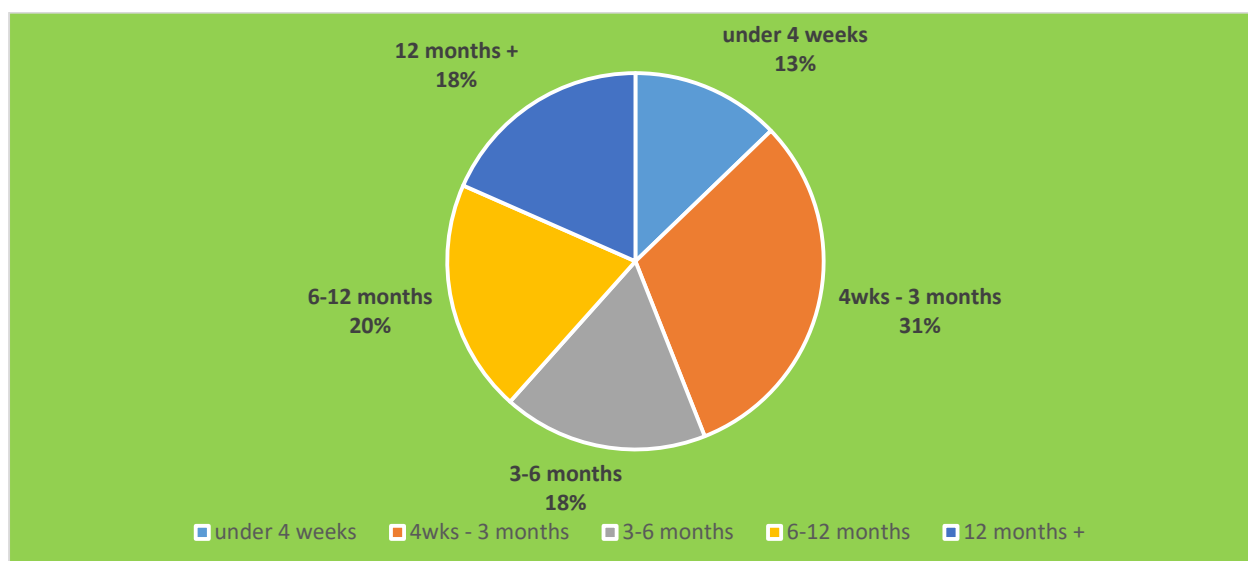
Age of Clients

Age	2020-2021	2021-2022
Under 14	149	194
14-18	268	444
19-21	61	72
22-25+	31	48

Referral Routes: How Clients Hear About HYCS 2021-2022

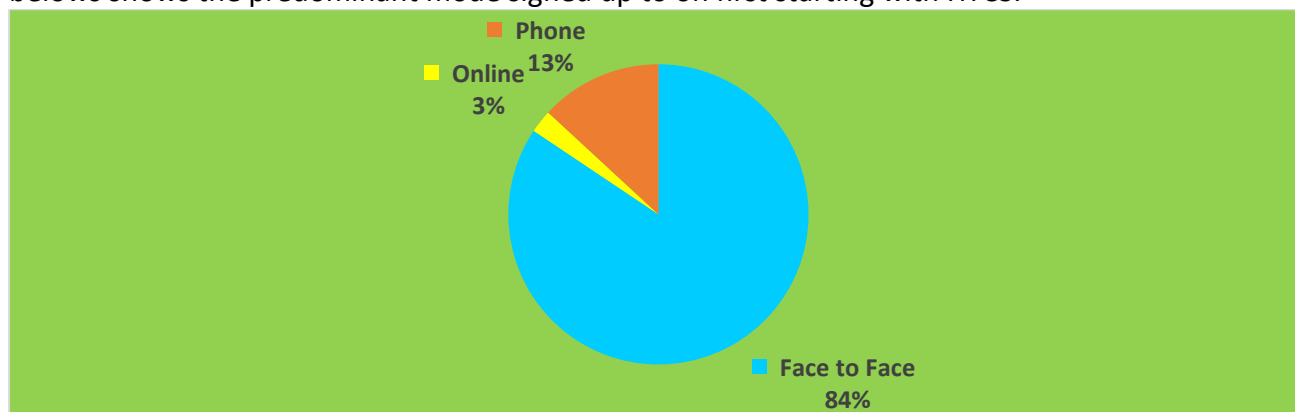


Time in Counselling (Before Completing Work)



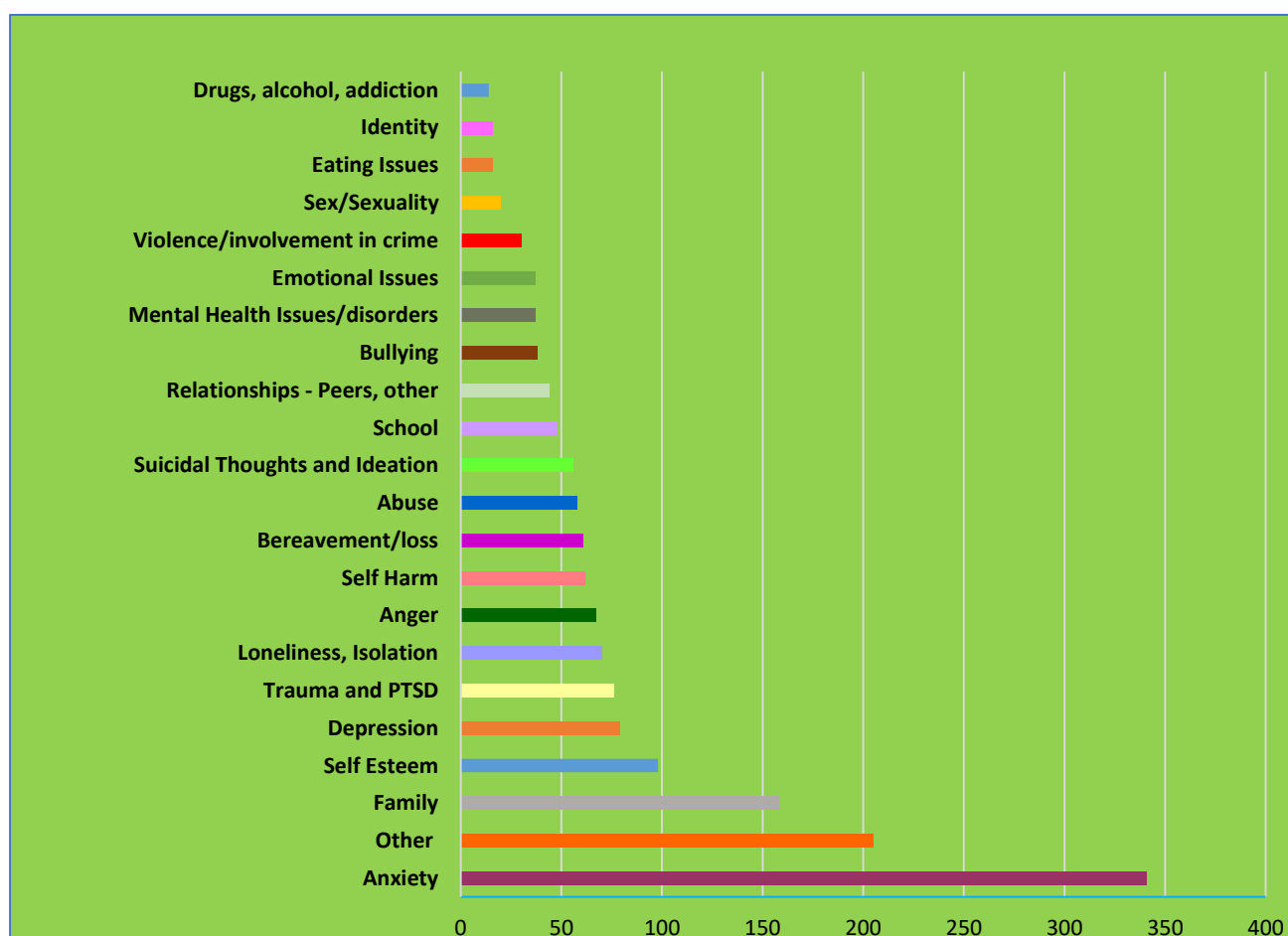
Mode of Delivery – Whole Service

HYCS now offers a choice of service delivery options (including blended provision if needed). The chart belows shows the predominant mode signed up to on first starting with HYCS.



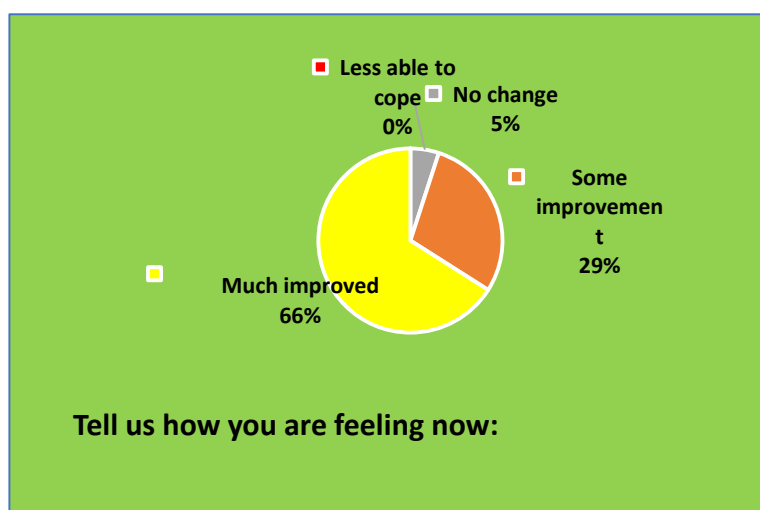
Top 20 Presenting issues – Whole Service

Presenting issues are those issues that clients talk about in their first or introductory session.



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.



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 2020-21 (All Settings)	% Clients Selecting Value 2021-22 (All Settings)
Increased Sense Of Well-Being	69.7	71
Better Relationship	33.3	37
Increased Confidence	36.4	55
Better Ways of Coping	54.4	67
Improved Problem Solving	n/a	37
Increase self esteem	84.8	55

BALANCE SHEET AT 31 MARCH 2021-22

	2022		2021	
FIXED ASSETS				
Tangible Assets		5,266		6,677
CURRENT ASSETS				
Cash at Bank	467,436		381,319	
Debtors	6,629		18,406	
	474,065		399,725	
Creditors (Due within 1 year)	(100,577)		(101,864)	
Accruals		373,488		297,861
		<u>378,754</u>		<u>£304,538</u>
NET ASSETS				
FUNDS				
Unrestricted Funds: General		363,871		290,756
Restricted Funds: FYOI & HYCS		14,883		13,782
TOTAL FUNDS		<u>£378,754</u>		<u>£304,538</u>

STATEMENT OF FINANCIAL ACTIVITIES 31 MARCH 2021 – 1 APRIL 2022

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
INCOME				
Voluntary Income Includes Grants	197,239	95,641	292,880	256,914
Investment Income	352	0	352	1,409
Income from Charitable Activities	129,901	<u>0</u>	129,901	112,047
Total Incoming Resources	339,338	83,796	423,134	370,370
EXPENDITURE				
Charitable Activities	252,332	94,540	346,872	301,941
Governance Costs	2,045		2,045	1,500
Total Outgoing Resources	254,377	94,540	348,917	<u>303,441</u>
NET INCOMING/(OUTGOING)				
Transfer	73,115	1,101	74,216	66,929
Funds brought Forward 1.4.21	290,756	13,782	304,538	237,609
Funds carried forward 31.3.22	363,871	14,883	378,754	304,538

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

HYCS is very grateful for the ongoing support we receive from the community, funders, businesses and of course our colleagues. 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

Woodbridge Park Education Service (via HCT funding)

Trust Funds & Private Donations:

Amazon Smile

BBC Children in Need

Give As You Live

GSK Impact Award

Heathrow Community Trust (HCT)

Lady Eleanor Holles School - Clothes Sale

RELX UK Group – RE Cares Project

Virgin Giving donors

Young Londoners Fund

Health & Local Authority

London Borough of Hounslow

Hounslow Recovery Fund

Let's Talk 14-19 Team

NWL Clinical Commissioning Group (NWL CCG)

Domestic and Sexual Violence Outreach Service

T 020 8568 1818 SMS 07784 481308
E ask@hycscounselling.co.uk www.hycscounselling.co.uk

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Registered Charity 296333

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