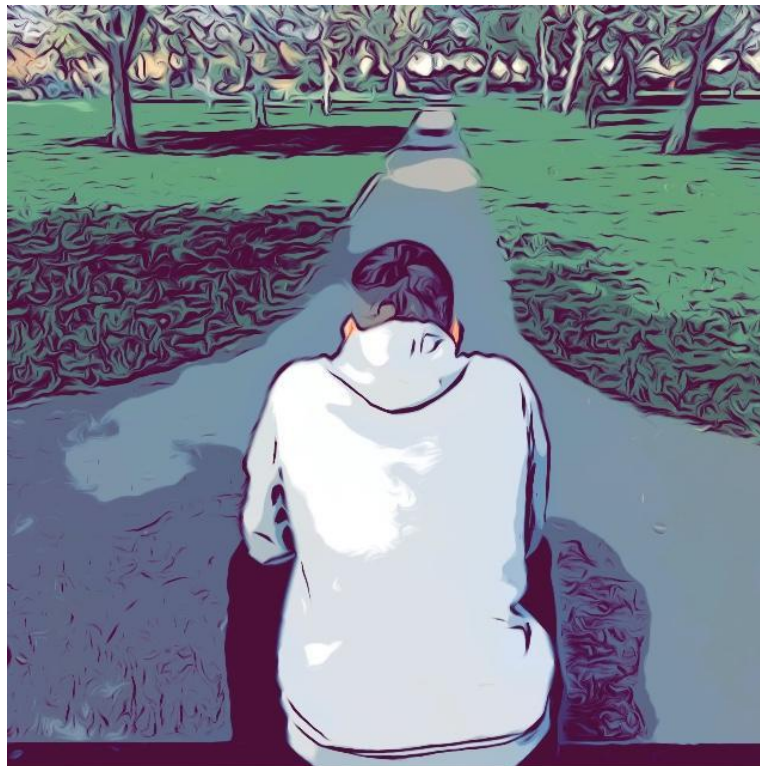


ANNUAL REPORT 2018-2019

'Moving Forward'



Someone to talk to...

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 and at HM Prison Feltham YOI and Hounslow Youth Offending Service. 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 full time Service Manager responsible to an independent group of trustees. London Borough of Hounslow Children Services funds this post and the premises. 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.



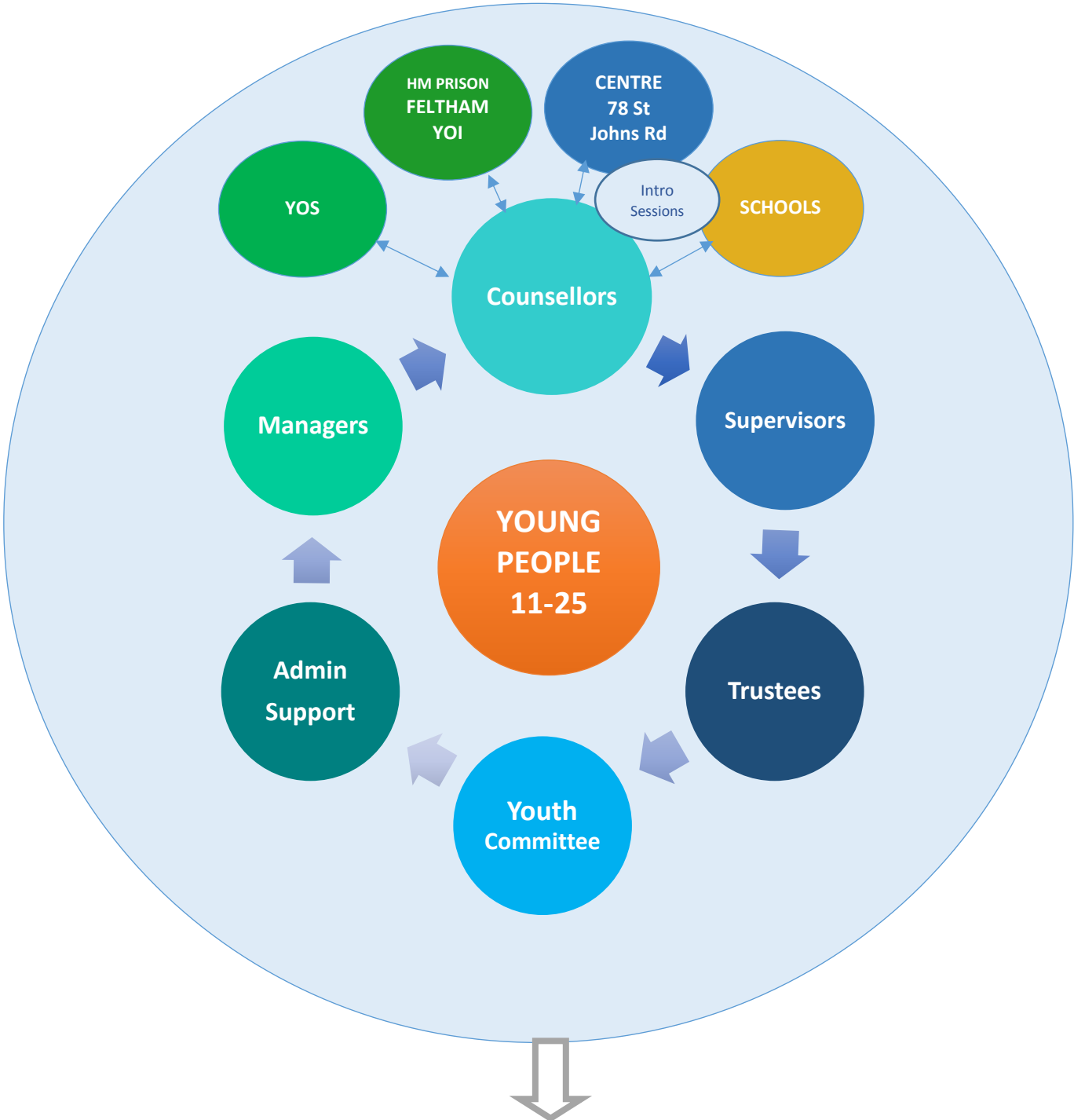
CONTENTS

About HYCS	page 1
Contents	page 2
Our Service	page 3
The Team	page 4
Chair's Report	page 5
Service Manager's Report	page 6
Moving Forward - 2017-2022 Strategic Plan	page 7
Introductory Sessions	page 8
Team Manager's Report - Centre	page 9
Voice of Young People - Centre	page 10
Team Manager's Report - Schools	page 11
Voice of Young People - Schools	page 12
Team Manager's Report - HMPrison Feltham YOI	page 13
Voice of Young People - FYOI and YOS	page 14
Outreach Counselling - Report from YOS	page 15
Special Projects	page 16
HYCS' Counsellor Training and Reflective Practice	page 17
Statistics 2018-2019	pages 18-22
Outcomes - Clients' Evaluations	pages 23-25
Accounts	pages 26-27
Fundraising and Acknowledgements	pages 28-29

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.

THE TEAM

THE MANAGEMENT TEAM

Service Manager

Patricia David

Centre Team Manager

Karen Hohler (PT)

Schools' Team Manager

Jennifer Pitt (PT)

FYOI Team Manager

Judi Parsons (PT)

Office Manager

Lorraine Lloyd (PT)

Special Projects:

Gill Young (PT)

TRUSTEES

Chair: *Liz Hassock*

Vice Chair: *Vacant*

Minute Secretary: *Holly Critchley*

Treasurer: *Amandeep Sekhon*

Members:

Dr Alex Doig

Carol Halliwell

Mary Head

Petra Racanni

Carolyn Bartlett

Counsellor Reps:

Matt Crane

Sarah McCrumlish

Young People's Rep: *Lily-Mae Young*

THE ADMINISTRATIVE TEAM

Office Manager - *Lorraine Lloyd (PT)*

Admin & IT/Data: *Maria David* (PT)*

Data Entry: *Pat Novak,*

Lily-Mae Young (PT)

Volunteer: *Aleysha Caffor, John Novak*

THE YOUTH COMMITTEE

Aleysha, Chloe, Katarina, Lily-Mae

INDEPENDENT EXAMINERS

PB Associates

KEY:

* - Left/on break during year

PT - Part Time

THE COUNSELLORS

Joyce Akpogheneta

*Jorinda Barnbrook**

Cora Beattie

*Phaedra Beck**

Helen Berentzen

Naomi Berry-Kedroe

Louise Bourner

Matthew Crane

Patricia David

Lucy Davies

Charles Donaldson

*Lorna Edwards**

Charlotte Felix

*Peppy Forbes**

Amy-Beth Hargreaves

Karen Hohler

Magda Jagielska

*Jo Knight**

*Debbie Langdon**

Geraldine Levy-Hayes

Cally Lonnen

*Angela Manzano**

Sean O'Rourke

Judi Parsons

*Esther Pozzani**

Julie Lazraq

*Tamsin Marriott**

Sarah McCrumlish

Jennifer Pitt

Viola Staron

*Mary Walshe**

Gill Young

THE SUPERVISORS

*Dianne Barton**

Steve Burchell

Barbara Dale

*Gill Donaldson**

Barrie Hopwood

*Elizabeth Kovacs**

Mike Lawley

Lynn Leftwich

Kim Pearl

*Jo-Ann Roden**

Mike Worrall

CHAIR'S REPORT

REACHING OUT TO YOUNG PEOPLE

2018/19 what a year this has been! Operationally, this has been yet another successful year of delivery for the Service. The number of sessions and the number of young people reached has increased again. Our 2018 Vision – 'Reaching Out', presented at the AGM last year, is coming to fruition. This year has seen extension of the contract with the Youth Offending Service (YOS), new schools enlisted to the service, emerging challenges in the work at Feltham YOI and adapting to a newly configured relationship with the Local Authority.... So overall a year of successes and new beginnings.

For the Trustees, there has been significant work undertaken to review the organisation, strengthen the committee and enlist new members. We have been extremely lucky in attracting three new



Trustees since the last AGM. HYCS welcomes Carolyn, Holly and Petra to the Board whose complementary skills and experience are proving invaluable to the further development of the Charity and whose expertise is of vital importance to the future growth of HYCS. Sadly we have to say goodbye to one of our Counsellor Reps – Sarah, to whom our thanks go for her support and insight over the last two years. Continuing to serve alongside our new Trustee members, massive thanks for their time and input go to Amandeep, Carol, Alex and Mary and our other Counsellor Rep, Matt, who have all worked hard this year to keep us on track. At a recent Trustees Development Day, I felt a real growth in the team as a cohesive group and in order to provide continuity in the potentially challenging years ahead, I have committed to staying on for another year serving as Chair.

So, this report is one that truly marks a period of transition as we move forward, embracing exciting new beginnings and building upon our strong foundations. Over the past year, the changes made to the relationship between the Local Authority (see Service Manager's report) and HYCS has understandably taken a lot of consideration, planning and effort by the team. Now we have transitioned into being Grant Funded by the Local Authority (LBH) and reporting to the Clinical Commissioning Group (CCG) as part of the grant arrangement. And in January we went live!

At the core of our organisation, is our service delivery and it is remarkable that we continue to reach out to ever more young people across such a wide spectrum of settings. Cumulatively last year we have offered (on average) 180 counselling sessions per week to young people, delivering over 5220 individual sessions - an impressive record that is continuing and hopefully expanding as the need for counselling for young people continues to grow.



As we move forward, the Trustees will as ever aim to ensure that our Counsellors continue to be supported, our Commissioners and Funders informed and our standards are kept high in delivering our service, 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 heart of the community it serves.

Liz Hassock, Chair

SERVICE MANAGER'S REPORT

TRANSITIONS: This year began with uncertainty around the impact of our changing relationship with the Local Authority, following the review and rationalisation of Youth Provision for the Borough. As the LA has been a longstanding partner & supporter of the HYCS counselling service since 1987, this would inevitably mean change so HYCS was delighted to be awarded LBH grant funding in January 2019. This enabled us to continue providing counselling to young people at St John's Road in Isleworth with no interruptions or impact on either the young people who use our service or staff at the service.

HYCS was also given transitional funding from the Local Authority to help the charity adapt to this new position, to strengthen the management committee through a training programme and move the charity forward with an organisational review. The Trustees have taken this on board and with new members have continued to move forward with the key areas of the 2017-2022 strategy. (See page 7).

Alongside this is our developing relationship with Hounslow Clinical Commissioning Group (HCCG) for children and young people's Mental Health. Through this, HYCS has been able to be more responsive to the needs of young people and offer counselling at the centre in a more timely and flexible way.

COUNSELLING: Our ongoing priority as a service is the mental health and wellbeing of young people and therefore on delivering an accessible, flexible service, led by their needs. To do this HYCS provides a safe, confidential space in a variety of settings and times where the young person can have a reflective space to explore difficult thoughts and feelings in a relationship where they feel accepted, understood, and valued.

In addition to the professional qualifications counsellors require to join HYCS, all counsellors have been recruited and trained through a rigorous, intensive programme with ongoing CPD provided by HYCS. The BACP commented on our recruitment/training programme during our organisational accreditation process stating: *"this is a very considered process and is to be commended"*.

The counselling is currently delivered by a team of 25 specialist youth counsellors who work across the Borough in 9 Secondary Schools, HM Prison Feltham, Hounslow Youth Offending Service and at The Centre in Isleworth. This year the counsellors have delivered 5221 counselling sessions (2.8% increase) to 903 young people. This is an increase not only in counselling sessions but also a 1.6% increase in the number of young people we have seen. The counsellors cannot deliver this level of counselling without a strong, supportive management and administrative team, and regular monthly supervision by HYCS' highly skilled and experienced team of supervisors.

MOVING FORWARD: By the end of this reporting year there was a clear picture of how the service would be moving forward, whilst keeping the needs of young people at the heart of the service. A key ongoing task is to increase the funding to enable HYCS to provide accessible, timely counselling to young people. There has been great excitement around the forthcoming new organisational logo and marketing materials, and ongoing development of mental health resources, with a plan to launch the new look and updated HYCS website in the coming year.



There are so many people involved in HYCS who quietly and consistently get on with doing a variety of tasks that make HYCS the successful service it is. Thank you to everyone who is part of this wide HYCS team – volunteers, admin staff, young volunteers, trustees, supervisors, counsellors, managers, funders and supporters. You are amazing!

Patricia David - Service Manager

**MOVING FORWARD
2017-2022
STRATEGIC 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 flexible working, 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-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.
- **REFRESHING AND REBRANDING**
HYCS will develop a new organisational logo and update marketing materials to keep HYCS fresh and relevant to young people for next 30 years.
- **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 review our website and digital offering in order to make it user-friendly and with access to mental health resources.
- **FUNDING**
HYCS will actively target more funding streams to increase our funding to deliver more services to young people.

INTRODUCTORY SESSIONS

The introductory sessions at the Centre mark the very beginning of a young person's face to face involvement with HYCS – first launched in 2014 they provide young people, who may never have had experienced counselling before, a chance to understand something of what counselling would be like at HYCS. The sessions allow them to consider their reasons for wanting counselling and enable HYCS to gauge the clients' needs.

These sessions have proved really successful, particularly in light of the pressure from increasing numbers accessing our service, as other support routes for young people's mental health struggle with dwindling resources. They have enabled HYCS to provide a swift face to face response (often within two weeks of self-referral) in a time of need and a sense of containment whilst a client is on the waiting list for a regular slot.

These sessions are important in setting expectations of the HYCS service – both what the client can expect from the counsellor but also the commitment we as a service need from them, and HYCS has spent time as a service reflecting on how to manage not only these beginnings but also our endings with clients.



The intro session is the first opportunity to let the young person know that they, not their parent or carer or professional, together with their counsellor decide not only if *they* want to start counselling but also when *they* want to end their therapy. We talk to them about confidentiality and its limits and offer information and mental health resources/ signposting if relevant. We talk about their goals and expectations and how the sessions support their needs. We tell the young person that their counsellor will review how things are progressing with them, usually every 6 weeks, and that counselling is about building a safe, trusting therapeutic relationship to enable change to take place.

As this may well be their first experience of counselling, it's important to explain to the young person about the possibility that this may not be the only time in their lives that they have counselling. The young person may well go on to use a university or workplace counselling service. The counselling we offer isn't necessarily going to "cure" them or solve all of their problems but it may enable the young person to manage whatever's going on for them so that they can cope with their lives as they are now.

The young people who visit HYCS are on a journey and HYCS is only *part* of that journey so that the end of therapy at HYCS is really just the beginning of another stage in their journey.



Geraldine Levy-Hayes
HYCS Counsellor/Introductory Session Counsellor

TEAM MANAGER'S REPORT - CENTRE

As I sit down to write about The Centre's progress since our last Annual Report I am reminded of the Heraclitus quote "The only thing that is constant is change". There are some similar aspects from last year, 2018/19 has again been a challenging and rewarding year for the Centre and I continue to be incredibly proud of the hard work and dedication shown by all of the staff and volunteers working at the centre.

Our Team: Our volunteer counsellors and office staff continue to work with professionalism and commitment. We have had some counsellors leave the Centre, some have made the move into our outreach teams for schools, prison or YOS, while others have taken a temporary break or have left the service entirely. We continue to strive for the highest calibre counsellors to join our team and we successfully recruited 5 new volunteer counsellors earlier this year. They are currently undertaking our Core training for working with young people and their recruitment means we will be providing counselling Monday through to Thursdays evenings once again.

Training: Our core training programme is comprehensive and still provided free of charge for all of our counsellors, and we endeavour also to provide the best additional CPD opportunities for our team covering a diverse range of topics to reflect the demands of our client base (see Training Page).

Admin Support: We are fortunate to have a dedicated team to provide admin' support for our service and counsellors, their work is absolutely invaluable and very much appreciated. This team are often the first contact a young person has with the service and their compassionate and competent approach offers reassurance and encouragement to clients, concerned parents and professionals alike.

Funding: With the changes in the funding from the local authority and other external challenges around funding, our efforts are focused on diversifying our source of funding for the future.

Client Group: At the Centre we see clients who ages span the full range from 11-25. Typically day time sessions are delivered to the 18+ cohort who are not in education or employment and also to younger clients 11 – 14 years who tend to prefer sessions before 6pm. The evening sessions from 6 – 9pm are the most popular and therefore in high demand, which are usually delivered to 15 year olds and older. The broad range of issues presented by our clients include difficulties with relationships, low mood and anxiety; our clients often have complex needs including personality disorders, OCD, depression, addictions, self-harm, trauma and suicidal ideation.

Accessibility: Ensuring that our service is accessible to young people is key to our service delivery and so we were delighted to be able to re-open our Thursday evening sessions again, and to continue to offer flexible times during the day – our current opening hours are listed below:

ACCESSIBILITY @ THE CENTRE CLIENT COUNSELLING SESSIONS	
Introductory sessions:	5-8 slots per week, Weds and Thursday
Ongoing Counselling Sessions:	
MONDAY	6pm – 9pm
TUESDAY & WEDNESDAY	12pm – 9pm -
THURSDAY	2pm – 9pm
FRIDAY – SUNDAY	No sessions



Karen Hohler – Centre Manager

THE VOICE OF YOUNG PEOPLE – HYCS CENTRE

Wonderful service. It has helped me so much and I am very thankful and fortunate to have had counselling.

I am able to calm myself down and be more relaxed in certain situations I feel more confident with myself

My counselling has been very useful and it has been so nice to finally find someone I feel safe talking to without being judged. I have definitely gained what I had hoped to and I now feel more empowered and less self-critical.

It's fantastically helpful for sorting out your state of mind!I am not 100% better but my levels of anxiety & sleeplessness have *drastically* improved. I am more confident and can process my own trauma and situation better. It has improved me as a person and I have lots of love and gratitude for my counsellor.

I found it helpful to be able to talk about the things I wanted to talk about to someone impartial. I feel like I'm in a better mind set now than when I started coming to the sessions.

The service provides emotional support and listen to problems. Supportive ongoing support that has helped me feel refreshed.

I feel a lot better being able to speak about my problems and able to get certain worries of my chest. It has helped me think about things in a different light and think about what I can do to better my wellbeing. Good to talk to someone who doesn't know you

I gained courage to deal with my worries better. I have been able to cope with my anxiety more. I have also achieved confidence to talk to others about my feelings more.

It helped me to figure out my issues, it was good to have someone who listened to me.

I have seen a positive change in my life and have pushed myself to go to university which I initially did not want to do. Helpful, felt like I was understood and could reflect on my problems and solve them.

I feel like someone is hearing what my problems are and is understanding them. I feel more positive about myself despite my problems; I'm more understood and have slightly more confidence with myself. Very helpful if you need someone to talk to.

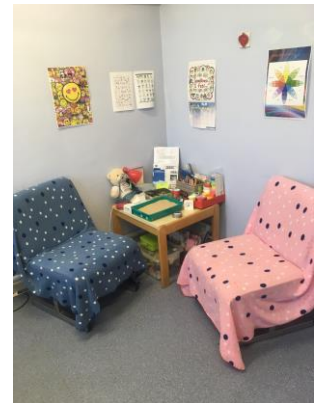
TEAM MANAGER'S REPORT - SCHOOLS

Moving Forward - what do these words mean in terms of what the HYCS @ Schools Project sets out to achieve? And more specifically, what did moving forward mean for the year 2018-2019?

Ultimately, the key aim of the project is to reach out to as many young people in the Borough of Hounslow as possible, thereby supporting them therapeutically to move forward in their lives. In spite of facing the challenges brought about by cuts from central government to schools' funding in the past financial year, we ended the year by being invited into 9 of the borough's secondary schools. We offered collectively just under 100 counselling sessions every week to some of these schools' most vulnerable students. This increase speaks volumes about how our partner schools in the project value the importance of emotional support and perceive it as a vital part of their students' broader education, as they make their way in the world - moving forward in their lives.

The project has moved forward, with 14% more sessions being delivered overall and the team itself now comprising 9 fully qualified, counsellors.

In order to be able to offer the very best support and facilitation to the young people in schools (and in other HYCS projects of course), counsellors' continuing professional development (CPD) is vital. In the past year the school counsellors in the team have undertaken a wealth of CPD both personally and with HYCS across a myriad of areas including: the effects of Trauma in young people; Solution-focused Therapy, Working with Transgender Young People, Working with Shame, Anxiety and Managing Intrusive Thoughts, Therapy and medication and Working on the Frontline with Eating Disorders sufferers, to name just a few!



In addition to developing their knowledge and skills, key in their all-important client work, those school counsellors who were not already accredited, were either awarded their BACP accreditation status or are in the process of applying for it. This can be quite a lengthy and rigorous process, where development of skills, knowledge and ethical practice all come under expert scrutiny from the UK's largest counselling and psychotherapy association.

So what lies ahead? The government cuts in education continue to be a challenge but the competent and committed counsellors in the HYCS@Schools' Team will endeavour to pull out all the stops and continue to do what it sets out to do - facilitating and supporting young people in Hounslow schools and academies to move forward in their lives.



Jennifer Pitt, Schools' Team Manager

THE VOICE OF YOUNG PEOPLE - SCHOOLS

Found ways to cope on my own - there will always be challenges in the future that cannot be changed but *you can* change how you view it and cope with it.

It has improved the way I feel about myself a lot and my self-confidence.

It really helped because I can cope a lot more and I am a lot more happier.

The advice X at HYCS has given me has helped me think about what to do in a bad situation. I have been able to express my feelings. It was really helpful and I learned to talk about my problems with someone.

Some of the things I've taken out of my chest makes me believe that there is a way for me to be happy and try to become better.

I have been able to understand myself more and how I feel.

Some of the things I've taken out of my chest makes me believe that there is a way for me to be happy and try to become better.

It was good and it helped me a lot knowing it's confidential.

It helps - makes it easier to cope with things and it helps to get things off your mind. It helped so much talking about how I felt and what was going on made it so much easier to cope and to understand situations in a different way. I felt happier and more positive about problems. [School 2018-19]

I have gained more of an understanding of what is in my head. It relaxes me a bit more.

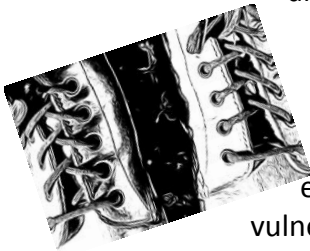
It helped me to improve my mental health and the way I deal and cope with things.

I have *definitely* gained confidence and the ability to talk to people. It helps a lot.

TEAM MANAGER'S REPORT – HM PRISON FELTHAM YOI

The Feltham Project serves some of the most vulnerable and marginalised individuals in our society, and our belief is that for many of the young men, the counselling intervention provides a new form of relationship which can result in significant changes in self-perception and in understanding relationships with others and society.

Counselling at FYOI offers an opportunity to address offending behaviour, to explore the links between past losses, trauma and current behaviour. It is also a place for these young men to try and manage their anger and to offload powerful and painful thoughts and feelings.



Each young man we see at Feltham is individual with different needs but familiar themes emerge. Abusive or dysfunctional families, often with no father around; growing up on an inner city estate or in the care system; exclusion from education. These young men often come from poor backgrounds and become vulnerable to being groomed into “the hood” by older gang members, with the lure of money and weed.

The clients we see at Feltham seem to value the counselling relationship as the quotes in this report show – it gives them a safe space to be listened to in an empathic and non-judgemental way. Sometimes just to tell their story and to be heard is in and of itself therapeutic. To live the life they lead these young men are hyper vigilant and I feel the HYCS prison counselling team offers them a chance to take off their armour and be able to express their true feelings.



As always I feel very privileged to work alongside such a dedicated, robust and committed team of people at HYCS. We face many difficulties working in the prison environment, so we meet regularly to express our feelings, offer support to one another, vent our frustrations and celebrate our successes.

There are other additional challenges to counselling in the prison and the one we take forward into the year ahead is in the search for the funding needed to continue to offer this important service to these young people. We are always heartened by the positive feedback about HYCS from staff and other intervention services at FYOI which is very motivating, and we feel we are both a valued and valuable part of the rehabilitation process at Feltham and are determined to continue offering our support to these vulnerable young men, as always reaching out to make our service accessible where the need is greatest.



Judi Parsons, Prison Team Manager

THE VOICE OF YOUNG PEOPLE – FYOI & YOS

Think better before acting on thoughts. Helps to talk, feel better to confess. Important to find someone professional to speak to when you are struggling. I found a very good listener. I did gain what I hoped for - understanding.

**Very helpful.
Learnt a lot about myself
while reflecting on previous
decisions which led me
to end up in prison.
Gave me a better
perspective on life.**

I have been able to communicate with my mum more but not as much as I would have like to. It's very good and I did achieve what I hoped. It matured me so it could mature other as well.

It's been trustworthy and helpful.
Yes I gained self-confidence.

*Rather than bottling things
up, I have been able to talk
about the things I find
distressing.*

**Makes you analyse yourself and
helps to understand. I feel like I'm moving on
with life. I felt like I improved the way I do
certain things, for example control my anger,
and analyse things from a different perspective
and analyse my traits.**

I think better before acting on thoughts. Helps to talk, feel better to confess. Important to find someone professional to speak to when you are struggling. I found a very good listener. I did gain what I hoped for understanding.

OUTREACH COUNSELLING YOS

On June 5th, the HYCS/YOS project will mark two years since it began the work of offering counselling to young people who have come to the attention of the Youth Offending Service in Hounslow.

It has been a challenging and exhilarating learning experience to work with young people whose counselling needs require some flexing of the normal or traditional counselling structures in response to the complexities of their real-life presentations. There are text reminders, returned emails & phone calls to concerned parents, social workers, professionals, friends, police and the YOS officers who are trying to hold everything together.



When counselling this particular cohort of vulnerable young people we are always mindful of the unexpected endings that circumstances may throw up and which might interrupt the rhythm of counselling – young people being required to leave the borough for their safety, who might get arrested or go to prison, be placed in far-away foster care placements, become unwell or may be at risk of being harmed. They present challenges to the normal counselling parameters that require compromise with others whilst holding on to the essential ethical boundaries and structures that create a safe and confidential counselling space.

Alongside the period of transition HYCS are undergoing, the YOS team have experienced their own challenges such as mourning the loss of their well-respected service manager and moving to a new location (Hounslow House) on Bath Road in a few weeks' time. The change in location will have a direct impact on the young people accessing counselling and as a result they will be seen in the HYCS counselling rooms at 78 St Johns' Road and some will occasionally be seen at Hounslow House when deemed suitable.

Whilst acknowledging the difficulties, anxieties and the impact attached to upheaval and change, it strengthens our resolve on behalf of our young people to continue finding creative and innovative ways to deliver the same ethical based service to and for them as HYCS has been doing for the past 30 plus years.



Joyce Akpogheneta
HYCS Counsellor @YOS

SPECIAL PROJECTS 2018-2019

New Brand Identity Development

As the service continues to evolve, it felt appropriate for HYCS to reflect that with a total design refresh that would both honour our roots and give us a springboard into the next decade. It has been exciting for HYCS to be able to work this year on the development of a striking new brand identity (including logo, literature and website) which will be unveiled in September 2019.

We are very grateful to have an enthusiastic team of people, including the HYCS Youth Committee, local young people, HYCS Counsellor Matt and many HYCS staff and external supporters of HYCS who volunteered to help with our focus groups and who gave invaluable feedback on our proposed design options throughout the process.

After a thorough research and consultation process involving more than 40 in depth interviews, we are delighted to have finalised both our new logo and branding guidelines which will be rolled out across both digital and print media in time for the new academic year in school.



HYCS Support Resources

HYCS continues to build its range of resources to help young people and those who support them. HYCS already has leaflets on Anxiety, Sleep, Exam Stress, Food and Mood, Crisis Support and a Parents and Carers guide and this year we have added new resources including Gender and Sexuality and a guide for Professionals working with young people and wishing to help them to access our service. These useful leaflets will be relaunched with a new look for the 2019 academic year in line with the new brand identity.

HYCS are grateful for the support of the RELX group who have helped to fund the development of many of these resources. HYCS was invited to visit the RELX headquarters to meet and present to RELX HQ staff about our work and were delighted by the offers of help from individuals to support the service.



GDPR

As with all organisations, HYCS has transitioned into the new GDPR compliance guidelines both in our procedures and admin and in our client literature. We have developed a revised range of *Introduction to Counselling* leaflets for clients in each of our different settings which simply explain key information about our service, identify support resources and explain how HYCS uses and stores client data.

App Testing Programme – Mental Health and Wellbeing Apps

HYCS has a small team of adults (counsellors and non-counsellors) and young people who test out some of the many mental health and wellbeing apps on the market to assess them for safety, enjoyment and of course effectiveness. This has enabled us to be able to recommend apps with confidence to clients and to identify those with possible safety concerns.



Gill Young, HYCS Counsellor and Special Projects

HYCS COUNSELLOR TRAINING & REFLECTIVE PRACTICE

Every HYCS counsellor joining the Service is either professionally qualified or in formal professional training to deliver counselling services. HYCS is also proactive in providing ongoing counsellor development opportunities to better meet the needs of young people using the service, offering training and CPD that enhances and extends counsellors' skills, updates knowledge and encourages reflective practice.

CORE TRAINING – NEW RECRUITS:

On joining HYCS, *all* new counsellors receive HYCS' extensive and intensive Core Training Programme in Counselling Young People totalling more than *60 hours of specialist training* in working with young people. Training includes Safeguarding & Child Protection, BACP Ethical Framework for the Counselling Professions, Working with Young People, Risk Assessment, Diversity 1- Equal Opportunities, Diversity 2 – Working with LGBTQIAA youth, Self Harm & Suicide Awareness, Outcome Measures and Supervision, Induction.

CPD - TRAINING FOR ALL COUNSELLORS

HYCS runs regular specialist CPD training days for all HYCS counsellors to update current practice and reflect the



issues relevant to clients either delivered by external trainers or experts within the HYCS organisation. Topics this year have included **Working with Self Harm**, PODS training in **Dissociation and DID - The Fundamentals (part 1 of 4)** and diversity training with Kris Black **Working with LGBTQIAA Youth**.

"The (BACP) assessor was particularly impressed by the wealth of training provided to ensure client and counsellor safety"

*British Association of
Counselling and
Psychotherapy*

REFLECTIVE PRACTICE MEETINGS

HYCS Counsellors are required to attend regular Reflective Practice meetings throughout the year, both setting specific and Service-wide. These meetings provide an important opportunity to improve and develop practice in the different settings counsellors at HYCS work in and to raise awareness of other services and issues in the wider community – focus topics for this year have included **therapeutic endings, medication, CORE evaluation plus tools & resources for working with anxiety/anger**.

OTHER CPD DEVELOPMENT

HYCS as a service encourages all of its counsellors to become professionally accredited and so has facilitated a number of BACP Planning for Accreditation workshops to support those working towards accreditation. All HYCS counsellors have free access to the full range of



HSCB (Hounslow Children's Safeguarding Board) training courses to undertake new and refresher training in areas such as Safeguarding, Working with Gangs, Self-Harm, FGM and Child Sexual Exploitation.

As part of their commitment to their own development, counsellors undertake their own **personal CPD programmes**.

STATISTICS 2018 - 2019

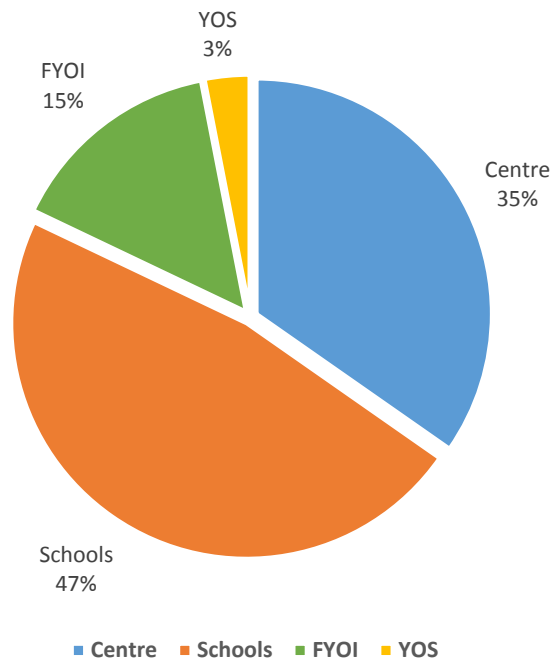
Number of Clients

	2016-2017	2017-2018	2018-2019
New Clients Registering		768	815
Clients Receiving Counselling	749	888	903

Number of Client Counselling Sessions

Sessions delivered	2016-2017	2017-2018	2018-2019
Schools	2488	2165	2473
FYOI	855	865	776
Centre	1831	1941	1812
YOS	-	107	160
Total number of sessions	5174	5078	5221

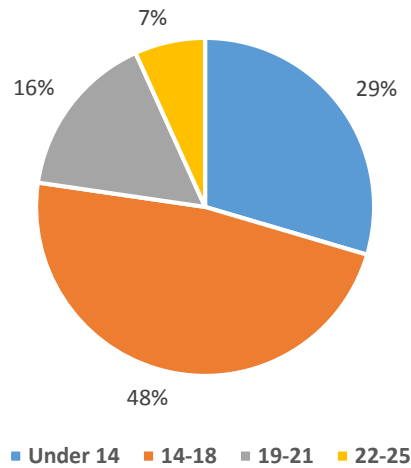
Sessions By Setting 2018-2019



Number of Registered Clients by Age

Age	2016-2017	2017-2018	2018-2019
Under 14	208	216	267
14-18	456	458	431
19-21	172	141	144
22-25+	54	73	61

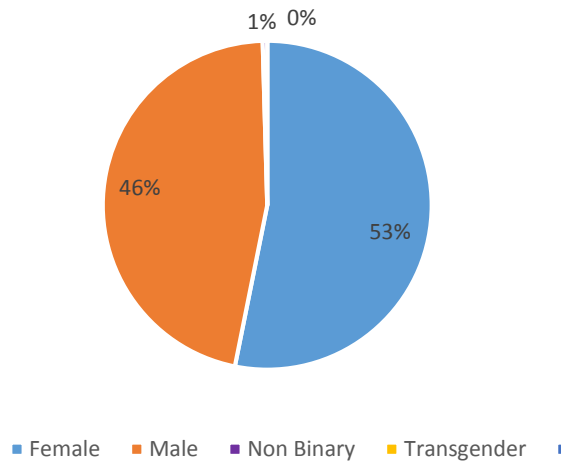
All Clients by Age 2018-2019



Gender of Clients

Gender	2017-2018	2018-2019
Female	472	480
Male	412	419
Non binary	2	4
Transgender	2	0

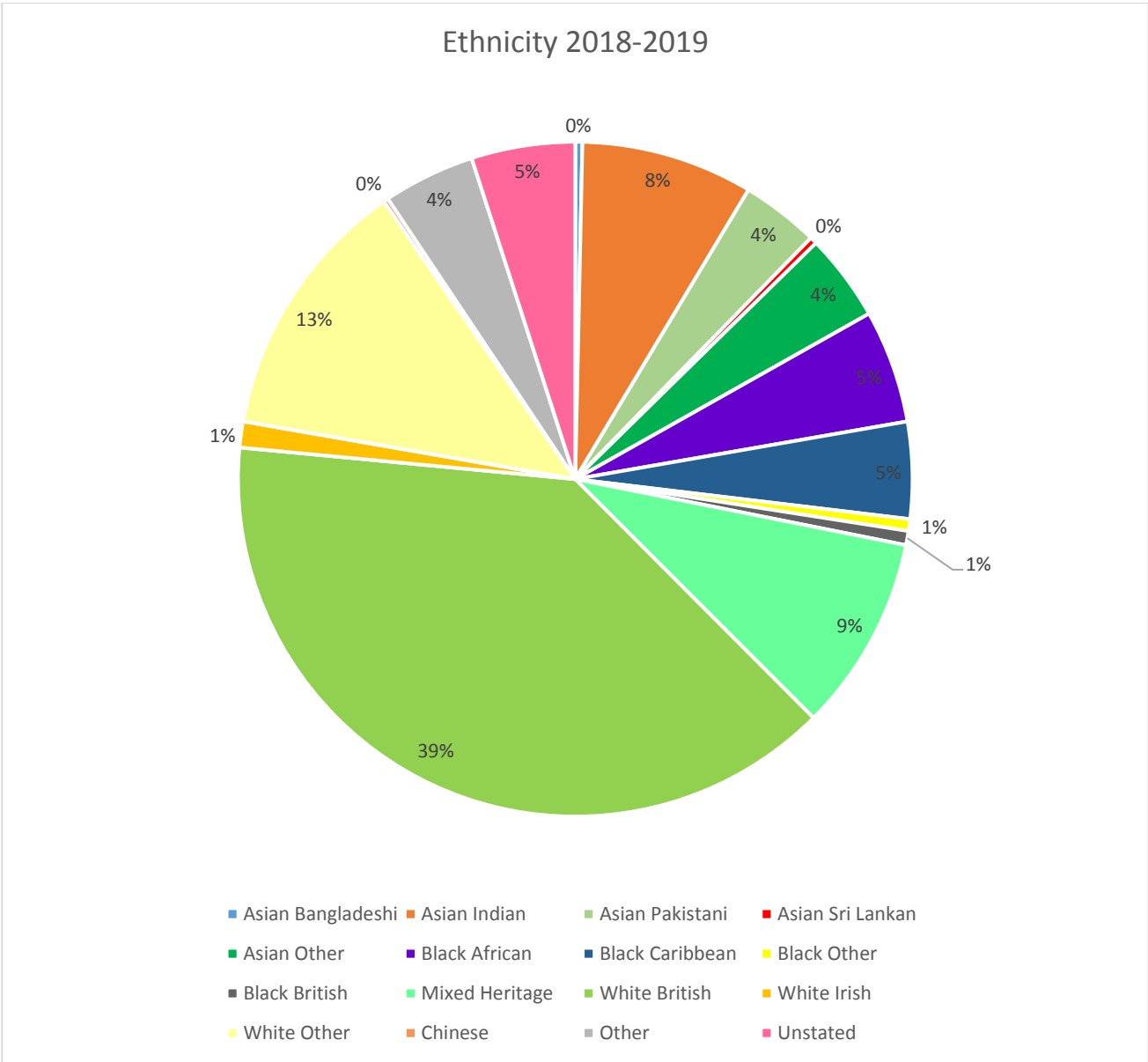
Clients by Gender 2018-2019



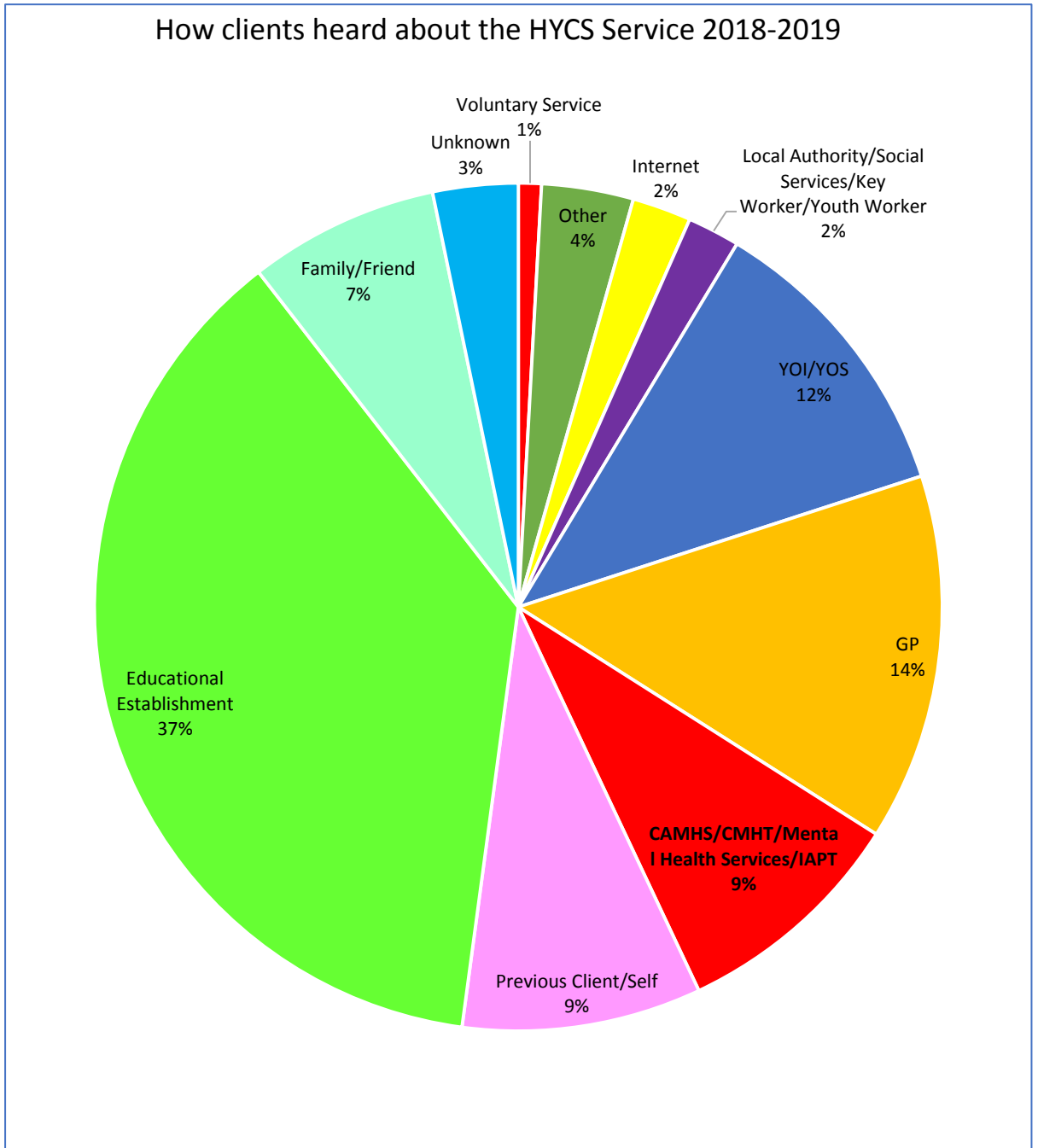
STATISTICS 2018 - 2019

Ethnicity 2018 - 2019

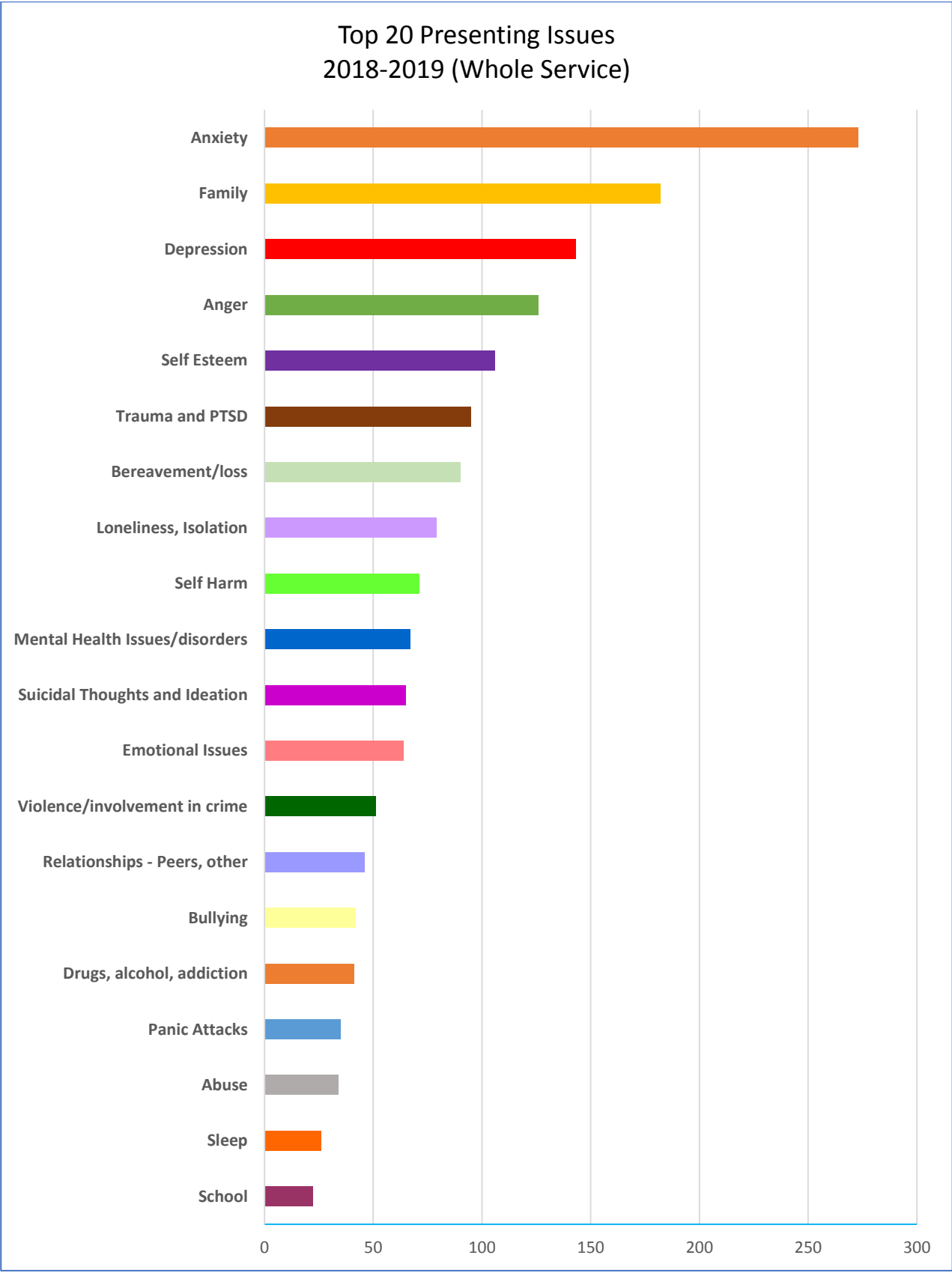
Ethnic Origin	%	Ethnic Origin	%
Asian Bangladeshi	0.34	Mixed Heritage	9.27
Asian Indian	9.7	White British	38.55
Asian Pakistani	3.7	White Irish	1.23
Asian Sri Lankan	0.34	White Other	16.82
Asian Other	4.02	Chinese	0.22
Black African	5.36	Other	4.36
Black Caribbean	4.58		
Black Other	0.56		
Black British	0.67	<i>Unstated</i>	4.69



How Clients Hear About HYCS

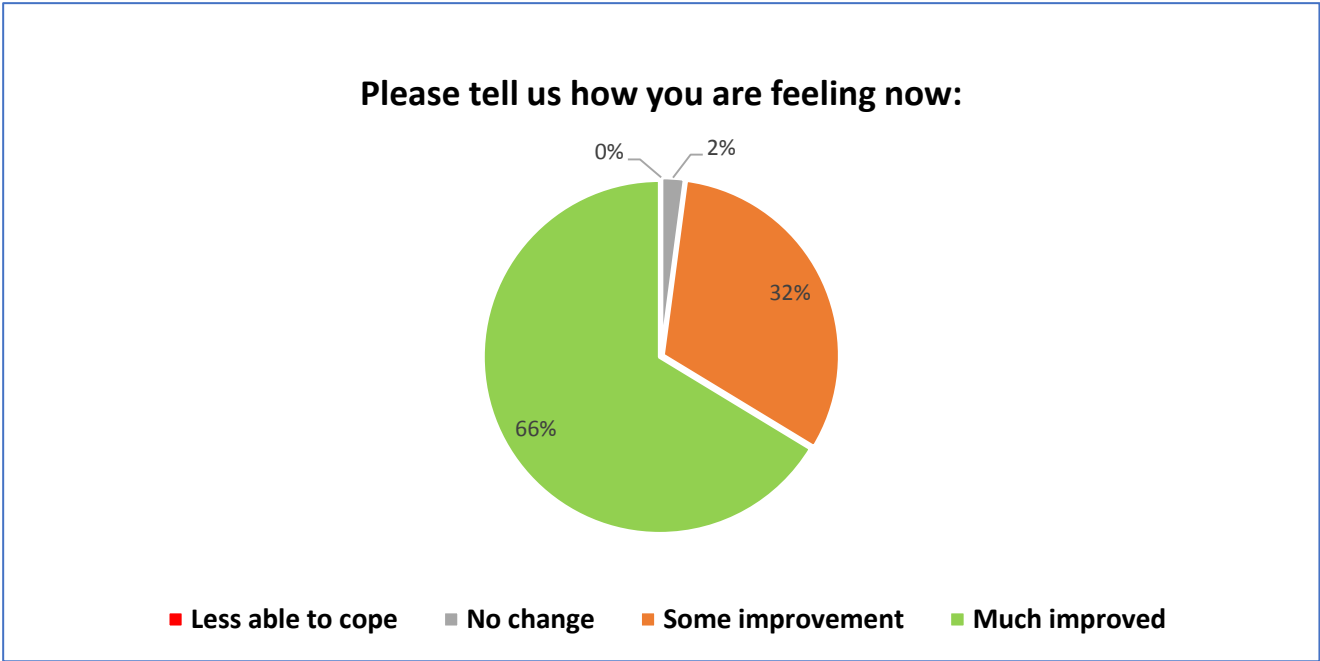


Presenting Issues



OUTCOMES - CLIENTS' EVALUATION

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.

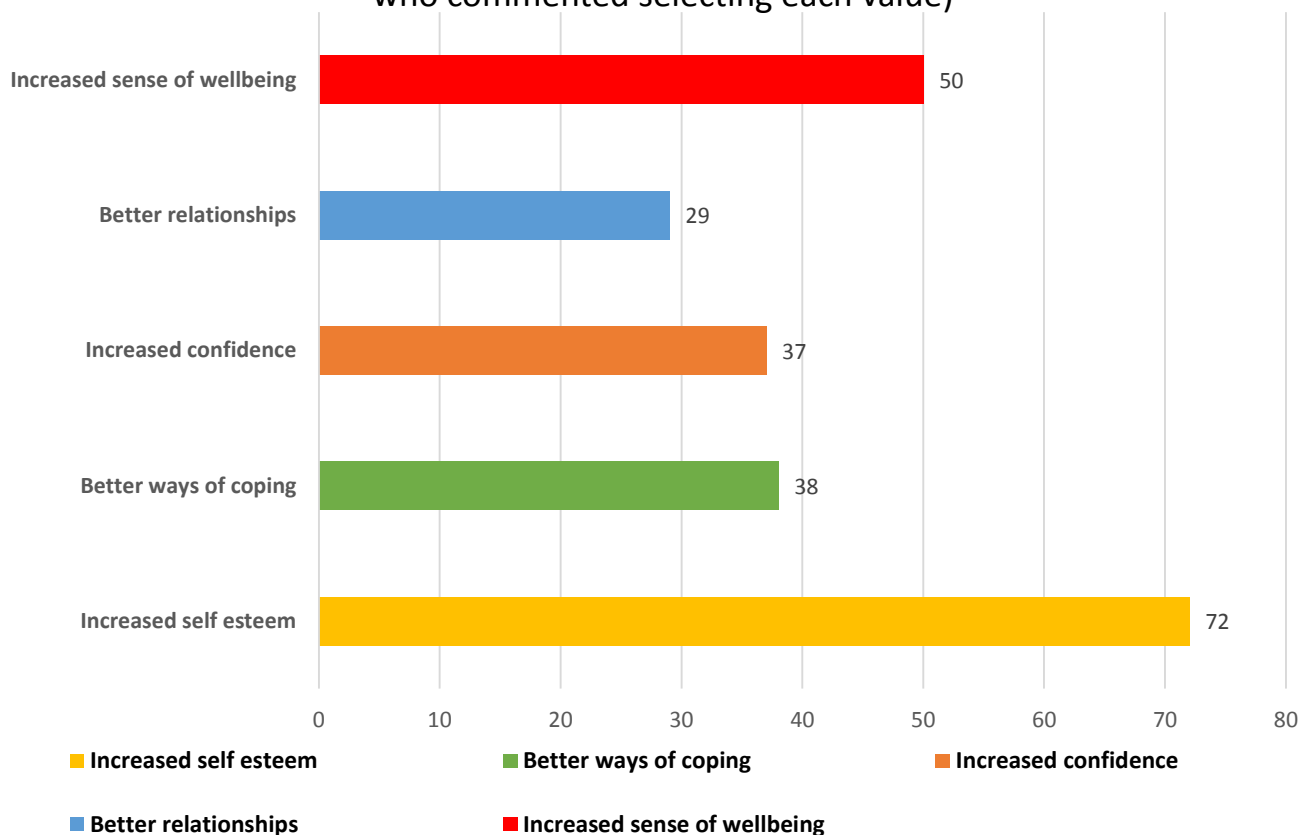


Less able to cope	No Change	Some Improvement	Much Improved
0%	2%	32%	66%

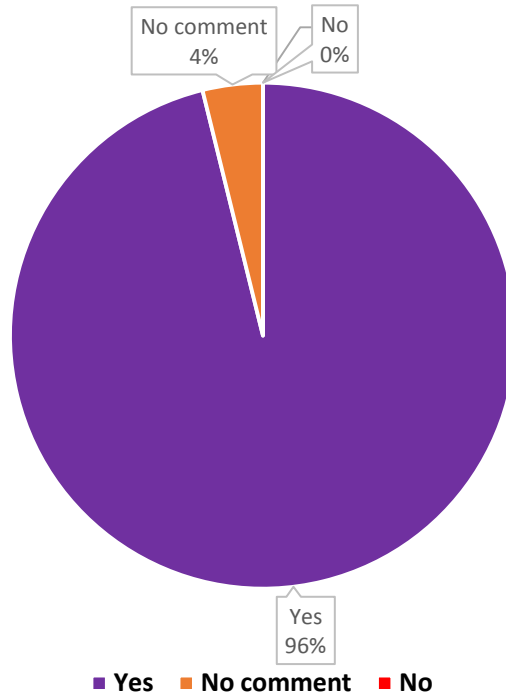
2018-2019 Outcomes of counselling	% Clients Selecting (Centre)	% Clients Selecting (Schools)	% Clients Selecting (Prison & YOS)
Increased Sense Of Well-Being	59%	33%	22%
Better Relationship	38%	15%	11%
Increased Confidence	43%	26%	33%
Better Ways of Coping	72%	78%	33%
Increase self esteem	43%	30%	22%

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

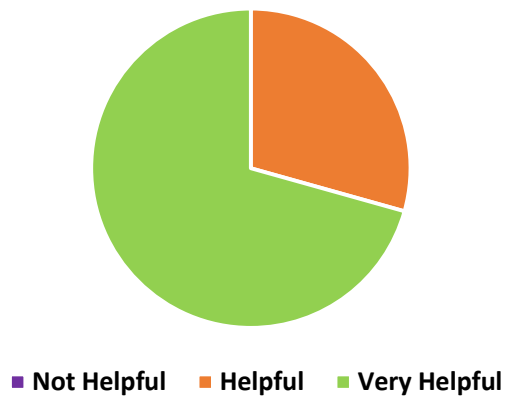
In what way(s) was counselling helpful?
Combined Total - % of all clients 2018-2019 in ALL settings
 who commented selecting each value)



Would you recommend HYCS to others? (%)



How would you rate your experience with HYCS (%)



Not Helpful	Helpful	Very Helpful
0%	29%	71%

ACCOUNTS 2018-2019

BALANCE SHEET as at 31 March 2019

	2019	2018 Restated
FIXED ASSETS		
Tangible Assets	-	-
CURRENT ASSETS		
Cash at Bank	257,642	228,830
Debtors	896	8,745
	<u>£258,538</u>	<u>£237,575</u>
CREDITORS (Due within 1 year)		
Accruals	(10,285)	(3,246)
NET ASSETS	248,253	234,329
	<u>£248,253</u>	<u>£234,329</u>
FUNDS		
Unrestricted Funds		
General	237,664	234,329
Designated	-	-
Restricted Funds		
FYOI	-	-
HYCS	10,589	-
TOTAL FUNDS	<u>£248,253</u>	<u>£234,329</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 2018 – 1 APRIL 19**

	Unrestricted Funds	Restricted Funds	Total Funds 2019	2018 Restated
INCOME				
Incoming Resources				
Voluntary income including grants	55,975	79,150	135,125	107,860
Investment Income	598	-	598	530
Income from Charitable Activities	164,611	-	164,611	156,242
Total Incoming Resources	<u>£221,184</u>	<u>£79,150</u>	<u>£300,334</u>	<u>£264,632</u>
EXPENDITURE				
Charitable Activities	214,644	68,561	283,205	284,962
Governance Costs	3,205	-	3,205	1,609
Total Outgoing Resources	<u>£217,849</u>	<u>£68,561</u>	<u>£286,410</u>	<u>£286,571</u>
Net Incoming/ (outgoing) Resources	3,335	10,589	13,924	(21,939)
Funds brought forward 1 April 2018 as originally stated	13,444	220,885	234,329	273,668
Transfer	220,885	(220,885)	-	-
Prior Year Adjustment	-	-	-	(17,400)
	<u>234,329</u>	<u>-</u>	<u>234,329</u>	<u>256,268</u>
Funds carried forward 31 March 2019	<u>£237,664</u>	<u>£10,589</u>	<u>£248,253</u>	<u>£234,329</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

HYCS relies upon a diverse range of funding streams that enable us to reach out to young people, by resourcing our counselling work and ensuring maximum delivery within limited funds.

Our funding via sponsors and supporters (see back page) includes Trust Funds, the local authority and contracted services and generous donations by private individuals or groups. Once again, our grateful thanks go to all of them!

It is always heart-warming to receive donations from private individuals and to hear about their fundraising ideas for HYCS and we are very grateful for both their generosity and enthusiasm. This year particular thanks go to inspiring young mum Claire Lawrence and her friend Kizzy Cadogan who completed a spectacular skydive to raise over £1000 for HYCS, plummeting 10,000 feet from the plane at terrifying speeds of up to 120mph Thanks to all their friends and family who got behind their fundraising efforts!!



Continued support from the **London Borough of Hounslow** over the past 31 years has been important in allowing HYCS to grow into the respected and valued service it is today delivering counselling to 901 young people this past year.

Once again, our thanks go to the Hounslow Borough' **secondary schools** and **HM Prison Service** who provide the vital funding to enable counselling with young people in the school settings and in **HM Feltham YOI**.

Grateful thanks go once again to the **RELX Group** whose ongoing funding is enabling us to develop a range of resources to support young people beyond the counselling room and which has also this year allowed us to run a training package for all counsellors in working with Disassociation and Identity Disorder.

Hounslow CCG continues to support the delivery of counselling to young people, to help HYCS to reduce waiting times and enable us to reach out to marginalised groups – they have for example helped to fund introductory sessions at the centre, supported recruitment of new counsellors and enabled HYCS to offer counselling to vulnerable young people at the Youth Offending Service.

Our Virgin Money Giving site has continued to provide individuals with an easy way to donate to the service [HTTP://UK.VIRGINMONEYGIVING.COM/CHARITIES/HYCSCOUNSELLING](http://uk.virginmoneygiving.com/charities/hycscounselling)



HYCS is always looking for creative funding opportunities and are now registered with the award-winning **Give as You Live** fundraising platform for UK charities which allows anyone to raise money for their selected good causes simply by starting your everyday online and in-store shopping at their site. Do please sign up by following this link - simply select HYCS as your chosen charity, browse from over 4300 retailers and shop as normal.

<https://www.giveasyoulive.com/>. You can also support HYCS by starting your Amazon purchases at smile.amazon.co.uk. **AmazonSmile** is another online shopping fundraising platform with which HYCS are registered - Amazon donates 0.5% of the net purchase price of eligible purchases to the charitable organisation of your choice so please just select Hounslow Youth Counselling Service to support us.



Many thanks to Claire from W7 Emporium who donated materials to refurbish screens at the Centre.

FUNDRAISING & ACKNOWLEDGEMENTS

HYCS is very grateful for the 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

Space Studio School

Springwest Academy



Health & Local Authority

14-19 Team

HM Prison Service – Feltham Young Offenders Institute

Hanworth Action for Youth (HAY)

Hounslow Clinical Commissioning Group (HCCG)

Let's Talk

London Borough of Hounslow



Trust Funds & Private Donations:

Clare Lawrence & Kizzy Cadogan (Skydive)

RELX UK Group – RE Cares Project

Virgin Giving donors

Give As You Live subscribers

Amazon Smile subscribers



78 St John's Road, Isleworth, TW7 6RU

Tel: 020 8568 1818 (Clients)
Text: 07784 481 308 (Clients)
www.hycscounselling.co.uk



Tel: 020 8583 2958 (Office)

admin@hycscounselling.co.uk

Registered charity No: 296333