

# **Hounslow Youth Counselling Service**

## **Annual Report 2019-2020**

The logo consists of a white speech bubble with a tail pointing downwards and to the right, set against a teal background. The letters 'HYCS' are written in a bold, blue, sans-serif font inside the speech bubble.

**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 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 Service Manager responsible to an independent group of trustees. London Borough of Hounslow Children Services funds the HYCS 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.

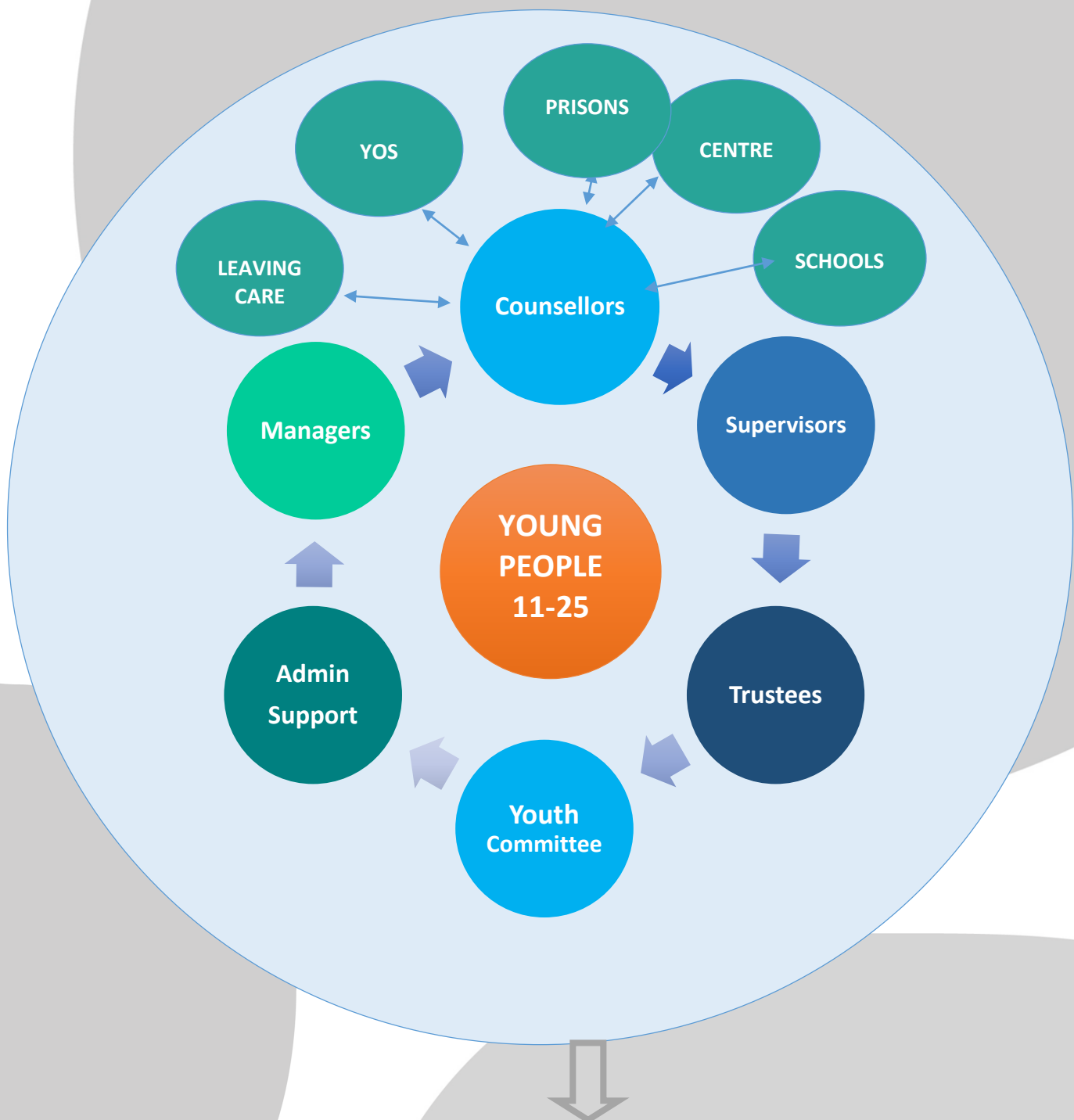
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## Our Service

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

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



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

# Our Team

## THE MANAGEMENT TEAM

### **Service Manager**

*Patricia David (PT)*

### **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*

### **Co-opted Members:**

*Chiara Castiello*

*Jean Leather*

*Kirsty Condon*

*Anglea Manzano*

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

## 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, Jean Leather*

## THE YOUTH COMMITTEE

*Aleysha, Chloe, Katarina, Lily-Mae*

## THE COUNSELLORS (A-Z)

*Joyce Akpogheneta*

*Cora Beattie\**

*Helen Berentzen*

*Naomi Berry-Kedroe*

*Louise Bourner\**

*Matthew Crane*

*Patricia David*

*Lucy Davies*

*Charles Donaldson*

*Charlotte Felix\**

*Lauren Foster*

*Rupa Halai*

*Amy-Beth Hargreaves\**

*Karen Hohler*

*Magda Jagielska*

*Gillian Langford*

*Geraldine Levy-Hayes*

*Cally Lonnen*

*Angela Manzano\**

*Lucy Myers\**

*Sean O'Rourke*

*Judi Parsons*

*Tyana Petrova*

*Julie Lazraq*

*Sarah McCrumlish\**

*Jennifer Pitt*

*Viola Staron*

*Mary Walshe*

*Shazia Yakoob-Amjal*

*Gill Young*

## THE SUPERVISORS

*Steve Burchell*

*Barbara Dale*

*Barrie Hopwood*

*Mike Lawley*

*Lynn Leftwich*

*Kim Pearl*

*Mike Worrall*

## INDEPENDENT EXAMINERS

**PB Associates**

KEY:

\* - Left/on break during year

PT - Part Time

## Chair's Report

This is the report for the year 2019/20, which takes us to the end of March 2020. Obviously, it would be remiss of me not to mention here what has happened since the end of our reporting year.

I would like to start by extending my personal thanks and that of the Trustees to all of our counsellors, supervisors, and staff for their hard work, diligence and forbearance in the past six months and note that they have done a wonderful job in keeping the ship afloat and moving forward.

There has been a lot of heartache for many and some real thought-provoking situations that we are probably still dealing with, but the organisation has done a wonderful job at putting the new telephone offer together, ensuring that the young people get a service and with the new website get advice and support in these challenging times. I particularly want to mention Gill Young, who has been working really hard managing the content of website, ensuring that young people, parents and counsellors are kept up to speed with self- help hub, information leaflets and exercises to help with the anxiety and difficulties presented to them through this awful period. We are not through this yet and undoubtedly this will form a big part of the reporting for 20/21 but it goes without saying that I needed to mention the work done and the gratitude the Board has for all of your efforts.

So, to 2019/20! Operationally, this has been yet another successful year of delivery for the Service. Although the period was for 11 months of the year the number of sessions delivered was more than the previous year with a slight decrease in the number of young people attending counselling. Our 2018 Vision – 'Reaching Out', presented at the AGM in 2019, is progressing well and Trustees have continued working on your behalf to make sure the hard work you put in bears fruit and we continue the successes and development of HYCS as a robust and healthy organisation.

The Trustees have been busy again this year, there has been significant work undertaken that came out of our review in 2018/19. We have been extremely lucky in attracting more new Trustees and we welcome Jean Leather, Chiara Castiello, and Kirsty Condon to the Board whose skills and experience are proving invaluable to the development of the Charity. Continuing to serve alongside our new Trustee members, a massive thanks for their time and input go to Carol, Alex, Mary, Carolyn, Holly, Petra and our Counsellor Reps, Matt, and Angela who have all worked hard this year to keep us on track. We sadly have said goodbye to our Treasurer Amandeep and look forward to a new Trustee to take up this role very soon.

At a recent Trustees Development Day, the team demonstrated that it is able to work as a cohesive group, able to tackle challenges collectively and sensitively in order to provide robust governance to HYCS as it grows and develops over the coming year. I have committed to staying on for another year serving as Chair and hope that this will give a continuity to the Board.

This Annual Report is one that has truly marked a period of transition over the past six months during Covid but as we move forward, embracing exciting new beginnings and building upon our strong foundations we see a new shape and structure in 2020/21.

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, this will continue over the coming year and we will see HYCS impressive record of being responsive and reactive to situations 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 are supported, our Commissioners and Funders informed and our standards kept high, so that most importantly the young people themselves can feel fully supported. We will concentrate on ensuring that HYCS continues to be sustainable and at the heart of the community it serves.*

*Liz Hassock - Chair of Trustees*



“Counselling has helped me gain a whole new perspective on how to think”  
*Client aged 17*

“Counselling has allowed me to accept my strengths and weaknesses as well as value myself” – *Client aged 15*

# Service Manager's Report

At the start the year we had a strong, clear picture of how the service would be moving forward into 2020 in the delivery of counselling services to young people. This involved expanding our services, refreshing and updating our marketing materials, and launching our new website and mental health resources for young people.

## **Delivering services**

We have been able to expand our services in the Borough with funding from Hounslow CCG, who have been extremely supportive in helping us to target young people leaving the care system. They have also continued to fund the successful pilot, of counselling young people who are attending the Youth Offending Service. In addition, they remain supportive of our work to reduce the waiting times for young people who have registered for counselling at the HYCS main centre in Isleworth.

Schools in the Borough also continue to work with HYCS to provide much needed counselling services during the day in school premises, which gives the young people easier access to mental health and therapeutic services.

We had additional funding from RELX – RE Cares Project and the Hounslow CCG to develop our new website which is packed with mental health resources for young people, parents/carers and professionals. More on this further in the report.

Once again BBC Children in Need have valued the impact of the counselling that we provide for the young people of Hounslow Borough, and have awarded HYCS with a 3 year grant to continue our work at the centre.

An unexpected challenge for us at the beginning of year was the abrupt end of the contract with the HMP Feltham Young Offenders Institute (YOI), which funded a team of counsellors to provide therapy to young men in the prison. HYCS made the decision to continue to provide counselling at the prison and pay for this out of the charity reserves. The main aim of HYCS and the counsellors was to ensure no interruption to the therapeutic work with the young men in the prison, which we were able to achieve whilst we sought other funding for this work. In November 2019 we were successful in our application to the London Youth Fund and secured the necessary funding for 2 years from January 2020 to continue this important work with some of the most vulnerable in our society.

## **Counselling**

This year our 22 specialist youth counsellors delivered 5263 counselling sessions to 867 young people across the Borough in 8 Secondary Schools, HMP Feltham YOI, Hounslow Youth Offending Service, Leaving care and at The Centre in Isleworth.

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.



## **Covid-19**

The Covid-19 pandemic was and continues to be a major challenge for us which started towards the end of this reporting period. We were forced to pause our face to face counselling sessions in all settings from March 2020 with our young people.

The strength of the service working as a team to benefit young people has never been tested as much as in this latter part of the year when Covid-19 swept through this country.

Like many services we have had to adapt the way we deliver our service when the country went into a lockdown on 23<sup>rd</sup> March. We had made some preparations and had worked with the young people to arrange alternative ways to support them. We felt extremely fortunate that our new website was up and running and this provided a great resource to the clients as well as the counsellors at a time of uncertainty and panic. We started to work remotely from home during the lockdown and counsellors had to train in a new way of working and successfully moved the delivery onto telephone and online counselling sessions.

## **Our Priority**

Our ongoing priority as a service is and has always been the mental health and wellbeing of young people, and therefore on delivering an accessible, flexible service, led by their needs. When I read this statement recently – ‘Suicide is the largest cause of mortality for young people under 35’ (Papyrus, 2018). It made me think about how vital this service is and how we need to change this dreadful statistic.

To achieve this takes the passion, commitment and professionalism from our Trustees, counsellors and supervisors, and of course the admin team and managers who pull it all together and keep the heart of HYCS beating.

All of these people together will help us to change this dreadful statistic and to tackle the impact on young people’s mental health and wellbeing from the Covid-19 pandemic into the future.

## **Looking ahead**

There are many challenges ahead in providing a safe, confidential space for young people, whether this is at the centre, at home or in another setting and what method we use – telephone, online or face to face. Ensuring we are flexible and able to adapt is essential to enable a reflective space for young people to explore difficult thoughts and feelings in a therapeutic relationship where they feel accepted, understood and valued. Our aim as always is to provide a service whichever way we can, whilst maintaining a professional and ethical practice.

I would like to thank all the people involved in HYCS in the many different roles. I have such a deep appreciation for the work and commitment that everyone showed over the past year in extremely difficult circumstances. It is this passion and commitment to young people that is vital and why HYCS is the successful and respected organisation it is.

**Patricia David - Service Manager**



# Highlights & Challenges of the year 2019-2020

## HIGHLIGHTS

### Counselling sessions delivered

Centre	1722
Schools	2583
Feltham YOI	707
YOS & Leaving care	251

### Extending services/New Funding

BBC Children in need	3 years
Hounslow CCG	1 year
Young Londoners Fund	2 years
Relx UK Group	1 year

### Staff

- 6 new volunteer counsellors
- 3 new Trustees

### New Branding

- New look for HYCS – new logo, strapline and communications image
- New website and resources

## CHALLENGES

### Covid-19 pandemic

### Complexity and increase of mental health needs of young people

### Recruitment Programme

# Moving Forward 2017-2022 Plan

- **REACHING OUT**  
HYCS will continue to develop services to reach more young people and to target vulnerable young people on the edge of society.
- **COUNSELLING DELIVERY**  
HYCS will make counselling more effective by exploring creative ways of working – such as 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.
- **TELEPHONE AND ONLINE OFFER**  
HYCS will develop a flexible telephone and online counselling offer to young people to support young people who cannot access face to face counselling.
- **MENTAL HEALTH RESOURCES**  
HYCS will continue to research and develop mental health resources and explore ways to empower and enable young people to manage their mental health.
- **WEB ACCESSIBILITY**  
HYCS will continue to refresh and update the website and digital offering to provide up to date information to support young people's mental health and provide access to mental health resources.
- **FUNDING**  
HYCS will actively target more funding streams to increase our funding to deliver more services to young people.

## Special Projects – New Branding

### A new 2020 look for HYCS!

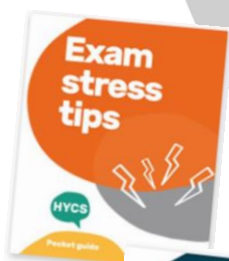
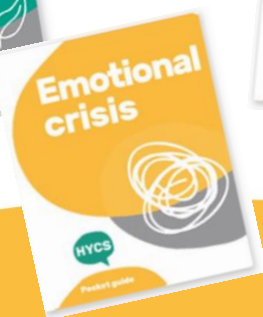
After extensive market research amongst young people, in January 2020 HYCS launched a vibrant new identity to reflect a more contemporary and accessible image in keeping with our user base of 11-25 year olds.



**Talking to us can really help**  
**Hounslow Youth Counselling Service**

The redesign was extended across both print and digital media including posters, leaflets, and stationery as well as the digital offering.

It has been very well received by young people, parents, our stakeholders and supporters and gives us a fresh, new identity and platform to meet the needs of young people in the decades to come.



### **The Verdict** **Feedback from young people:**

"welcoming" - "approachable"  
"youthful" - "calming",  
"friendly" - "safe" - "real!"  
"not too perfect, it's edgy"  
"professional"  
"I'd be comfortable talking to them".





## Our Expertise & Commitment to Training

### A PROFESSIONAL TEAM

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

### 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...

### ONGOING CPD & REFLECTIVE PRACTICE

HYCS CPD training each year for all counsellors this year included: **Suicide Awareness, Dissociative Identity Disorder, Accreditation workshops.**

### 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.

## What clients say about their Counselling Experience

“It was very helpful to have someone to talk to who understands and helped me understand my thoughts and feelings”

*Client aged 15*

“I feel I have been able to cope far better with my problems and have learnt ways to cope with them post counselling... My counsellor was extremely kind, supportive, helpful and understanding of everything “

*Client, age 24*

“It was a tough journey as I find opening up a bit difficult but honestly I think I've got the skills now to open up as keeping things bottled up inside weights you down”

*Client aged 15*

“I am very thankful to have got counselling from this service in prison, before I had meeting with X I was in a bad place and bad state of mind. I have come a long way after receiving and meeting with X.

She has helped me a lot and I am very thankful I met her as she helped me to understand my feelings and to control myself with things I was struggling with. Without the meetings I had I would not be myself today”

*Client aged 21*

“I no longer have panic attacks”  
– Client aged 13

## Letter sent to a Prison Counsellor & a Counselling evaluation

Hi xxxxx,

I hope you're okay and safe. I wanna say a big big thank you to you for all your support, you're good people remember that. You open my eyes a lot. I'm grateful to have someone like you to talk to. Even when we are in lockdown you didn't forget about me. You kept in touch with me, it means a lot to me.

Just like you didn't forget about me, trust me I won't forget about you either I will remember you wherever I get deported to or I come out I will remember you because I'm the sort of person I don't forget about good people. Stay safe, stay well, stay happy

*Young man at HMP Feltham YO1, aged 20*





# Statistics 2019-2020

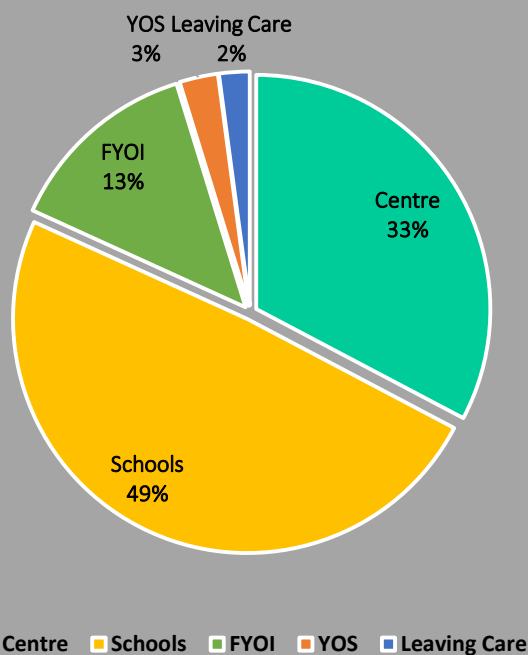
## Number of Clients

	2018-2019	2019-2020
New Clients Registering	815	759
Clients Receiving Counselling	903	867

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

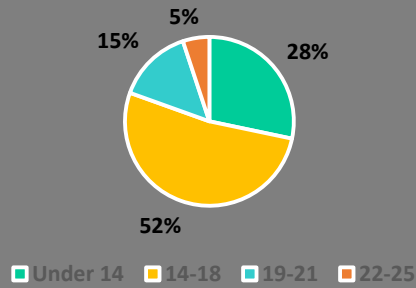
Setting	2018-2019	2019-2020
Schools	2473	2583 attended
FYOI	776	707 attended
Centre	1812	1722 attended
YOS	160	140 attended
Leaving Care - NEW	-	111 attended
<b>Total number of sessions</b>	<b>5221</b>	<b>5263</b>

Sessions Attended By Setting 2019-2020



## Age of Clients

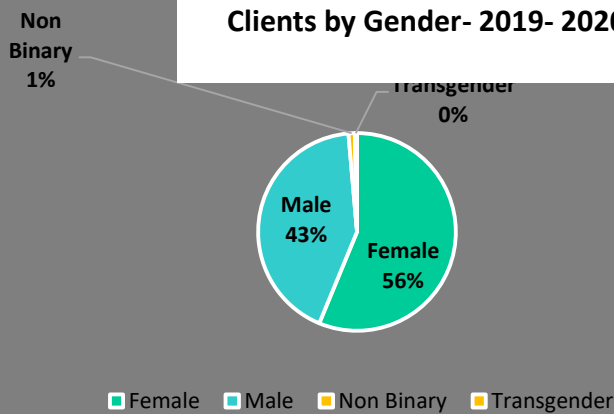
All Clients by Age 2019-2020



Age	2018-2019	2019-2020
Under 14	267	245
14-18	431	452
19-21	144	125
22-25+	61	44

## Gender of Clients

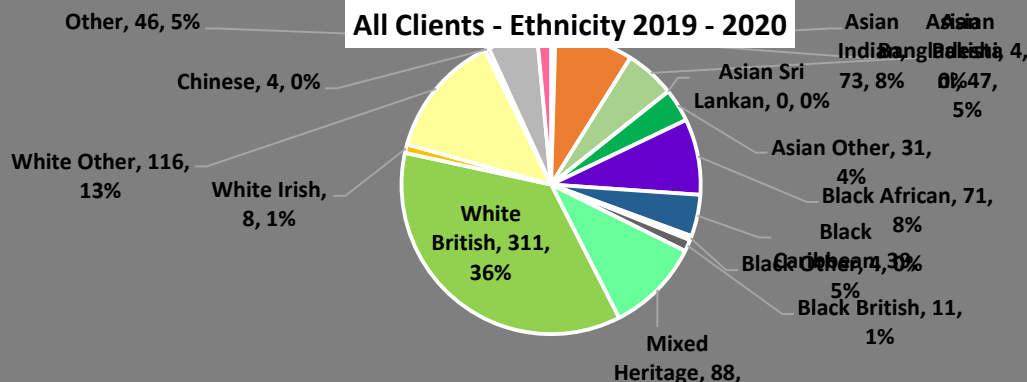
Clients by Gender- 2019- 2020



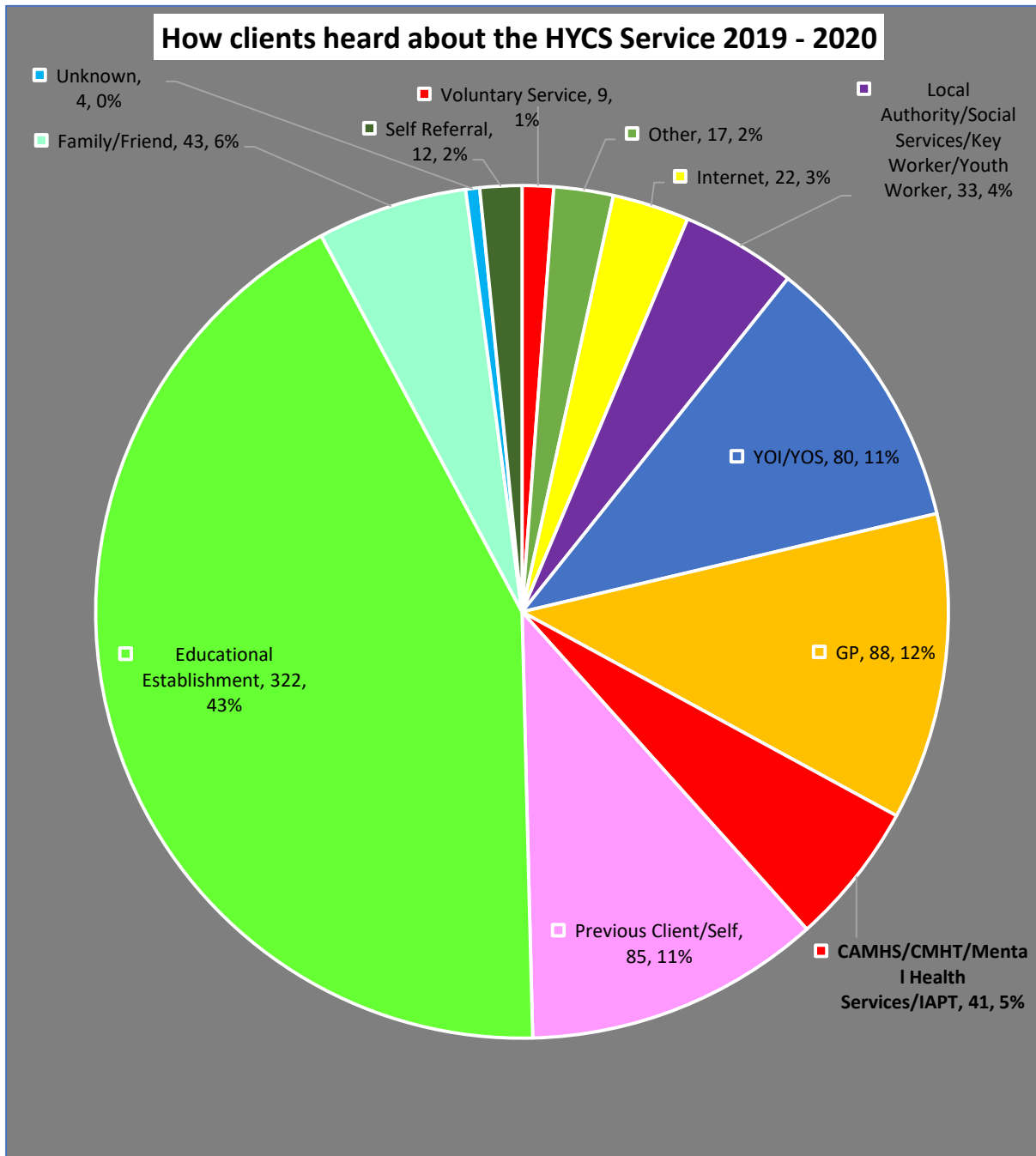
Gender	2018-2019	2019-2020
Female	480	487
Male	419	367
Non binary	4	9
Transgender	0	3

## Ethnicity 2019- 2020

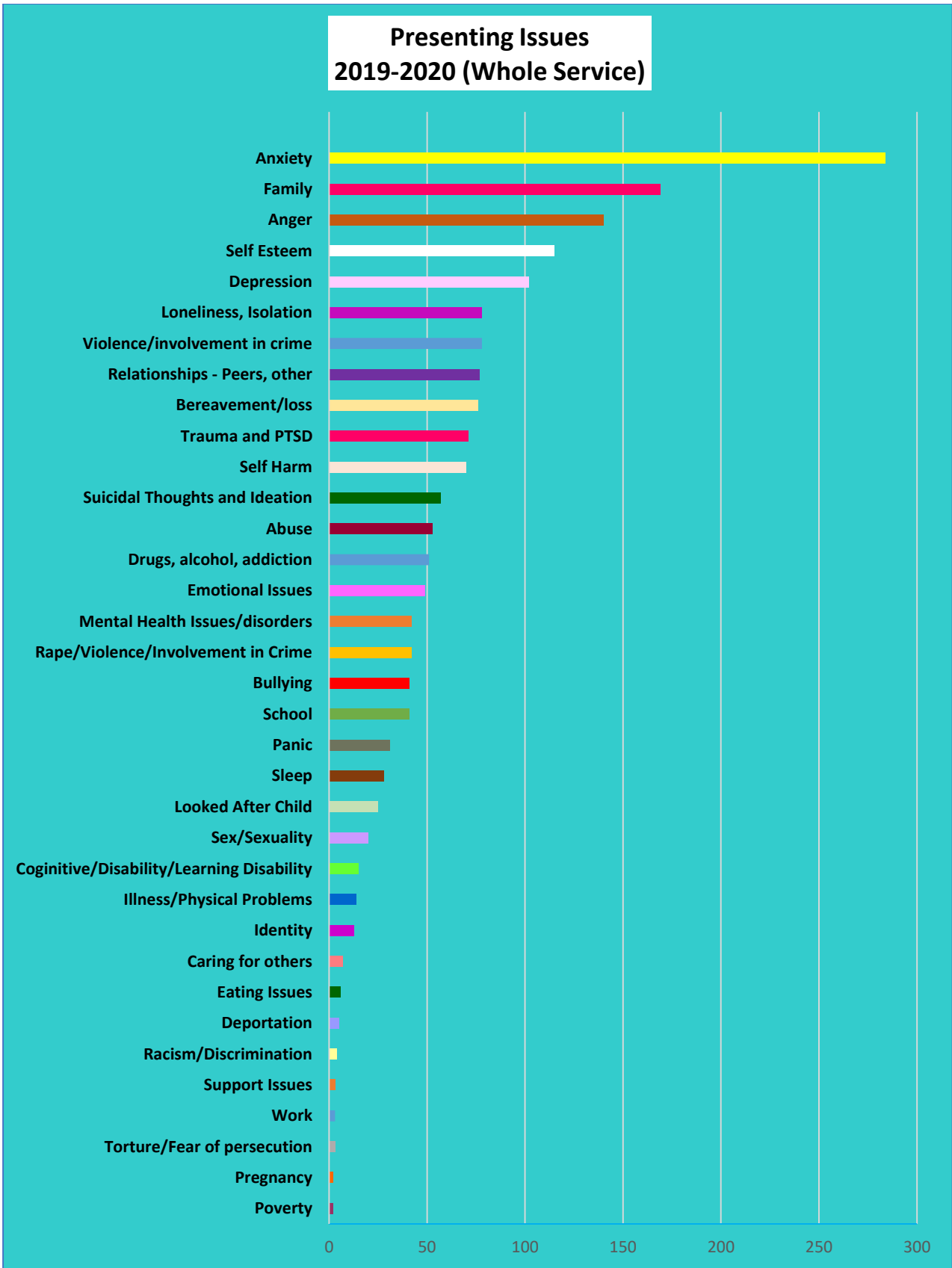
All Clients - Ethnicity 2019 - 2020



## How Clients Hear About HYCS



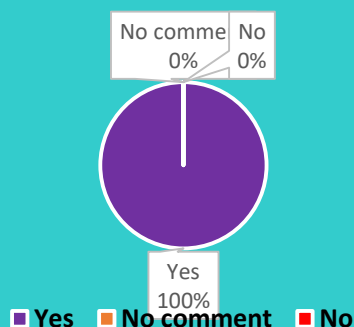
**Presenting Issues**



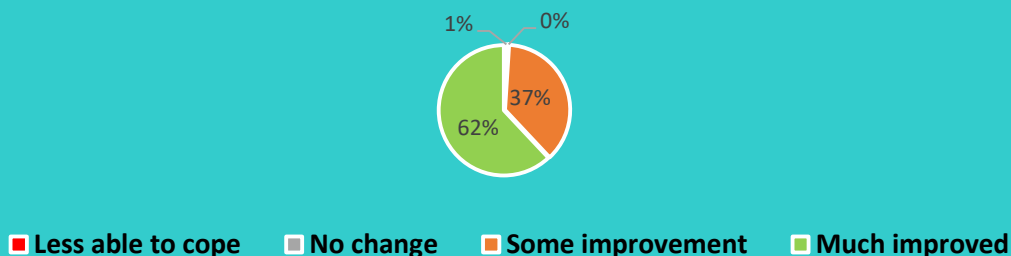
## CLIENT EVALUATION FORMS – OUTCOMES

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.

### Would you recommend HYCS to others? (%), 2019-2020



### 2019-2020 - Please tell us how you are feeling now:



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).

2019-2020 Outcomes of counselling	% Clients Selecting 2019-2020 (Centre)	% Clients Selecting (Schools)	% Clients Selecting (Prison & YOS)
Increased Sense Of Well-Being	66	65	45
Better Relationship	47	35	27
Increased Confidence	53	29	36
Better Ways of Coping	60	47	50
Increase self esteem	84	59	64

## 2019-2020 ACCOUNTS

### BALANCE SHEET as at 31 March 2020

	2020	2019
<b>FIXED ASSETS</b>		
Tangible Assets	4,984	-
<b>CURRENT ASSETS</b>		
Cash at Bank	306,622	257,642
Debtors	3,271	896
	<u>309,893</u>	<u>258,538</u>
<b>CREDITORS (Due within 1 year)</b>		
Accruals	(77,268)	(10,285)
<b>NET ASSETS</b>	232,625	248,253
	<u><u>£237,609</u></u>	<u><u>£248,253</u></u>
<b>FUNDS</b>		
Unrestricted Funds		
General	228,189	237,664
Designated	-	-
Restricted Funds		
FYOI	-	-
HYCS	9,420	10,589
<b>TOTAL FUNDS</b>	<u><u>£237,609</u></u>	<u><u>248,253</u></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 2019 – 1 APRIL 2020**

	Unrestricted Funds	Restricted Funds	Total Funds 2020	2019
<b>INCOME</b>				
Voluntary income including grants	169,451	30,992	205,443	135,125
Investment Income	970	-	970	598
Income from Charitable Activities	85,524	-	85,524	164,611
<b>Total Incoming Resources</b>	<b>£255,945</b>	<b>£30,992</b>	<b>£286,937</b>	<b>£300,334</b>
<b>EXPENDITURE</b>				
Charitable Activities	274,406	21,572	295,978	283,205
Governance Costs	1,603	-	1,603	3,205
<b>Total Outgoing Resources</b>	<b>£276,009</b>	<b>£21,572</b>	<b>£297,581</b>	<b>£286,410</b>
Net Incoming/ (outgoing)	(20,064)	9,420	(10,644)	13,924
Transfer	10,589	(10,589)	-	-
Funds brought forward 1 April 2019	237,664	10,589	248,253	234,329
<b>Funds carried forward 31 March 2020</b>	<b>£228,189</b>	<b>£9,420</b>	<b>£237,609</b>	<b>£248,253</b>

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

## FUNDRAISING & ACKNOWLEDGEMENTS

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

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

### Schools

**Bolder Academy**  
**Chiswick School**  
**Gunnersbury Catholic School**  
**Kingsley Academy**  
**Logic Studio School**  
**Rivers Academy**  
**Space Studio School**  
**Springwest Academy**  
**St Marks Catholic School**

### Trust Funds & Private Donations:

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### Health & Local Authority

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