

Hounslow Youth Counselling Service

**Annual Report
2024-2025**



About HYCS

WHO WE ARE: Founded in 1987, Hounslow Youth Counselling Service (HYCS) is a voluntary organisation, with charitable status, set up to work with young people in the Borough of Hounslow. HYCS' main objective is to promote the relief of emotional suffering caused by mental or physical ill health, or by social or economic circumstances among young people.



OUR SERVICE: HYCS aims to serve young people, aged 11 to 25, regardless of race, colour or creed, sex or class, disability, marital status or sexual orientation, by helping them address their problems in a setting where they feel at ease, safe and valued. HYCS offers young people access to free, confidential Counselling by appointment at its offices in Isleworth, at secondary schools, HM Prison Feltham YOI and our Targeted Services. Young people self-refer to HYCS and can be signposted on to other specialist local agencies where appropriate.

CONFIDENTIALITY: Confidentiality is considered to be of the greatest importance. We are a confidential service and work within BACP' guidelines and HYCS' confidentiality policy to maintain appropriate confidentiality in the best interests of our clients.

OUR WORK: HYCS addresses directly young people's emotional well-being and mental health. Counsellors work with young people who present with a range of issues including: anxiety, panic attacks, self-harming, being bullied, negative pressures, eating disorders, bereavement, depression, low self-esteem, abuse or who are distressed because of breakdown in their relationships with family or friends. Counselling helps build more trusting relationships, develops autonomy, offers the opportunity to explore difficult issues and learn ways of coping, ways of staying safe and ways to manage difficult feelings.

OUR TEAM: HYCS counsellors are qualified, skilled and experienced practitioners. The team of counsellors, including those who work voluntarily, has been carefully selected and trained. The quality of the service offered is under continuous review. All counsellors receive regular management support and counselling supervision and the opportunity for in-service training and reflective practice. The Service runs a range of CPD training courses in working with young people and counselling skills, both in-house and as requested by other groups.

The Service has a Head of Service responsible to an independent group of trustees. London Borough of Hounslow & Hounslow Clinical Commissioning Group funds the HYCS' premises and specific counselling delivery at the centre. For all other expenditure, the Service is dependent on grants, donations, contracts and sponsorship.

OUR ETHICS, STANDARDS & POLICIES: Hounslow Youth Counselling Service staff and trustees oppose all forms of discrimination and this is made clear in the Service's Equal Opportunities policy. HYCS provides a BACP (British Association of Counselling & Psychotherapy) Accredited Counselling Service and is an organisational member of both Youth Access and the BACP, working within the BACP's ethical framework for the counselling professions. HYCS' counsellors are also individually members of professional bodies. Many are individually BACP accredited, registered or actively working towards accreditation.

DATA PROTECTION POLICY: Under the General Data Protection Regulation (GDPR) 2018 data privacy laws, HYCS are committed to safeguarding privacy and protecting the personal information given to us in the legitimate pursuance of providing a youth counselling service.

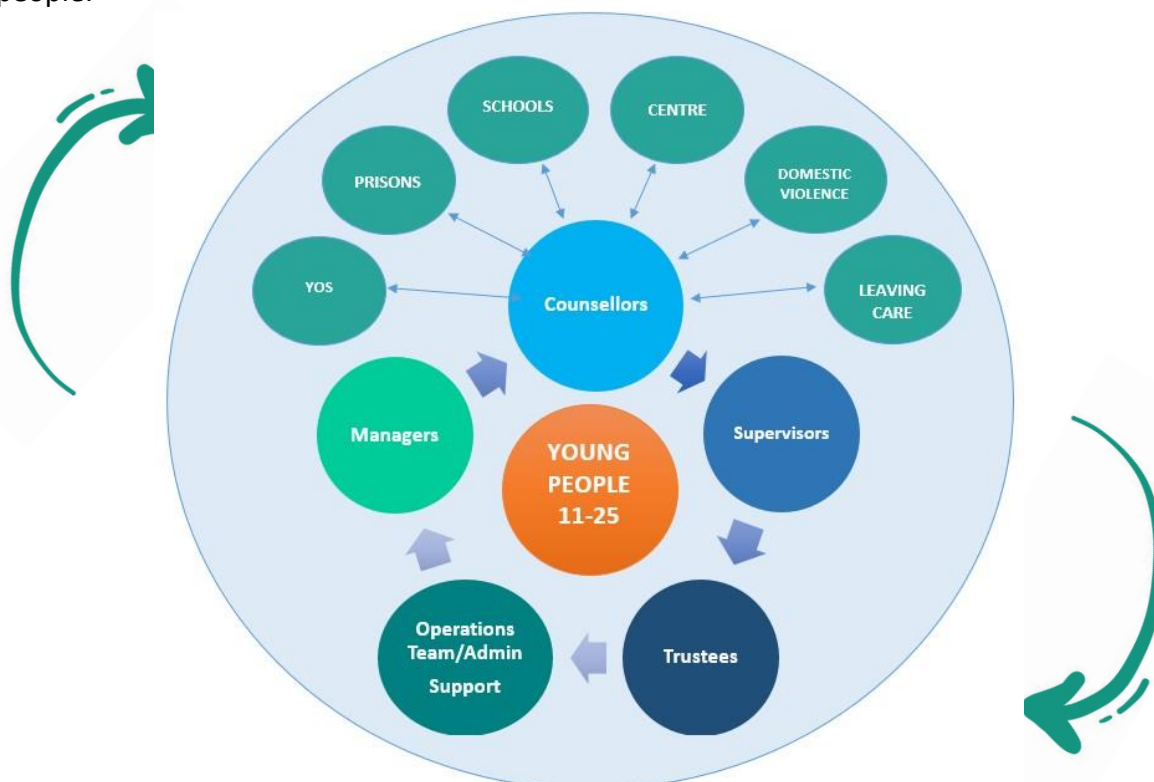
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Our Service

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

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



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

Meet Our Team

THE MANAGEMENT TEAM

Head of Service

Patricia David (PT)

Service Manager

*Charlotte Hancock (PT)**

Schools' Counselling Manager

Naomi Berry-Kedroe(PT)

FYOI Team Manager

Judi Parsons (PT)

Communications Manager

Gill Young (PT)

Finance & HR Manager

Lorraine Lloyd (PT)

Targeted Counselling Lead

Joyce Akpogheneta (PT)

TRUSTEES

Chair: *Liz Hassock*

Vice Chair: *Vacant*

Minute Secretary: *Holly Critchley*

Treasurer: *Katie Le Coultre*

Members:

Carolyn Bartlett

*Dr Alex Doig***

Albert Harwood

Carol Halliwell

Mary Head

Jean Leather

Medhi Mirkhani

Petra Raccani

Counsellor Reps:

Amanda Brady

Mary Walshe

THE OPERATIONAL TEAM

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

Counselling Co-ordinator: *Maria David (FT)*

Data Entry: *Rupa Halai (PT)*

Data Entry: *Sue Ellick (PT)*

HYCS Mascot Dogs:

*Maisie***

Davey (PT)

THE COUNSELLORS (A-Z)

Joyce Akpogheneta

*Rochelle Arathoon ***

Gurnam Barmi

Katy Bellak

Helen Berentzen

Naomi Berry-Kedroe

Nina Berkowitz

Amanda Brady

Samira Damree

Patricia David

Lucy Davies

Surabhi Dhondiyal

Yasmin Dixon

*Jenny Greenwood***

Amy Hargreaves

Rupa Halai

*Charlotte Hammerbeck**

Magda Jagielska

Sinead Jones

Julie Lazraq

*Sophie Le Roy***

Caroline Marron

Hasina Mataria

Ruth Middlemiss

*Rina Modi***

Judi Parsons

Viola Staron

Mary Walshe

Gill Young

THE SUPERVISORS

Steve Burchell

Barbara Dale

Barrie Hopwood

*Mike Lawley***

Cally Lonnen

Lynn Leftwich

Kim Pearl

Dhanesh Sakaria

INDEPENDENT EXAMINERS

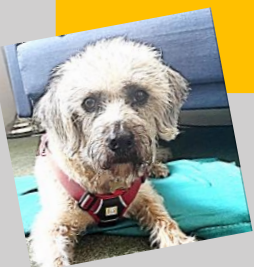
PB Associates

KEY:

* on break during year

** Left Service

PT - Part Time



Chair & Head of Service's Joint Report



Introduction

The past year has brought both challenges and opportunities for the charity, as well as personal challenges for Liz and me.

As always, our priority—and that of everyone connected with HYCS—is to provide a professional counselling service to the young people who live, work, or study in the London Borough of Hounslow. This is the reason why we are all here and it focuses our decision making, leadership, management and delivery of the service.

Young people

We delivered over **5,000** counselling sessions to **644** distressed and vulnerable young people. We have built safe and trusting relationships with them; we empowered them to explore their thoughts and feelings, and develop strategies for coping and moving forward in their young lives:

“Counselling helped me so much and I thought that it would be a waste of time but it has made me feel unbelievably better” (Quote from young person)

From the initial contact with HYCS, we offer a warm and friendly welcome, providing information, and resources to parents, carers and professionals as well as a safe environment for young people where the therapeutic relationship can grow and in which the work can take place. Building these respectful and trusting relationships is key to how we work at HYCS with young people, staff and with all our partners.



Young people come for counselling for many different reasons but the overall presenting issue that young people tell us that they are suffering from anxiety followed by depression/low mood; family issues; anger; trauma/PTSD; loneliness/isolation. Our counsellors facilitate therapeutic connexions, and use tools and resources to address these issues.

We have also seen an increase in neurodivergent young people seeking counselling. This has encouraged us to explore diverse communication styles and create environments where therapeutic relationships can flourish. To support this, we invited external trainer David Moat to deliver workshops on working therapeutically with neuro divergent youth. Other trainings delivered to HYCS counsellors can be seen on the ‘Our Expertise and Commitment’ page towards the end of the report.

Safeguarding

Working safely and considering risk is part of the day-to-day work of counselling young people. HYCS has a robust safeguarding policy and procedures which protect our client group and support HYCS counsellors in developing safe practices. Training and refresher training is provided annually and safety issues are a standing agenda item at all the HYCS counsellors meetings. We have a team of experienced supervisors who support our counsellors and work as part of our team to ensure the young people are offered effective counselling interventions which address any safeguarding issues.

Recruitment

As the waiting list grows, we have been active in the recruitment, selection and training of volunteer counsellors to join our team of counsellors at the centre. We welcomed two new volunteer counsellors— Gurnam, and Katy—and began a new recruitment programme in March 2025. We also said goodbye to Rochelle, Jenny, Rina, and Sophie, and, as part of a HYCS reorganisation in December - Charlotte.

Premises

HYCS has been based at our St John's Road premises for over 37 years. This location serves as the heart of our counselling services for young people across Hounslow. It is situated in the centre of the London Borough of Hounslow with bus and train links given easy access to this confidential space for vulnerable young people. Trustees and managers have actively been working over the past year to secure the premises to ensure continuity of our services.

Partners & Funders

We continue to engage with Children's Commissioning and participate in borough-wide initiatives, including the Suicide Prevention Steering Group Team overseeing strategy for the borough.

As a small charity, funding is always a challenge and applying to different funding streams to continual funding to maintain and expand the delivery of counselling for the years ahead. We are grateful for the ongoing support from North West London NHS Trust and the London Borough of Hounslow;

Heathrow Community Fund and all our funders for supporting HYCS and the delivery of counselling to young people of Hounslow.

Our Team

We would also like to thank all of our counsellors, supervisors, operating staff, trustees and managers for consistently giving their time, their skills and their compassion in providing this service and giving young people the opportunity to lead happy, healthy, lives. It is greatly appreciated by Liz and myself.



Liz & Patricia





Schools' Team:

At the core of HYCS' school counselling service lies the collective mission to support young people in

school with their emotional & mental distress & encourage a healthy sense of wellbeing & social development. School counsellors are commonly told by their clients that they are 'life savers' & we by no means take these words lightly. Counselling is emotionally demanding work & the Schools' Team has faced yet another year with young people presenting with acute & complex emotional difficulties.



The Schools Counselling Manager's role is not just about oversight or logistics of the service - it is about the building & maintenance of relationships with my team and the schools they work within. In addition to overseeing the strategy or practicalities of the school service delivery, importantly I am available to offer support to the team of school counsellors as & when required - be it to check in, debrief or talk through safeguarding concerns to help coordinate appropriate responses in difficult situations. I use a relationally-driven, collaborative and democratic approach where counsellor input is encouraged & valued and which fosters a sense of cohesion to the collective HYCS mission to support YP wellness.

As school counsellors work in an outreach capacity based primarily within their allocated school they come to know their school culture/clients well & their knowledge is imperative to plans aimed at supporting the clients' best interests. Quarterly school counsellor team meetings are important for the team to come together to share experiences, work through ethical dilemmas, learning from and supporting each other.

School counsellors are often best placed to raise concerns, discuss challenges & offer feedback to their school contacts, sometimes requiring management support to keep HYCS policy & procedures at the forefront of our work. Adapting where appropriate but never losing our HYCS ethos, young people are central to our work based on person-centred principles. This runs through the counsellor-client relationships, peer relationships, partner and other professional (LA/CAMHS/child & family teams) as we are all working towards the same common goal, albeit from differing perspectives.

School partners contact me directly for guidance or when wanting to make adjustments to the service delivery. They can opt for an annual review to meet with me & the allocated counsellor(s) to discuss any trends noticed & service delivery changes moving forward, we also provide a yearly report offering feedback & statistical information gathered through our work whilst maintaining client confidentiality. School staff express great thanks for the hard work & dedication of the HYCS school counsellors citing the positive difference they have seen counselling make in the lives of their students.

"I would say that it has helped me focus more on education. It also helped me to recognise some of my values."

Client, 16

"At the start of Y7 I was feeling very anxious and nervous to come to school. Once I started counselling Rupa helped me to solve the problems that I faced but also helped me to deal with the stress when I felt it. I now enjoy coming to school..."

Client age 12

"I gained being able to do things for myself which has made me feel a lot lighter. I would say the counselling I achieved was amazing and my counsellor was lovely and really helped me."

Client – age 14

Naomi



Prison Team:

From YOI to Cat C:

This has been a time of transition for the prison as we are now starting to notice the impact of the reclassification of Feltham from a Young Offender Institution to a 'C category' adult male prison. The category C means there is less security due to the new free flow system, whilst moving prisoners around the establishment. Although these changes do not impact the team directly, they are reshaping the feel of the Prison.



"...it has taken the weight of the world off my shoulders and has allowed me to look at situations through another set of eyes." Male, 23 years

Waiting List:

Demand for the counselling service is high and so we currently have a very long waiting list, with some young men waiting up to 8 months to be seen. To address this, we have another counsellor undergoing the lengthy prison security/vetting system who will hopefully soon be able to join the team. We are considering other options within our team to address waiting times, considering for example the possibility of working shorter term with clients (where appropriate).

Relationships:

Good relationships with officers in the prison have been key for us to be able to access the young men and understandably this can be a challenge to juggle all of the different relationships and priorities within the prison setting. We manage the careful balance working closely with the prison's personnel and its systems whilst supporting the young men and their prison experience and beyond. We listen and reflect without judgement, keeping a professional boundary.

We maintain a respectful working relationship with The Wellbeing Team, who provide most of our referrals. The Wellbeing Team provide vital clinical support while the HYCS team work in a more relational way. Our clients also value that we are not part of the prison service, so can offer them a higher level of confidentiality which helps to build trust. We have a mutual respect for our different therapeutic models noting that our goals in supporting the young people are the same.

The most significant relationships we have in this setting are those we create with the young men we speak to, where true connections are made. It is often the very first time they have had access to emotional support. Many of these individuals have never expressed or spoken about how they feel, and so for them, and us, this can be really life-changing.

Our prison team meetings are invaluable, and offer a space for us to express frustrations, explore difficulties and support each other in this challenging environment.

I feel very lucky to work with such a dedicated, resilient and capable team.

Judi

"I saw a different side to me and it helped me understand myself more. My counselling made me learn to care about myself and how I'd changed ready for when I leave FYOI".
Male, 21 years



Targeted Youth:

As the Project Lead for Targeted Youth Counselling (Youth Justice & the Care Leavers Service) - my relationships and connections with professionals supporting young people in accessing HYCS are built upon a foundation of partnership working, a respect for professional boundaries & clear communication.

Engagement with professional acquaintances and former colleagues who help young people to access HYCS requires a balanced approach that fosters collaboration while respecting the distinct demands and expectations of each role in service of the young person. For young people who previously knew me in a different professional capacity, helping them understand the shift in my role and what they can expect from me as their HYCS counsellor has been a vital part of building a strong and trusting therapeutic relationship.

**"More open
and happy -
Joyce helped a
lot :)"** female client.

One example of this transition occurs when young people arrive at their introductory counselling session accompanied by their key worker. Some may prefer their key worker to be present in the initial meeting. In such cases, I provide a clear explanation of confidentiality, consent, and the protections afforded for future sessions or requests for information. With professionals, the effectiveness of HYCS's approach is evident in the information given to their clients before they arrive at HYCS. Young people will inform us that the voluntary nature of engagement and the confidential safe space offered by HYCS played a part in their decision to try counselling.

Ultimately, the key to fostering and maintaining positive relationships between external professionals, counsellors and clients is transparent communication regarding roles, responsibilities, and the boundaries that define them. Careful information sharing, mutual respect for each professional's expertise, and recognition of our collective contributions all serve to ensure that the overall well-being of those who seek advice, information, and emotional support through HYCS are met.



Figure 1- A 'Thank you' from a TY Client.

Joyce



Communications/Special Projects



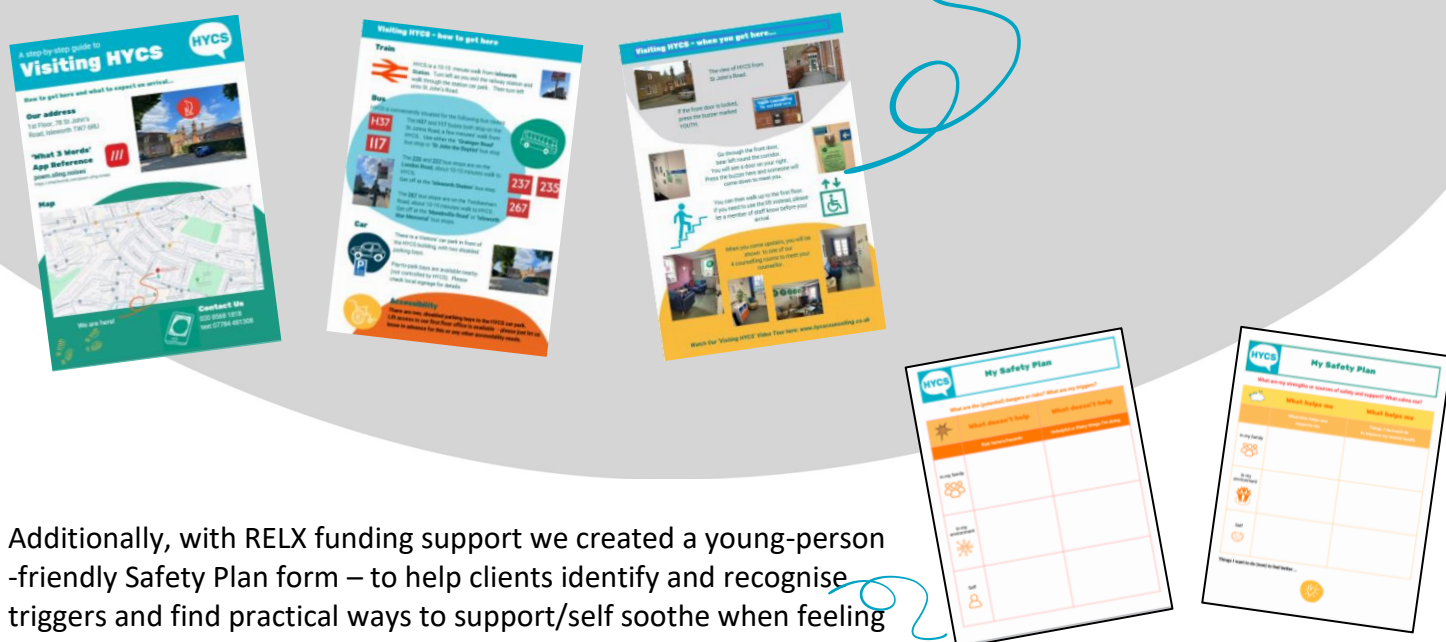
The HYCS website continues to provide easy access to support information, tools for wellbeing and practical advice for all of our users – young people, parents and carers. We are always looking for new ways to make our service accessible and appealing to service users and initiatives this year include:

‘VISITING HYCS’ VIDEO NEW RESOURCE:

Coming to a new place and accessing counselling for the first time can understandably cause some anxiety. So, thanks to funding from the **RELX Group**, we were able to create a short ‘Visiting HYCS’ film, available via our website. It provides anyone visiting or contemplating accessing counselling with a dynamic, virtual video-tour of our welcoming counselling rooms together with practical information about how to get here. Here are a few screen shots:



To accompany this we have also created a vibrant, downloadable Visiting HYCS leaflet (pictured left). Developed particularly with neurodiverse or younger visitors in mind it offers step-by-step instructions of how to get here and what to expect.



Additionally, with RELX funding support we created a young-person-friendly Safety Plan form – to help clients identify and recognise triggers and find practical ways to support/self soothe when feeling vulnerable.

Watch this space for new development next year!

Gill

Community Engagement



The central HYCS team have continued to build on relationships with external partners, as well as forging new connections with other local services that support young people. Members of HYCS have been out and about within the community, representing our charity,

engaging in events and interacting with a diverse group of young people, families and professionals across the borough. HYCS' presence at such events sparks positive, initial connections with young people and we hope that seeing a friendly face from HYCS can help to reassure, ease any worries or fears about accessing counselling, and make it easier to ask any questions.



Creating these first connections also allows HYCS to manage expectations about the counselling service we offer, and for the young people, parents and professionals to better understand who we are, before deciding whether we are the right service to provide support. Our presence at outside events extends our relationships within Hounslow borough, ultimately helping us reach and support even more young people.

Here are just a few examples of our community engagement work this year:

- Ongoing member of Hounslow's Suicide Prevention Group
- Meeting with counselling students when they have chosen HYCS to research as part of their course. Taking time to foster early relationships may mean they wish to become a volunteer counsellor with us in the future.
- Meeting a group of local students who were writing a presentation about their chosen charity for a school competition- if they win, there will be a small donation to HYCS.

Attended a range of wellbeing events including:

- Freshers Fairs for new students at both West Thames College and Feltham Skills Centre plus stalls at their Mental Health Events, Cultural Day & Summer Support Fair. Having regular engagement at these events, solidifies the relationship we have with the college and the students- a familiar face and a reminder to seek HYCS when needed.
- Community Launch Event for the new Hounslow Local Offer website for families with children with SEND needs.



- Child Exploitation, Awareness and Networking Event at Brentford Community Hub with other professionals
- Networking events with charities such as Mind and EACH, and connecting with children's wellbeing practitioners from Hounslow CAMHS who visits Hounslow schools
- Cross-Borough Mental Health & Wellbeing Fair at Brentford FC Community Hub hosted by CAMHS

Maria

HYCS Highlights 2024-2025

Counselling Delivery

Total Sessions delivered **5161** counselling sessions to **664** young people across settings.

Quality Standards – A Professional Service

BACP Service Accreditation

HYCS' are proud to confirm that their Service Accreditation first achieved in 2017 with the BACP has again been renewed following a rigorous, rolling review assessment (AAR) process.

HYCS again received glowing feedback from the assessors during this annual quality standard audit, with the assessor commenting:

"Thank you for submitting an exemplary ARR(3) – your responses to all of the criteria above are full, expansive and your referencing is clear...the assessor commends your submission for its quality and precision."

A picture emerges of a professional, responsive and robust organisation offering an important service to the community, with a wealth of policies and procedures in place to support staff and clients alike. Very well done!"



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

Counsellor Recruitment Programmes

To meet the ongoing demand for our services, HYCS ran new counsellor recruitment programmes in recruiting 2 new counselling professionals as volunteers.

All new counsellors are expected to complete HYCS' intensive specialist training programme for working with young people (40 hours). HYCS' focused training programme is compulsory for all new starters *and in addition* to their professional counselling qualifications which are a requirement to join the organisation.

Moving Forward 2025 -2026 Plan



PREMISES

- HYCS will identify and secure premises to ensure that counselling can be delivered in safe and appropriate environment at the heart of the community and to ensure that the mental health of young people in the Borough is not compromised.

REACHING OUT

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

PROFESSIONAL COUNSELLING DELIVERY

HYCS will continue to strive for the highest possible ethical and professional standards of counselling service delivery and staff training and to maintaining BACP-Organisational Accredited status as a service.

PARTNERSHIP WORKING

HYCS will work alongside the Local Authority, Schools, HM Prison Feltham YOI, Youth Justice Service, Leaving Care, Child and Adolescent Mental Health Service and other youth services to ensure young people receive the appropriate mental health provision for them.

MENTAL HEALTH RESOURCES

HYCS will continue to research and develop mental health resources, and explore ways to empower and enable young people to manage their mental health and ensure HYCS remains a one stop shop for mental health information for young people within the Borough.

WEB ACCESSIBILITY

HYCS will use the website as a way to make the service and information to support young people more accessible. HYCS will continue to refresh and update the website and digital offering (X) to provide up to date information to support young people's mental health, to provide access to mental health resources and raise awareness of the HYCS provision.

FUNDING

HYCS will actively target and diversify the funding streams to increase our funding to deliver more services to young people and to future proof our service.

PERSONNEL

Recruitment of Trustees to complement the existing skill set of Board members.
Succession planning around the management team and the recruitment of counsellors to ensure future organisational stability.

The Clients' Voice 2024-2025

"The counselling really helped me to accept myself in regards to my sexuality as I'd faced a lot of difficulty with it before. When talking to my counsellor it was helpful to track back my feelings to certain events in my life and how it affected my current feelings. Also separating my triggers and finding healthier coping mechanisms has benefitted me during my most stressful periods eg. exams as my first response is no longer to think of something harmful."

"I've gained many helpful skills, learnt a lot and have been able to live a confident life thanks to Gill."

"It is a safe space to speak about things and feelings that I would usually keep to myself bottled up and now I feel more at peace with myself."

"At the start of sessions I suffered really badly with self-harm and confidence and the sessions helped me with healthy coping strategies and a safe space for me to talk about my feelings. I am a lot more confident now and I am so thankful for these sessions because I have made huge improvement. "

"More confidence with social situations and to practice talking more."

"Felt comfortable with Sinead which exceeded my expectations as I've never felt particularly comfortable in therapy before. She was patient and thoughtful, getting the perfect balance between being encouraging without pushing too hard. She helped me to actually believe that I am strong enough to cope."

"I've been twice previously and each time I find clarity and understanding through sharing my experiences out loud especially this time."

"It has helped me a lot with getting my confidence back and speaking up for myself. Allowed me to understand that the way I was feeling won't stay forever and has helped me cope with what I was going through."

"It was a great help and my counsellor was amazing in the way she talked and never tried to push too deep. It has been a massive help in overcoming challenges and understanding different things that happened in life."

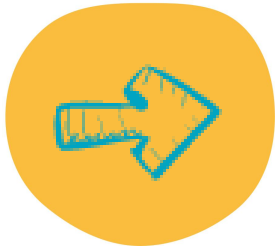
"I have found myself feeling more open minded and able to deal with things better than before..."

"It helped me look at things from a different perspective it made me think and make some decisions. It helped me to decide to communicate with my dad."

"This counselling service helped me through so many of my problems that I can't remember most of them. I just wanted a place to share my thoughts and you've done it amazingly."

Our Expertise & Commitment to Training

ONGOING CPD & REFLECTIVE PRACTICE

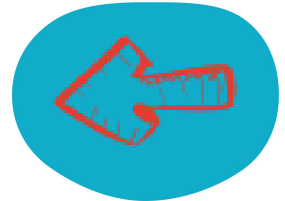


HYCS' CORE TRAINING

In addition to counsellors' professional training, HYCS offers **40 hours focused, specialist training** for *all* new HYCS counsellors in working with Children and Young People – safeguarding, risk, ethics and more...

TARGETED CPD TRAINING

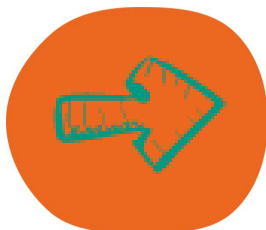
Additional training open to all counsellors this year included: Sexual Abuse Training, Working with Autistic Young People in the Counselling Room, Body Image, Autism Awareness, Safeguarding Dilemmas in addition to peer led sessions in Working with DID.



CLINICAL SUPERVISION

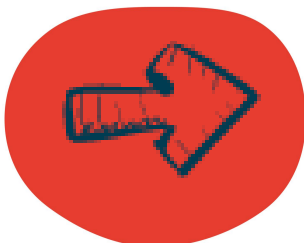
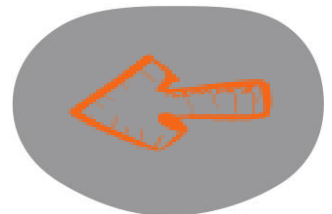
Clinical Supervision is essential for counsellors and provides a regular opportunity to reflect in depth about all aspects of their practice in order to work as effectively, safely and ethically as possible. It is vital to professional practice and for sustaining the personal resourcefulness required 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.



SAFEGUARDING TRAINING

A full range of variety of safeguarding training opportunities online (Virtual College) and in person are available to staff including via the Hounslow Safeguarding Children's Partnership (HSCP).

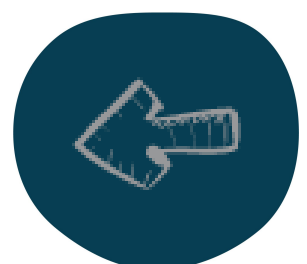


A PROFESSIONAL TEAM

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

COMMITMENT TO COUNSELLORS' ACCREDITATION

HYCS is a BACP accredited counselling service and works towards the highest possible standards and so we actively support individuals in our team of counsellors to become accredited in order to maintain the highest professional standards. This year 5 more HYCS counsellors have worked together in a team to complete and receive their BACP accreditation.



Statistics: Reporting Year 1 Apr 2024- 31 Mar 2025

Number of Sessions Attended by Setting (including Intro Sessions)

Setting	2023-2024	2024-2025
7 Schools	2741	2706
FYOI	537	569
Centre	1924	1626
Targeted Youth (YJS, Care Leavers, CADA)	306	253
Total number of sessions	5508	5161

Number of Clients

Year	2023-2024	2024-2025
No. Receiving Counselling	735	664

Ethnicity

Ethnic Origin	Clients 2023- 2024	%	Clients 2024- 2025	%
ASIAN Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	139	19	102	15.5%
BLACK African, Caribbean Any other Black/African/Caribbean background	102	14	94	14%
MIXED White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	86	12	85	13%
OTHER Arab Any other ethnic group	44	6	43	6.5%
WHITE BRITISH English/Welsh/Scottish/Northern Irish/British	225	31	201	30%
WHITE OTHER Irish, Gypsy or Irish Traveller, Roma Any other White background, European	122	17	125	19%
NOT SPECIFIED	17	2	14	2

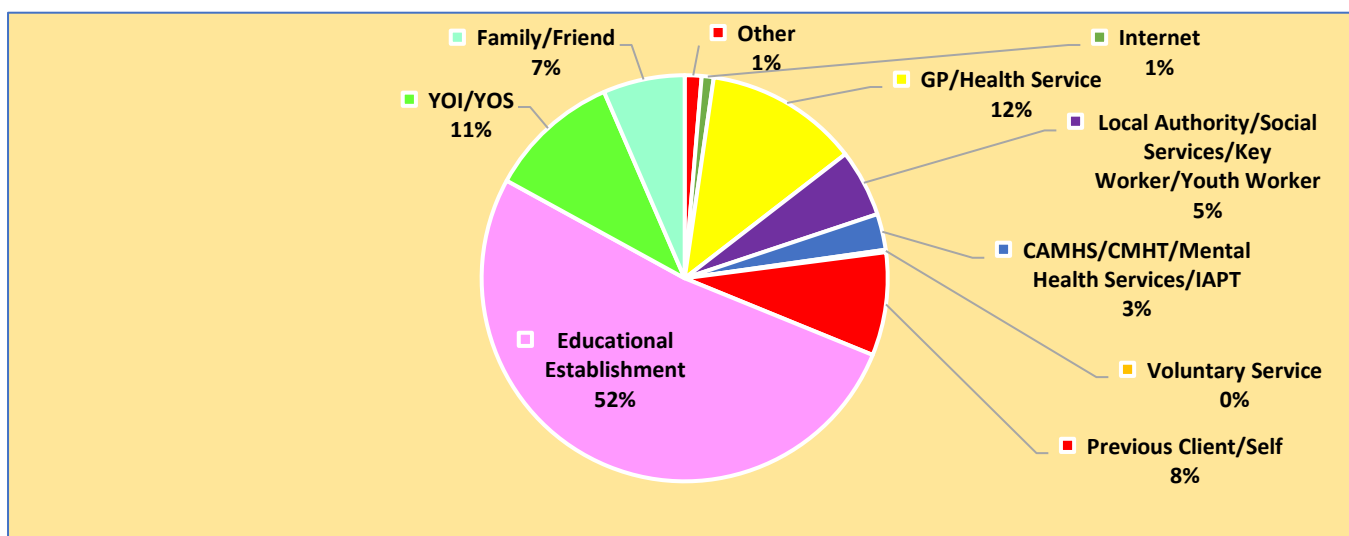
Gender of Clients

Gender	2023- 2024	2024-2025
Female	424	360
Male	273	272
Non binary	18	17
Transgender	14	11
Other/Unsure	6	4

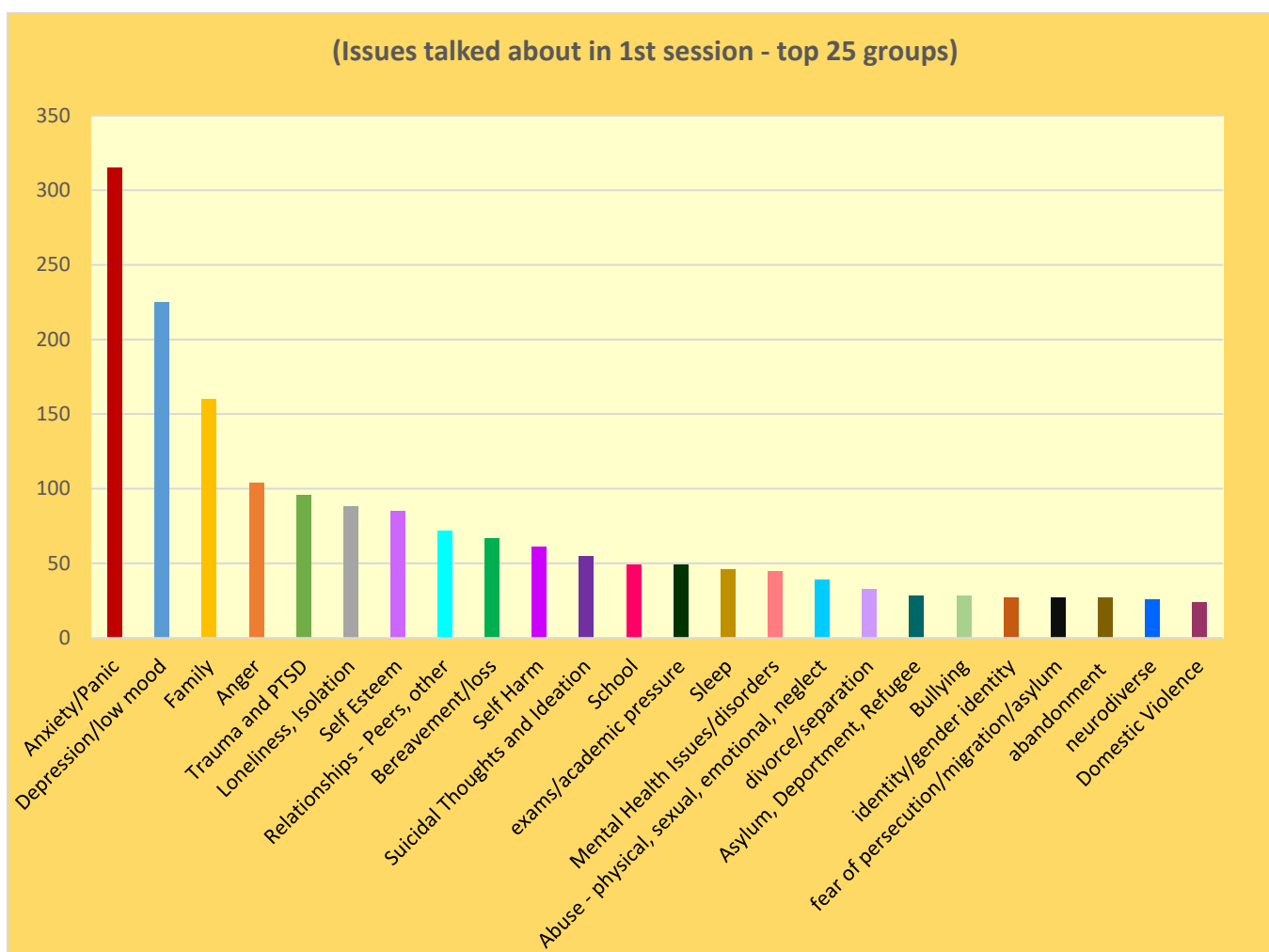
Age of Clients

Age	2023- 2024	2024- 2025
Under 14	209	171
14-18	370	341
19-21	77	76
22-25+	79	76

Referral Routes: How Clients Hear About HYCS 2024-2025

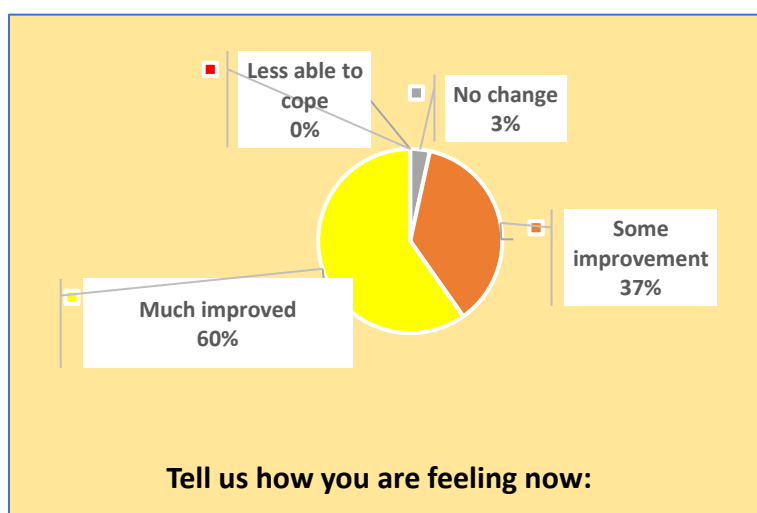
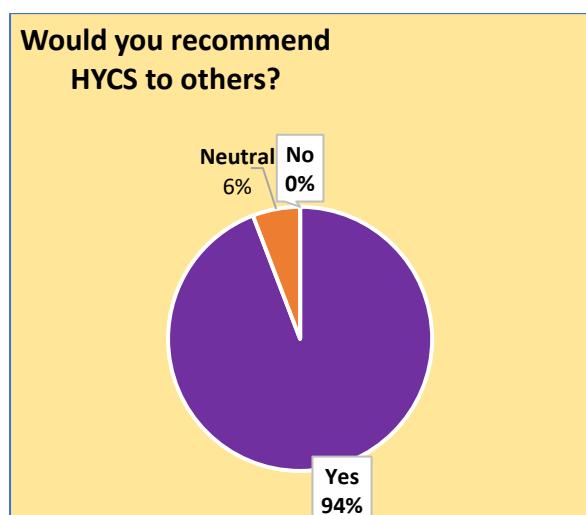


Top 20 Presenting issues – Whole Service 2024-2025



ANONYMOUS CLIENT EVALUATION FORMS – OUTCOMES 2024-2025

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



Clients can opt to select from a menu of benefits of counselling, able to choose multiple fields or no 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 none or more than one benefit (see above and chart following).

Outcomes of counselling	% Clients Selecting Value 2023-2024 (All settings)	% Clients Selecting the Value 2024-2025 (All settings)
Increased Sense Of Well-Being	52	48%
Better Relationship	38	29%
Increased Confidence	51	22%
Better Ways of Coping	44	25%
Improved Problem Solving	72	52%
Increase self esteem	37	30%

BALANCE SHEET 31ST MARCH 2025

		2025		2024
FIXED ASSETS				
Tangible Assets		1,908		3,236
CURRENT ASSETS				
Cash at Bank	421,134		397,343	
Debtors	4,425		58,050	
	425,559		455,393	
Creditors (Due within 1 year)				
Accruals	(57,926)		(58,895)	
		367,633		396,498
		<u>369,541</u>		<u>399,734</u>
NET ASSETS				
FUNDS				
Unrestricted Funds: General		70,072		80,692
Restricted Funds: HYCS		299,469		319,042
TOTAL FUNDS		369,541		399,734

STATEMENT OF FINANCIAL ACTIVITIES

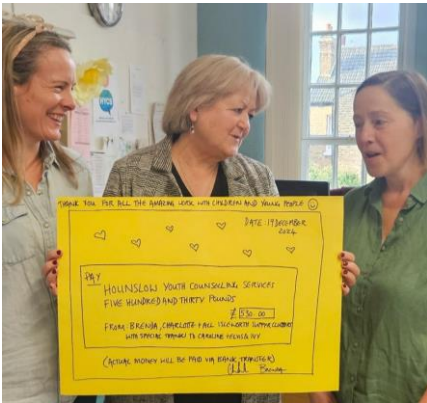
1ST APRIL 2024 – 31ST MARCH 2025

			Total Funds 2025	Total Funds 2024
INCOME				
Voluntary Income Includes Grants			191,925	220,615
Investment Income			4,093	3,778
Income from Charitable Activities			142,286	147,388
Total Incoming Resources			338,304	371,781
EXPENDITURE				
Charitable Activities			366,379	373,250
Governance Costs			2,118	1,898
Total Outgoing Resources			368,497	375,148
NET INCOMING/(OUTGOING)			(30,193)	(3,367)
Transfer				
Funds brought Forward 1.4.24			399,734	403,101
Funds carried forward 31.3.25			369,541	399,734

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

FUNDING & ACKNOWLEDGEMENTS

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



Private donations and fundraising initiatives are also always warmly welcomed – Power Road Studios in Chiswick, has helped HYCS in many different ways, from furniture donation to offering one-off space for events and with donations from tenants' fundraising events. Charlotte (one of our counsellors-turned-chef), collaborated with local baker Brenda of Daly Bread to host a pop-up 'Supper Club' fundraiser at Elvis & Ivy (pictured left). Thanks also to Georgie & family who donated a large batch of photocopy paper which has been most gratefully received (pictured right)! And



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

Schools

Bolder Academy

Chiswick School

**Gunnersbury
Catholic School**

Logic Studio School

Rivers Academy

Springwest Academy

**St Mark's
Catholic School**

Trust Funds & Private Donations:

Give As You Live

**Heathrow Community
Trust**

**Paypal Giving Fund
(birthday fundraiser)**

**Private donations -
Charlotte & Brenda, the Dales,
Gill, Power Road Studios
Chiswick**

**RELX UK Group –
RE Cares Project**

Health & Local Authority

L B Hounslow

NWL Trust

**Young Londoners' Fund
(NDYP)**

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