

# Hounslow Youth Counselling Service

## Annual Report 2022-2023

This report is  
dedicated  
to the memory of  
**Eric Saunders**  
who founded HYCS  
in 1987.

25<sup>th</sup> August 1938 –  
23<sup>rd</sup> May 2023



**HYCS**

# About HYCS

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

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

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

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

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

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

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

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

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## Our Service

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

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



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

# Meet Our Team

## THE MANAGEMENT TEAM

### Head of Service

*Patricia David (PT)*

### Centre Team Manager

*Karen Hohler\**

*Geraldine Levy-Hayes (PT)*

### Schools' Counselling Manager

*Naomi Berry-Kedroe*

### FYOI Team Manager

*Judi Parsons (PT)*

### Finance & HR Manager

*Lorraine Lloyd (PT)*

### OPT & Special Projects Manager

*Gill Young (PT)*

### Targeted Counselling Lead

*Joyce Akpogheneta (PT)*

## TRUSTEES

**Chair:** *Liz Hassock*

**Vice Chair:** *Vacant*

**Minute Secretary:** *Holly Critchley*

**Treasurer:** *Katie Le Coultre*

### Members:

*Carolyn Bartlett*

*Dr Alex Doig*

*Carol Halliwell*

*Mary Head*

*Jean Leather*

*Medhi Mirkhani*

*Petra Raccani*

### Counsellor Reps:

*Nasrin Farahani\**

*Charlotte Hammerbeck*

**Young People's Rep:** *Vacant*

## THE OPERATIONAL TEAM

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

**Counselling Co-ordinator:** *Maria David*

**Data Entry:** *Rupa Halai (PT)*

**HYCS Mascot –** *Maisie (the dog!)*



## THE COUNSELLORS (A-Z)

*Joyce Akpogheneta*

*Rochelle Arathoon*

*Helen Berentzen*

*Naomi Berry-Kedroe*

*Nina Berkowitz*

*Amanda Brady*

*Matthew Crane\**

*Louise Crump\**

*Samira Damree*

*Patricia David*

*Lucy Davies*

*Surabhi Dhondiyal*

*Nasrin Farahani\**

*Jenny Greenwood*

*Amybeth Hargreaves*

*Rupa Halai*

*Charlotte Hammerbeck*

*Karen Hohler\**

*Magda Jagielska*

*Sinead Jones*

*Gill Langford*

*Julie Lazraq*

*Geraldine Levy-Hayes*

*Caroline Marron*

*Ruth Middlemiss*

*Rina Modi*

*Sean O'Rourke\**

*Judi Parsons*

*Viola Staron*

*Mary Walshe*

*Gill Young*

## THE SUPERVISORS

*Steve Burchell*

*Barbara Dale*

*Barrie Hopwood*

*Mike Lawley*

*Lynn Leftwich*

*Kim Pearl*

*Dhanesh Sakaria*

## INDEPENDENT EXAMINERS

**PB Associates**

### KEY:

\* - Left/on break during year

PT - Part Time

# Chair's Report

## Liz Hassock



Welcome to the Chair's Report for 2022/23. It is always great when I am able to say that it has been *another* excellent delivery year which has again brought *remarkable* achievements. HYCS has, for example, delivered the most ever counselling sessions in its history. The Board continue to be amazed by the hard work, commitment, skill and effort of the combined HYCS team of counsellors, supervisors, managers and the office personnel in supporting some of the most vulnerable young people in the Borough.

**Governance:** As a Board, we are here to ensure that the Charity is delivered with good governance and that we act 'properly' on your behalf and trust this has been achieved and built upon this year. Further developing the Safeguarding Sub-committee, ensures that the Board is aware of its duties and that any reporting is done appropriately and effectively. The HR Sub-committee continues its hard work, looking at pay and contracts and initiating a new HR package to assist the Administrative Team. Our meetings as ever have been well attended and generated positive and fruitful discussion.

**Charity Status:** We are now in the final stages of becoming incorporated as a charity. The dialogue with the Charity Commission in supporting this transition has been supportive as we move to our new incorporated status. The expected completion date for this process and the adoption of our new Charity Number officially is now anticipated for July 2023.

**Thank You:** My personal thanks and that of the Trustees go to *all* of our counsellors, supervisors, administrative staff, partners and funders for their support over this year. Without all of our supporters and funders we would not be able to function. Thanks in particular to our partners GSK as, due to receiving the GSK Excellence Award in 2021, we received pro-bono legal advice for a year across a number of areas of our operation which has been invaluable.



**BACP Service Accreditation:** An Annual Report looks back at the past year but also looks forward to embracing new beginnings. As the BACP noted in their most recent accreditation "*HYCS clearly offer a responsive, professional service to young people in the area and the additional support for parents is commendable*" and as a result of their assessment we again received full, service accreditation with the BACP for the 5th consecutive year. For all who helped make this happen, I thank you!

**Our Team:** We are excited to welcome new people to our team this year- Jenny, Nina, Samira, Sinead and Surabi. You are joining an organisation that will support and nurture you, develop and train you, challenge and stretch you and most importantly, one that appreciates you! And to those who are moving on or are taking a break - Karen, Matt, Louise, Sean and Nasrin - our warm wishes and thanks go to you for your hard work for HYCS.

As a Board, as ever, we aim to ensure that our Counsellors are supported, our Commissioners and Funders informed and our standards and quality of service kept high, and most importantly that the young people are supported in their life journeys. We continue to do this with passion to ensure that HYCS continues to thrive over the coming year.

Liz



## Head of Service Report

Patricia David

This has been another amazing year of delivery to young people in the London Borough of Hounslow. Each year we deliver more counselling sessions to young people and this year is no different with 6389 counselling sessions delivered to 758 young people in schools, at our centre, in HMP Feltham YOI and with our targeted service. This is a **6% increase** from the previous year and a **18% increase** from pre-pandemic levels in 2018/2019.

Our service is growing and the need for counselling for young people has increased, fuelled by the impact of the pandemic, the complexities of the issues they are now experiencing and perhaps the lack of other youth provision which also means that they stay for longer in the counselling relationship. Most sessions are now provided in person, driven by client preference, although we still deliver around 7% by telephone or online (OPT) to give young people the flexibility to access counselling in different ways.

**The Counselling Relationship:** The reason we do what we do at HYCS is to make a difference in the lives of the young people with whom we work – in this report we aim to give some insight as to how we work with young people in the different settings and how the counselling relationship supports them to develop the skills and resilience they need to lead happier, healthier lives. It is also wonderful to read the feedback from young people on their counselling experience, some of which we have shown in this report.



**Partnerships:** We continue to develop positive working relationships with other professionals in the Borough, and within the community as a whole, which enables us to reach out more effectively to all young people in the Borough who may be in psychological distress. It has been a *real* pleasure to meet with these professionals and attend meetings to share how we work. Some partnerships include: the Children Young People Mental Health (CYPMH) partnership, Community Development, Isleworth



*Pictured Above L-R: Petra Racanni - HYCS Trustee, Patricia David - HYCS Service Manager and Ruth Cadbury MP.*

Network meetings, Ivybridge Link, Suicide Prevention Steering Group and the North West London Integrated Care NHS (BBP ICP Huddle) team.

We are very much committed to raising the profile of HYCS and the importance of young people's mental health, championing the voice of young people in the Borough. We have been active in taking part in community events and were pleased to meet with our local MP Ruth Cadbury to discuss mental health concerns of young people in the area.

HYCS model of delivery and management structure puts the young people at the heart of our service. The passion and commitment of all the staff team is reflected in how we all work together to deliver this brilliant service to young people of Hounslow.

I thank every one of you.

Patricia

# A Snapshot of the HYCS Year



## Introductory Sessions & The Centre Team

At the Centre we continue to offer introductory and ongoing counselling sessions to those clients eligible to use the HYCS

service – aged 11-25 who live, work or study in Hounslow Borough.

Those receiving counselling at the Centre tend to break down into the following main groups:

- **Daytime:** Clients who come during the day tend to be in the older range of our clients (early to mid 20s) & beyond school age. These daytime clients might be young people who are unable to continue their studies, work or training due to poor mental health, the so-called 'NEET' individuals (not in education employment or training). Or they may be struggling at work or further education due to mental health concerns. Often they suffer from severe depression and or severe anxiety. Some daytime clients have just left full time education and are struggling with the move into the adult world of work.
- **Late Afternoon:** We aim to use late afternoon slots for younger clients who may want to attend after school and/or who may not be able to travel independently or at a later hour.
- **Evening:** The evening counselling slots tend to be used for slightly older clients who may be working or for older teenagers able to travel to the Centre independently.

### How does the counselling relationship help?

- **Building Resilience**

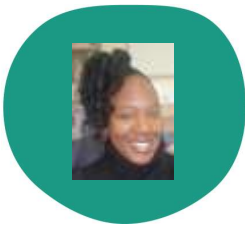
Many clients arrive with us feel stuck, unsure how to move forward. Coming to the centre or reaching out for counselling by phone is a symbolic first step of commitment to change. For some, it might be one of the few times they leave their homes or even their bedrooms. Some clients are living at their original family home and may be having to manage difficult or potentially harmful relationships with parents, step-parents, siblings or carers. Whatever the reason for attending, for clients trying to move forward and feel more able to manage the rigours of work, studies, family life and relationships this can be an important start. The counselling process helps clients to identify their own needs, strengths, skills and to boost self-esteem, self-expression and confidence – to go out and get what they need. It helps them to develop skills that will serve them throughout life, in managing difficulties.

*“I found the counselling really helpful, I was able to learn new coping mechanisms that will help me when I leave and it was really nice having a judgement free place where I could vent and speak. Thank you for everything.”  
(Client female, Centre)*

- **Building Relationships**

Clients are able to practice what it's like to manage relationships with others through their relationship with their counsellor. The Counsellor will for example be older and different and so the client has to learn to work with difference - the counsellor may (symbolically) perhaps represent authority or a friend or relation. Practicing ending a relationship is important because some relationships in their lives will end, just as the counselling relationship will end.





## Schools' Team:

As an outside agency HYCS are effectively visitors to the schools within which we work so our relationship with staff is integral to the smooth running & effectiveness of the service we provide. We rely on teaching staff to be professionally curious about the wellbeing of the young people they teach, in order to intervene when they see young people struggling by offering them, through HYCS, an opportunity to explore their thoughts & feelings.

Counsellors work as closely as possible with Pastoral & Student' Services teams within schools to provide counselling to those that need it. This is a unique partnership where we come together for the best interest of the child whilst holding very different roles, working in very different ways. Minimal information is shared from the counsellor unless it is imperative for the young person's wellbeing & safety. The young person's confidentiality is also paramount to fostering a trusting & therapeutic relationships that provide the support required to make positive change. Counselling can often be the only place they feel seen & heard, where the agenda is set by them as opposed to parents, teachers or even friends, a safe space where they refuge from the sometimes-harsh realities they may experience both in & outside of school.

### ***Typical Case Study (names/personal details altered to preserve anonymity):***

Client A was fifteen when they first started seeing a HYCS counsellor at school & referral was made after a teacher noticed self-harm scars on their arm. Their school attendance was low, they were falling behind with work, struggled to get out of bed in the morning, had frequent panic attacks, intrusive thoughts & intense suicidal ideation. They had previously refused counselling but were encouraged to try after having taken an overdose.

The safety & consistency of the counselling relationship helped them to explore & identify a whole range of mental health difficulties they had been struggling with. The client was able to relate more to their own family situation & process the impact of their childhood trauma, having witnessed past domestic abuse. Client A went on to disclose they had been restricting food intake for months, fuelled by feelings of guilt & anxiety so with the client's consent the counsellor flagged concerns to the school & together a referral to CAMHS was made for eating disorder support. HYCS continued to support the client, working alongside them to support emotional wellbeing whilst CAMHS focused & monitored her physical health & weight.

Safety planning was part of the work throughout to manage anxiety & suicidal ideation which was exacerbated by a family bereavement & the pressure to perform academically. Client & counsellor worked together on this, sharing parts of this plan with the school. The school were able to put in proactive steps to monitor & support them including practical adjustments such as comfort breaks and timetable flexibility. The counsellor wrote a supporting letter to accompany the school's request to the exam board for access arrangements for exams which would allow extra time, comfort breaks & a smaller room for exams to help reduce anxiety. The counsellor supported Client A in articulating their feelings in a letter to their GP & they were also prescribed medication to help alleviate anxiety.

The client has now left school and with support from HYCS their mental wellbeing has stabilised, less vulnerable and they have built resilience & gained strategies to cope with life's challenges. Having gained confidence, they knew where & how to get help if needed. It was a great comfort for them to know they could self-refer back to HYCS centre beyond school if they found themselves struggling again.

Naomi





## Prison Team:

I feel very lucky to manage, and work alongside, a very capable team of 4 counsellors who hold the particular qualities required to work in this challenging setting. They are boundaried yet flexible and relatively easy-going, enough to

tolerate the demands and unreliability of the prison regime. Our team works one-to-one on the B-side of the prison, where the age limit of prisoners has recently been extended to accommodate 18–25-year-olds.

*"It's a place to talk and get things off of your chest. It also helped me to reflect on past situations and see how I could of handle them in a different way."*

*(20 year old male client, FYOI)*

Accessing our counselling clients in this setting can be difficult because of the rigours of the prison regime and current staff shortages; establishing good working relationships with prison staff, talking the time to talk with them too, is therefore vital in order for access to flow more easily so that consistency of the work is less impacted.

Building relationships with the young men we see at Feltham is not always easy, especially if they have previous issues with trust, so some will need a more gradual approach while with others the working alliance can be established very quickly. One young person I saw recently commented at the end of the first session, that he had opened up more in that session than to anyone, ever before.

The issues these young men present with can vary but common themes are, parental break ups, parental abandonment, family trauma, parental addiction, being in the care system. Also, their own trauma due to childhood abuse or from what these young men have seen, witnessed or done "on the roads". The impact of childhood poverty is a sadly common theme and I have heard many clients say they used to listen to their single mum crying because they couldn't pay bills or were about to be evicted from their homes. Many have been excluded from mainstream education, with little sense of hope or aspiration for their futures. A lot of these issues manifest themselves in their behaviour, many have anger issues and can be reactive, aggressive or violent. Some have paranoia, anxiety, mood swings and depression, and would 'self-medicate' with weed on the outside.

Our clients at Feltham guard against feeling or appearing vulnerable which can make talking about their feeling and emotions in counselling very risky, as it goes against everything they are taught "on the roads", where vulnerability is seen as a weakness. I feel this is where the reparative power of the counselling relationship really comes into play as if they feel held enough to be able work through and process more difficult emotions, it can be (and has been) life changing for them.

In our prison team meetings, we discuss our client work and the challenges of delivering counselling within the prison system. From my own experience and that of the team, it is very apparent that true connections are made with the young men we see. We may not really know what happens to our clients ultimately but hope together we have planted seeds for new growth and change.




Judi



## Targeted Youth:

Hounslow Youth Counselling Service (HYCS) has maintained its policy of client self-referral into its service since its inception over 30 years ago. Over the years we have received funding from different sources which has been used to improve access to counselling for a targeted group of young people. Young people in the Youth Offending Service (YOS), Young people leaving care - Care Leavers (CL), and young people living with the impact of domestic abuse and violence (DVA), part of the Children Affected by Domestic Abuse (CADA) project. The provision of this service within HYCS for the above-mentioned young people was called Targeted Counselling Service and specific referral pathways were created to facilitate their access into the service.

*"(my counsellor) is one in a million. I learnt how to emotionally regulate and I am more equipped to support myself in a healthy way. It wasn't easy but I am grateful to be in a happier place.  
(Client, leaving care project)*



Although the young people mentioned above can access HYCS themselves, a referral pathway between the YOS and DVA services was established to ensure that these young people with extra vulnerabilities did not have to wait for too long before counselling sessions started. That they could be supported if needed at the initial stage with phone calls, relevant information regarding risk, and if necessary, accompanied to their counselling appointments. No referral pathway was deemed necessary for the Care Leavers as sign posting or a professional inquiry on behalf of the young person was usually sufficient.

Engaging with outside agencies or parents, whilst striving to ensure that the young person retains agency regarding taking up counselling is a balancing act. The agencies/parents are invested in the young person accessing counselling once a need is established. HYCS is invested in the young person's readiness, willingness, and ability to engage in counselling regardless of their presented or presenting need. The focus is to ensure that they come willingly, they have clarity and understanding about what we are attempting to offer and that they can choose to take up counselling or not.

Client B was referred to HYCS early 2022 via their YOS officer. They were assured of the confidential nature of HYCS and the choice they have of engaging or not. Several appointments were made with the YOS officer offering to bring them to the office for their introductory session. The client was not ready but was made aware that the service would be available to them if the need arose in the future. Summer of 2022, the client was referred again with the support of their YOS officer. We were able to explore the initial barriers to engagement & what helped changed their mind. A 6-month counselling intervention ended with the client expressing an increased sense of emotional wellness and gratitude for the support of both her YOS officer and towards HYCS.

HYCS Targeted Counselling Service - Mission Accomplished.

Joyce

# Communications & Online Phone Therapy (OPT)



## OPT:

The Online and Phone Therapy capability of HYCS' delivery originally emerged as a response to the pandemic. While the main focus of HYCS delivery as an organisation has returned predominantly to delivering face to face services, this option remains as an important tool that provides flexibility to our service and which helps to meet the particular needs of some clients such as young carers, new

parents or those in employment for whom taking time out to travel to and attend counselling may be more problematic.

## Self Help Support Beyond the Counselling Room

The HYCS' website ([WWW.HYCSOUNSELLING.CO.UK](http://WWW.HYCSOUNSELLING.CO.UK)) continues to provide an essential and truly comprehensive support option for many young people and their parents/carers via the Self Help Hub area. It acts as a bridge between sessions and a support tool whilst waiting for a counselling appointment or after completion of sessions. For worried parents it also provides useful 'one-stop' source of information to enable them to help alleviate their own concerns and better support vulnerable young people in their care.

## Resources – Print & Digital

This year, HYCS added two important and timely new resources in the HYCS Pocket Guide self-help series to raise general awareness around consent and to also provide support options for when things go wrong. Launched to mark *Sexual Abuse and Sexual Violence Awareness Week 2022*, HYCS therefore created two new leaflets:

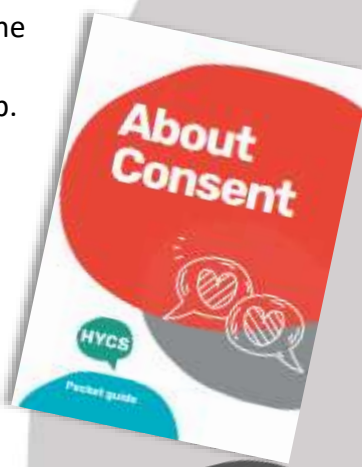
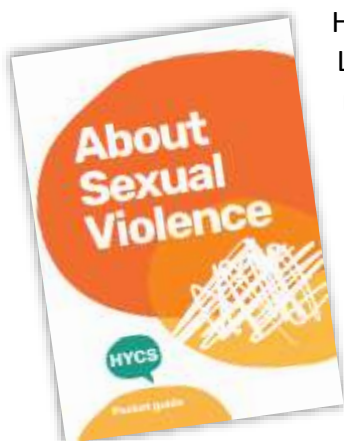
- **About Consent** – This digital leaflet seeks to raise awareness of the importance of consent and healthy relationships and to provide information including things to watch, read and places to get help.
- **About Sexual Violence** – This leaflet offers practical support information gathered conveniently in one place for anyone impacted by sexual violence including Sexual Harassment, Rape and Sexual Assault

Like our other popular pocket guides, these resources are available for **free digital download within the Self Help Hub area** of our

**HYCS Website** here -

<https://hycscounselling.co.uk/self-help-hub/>

(To access these and other HYCS pocket guides, look in the side-bar download area on our website or alternatively in the A-Z directory by topic).



Gill

# In Memory of HYCS' Founder – Eric Saunders

25<sup>th</sup> August 1938-23<sup>rd</sup> May 2023

It is with great sadness that the HYCS team say goodbye to Eric Saunders, the founder of Hounslow Youth Counselling Service and the inspiration for its ethos. It is a testament to his vision and support that the counselling service has gone from strength to strength for over 35 years.



Sometime in 1985, a small group of people under Eric's guidance began to formulate what such a service would look like and how it would work. A constitution was written, policies were discussed. It took about 5 years before HYCS was established in its current home with a committed team and an expanding service rapidly gaining respect in the community. All this time Eric was there motivating us with his way of being, his ideas and his quiet positivity. His focus was building a service that worked for young people. His experience in Youth Service teams and working with young people in challenging environments meant we put young people first. The fact that he worked face to face with young people at Hounslow Borough College meant he was aware of the issues that might arise in counselling and that there weren't always easy solutions. Communication, talking things through, working with each other as we would with clients ensured the team practiced what it preached. Eric's person-centred approach meant we learnt how the theory could be put into practice and that HYCS could be, and is, a safe place to work and all are welcome. Eric was clear about boundaries and was guided by the ethics of the profession. His non-judgemental approach meant all members of the team had a voice and were able to discuss difficult issues and find a way through.

One of Eric's greatest contributions, in my opinion, was the selection process for volunteer counsellors. He knew from great experience that qualifications were important but building a relationship was a key part to any work with young people and each other. The 3 day selection process and training days were in place from the beginning and have been a major factor in volunteer retention and quality of work.



Eric (pictured left) made many contributions to HYCS, both professionally and personally, and will be missed by all who knew him or knew of him. His legacy *will* continue, thanks to those who have managed the service over the years, particularly Patricia, who has continued to keep the ethos whilst bringing her own skills and creativity to ensure a thriving ethical counselling service.

Most importantly the service will continue for many years to help young people through difficult times on their journey through life.

Absolutely what Eric wanted.

Mike Lawley



Eric was and indeed is the DNA coursing through HYCS and changing thousands of lives for the better.



Eric's listening presence and compassion is always there and drives the whole organisation. A gentleman and a gentle man with a light touch *all* the way through.

Barbara Dale



For me, he was my first supervisor, got me my first counselling job, co-tutored our first counselling course at West Thames College, mentored and supported me through many life

challenges. When we worked long hours together supporting refugees and I had two young children, he would share inner recipes, discuss how many gin and tonics were appropriate on a 'school night' and advise 'early to bed'! For me he was also like a second father - teaching me through example how men could be gentle as well as strong. He held boundaries firmly yet with compassion and always, always acted with humility and a twinkly humour. Whenever someone thanks me for something in supervision or compliments my UPR I am thinking 'little do you know - Eric taught me that'.

Eric didn't hold with electronics - he couldn't wear a battery-operated watch, they had to be wind up. He used a manual typewriter (bashing holes in the paper with his machine-gun style full-stops so that his memos if held up to the light were like perforated code sheets) and if he ever tried to set the alarm at HYCS it would go off! He confided in me that he had had a vision of the future where everyone sits in rooms facing screens, with their backs to each other, communicating through emails. Eric always turned towards you. There are few concrete records of Eric, even fewer photographs, but deep traces in many hearts.

Steve Burchell



I am sure that many of us will be thinking along the same lines this week.... how Eric's vision and calm gentle guidance ensured that HYCS was born from a bedrock of ethical and person-centred thinking. That so many young people's lives have been impacted as a result, and that decades later HYCS flourishes still.

But it is not only young people that were helped. Eric had a profound impact on my life, and I will always think of him as teacher, mentor, and lifelong friend. I will miss his daft stories, his kindness and thoughtfulness, his true and constant friendship. I am only sorry not to have been able to offer comfort or say goodbye to him in this life. I suspect many of us who have been involved with HYCS will say the same.

Mary Narowzian



I met Eric in 1994 when he interviewed me for the counselling course at West Thames College. I later met him on the course and then at HYCS when he was the Chair of the Management Committee and a HYCS supervisor. Eric was a gently unassuming soul. But there was something about his presence and when he did speak and told his strange and funny stories you were spell bound with a mix of amusement and warm feelings inside. He guided me without telling me what to do in managing the service and the counsellors and came with me on my first volunteer recruitment programme. He had a wise eye on things which gave me the confidence and reassurance I needed following in his and Mike's very big footsteps.

He was an expert listener so, if he is listening now, he will know how much he is loved and missed.

Patricia David

# Highlights 2022-2023

## Counselling Delivery

- Total Sessions delivered **6389** counselling sessions to **758** young people across settings.
- Extended delivery in schools & the centre.

## Quality Standards – A Professional Service

The professionalism and skill of our counsellors, managers, supervisors, trustees and operational staff and our robust procedures and policies make the organisation the success that it is. As testament to this, following very rigorous assessments by the British Association of Counselling and Psychotherapy (BACP) and by London Youth, in areas of governance, management, training, development, supervision recruitment, safeguarding, delivery and health and safety we were awarded:

- **BACP Service Accreditation**

Full, service accreditation has been achieved with the BACP for the 5th consecutive year. We were highly commended by the assessors *'HYCS clearly offer a responsive, professional service to young people in the area and the additional support for parents is commendable...Well done'*.



- **Bronze Quality Mark Accreditation - London Youth**

HYCS is a registered member of London Youth for 2022-3, the oldest and largest network of community youth organisations in London. In January we were *delighted* also to be officially recognised by the London Youth team by achieving the Bronze Quality Mark in their flagship Quality Assurance Programme after undertaking their thorough and rigorous assessment process.




## Funding Update

We are grateful to the continued support from our funders who understand the key issues and challenges facing young people and how the counselling HYCS provides and the relationships developed make positive changes to their lives. We have secured 2 years' funding from the **New Deal for young people (NDYP)** which is supported by the **Mayor of London** and this funding is to deliver counselling to young people in HMP Feltham YOI. The **schools** continue to fund a counselling service in 8 of the Borough's schools. We were also successful in a bid for 1 year's funding from **LBH Thriving Communities fund**, as well as funding and support from **London Borough of Hounslow Childrens services, NWL Health Trust and BBC Children in Need**. We thank them all for their continued support which enables young people in the Borough to access free, confidential counselling.

## Counsellor Recruitment Programme – October 2022

To meet the ever-increasing demand for our services, HYCS ran a new counsellor recruitment programme in October '22 and successfully recruited a further 5 counselling professionals who are now completing our intensive HYCS training programme (60 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 2023 -2024 Plan

- **ESTABLISH HYCS AS AN INCORPORATED CHARITY**  
Manage the transition of the HYCS charity status to become an incorporated charity.
  - **REACHING OUT**  
HYCS will continue to develop services to reach more young people and to target vulnerable young people on the edge of society.
  - **PROFESSIONAL COUNSELLING DELIVERY**  
HYCS will continue to strive for the highest possible ethical and professional standards of counselling service delivery and staff training and to maintaining BACP-Organisational Accredited status as a service.
  - **PARTNERSHIP WORKING**  
HYCS will work alongside the Local Authority, Schools, HM Prison Feltham YOI, Youth Offending Service, Domestic Abuse, Leaving Care, Child and Adolescent Mental Health Service and other youth services to ensure young people receive the appropriate mental health provision for them.
  - **MENTAL HEALTH RESOURCES**  
HYCS will continue to research and develop mental health resources, and explore ways to empower and enable young people to manage their mental health.
  - **WEB ACCESSIBILITY & SOCIAL MEDIA**  
HYCS will use the website as a way to make the service and information to support young people more accessible. HYCS will continue to refresh and update the website and digital offering (Twitter) to provide up to date information to support young people's mental health, to provide access to mental health resources and raise awareness of the HYCS provision.
  - **FUNDING**  
HYCS will actively target and diversify the funding streams to increase our funding to deliver more services to young people and to future proof our service.
- 

## The Clients' Voice 2023:

**"I was struggling a lot when I joined HYCS (and my counsellor) help me gain clarity and insight into myself..."**

**"I now have a much better understanding of how to cope healthily and the exacerbating impulse I might consider overriding. This is an invaluable resource to the many people that fall in the gaps ...HYCS gave me hope at a time I was feeling helpless. The counselling I received has been invaluable. I was given the space to bring and unpack complex and interconnected issues rather than focussing on an immediate symptom..."**

**"I feel like this has really helped me come out of my comfort zone and be myself..."**

**"Really warm people and welcome you with open arms.**

**I've felt relieved after each week knowing that someone is listening..."**

**"Allowed me to come to terms with and understand why and how I felt the way I did during my slump."**

**"It's helped me with the problems I've wanted to focus on. I feel more calm and at ease - I've learned how to calm my aggression down and understand how I can be a better person."**





**"It's a place to talk and get things off of your chest. It also helped me to reflect on past situations and see how I could of handles them in a different way."**

**"I found the counselling really helpful, I was able to learn new coping mechanisms that will help me when I leave and it was really nice having a judgement free place where I could vent and speak. Thank you for everything."**

**"I learnt how to emotionally regulate and I am more equipped to support myself in a healthy way. It wasn't easy but I am grateful to be in a happier place."**

**"Helped a lot!  
I can now manage my anger and anxiety when I'm in high pressure".**

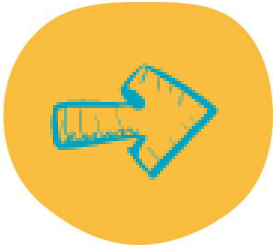
**"The counselling allowed me to organise my thoughts and process what has been troubling me. X has been very good at helping me to find parts of myself I needed to explore in order to help and accept myself."**

**"Found the solution to some of the problems that were bouncing around in my head. I liked the confidentiality aspect of HYCS. Knowing that my conversations were not going to be shared with everyone unless there was a risk."**



# Our Expertise & Commitment to Training

## ONGOING CPD & REFLECTIVE PRACTICE

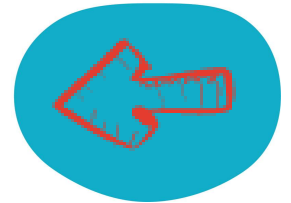


### HYCS' CORE TRAINING

In addition to counsellors' professional training, HYCS offers **60 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: Suicide Awareness, Autism Awareness, Emergency First Aid in the Workplace and Trans Awareness in addition to counsellors' own CPD. training.



### CLINICAL SUPERVISION

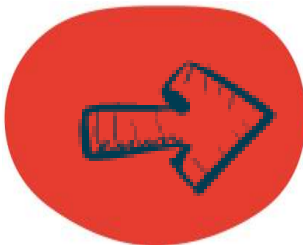
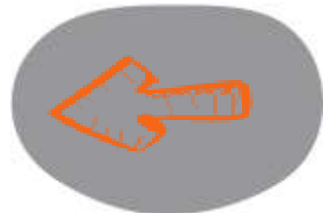
Clinical Supervision is essential for counsellors and provides a regular opportunity to reflect in depth about all aspects of their practice in order to work as effectively, safely and ethically as possible. It is vital to professional practice and for sustaining the personal resourcefulness required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



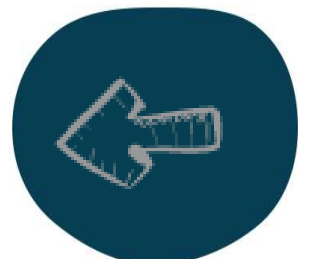
### A PROFESSIONAL TEAM

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

### COMMITMENT TO ACCREDITATION

HYCS is a **BACP accredited counselling service and work towards the highest possible standards of service.**

We therefore actively support our team of counsellors to become **individually, professionally accredited** and to maintain the highest professional standards through ongoing CPD.



# Statistics: Reporting Year 1 Apr 2022- 31 Mar 2023

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

Setting	2021-2022	2022-2023
Schools	3314	3280
FYOI	224	449
Centre	2129	2273
Targeted Youth	343	387
<b>Total number of sessions</b>	<b>6010</b>	<b>6389</b>

## Number of Clients

Year	2021-2022	2022-2023
No. Receiving Counselling	761	758

## Ethnicity

Ethnic Origin	Clients 2021-22	%	Clients 2022- 23	%
<b>ASIAN</b> Indian, Pakistani, Bangladeshi, Chinese Any other Asian background	147	20	159	21
<b>BLACK</b> African, Caribbean Any other Black/African/Caribbean background	84	11	93	12
<b>MIXED</b> White and Black Caribbean, White and Black African, White and Asian Any other Mixed/Multiple ethnic background	76	10	80	11
<b>OTHER</b> Arab Any other ethnic group	48	6.6	52	7
<b>WHITE BRITISH</b> English/Welsh/Scottish/Northern Irish/British	266	36	234	31
<b>WHITE OTHER</b> Irish, Gypsy or Irish Traveller, Roma Any other White background, European	122	16.5	131	17

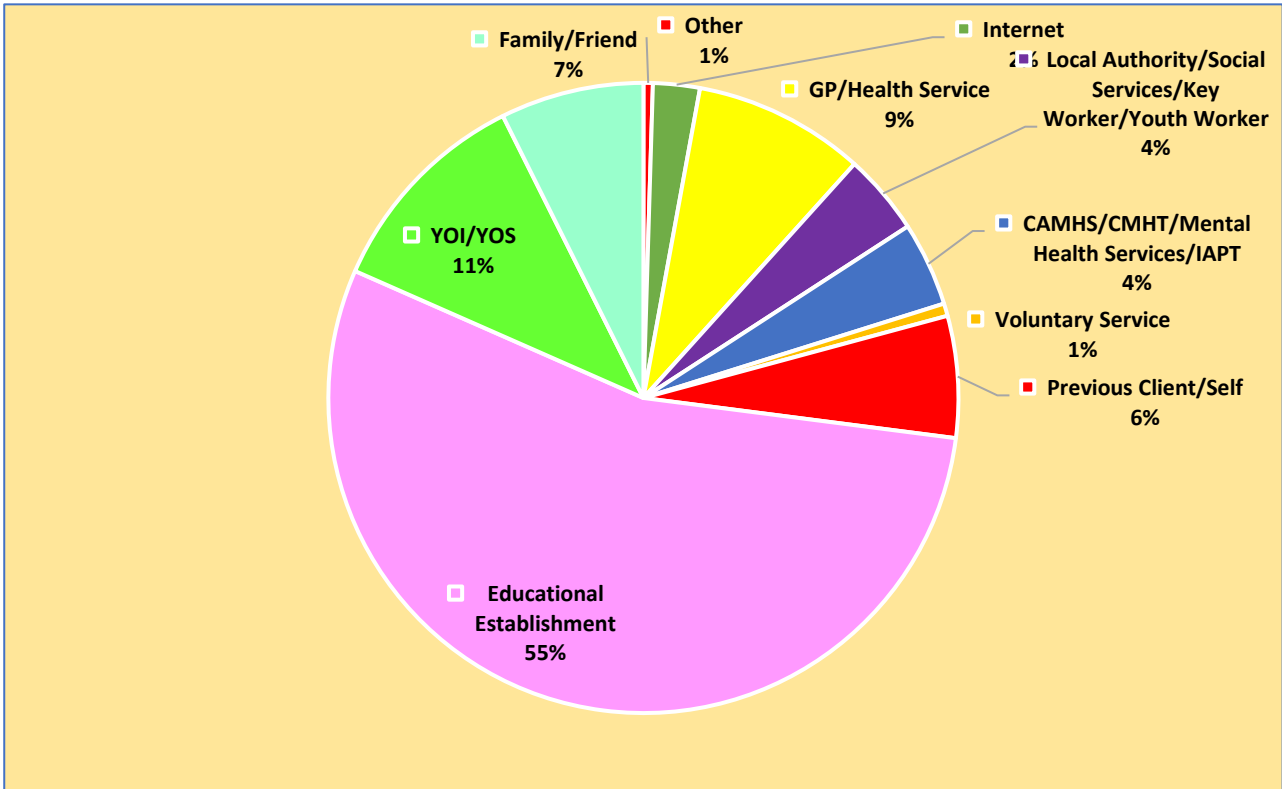
## Gender of Clients

Gender	2021- 2022	2022- 2023
Female	496	470
Male	224	246
Non binary	24	29
Transgender	14	11

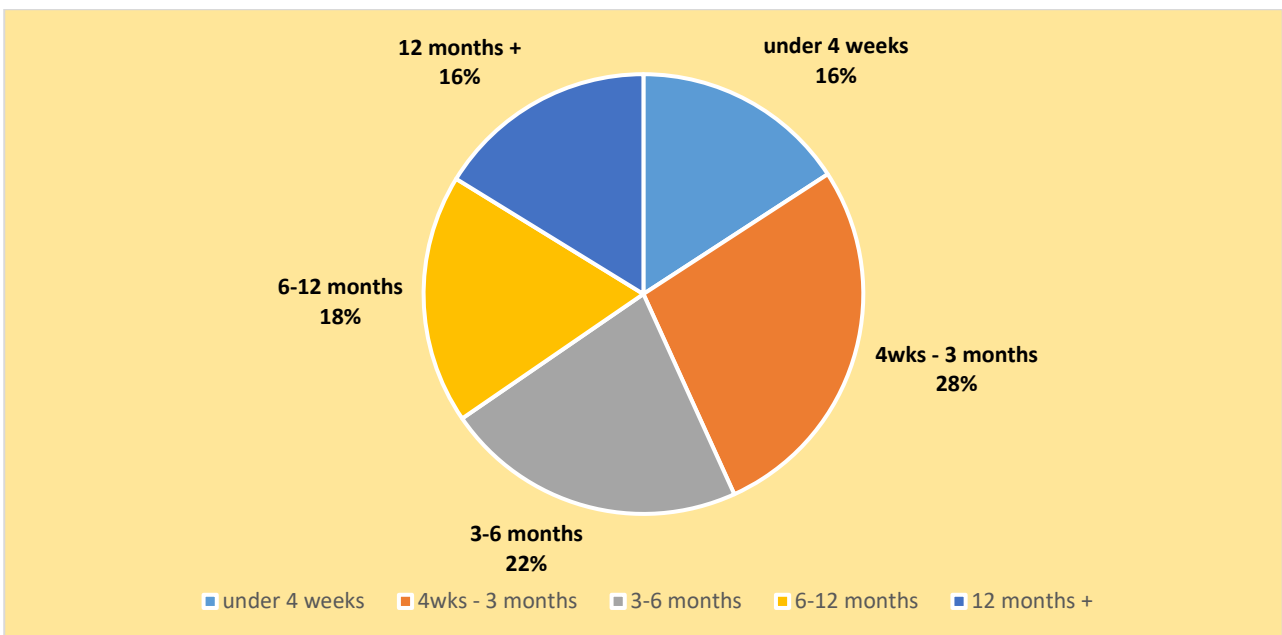
## Age of Clients

Age	2021- 2022	2022-23
Under 14	194	214
14-18	444	410
19-21	72	85
22-25+	48	47

## Referral Routes: How Clients Hear About HYCS 2022-2023

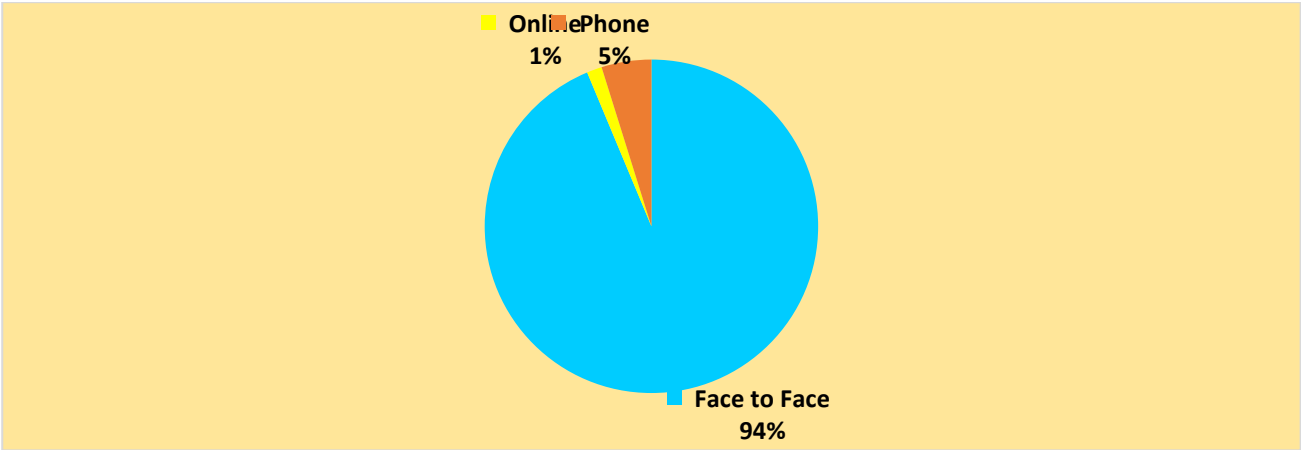


## Time in Counselling (Before Completing Work)



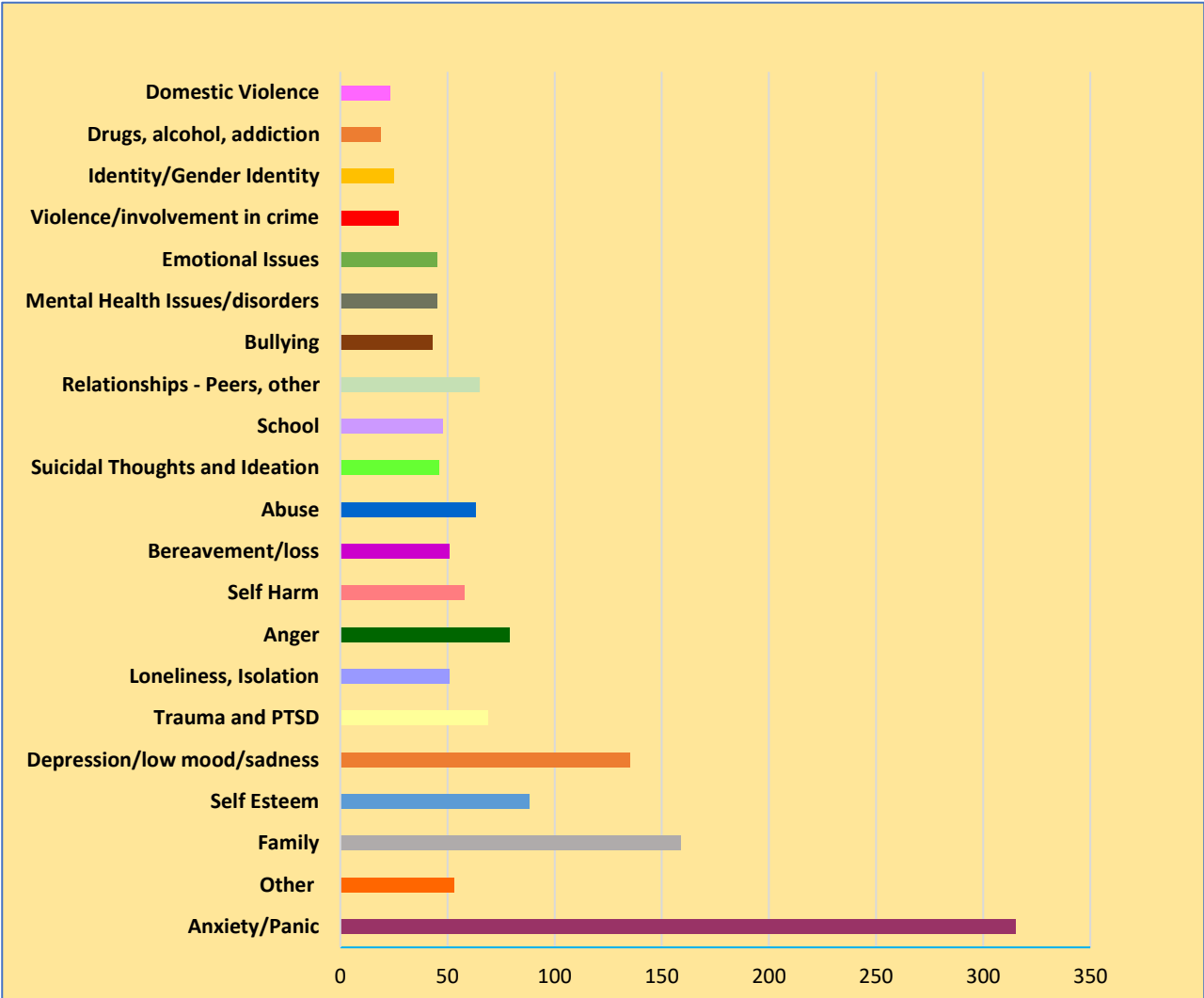
### Mode of Delivery – Whole Service – 2022-2023

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



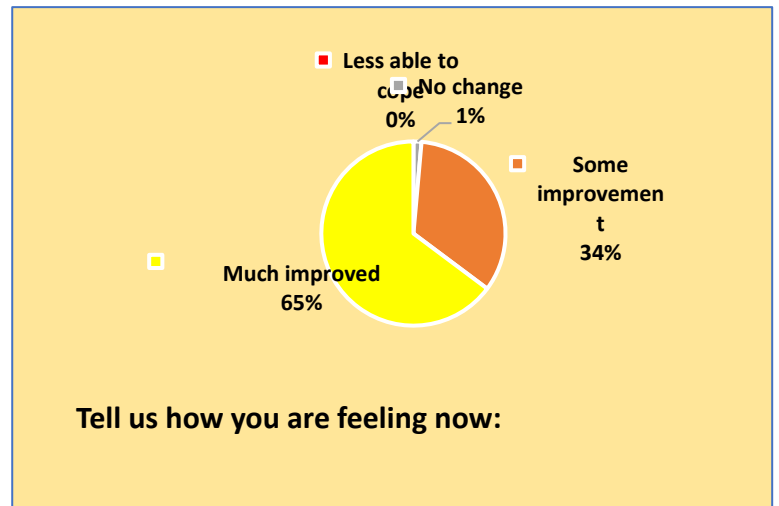
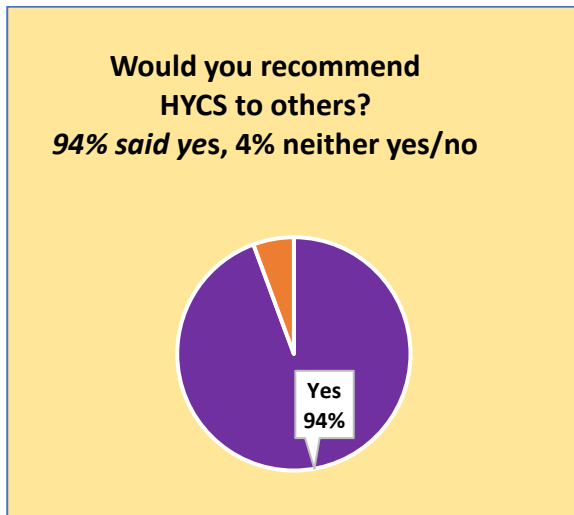
### Top 20 Presenting issues – Whole Service 2022-2023

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



## ANONYMOUS CLIENT EVALUATION FORMS – OUTCOMES

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



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

Outcomes of counselling	% Clients Selecting Value 2020-21 (All Settings)	% Clients Selecting Value 2021-22 (All Settings)	Clients Selecting Value 2022-23 (All Settings)
Increased Sense Of Well-Being	69.7	71	50
Better Relationship	33.3	37	36
Increased Confidence	36.4	55	34
Better Ways of Coping	54.4	67	78
Improved Problem Solving	n/a	37	41
Increase self esteem	84.8	55	41

## BALANCE SHEET AT 31 MARCH 2022-23

	2023	2022
<b>FIXED ASSETS</b>		
Tangible Assets	3,143	5,266
<b>CURRENT ASSETS</b>		
Cash at Bank	387,596	467,436
Debtors	112,371	6,629
	499,967	474,065
Creditors (Due within 1 year)	(100,009)	(100,577)
Accruals	399,958	373,488
	403,101	378,754
<b>NET ASSETS</b>		
<b>FUNDS</b>		
Unrestricted Funds: General	384,438	363,871
Restricted Funds: FYOI & HYCS	18,663	14,883
<b>TOTAL FUNDS</b>	<b><u>403,101</u></b>	<b><u>£378,754</u></b>

## STATEMENT OF FINANCIAL ACTIVITIES 31 MARCH 2022 – 1 APRIL 2023

	Unrestrict ed Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
<b>INCOME</b>				
<b>Voluntary Income Includes Grants</b>	180,850	78,459	259,309	292,880
Investment Income	482	0	482	352
Income from Charitable Activities	151,277	0	151,277	129,901
<b>Total Incoming Resources</b>	<b>332,609</b>	<b>78,459</b>	<b>411,068</b>	<b>423,133</b>
<b>EXPENDITURE</b>				
Charitable Activities	310,919	74,022	384,941	346,872
Governance Costs	1,780	0	1,780	2,045
<b>Total Outgoing Resources</b>	<b>312,619</b>	<b>74,022</b>	<b>386,721</b>	<b>348,917</b>
<b>NET INCOMING/(OUTGOING)</b>	19,910	4,437	24,347	74,216
Transfer	657	(657)	-	-
Funds brought Forward 1.4.22	363,871	14,883	378,754	304,538
Funds carried forward 31.3.23	<b>384,438</b>	<b>18,663</b>	<b>403,101</b>	<b>378,754</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, funders, businesses and of course our colleagues. Special thanks also to all of the staff, supervisors and volunteer members of Hounslow Youth Counselling Service as, without their commitment and hard work, we would not be able to deliver this service to young people.

### Schools

Bolder Academy

Chiswick School

Gunnersbury Catholic School

Kingsley Academy

Logic Studio School

Rivers Academy

Springwest Academy

St Mark's Catholic School

Woodbridge Park Education Service (via HCT funding)

### Trust Funds & Private Donations:

Amazon Smile

BBC Children in Need

Give As You Live

Heathrow Community Trust (HCT)

Rob & Steph – Craft Materials' Donation

RELX UK Group – RE Cares Project

Young Londoners' Fund NDYP

### Health & Local Authority

London Borough of Hounslow

Let's Talk 14-19 Team

NWL Clinical Commissioning Group (NWL CCG)

Domestic and Sexual Violence Outreach Service

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

78 St John's Road, Isleworth, Middlesex TW7 5RU

Registered Charity 1196320 (formerly 296333)

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