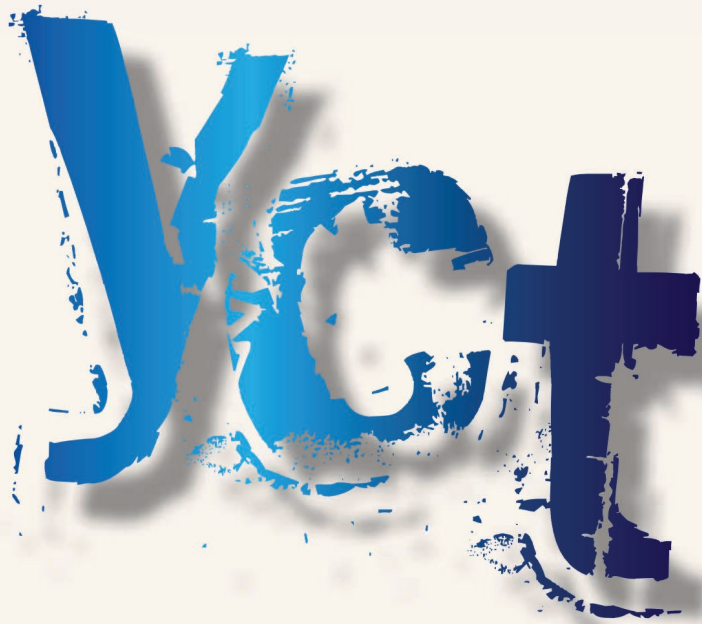




**Annual Review  
2021**



## Annual Review 2021

**bacp** | counselling  
changes lives

**Organisational Member**

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# From Our Patrons

Professor Julie Hay and Joe Thomas

## Professor Julie Hay

Chief Executive Psychological  
Intelligence Foundation CIC



2020 has been a strange year for all of us. Events have meant that support for young people has been even more necessary, with a significant increase in the number of clients who have needed help to deal with the pressures of the pandemic.

I have been delighted to see how YCT have coped so flexibly with the increased need whilst shifting to online working, and maintaining their all-important contact with young people in spite of the difficulties - and dealing sensitively with issues of confidentiality versus the inevitable temptations for parents to listen at the bedroom door!

YCT offers counselling and related forms of support to young people that is free at the point of delivery. When you are a young person in the maelstrom of education and adolescence (I think I remember - it was a while ago), the natural thing to feel is that the adult world is concerned with making money and competition, exam marks, future salary. Not much else.



## Joe Thomas

Actor and Writer

Unless we signal to young people that there are also adults who care about their emotional welfare as an end in itself, as being of value in and of itself, it may not occur to them.

Social media will not teach it, nor will the endless testing that they undergo in education. The former will tell them that their happiness will come from what other people think of them, the latter that it comes from climbing a hierarchy.

How could we expect them to believe anything else and yet any happy adult will be in possession of another piece of knowledge; something that perhaps came to them later in life, maybe after years of wasted time and unnecessary pain: that your value as a human being has nothing to do with what other people think of you and has nothing to do with winning – not in tests, in money, in possessions.

Without that knowledge, it's hard to be happy as an adult. How could we possibly expect children to thrive without it?

Unless that knowledge is built into education - frankly it should be the cornerstone of education, but I'd settle for it just being somewhere in the mix - young people will be experiencing the sort of fear and confusion that we as adults do everything to avoid. YCT is an organisation, in short, concerned with the welfare of young people, because it is separate from the world of testing and comparison that they inhabit the rest of the time and which does nothing for their wellbeing.

It is a good and a necessary organisation and I'm so pleased I'm their Patron.

**Joe Thomas**

Actor and Writer



\*Photos are for illustrative purposes only





## Chair's Introduction

### Neil Frost

On behalf of YCT's Board members and staff it is a privilege to be able to introduce the 2021 YCT Annual Review.

Of course, the last year has been predominated by the COVID-19 pandemic. Individuals, businesses, organisations and charities, large and small, have been stress-tested. Which is,

of course, no bad thing if the stress-testing results in a successful outcome of the testing. This has significantly been the case for YCT. It would be easy to suggest that YCT has fared so well due to good luck, but YCT is able to claim that, not only having remained viable, but also having grown, is as a result of robust policies and procedures and the dedication and hard work of our staff, volunteers and the self-employed therapists who deliver the work. Careful management of our finances has meant that, despite the challenges of reduced income the pandemic has caused for some areas of our work, we have remained in a good financial position, and even managed, at no cost, to offer therapeutic sessions for school staff affected by the pandemic.

Our Strategic Plan remains especially relevant, with the organisation gaining benefits from its can-do approach, quickly adapting to changing circumstances and able to respond swiftly to requests for new pieces of work. As an organisation we are valued for this, with Commissioners being confident that if they approach us we will do all we can to bring new work on-stream, and quickly. The pandemic has highlighted the need for, and the value of, support

for those suffering poor mental health; YCT is pleased to play a valuable part in this provision – and ready to take on more when funding allows.

Again, during the last year, we have extended the range of our services, introducing Play Therapy, support for those diagnosed with Autistic Spectrum Disorder and bereavement counselling.

Hopefully this year's Annual Review gives a window through which readers can view and understand more about our organisation. We introduce our staff and their roles and our new data-management system. Case Studies offer a flavour of the sort of work in which our staff and therapists are involved, a parent shares their experience of us supporting their child, and feedback from our clients shows the value they place on our service. Two new Board members have been welcomed to YCT's strong Board during the year. YCT is fortunate in having such dedicated Board members who are prepared to give of their time and skills for the good of the organisation. Each year the Lady Diana Kemp-Welch Award allows us to evidence success and achievement at YCT and in this Annual Review we announce the names of the winners of this year's Awards.

We hope you enjoy reading this year's Annual Review, we'll be pleased to receive any feedback on its contents, and of course would love to hear from you if you can offer YCT support of any kind.

Neil Frost

**Chair of the YCT Board.**



## Interim CEO

**Katy Bradbury**

When reflecting on 2020 it is hard to think of anything beyond COVID-19 and its devastating impact on many people who we work with and support. The global pandemic has undeniably increased the need for our service as young people and their families were thrown into this uncertain time. However, I am extremely proud to be able to read of, and write about, the incredible service YCT has been able to provide to the communities of West Essex and East and North Hertfordshire this year. Many of the things which have been going on at YCT are detailed in the clinical report further on in this review but I wanted to focus on a few of the most outstanding moments of the year.

Changing our entire model of delivery in the space of a week was only the beginning of the amazing things achieved by all of our staff, therapists and volunteers this year. We responded quickly and effectively to all of the challenges created by this new normal. While our school work reduced for a period of time due to school closures demand on the service and the needs of our clients led to us doubling the amount of free-at-point-of-access counselling sessions to young people across our communities.

The year 2020 saw us implement an entirely new contract for the West Essex CCG providing emotional support to many new client groups across Harlow, Epping Forest and Uttlesford. The commissioned work allows us to support young people who have been diagnosed with, or are awaiting a diagnosis of, Autistic Spectrum Disorder. This valuable work provides emotional support during a sometimes challenging and confusing time and not only benefits the young person but their whole family, as you will see from the parent interview later in this review. This new work also funds the delivery of play therapy, a service which is already in very high demand. Introducing the delivery of play therapy during lockdown felt impossible initially but has worked much better than we could have ever hoped. Our wonderful therapists who have sought extra training, created innovative approaches and been willing to go the extra mile to continue to provide support in challenging circumstances have been inspiring.

YCT's management board has continued to ensure YCT is able to provide support to not only the young people, but those around them. Much of our work involves supporting schools and recognising the particular challenges faced by those in education. This year the Board made a commitment to offer complimentary counselling sessions to teachers, school staff and Early Years workers. This offer of support has been well utilised and further enhances the holistic support YCT is able to provide to the schools who work with us. While schools buy in therapy hours, the

support structure around this including safeguarding, teacher support, access to YCT groups, parenting support and clinical staff attendance for social care meetings is an additional benefit appreciated by our schools, especially during these difficult times.

Of course, like our clients, YCT is also having to navigate uncertainty around what the future holds. At the time of writing, there are plans to ease lockdown in the coming months and we assume this will lead to a much-anticipated return to face to face work. We envisage a hybrid delivery model throughout 2021, where some of our work continues to be delivered remotely for those clients who prefer working in this way. There have been benefits to online delivery (ease of access, high attendance rates) but we do believe there will always be an incredibly important role for face to face work, which often allows a depth of therapeutic relationship that can potentially be missing in online sessions.

We see a need to increase the resources within the therapeutic team within YCT, with a recognition that additional staff will be essential to supporting and sustaining the levels of growth we have seen in the last 12 months. Many are predicting that the mental health effects of this pandemic will continue to rise, even as we return to some sort of normality throughout the year. We do not predict less need for our services as time goes on but rather a continued and escalating demand as the long term affects – social, economic, educational and familial – of the pandemic continue to impact. With the ongoing support of our many supporters and funders YCT will continue to grow and deliver the outstanding service we are well known for.

**Katy Bradbury**

Interim CEO



\*Photos are for illustrative purposes only





## Clinical Services

**Emma Adams**

Three words capture the essence of 2020 for YCT's clinical services; Change, Adaptation and Growth.

It quickly became clear in mid-March that COVID-19 was going to have a huge impact on the way that YCT could operate. When lockdown measures became inevitable, we responded very quickly, making contingency plans to cope with the impending crisis. The closure of schools and of community venues meant we quickly had to review our delivery models if we were to continue to provide our services in a robust and sustainable way.

Schools-based counselling has become a significant part of our services. When schools closed, we needed to continue to provide young people with the emotional support that they would invariably need. We worked closely with schools to move our delivery model online and via the telephone. Guided by BACP (our counselling professional body) this involved the setting up of therapist Zoom accounts, the production of new guidance, strengthening of safeguarding protocols and many hours of administration and coordination to ensure that our 29 therapists had the tools, guidance and information they required to deliver services safely and ethically.



\*Photos are for illustrative purposes only



Our community counselling followed a similar pattern, with all delivery moving to Zoom sessions or by telephone. We have found that our young people are engaging very well with YCT's online sessions and in fact levels of attendance throughout the early months of lockdown and well into Summer were very high. We saw a peak of 92% attendance (compared to rates between 76% - 85% prior to lockdown) with therapists reporting high levels of engagement from their clients.

One of the highlights has been the way in which we have been able to successfully deliver play therapy services online, often with very young children. Therapists have been able to design solutions and work creatively with our younger clients, with some amazing results. Examples of this include using the 'whiteboard' facility on Zoom to draw pictures and represent emotions and feelings in a visual way. One client, who found it extremely difficult to engage with her therapist verbally, was able to make very effective use of the chat function.

### **Increase in Referrals**

By any measure, COVID-19 has caused a crisis in the mental health of children and young people throughout 2020. As families have grappled with the social, economic, educational and health impacts of COVID-19, young people have struggled. Our clients are feeling lonely, isolated, highly anxious, scared for the future, sad and angry. Families are coping with bereavement, job losses and relationship breakdowns and face huge uncertainty about the future.

YCT referral numbers increased dramatically throughout 2020 and into 2021. During Q1 2020, pre-lockdown, we saw 617 referrals. In Q2 2020 (April – June) these increased to 908, increasing further during Q3 (July – Sep) to 1205. That's nearly double the number of referrals in Q3 than we saw in Q1. Comparing Q4 2019 to Q4 2020, the increase is even starker, with a 135% increase in referral numbers.

Fortunately, YCT has been able to adapt and respond, recruiting new therapists and increasing counselling sessions throughout the week. Because of these actions, we have been able to prevent the vast increases in waiting times experienced by many other agencies.

### **Increased Risk and Safeguarding**

As well as the huge increase in referral numbers, we have seen an increase in the complexity and severity of the issues facing our young people. During 2020 we found that many more of the young people referred to us had experienced suicidal ideation and/or were self-harming. As CAMHS services became overwhelmed with referrals, many of those young people who might previously have been offered CAMHS support were being referred to YCT. As a result, our assessment processes had to become even more robust, ensuring that the levels of risk and vulnerability brought to us were within the capabilities of our service.

As strains grew on mental health services, YCT faced increased pressure to take on referrals that we would normally be unable to accept. Every

day we have to balance the need to support vulnerable young people with nowhere else to turn, with the responsibility of ensuring that we do not take on individuals who require more intensive, longer term support than we are able to provide.

We have found that the levels of interaction that we have with other agencies (Social Care, CAMHS, Schools etc) has needed to increase, as we all work together to try to keep young people safe. Again, our clinical team have been extremely busy with these safeguarding responsibilities, including onward referrals to other agencies.

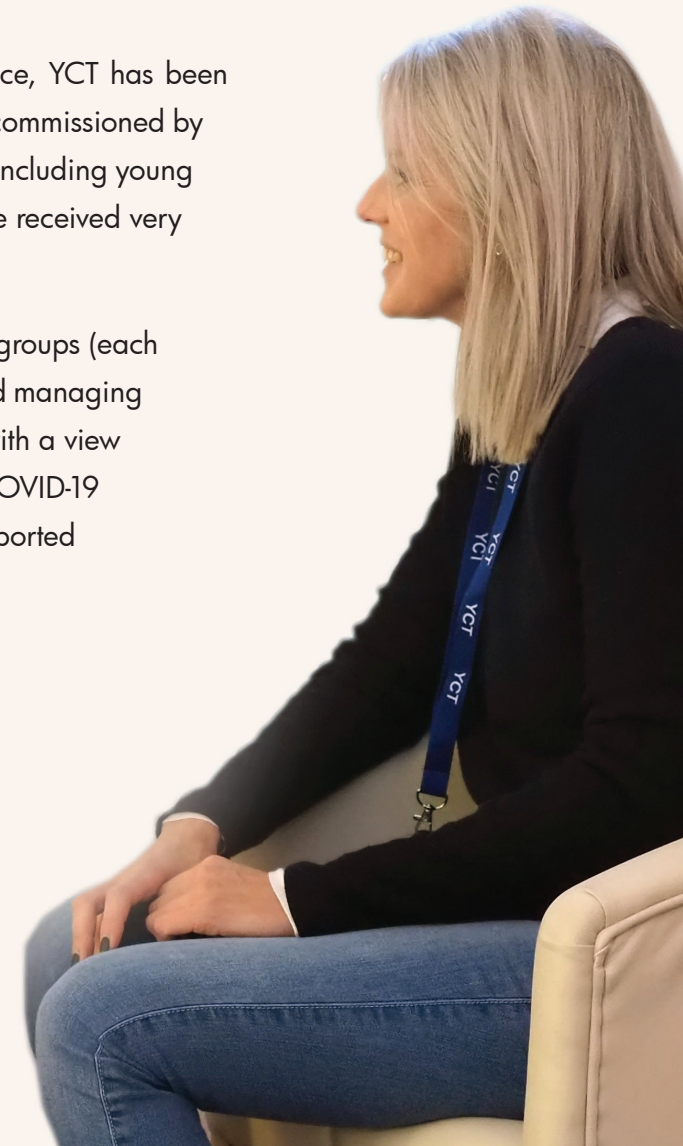
## **Groups**

As well as our one-to-one counselling, which remains at the heart of our service, YCT has been delivering more group work throughout 2020 and into 2021. We have been commissioned by a number of local agencies to deliver group work to a range of participants, including young carers. The groups delivered so far have seen good outcomes and we have received very positive feedback.

Recently we were commissioned by Essex Youth Services to deliver 9 groups (each with 6 participants, running for 6 weeks) around understanding and managing anxiety. These groups are currently being delivered remotely, with a view that that we may move back to face to face delivery when COVID-19 restrictions are eased. These particular groups will have supported a total of 54 young people throughout West Essex.

## **Additional funding and contracts**

YCT's excellent reputation and track record resulted in continued opportunities to bid for new funding and contracts throughout 2020. For example, YCT was awarded a contract with Hertfordshire



County Council to provide specific bereavement counselling. This counselling formed part of the council's Covid-19 response support for residents.

In November 2020, during detailed feedback to one of our primary funders, the West Essex Clinical Commissioning Group, we highlighted the urgent need for 'anxiety and return to school' support for pupils following the reopening of schools. We were able to draw on our conversations with SENCOs, Pastoral Leads and Safeguarding Leads within our contracted schools to evidence this need. As a result, the WECCG offered us a significant amount of additional funding, resulting in us being able to offer an additional 25 hours of support for young people each week.

We began working with a number of new schools throughout 2020, who bought-in our paid-for services either to deliver a set number of hours per week, or, in some cases, to support specific pupils who have been unable to access emotional support elsewhere. We have also had requests from social care to work with a number of individual children who have required specific support, usually stemming from early trauma, abuse or neglect. We continue to work in partnership with social care as part of a package of support offered to targeted families.

### **The Future**

We are experiencing a large increase in the number of schools choosing to contract with YCT. On top of this, many of the schools we already work with are requesting to increase their counselling provision from YCT and are seeking significant numbers of additional hours. With additional funding being made available to support the emotional wellbeing of young people in this current climate, we are pleased that for many schools, YCT is the partner of choice.

### **Clinical Services**

Emma Adams





# YCT Therapy Dog(s)

## From Teddy's canine perspective

At the beginning of 2020 I visited YCT House several days a week, greeting staff with a smile and a wag. Although I did have a habit of barking when people came to the front door, I was getting used to meeting all of the children and young people who came in to talk to us and it was a lot of fun.

Then suddenly the visits stopped. My pawrent was at home every day, sitting at the table doing her YCT work. I was really sad I didn't get to see the staff anymore or get any trips to YCT House to see the children and young people, although sometimes when my pawrent talks to the rest of the YCT staff team on her computer, I get to sit on her lap and hear them which is exciting.

Then one day, to my great surprise, a new puppy turned up at my house! Her name is Lottie and she was going to live with us. My pawrent said Lottie can train to be a therapy dog as well, so I guess I am going to have to teach her all I know.

Training hasn't been possible because of lockdown; all the puppy classes were cancelled as were all the animal therapy training groups. We will have a lot of homework to catch up on although we have been making sure we say a socially distanced hello to any young people that we meet at the park.

We are both looking forward to going back to YCT and beginning our training. Lottie has never experienced a full day in the office with all the staff so it will be new for her, but I know she will soon love everyone as much as I do. Most of all though, we are both excited to meet new children and help them to feel calmer and more relaxed when they come in to speak with the therapists, helping to make their experience of YCT a really good one.





# Meet the Staff Team



**Katy Bradbury:** Katy is YCT's interim CEO, following two years as Clinical Lead. Katy oversees the strategic delivery of YCT and all of its services while managing the staff team.



**Cathy Banks:** Cathy is YCT's Finance Officer and her role within the team is to undertake all daily financial tasks, develop budgets, prepare financial reports and monitor income and expenditure.

**Janice Wilson:** Janice is Senior Admin Officer at YCT. Janice manages the admin team, oversees facility management and provides statistical information for management and funder reports. Janice is also YCT's Data Protection Officer and clerk to the YCT Board of Management.



**Rachel Gray:** Rachel previously volunteered her time supporting YCT but now works part time while she is studying to be a Social Worker. Rachel provides admin support for the whole team and her passion for the people we work with often leads to her championing fundraising opportunities and communications within the local community.



**Emma Adams:** Emma is YCT's Interim Clinical Coordinator. Emma's role is wide ranging, from overseeing the referral and assessment processes to managing complex referrals and safeguarding. Emma is the key contact for those outside agencies and schools buying in YCT's services and she also helps to co-ordinate all group work.



**Lucia Bradbury:** Lucia is YCT's interim Service Coordinator and is the first point of contact for all young people, families and professionals referring into our service. Lucia oversees the smooth delivery of all sessions delivered through the week.

## Client Quotes

### **What do you think would have happened if you had not received help from YCT?**

*"I would've been a lot more depressed & self-harmed more "*

*"I'm not sure, but I would feel much lonelier and down if I didn't have help from YCT"*

*"I would have kept hurting myself and my mental health would have gotten worse "*

*"My mental health wouldn't have improved and I wouldn't be in the good position I am now"*

*"I believe that I would have continued to feel isolated and depressed."*

*"I wouldn't understand where my feelings stem from"*

*"If I hadn't received help from YCT, I think lockdown would have been very difficult for me and I think my parents would have been very worried about me."*

*"I would still be feeling anxious and not knowing what about"*

*"I would have been stuck going around in a loop. I would have tried to sort it out but I wouldn't of have done it without help."*

### **I think YCT is**

*"Such an amazing service, I don't know how I would have coped after my father and grandfather died of COVID-19."*

*"A trustworthy, efficient and very supportive and helpful service which has given me the ability to move on with bettering my mental health even more after YCT."*

*"Excellent, reassuring and helpful"*

*"A very very good service that has helped me a lot"*

*"Amazing, my counsellor Ian was very helpful and has really helped me"*

*"Very supportive and understanding. They are also very flexible in the way they support not just the young people but the whole family"*

## **YCT would be better if**

*"A selected option of how many sessions you can get"*

*"They were granted more funding to help more people."*

*"Despite coronavirus, having sessions in real life physical meetings in a vivid secure way"*

*"If it was longer than 8 weeks."*

*"Through no fault of your own but all of my appointments were on the phone not face to face"*

*"Face to Face. But that's not your fault. Although maybe we wouldn't have got the same counsellor if done face to face."*

## **Any other comments**

*"Really big thank you to Allie she's been so supportive and positive"*

*"Craig was really nice and made me laugh and feel comfortable. He listened to me and gave me ideas on how I can feel better. We even talked about homework and he would help sometimes which I thought was cool!!!"*

*"Ian has helped so much, made a big difference "*

*"Tell Clair that she's changed my life for the better"*

*"So grateful to Anne - My counsellor made me feel so comfortable and able to talk"*

*"Thank you for this service it has helped me a great deal. I wish I could continue with my sessions"*

*"Thanks so much, don't know what I would've done without the service"*

# Client Case Studies

## Case study Amy

Amy is a young girl in primary school. She is classified as a young carer, having a sibling with multiple additional needs. Amy was demonstrating ritualistic behaviour, continual waking during the night, self-harming, anxiety and very low self-esteem. She had previously had mental health support from CAMHS. On assessment using Goodman's Strengths and Difficulties Questionnaire (SDQ), she presented as having severe difficulties with a parental score of 22/40. Particular areas of concern were emotional problems and peer problems.

Amy was referred to YCT by another professional working with her family and she was accepted for 20 sessions of one-to-one play therapy. COVID-19 restrictions however made face to face work impossible. Sessions were therefore, delivered via Zoom. This was a new way of working for YCT but our therapist shared what a wise colleague had told her: "Children find what they need" and she was right.

Amy took to the sessions well. Initial themes that emerged were the need for attention, being left out or cast aside, death, loss and the unpredictability of adults. She related well and the therapeutic relationship was quickly established. It was impossible to keep her sibling from dominating the sessions and it was clear she felt her life was dominated by their needs, both at home and school. The therapist recognised that it was crucial to focus on Amy and suggested they leave her sibling out of the room/session. This idea was rejected as impossible, "It's all about them". The therapist was made all too aware of the impact of the sibling when they inadvertently called Amy by their



**Names have been changed to protect client confidentiality**



name. The therapist stated that it felt like she had been punched in the gut, she was mortified but it turned out to be a very valuable moment, stimulating honest conversation about what had happened and the impact of that.

Amy had a pet that lived in her room and by using the pet's needs metaphorically it was possible to explore Amy's needs. For example, she once stated, "Oscar feels like he's left out" allowing the therapist to reflect on those feelings and the difficulty of them. Pets featured heavily in the discussions; Amy once describing her house as a zoo. Amy became able to honestly express conflicting feelings and emotions related to her sibling. Stressing the confidentiality of the relationship empowered her to speak the unspeakable and not be judged for it, to have her feelings accepted non-judgementally. This was pivotal for her. She was honest about her own behaviours and this enable the therapist to work through them with her and provide safe alternatives.

Our therapist shared that ending sessions with Amy felt very hard. She was aware that she had formed a strong attachment to Amy and worried about how she would be. She gave Amy contact details of an organisation she could reach by text 24/7 if she needed support. Amy too found the ending difficult and avoided talking about it directly. The therapist was able to reflect on her bravery, her resilience and how far she had come. Amy's sibling no longer dominated sessions, she had been able to focus on herself and her needs. Sleep had improved and she no longer disturbed her parents nightly.

Our therapist was curious to hear what her mother would say during the final session, and could not have been more delighted. Amy's SDQ scores had shifted from severe to no difficulties, an improvement of 12 points. The major improvement was in the area of emotional symptoms. Her mother reported all sleeping difficulties had disappeared and that her mood had significantly improved. Our therapist had, as always, spoken to her client prior to the ending with parents to discuss what she might say and gain the clients permission, upholding the principals of confidentiality and trust to the end. She was able to talk honestly about Amy's needs for one-to-one time with mum in particular, free from her sibling. Mum revealed that she had secretly taken up a hobby that she would be able to share with Amy once she had gained sufficient proficiency.

Giving Amy the emergency contact number had, it turned out, given Amy confidence that she was not being abandoned and that should she need it there was some where to turn to. Our therapist was able to provide mum with other organisational details to support her should she need it. At the end of the session mum closed with the words, "Thank you, you've changed our lives". Our therapist stated "never more have I felt the power and worth of what we do".

## Case Study Gavin

Gavin's teacher approached YCT, concerned that he was becoming increasingly anxious and finding it difficult to attend school. During his initial session, Gavin aged 11, presented as cheerful and carefree. The therapist began to establish the foundations for a meaningful therapeutic relationship and found that she was able to connect with Gavin initially by hearing about his ambitions to become a footballer. Together they plotted a virtual football team made up of family members and discussed everybody's roles and the parts they played in supporting the team (the family) as a whole.

As sessions progressed, Gavin chose to explore other topics and his demeanour, and the feel of the sessions began to change. It became clear that Gavin was struggling with his grandfather's serious terminal illness. The therapist helped Gavin to explore ways to help him cope with this impending loss and he was able to share funny, happy memories of his Grandfather. He was also able to talk about what he wanted to say to him before he died.

In a later session, with the therapeutic relationship now strong and with a trust built between client and therapist, Gavin made a disclosure to his therapist that his Dad was acting aggressively and sometimes violently towards him and his sister and that this had been going on for some time. Other disclosures were made, causing the therapist to become concerned for Gavin's safety and that of his sister. The therapist was able to remind Gavin of the limits and boundaries around confidentiality and explained how she felt she would need to speak to somebody else

to ensure Gavin and his big sister would be safe. The therapist followed YCT safeguarding protocols which helped to ensure that Gavin and his sister could be protected with the right support in place for the whole family.

The sessions then turned to helping Gavin explore his response to these difficulties. After two more sessions, Gavin was able to establish his own boundaries with Dad, finding the strength and courage to refuse to accept his threatening behaviour. He was able to voice his anger to Dad and also explain how his aggressive behaviour made him feel.

Gavin's ending session fell three weeks after his Grandad finally passed away after months of illness. The final session was used to begin to process his loss, explore his feelings around his family relationships and to review just how far he had come in 12 weeks. He now found that he was able to be more honest with both mum and dad about how he was feeling and was able to understand the impact of some of these relationships on his day-to-day emotional state, including his anxiety.

Sessions completed, Gavin's mum approached YCT for further advice and support. With mum's permission, we were able to make a referral to a partner agency, who would be able to support mum as she continued to support her two children with their needs.

## Case Study Sarah

Sarah is an 18-year-old female who was offered eight 1:1 counselling sessions following her assessment with our clinical team. Sessions were conducted remotely via telephone due to the COVID-19 restrictions. The modality the therapist employed was primarily Person-Centered with elements of Solution Focused.

Sarah has a diagnosis of Autism Spectrum Disorder but she reported a history of being physically and verbally abused by a family member. This has led to body dysmorphia and low self-esteem. Prior to counselling, the client had been struggling to eat due to gastritis and also struggled to maintain friendships. The client's mood continued to drop and she began to self-harm and had suicidal ideations shortly before she was referred to YCT.

Sarah identified that her goals involved increasing her mood; utilizing coping strategies to manage worries, to increase self-concept / self-esteem, and finally, to increase acceptance around her image of self.

Throughout the course of the therapeutic work, Sarah's mood gradually increased based on the interventions provided to manage low mood and to increase self-concept. Examples of interventions included affirmations and positive self-talk, as well as a psychoeducational approach around healthy eating, sleeping, exercising and socializing habits to stabilize the mood. Sarah's 'acceptance of self' began to increase as a result of conducting the affirmations. Discussions of creating and maintaining healthy boundaries for herself, specifically regarding the hurtful verbalizations and actions of the family member and certain friends,

was had which helped her to identify that she does not need to 'own', or accept abuse from others. The therapist and Sarah also reviewed labels, such as the diagnosis that she felt was defining her (ASD) and how she could choose to accept, decline or modify them and apply them to her life in her own unique fashion. This helped to empower her. Both the self-harming behaviours and her suicidal ideations ceased.

Sarah reported that she had become more accepting of herself and was starting to recognize her strengths. She stated her mood had increased. She trusted others more but was also utilizing boundaries to keep herself safe from abuse.

Upon noticing the client struggling nearing the end of the eight sessions, the therapist felt, following consultation with the YCT clinical team, that it would be beneficial to Sarah to ask her if she thought having four additional sessions would be of benefit to her. This approach enabled her to gain a sense of control over the process of her recovery which further helped to raise her confidence. Sarah decided to extend the number of allocated sessions and it allowed her to continue on her path of self-acceptance.

Unconditional positive regard was provided throughout the process and this enabled Sarah to trust the process and the therapist which in turn enabled the therapeutic relationship to build. This created the safe environment, even though conducted remotely, necessary for the client to direct the topic and content of the sessions.

Though remote work can sometimes bring about challenges in the therapeutic process, the work above proves how therapy over any modality can have a huge positive impact on a client. The therapeutic relationship developed within the first two sessions which is quite standard even in face to face work. YCT has proven to be adaptable in this pandemic and continues to provide a very much needed service. This client would likely have been refused other services based on age and level of risk but nevertheless found support through YCT.

## An interview with a parent of one of our clients.

### **How did you hear about YCT?**

I had contacted a friend who is a therapist as during lockdown we noticed our son's emotional outbursts were worsening. She recommended we seek support locally and we were then advised to call YCT.

### **Why did you feel your family needed to access support from YCT?**

Our son had displayed challenging behaviour from when he was young and was eventually diagnosed with ASD. When he was around 10 he began having emotional outbursts and these were both verbal and physical. He would hit out at me daily and I would often end up covered

in bruises. He had become really unhappy at secondary school and was a victim of bullying. This led to his behaviour and language worsening and we felt we had no choice but to remove him from this school. His behaviour was causing friction at home as the whole family struggled to manage his outbursts and the impact it was having on me as his mum. He would often say sorry but I was finding myself in tears daily not knowing how to change the situation.

We did access several services but they seemed to just suggest things which did not fit with our situation and it felt like they did not really listen. I was just shouting for help but nobody listened. It was so difficult because we were doing everything we could to support him but he was just full of all of this anger and rage. We felt completely on our own and our whole family were really worried because we could see the impact it was having daily on every single one of us.

### **How did you find communication with YCT during your time accessing the service?**

When things got really bad and I contacted YCT following my friend's recommendation I was amazed to see how different this was. The response we got was immediate and during the assessment it really felt like we were being listened to and the relief was overwhelming. Within a few weeks our son was allocated support and everything was explained clearly and happened as we were told it would do. As it was during lockdown the sessions were remote but we felt really well looked after even though we did not get to come in and actually meet anyone.



### **Do you feel the service you received from YCT was beneficial for your child?**

Soon after he started Zoom counselling, which I had doubts about but actually he engaged really well, it was really quick to see the difference it made. All of a sudden, he was talking about his therapist and using the techniques he was learning to calm himself. He started to explain to us what he needed from us and we were able to work together to improve communication which changed all of our daily lives for the better. Our wider family noticed a difference in him as well, it's not just us that benefited from this. Even though the counselling finished we are still seeing the benefits all of the time. There has been no physical violence since counselling started and his verbal outbursts have reduced. He is now at the point where he is able to use the breathing and meditation skills that he learnt in counselling enabling him to de-escalate whenever he feels really frustrated. He really enjoyed his time with his YCT therapist, his 'chats' as he calls them, but actually it's been so much more than that, so much more.

### **Would you recommend us to other families or young people?**

I can't thank the team at YCT enough for the support they have given us and the change they have made in our lives. We would definitely recommend you as a service and I will forever be grateful for what you have done for us and our son.



# Meet the Board of Management



**Neil Frost**  
(Chair)

Neil has worked extensively with young people in formal and informal education in Hertfordshire, and worked in Essex as an Associate Director of Public Health. A longstanding YCT Trustee, Neil is also a Trustee of two other charities in Essex.



**Nigel Varnam**  
(Vice Chair & Secretary)

Nigel is a long-standing Board member. His background is in Youth and Community work, having been a Senior Manager within the Essex Youth Service. He is now a trained advisor with Citizens Advice and a Justice of the Peace.



**Claire Liggins**  
(Treasurer)

Claire is a trained Chartered Accountant and recently joined the board to assist with the Charity's financial affairs. Claire is also Treasurer for another local charity.



**Mark Ingall**

After thirty plus years of teaching in secondary schools and five years serving as a Harlow District Councillor, including three years as leader, Mark now works in the food logistics industry.



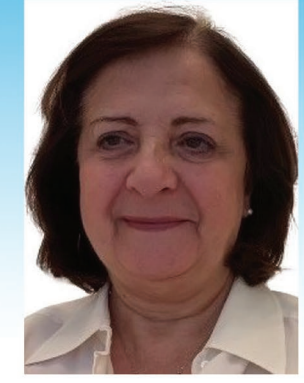
**Andrew Linton**

With a wide range of experience in probation and social work, Andrew is currently a Lecturer in social work and MA convenor at Goldsmith's University of London. He is also Chair of the Board and Trustee of Ark Resettlement Services charity in Tottenham, London. Andrew advises and updates the staff and board on Safeguarding issues.



**Lorraine Collins**

Lorraine has a background in local authority prevention and early intervention services. She managed a number of teams including targeted youth services and the family information support service. She has experience of working with voluntary sector management groups and providing guidance and support to local authority commissioned services.



**Julia Miles**

Julia has a background in HR recruitment & development, management and strategic planning. A qualified Psychodynamic Counsellor (MSc), Julia had her own practice and has been a volunteer addiction counsellor. She has previous experience on the Board of another charity and advises the YTC Board on personnel and clinical aspects.



# YCT Annual Lectures

YCT's Annual Lectures have taken place since 2013. A key feature in many fellow professional's calendars, each year expert speakers from a wide range of disciplines share their expertise with colleagues from and associated with YCT.



2020's Lecture was entitled

## **'County Lines drug distribution awareness and insight from a support worker and ex-perpetrator's perspective'**

and was delivered to a full lecture theatre by Arnold Yousaf, SOS+ Project Development Lead, from the London charity St Giles Trust, based in South East London.

Arnold's presentation described how trainers used their own lived experience within the criminal justice system to unpack and explore the realities and consequences of child criminal exploitation, gang involvement, and youth violence. The lecture covered signs and indicators that young people are involved in County Lines, how and why young people get involved, perspectives of victims and perpetrators and how girls are exploited/used.

Arnold finished by describing common misconceptions amongst professionals and strategies to help protect young people, and get them out of Gangs and County Lines networks.

The lecture, given by someone obviously knowledgeable about the subject and committed to the work, was much-appreciated by members of the audience.





## *Lady Diana Kemp-Welch Award*

YCT owes much of its success to the late Lady Diana Kemp-Welch who was not only one of the founders of the organisation, but also a constant support, source of advice and expert in linking YCT with relevant individuals and groups.

Following her death in December 2013, YCT wanted to ensure that Lady Diana's significant input into the organisation was acknowledged and remembered. With the support of Lady Diana's family, and thanks to a generous anonymous donation (meaning that funds are not taken away from service-delivery) a number of Awards are made each year.

Nominations for the Lady Diana Kemp-Welch Award are submitted by anyone who has referred a young person in to YCT in the past year and who recognises the significant progress and improvement the nominee has made in their life since being involved with YCT. and, as this year, to someone who has made a contribution to YCT that is above and beyond what might be reasonably expected.



*YCT is extremely pleased to announce that in 2021  
the Lady Diana Kemp-Welch Award will be presented to:*

**Guinever Thompson**

**Jesse Challis**

**Lydia Kanyunyuzi**



## IAPTUS - new database

Due to the ever-increasing need for YCT's services and the more detailed and complex reporting requirements for funders, commissioners and management, a new database was required to replace a basic system that had become cumbersome and time-consuming. YCT has invested in a new client management system, IAPTUS. This is a nationwide, tried-and-tested system, used by many NHS trusts and other similar charities and organisations that provide mental health services to young people and vulnerable adults.

The main benefit of this new system is the complete 360-degree view of every individual client being held securely in one place and in a very clear and concise way. The clients entire care pathway can be followed from initial referral stage right through to end of therapy. This method is invaluable for risk assessing, reporting and improving client communication and care. If a client is referred more than once, their complete history with YCT can be seen in one place.

Listed below are the many other benefits to YCT:

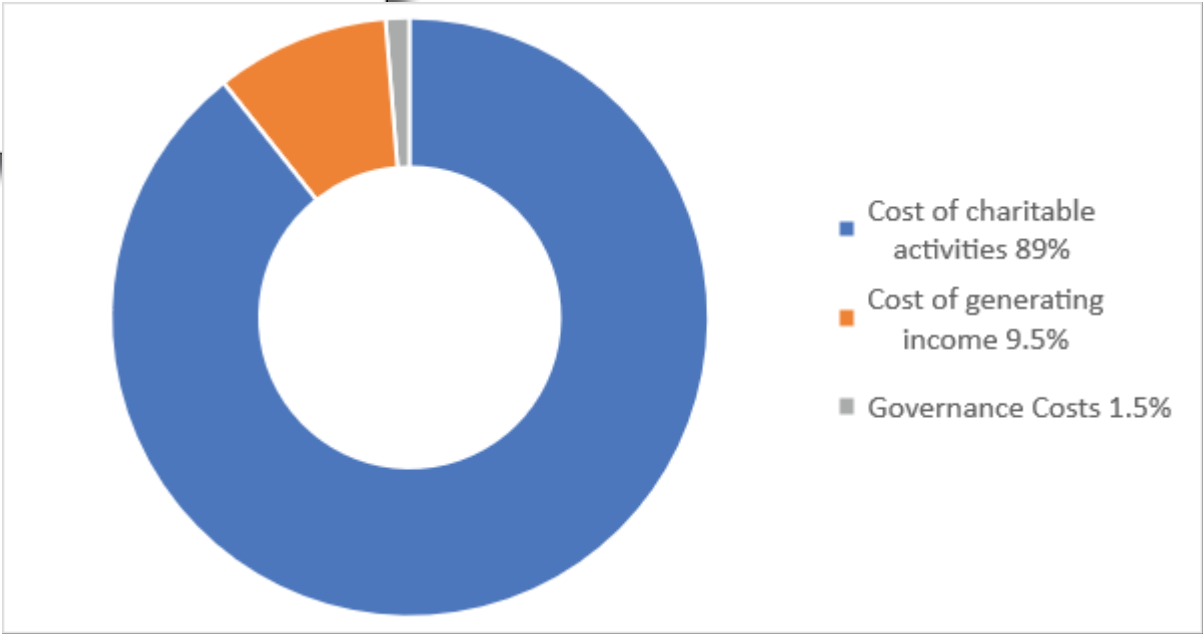
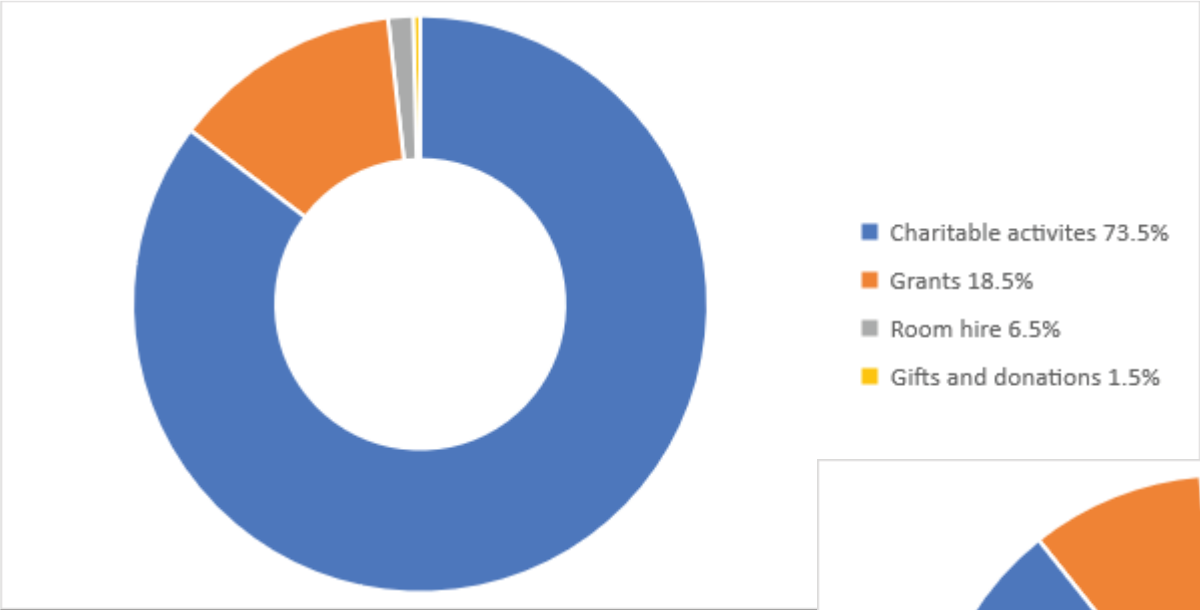
- **Referrals are now being submitted securely online via YCT's website.** This automatically creates a record for that client and populates the relevant mandatory fields.
- **Rigid data security** - IAPTUS has been awarded ISO 27001, which is an Information Security Standard. This will also give both new and existing funders confidence in YCT's ability to protect client information.

- **Reporting to NHS Digital** - any organisation that receives funding from the NHS to provide mental health services has to submit timely monthly information that is defined within specific Mental Health Services Data Sets (MHSDS). With IAPTUS, data is captured daily. IAPTUS is set up so that YCT can submit their own data directly, which is the NHS preferred option.
- **Therapists only have to log into one system** to access their diaries, their client details, enter session notes and attendance information and to complete outcome measure forms.
- **Appointment reminder texts can be sent automatically** saving admin time.
- **Management reports and statistical information for funders** reports etc. can be accessed and utilised promptly.

YCT is already starting to appreciate the benefits that using IAPTUS has to offer and how they will benefit future reporting, projects, capacity and service-planning.

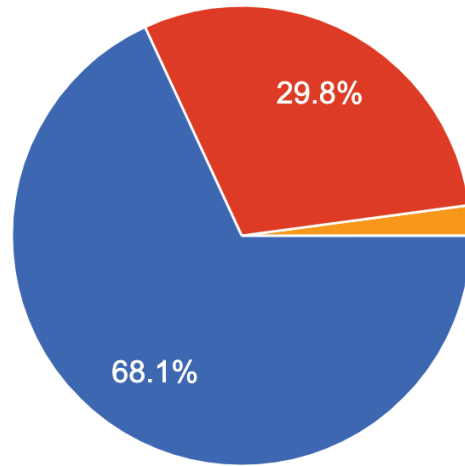
# Financial information

YCT has had a steady financial year, whilst ensuring it has solid foundations in place across all aspects of the organisation. In 2019/2020 YCT's total income was **£324k**, and we spent **£361k**.



### Any contact with YCT was helpful and positive

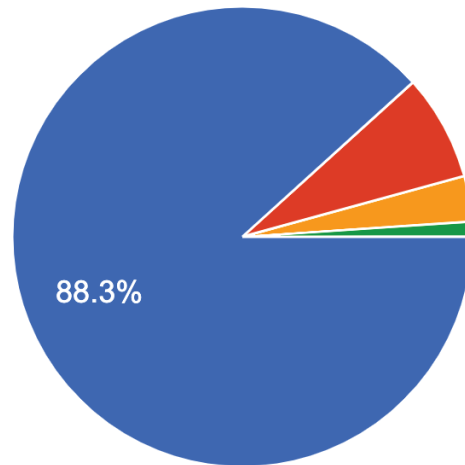
94 responses



- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant

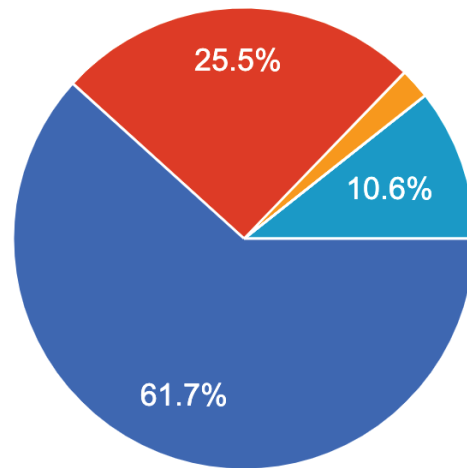
### Appointment times and location were communicated clearly

94 responses



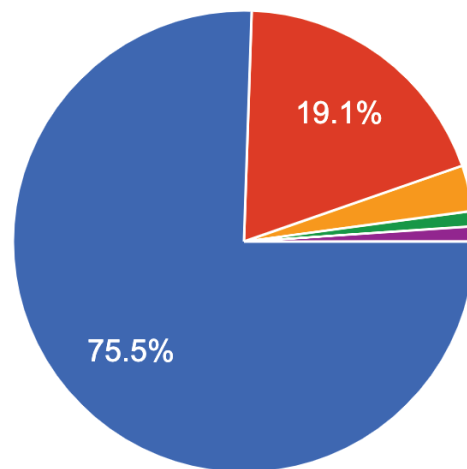
- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant

I felt comfortable in the environment I was seen in  
94 responses



- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant

I felt understood and supported by the counsellor/therapist  
94 responses

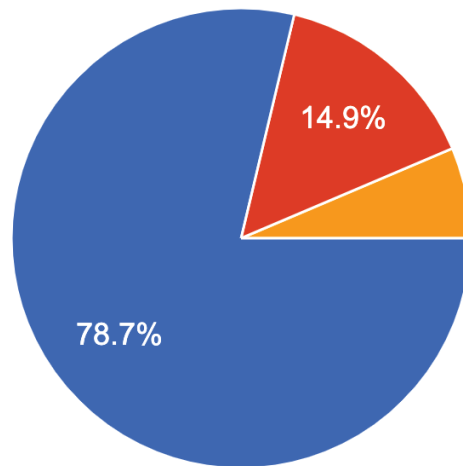


- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant



### I felt I could trust the counsellor/therapist

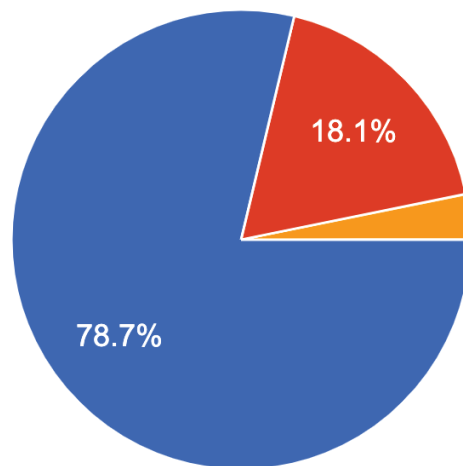
94 responses



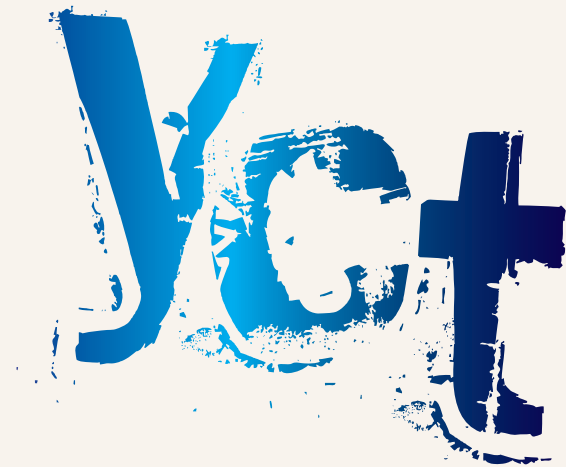
- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant

### I would recommend the service to a friend who needs support

94 responses



- Strongly agree
- Agree
- Neither agree/disagree
- Disagree
- Strongly Disagree
- Not relevant



*Do you think that the mental health and wellbeing of children and young people is important?*

*Do you have a little spare time that you would be prepared to use to support YCT? If so, would you consider becoming a Company Member?*

*YCT is both a Charity and Company Limited by Guarantee. In order to comply with the requirements of Companies House we have a number of Company Members who take an interest in what we do.*

### **What do I have to do, and what do I get back, if I become a YCT Company Member?**

We'd simply like you to take an interest in what we do and to attend our Annual General meeting which is usually held at YCT House one evening in October (or online during the pandemic). Of course, if you have the skills and time to be able to participate further we would be eager to involve you. For example, you may be prepared to join the YCT Board of Management. But neither of the latter are requirements.

In return we will keep you up to date with YCT's news and include you in any events or initiatives which we think might be of interest to you. Hopefully you will be proud of being associated with YCT.

### **Will it cost me anything and do I have any legal responsibilities?**

It will cost you a small amount of your time to attend the Annual General Meeting; that's all. As we are a Company Limited by Guarantee the

liability is limited to £1 per Company Member. Company Members do have rights – the right to ask questions, to take an interest, to become more involved should you wish to do so. A full 'technical' list of the rights of a Company Member can be obtained from YCT House, but it's fair to say that, apart from elections to the YCT Board of Management, asking questions at AGMs, being provided with minutes and accounts and on one occasion tweaking the Constitution, none of the other rights have been used throughout YCT's existence!

If you think you might be interested in becoming a Company Member we'd be pleased to hear from you. Please contact YCT on 01279 414090 or email [janice@yctsupport.com](mailto:janice@yctsupport.com) and someone from the current YCT Board will get back to you to answer any questions you might have, and, if appropriate, to provide you with any relevant documentation. If you know of someone else who might be interested, please pass on these details to them.

## Board Members

Neil Frost – Chair and Company Director  
Nigel Varnam – Vice Chair and Company Secretary  
Claire Liggins – Treasurer  
Mark Ingall  
Andrew Linton  
Julia Miles  
Lorraine Collins

## Staff

Katy Bradbury - Interim Chief Executive Officer  
Emma Adams – Interim Clinical Coordinator  
Lucia Bradbury – Interim Service Coordinator  
Andrea Holmes - Senior Counsellor  
Janice Wilson – Senior Administration Officer  
Cathy Banks – Finance Officer  
Rachel Gray - General Administrator

## 30 Contracted Therapists

## Volunteers

Barbara Gaskell – Therapist  
Laura Smith – Therapist  
Pat Sealey – Administrator

Di Smith – HR Advisor  
Doug Brown – Photography and Annual Review  
Josh Bradbury - IT Support

## Contracted Consultants

Heartwood Computers - IT  
Peninsula - Legal and HR  
BACP - Counselling and Supervision  
Mayden - Iaptus Client Management System

## Customers, Funders and Partners

YCT thanks its diverse range of customers, funders, partner agencies, private sector companies and supporters that make our work possible.

These include;

YCT's Board Members, staff, contracted therapists and volunteers  
West Essex CCG  
Hertfordshire County Council  
Essex Youth Service  
Children in Need  
Maxine Battams  
Waitrose  
Harlow Wellbeing Board  
CAF  
Alan Snudden Charitable Trust  
The Leventhorpe School



Annual Review designed by Doug Brown

