

How We Help

Off The Record Twickenham (OTR) is a unique organisation that dramatically improves outcomes for young people and their families, and saves lives. Our vision is that every young person has the skills and confidence to overcome life's challenges.

OTR provides the only free drop-in counselling, information service for young people aged 11–24 in the borough of Richmond. We directly help over 1,000 young people every year. We provide early help, preventing future suffering and cost.

Feedback from young people overwhelmingly shows us that after counselling they have dramatically improved well-being, they feel less lonely or isolated and experience less anxiety or panic.

Why We Are Needed

The numbers of young people accessing our counselling and drop in services for mental health support is increasing. In recent months our waiting list for counselling has risen to over 100. In addition, the case histories are becoming increasingly complex. Instead of presenting themselves with one or two issues, many young people are now raising three or four issues, such as family break up, bereavement, self-harm and exam anxiety. Our services are needed now more than ever.

Issues faced by Young People

Young people come with an increasing range of issues including family/friends/relationship problems, difficulties at school, anxiety and panic attacks, suicidal ideation, abuse, depression, self-harm, eating disorders, anger and drug issues. Many of these concerns have root causes in family relationships, parental pressure, neglect or a history of physical or psychological abuse.

Data from Public Health England shows that:

- Richmond has the fourth highest rate for hospital admissions as a result of self-harm in London
- Richmond has the highest percentage in London of young people engaging in risky behaviour

Our Services

Off The Record (OTR) has 25 years of experience in providing youth counselling and support to 11-24 year olds. Our free and confidential service is open 6 days a week, offering easy access to all in a youth-friendly non-clinical venue. We offer:

- Crisis counselling – 1-3 sessions by appointment or walk-in
- Weekly counselling sessions - up to 12 sessions^[1]_[SEP]
- Walk-in information
- A weekly sexual health clinic^[1]_[SEP]
- Counselling in satellite services across the borough
- Counselling in a local school^[1]_[SEP]
- Support to parents and carers.

The Difference We Make

Our counselling monitoring tool shows that 75% of the young people who came for counselling last year showed a statistically significant improvement in their lives.

Feedback from young people showed that:

- 83% felt that their relationships had improved
- 85% were more able to cope with things
- 84% were happier as a result of counselling
- 95% felt that counselling had definitely helped them
- 92% understood themselves better

Our Costs

To provide one young person with 12 counselling sessions we have to raise £564. Last year we supported over 250 young people through our counselling service.

We depend on a variety of different income streams including grants from national and local trusts and foundations, contracts, corporate partnerships, community fundraising and individual giving. Without these funders OTR would not exist. Our income generation strategy aims to ensure that OTR is sustainable and forward thinking.