

Off The Record Twickenham

Counselling and information for young people in Richmond borough

ANNUAL REVIEW 2018-2019



charity no. 1152097

company no. 8466382

Patrons

Dr Tania Mathias
His Honour Bernard Marder
Mrs Pam Pilkington (to August 2018)

Trustees

Sophie Adam (Chair)
Biddy Balmer
James Battersby
Cath Challands
Phil Checkland
Benedict Dias
Kirstie Mound (Hon. Treasurer)
Sarah Simpson
Grania Sweeting

Volunteer Counsellors (2018-2019)

Hannah Abrahams	Holly Crump (from June 2018)
Clare Williams	Sasan Dowlatshahi (from Nov 2018)
Joanne Bell	Hugo Fleischmann (from Nov 2018)
Maggie Greene	Fiona Mentzel (from June 2018)
Angie Bryant	Martha Flann (from Apr 2018)
Jayne Coates	Sonia Marquardt (from Sept 18 to Feb 19)
Amanda Foster (nee Povey)	Suzanne Becker (to Apr 2018)
Nicky Gething	Bella Hird (to Feb 2019)
Karl Harter	Zita Katkovicnova (to Aug 2018)
Liz Straker	Elly Mercer (to Dec 2018)
Cynthia Bernheim	Daniel Morken (to July 2018)
Sonia Theodossiou (from Jan 2019)	Mary Rose (to Jan 2019)
Rubia Campera Climaco (from Mar 2019)	

Staff Counsellors

Cynthia Bernheim	(OTR Crisis Counselling and Satellite Services)
Jayne Coates	(OTR Satellite Services)
Nicky Gething	(Teddington School to July 2018)
Mandy Grace	(OTR Crisis Counselling and school workshops)
Maggie Greene	(OTR Satellite Services)
Karl Harter	(OTR Satellite Services)
Rachel Makariou	(OTR Satellite Services and school workshops)
Daniel Morken	(Teddington School to July 2018)
Amanda Povey	(OTR Crisis Counselling)

Staff

Deborah Kerpner, Manager
Katherine Stevenson, Assistant Manager
Catherine McCallum, Administrative Assistant (to December 2018)
Maggie Greene, Administrative Assistant (from March 2019)
Sophia Moscrop, Financial and Statistics Administrator (from Aug 2018)

A word from the Chair

Over the past three years OTR has grown in size in both numbers of satellites and staff and we have helped more young people.

OTR continues to remain the only free and confidential drop-in counselling, information and sexual health service for young people aged 11–24 living, working or studying in the borough of Richmond. Young people come either to our main centre in Church Street or one of our satellite services. We now have satellite services in Barnes, Hampton Hill, Whitton, Ham and Twickenham. In this past year we supported over 2,000 young people.

Our successful satellite model ensures we can reach young people from across the borough who might struggle to come to our main centre in Twickenham. This year we were particularly pleased to increase our satellite provision in Hampton with funding from Hampton Fund.

Feedback from young people continues to overwhelmingly show us that after counselling they have dramatically improved well-being.

- 99% understand themselves better
- 97% say counselling has definitely helped them
- 92% feel more positive about the future
- 91% feel more able to overcome life's challenges

Young people come with an increasing range of issues including 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. Many of our young people come from broken homes and have multiple family dynamics to deal with, including separated parents and extended families. Some have parents with drug/alcohol issues, or parents who need care owing to disability or poor mental health. Our vision is that every young person has the skills and confidence to overcome life's challenges.

Alarming, the most up to date statistics produced by NHSE (2017) show that nearly one in four (23.9%) of girls aged 17-19 have a mental disorder and 22.4% have an emotional disorder. With the rising number of young people who reach out to OTR for help it is important that we are able to provide the support they need so preventing future cost and ill health. Our services are needed now more than ever and that is why we have grown the organisation in a thoughtful and efficient way and will continue to do so, resources permitting.

The Charity's total income during the period was £186,891 against total expenditure of £159,069 giving a surplus for the period of £27,822. Total funds of £194,562 have been carried forward to the next financial year. Of this £31,866 is restricted to our satellite services and crisis counselling and £56,266 is designated for one off counselling sessions aimed to reduce our waiting list and vital core counselling services. This leaves a balance of unrestricted funds (free reserves) of £106,431, which represents about six months projected expenditure of the financial year 2019/20, which is in line with the Charity's Reserves Policy.

The Trustees recognise the importance of holding free reserves to safeguard the organisation, given the necessity of consistency in the support of vulnerable young people. The policy is to hold an amount equal to six month's expenditure plus a working capital buffer to allow for uncertainty on the timing of income receipts

I would like to take this opportunity to thank my fellow trustees, OTR staff and volunteers and the funders including Hampton Fund, Richmond Parish Lands Charity, Barnes Workhouse Fund, Richmond Clinical Commissioning Group, Driver Youth Trust and Nexen for their vital and on-going support.



Our grateful thanks are due, this year as ever, to St Mary's Church Twickenham for their enormous generosity in providing us with our Church Street premises. Without all these contributions OTR Twickenham would not exist.

Sophie Adam, Chair of Trustees

Young People Issues



Young people come to us with a range of issues, often complex. Many bring a mix of issues such as family break up, self-harm and anxiety

About Off The Record

Off The Record (OTR) supports young people aged 11 to 24, in Richmond Borough by providing counselling, information and a sexual health clinic. Our Vision is that every young person should have the skills and confidence to overcome life's challenges.

Our Centre is relaxed and non-clinical with counselling rooms and a small waiting area with leaflets and information. The welfare and wellbeing of young people is at the heart of what we do, and our services support them to make informed life choices.

Young people can drop in alone or with friends for confidential support and information on anything that worries them. We also offer a consultation service to parents and carers of troubled young people.

OTR counsellors are mostly volunteers, with evidence-based counselling qualifications and skills in working with young people. We hold the *NHS England Data Security and Protection quality mark*. The sexual health clinic is staffed by specialist NHS nurses.

Many of the young people who come to us are desperately seeking help; some are initially too scared to go to their parents or GP, or to seek help from statutory services. The young people bring a wide variety of issues, and can come about anything that worries them. This enables us to work with problems early and prevents a good deal of suffering later on.

Our service is free and confidential, providing young people with a safe space when they need support. Having somewhere safe to turn to in a crisis can prevent a suicidal crisis, an unwanted pregnancy, or just helps them get on with a normal life. Immediate walk-in access, to a range of professional but friendly services is essential for reaching those more 'at risk' and vulnerable young people who wouldn't access more formal service provision.

Extent of Service



1731

in 2018-19 we supported over 1700 young people



6 days a week

Our service is open 6 days a week providing counselling, walk-in information and sexual health support



61% health & statutory referrals

Our vital service directly supports the health and statutory services through referrals from professionals



1 in 3 young people

At our current level of service, 1 in 3 young people in the borough will at some point be helped by our services



4060

We delivered over 4000 sessions at OTR and our five outreach centres across the Borough

2018-19 Highlights

● Facts and Statistics

We saw **1,454** NEW young people, and **277** REPEAT clients from previous years.

239 new (+ **85** repeat) young people accessed **1,520** counselling sessions at OTR

70 new (+ **25** repeat) clients accessed **646** counselling sessions at our satellites

713 new (+ **80** repeat) clients accessed **1,064** information or crisis support sessions

286 new (+ **87** repeat) young people accessed **551** sexual health sessions

School counsellors saw **12** repeat clients for **77** sessions (service closed July '18)

29 school mental health workshops were attended by **146** young people (225 client/sessions). We supported **74** parents and carers of young people

That's a massive 4,157 sessions in total, with 1,731 different young people.

● Satellites Services

With funding from the local grant-making trusts and the Richmond Clinical Commissioning Group, we maintained our provision of 7 satellite counselling services: Hampton Hill (The Greenwood Centre) - 2 counsellors; Whitton (Whitton Youth Zone); Ham (Ham Youth Centre); Barnes (Essex House Surgery). We also opened 2 new satellites in Heatham House, Twickenham.

● Crisis Interventions

We ran 6 bookable one-off sessions per week which, along with our crisis walk-in service, provided immediate support to over 150 young people in crisis.

● Outreach

We provided 27 workshops in local schools, on subjects including resilience, managing transitions, and on anxiety and mental health.

● Young People's Advisory Group

Our Young People's Advisory Group (YPAG) helped to raise awareness of issues affecting young people's emotional health and wellbeing through presenting talks at school and in borough mental health conferences.

● Premises

We ran another successful Open House Day in October for councilors, community members and supporters keen to visit our premises.

● Community Fundraising

This year we raised over £7,000 from our own regular calendar of events, and donations from individuals and groups increased to 20,000.

Demand for our services continues to grow

Demand for our services



This chart demonstrates the increase in demand for our services over the last four years. We are seeing more young people for weekly counselling sessions, and assess all young people wanting to have a regular counselling appointment as soon as possible after contact. We have increased the provision of our services across the Borough to meet this growth in numbers.

Made with 



Pamela Pilkington

OTR founder

1921-2018

On 29 August 2018 Pamela Pilkington, one of the founder members of Off The Record, died, age 96. Pam, a psychiatrist at St George’s Hospital, was passionate about supporting young people’s mental and emotional wellbeing and providing sexual health support in a way that truly met the needs of young people. She didn’t want any young person to feel alone and desperate with nowhere to turn in times of great need.

Until her 90s, Pam was still actively involved in the running of the charity, even covering the walk-in reception when needed. Her memorial service at St Martin’s-in-the-Fields in December was well-attended by many OTR Staff. Pam will continue to be sadly missed by all who knew her.

Pam helped define and establish values that underpin Off The Record; values which make our work so successful. We are proud to continue our vital work as a part of her legacy.

Feedback

Client Drop-in feedback – what helped

Really helped me and given me great strategies
(age 21)

Having a place to talk has enabled me to begin to make long term changes
(age 18)

They make you feel welcome, like what you're there for isn't wrong or out of the ordinary
(age 15)

The people are nice. Confidential, non-judgmental
(age 18)

Client Counselling feedback – what helped

I was able to talk about my issues in a safe space and not feel judged at
(age 15)

I could say what I felt and be understood
(age 12)

After every session I felt more confident and I believed in myself more
(age 14)

Counselling has helped me deal with anxiety better
(age 17)

Having the space to talk and feeling valued in my feelings; affirming that it's a good thing to open up
(age 22)

Helped me see issues from a different perspective and made me feel better able to deal with my emotions
(age 17)

Parent feedback

Parent 1: "You are doing an amazing job! Thank you for the support you gave my daughter - it made a huge difference. Her counsellor was very supportive and understanding. Please find enclosed something to help contribute to the work you do. Your work really does make a great difference in these pressured times."

Parent 2: "I just wanted to thank you for helping my daughter. She found the service valuable and has been given strategies which will help her manage her issues herself. It was also made clear that she can drop in again at any time. It's good for her to know that because once she acknowledged her behaviours (OCD type) she was desperate for someone to help her and, with the best will in the world, I was unable to do so. The availability of trained counsellors has made her feel she has someone to turn to and, I think, made her less anxious. I have nothing but praise for the service."

Counselling Service

The counselling service has been incredibly busy once again this year. We continue to make a big effort to ensure that virtually every available session is offered out and that the service is running to the maximum capacity possible. We recruit counsellors on an ongoing basis as part of this, and provide training and clinical supervisory support.

With our satellite services continuing to expand, we have once again expanded the number of client sessions provided this year. Our satellite counselling in Hampton Hill's Greenwood Centre continued to run, with a second evening opening there, funded by Hampton Fuel Allotments Charity, (now Hampton Fund). We also offer a counselling service at Ham Youth Club, Whitton Youth Zone, and Essex House Surgery in Barnes. We continued to run 2 satellites in Heatham House Twickenham.

These satellites provide an invaluable service for young people right across the borough from Hampton to Barnes, who find it difficult to get to *Off The Record*. They also provide much-needed additional service capacity. However the demand still continues to increase, and we have secured funding from local funders, Hampton Fund, Richmond Parish Lands Charity and Barnes Workhouse Trust for further expansion of the satellites. Next year our satellite provision will expand from 7 satellites to 12 – which will provide 36 weekly counselling sessions off site.

Our contract with Teddington School ended in July as the school sadly couldn't afford to continue the service. However, in February 2019 we also started a 6 month pilot project with Me Too & Co (now Skylarks), which is a local charity for young people with disabilities. Off The Record will be providing 2 counsellors who will offer 6 sessions a week of counselling to Skylarks clients, funded by Skylarks. If this project is a success, we hope to continue it indefinitely.

Our provision of one-off sessions still has a high take-up and ensures we can provide immediate, short-term help to young people when they initially contact us. This means that in any one week we are seeing about 86 young people (at OTR and the satellites) on an ongoing basis with another 140 being held in the system. These 140 young people have had some counselling here (should they want it) and they are able to access further one-off sessions as needed while waiting for weekly counselling.

The average number of sessions attended over the year was 8 per client. This is quite high as an average, as it includes all those clients who attend for just 1 to 3 crisis sessions. Occasionally we offer more than 12 sessions when appropriate. Young people can also return for a further 12 sessions of counselling when needed. About 18% of our clients do return, either going straight back on the waiting list or getting back in touch a year or so later.

We also had continuation funding from the Richmond CCG to provide 27 workshops in 3 schools over the year – covering subjects such as anxiety and transitions, and looking at ways for young people to help themselves become more resilient. The CCG also funds 2 satellites and some of our crisis one-off sessions.

We maintained our counselling team at *Off The Record*, losing 6 therapists through the year but gaining 8 new ones. OTR training events for the team included trainings on Solution-Focused Brief Therapy, Mindful Practice, and Initial Assessments

Our Impact

Understand themselves better



Feel more positive about the future



Feel more able to overcome life's challenges



Made with 

Monitoring outcomes - counselling

Off The Record uses the national Clinical Outcomes for Routine Evaluation (CORE NET) monitoring tool for the counselling service. Therapists can monitor the weekly progress of their clients, and tailor the therapy according to these results. It also enables more detailed reporting on particular areas, such as assessment of risk levels at the start and end of therapy.

Our CORE NET outcomes consistently show a clinically significant improvement for 75% of our clients - this is in line with national figures.

These statistics also show that 68% were categorised as having moderate to severe complexity as opposed to mild, and came with mental health issues including:

76% suffer with anxiety and stress

46% with self-harm

56% with depression

43% struggle with family issues

49% with self-esteem issues

33% with suicidal ideation.

Other presenting issues included bullying 19%, identity 36%, eating disorders (14%), bereavement 22% and anger 39%, also loneliness, exclusion and school refusal (38%). Further

mental health problems are revealed during the course of counselling, including OCD and PTSD.

Last year we saw, across our full service, 91 people with disabilities. Of those issues recorded in counselling; 14 clients struggled with SEN and learning difficulties, 19 with Dyslexia, 12 with ASD (autism spectrum disorder), 9 with dyspraxia, 6 with ADHD and 9 with other disabilities.

How do we make a difference for young people?

- 99% understand themselves better
- 92% feel more positive about the future
- 97% say counselling has definitely helped them
- 91% feel more able to overcome life's challenges
- 87% say their relationships with others have improved

Therapeutic alliance

Most of our clients ticked '**agree**' (8%) and '**strongly agree**' (92%) that their counsellor was supportive, and they felt listened to and understood, safe to talk about anything they wanted to, and taken seriously in counselling.

Walk-in Information Service



The information and crisis counselling service is open five days a week, and enables young people to walk-in off the street with no appointment, for a crisis counselling session with an experienced counsellor, or to talk about anything they might want to. Young people drop in for condoms, pregnancy tests and Chlamydia screening, as well as to talk about relationships and sexual health issues. They often call in in small groups of friends. Eating disorders, anxiety, self-injury, drugs, depression and bullying may be discussed. 46% of visits this year were from 11 to 16 year olds.

Pupils learn about us from school nurses or pastoral care staff, as well as from our outreach work. The drop-in service can also provide one-off sessions with the family where parents and the young person can talk over problems, and gain some insights into what goes wrong and how they might make changes.

Sexual Health Clinic



Our Monday afternoon sexual health clinic is run in partnership with the Central London Community Healthcare Trust (CLCH). The Trust works closely with us to ensure that this very special service for young people continues to be successful and reaches in particular the younger age-group in the borough.

They provide the specialist nurses and stock, and OTR provides the building, facilities and a receptionist, and takes responsibility for promotion and publicity. The friendly service is always well-attended and continues to be the only dedicated young people's clinic in the borough. It's a vital service for young people who want to take care of their sexual health but would not feel able to access an adult clinic. We see an average of 14 young people per week and the feedback is always very positive.

Young Person's Advisory Group

Through our Young Person's Advisory Group (YPAG), we have made a commitment to ensuring that the voices of children and young people are heard and are used to influence our governance, strategy and delivery.

- Their views and ideas inform our discussions with local stakeholders
- YPAG members sat on recruitment panels for our new counsellors
- They contributed to the updating of our Privacy notices and the work on GDPR, along with other policy updates and ideas about social media and ways to further include the views of young people and support them better

We value enormously this user-led approach to developing our services and those who are involved in YPAG are enjoying the opportunity to contribute to our work at every level.

"Many of us on the committee know a young person who has been helped by you, whether in a small or a major way. At a time when NHS services have long waiting lists, your walk-in services have literally been lifesaving"

Member of the Social Committee, St Luke's Church, Kew

Case History (disguised)

Emma, 14

Emma, was booked in at short notice for a one-off crisis session that happened to be available that day. Usually the wait is from a few days to 2 weeks to get a session. She was 14 and didn't know what to do with herself.

Emma had been struggling for a while, but today was her worst day yet - she'd just fallen out with all her friends at school and couldn't face tomorrow. She also couldn't face going home as her parents *'would just say pull yourself together'*.

She sat on the edge of her seat crying, and she didn't look at the counsellor initially. The counsellor guessed that this was because she felt stupid and was scared she wouldn't be understood. When friends and family don't understand, it's hard for a young person to expect a counsellor, a complete stranger, to understand. Emma clearly felt very vulnerable taking that risk to speak.

But she did talk, and she told her counsellor about everything that was going on at school and home, and how awful she was feeling. At the end she looked at her counsellor and said – *"you know, everyone always says you should 'talk to someone' but whenever I've tried they don't understand, and they judge me or tell me what to do, and I just feel so much worse."*

She then added *"I've always had an idea of what it must be like to be listened to, but I've never experienced it until now – but today, everything I said you just GOT – you just got me"*. The counsellor could see Emma's total relief at feeling understood – meaning that she wasn't an alien or a freak as she thought. Being understood meant Emma could accept her own feelings more and she understood that she was just upset – and that her feelings were appropriate – not crazy.

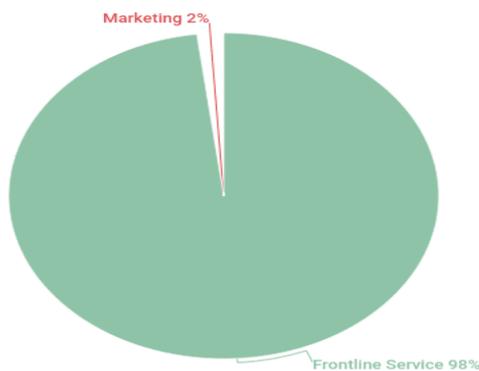
She didn't want weekly counselling just then, though she did put her name on the waiting list in case, but she now felt able to get back up and go home, and felt strong enough to face another day at school, whatever it might bring. This is the value of crisis counselling, when it can help people just in the moment that they really need it.

Funding and Support

Off The Record’s core service in Church Street is supported primarily by charitable trusts and foundations, and by the charity’s trustees and supporters who raise funds through Quiz nights, summer fetes, our annual Carol Concert, and other fundraising activities. At all borough events we meet parents and children who have had a positive experience of Off The Record, and who want to tell us about this. This year we raised over £7,000 through our own fundraising events.

We are very lucky to have the invaluable support of the church next door - St Mary’s Twickenham and their Parochial Church Council who offer us free premises, and of local and regional trusts, most specifically Richmond Parish Lands Charity, Hampton Fund (was HFAC), Barnes Workhouse Fund, the Driver Youth Trust, and City Bridge Trust – all of whom have provided us with regular funding for many years now, constituting a major contribution to our success. A full list of our funders and the community groups who have supported us through their own fundraising activities or by other means is included in our Acknowledgements. We are enormously grateful to them all.

74
Parents & carers supported in helping their children



We also hugely value the commissioned funding we receive from our partnership work with Richmond CCG through the borough’s CAMHS Transformation Plan, which supports counselling referrals from the SPA (Single Point of Access), two satellite services in Whitton and Hampton, a crisis counselling evening slot and our workshops in schools.

Efficiency of OTR



98%

We pride ourselves on our efficiency. 98% of our costs goes on the team directly delivering the frontline services to young people



2%

The remainder of costs help publicise the service



Of course we would not be able to offer any of this without our dedicated volunteer counselling team of 23 counsellors, our paid counsellors, and the support and commitment of our wonderful Trustee board. All of our supporters recognize the value of the work we do, helping young people in crisis in Richmond borough, and our charity would not be the success it is without their contribution.

Future Plans

Our key priorities for the next year will be to ensure that:

- OTR's counselling offer to young people from first contact through to ending is the most relevant, effective and professional
- we have the necessary resourcing to deliver the service
- our funding levels are sufficient to maintain our service offer
- the range of funding streams are diverse, successful and relevant
- all our communication tools and resources, including the website and literature are relevant for the audience and achieve the most effective engagement

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2019

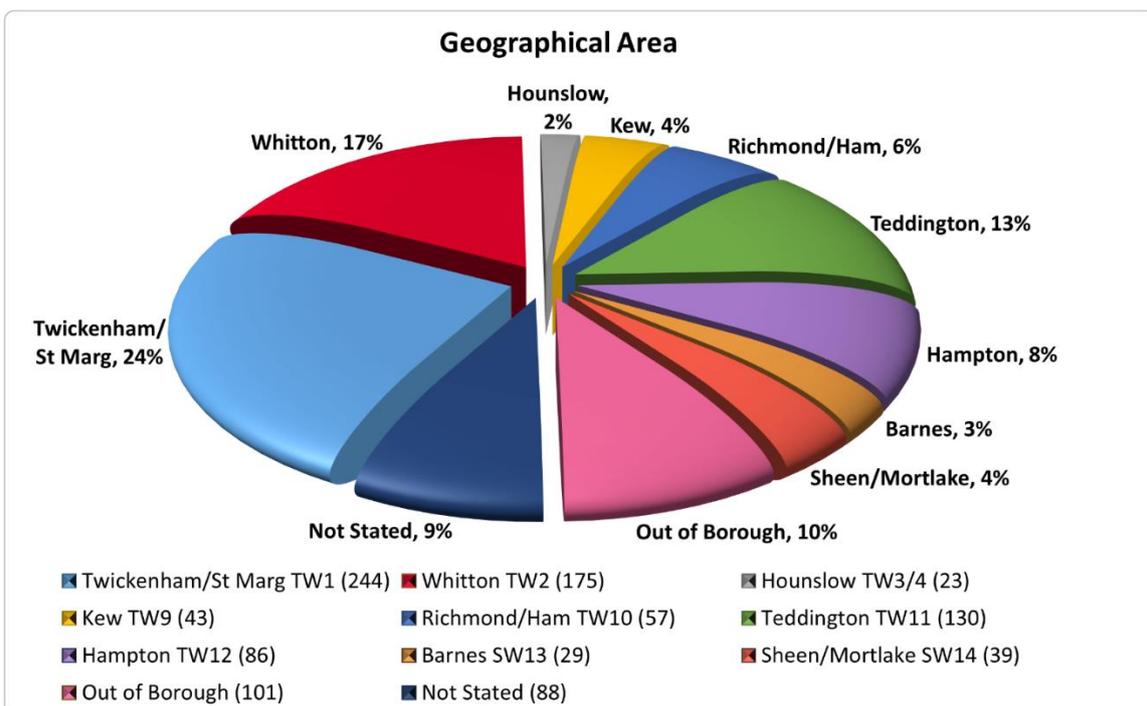
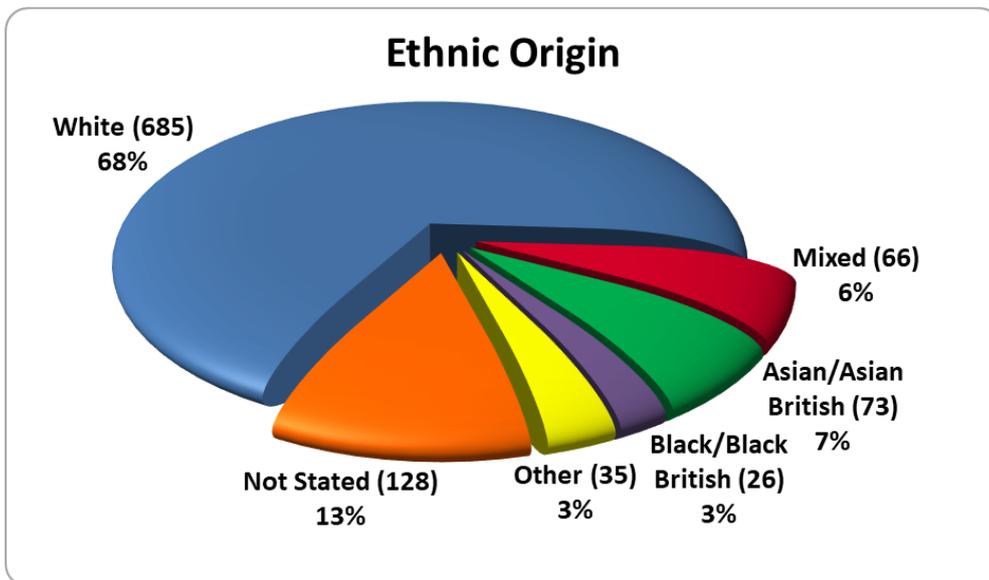
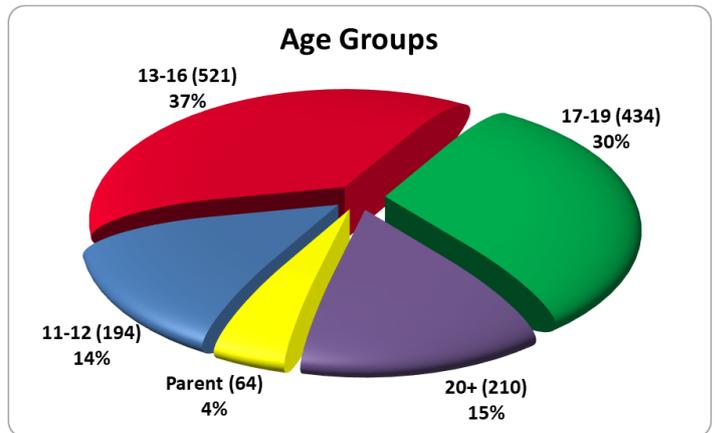
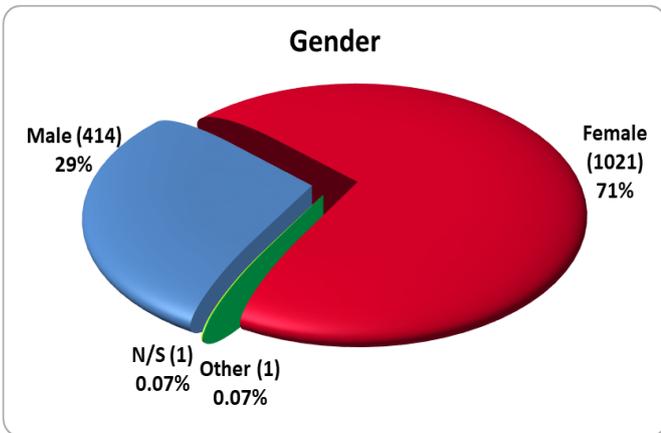
	Note	2019 Restricted	2019 Unrestricted		2019 Total	2018 Total
			Designated	General		
Income and Endowment from:						
Grants	2	71,893	9,254	9,970	91,117	91,216
Fees for Charitable Services		33,734	-	670	34,404	44,631
Donations		-	47,012	1,709	48,721	19,301
Donated Services & Facilities		-	-	12,000	12,000	12,000
Investment income:						
Interest		-	-	648	648	588
Total Income		<u>£105,627</u>	<u>56,266</u>	<u>24,997</u>	<u>186,890</u>	<u>£167,736</u>
Resources Expended						
Direct Charitable Expenditure:						
Charitable expenditure	3	123,846	-	35,501	159,347	155,066
Management and Administration	4	613	-	-	613	626
Total Expenditure		<u>124,459</u>	<u>-</u>	<u>35,501</u>	<u>159,960</u>	<u>£155,692</u>
Net Income		(18,832)	56,266	(10,504)	26,930	12,044
Total funds brought forward		51,704	-	115,037	166,741	154,697
Total funds carried forward		<u>£32,872</u>	<u>£56,266</u>	<u>£104,533</u>	<u>£193,671</u>	<u>£166,741</u>

BALANCE SHEET AS AT 31 MARCH 2019

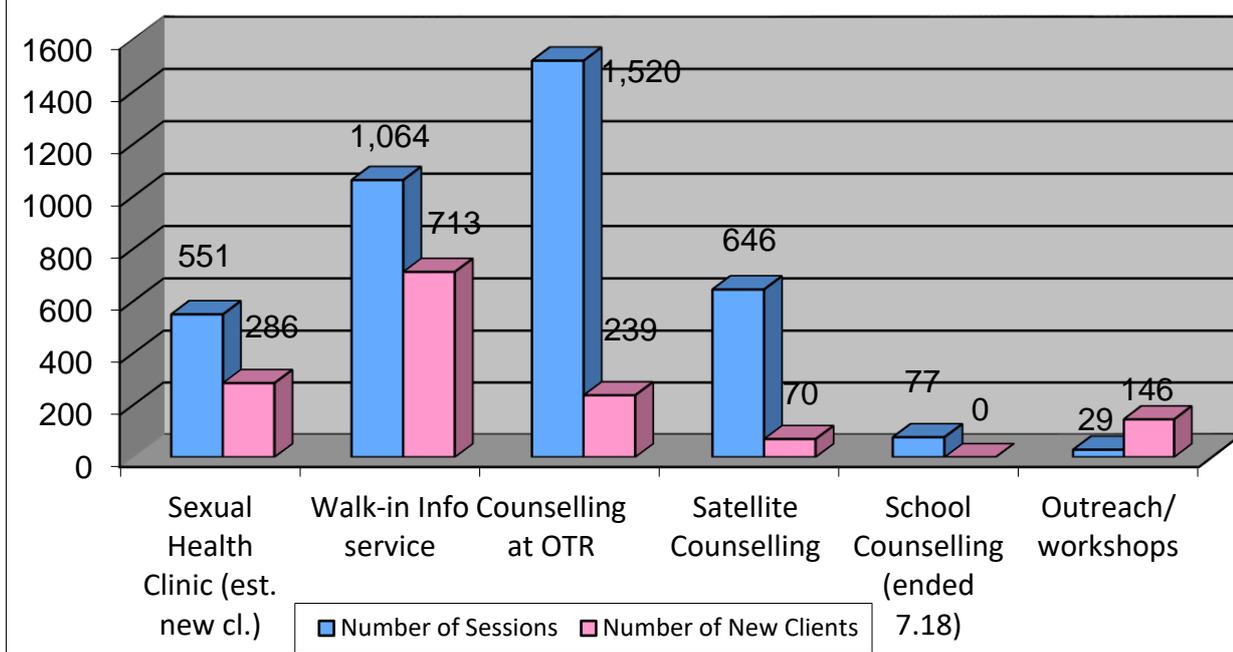
	Note	2019	2018
FIXED ASSETS			
(For the Charity's use)			
Fixed Assets		-	-
CURRENT ASSETS			
Debtors	6,861	4,830	
Cash at Bank and in Hand	5	288,271	190,477
		<u>295,132</u>	<u>195,307</u>
CREDITORS	6	101,461	28,566
Net Current Assets		<u>193,671</u>	<u>166,741</u>
NET ASSETS		193,671	£166,741
		=====	=====
Financed by:			
Restricted Income funds		32,872	51,704
Unrestricted funds:			
General		104,533	115,037
Designated		56,266	-
		<u>£193,671</u>	<u>£166,741</u>
		=====	=====

Client demographics

Statistics include all Off The Record services – OTR counselling, Satellite counselling, Walk-in Information, and Sexual Health Clinic
 (It does not include counselling statistics for Teddington School, except where stated)



Breakdown by type of service 2018-19

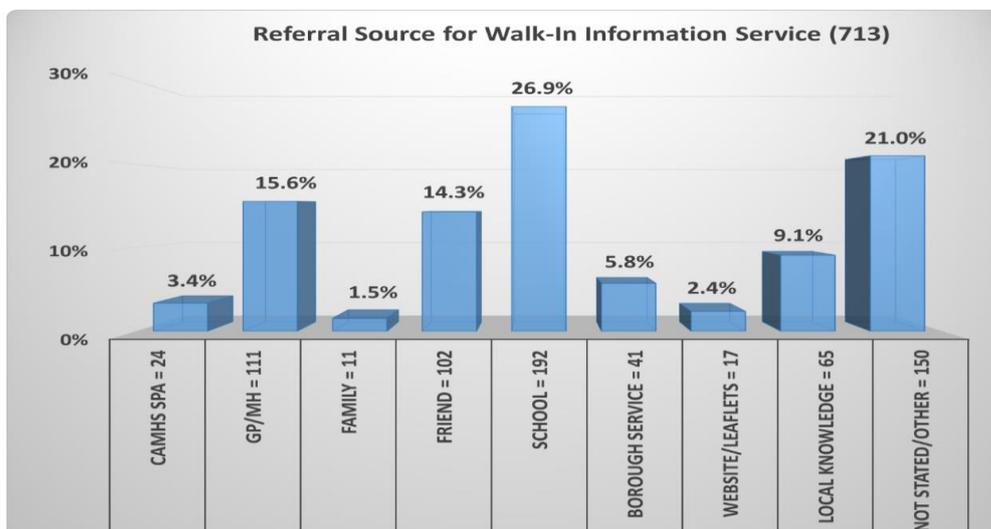


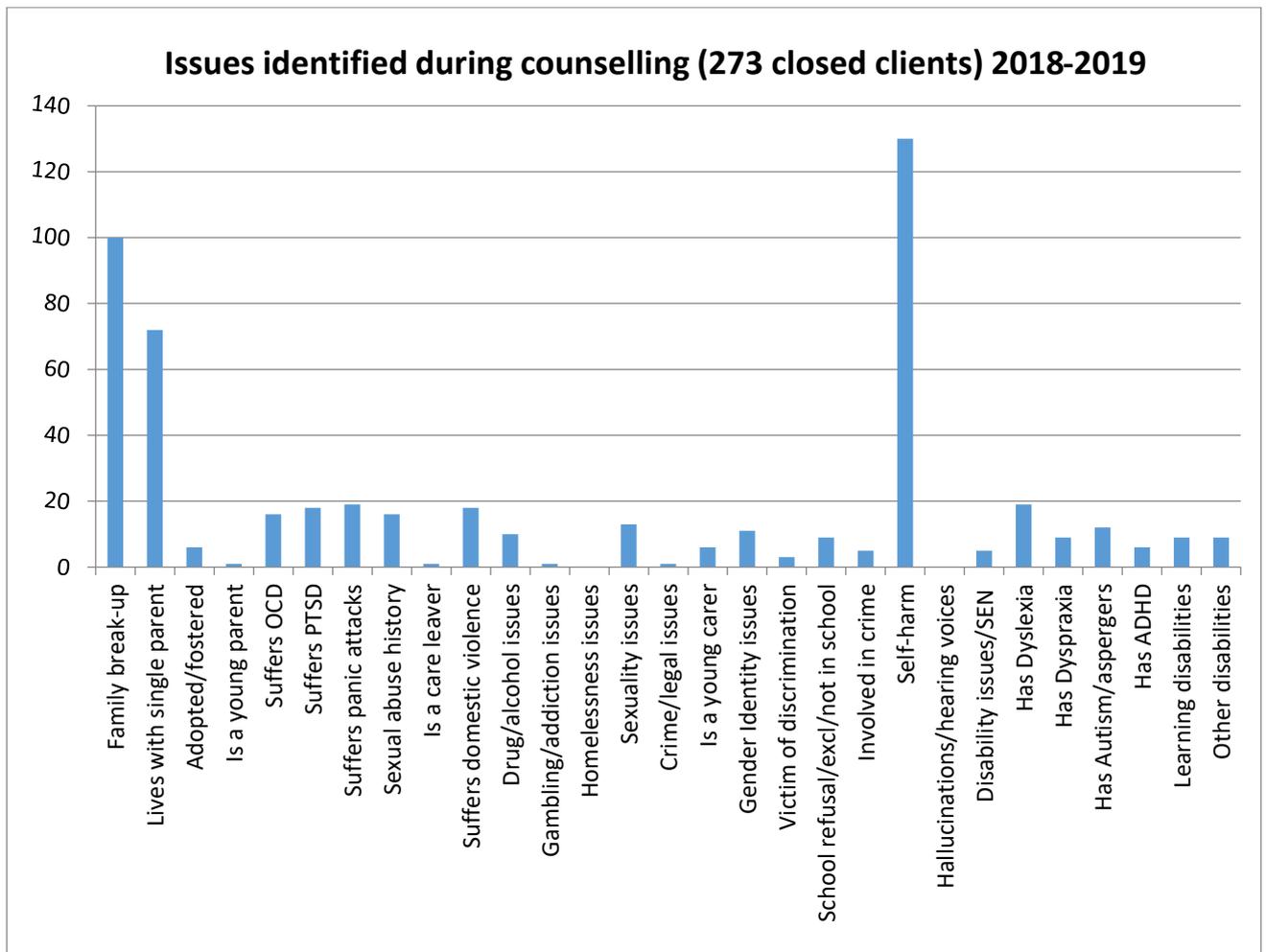
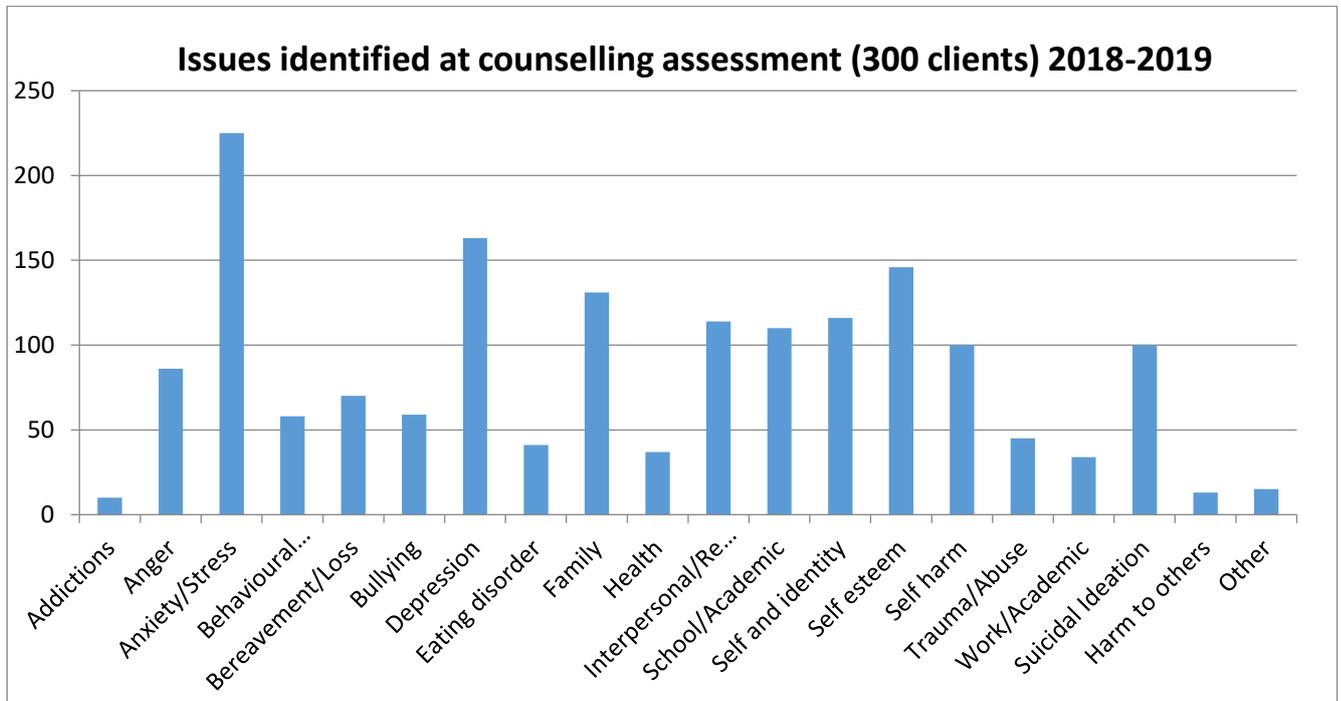
Referral Sources for Counselling 2018-19

Referral sources for counselling clients seen at OTR and Satellite services (395 clients: 300 seen and 95 unseen). All client referrals come through OTR’s Church Street centre.

Referral Sources	No.		No.
GP	107	Friend	22
CAMHS	8	Friend – previous OTR client	24
CAMHS SPA (Single Point of Access)	46	Private / other counselling agency	2
Richmond Wellbeing	24	Vol. org. (e.g. Mind, Relate, Y Carers)	10
Emotional Health Service	1	Internet	5
AfC– social/statutory services	16	OTR leaflet / publicity	1
Parent / carer	25	OTR SH clinic	1
School staff/nurses	21	Local knowledge	38
School other / college	15	Not known / NA	29

Referral Source for Walk-In Information Service (713)





Acknowledgments

THANKS to everyone for so generously supporting our work:

Barnes Workhouse Fund
City Bridge Trust
Driver Youth Trust
Hampton Fund (previously HFAC)
Nexen Petroleum UK
Richmond Parish Lands Charity
The Richmond Clinical Commissioning Group

AD Comms
BBC Comedy Productions
Bellinger Donnay
Central London Community Health
Church Street Association
Essex House Surgery
The Greenwood Centre
Heart Twickenham/Urban Yogi
Kew Midsummer Fete
The Mayor's Charity
North Richmond Scout Group
Orleans Park School
Rogers Stirk Harbour (ex-client donation)
St Luke's Church, Kew
St Mary's Twickenham Parochial Church Council
St Margaret's Fair
Teddington & the Hamptons Music Festival
Teddington Fair
Vince Cable, MP

And all those who have given donations or time, including friends, clients, parents and volunteer counsellors.



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company no. 8466382