

# Off The Record Twickenham

Counselling and information for young people in Richmond borough

## Annual Report – summary 2019-2020

### About Off The Record

*Off The Record (OTR)* supports young people aged 11 to 24, who live or work 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 wellbeing of young people is at the heart of what we do, and our services support them to develop resilience and make informed life choices.

Young people can drop in alone or with friends for confidential support and information on anything that worries them. We're also happy to talk 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 young people who come to us are desperately seeking help; some are initially too scared to talk to parents or their GP, or to seek help from statutory services. They bring a wide variety of issues, and we have no cut-off threshold. This enables us to work with problems early and prevents suffering further down the line.

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 2019-2020



**1,606** young people came to us for help ... and we delivered **4,282** sessions



open 6 days a week for counselling, walk-in information and sexual health support



**67% Healthcare Referrals** vital service directly supporting statutory healthcare agencies

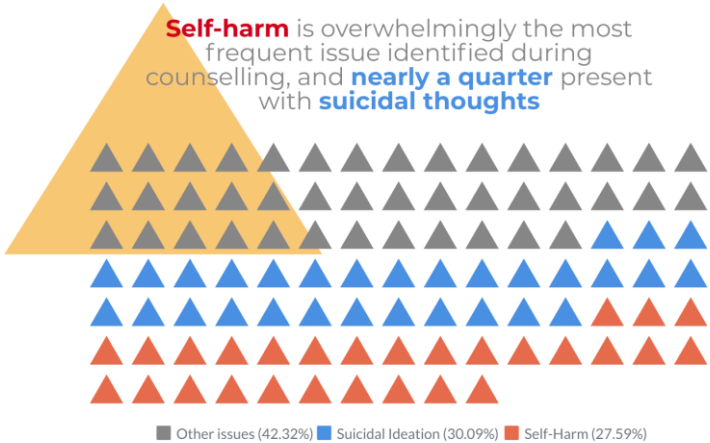
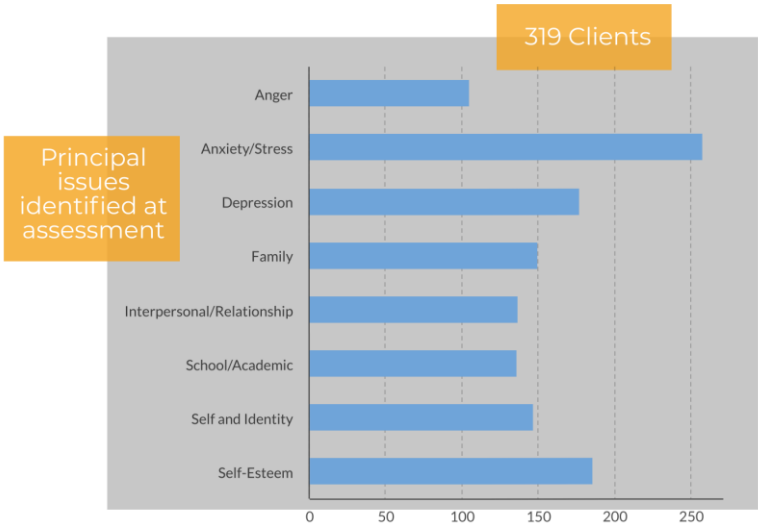


10 centres for satellite services and outreach

1,478  
drop-in advice  
and info sessions

Prior to March 2020 our information and counselling service was open five days a week, enabling 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. Since March 2020 much of our counselling moved to online support in response to the **Covid Pandemic** and OTR adapted well to the challenges. The drop-in sexual health clinic is still running, but with a temporary upper age limit of age 18.

### Need for our Services





# 2019-20 Highlights

- **Facts and Statistics:**

We saw **1,256** NEW young people, and **350** REPEAT clients from previous years.

**226** new (+ **147** repeat) young people accessed **1,594** counselling sessions at OTR

**93** new (+ **38** repeat) clients accessed **1,060** counselling sessions at our satellites

**692** new (+ **61** repeat) clients accessed **959** information or crisis support sessions

**205** new (+ **104** repeat) young people accessed **519** sexual health sessions

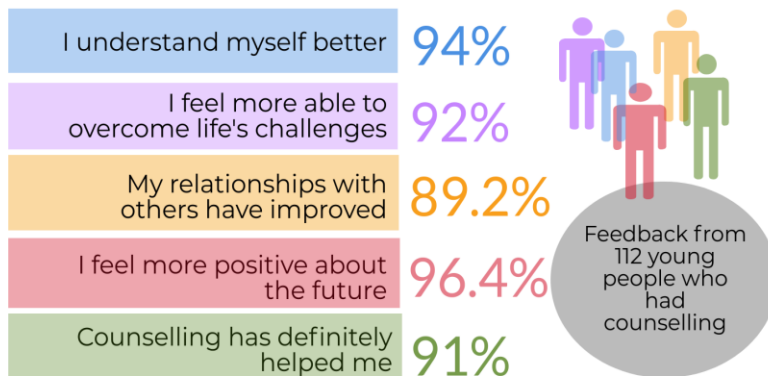
**25** school mental health workshops were attended by **40** young people (150 client/sessions).

We supported **90** parents and carers of young people

**That's a massive 4,282 sessions in total, with 1,606 different young people.**

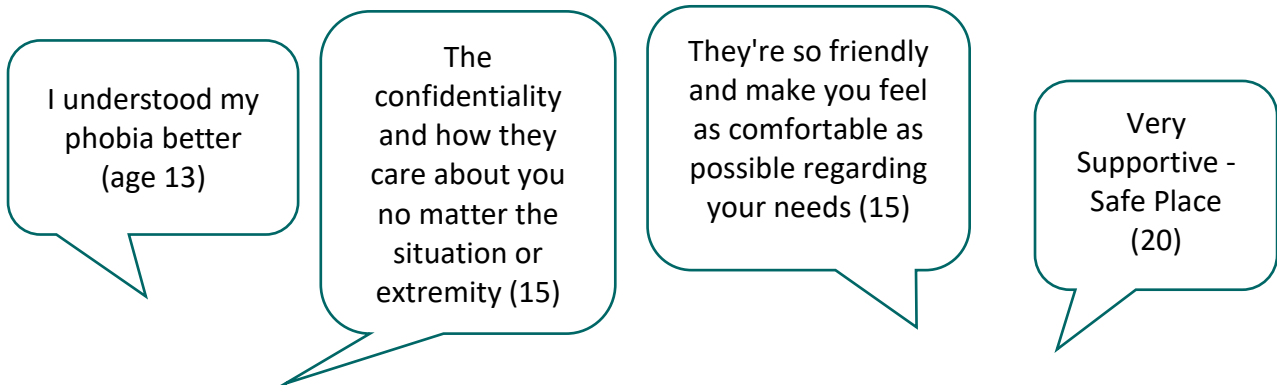
- **Satellites Services:** With funding from 3 local grant-making trusts we increased our satellite counselling provision from 5 to 9 hubs providing 36 weekly sessions offsite (up from 21). These are based at: Hampton White House, Hampton Hill (The Greenwood Centre) - 2 counsellors; Teddington Orange Tree Clinic, Whitton (Whitton Youth Zone); Heatham House – 2 counsellors, ETNA, The Parkshot Surgery, Ham (Ham Youth Centre); and Barnes (Essex House Surgery).
- **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 25 workshops in local schools, on subjects including resilience, managing transitions, and on anxiety and mental health.
- **Young People's Advisory Group (YPAG):** YPAG provides a vital first-hand experience of the issues affecting young people in our Borough. Members of the group helped us with consultations on data protection issues and our publicity materials. They raised awareness of our services and the issues affecting young people's emotional health and wellbeing through the national media Global's Make Some Noise campaign.
- **Community Fundraising:** This year we raised over £16,000 from our own regular calendar of events, and from donations from other groups and individuals

## Our Impact

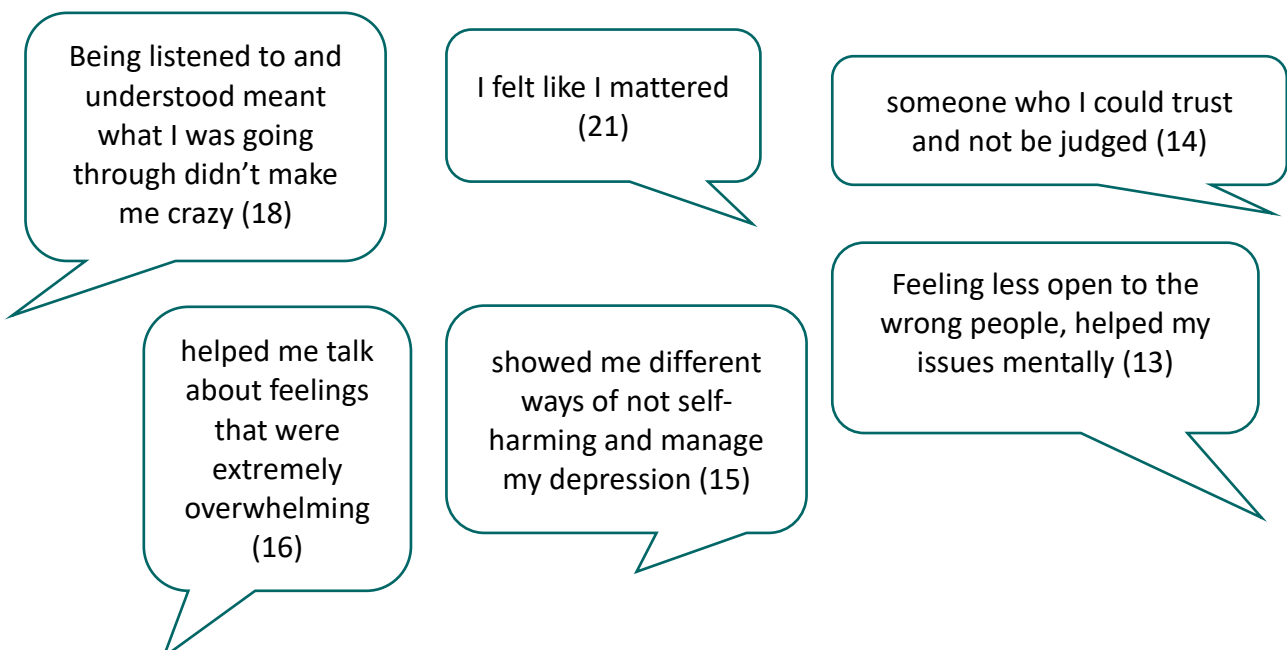


## Service Feedback

### Client Drop-in feedback – what helped



### Client Counselling feedback – what helped



## Parent feedback

**Parent 1:** "My daughter who is 14, has just finished with her counsellor. Could I ask you to pass on our sincere thanks to him? She has said how much she has benefited from it - and I can see how she has, from her attitude and calm. We are so lucky to have this service in our area and are really grateful to the funding partners who made this happen. You are making such a difference in our community. Thanks so much. Incidentally, we did try private CBT counselling for a while. It was incredibly expensive and did not work for her."

**Parent 2:** "Thank you for the one-off session yesterday. Joe said it felt like a weight had been lifted talking to you and he found it such a positive and unusual experience talking to someone who doesn't keep chipping in with their own opinion. Something for me to think about and remember as a parent"

## Case History (disguised)

Jan, age 15

Jan had attempted suicide twice before her GP referred her to OTR. She was at private school and was academic, but she felt pressured and guilty that her parents were paying. She didn't feel she fitted in and was very anxious at school, and very depressed.

Jan talked about how scared she was of her low moods and her suicidal thoughts. She was severely distressed by the school environment but desperate to do well in exams. Her severe anxiety resulted in absences from school, which ramped up her distress. She attempted suicide one evening alone at home because she felt so alone and frightened by her thoughts and feelings.

Initially it was very hard for Jan to talk but as she became more comfortable she said how she really valued her counselling. She asked if the counsellor could talk to her Mother to explain how suicidal she felt, as she didn't feel this was taken seriously. This took place, and was a huge relief for Jan as it helped and increased her support at home. As the counselling relationship developed, with her counsellor closely following her feelings and showing acceptance and understanding of everything she felt, the intensity and the frequency of her low moods decreased. They agreed to extend her sessions after 12, as she was still very vulnerable. The counselling sessions, where she could discuss all her darkest thoughts and feelings without someone dismissing them or panicking, helped her feel lighter, she said. She felt accepted and valued and not so scared, and over time this became more consistent.

With her parents' support, she spoke to her GP about antidepressants and discussed what changes would make school easier. She dropped some subjects and expanded her social circle. She found some CBT exercises really helpful for difficult times, and even went on a school trip after exploring, in counselling, all her worst fears and what she could do if they happened. By the end of therapy she felt supported by her school and parents and able to focus on the future, which didn't look so scary anymore.

# Chair's Report: 2019-2020

Those of you reading this report are likely to be aware that OTR's services are needed now more than ever in these challenging times. The mental health of our young people is important to us all. Creating a safe place where someone listens and does not judge is the essence of what we do. Munira Wilson, our new MP, in her maiden speech in the House of Commons on 16th January 2020 declared that Off the Record "provides a vital service under immense pressure".

If the pressure was there at the beginning of the year, it has only increased with the pandemic. I would like to take this opportunity to thank Deborah Kerpner and her extraordinary team of staff and counsellors for not only a successful year in 2019-20, but for continuing to give support to young people in different forms since the initial lockdown in March this year.

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.

The number of young people we support has increased, to over 1,600 young people in the past year. Our successful satellite model ensured we were able to reach young people from across the borough who might struggle to come to our main centre in Twickenham. Within 2019 we extended this model further by opening five additional satellite hubs bringing the total number of OTR hubs to nine across the borough in Hampton, Hampton Hill, Teddington, Richmond, St. Margaret's, Whitton, Ham, Barnes and Twickenham.

36 counselling sessions were delivered across the hubs per week, which was in addition to 55 sessions delivered per week at Church Street. We also offer six counselling sessions per week in partnership with Skylarks at the Heatham House hub, Twickenham, for young people with disabilities.

Even before the pandemic there was clear evidence of need for our services, and the demand for other mental health support services in the borough, resulting in long waiting lists across all services. Key statistics for Richmond are;

- Richmond borough now has the second highest rate for young people's hospital admissions as a result of self-harm in London (Public Health England 2019)
- Since 2016 there has been a six-fold increase in the need for emergency mental health assessments in A&E in Richmond
- The average mental wellbeing score for 15 year olds in Richmond is the 4th worst in London
- Richmond is the highest borough in London with young people demonstrating risky behaviours

Feedback from young people that come to OTR for support continues to overwhelmingly show us that after counselling their wellbeing has dramatically improved. In 100% of the forms completed the young people responded that they had felt listened to and understood, and that they felt safe to talk about anything they wanted to.

With all this positive feedback about our work and satisfaction with how we had handled our expansion, unfortunately the end of March was a difficult time for the charity. As we were working hard to adapt our service following the March lockdown, we fell victim to a fraudulent attack which resulted in a loss to the charity of £9,920. This was reported to Fraud Action, the police, the National Fraud Intelligence Bureau as well as the Charity Commission under their Serious Incident Reporting Guidelines. We also undertook a thorough investigation into the event, implementing operational changes and control enhancements.

### **Support during the year**

The addition of extra satellite services along with our ongoing work in Church Street would not have been possible without the continued support of our amazing local funders, Barnes Workhouse Fund (now Barnes Fund), Hampton Fund, Richmond Parish Lands Charity, and the Driver Youth Trust. We would also like to acknowledge the vital contributions we received from Richmond Clinical Commissioning Group, Nexen and the National Lottery as well as the enormous generosity of St Mary's Church in providing our premises in Church Street.

We were delighted to be selected as a Global Make Some Noise charity for 2020-2022. The scheme funds and empowers small charities, helping disadvantaged children, young people and their families across the UK. They raise money and awareness, providing training to boost skills and build sustainability. Global Make Some Noise is part of the national Global entertainment group, home to some of the UK's biggest radio brands: Heart, Capital, Classic FM, Smooth, LBC, Radio X, Capital XTRA and Gold. As such, OTR and our work was promoted on national radio in October 2019.

We were also extremely grateful to local Co-op members who selected OTR as their chosen charity to benefit from Co-op's Local Community Fund scheme, where 1% of money spent by Members on selected products was donated to their chosen charity. This generosity raised over £7,000.

Lastly, the Richmond upon Thames Voluntary Fund, a charitable trust set up to give residents the opportunity to donate to local organisations that make a difference to the lives of vulnerable residents within the borough, selected OTR, along with Richmond Mind, to be the beneficiaries of the charity during 2020-21. The Fund launched in February 2020, at the start of Children's Mental Health Week, to mark the selected 2020 charity beneficiaries.

We are enormously grateful to the Trustees of the Voluntary Fund and to the local community for the overwhelming support we have received this year. Without all our generous funders, large and small, Off the Record would cease to exist.

I would finally like to express my thanks to my fellow Trustees, including those who resigned earlier this year. They all made a significant contribution to the growth of the charity in recent years. I would especially like to mention Kirstie Mound, for all her support as Hon. Treasurer, and thank Sophie Adam, who decided to stand down this April as Chair, after 25 years' association with OTR as a staff member, volunteer and Trustee. Sophie's commitment to OTR was outstanding.

**Sarah Simpson MBE**

**Interim Chair of Trustees**

**Extract from OTR's Report and Accounts for the Year Ended 31 March 2020**



<b>OFF THE RECORD TWICKENHAM</b>				Charity No	1152097
				Company No.	8466382
<b>Annual Accounts for the Period:</b>					
Period Start Date	01/04/2019		To	Period End Date	31/03/2020

### Statement of Financial Activities

Descriptions by natural category	Note	Unrestricted funds		Restricted income funds	Endowment funds	Total this year	Total last year
		Designated	General				
		£	£	£	£	£	£
<b>Incoming resources (Note 3)</b>							
Grants			19,229	93,585		112,814	91,117
Donations		30,940				30,940	48,721
Fees for Charitable Services		1,300		39,455		40,755	34,404
Interest			650			650	648
Donated Services and Facilities			12,000			12,000	12,000
<b>Total Incoming Resources</b>		32,240	31,879	133,040		197,159	186,891
<b>Resources expended (Notes 4-7)</b>							
Staff Costs (Including Supervision)			40,632	117,245		157,877	116,673
Office Costs			9,621	60		9,681	3,605
Premises Costs			1,675	6,755		8,429	10,349
Professional Costs and Insurance			3,496			3,496	3,629
Other Costs			13,403			13,403	13,705
Donated Services and Facilities			12,000			12,000	12,000
<b>Total Resources Expended</b>			80,827	124,060		204,886	159,961
<b>Net incoming/(outgoing) resources before transfers</b>		32,240	-48,948	8,980		-7,728	26,930
<b>Gross transfers between funds</b>							
<b>Net incoming/(outgoing) resources before other recognised gains/(losses)</b>		32,240	-48,948	8,980		-7,728	26,930
<b>Other recognised gains/(losses)</b>							
Gains and losses on revaluation of fixed assets for the charity's own use							
Gains and losses on investment assets							
<b>Net movement in funds</b>		32,240	-48,948	8,980		-7,728	26,930
<b>Total funds brought forward</b>		56,266	104,533	32,872		193,671	166,741
<b>Total funds carried forward</b>		88,506	55,585	41,852		185,943	193,671

# Acknowledgments

***THANKS to everyone for so generously supporting our work:***

Barnes Workhouse Fund  
Co-op Local Community Fund  
Driver Youth Trust  
Global's Make Some Noise  
Hampton Fund  
CNOOC Ltd  
Richmond Parish Lands Charity  
The Richmond Clinical Commissioning Group  
St Mary's Twickenham Parochial Church Council

Central London Community Health  
Church Street Association  
Essex House Surgery  
The Greenwood Centre  
Heart Twickenham/Urban Yogi  
Kew Midsummer Fete  
Mishcon de Reya  
St Margaret's Fair  
Teddington & the Hamptons Music Festival  
Teddington Choral Society  
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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