



timetotalk
WEST BERKSHIRE

ANNUAL REPORT 2021-22

**PROMOTING THE
MENTAL HEALTH
AND EMOTIONAL
WELLBEING OF
YOUNG PEOPLE
AGED 11-25 IN
WEST BERKSHIRE.**



INTRODUCTION

Time to Talk West Berkshire is a free at the point of delivery, confidential counselling service for young people in need aged 11 to 25 in West Berkshire. We are the only organisation in West Berkshire offering free counselling to those under 18.

In the past 7 years, we have supported over 3000 young people and offered over 26,000 sessions in 11 locations in West Berkshire. Since 1987, our team of 30+ highly experienced, qualified counsellors, has supported diverse needs such as bereavement, family breakdown, low mood, anxiety and gender dysphoria. Every young person is assessed within two weeks, essential to providing some early intervention and assessment of risk.

MISSION

To provide an effective, quality-controlled counselling service, free at the point of delivery, for young people aged 11-25 who are resident, in education, training, working or registered with a GP in West Berkshire, which helps them deal with their specific challenges in a sustainable way.

VISION

A West Berkshire where all young people feel empowered and have the same opportunity to reach their full potential and grow up to be actively engaged in society as happy, confident, and achieving adults.



We follow the British Association for Counselling and Psychotherapy's Ethical Framework and our counselling services are fully accredited by BACP.



622

**YOUNG PEOPLE HELPED BY OUR
SERVICE**

2021-22

5129

SESSIONS DELIVERED



OUR TEAM 2020-21

TRUSTEES

Georgina Punter (Chair of Trustees), Elizabeth O'Keefe, Paul Stratton, Tracy Walker-Reed, Julie Carlisle, Tracey Leeson, Sheelagh Brown, Amanda Hatcher, John Foster, Melissa Kilding.

OPERATIONS TEAM

Davina, Kate, Tammy, Judy, Jackie

COUNSELLING TEAM

Amy, Anna, Brian, Becky, Catherine C, Catherine L, Charlie, Charlotte, Cheryl, David, David A, Donna, Emma, Fiona, Gemma, Hatty, Jade, Jenny, Joel, Kate, Kim, Kitty, Laura, Louise A, Louise D, Mel, Michelle, Natalie, Neil, Niki, Rena, Rupert, Steve, Viki, & Vinata

ASSESSMENT & SUPERVISION TEAM

Amy, Rena, Rupert, Viki, Kate, Micheal, Mandy, Sara & Davina

EVENTS TEAM

Carol, Lorraine, Debs

FUNDRAISING

Claire



21/22 UPDATE



A YEAR OF PROGRESS

This year has been about digital transformation for us at T2T.

We have introduced a number of new systems to streamline our process and to further expand our support for young people. We moved to a digital booking systems, which has transformed the way we interact with clients and with our counsellors - this has been a very welcome move and has cut down on administration time significantly.

We have also introduced a new CRM system which will allow us to keep in touch with grants, trusts, and other interested parties. This will improve our communication and help to further raise awareness of the amazing work we do.

Finally, we have been able to provide digital support to young people in the form of SilverCloud - more on this later!

SERVICE MANAGER REPORT

COUNSELLING

This year we have seen a record number of young people. Across our service, we have provided counselling to 622 young people and a further 24 parents have received counselling with us. This has been an amazing achievement, one of which we are extremely proud.

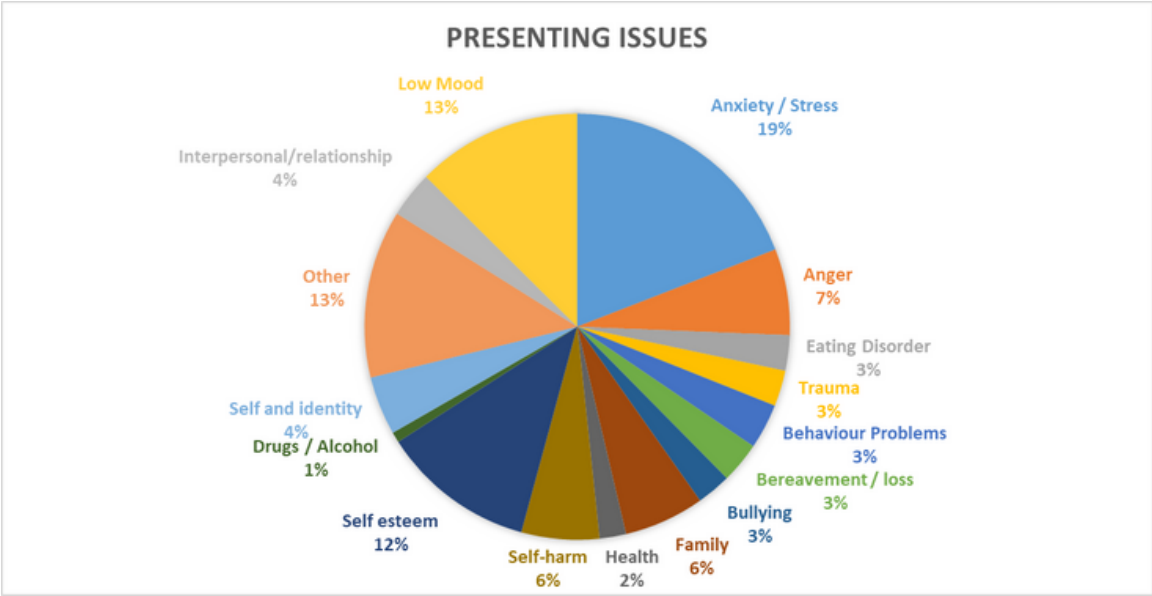
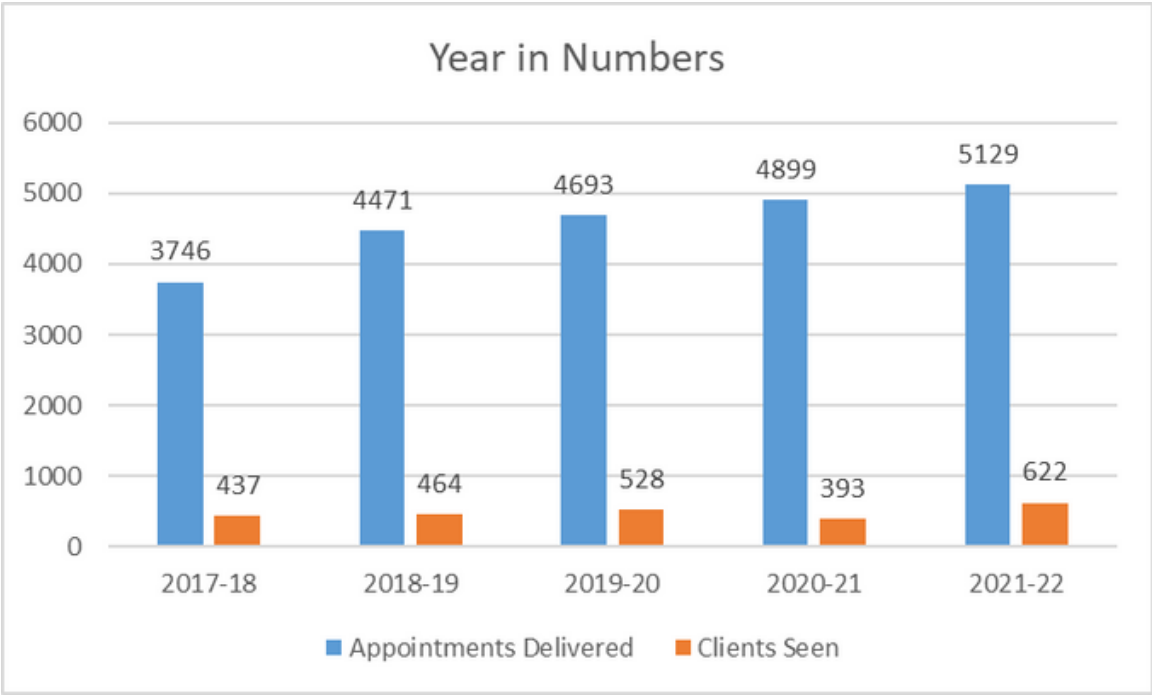
Young people continue to have the choice of face-to-face, video or phone counselling, and they continue to have a choice of location if they select face-to-face counselling.

In 2021-2022 we carried out our first counselling support in a Primary School and the success of this has led to further work in the Primary Sector recognising the benefits of early intervention with young people as young as 10.

WAITING LIST

The demand for our service continues to grow. Our appointments are always offered on a first come first-served basis. We explain to prospective new clients the expected wait time at the time of booking and we regularly keep in touch with them. We support clients whilst they are on our waiting list and signpost them to other help that might be available, including digital support from SilverCloud where appropriate. We work hard to see clients as quickly as possible and by implementing additional counselling sessions we have been able to reduce our waiting list from 120 in January to 95 by the end of March. The average wait, for counselling, is 8.4 weeks.

STATISTICS





YOUNG AMBASSADORS

YOUNG AMBASSADOR TEAM

Adam, Emilia, Eloise, Natasha, Callum, Oscar & Will

THE TEAM

Our Young Ambassador team has continued to be a brilliant addition to Time to Talk. They are such a passionate group, who continually inspire us with their dedication to raising mental health awareness and reducing the stigma surrounding mental health support. They are helping to shape the future of Time to Talk. Our Ambassadors are a mix of past service users and young people who are committed to giving back to their community. We are so proud of the work they have done and the things they have already achieved.

The team has continued to contribute to the charity, helping to run events, and launching a poster competition which has led to posters for our service being offered to schools and GP Surgeries in the area.

They were actively involved in the selection and testing of our new digital programme SilverCloud, and helped us to understand how we could best use our support volunteers to effectively help young people navigate the Silvercloud programme.

In addition to this, Will & Adam produced the most powerful video, which we continue to use regularly, urging young people to take the first step and 'Ask for Help'.

[Ask For Help Video](#)



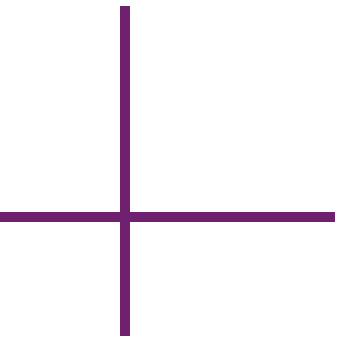


SCHOOLS AND OUTREACH

In 2021-2022, Time To Talk outreach delivered 55 sessions a week of one to one counselling. This covers sessions in 6 schools, 1 family hub and 2 GP surgeries. Over this period of time, there was a return to face to face sessions with the GP surgeries being the last to move away from remote sessions. The counsellors and clients have all shown great levels of flexibility and resilience in working with each location's Covid precautions. This has meant we have been able to adapt to maintain our service throughout the changing nature of Covid.

It continued to be difficult to hold assemblies and workshops but we looked instead to embrace new opportunities to support young people's mental health. This year saw our first collaboration with a group of musicians. This culminated in 3 sessions being delivered to a group of primary school children where they were introduced to different musical styles and encouraged to explore and process their own emotions by using a range of musical techniques such as rap, song writing and percussion.

We have continued to be present in a number of community forums to ensure that Time To Talk and our client base are considered in the wider landscape of mental health in West Berkshire. This year, this has included attending regular meetings of the Children and Young People Forum and the BW Children and Young People Mental Health Wider Partnership and Learning Partnership. We also attended and had a stand at the first West Berkshire CYP Health and Wellbeing Conference.



FUNDERS

Time to Talk would like to thank all of the organisations that have given us grants or donations over the past year. We are particularly grateful to Berkshire West CCG and Public Health Fund (with whom we have ongoing agreements) for their continued support and encouragement.

We have been so fortunate to receive funds from a number of charitable organisations and corporate businesses. These funds have been so valuable at a time when demand for our service has never been higher.

We are extremely grateful to Claire Jones, our part-time fundraiser who has tirelessly worked this year to raise funds for the charity.



FUND RAISING

Young people across West Berkshire came together to lead the way during May 2021, each pledging to donate £5, run 5km and nominate 5 people to join them.



In the Summer a lovely group of young people taking part in NCS, chose to support us by raising awareness and money by completing a sponsored walk.



Darren King fought off Covid so was able to continue his training to enable him to complete the London Marathon with even a smile at the end.



Chante Lawrence literally fought to improve mental health, taking part in a Women's Charity Boxing event and raising money for us at the same time.



We are so grateful to the families and friends of John Hampson and Jerry Green who donated to Time to Talk in memory of their lost loved ones.



Catie cycled 300 miles during July to raise funds for us. At 56 and recently recovering from a fractured elbow, Catie rode at least 3 rides a week during July to hit her challenge of 300 miles.



EVENTS

Our Spring Auction was supported by numerous families and companies who donated so many incredible lots and bid on items making this event a tremendous success.

Our kind thanks go to all our supporters of this event:

Honesty Cookery School - Chalet St George - Amethyst Yoga - Imagine
Martin Balfour, Donnington Valley Golf Club - Highclere Castle -
The Woodspeen - The Blackbird - The Red House, Highclere -
Lord and Lady Lloyd Webber - Sandford Springs Golf - Artist Gill Storr -
Bakedin - Cleverly Wrapped - Grace Sisters - Hannah & Dave Thomas -
Amanda Denton Hats - Vanessa Bestwick Styling - Artist Gail Davis -
Organic Beauty, Kingsclere - Crown Water & Coffee - Winning Moves -
Bridle & Bert - Andresa Skin Clinic - Benchmark Furniture - Foreman & Dring -
The Bolding Family - Legology - Luna Boutiques - Something Sweet -
Boutique Retreats - Me Encanta - Bramble Cottage Flowers -
Willow & Blooms - Ellenborough Park

Quiz & Curry Night held in 2021 at the Bowlers Arms was a fantastic success, selling out in just a couple of weeks. The night was fun, educational and quite competitive and will be back by popular demand in 2022!



Family Team Orienteering, hosted from The Plough in Eastbury. Happy to report that all teams successfully returned to a surprise appearance by Will Young who was extremely generous in sharing his own personal mental health journey.



In September T2T supported a couple of outside organised community events:

Hungerford Health & Well-being Event organised at Hungerford Rugby Club spreading the word about keeping your mind and body healthy with talks, demos and free taster sessions.

The Community United's One Community Cricket & Family Fun Day bringing all cultures together at Falkland Cricket Club to celebrate inclusion and diversity in our community.



Nearly New Clothes Sale - despite the best efforts of Storm Eunice many people braved the weather to snap up a bargain at our clothes sale in Inkpen. With the items left over we supported other local charities with clothes donations.





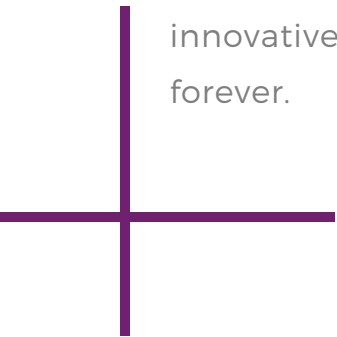
CLINICAL LEAD

FROM SURVIVING TO THRIVING

The pandemic threw Time to Talk into survival mode and we want to celebrate coming out the other side, more resilient, more professional, and as a tighter team than ever. In fact, our systems and processes are so much more efficient that despite referrals continuing to increase, our waiting times have gone down. So the vast majority of young people who complete our online referral form receive the offer of an assessment within 10 days of contacting us AND the offer of regular sessions within 8 weeks. In addition to this great news, we can report that we saw a staggering 622 different young people and all reported some benefit from the counselling. We have maintained our counsellor numbers at around 30 throughout the year with two new groups of counsellors starting while some of our team departed to take their careers in another direction.

Just as we have turned a dark cloud inside out and found the silver lining so have some of our clients and we have noticed some increase in resilience as well as far more understanding about mental/emotional wellbeing. Of course, there are also some young people who are coming to us with difficulties that are complex and enduring, and some of these have been impacted negatively by the pandemic and the ensuing lockdown. We have for example been working with more young people who are 'school refusers', complex families have tended to get even more complex with an increase in domestic violence, parental alcoholism, and emotional neglect.

We will continue to respond to the needs of our service users; the young people of West Berkshire, in tried and tested ways as well as with new innovative ways, young people are at the heart of our service now and forever.





SILVERCLOUD

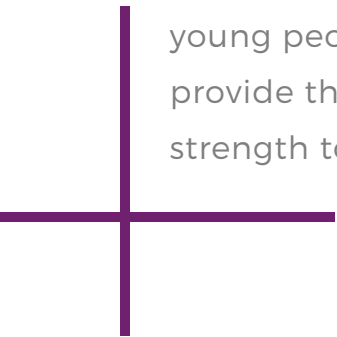
DIGITAL SUPPORT FOR YOUNG PEOPLE

SilverCloud is our new digital support programme, which can be used independently or in conjunction with counselling.

It is an online platform, which uses CBT (Cognitive Behavioural Therapy) tools to address unhelpful thought patterns and behaviours that young people may be experiencing. It gives techniques to help change how the young people may think or behave so that they can feel differently about things.

Everyone using the programme has an individual Time-to-Talk Supporter. Their role is to support the young person and help navigate the way through the online information in a way that is most helpful. This is closely supervised by a trained CBT clinician. SilverCloud users complete one module a week which takes 10-15 minutes per day. They can then practise what they have learnt during the following days. Young people can work through the programme at their own pace and can access SilverCloud on a smartphone, tablet or computer. The programme is interactive and has videos, sections to write in and tips from other people who have completed the programme. SilverCloud also has modules for parents, offering tools and advice on how best to help an anxious child or young person.

Many young people find it extremely difficult to step forward when there is a problem, our hope is that making support accessible can be a first small step if they are struggling. It has been an absolute privilege working with such dedicated and talented volunteers and we are ready to support more young people as the academic year progresses. Our aim is to continue to provide the best possible service and continue to grow SilverCloud from strength to strength.



OUR COUNSELLORS



None of what we do at Time to Talk would be possible without the dedication and commitment of our Counselling Team. Their efforts have never been more appreciated, this year they have had to adapt to new systems, policies and an entirely new way of working. They have done this with grace, dignity and without complaint. Our counsellors always put young people at the heart of everything they do. Remote counselling has been a huge success and our standards and outcomes have remained excellent.



PARENT WORK

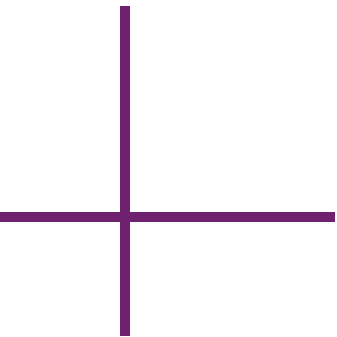
In 2019 the Clinical Lead in conjunction with Newbury Family Counselling Service scoped out and developed a counselling service for parents. One-to-one parent counselling sessions started in summer 2019 and have continued to provide counselling since then. NFCS continue to support us in this work.

We have completed counselling with 24 parents this year, The CORE score reduction and end of therapy feedback show that they have all benefited.

"My counsellor made me feel very at ease and comfortable, she was open minded, friendly and non-judgemental which made the process easy and super beneficial."

"My counsellor is wonderful - having someone to talk to every week really helped me, especially as life was very dramatic while I was having my sessions!"

"A safe space, flexible, led by me, non-judgemental and very supportive. I always come out feeling a little lighter than I did when I went in."





CHAIR OF TRUSTEES

Time to Talk West Berkshire continues to make a significant difference to the emotional well-being and lives of many young people and those supporting them.

The last 12 months have presented both challenges and opportunities for the organisation. T2TWB has continued to embrace digital opportunities to improve not only the efficiency and effectiveness of the service but also to provide greater visibility of the service for all stakeholders to enable reflection and insight into the opportunities and threats we face.

One such area of the service is funding; this has been particularly helpful in light of our commitment to additional funding resource. We have also used technology to help us cope with the increased pressure from organisations like CAMHS who expect us to take on increasingly complex cases.

This year has seen the launch of SilverCloud, an online emotional support tool, which means we are now able to offer additional and often more timely support to both young people and their parents. By developing other innovative options for the service, we are in a better position to assist and support the community.

Trustees, supported by our equally valuable Trusted Advisors, remain committed to supporting those working and volunteering in the organisation to continue to provide high-quality counselling services for the young people of West Berkshire and their supporters.

