



timetotalk
WEST BERKSHIRE

ANNUAL REPORT 2022-23

**PROMOTING THE
PSYCHOLOGICAL &
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.

We support thousands of young people and offer counselling sessions in 11 locations across West Berkshire. Since 1987, our team of 30+ highly experienced, qualified counsellors, has supported a diverse set of 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.

bacp
collective mark

**Accredited
Service**



656

**YOUNG PEOPLE AND PARENTS
GIVEN COUNSELLING BY OUR
SERVICE**

2022-23

6892

SESSIONS DELIVERED

OUR TEAM 2022-23

TRUSTEES

Georgina Punter (Chair of Trustees), Elizabeth O'Keefe, Paul Stratton, Tracy Walker-Reed, Tracey Leeson, Sheelagh Brown, Amanda Hatcher, Melissa Kilding, Jack Marriott, Geoff Hogg

OPERATIONS TEAM

Davina, Kate, Tammy, Judy, Jackie, Neil

COUNSELLING TEAM

Amy, Annie, Anthony, Anna, Becky, Catherine, Cheryl, David, Donna, Emma, Gemma, Hannah, Holly, Jade, Jenny, Joel, Kamila, Kate, Kim, Laura, Louise A, Louise D, Mel, Natalie, Neil, Rena, Rupert, Sally, Steve, Viki, & Vinata

ASSESSMENT & SUPERVISION TEAM

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

ONLINE PROGRAMME SUPPORTERS

Martha (Clinical Specialist), Alison, Charlotte, Clare, Debbie, Isabel, Penny, Rosie, Tia, Tracey

EVENTS TEAM

Debs, Carol, Lorraine, Amanda, Tracey & Georgina

FUNDRAISING

Claire

22/23 UPDATE



A YEAR OF CONSOLIDATION

After a year marked by significant digital transformation, the focus of our efforts during 2022-2023 has been on seamlessly integrating our new systems and identifying additional avenues for improved efficiency. One development has been the expansion of our digital booking system to accommodate clients from the schools we work with, thereby consolidating all client information within a cloud-based infrastructure.

The implementation of our CRM system has enabled enhanced communication channels, ensuring our esteemed donor base remains well-informed regarding our latest news and events.

Continuing its invaluable service, our online support programme, SilverCloud, has continued to empower young individuals and parents with convenient access to assistance, catered to their specific needs and at their desired pace.



We take great pride in showcasing our services, on our recently revamped website, which serves as a testament to yet another tremendously successful year. Click on the image to view.

It is important to acknowledge that none of these achievements would have been possible without the unwavering dedication and support of one of our Trustees, John Foster. John sadly died last year. John's remarkable commitment and enthusiasm for our charity were unparalleled, and his absence is deeply felt.

SERVICE MANAGER REPORT

COUNSELLING

Once again this year we have helped a record number of young people. Across our service, we have provided counselling to 638 young people and a further 18 parents have received counselling with us. We have also helped 60 people using our online support programme. This has been an amazing achievement, one of which we are extremely proud.

Young people and parents 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.

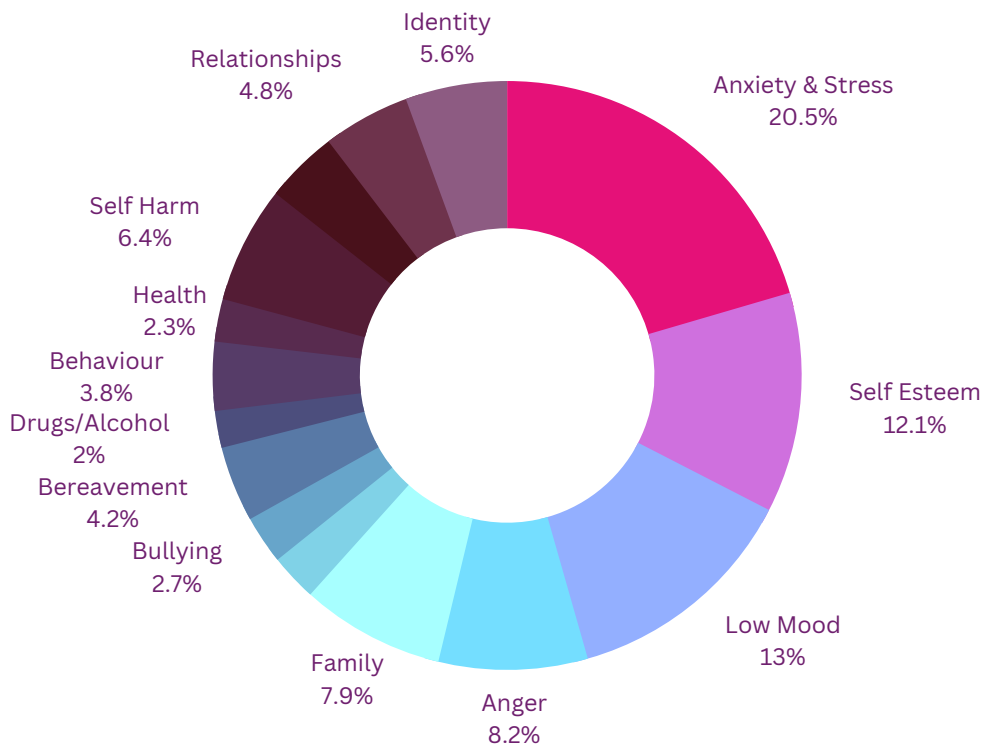
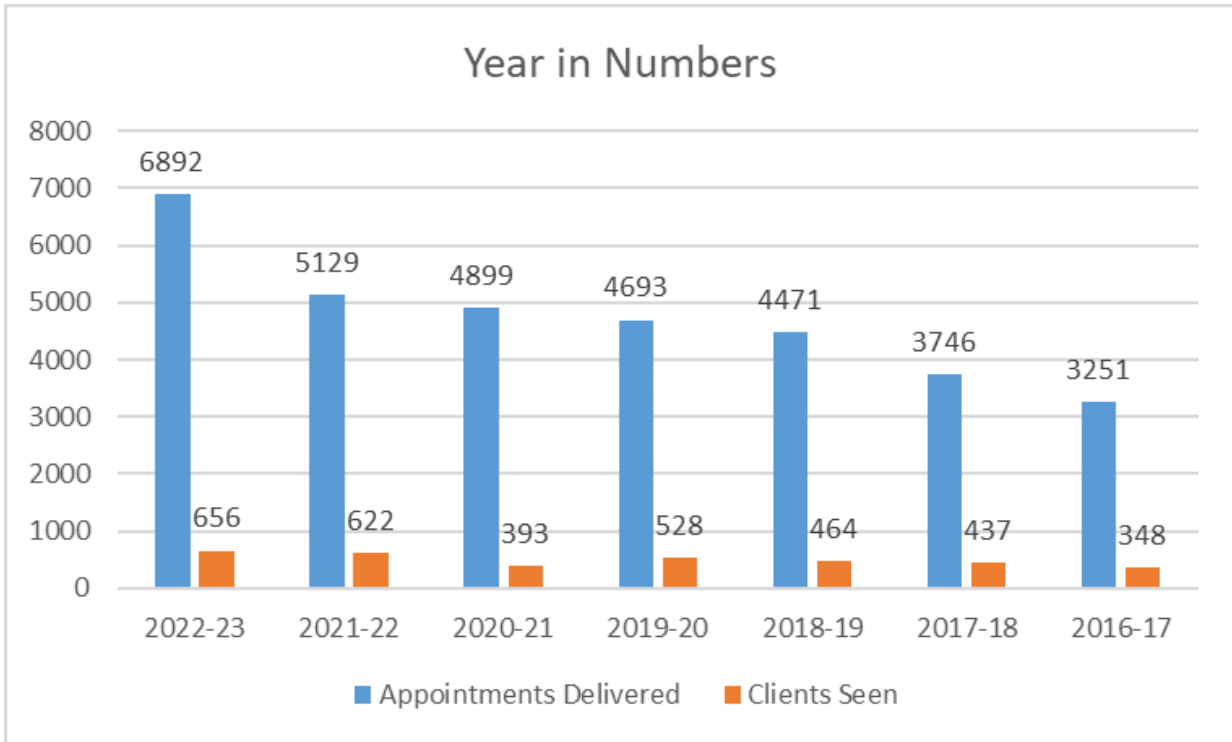
We have continued our work in secondary and primary schools offering counselling during the past year in 7 different schools.

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 our online support programme where appropriate.

We work hard to see clients as quickly as possible and by implementing additional counselling sessions we have been able to keep our waiting list at an average of 73 young people, The waitlist peaked this year in March at 100 young people, and the average wait time for counselling with us is just over 8 weeks

STATISTICS



CLINICAL LEAD

EXPANDING OUR HORIZONS EYES UP

During 2022 and the start of 2023, with better systems and more staff, we have been able to look up from our desks and contemplate the landscape of mental health and the overall needs of the young people who keep pouring through our doors. The changes have been subtle, for example how we discuss psychological & emotional wellbeing in our talks, workshops and assemblies and putting pressure on BACP (British Association for Counselling and Psychotherapy) to alter their policy with regards to training counsellors to work with young people.

As the overall complexity and severity of the presenting issues have increased in the young people we have seen this year, it is extremely important for us to retain and look after our experienced counsellors. We are deeply grateful to our counselling team who continue to grow their skill set and resilience. They do this through our CPD (Continual Professional Development) and supervision but also through their own study, research and ongoing practice. We now have 9 supervision groups which are all supportive and stimulating, and as our counsellors grow and learn each year, so do our wonderful supervisors. In addition to the 18 counsellors who have stayed with us for over two years, (some over 10 years), we had two new intakes during the year. We have also had training from outside agencies on disordered eating, LGBTQ+ issues and gaming and gambling addictions.

We recognise that we need to keep listening to young people about what they really want from our support. We are also running a Ukrainian project with the help of Oksana who is from Ukraine herself.

Time to Talk continues to respond in a thoughtful way to the needs of the young people and our doors are open both literally and metaphorically.

SCHOOLS AND OUTREACH

In 2022-2023, Time To Talk outreach delivered 64 sessions a week of one-to-one counselling. This covers 4 secondary schools, 3 primary schools, 1 family hub and 3 GP surgeries. This is an increase from last year despite Park House choosing to go in-house for their provision. All these sessions are now face-to-face again. This includes a new offer for primary schools in the rural areas around Hungerford and Lambourn and so far two schools have had a term's worth of counselling for year 6 pupils. We are back to face-to-face counselling in all three GP surgeries that we were in before COVID and have also done a number of short presentations in other surgeries to update GPs on our service.

This year has also seen a big increase in the number of assemblies, presentations and workshops that have been held for a number of different audiences. Schools have been keen to resume our programme of assemblies and we have run whole school assemblies for Trinity and Little Heath reaching a total of almost 2.5K students and staff. We have also run workshops in John O'Gaunt, Little Heath and Trinity to provide their Mental Health Champions in schools with some knowledge and skills to help them in their roles of peer supporters.

Other presentations have focused on supporting parents/carers. There has been a regular bi-monthly online presentation to parents of young people on our waitlist and we have also worked with Kingsclere St Mary's Church, Little Heath School and local scout leaders with workshops and/or presentations.

We have also been out and about at various events. We presented at the West Berkshire Young Health Champions conference and attended the Berkshire Mind Conference as well as being regular attendees at the West Berkshire Children and Young People's Forum.

SUPPORTED ONLINE PROGRAMME

DIGITAL SUPPORT FOR YOUNG PEOPLE & PARENTS

Our Supported Online Programme has been running since July 2022 and since that time to we have supported over 60 young people and their parents on the platform.

At the helm of our programme is Martha, our Clinical Specialist, leading a team of nine dedicated supporters. These volunteers play a crucial role in assisting programme users, offering guidance, and keeping them motivated throughout their journey. Our volunteers work tirelessly, navigating participants through each module with care and encouragement. They are the backbone of our programme, providing invaluable support and ensuring that no one feels alone in their pursuit of personal growth. Together, Martha and our team of volunteers create a supportive and nurturing environment for our programme users. Through their commitment and genuine compassion, they help individuals overcome challenges and foster resilience.

The most popular modules so far have been:



Apart from monthly supervision, Martha has provided a detailed induction to the volunteers, including an 'Introduction to Cognitive Behavioural Therapy (CBT)' and more specifically a training event on 'CBT for Anxiety for Young People'.

PARENT WORK

Time to Talk continues to make a meaningful difference by providing essential support to a dedicated group of parents, and the heartwarming feedback we receive speaks volumes about the positive impact we're having. Since our inception in 2019, we've been fortunate to have the unwavering support of NFCS (Newbury Family Counselling Service), which has been instrumental in our journey.

While we initially explored the possibility of merging with NFCS, it became clear after thorough deliberation that our operational systems were not a perfect match. Despite this, we remain steadfast in our commitment to our mission. Time to Talk stands strong, continuing to offer invaluable counselling to parents. We are actively streamlining our processes to pave the way for substantial growth in the upcoming year.

Embracing positive change, we've recently welcomed a new supervisor, Lara, to our team. This addition marks a fresh chapter in our story, as we eagerly explore opportunities for expansion. Our unwavering belief in the transformative power of counselling parents drives us forward. By empowering parents, we are indirectly nurturing the wellbeing of the young people in West Berkshire, ultimately contributing to a stronger and more harmonious community.

"My counsellor was easy to talk to, relatable, down to earth. I didn't feel inferior in any way. She enabled me to make my own connections and conclusions and supported me to identify strategies to help me."

"My counsellor helped me to think things through - and get the other perspective on situations. In my case encouraged me to try to get out of a rut I was stuck in."

"Counselling wasn't what I expected but I wasn't sure what I expected and I think in the end I got more out of it than I had thought I would!"

FUNDERS

We have, again in the last year, received so much support from a variety of organisations and individuals which has enabled us to continue the essential work we do supporting young people and parents in West Berkshire with mental health awareness and free face to face counselling.

Their support is essential when demand for our service continues to rise and funding resources are stretched. Without funding, we could not continue to meet the demand for our service, assess all referrals within 2-3 weeks and provide counselling within 8-10 weeks. So, on behalf of all those involved with the charity and those supported by the charity we thank you.

Claire Jones, our part-time fundraiser has worked tirelessly this year to raise and secure funds for the charity whilst developing relationships with new organisations.



FUND RAISING

We would like to express our deepest gratitude to all the amazing people that take up challenges and organise events to raise money on behalf of Time to Talk.

Their incredible dedication and tireless efforts in raising funds and their commitment to making a difference in the lives of others is truly remarkable. Their efforts have not only provided crucial financial support but also contributed to making a lasting difference in the lives of young people across West Berkshire.

Steve Allam, in association with the Overton Black Arrows, ran an astonishing 500 miles across the year to raise money for Time to Talk, raising an incredible £2280. He ran a total of 500 miles in 98 runs, a fantastic achievement.



The Welsh 3 Peaks were the challenge for Katie Rosser-Evans. Walking to the peaks of Snowdon, Cader Idris and Pen y Fan all within 24 hours and raising a total of £575.



Ian Jones underwent a truly incredible adventure trekking from Lukla (9200 feet) to Mount Everest Base Camp (17500 feet) and raising a fantastic £3640 in the process. Next stop the summit!!



Time to Talk Trustee & much-loved friend John Foster passed away in October 2022. His wife Andrea suggested that instead of flowers for his funeral, people make a donation to Time To Talk. With the help of Steve Lydiatt who set up a Just Giving page this raised £1650 for the charity. A fitting tribute.

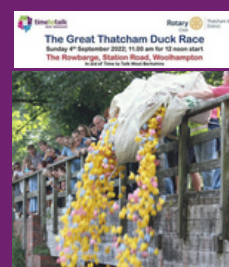


EVENTS 2022/2023

In July, on what turned out to be one of the hottest days of summer, hosted by a kind and generous local supporter, the events team ran a "Pop-Up" Boutique - supported by many local business and 70 shoppers.



Time to Talk was chosen as the nominated Charity for the Thatcham Rotary Club annual "Great Thatcham Duck Race". People (& ducks) turned out in their 000's! Time to Talk staff were in attendance offering the opportunity to "Splat the Rat" or name the soft toy.



Alongside a programme of assemblies for students, Little Heath School invited us to host evening for parents & carers aimed at raising awareness & understanding of young people's psychological & emotional wellbeing. The evening was attended by over 50 parents & carers with a donation box raising over £200.



Back by popular demand the Time to Talk Quiz & Curry Nights, held twice this year, each attended by over 70 generous supporters.



We were very grateful to be nominated as Cheam School's designated charity for the year & attended the Cheam School Christmas Fair.



A Garden Party hosted by the Hon. Rupert and Charlotte Digby at Rookwood House was the setting for a beautiful evening in May, The event, in aid of Time to Talk, was attended by over 80 people and successfully raised over £5000



EVENTS 2022/2023



Golf Day and Auction 2022

Our inaugural Time to Talk Charity Golf Day at Donnington Grove Hotel and Golf Club held on Thursday 7th April 2022 was a great success - we were delighted to welcome 18 teams on the day. Running alongside the event, for further fundraising, an online auction was held with lots of amazing prizes to bid for, all donated from our fantastic sponsors.

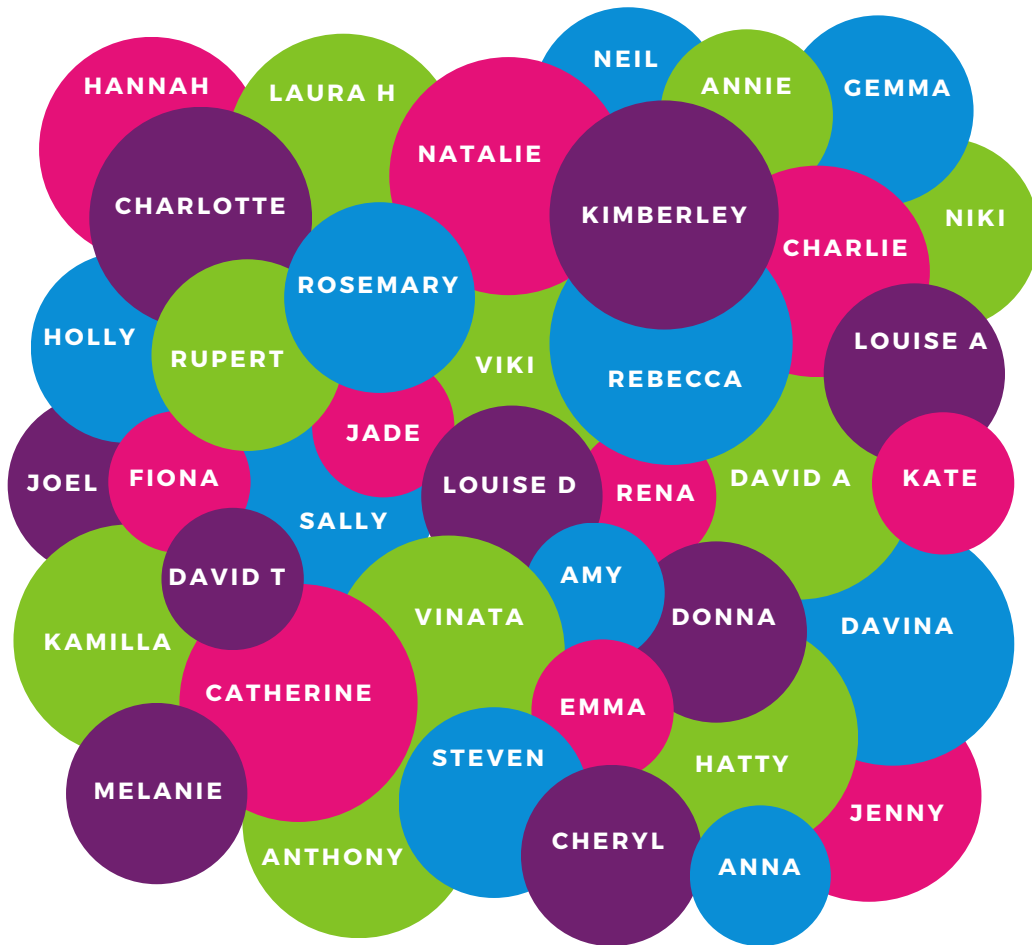
As a result over £15,000 was raised and a fabulous day was had by all who attended. The popularity of this event now has it established as an annual fundraiser, welcoming all keen golfers.



Time to Talk was selected as the chosen charity for the English Food and Wine Festival 2022 held at Cobbs Farm, This was a great opportunity to raise more awareness of our services and it was wonderful to see so many volunteers on the day.



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.

YOUNG AMBASSADORS

YOUNG AMBASSADOR TEAM

Adam, Emilia, Natasha, Oscar, Isabel

Our Young Ambassador team consistently makes its mark in various areas of our charity. These extraordinary individuals have gone above and beyond, extending their involvement to make a significant impact in multiple ways. One of the standout contributions of our Young Ambassadors has been their active participation in events. With their vibrant energy and passion, they breathe life into every occasion they attend.

Our Young Ambassadors have taken center stage in our promotional videos. Their genuine enthusiasm brings authenticity and relatability to our campaigns. Through their heartfelt messages, they inspire others to get involved and support our cause. These videos serve as powerful tools for spreading awareness and mobilising resources.

T2T Videos

Furthermore, one of our Ambassadors, Isabel, has rolled up her sleeves to lend a helping hand in our charity's office. From administrative tasks to assisting with project coordination, she has become an invaluable asset to our team.

We are immensely grateful for the incredible contributions of our Young Ambassadors. They embody the spirit of our charity and serve as an inspiration for those we aim to support. Their unwavering dedication, enthusiasm, and willingness to go above and beyond continue to propel us forward, ensuring that our charity's impact extends far beyond our initial vision.



CHAIR OF TRUSTEES

Time to Talk continues to make a significant impact on the emotional wellbeing and lives of many young people and those supporting them. As ever, the last 12 months presented both challenges and opportunities for us. We continue to embrace digital opportunities to improve, not only the efficiency and effectiveness of the service, but also to have a greater visibility of the service for all stakeholders.

We introduced new and innovative ways to continue to grow our funding streams as well as finding new ways of clinically supporting increased demand. Our Events and Communications teams have been particularly instrumental, growing not only our funds but also contributing to our profile within the community enabling us to attract more volunteers, trustees, staff, and clinical team members. This effort has been supported with the introduction of a robust Customer Relationship Management (CRM) system to not only support communications with all our stakeholders, in the short term but to also help future-proof our long-term communications strategy.

We continue to innovate around our Supported Online Programme which means we are now able to offer additional and often more timely support to both young people and their parents.

Trustees, supported by our equally valuable Trusted Advisors, remain committed to supporting and serving the young people of West Berkshire and to the provision of high-quality counselling services.

