



**Eye to Eye
Counselling Service**

Annual Report

September 2014 to August 2015

Mission Statement

Eye to Eye Registered Charity Number 1050156 constituted in July 1995

The main aim of the charity is to provide a free confidential counselling service to young people between the ages of 10 and 25 years.

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Executive Committee

David Stone	Chair
Kevin McDonald	Vice Chair
Thea Lewis	
Len Tarr	
Eiry Rochford	
Anwen Pritchard	
Peter Griffiths	
Mick Antoniw AM	
Cllr Barry Stephens	
Alan Minton	
Alyson Harley	Volunteer Representative
Roy Meaden	Database Volunteer

Employed Staff

Alison Theaker	Coordinator
Elizabeth Owen	Assistant Coordinator
Christine Binding	Schools Liaison Officer
Sue Letman	Finance Officer and Admin Support
Emma Alcock	Youth Empowerment Officer

School Counsellors

Amanda Johns
Alana Williams
Clare Williams
Jackie Moore
Leona Shanley
Alyson Harley
Liz Denton
Sue Barrow
Emma Humphries
Rhian Davies
Sarah Harris
Emma Alcock
Tracy Andrews
Eleri Lewis
Paula Morgan

Volunteer Counsellors

Janet Dewes
Sian Williams
Lynne Hardwick
Karen Jones
Sarah Benham
Meg Bhuller
Eleri Owens
Paula Morgan
Charlene Evans
Katie Churchill
Andrea Kemp
Paul Griffiths
Gareth Wakefield
Nicola Benney
Sam Taylor
Sarah Boulter
Kath Sharp
Diane Johnson

CHAIRMANS REPORT

It is with great pleasure that I present to you this 20th Anniversary Annual Report of Eye to Eye Counselling Service.

We are excited that we have reached this landmark and that our service has consistently grown from strength to strength impacting positively on the young people of our communities.

We started this journey in a small way in partnership with our Local Authority and have grown from one part time coordinator, two counsellors and three comprehensive schools to delivering counselling across the whole of Rhondda Cynon Taf schools, selected schools in Merthyr Tydfil and delivering contracts and projects for both Health and voluntary sectors.

In our first recorded statistical data in 1999, the charity delivered 120hours of counselling to 40 clients in RCT. We have grown significantly and are able to reach greater numbers of young people across the area with the growth of community counselling and our volunteer base alongside the funding, which is now statutory for schools counselling in Wales.

Our service, in 2015 delivered 7221 hours of counselling to 1801 young people.

Our independence has always been important to us, as demonstrated by the young people continuing to have faith and confidence in our ability to deliver a confidential service. Our innovative Lottery funding and our coproduction work with Interlink has enabled us to bring Self Harm into focus and has empowered young people across RCT to have a voice. We will be publishing our report and findings at our celebration in 2016.

I would like to take the opportunity to thank the Universities and Colleges for the high standard of trainee counsellors coming forward to work with us. I would also like to thank all those organisations for permitting us to use their facilities and premises, to provide a service base for our community counselling provision. This enables us to deliver a quality mental health counselling provision to young people aged 11 to 25 years.

We are also grateful to the Cwm Taf University Health Board for their support.

I would like to acknowledge the strong partnership working we have with our schools which is indispensable to our success and the ongoing support and funding provided by the Local Authority.

At this point it would be remiss of me if I didn't offer my profound thanks and gratitude to the professional staff employed and voluntary, ably led by our coordinator and assistant coordinator.

Finally, I would like to acknowledge the work of my fellow trustees without whom our charity would find it impossible to function.

Mr David Stone

Chair to the Trustees

COORDINATORS REPORT

Welcome to the 20th Annual report of Eye to Eye Youth Counselling Service

It is with great excitement that we at the charity enter our 20th year of work with young people.

Our counselling service which was constituted as a charity in 1995 has seen many changes over the years and we have not only delivered counselling services but have been able to inform the delivery of counselling especially that of schools counselling right across Wales. I have been fortunate enough to have been a board member on the BACP young people's division committee and have had the privilege to work with other professional counsellors across the whole of the UK.

In this reporting period we have delivered 7221 counselling sessions to 1801 young people, across Rhondda Cynon Taf and Merthyr.

Our community based voluntary service provides counselling in hard to reach places, enabling young people aged 11 to 25 to access counselling outside of normal hours. This year we counselled 127 young people, providing 607 hours of counselling.

I wish to thank our volunteer counsellors for their support and congratulate the Assistant Coordinator Elizabeth Owen for her dedication to the training, supervision and placement of the charity volunteers.

Schools counselling has once again been growing and developing over the last year. Our counsellors have worked with staff in schools to deliver focused workshops covering a range of issues to groups of young people. We have had continued support from our schools in both RCT and Merthyr and our School Liaison Manager; Christine Binding has coordinated services to schools and managed the development of the project and the delivery of counselling services by our team of highly skilled counsellors.

In this period we delivered 6048 counselling sessions to 1561 young people in Rhondda Cynon Taf Schools and 566 counselling sessions to 113 young people in Merthyr Tydfil Schools

This year we were pleased to welcome on board Emma Alcock who joined our team to manage the Community Voice Project and our particular area of work which is to create a voice for young people in RCT. Emma has been working with groups of young people developing a report on services needed to improve self harm support and gathering feedback through facilitated group work, which will be put into a report to be presented at our 20th Anniversary Celebration in early 2016.

I would like to thank all the Trustees, Staff and Volunteers for their great work. Many of the Trustees and counselling staff will remember the early days of the charity and the early rise of counselling services for young people across RCT, Wales and the UK.

In 1995, we were very fortunate to have had a forward thinking local authority. The council and officers of Rhondda Cynon Taf acknowledged the request of young people for a Counselling service and have continued to listen to the large number of clients who have passed through and continued to demand counselling services in the borough. I thank you on their behalf.

Finally, we are all looking forward to our 20th Anniversary celebration 2016, we are hoping our partners will join us and celebrate the work of the charity and the dedication of the volunteers and staff to the young people that seek our help.

Alison Theaker

ASSISTANT COORDINATORS REPORT

Eye to Eye in its 20th year of community counselling has seen another successful year of delivery. With seven venues across Rhondda Cynon and Taf and a provision in the Keir Hardie Health Park, Merthyr Tydfil, young people are finding it easier to access counselling within their locality.

Our community bases are staffed by our dedicated team of volunteer counsellors, who are committed to supporting the young people of Rhondda Cynon Taff and Merthyr. These counsellors are to be commended, and we thank them once again for the hard work, time and expertise they give freely to young people who access our service. Our team is passionate about working with young people, improving their emotional well being and helping them gain life skills to take into adulthood. We at Eye to Eye are fortunate to have a team of volunteers who bring individual skills to our service. The counsellors share and extend their knowledge within the team through supervision and training provided within the charity. This enables them to continue their professional development in line with the British Association of Counselling and Psychotherapy. Our volunteers come from many professional backgrounds, and are either in their final year of study or in many cases fully qualified. Since 2009, the start of the All Wales School Counselling, there has been a natural progression for volunteers with Eye to Eye to go on to employment as a school counsellor. They are fully qualified to degree, post graduate or equivalent with a vast amount of experience in working with young people and therefore well placed for recruitment.

We continue to work with Cwm Taf University Health Board providing counselling for each of its four geographical areas. As part of this project, Eye to Eye has been providing sessions in the Merthyr area since October 2012 situated at the Keir Hardie Health Park. These provisions are for young people with mild to moderate mental health issues and are aged 16 to 25 years.

Between 1st September 2014 and 31st August 2015 127 clients accessed our community provision and 607 sessions were delivered. To ensure we are delivering a quality service to young people, we use YP-CORE (Young Persons Clinical Outcomes and Routines Evaluation) which is a pre, during and post counselling clinical assessment tool used to measure clients' levels of distress. This has identified that 87% of young people have significantly improved emotional wellbeing after receiving counselling. Once again, feedback from service users accessing our community provision has been positive. Every client attending counselling is asked to complete an evaluation at the end of therapy. Of those who returned their evaluation, 97% stated that counselling was a good way to deal with their problem or situation. Another 100% said they would recommend counselling to a friend or family member and 97% said they would prefer to access face to face counselling as opposed to an online service.

Eye to Eye acknowledges that the success of community counselling is dependent on clients being able to access venues, where they feel safe and secure in a confidential environment. We continue to work closely with our partner agencies, who provide us with premises, and, wish to thank them for their continued support in these difficult times.

Our thanks go to all staff at;

Beddau Education Centre
New Horizons, Aberdare
Valleys Kids, Penygraig
Trerhondda Chapel Ferndale,
YMCA Pontypridd
YMCA Mountain Ash
Keir Hardie Health Park
Ysbyty Cwm Cynon

Elizabeth Owen
Assistant Coordinator
SCHOOL LIAISON OFFICERS REPORT

During Eye to Eye's 20th year of operation we have continued to provide RCT and Merthyr with a professional and highly valued service. We have delivered 6048 counselling sessions to 1561 young people in RCT's comprehensive schools, additional needs schools, pupil referral units and year six primary schools. We have expanded our counselling service in Merthyr Tydfil CBC to include Greenfields School. This is in addition to the two existing comprehensive schools offering a total of 566 hours of counselling to 113 young people. The predominant counselling issues for all young people in descending order were; family, stress and anxiety, relationships other than family or teachers and self worth.

Eye to Eye continue to provide an experienced team of counsellors to schools during a crisis, where there has been an unexplained death or serious incident. We offer support to students and staff during this difficult time. We work in partnership with a number of professional organisations to provide a holistic service which is gratefully received by school staff and students.

We use a variety of evaluation methods to ensure we are delivering a quality service to young people. This includes YP-CORE (Young Persons Clinical Outcomes and Routines Evaluation) which is a pre, during and post counselling assessment tool used to measure clients' levels of distress. This has identified that 81% of young people have significantly improved emotional wellbeing after receiving counselling.

Young people's views on the service they receive are especially important to Eye to Eye, and we are pleased that through robust evaluation methods 99% of young people thought that counselling was a good way to deal with their problem or situation.

School link staff are asked to complete evaluations of the service which have been incredibly positive; Our evaluation from school staff showed that 100% of link staff rated the overall service offered by Eye to Eye as good or above and believed that our service is recognised and valued by school staff.

Our school counsellors are fully qualified registered members of the British Association of Counselling and Psychotherapy and abide by its Ethical Framework. The counsellors are heavily experienced and respected as an integral part of school provision. The counsellors and management staff at Eye to Eye rely on, and greatly appreciate the unconditional support, belief and commitment of the head teachers, staff and especially the link staff in our partner schools. We would like to take this opportunity to thank the school staff for their unwavering support over the last twelve months.

Over the last 20 years Eye to Eye has established and maintained strong links with partner organisations and professionals for the benefit of our clients. Our school counsellors are well informed, equipped and knowledgeable about support and intervention services available within their school and local community.

We are immensely proud of our counsellors and would like to extend our thanks to them for their passionate commitment to Eye to Eye and the school communities we serve.

Christine Binding
School Liaison Officer

CREATE A VOICE REPORT

The Create a Voice project is one of 8 organisations working on the Community Voice project. The aim is for local people to have a voice and influence service provision to ensure it is meeting the needs of the people that access them. I have been in post since January 2015 and we are now in the third and final year of the project.

Create a Voice is enabling young people to tell us what they think about self-harm and mental health services within RCT that are available for them. 250 young people from a variety of schools and community settings within RCT have participated in a consultation exercise that gave them the opportunity to have a voice and tell us what they think about existing services and what help and support they would like to receive.

This report will be available shortly. The young people have also listed recommendations stating what they would like to see available in the future.

Young people filled in questionnaires to tell us what they think of the service Eye to Eye provides and we have taken their views on board in order to maintain a quality service that meets their requirements.

New information has been produced by young people and we are in the process of updating new web based information that will be ready at the end of year 3.

Eye to Eye are members of the South Wales Self Harm network that works with different organisations from across South Wales who work with people who self-harm. The purpose of the group is to offer support, share good practice, share skills and knowledge and keep up to date with new research.

As we are aware the need for early intervention is crucial to the well being of the young people we work with and without the views of the young people who access these services the work would not be possible.

As the nature of this work is sensitive we have ensured all necessary safeguarding and ethical procedures have been implemented and that all young people have had access to counselling at all times.

As we enter into the final year it is an exciting time for the project and young people are able to express their views by using new technology and determine the important messages that need to be portrayed in order to make a difference, highlight the gaps in provision and bring about a lasting change.

Emma Alcock
Youth Empowerment Officer

Whole Service Counselling Report

1ST SEPTEMBER 2014 TO 31st AUGUST 2015

Clients Attending Counselling	1801
Number of Sessions	7221
Average Number of Sessions Attended	4.01
Male Clients	612
Female Clients	1189

Details of Sessions

Clients Who Did Not Attend Sessions	424
Number of Sessions Not Kept	311

YP CORE Improvement

	Male	Total	Female	Total
Improved	82%	356	81%	764
Not Improved	12%	52	13%	119
No Change	6%	24	6%	61

All School Age Clients

Year 6 Aged 10 - 11	21
Year 7 Aged 11-12	230
Year 8 Aged 12-13	303

Year 9	Aged 13-14	339
Year 10	Aged 14-15	400
Year 11	Aged 15-16	284
Year 12	Aged 16-17	88
Year 13	Aged 17-18/19	59

Young People Not In Education

16-25 years	77
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Looked After by the Authority	80
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Special Education Needs

Cognition and Learning	125
Behavioural, Emotional and Social Development	101
Communication and Interaction	50
Sensory and/or Physical	51
Not Known	65

Sexual Orientation

Bisexual	67
Gay / Lesbian	22
Heterosexual / Straight	1597
Not Known	115

Preferred Language

English	1759
Welsh	40
Other	2

Onward Referral

CAMHS	0
Child Protection	45
Health	8
TAF	4
Other	73

Referral Sources

Self Referral	621
Parent / Guardian / Relative	269
School Staff Member	774
Social Services Department	23
Health, GP/ Hospital Staff	71
Other	38
Not Known	0
College and University	0
Voluntary Organisations	3

TAF	2
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Predominant Issues

Abuse Physical, Sexual, Emotional, Neglect.	60
Academic	93
Anger	263
Behaviour Related	207
Bereavement	193
Bullying	163
Depression	107
Domestic Abuse	20
Eating Disorders	27
Family	794
Financial Concerns/ Poverty	9

Relationships with Teachers	23
Relationship Other	337
Self Harm	167
Self Worth	287
Sexual	28
Stress/Anxiety	548
Substance Misuse	18
Suicide	50
Other	106

2013/14	Income and Expenditure for the year ended 31/3/15	2014/15
	Income	
£376,000.00	Fframwaith	£376,000.00
£639.20	BACP Corporate	
£14,196.00	Community Voice	£24,271.00
£29,395.00	Axa Refund / Lloyds Compensation	£199.72
£500.00	MTCBC	£30,687.00
£10,000.00	LTSB Foundation (Donation)	£500.00
£22.68	Cwm Taf LHB	£20,000.00
£825.00	Interest Received	£707.75
	Interest Accrued on WMTT Account	£0.00
£431,577.88	Total Income	£452,365.47
	Expenditure	
£264,955.18	Salaries	£287,297.89
£35,278.40	Tax	£36,334.94
£48,661.46	NI	£44,007.66
£955.00	Student Loan	£410.00
£10,000.74	Pensions	£9,166.29
£2,634.35	Training	£5,187.00
£2,158.65	Resources / Equipment	£1,899.72
£1,031.58	Stationery	£1,131.34
£1,487.20	BACP Memberships	£2,128.60
£428.56	Travel Expenses	£717.48
£474.57	Telephone / Mobiles	£410.85
£1,374.72	Peninsula (Employment)	£1,374.72
£836.40	Williams Ross (Payroll)	£1,224.00
£288.00	CRB Payments	£367.51
£4,851.04	RCT Payments	£1,761.80
£1,541.00	Insurance(s)	£2,245.89
£376,956.85	Total	£395,665.69
	Charity	
£487.00	Memberships	£3,823.00
£761.32	Insurance	£629.04
£266.95	Training	£795.00
£422.94	Petty Cash	£200.00
£858.54	Miscellaneous	£850.70
	Travel Expenses	£1,260.95
	Pension Transfer Accrued	£2,807.55
	Community Voice	£1,244.09
£1,672.00	AGM - Reports/Venue/Translation	£660.00
£304.00	BACP	
£417.68	RCT Resources etc	
£5,190.43	Total	£12,270.33
£382,147.28	Total Expenditure	£407,936.02
£49,430.60	Surplus / Deficit - Total Income less Total Expenditure	£44,429.45


 C.J. JEFFS AcMA. CGMA
 14.5.15

Balance Sheet as at 31st March 2015

2013/14	Current Assets	2014/15
	Bank Accounts:	
£108,105.07	Treasurers	£120,063.12
£103.58	Instant Access	£4,443.88
£150,825.00	WMTT	£190,000.00
£259,033.65	Total Bank Balances	£314,507.00
	Less Current Liabilities	
	Creditors/Accruals: HMRC /Pensions	-£11,043.90
£259,033.65	Total Net Assets	£303,463.10

	Represented by:	
£209,603.05	Accumulated Fund b/fwd	£259,033.65
£49,430.60	Surplus / (Deficit) for year	£44,429.45
£259,033.65	Total Net Worth	£303,463.10

Reserves Statement

Eye to Eye Youth Counselling Service believes that the charity should hold financial reserves (the 'Emergency Operating Reserve' - EOR) because:

- (i) It is entirely dependent on Project funding for income from year to year which is inevitably subject to fluctuation and;
- (ii) it requires protection against, and the ability to continue operating despite, catastrophic or lesser but damaging events.

Eye to Eye wishes to protect the continuity of the charity's work in the event of a shortfall of income, the reserves held will enable the charity to manage the risk of a reduction in funding resulting in the redundancy of staff and reduced services until further funding can be secured to continue its work.

The trustees believe that the minimum level of EOR should be the equivalent of six months' operating costs calculated and reviewed annually and believe that the EOR should be built up to the desired level in stages consistent with the charity's overall financial position and its need to maintain and develop its charitable activities.

The current level of EOR stands at £190,000.00 as of the 31st March 2015.

With operating costs currently amounting to approximately £33994 per month (£407936 annually) this falls short of the above mentioned target of six months operating costs.

Efforts to build up the reserves will continue in line with the policy.

The Board of Trustees will review this policy at the end of each financial year or at the request of the Chair if deemed necessary.


 C.S. JEFFS Aema. CCMA
 14.5.15

Comments

School

“Coping strategies offered by the counsellors have enabled lots of students to cope much better with school life – especially those with suicidal or self harming issues” Pauline Harrison, Bryn Celynnog School

School Client

“I was taught how to help myself which was great”

“I think if anyone in my school is in a struggle they should come to counselling it’s a big help”

Paul Griffiths Volunteer Counsellor

“As a Volunteer for Eye to Eye its reassuring to know that you have the support from a community of therapists, counsellors, supervisors, administrators, fellow volunteers and all involved in the agency that are dedicated to helping. This is conveyed to the client and they experience that same feeling of reassurance and being part of a community that embraces and supports. It is this support that not only benefits the service users; it’s like a ripple effect benefitting the communities and families they reside in”.

Debra Jones Valleys Kids

Having Eye to Eye here at Valleys Kids has helped us by having access to good quality counselling for young people. Holding the sessions in a community building means that it is non-stigmatizing and young people have been more likely to access it. The result is young people do not feel threatened and will keep appointments. I found the experience really beneficial for the young people and for our organization it has been great to have a partnership that supports the young people and families we work with.

Community Client

I was very anxious when I had my first session at Eye to Eye. My counsellor was really nice and didn't push me to speak or make me feel uncomfortable. She was happy for my mother to stay in the session with me until I was ready to go to the sessions on my own. The Counsellor made me feel relaxed by drawing with me and because I was able to relax, I was eventually able to speak, which is hard for me as I have selective mutism. When I was talking to her she was able to make me feel like she understood what I was saying and she didn't judge me and was very helpful and made me feel better even when I was feeling

upset. Without the counselling session, I would have not been able to make the progress I have in the areas we worked on and I am very grateful for all the help and support I received from my counsellor, and the Eye to Eye service.