

October 2019 to December 2019 we have...

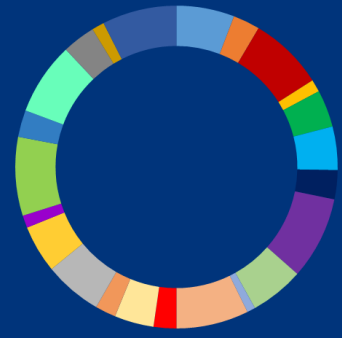
**Supported 1026 people**

616 York Advocacy

410 York Mind

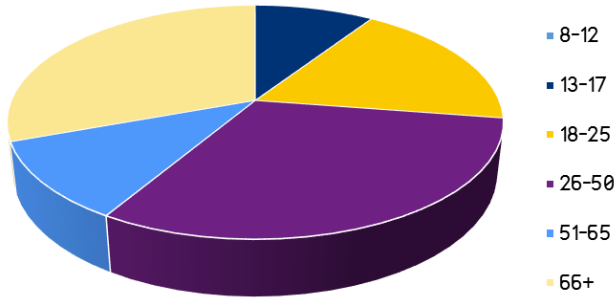


In York and surrounding areas

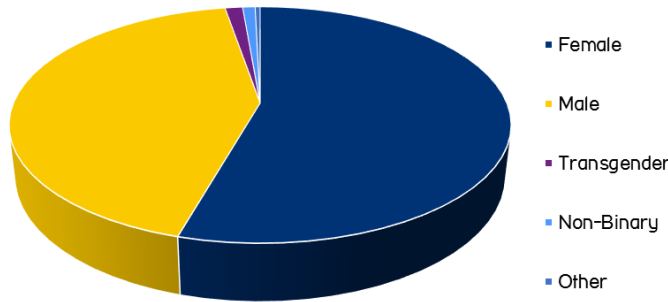


- Acomb
- Derwent
- Fulford
- Heslington
- Holgate
- Micklegate
- Strensall
- Wheldrake
- Bishopthorpe
- Dringhouses & Woodthorpe
- Guildhall
- Heworth
- Hull Road
- Osbaldwick
- Rural West York
- Outside York
- Clifton
- Fishergate
- Haxby & Wigginton
- Heworth Without
- Huntington & New Earswick
- Skelton, Rawcliffe & Clifton Without
- Westfield

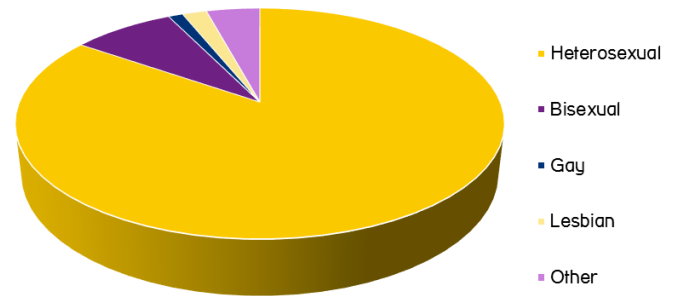
Age (of 507 disclosed)



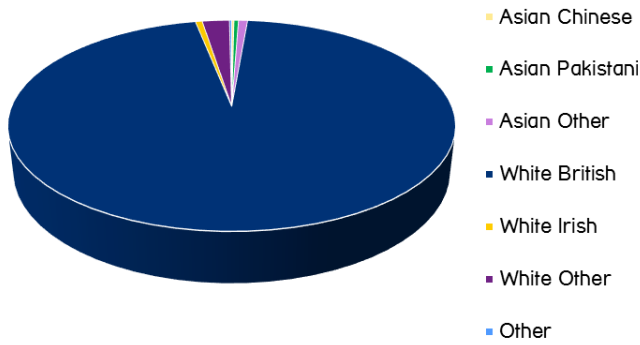
Gender (of 489 disclosed)



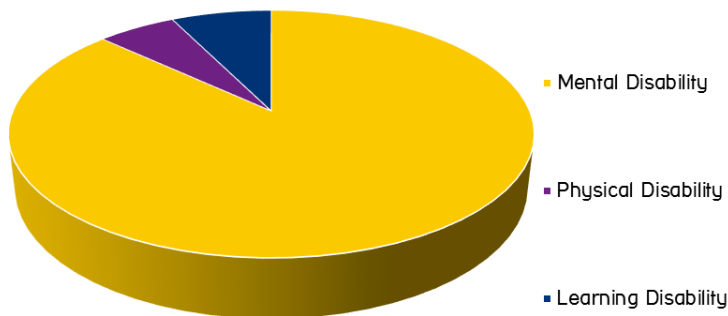
Sexual Orientation (of 272 disclosed)



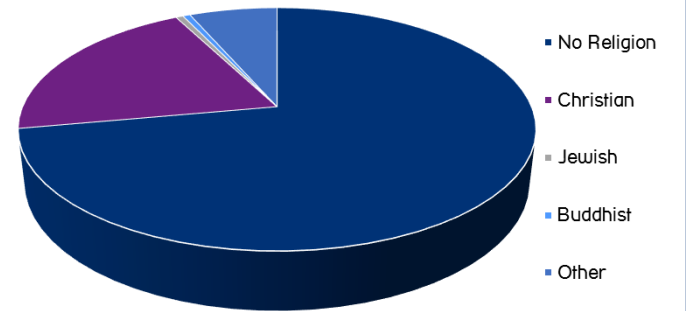
Ethnicity (of 517 disclosed)



Disability (of 312 disclosed)



Religion (of 183 disclosed)



**Delivered**

**34** ATI 1-1 sessions



**16** Staying OK coaching sessions & **10** group sessions



**78** YP mentoring sessions & **23** Peer Support Sessions



**131** group activities



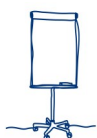
**25** awareness events to **564** people



**417** counselling sessions



**205** hours of training to **418** people



**227** YP counselling sessions



**213** new advocacy cases



# Achieved

269 people completed York Mind support and left the service. *Of whom...*

**153** people  
Completed resilience questionnaires.  
**82%** made an overall improvement

	% of improvements	
Organisation Resilience Questionnaire Data	Overall I feel emotionally well	67
	I can deal with the pressures and challenges that life throws	63
	I am confident in my own abilities	58
	I can meet new people and get involved in new situations	51
	I have acquired the skills and knowledge I need to improve	60
	I am able to improve, manage and maintain my emotional wellbeing	66

**66%** of people have exceeded or fully met personal goals

- Personal Goals
- “Find ways to move through and past abusive relationships”
  - “To be able to go to restaurants/public spaces without being sick”
  - “To feel balanced, stable and settled regardless of external influences”
  - “To have gained practical work experience in group facilitation that will aid my return to employment”
  - “To manage feelings of anxiety better”
  - “To reinforce my baseline of coping strategies to fall back on rather than lose control”

Feedback

“If I hadn't come to the group I think I'd really be struggling now.”

“This course is excellent. I'm 46 and feel I can start unravelling 40 years of stuff”

“Being able to open up and let everything out has been great, I have completely turned my life around”

“Being able to talk to someone who was caring and happy—thanks for the warm greeting and welcome from everyone”

“I am very grateful that you offer this service and exist as an organisation”

“[coaching] helped me to get more perspective. I can now see the wood for the trees”

“Everything has changed. I'm not drinking, I'm in a stable relationship. I'm employed and looking for more work, I'm developing new hobbies and interests, coming off probation, keeping my flat, managing my bills, have come off benefits”

“I felt listened to and involved in decisions being made about me”

## Positive Changes

- One young person was supported through mentoring to stop self-harming, and to feel comfortable entering her workplace.
- One person realised making more time for themselves was not selfish but vital for their health.
- One person has been involved in producing and performing in the York LGBT Forum charity single, after previously feeling too scared to access LGBT groups.
- One person stated that the counselling sessions had helped her to feel less stressed and feel better in herself, resulting in them being able to make positive changes to a cared for person's life.
- One young person reported that they view themselves more realistically, both in their eyes and how others see them rather than creating a very negative and unhealthy image

**Harriet's** foster carer rang the service in early July 2019 having been advised by Harriet's social worker about the availability of the support. Harriet attended an initial first contact session the following week. She spoke about her life experience and the difficult situation surrounding her move into foster care. She described experiencing worry, anxiety, depression and low self-confidence, and shared that this often resulted in her having thoughts about hurting herself, isolating herself and pushing those close to her away. Harriet spoke passionately about her studies with a clear view of what she wanted for herself but also shared that she often felt consumed with self-doubt and found it hard to ask for support from others or would put others needs before her own.

When considering how counselling may help Harriet shared that she felt a lot of confusion; sharing a sense of being trapped in a negative cycle of experiencing and suppressing difficult feelings but not really knowing what these feelings were or how to respond to them. We agreed that counselling would aim to provide her with space to explore her emotions, and what support she needed either from herself or others.

To begin with Harriet found the process of talking difficult. She had taught herself to shut away her feelings in order to protect herself from them and be able to maintain strength and resilience to deal with things day to day. We found creative ways of working together that Harriet found helpful. This included mapping out a timeline of her key experiences, both positive and negative, exploring each memory. This led to Harriet identifying how she felt she had “lost her childhood” and was void of being able to feel “fun and joy”. Through deeper exploration Harriet began to access and name her feelings; anger, sadness, fear and guilt. We used Blob Cards, drawing/writing and visualisation to explore Harriet's understanding of these feelings, and how they informed her thinking and view of herself. This enabled Harriet to begin to view herself more positively, through accepting and responding differently to her feelings.

At the end of counselling Harriet shared that she was feeling emotionally well, felt increased confidence in her own abilities, specifically how to support and improve her wellbeing. Also, that as a result of the counselling process, something she would do differently would be “to talk to someone about how I am feeling before it gets to the point I can't talk about it”. Harriet found writing and having things to refer back to helpful, so we completed a ‘Moving on from Counselling Plan’ where she wrote down what she had learnt about herself. We also considered what further support she may need and talked through the different options. As a result Harriet moved onto to the Creative Lives arts and life skills group which started in January 2020, to help further develop her self-confidence and continue to focus on her wellbeing.

