

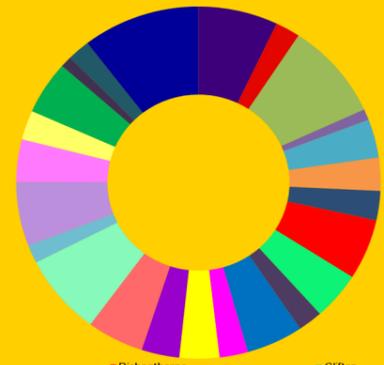
April 2019 to June 2019 we have...

Supported

958 people

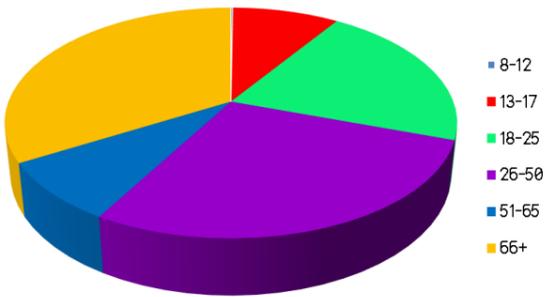


In York and surrounding areas



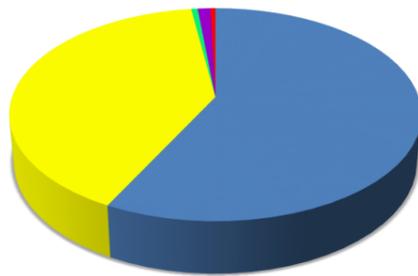
- Acomb
- Derwent
- Fulford
- Heslington
- Holgate
- Micklegate
- Strensall
- Wheldrake
- Bishophorpe
- Dringhouses & Woodthorpe
- Guldhall
- Heuorth
- Hull Road
- Osbalduick
- Rural West York
- Outside York
- Clifton
- Fishergate
- Hauby and Wigginton
- Heuorth without
- Huntington and New Earswick
- Skellon, Rauciffe & Clifton without
- Westfield
- Not disclosed

Age



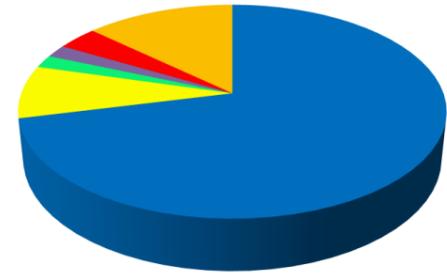
- 8-12
- 13-17
- 18-25
- 25-50
- 51-65
- 66+

Gender



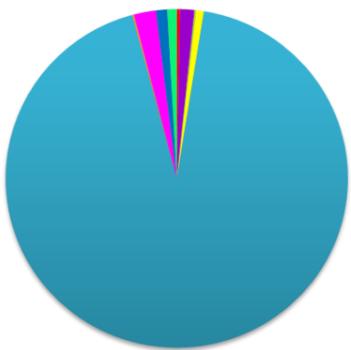
- Female
- Male
- Transgender
- Non-Binary
- Other
- Not Disclosed

Sexual Orientation



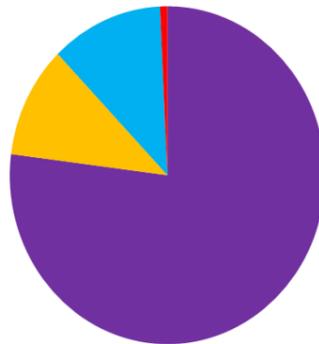
- Heterosexual
- Bisexual
- Gay
- Lesbian
- Other
- Not Disclosed

Ethnicity



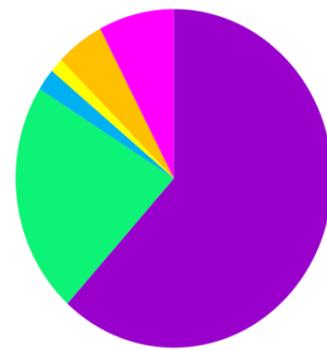
- Asian Bangladeshi
- Asian Other
- Black African
- Black Other
- White British
- White Irish
- White Other
- Other
- Not Disclosed

Disability



- Mental disability
- Physical disability
- Learning disability
- Not Disclosed

Religion



- No Religion
- Christian
- Buddhist
- Muslim
- Other
- Not Disclosed

Delivered

101 ATI 1-1 sessions



10 YP peer support sessions



39 YP mentoring sessions



100 group activities



28 awareness events



336 counselling sessions



231 hours of training



182 YP counselling sessions



181 new advocacy cases



Achieved

161 people completed support and left the service. *Of whom...*

111 people Completed resilience questionnaires

Organisation Resilience Questionnaire Data

	% of improvements
Overall I feel emotionally well	42
I can deal with the pressures and challenges that life throws at me and bounce back from any setbacks	45
I am confident in my own abilities	44
I can meet new people and get involved in new situations	36
I have acquired the skills and knowledge I need to improve my situation and can apply them	50
I am able to improve, manage and maintain my emotional wellbeing	48

101 people have exceeded or fully met personal goals

Personal Goals



"To have more structure and routine in my life, including sleeping better, and having a better relationship with food."



"By the end of the ATI project to reduce social isolation through engagement in meaningful activities and training on a weekly basis."



"Learn to live with uncertainty and explored ways of coping with stress."



"To be able to have more control over my anxiety"



"Be able to put into words what I am feeling."

"Being able to speak to someone who is non-judgmental and can share my experience is really grounding to me"

"It's not as scary as I thought, I now know how to help myself more, thanks for all your support'.

'Excellent staff, very welcoming, nice atmosphere. Thank you for the excellent quality. I have made some good friends'

"I've been through a journey and without the people here I wouldn't have achieved what I have."

"They were always there if you needed them. You need someone out of here to fight your corner, your side of the battle".

Feedback

General and Carers Counselling CORE 10 Data.

	Improved	No Decline	Decline
I have felt tense anxious or nervous	92%	0%	8%
I have felt I have someone to turn to for support when needed	62%	31%	7%
I have felt able to cope when things go wrong	77%	12%	11%
Talking to people has felt too much for me	73%	23%	4%
I have felt panic or terror	42%	45%	12%
I have made plans to end my life *note* majority of responses to this were 'not at all' so no change is positive	8%	88%	4%
I have had difficulty getting to sleep or staying asleep	62%	27%	11%
I have felt despairing or hopeless	62%	35%	3%
I have felt unhappy	73%	23%	4%
Unwanted images or memories have been distressing me	46%	42%	12%

Positive Changes



One participant has moved on to have their own arts and craft business online as a result of accessing our art groups

One person was able to retain their bank card and financial independences as a result of accessing our advocacy service

One young person reported that they have more ways of making themselves feel better and have techniques that can help them understand how they are feeling as a result of accessing YP counselling

One young person (male) has been speaking openly in the 16-21 peer support group, which is the first group situation they have been in over seven years.

In her initial assessment, **Ally** disclosed struggling with loneliness, chronic fatigue and depression. During the peer support group she met Misha, who struggles with social anxiety and isolation. Both young people stated prior to starting that they had no friends. Through the discussion exercises, they bonded over how they had both been called "fakers" and "attention-seekers", and Ally was able to share how she had been affected when her dentist called chronic fatigue the "lazy disease". They now have a strong friendship, and offer each other support inside and outside the group. They are able to have both deep discussions with each other, and also to joke around and make each other laugh.



Max accessed advocacy as they were subject to financial abuse by friends, and potentially family, and assessed by their social worker as lacking capacity to manage their finances. They were new to having possession of their bank card and the safeguarding process was proposing several measures to protect Max. Max has a learning disability, and has several changes of foster / carer support over the last 6 months with no stable input to help them to self-advocate. Max wished develop their skills and to remain independent with their finances and retain possession of their bank card and independent control of their finances without deputyship being awarded to City of York Council.

Following support from an advocate, which included helping Max to understand the process, attending safeguarding meetings, and highlighting to professionals that Max would like to be more central to communications about them, for example, being consulted first (or at the same time as everyone) about proposed changes to meeting times/locations, Max achieved several positive outcomes. These included, being able to keep their bank card, having a personalised plan to develop money management skills, providing an email address to professionals for timely contact and a plan for further support from advocacy to challenge the deputyship application, and ensure that capacity to manage their finances is reviewed as the client develops their skills.