



# BROMLEY Y

# ANNUAL REPORT

# 2017/18





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**Bromley Y enables children and young people to fulfil their potential by making a positive difference in their emotional wellbeing. It ensures that children, young people and their families are: LISTENED to, are actively INVOLVED and participate in their support and also in developing services. Their views and beliefs are VALUED and respected, ENABLING them to reach their full potential.**

## CHAIRMAN'S REPORT

After a year of consolidation, this year has been one considering and mapping out the future journey for Bromley Y by working to attract new opportunities and funding.

We are delighted to welcome our new Director Gill Allen, who has been with us since January this year. She is working hard with staff, not only to continue offering existing excellent services but also to look for new opportunities. It is essential that Bromley Y does not standstill but continues to move forward where we can deliver the most appropriate services for our children and young people within the Borough.



I must also thank our long serving Trustee and Treasurer Adrian Hollands who is leaving to focus on other things. Adrian has supported Bromley Y through times of change and upheaval and has always maintained a calm approach to any issues that arise. He has served us for around 30 years, an extraordinary length of time. We will miss him, his guidance and his advice on financial matters.

We welcome a new Trustee to the Board, Jackie Monk who has previously worked with Bromley Y as chairperson of the fund-raising committee. She has a long association with us and is passionate about the work Bromley Y does. She brings with her a wealth of knowledge and experience on the financial sector and she has agreed to stand as our new treasurer and become our Company Secretary. She is a qualified Accountant. We welcome her to the Board and look forward to working with her in the years to come.

Emma Wright, our young person's representative is moving on being at Southampton University. The Board extends its thanks to her for her valuable contribution and the fund raising she has undertaken.

Bromley Y over the years has demonstrated its adaptability to the ever-changing environment of ensuring the emotional wellbeing of children and young people and this continues. With the Government putting emotional wellbeing high on the agenda with its Green Paper "Future in Mind" and providing additional funding, Bromley Y is well placed to work with partners to take this agenda forward. We have been awarded Beacon status for CYP-IAPT for which all staff must be congratulated. We have been selected by Bromley CCG to bid for work in schools to provide Mental Health Support Teams. This will be a wonderful opportunity for Bromley Y and reflects the esteem the services we provide are held both by people who use them and by partners we work with.

The Board continues to update and refine the numerous operational policies that are required by the Charity Commission, ensuring we remain effective and compliant for today's technological world.

On behalf of the trustees I would like to thank the staff and volunteers who continue to provide our services to such a high quality, at a time where there is an increased demand for these services within an uncertain financial environment. All staff continue to develop the services provided to children, young people and their families with further training and development enabling them and their clients to move on into the future. Our services provide a holistic approach that helps so many families across the Borough, the Board is grateful to you all.

**Hon. Alderman Ernest Noad**

**Chairman of Board of Trustees**

## **DIRECTOR'S REPORT**

This has been a year of development and learning for me. In the ten months that I have been the Director at Bromley Y I have found the staff, volunteers and Trustees to be extremely supportive and I have learnt from their enthusiasm, expertise and knowledge. For this I thank them.

When reading the annual reports of previous years, it is evident the huge progress which has been made in developing services and this annual report gives a snapshot of what we have done over the past year. The feedback from young people, carers, professionals and commissioners has been extremely positive and the user participation groups have ensured that young people and their carers have direct influence over what we do. We have promoted good emotional wellbeing to more children and young people and have ensured that the most vulnerable get the support they need. Our aim is to ensure our current provision maintains the same quality, accessibility and effectiveness as it has in the past and that every child and their family is at the heart of the work we do. This focus also brings challenges and we have seen an increase in referrals and more young people needing evidence-based interventions. We continue offer telephone assessments, psycho-educational groups to children and their families and have developed our group work programme so that more children and young people can access our services. We also aim to increase our impact through collaboration and partnership.

Changes in the environment in which therapeutic work is delivered is a challenge for us and ensuring that we work with young people in spaces that engender safety is an on-going priority. We will begin to strengthen our relationship with schools and children centres so that children and young people have easier access into our support.

We are looking to further develop our offer to schools, ensuring we are reaching as many school and educational staff as possible through training and consultation. Schools are at the front line in tackling emotional wellbeing which if not supported can disrupt learning, academic progress, resilience and competence skills. Through the trailblazer bid we are aiming to secure additional funding and extend the work we are already providing in schools. We have gained additional funding for the school responder role and mental health first aid training. We have also successfully bid for training youth workers in Surrey and continue to make significant steps in reaching our financial targets.

We have also developed internally, making sure we have the systems, processes and skills to ensure we have a greater impact and can help more children and young people and increase their emotional wellbeing. We have recruited four new senior wellbeing practitioners so that we have greater governance and safety planning and have updated our IT infrastructure so that we are more efficient and mobile supporting our work in the community.

At the time of writing there have been three members of staff who have handed in their notice, May O'Donnell, Amanda Reed and Suzanne Roberts, as well as, Lynsey Davies, Jess Thompson and Dan Willmott who left early in the year to further their careers. I would like to say a very big thank you to them all for all their hard work and commitment to Bromley Y.

A huge thank you to everyone who has supported us on our journey so far. I appreciate your continuing involvement and look forward to working together to overcome the challenges which remain. I am enormously proud to be part of Bromley Y and know you are too.

**Gill Allen**

**Director**

## PERSONAL REFLECTIONS ON BROMLEY Y

**Bromley Y has over the last fifty plus years changed and developed to meet the changing needs of children and young people, never losing sight of the fundamental aim of enabling children and young people to fulfil their potential by making a positive difference in their emotional wellbeing. With more changes and challenges ahead for Bromley Y some staff reflect on their own personal experiences of working with children and young people at Bromley Y.**

### Emily Carter

I graduated from Exeter University with a Psychology degree in 2016 and shortly after, spent an afternoon looking for organisations who may be able to offer me some work experience. I was lucky enough to stumble across Bromley Y, and I later met with the former Director to learn more about the organisation. I was offered a full-time position as an Assistant Psychologist – I couldn't believe my luck! I was unsure of what was to come but could never have dreamt that I would have so many opportunities to develop and mature, both personally and professionally, in the two years that I have worked here. I first worked as part of the referrals team, taking and entering referrals and being involved with routine outcome measures. I scored questionnaires to aid the triage process and completed internal data audits where it first became apparent to me the incredible impact that the talented staff had when working with their clients. In 2017, Bromley Y were successful in securing training positions on the first ever cohort of the PGCert Children and Young People's Psychological Wellbeing Practice course at Kings College London. The Children's Wellbeing Practitioner (CWP) roles coming out of this training were part of a government initiative to introduce more early intervention workers in child and adolescent mental health, with the role envisaged to involve community and schools to improve accessibility.

My current role as a CWP involves working with children, young people and parents/carers in the form of a guided-self-help intervention for lower-level low mood, anxiety or behavioural difficulties. This type of work is based on principles from cognitive behavioural therapy and empowers the client to overcome their difficulties themselves. We work through techniques together to provide them with a 'toolbox' of strategies that they can draw upon in future life, reducing need for future service involvement. As a team of CWPs, we considered how we could adapt our role and embed ourselves into the community. We went on to design, deliver and evaluate various workshops to support large numbers of children and young people at an early level of intervention. This year we have implemented workshops around exam stress and have been running a large pilot programme delivering parental anxiety workshops to around 80 primary school in the Borough. We have also delivered this workshop in The Glades along with an adolescent psychoeducation workshop, as part of a pilot which is going to be formally implemented as of November. The move towards more community-based work is one that I see being very positive and exciting. Within my role thus far, I have been able to see the impact first-hand that this type of work can achieve, and how it can be an effective use of resources. Working flexibly within a local community can improve accessibility for clients that would otherwise be hard to reach, who we know are often the most vulnerable.

Within the organisation, there is an undeniable caring and positive ethos between staff and everyone has the same focus of wanting to make a difference to the lives of children, young people and their families. I believe that overcoming challenges and facing uncertainty, will only move Bromley Y from strength to strength, and am thankful to have started my career and learnt so much in such a fantastic organisation.



### **Lillee Myers**

I was interviewed to work at Bromley Y in December 2014. I remember my experience of first walking through the door – full of nerves but calmed by the friendly hello, the offer of a drink and the sound of children shouting and laughing in the Gameplay group in the kitchen. I realised immediately that this was a service that I wanted to be a part of. I joined the team in January 2015, just after we had won the tender to deliver the Wellbeing Service. I began working in the hustle and bustle of the hub where no one day was the same. With experience, we moved through lots of different ways of working in the hub, but the team's views were always considered when decisions were made by the Director which helped us feel supported.

I was one of the staff members that we involved in embedding outcome measures in our practice as part of CYP IAPT. It was a big shift and a challenging process, but I based my approach upon what I had witnessed from the Director's approach to change. I learnt to be approachable, open, encouraging to the staff and passionate about the reasons behind the change. Three years on and we were made a CORC Demonstration Site and a Beacon Site for good practice, showing just how successfully the staff were able to adapt their approach.

Bromley Y has always encouraged development of its staff group to ensure we are all learning and moving "with the times". I was lucky enough to go on an IAPT training with The Charlie Waller Institute which provided me with the skills to transform my role and deliver assessments and interventions with young people. This experience has enabled me to envision the direction of my future career.

A new director and a shift in the management structure at the beginning of this year was a big change that present us all with lots of uncertainty. In addition, the demand for the service has grown with increasing numbers of referrals putting pressure on us all. However, the development of smaller teams and regular meetings within these teams has enabled us to voice any concerns and be supported throughout these changes. We are currently approaching another inevitable shift, working within schools will enable us to take a more community-based approach and improve access for more children, young people and families in our large borough. I am excited to be part of this change and I am confident that the ethos of our staff group and service will make it another successful one.

### **Amanda Reed**

I have been truly privileged to have worked for an amazing organisation and with colleagues who work with such passion to support young people. Working at Bromley Y has given me the confidence to set out on my new adventure. I feel that I have been given a platform to grow and develop within training and personal development. Presenting the MHFA Youth Training is a true example of this, I would struggle at school when picked by the class teacher to stand up and read aloud this impacted on my confidence in later life to speak out. I am now standing up in front of 16 people delivering training which I thought I could never do. Thank you, Bromley Y. I leave with heartfelt thanks for this journey and will take away happy memories and having an opportunity to work with children, young people and of course wonderful colleagues who have now become friends. It's my time to fly!



## May O'Donnell

Nineteen years ago, a casual conversation with a good friend about the possibility of doing some voluntary admin work for a charity she worked for, set in motion my involvement with Bromley Y. Stepping through the door, I sensed this charity was different from all the others I had been involved with; no air of hush or self-importance, Bromley Y's ethos and day-to-day demeanor was heavily influenced by the client group we strived to help. Respect was shown to all clients and visitors, from the moment the door was opened, to the time they took their leave. The two top rooms and the room that now serves as our practitioners' hub, were all bedsits occupied by a diverse and challenging procession of young people (and their friends!) in need of a safe haven. The dynamic this brought to the workplace was challenging to say the least. Staff numbers were small, around twelve part time workers, and as I gained more understanding of the difference this service was making to the lives of the young people in the area, I didn't need much encouragement to throw my hat in the ring and train to be a counsellor. Just as well, because Valerie Foster was not going to take no for an answer.



Throughout my time at Bromley Y, I have obviously seen many changes. We lost our tenants when the charity managed to obtain the building at 17 Ethelbert from the housing association who owned it, after a huge fundraising push and the Lottery giving half the necessary monies to complete the purchase. We now had the solid foundation and stability that was needed to go forward, and we did. I have worked with five directors during my time here, each one unique and dynamic in their own way. Only one failed to live up to expectations, and there was a parting of the ways I have worn several hats during my time here; admin assistant, trainee counsellor, counsellor and supervisor, school counsellor, senior counsellor, student coordinator, mentoring supervisor, IAPT student supervisor, school consultant and currently wellbeing practitioner. Oh, and not forgetting one of my favorite duties, door opener and greeter. I learned from the best that you can make or break someone's experience of seeking and getting help, just by the way you do this, and I've never forgotten.

Over the years, our service has grown and changed which is as it should be. Our directors and management have led us through those changes, never allowing complacency or entitlement to become part of our thinking, which has never been more relevant than now when our funding comes with prescriptive but unavoidable criteria. Bromley Y has coped and survived through changing times before, and most importantly, managed to keep the wellbeing of its young clients at the heart of all it does. I hope it continues to be allowed to provide the care and consideration that has proved to be so effective for the wellbeing of its clients, their families and carers, for many years to come. I have enjoyed and been challenged throughout my years here, and feel privileged to have been guided, encouraged and enlightened by some of the best individuals working in this field of ours. I am thankful for all I have learned from colleagues and clients, and I hope to continue to build on this knowledge and experience in the next stage of my career.

## Sam Reynolds

Schools are such an integral part of a young person's life and we continue to work collaboratively with schools to work together in supporting students. We regularly review how we can do this by gathering feedback from professionals, young people and their parents. Our successful participation groups capture the views and feedback of young people and their parents and our school consultation service continues to forge close links with school staff. Half termly meetings ensure that there is an effective feedback loop and close partnership working in the community. This is an ongoing offer open to all schools in the borough who choose to take it up.

This year saw the launch of a pilot workshop in schools on 'Understanding Your Child's Anxiety'. This is an evidence-based intervention that is aimed at parents but delivered in schools to ensure ease of access and a greater reach in the community. The workshop was adapted from the Children's Wellbeing Practitioner (CWP) training and our four very capable and brilliant CWPs took on the task of delivering these workshops in primary schools in the borough. It was offered as a pilot to all primary schools for free; the take up was huge and delivery so far has been highly successful, with several schools already requesting another workshop. Due to the demand this is an ongoing and we will deliver a workshop to all schools that opted in by Spring 2019. Following this successful workshop, we have looked at further projects to increase access to interventions and how we can put our experience and expertise to good use in the community. Fantastic work has been done in developing a link with The Glades in Bromley to use space to deliver group work from. A pilot offering workshops was run over the summer holidays and due to its success, we will now be offering the 'Understanding Your Child's Anxiety' workshop from this space once a month as well as a psycho education workshop for adolescents around building resilience.

Our group work programme continues to develop with ongoing parent support groups, anxiety groups and transition groups run throughout the year. The group environment and shared experience of realising you are not alone and drawing strength and learning from others works so well for young people and their parent/carers. This area of our work reflects the approach of the service in that it is constantly growing, adapting and responding to demand.



### **Suzanne Roberts**

I joined Bromley Y back in 2007, having previously worked for drug and alcohol services in Kent and Bromley. I had been invited to 17 Ethelbert Road to have a 'chat' with the then director which led on to 11 years of employment with an amazing charity. I recall ringing the doorbell of No.17 and was welcomed with such warmth and generosity that I thought it was somewhat strange, was I at the right place? I wasn't sure if I was inadvertently signing up to some kind of cult or if the people there were naturally this kind. Now after 11 years I am leaving my post as Operational Manager. Not an easy choice as I have learnt so much not only professionally but personally around being part of such a supportive group of people.

Bromley Y has grown from a tiny charity to providing services for Bromley including the Community Wellbeing Service. We have gone from paper to data base, from long term working without measures into being a service which is evidence based and recognised for its excellence by IAPT.

I will be forever grateful for having the privileged opportunity to work with vulnerable children and young people, for their trust and ability to tell their stories. Something I have never taken for granted. I would also like to wish Gill Allen, the management team and all the staff and trustees the very best for the future of Bromley Y. I am sure Bromley Y will continue to shine and reach out to those children and families that need a helping hand.



### **Chantelle Varney**

I was recruited by Bromley Y as the first full time administrator in September 2015 joined the team of staff processing referrals, taking calls and providing administration support to the practitioners. From day one I knew that Bromley Y was like no other place I had worked before; from the house being so warm and friendly to staff who are so kind yet professional and really putting the child first in every situation. Over the last three years I have been lucky enough to see the service grow from strength to strength and be part of recruiting and training new staff members to the admin team.

By Summer 2017 and now known as Referral Officers, we had outgrown our room upstairs at Bromley Y and were relocating to a larger space on the ground floor. The Referral and Administration Hub has developed into a busy, strong and efficient team of six members of staff and a volunteer. Each hold an incredible amount of knowledge not only about the many fantastic routes of support at Bromley Y, but have also developed a great understanding of the wider network of local Bromley and national services for mental and emotional wellbeing support.

I am looking forward to the future work of Bromley Y and have no doubt that the team will continue to provide great support to staff and fantastic service to the young people and families of Bromley Y.

## **Sarah Parson**

As we've welcomed our new director, the last year has seen some busy times at Bromley Y with organisational re-structuring, new service pathways, appointment of new Senior Wellbeing Practitioners and allocation of specific treatment intervention teams. Clearer referral pathways are developing, and the long-term Intervention team has embedded and been re-named the Intervention Plus (I+) Team. We've held weekly I+ team meetings and worked on areas, such as specific I+ Intervention referral criteria for IPT and CBT treatment modalities, the CYP treatment contract, and worked with the Wellbeing and Schools teams to improve our risk assessment and monitoring processes. Risk resources pack are now available in all therapy rooms.

I've enjoyed my role as Operations Manager for the I+ team which offers either CBT, ITP-A or systemic YOS interventions of 8-12 sessions. We have seen some nice collaborative work where our specialist modalities can complement each other, and practitioners can usefully exchange practice ideas and resources. Within our team meetings we have developed collaborative practice with a greater sharing of modality practices, more frequent opportunities to discuss more complex referrals and cases and to make better shared decisions. To better manage flow through our service pathways we have established I+ acceptance criteria and to improve management of our waiting lists we have established more of a one queue system with the IPT and CBT lists enables easier monitoring and review of CYP waiting for treatment.

With more service changes ahead, we are developing and strengthening our links with Oxleas and Specialist CAMHS services to afford a more seamless referral process. We are working more collaboratively and use CAMHS discussion forums more creatively fostering a learning environment.

## **Participation Group**

Bromley Y's participation group is made up of young people who want to contribute to how our service is designed, delivered and monitored. Over the last year we have worked on various projects in an attempt to reach these aims and in addition, raise awareness about mental health issues and reduce any stigma that can be attached. These include developing a social media guide for mentors to keep them up to date with the current apps that their young people may be using. We have also carried out three workshops in the borough to both explore and guide groups focusing on anxiety, depression and eating disorders which have helped us spread awareness to young people who may not be known to our service. Furthermore, as a group we have developed a step by step referral guide which will be going on our website in the near future to make the process of referring smoother for young people.

A game based around fictional characters with anxiety or low mood and how they interpret common events during their day has also been developed by our group. With apps becoming more popular for young people we decided to spend a few weeks reviewing which wellbeing and mental health apps are the most effective for them to use. One of our group members recently gave us a presentation in Spanish about mental health and how to tell someone how you're feeling.



## Views of young people

- “Lovely, friendly, practitioner who was very approachable and understanding to both parents and child.”
- Very relaxed environment. I felt comfortable talking about my issues...” Being listened to “
- “Everybody listened to me and offered amazing advice that has helped me in overcoming my anxiety, the worksheets I got also helped me to continue everything I've learnt at home which was also very helpful.”
- “I got helpful advice and it was motivating for me to carry on trying to deal with my problems.”
- “I felt like I had a space to rationalise and think through events/problems, which affected my approach to life positively.”
- “It made me gain confidence (even just a little bit) and improved my ways of thinking about things.”
- “I got to talk about anything I wanted and felt like I was improving my state of mind & how I felt about myself.”
- “I felt like there was no topic that I couldn't talk about and that I wouldn't be judged for what I said. I also liked that I was able to lead the discussion and topics of each session.”
- “It was very relative to my situation. The care was easily applied back into my day to day problems and evaluating how I dealt with or overcome each situation, together with my counsellor, enabled me to physically see the next step and how to get there.”
- “The help I received was good and helpful, it was good to talk about issues and future issues. I feel able to face new issues now because of the help I received, and I would recommend to anyone else.”
- “I felt that we were doing something to try and solve an issue that has been going on for some time. Also, my child has said he felt calmer after sessions.”
- “My daughter felt very supported by her therapist. One of her biggest worries was telling people and appearing 'weird' and her therapist made her realise that her issues were normal.”
- “Was listened to and so was my daughter.”
- “It was very personalised and completely tailored to my child's needs. The care evolved as our needs changed. Overall I was very impressed with the intervention and support given.”



## Bromley Y is made up of the following people:

<b>Trustees</b>	Hon Alderman Ernest Noad (Chairman) Dr Stuart Robertson Jackie Monk	Kathy Morris (Vice Chair)  Catherine Kane	Anthony Gore  Dr Alan Beattie
<b>Director</b>	Gill Allen		
<b>Operational Managers</b>	Sarah Parson	Sam Reynolds	Suzanne Roberts
<b>Strategy and development</b>	Claire Lynn		
<b>Data manager</b>	Sharanya Jayadev		
<b>Senior Wellbeing Practitioners</b>	Ingrid Bresnahan Yvonne Onyeka	June Rosewell	Lou Stratford
<b>Wellbeing Practitioners</b>	Sarah Beston Ingrid Bresnahan Irene Brown-Martin Barry Burnett Jane Burton Jessica Davies Sara Lindsay Julie Barry	Jill Elms Christine Fletcher Julia Gray Stuart Lansdell David Linford Emma Madden Lillee Myers May O'Donnell Jessica Di Mascio	Amanda Reed Sean Rumsey Mark Sheldon Kate Telford Lydia Thomson Wendy Warne Jan Willmott Chris Williams
<b>Assistant Psychologists</b>	Amy Warne Obajide Alademer	Emily Carter	Lillee Myers
<b>Referral Hub</b>	Chantelle Varney Melanie Brown	Jo Nelson Donita McKenzie	Wendy Whybrew Shirley Cheese
<b>Volunteers</b>	Lesley Ware Liz Pattinson Charlotte Pelter Simon Pickett John Duncombe	Kathy Morris Abby Osborn Diljit Dhanjal Elliot Hurst Jane Hall	Graham King Donna Denyer Katie Burton Kasia Kosake Valerie Foster
<b>Finance /accountancy</b>	Darshinee Mistry	Helen Luc	

**WITH SPECIAL THANKS TO ALL OTHERS WHO SUPPORT US THROUGH FUNDRAISING AND GIVING THEIR TIME.**



Bromley Y is a charity and relies on charitable donations to expand the services it can offer to children and young people. If you wish to donate, please either donate on line through our website: <https://www.bromleywellbeingcyp.org/your-wellbeing-matters-to-us/>

or through our Just Giving page:

<https://www.justgiving.com/bromleyy>

or send a cheque to

**17 Ethelbert Road, Bromley, BR1 1JA**

**THANK YOU**

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