



Bromley Y



Annual Report 2016/17

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Who are we?

Bromley Y is a charity that delivers free psychological interventions to children, young people and their families. We work in schools throughout the borough and deliver the Bromley Community Wellbeing Service for Children and Young People. We are the single point of access for all referrals concerning the emotional wellbeing of young people in Bromley. We offer interventions and referrals onwards as appropriate.

Chairman's Report

This has been a year of consolidation after the expansion and changes since 2015. However, my first and sad priority, is to announce the departure of Claire Ely, our Director, who has decided to move on from Bromley Y and accept an opportunity elsewhere which we fully understand. Claire has been our Director since 2014 and has made such an enormous contribution. Her passion and commitment have been a key element in our expansion and success in the last few years so we are sorry to see her go. On behalf of all of us; volunteers, staff and trustees a big 'thank you' to Claire for the last 18 years of service that has benefited Bromley Y and the children and young people so much. You will be missed.

At the time of writing our search for a new Director is underway and hopefully I shall be able to name a replacement before very long.

I also have to thank our long serving trustee Peter Coling who has resigned from the board due to taking on the chairmanship of a governing body that demands a huge amount of his time and energy. Peter has served Bromley Y as a trustee for 38 years, an extraordinary commitment over such a long period. He has advised the board and Director wisely, in particular in property matters and thanks to Peter we own our building in Ethelbert Road that is the foundation of our success. We are all extremely sorry to see him go but as he puts it 'all good things must come to an end'. He has

helpfully committed to giving us advice on property matters in the future so I'm sure our paths will cross again!

I would like to welcome 2 new trustees to the board who are already making a significant contribution; Catherine Kane and Alan Beattie. Catherine brings invaluable experience as a commissioner for Children's services and has a wide experience in local Government. Alan is a retired consultant paediatrician and is deeply committed to mental health services and brings with him an understanding of the issues facing mental health services for children and young people. We welcome you to the board and look forward to working with you in the years to come.

We continue to deliver a great service for the Borough, the Clinical Commissioning Group and Bromley schools and are looking to develop our model outside of Bromley. I said in my previous report that we would be drawing up a new strategic plan as we cannot rest on our laurels and we have achieved this. We have also introduced a finance subcommittee chaired by our treasurer to ensure greater scrutiny and accountability as our turnover increases, along with several policy documents covering important areas such as HR, health and safety etc. All trustees have been given guidance concerning governance, the law, responsibilities and ensure that the Board acts in Bromley Y's and its clients best interests.

We also welcome the inclusion of representatives of young people onto the board to ensure our thinking is relevant and up to date with what our service users expect and are looking for. The

introduction of key performance indicators (KPI) is an important step forward to ensure scrutiny and accountability as we progress.

This has certainly been a year of improvement and a greater compliance by the board to ensure we are familiar and compliant with the Charity Commission rules and guidance.

Finally, the trustees send their thanks and appreciation to everybody at Bromley Y for making such a difference to so many children and young people in the Borough. This will also impact on the parents and carers of these youngsters too, making the service so holistic for families and the community.

Hon. Alderman Ernest Noad

Director's Report

This year has witnessed further growth at Bromley Y. We have continued to develop our services to ensure that more young people have access to help when they need it. The feedback from young people, carers and professionals has been overwhelmingly positive. As such, we have been commissioned to work with young people beyond our early intervention remit to include those with more complex, enduring difficulties and those who are attending the Youth Offending Service. This is a reflection of the recognition of the growing professional expertise of the staff group which is supported by the firm relationships we make with professionals throughout the community. Bromley Y will, I know, continue to do its utmost to support the whole system working to benefit children and young people in Bromley, and beyond, to ensure that young people get the services they both need and deserve.

I have been very fortunate to have played a small part at Bromley Y for the past 18 years and feel immensely proud of the work that we do to support and enable young people. Throughout my tenure, I have been supported by a fantastic staff group, a wonderful Chair, and a committed, caring and knowledgeable team of Trustees. I feel huge sadness in leaving Bromley Y and trust that the service will continue to evolve and adapt to the changing needs of young people; as it ever has. I will be going on to be Clinical Lead for CYP IAPT in London & the South East and look forward to this new challenge whilst continuing to hold Bromley Y in my heart as an example of best practice.

I give thanks to everyone who has supported Bromley Y, and myself, over the past year: our Local Authority Commissioner, Hilary Rogers, our CCG Commissioner, Daniel Taegtmeier, Trustees,

Volunteers, Fundraisers, Supporters, and Staff. Special thanks and love go to Peter Coling who retires as a Trustee and Company Secretary after 38 years of commitment to all that Bromley Y endeavours to achieve with, and for, children and young people.

Claire Ely, Director

"The service at Bromley Y is really great. I came to the service reluctantly and in a strange way I didn't want to leave. The staff are so lovely and I don't think I could ever thank them enough for how much they changed my life. I would recommend this service to a friend and if I ever had any problems again, I would feel comfortable enough to speak out. Thank you so much for the service you have provided me"

CWP Programme

We started training on the Post Graduate Certificate in Children and Young People's Psychological Wellbeing Practice (CWP) course in

April. The course is a pilot, funded by Health Education England is delivered by Kings College (KCL) and University College (UCL). We form part of a new graduate workforce of 60 people, learning to deliver low-intensity guided self help (GSH) interventions for low mood, anxiety and behavioural problems. There are plans to roll out the course on a larger scale in the coming years.

Guided self help differs from traditional therapy in that it encourages the client to take an active role in their recovery, and puts them in the 'driving seat' during the intervention. We work collaboratively with the client, using CBT style frameworks, to educate and encourage use of strategies to overcome their difficulties. It is then up to the client to implement these in their life, outside of sessions. The use of a combination of face-to-face, telephone and Skype sessions, make this a flexible and innovative intervention.

Emily Carter, CWP

Bromley Y is one of the few third sector organisations selected to be a part of the KCL cohort for the CWP programme. We found ourselves having a strong advantage compared to the other cohorts as many had to build a brand new service and client base. We were asked to help with the teaching on the course regarding the referral and triaging process as this is an area that other groups needed to establish prior to starting their work with children and young people.

As part of the CWP programme, we have been in contact with local services (e.g. Bromley Changes and CASPA) in order to explore how we can collaborate together and deliver interventions in new ways. We hope to be able to deliver groups in partnership with other services in order to reach a wider group of children and young people in the local community. Through liaising with other services, we hope they will be likely to refer young people directly to the CWPs for guided self help as they are now aware of our role and what we can offer.

Lynsey Davies, CWP

In addition, the CWPs have been given access to the Anna Freud centre's recently developed 'POD' web database, a secure online system for collecting anonymised outcome data from both service users and practitioners. The POD system has built-in digitised measures and scoring systems so that service users can be provided with live feedback to their responses. POD can plot an individual's progress in graphs and export service-wide data to be analysed in Excel or SPSS. In line with CYP-IAPT's (Children and Young People's Improving Access to Psychological Therapies) principles of participation and accessibility, service users will also be given access to POD so that they can see their own data and complete ROMs away from the service. CYP-IAPT envisions that service users will be able to complete ROMs (Routine Outcome Measures) at home, through the internet, or in sessions on a tablet. The CWPs are also filling in outcome measures on POD, to track our own learning and

understanding of course materials and to provide feedback to the course leaders on areas of teaching that could be improved or adapted.

Dan Willmott, CWP

The structured, fast-paced training I receive at KCL, as well as supervision within the Service, has helped me feel confident and equipped to begin seeing clients fairly quickly. I am gaining knowledge in how to adapt theory to practise, how to build therapeutic relationships with both parents and young people, and how to best make use of feedback and psychometric measures. The training increases my understanding of diversity issues and how services and practitioners can identify the barriers for young people to access and take up treatment. What I most enjoy about being a CWP is the positive impact my work has on my clients. To have the privilege of contributing to a client's recovery and instilling hope is very rewarding. Ultimately, I hope that the skills and tools we help equip them with can enable them to become their own therapist, as well as to act as a protective factor for their later adult life.

Jess Thompson, CWP

As the CWP Supervisor for this new pilot course, I have felt very lucky to work with such a bright and enthusiastic group of students that have, so far, made my job very easy! I have also been incredibly proud of our whole service. Whilst working alongside other organisations, it is clear to see the hard work and leadership that

have taken place within Bromley Y in order to have been recognised as a flagship site for CYP-IAPT. I think this particular way of working using GSH will open up many more possibilities to reach young people and families in the future, improving how we meet the needs of children and young people and enabling us to keep our waiting list down and see them in a timely fashion.

Lou Stratford, Supervisor & Wellbeing Practitioner

"Bromley Y is very welcoming which helped to settle my nerves about CBT. The CBT itself helped me to talk about my problems and to challenge my negative thoughts which helped me to cope, especially as it was during my exams"



Parenting Work

This year has seen continued development in Bromley Y's Early Years work, specifically work with parents. Parent training is used mostly for parents of children with behavioural difficulties such as Conduct Disorder. It can also prove very effective for parents of children struggling with anxiety – this can be delivered wither in a group setting or through individual work with parents.

This year, Bromley Y have offered 3 parent groups, two for parents of children with behavioural difficulties, and one for parents of children who are struggling to manage their emotions (particularly anger and anxiety). These groups have been focussed on empowering parents by giving them the tools and confidence to

effectively manage their children's difficulties. We also offer individual parent training, which is generally for more complex families that we see here at Bromley Y. Through both group and individual parent training, the theory remains the same – we want to promote positive behaviour from the children referred to us through positive parenting techniques such as praise, encouragement, rewards, and positive reinforcement, whilst also tackling less desirable behaviours by giving parents the tools to manage difficult situations, and how/when to give consequences.

Over the next year Bromley Y aims to continue diversifying our parent work by offering more workshop-style groups, focussing on specific targeted areas of need that have been raised by the families that are referred to us.

Anthony Wallace, Assistant Psychologist

Working in Partnership with Bromley Youth Offending Service

Direct work within the Bromley Youth Offending Service (YOS) started in February this year and was a new challenge for us. Historically, in Bromley as in most other youth offending services, an NHS CAMHS (Child and Adolescent Mental Health Service) professional would be attached to the youth offending team to address the mental health concerns of the young people attending. To invite a third sector service with a focus on wellbeing presents a new opportunity for YOS staff and their clients.

Bromley Y is delivering an internal therapeutic role within the YOS team, with a strong eye on family work by offering a systemic approach in direct work with young people and families. Further work is centred on developing staff support and consultation to the organisation as a whole.

Changes in the environment in which therapeutic work is delivered is a challenge for us and ensuring that we work with young people within the YOS in spaces that engender safety and tranquillity is an ongoing priority.

Already, we are building good relationships with staff and are engaged in useful work with young people, families and staff, even when met with the great challenge of initial engagement. Sadly, this can be a symptom of work with young people who are involved in the criminal justice system.

Future plans include reflective practice support for the YOS case

workers to formalise the support they are already receiving and for us to have more involvement at the assessment stage when young people enter the YOS system.

We are keen to promote young people’s wellbeing throughout their relationship with the YOS and to understand and work with them, and their families, to understand the context of their offending behaviour.

Lydia Thomson and Sean Rumsey



Being a Volunteer at Bromley Y (2010 – 2017)

I first became a volunteer at Bromley Y in 2010, shortly after retiring as the Principal Systemic Psychotherapist at Bromley CAMHS, where I had worked for 20 years. Over the years I had often worked in partnership with Bromley Y, so knew of its excellent reputation in practice. I was therefore delighted to be accepted as a volunteer there for two days a week.

I was made so welcome there by the Director, Valerie Foster, and her then Deputy, Claire Ely. The same could be said of all the staff, who were so kind and understanding to me as I “learned the ropes”. I remember thinking, “This can’t last”, and then gradually realising that this was, actually, the ethos of Bromley Y: kindness, caring, professional excellence, and the prioritisation of the staff and clients’ wellbeing. The most containing workplace I had ever experienced.

Fortunately, as well as everyone’s work involving some degree of contact with families, there were two staff members who were at various stages of systemic training, Claire Ely and Lydia Thomson, and one who was a qualified psychotherapist, Anna Learmonth. We formed a team and saw families together each week, as well as seeing families conjointly, or alone. Fortunately, we got referrals not only through the referral system, but also from our colleagues. We felt we were becoming an accepted and integral part of the rich choice of modalities available at Bromley Y. We also had a lot of fun along the way! Subsequently, Claire herself qualified as a systemic psychotherapist, and Lydia is presently completing her training. I also saw the gradual expansion of CYP-IAPT training for Bromley Y staff, including training in family and systemic practice. I was

fortunate enough to supervise one of the trainees, Emma Madden, and was delighted when she qualified last year. The commitment to training at Bromley Y means that I witnessed an increase in the number of staff who are, or are being trained to CYPIAPT level in various modalities, and as supervisors. Part of the change was an increased emphasis on outcome measures and evidence-based practice, which has, I think, resulted in a more transparent and structured way of working. It has also given Bromley Y a national profile regarding CYP-IAPT and CORC (Clinical Outcome Research Consortium).

Two more momentous, and connected developments that occurred whilst I was at Bromley Y were a) the appointment of Claire Ely as Director in 2014, and b) its successful bid to run the Bromley Community Wellbeing Service for Children and Young People. I thought this reflected not only the Herculean efforts put in by Claire Ely and the staff, but also the esteem in which Bromley Y was held in the Borough, and by the Commissioners. This has resulted in enormous changes in terms of clinical and administrative staff expansion, age range of clients, a second Bromley Y location, and IT developments. Being the single point of entry for children's mental health referrals in the Borough has also vastly increased the amount of referrals to be processed.

Yet all the changes appear to have been managed with the normal cooperation, consideration, and dedication to service delivery that I have always associated with Bromley Y. When the service continues under a new Director, I think everyone's wish is that this ethos will continue, also. In my opinion, it is what makes Bromley Y unique.

There is not time for me to detail many other aspects of Bromley Y that have impressed me over my years as a volunteer: the dedication of the Board of Trustees, the fund raising committee, and the various volunteers; the excellent mentoring service; the school consultation and counselling provision; the participation of young people in service development; the lovely supervisees I have worked with over the years; the friendships I have made, etc.

I will always be grateful to Bromley Y for affording me seven years of enriching and inspiring experience at the end of my career. I would like to thank all my lovely colleagues from whom I learned so much, the administration team who unfailingly supported me, the families who briefly allowed me to be part of their lives, and the managers who so generously contributed to my working there. I always felt an integral part of the team, even though I was a volunteer. Thank you, Bromley Y!

Christine Nuaimi, Systemic Psychotherapist



I first became involved with Bromley Y when I was 16 as a service user. I had suffered with various mental health issues for a few

years, and was referred to the service in an attempt to get better. Begrudgingly, I attended my first session with no desire to improve, as I was perfectly comfortable in my pit of mental despair, and figured I was just fine. The connection I had with my therapist is something that made a huge impact on me and what made me love Bromley Y. I moved on to other specialist services for treatment, but Bromley Y was always the place I felt most understood, cared about, and where I felt the most hopeful.

This year, I decided to run a half marathon to raise money for Bromley Y, purely because I felt it was worth it. As I trained, fundraised, and shared my story, I realised just how passionate I am about mental health and therefore I wanted to be a part of getting people talking. I now sit on the board of trustees as a young adviser, which is so special to me, because I am able to work with a charity that changes young people's lives.

In this position, I will have a say in the way the charity helps service users, and I believe I have a unique perspective, as I am a previous service user. My aim is to help Bromley Y to deliver a service that will give young people hope and help them to manage their mental health; everyone deserves to experience Bromley Y the way I did. I also hope to continue fundraising for Bromley Y by organising events and exerting my own physical energy. I feel very privileged to be in the position I am in, and to be working with such wonderful people.

Emma Wright, Young Person's Advisor

I became aware of Bromley Y when I was referred for CBT by my doctor in 2015. Since finishing my treatment I was asked to be a

part of the participation group, which is a group of young people who have gone through/are still going through treatment. The participation group is a small group of young people from across Bromley, of different ages, schools and walks of life who come together to help raise awareness for mental health, Bromley Y and try to bring attention to the stigma attached mental health.

When we do the workshops at schools across the borough, I have a piece that I say about my personal struggles with anxiety and depression and try and relate it to them as much as possible. One way I do this is create a flowchart of how my brain would used to work, and how it changed with CBT (pictures of diagram attached). I talk about how CBT helped me by making me realise that I was in that I was in the viscous cycle shown in the flowchart. I go on to explain that this flowchart can be related to any situation that makes you anxious or stressed and all you need to do is change one thing: how you think about things.

Although it was very difficult to begin with, since then I have gained confidence with speaking about it to a bunch of teenagers! The participation group is something that I really look forward to, as the people who run it are amazing and inspiring but also the people in it are all so different and all have experiences of mental health and Bromley Y, and the motivation to help make a difference in the community.

Jenny May, Young Person's Advisor

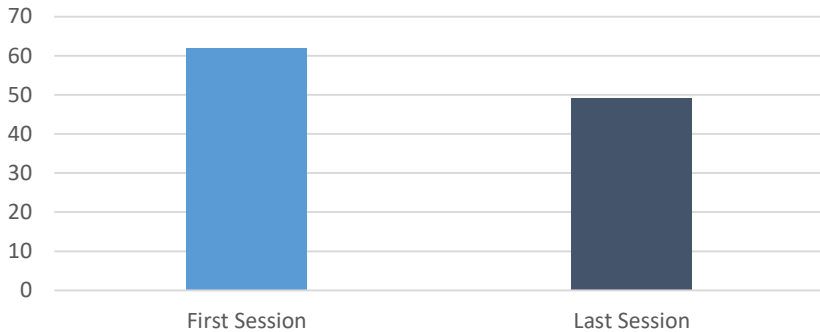
Statistics and Outcomes

The Wellbeing Service received 2,609 referrals for the year 2016/17 – more than any previous year to date. These referrals were split roughly 50/50 between males and females, with 1% of the young people referred identifying as transgender.

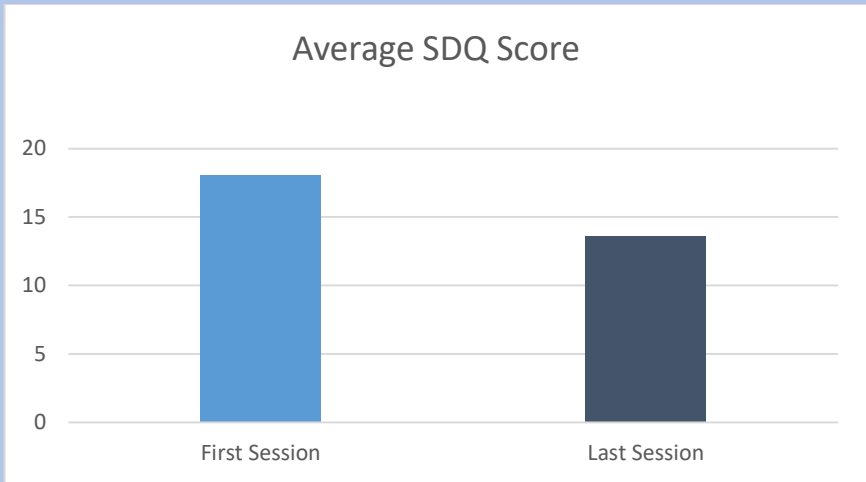
We use Routine Outcome Measures such as the Strength and Difficulties Questionnaire (SDQ) and Revised Children’s Anxiety and Depression Scale (RCADS) at the beginning and end of interventions, these continue to show the positive impact that our service provides for children, young people, and their families.

The RCADS is used to measure anxiety and low mood, and in addition measures five different types of anxiety (separation anxiety, generalised anxiety, panic, social phobia, obsessions and compulsions). Our 2016/17 audit shows that after intervention here at Bromley Community Wellbeing Service, 84% of young people’s total anxiety and depression score on the RCADS reduced, with the average score dropping from 62 to 49 – both of these figures are below the clinical cut off of 65.

Average RCADS Anxiety & Depression Score



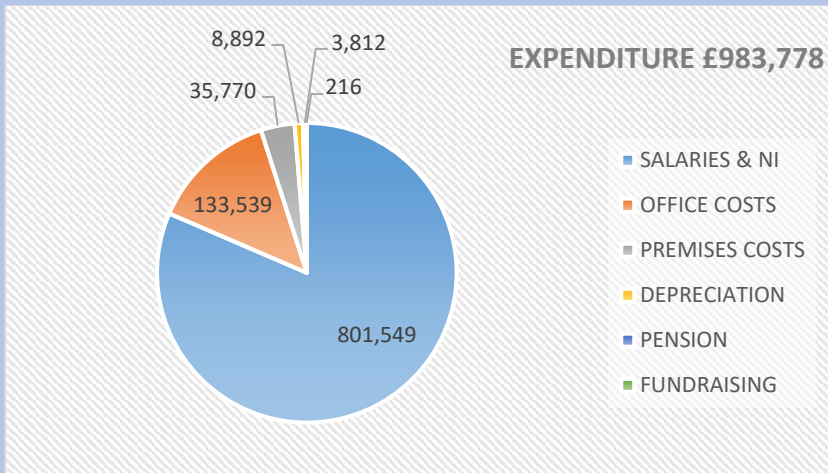
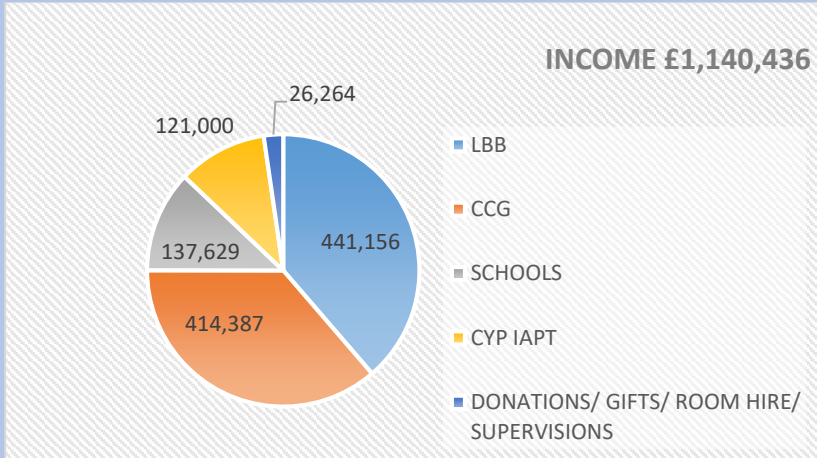
The SDQ helps us to measure the type and severity of the difficulties that a young person is experiencing, which are then compared to clinical norms to determine whether they are in a normal, borderline, high, or very high range. It is also used as a predictor of the likelihood of diagnosis for various types of psychological disorder. This year's data show that 77% of individual's scores reduced, with average scores going from 18.1 (high) to 13.6 (normal).



It is also important to note the impact of our more complex work, with 88% of the young people who scored above 18 on the initial SDQ (higher risk) showing a reduction in overall stress score after accessing our service.

Anthony Wallace, Assistant Psychologist

Finances



Bromley Y is made up of the following dedicated people:

Director

Claire Ely

Operational Managers

Sarah Parson, Suzanne Roberts, Sam Reynolds

Consultant

Claire Lynn

Supervisors

Jane Burton, Helen Knight, May O'Donnell, Yvonne Onyeka,
Lou Stratford, Lydia Thomson

Wellbeing Practitioners

Sarah Beston, Ingrid Bresnahan, Irene Brown-Martin, Barry Burnett,
Jessica Davies, Jill Elms, Christine Fletcher, Julia Gray, Stuart Lansdell,
David Linford, Emma Madden, Amanda Reed, June Rosewell, Sean
Rumsey, Anita Shanbhag, Mark Sheldon, Kate Telford, Wendy Warne,
Jan Willmott

Volunteers

Valerie Foster, Kathy Morris, Christine Nuaimi

Assistant Psychologists

Obajide Alademer, Candice Brown, Emily Carter, Lynsey Davies,
Lillee Myers, Jessica Thompson, Anthony Wallace, Amy Warne,
Dan Willmott

Administration / Finance

Denise Askham, Mel Brown, Jo Nelson, Chantelle Varney, Wendy
Whybrew / Robin King, Tracey Tompsett, Leander Couldridge

Trustees

Alan Beattie, Peter Coling, Tony Gore, Adrian Hollands, Catherine Kane, Kathy Morris, Alderman Ernest Noad (Chair), Dr Stuart Robertson

Young Advisors: Jenny May, Emma Wright

Special thanks go to...

Ron (our gardener), David Whybrew, The White Stuff Bromley, Hayes Free Church, Sainsbury's West Wickham High Street



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