



Supporting Young People to
Take Charge of Their Mental Health

Annual Report 2022/23

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Charity No. 1171313



No5 Young People's Vision, Mission and Values

Our Vision

A world that understands mental health difficulties are a normal part of human development.

Our Mission

To challenge the stigma associated with mental health difficulties by; engaging with, listening and responding to children and young people's mental health needs by providing flexible and timely interventions and professional support. To do this we work with other service providers and community partners to deliver and develop innovative mental health services.

No5 is committed to delivering a free, confidential counselling service in Reading and Berkshire West with children and young people at the heart of everything we do.

Our Values

- Trust
- Responsibility
- Confidentiality
- Professional
- Approachable

Outcomes children and young people tell us they want to achieve:

- Wanting to live
- More trust in yourself
- Self-understanding
- Seeing a future in ourselves
- Optimistic point of view
- Positive view on life
- Happiness
- Understanding
- Respect
- Inclusivity
- Equity

The Vision, Mission, Values and Outcomes above have been developed and written by young people.



Chair of Trustees Statement

This year, I have been reflecting on the significant and long-term role No5 has played in the communities in which we operate. In the community of Reading and Berkshire West where we have improved countless lives and this year, supported over 1,700 young people to take charge of their mental health. And in the community of mental health where No5 continues to set a leading example from clinical best practice and training to service delivery and innovation.

Demand for our services continues to increase and during the year we supported over 660 young people and over 500 parents and carers. We have responded by increasing service provision – adding more counselling sessions and delivering more outreach and prevention work – and yet demand is still outstripping what we can offer - over 900 young people and their families have asked us for help in the last 12 months alone.

This year we have increased collaboration across the local area forging new community partnerships with Brighter Future and the Reading Football Club Community Trust. In the corporate sector we have built new relationships with Healthy Buildings International and University College of Estates Management.

We remain focused on embedding young voices in everything we do. We have lived experience staff team members, and our Young Ambassadors (a team of 16–25-year-olds who are passionate about supporting young people in the community) do this to great effect by sharing their own mental health stories. This year, we welcomed Ben Stone, our first Young Trustee to the Board to bring a different perspective and young leadership to the team. We also committed to take an intersectional approach to everything we do and rewrote our Equality, Diversity and Inclusion Policy to reflect this.

Young people have continuously told us that they need support in their communities, in spaces and places that are safe and accessible where they can also join in activities and build their life skills. This need was shared in our Restart Youth project and identified in research and reports such as the national #FundTheHubs campaign. Following meetings and engagement with young people as well as organisations and members of the community it was established that an open-access hub, a drop-in, centralised safe space where young people can access all the information, advice and support they need, delivered by a partnership of services under one roof, is what is needed in Reading. This year saw the launch of our fundraising efforts with over £15,000 raised on top of a further £25,000 already pledged to secure the Hub and give young people in Reading the services and support they told us they need.

Reflecting on the significant and long-term role No5 has played offers a chance to celebrate the people whose commitment, dedication and generosity has made this possible. I would like to express a heartfelt thanks to everyone who makes up the No5 community, our staff, volunteers, counsellors, trustees, stakeholders and supporters. I would also like to thank the organisations, businesses and individuals who have funded, supported and promoted No5.

Together, we will keep delivering for children and young people.

Ben

Ben McEwen – Chair of Trustees





About No5 Young People (No5)

No5 is a Charitable Incorporated Organisation registered with the Charity Commission. We provide counselling and preventative outreach mental wellbeing services to young people aged 11 to 25 years, who live, work or study in Reading and Berkshire West.

No5 began at an exploratory meeting in January 1970. Youth Workers in Reading, who identified gaps in the services available to local young people, collaborated with key local stakeholders, such as Reading Borough Council and Reading Lions to open the doors of 'No5 Youth Counselling and Information Service' on 18th January 1971.

In the 52 intervening years much has changed with No5, and young people, weathering many storms, such as, drastic funding cuts, near closure, an escalation in mental health difficulties, and most recently the Covid-19 pandemic, and the cost-of-living crisis, and the ongoing consequences.

Now, in 2023, as we look back over the last year, and forward to 2024 and beyond, once again the services available to local young people are insufficient to meet their needs, and No5 is again partnering with key stakeholders, including young people, to provide the mental health and wellbeing support they want and need.

Last year, 2022/23, No5 increased its one-to-one counselling provision by 75% compared with 2019, yet still the waiting list grows, as referrals outstrip provision month-on-month. The ad-hoc conversations the Clinical team have with parents and carers have also risen, and they have worked alongside our Young Ambassadors and Lived Experience Young Leaders have devised new preventative outreach programs.

As our waiting list nears 1,000 young people, we need to do more. Not only more, but different, and this is why we spent 2022/23 seeking the views of local young people to devise services they want, need and will access. This is how the plans for a Young People's Hub developed and as we approach the new financial year, we are stepping up our efforts to make it a reality.

Alyson

Alyson Wylding—Lived Experience Director

"I've been able to talk about all my problems with someone that's there for me"

- Feedback from a young person



Achievements and Highlights of 2022/23

Embedding the 'Voice of Young People' in co-production, co-design and co-delivery

We were delighted to employ our third 'Lived Experience Young Leader' in a professional role during 2022/23, Nathanya Legesse.

Nathanya joins Carly and Abbie to make up the Operations Team at No5. They work closely with the Clinical team, Young Ambassadors, local young people and the wider community.

Young Ambassadors and Lived Experience Young Leaders are young people who have used No5's services and want to contribute to continuing and improving the mental health services available to young people, both locally and nationally. It is fair to say that without the vital contribution that receiving the right service, at the right time, in the right way, none of them would be where they are now.

- Carly Newman is No5's Operations and Relationship Manager, having joined No5 in 2018. Carly completed a BA (Hons.) in English Literature and Philosophy.
"It is an absolute honour to bring, promote and amplify young voices - ensuring we are reaching young people who need to be heard, and who need support that is accessible to them."



- Abbie Trussler is No5's Projects Coordinator and supports our communications and marketing. Abbie completed a University of Arts London Level 3 extended Diploma.
"I am delighted to share my own story and support other young people to share their voices through my role as a lived experienced young leader"



- Nathanya Legesse is No5's Outreach and Wellbeing Support Counsellor. Nathanya completed a Master's in Counselling at Middlesex University
"I am thrilled that I am able to 'give back' through an organisation which was pivotal in my story. My role has two aspects: working as a Counsellor, and as Outreach and Well-being Support. Both roles allow me to work with young people in various ways in order to meet their needs as best as possible."



This brings young people's voices, alongside the professionals they work with, and to the heart of decision making and strategy at No5.

Crucially, the team engage with underserved and seldom heard young people to understand the services and support they want and need. They are the No5 Operations Team, and we are really proud of the work they have achieved during the year.



Equality, Diversity and Inclusion:

During the year, funders and young people spoke to us about intersectionality.

Intersectionality speaks to 'the interconnected nature of social categorisations such as race, class, and gender as they apply to a given individual or group, regarded as creating overlapping and interdependent systems of discrimination or disadvantage'.

No5's Lived Experienced Young Leaders discussed this with the training team, clinical team and trustees who responded by;

- * Producing an Equality, Diversity and Inclusion Assessment
- * Reviewing [No5's Equality and Diversity Policy](#)
- * Developed [No5's EDI Strategy](#)

We also wanted to continue our 'show not tell' approach so asked Carla Conte, a local youth worker, to work with young people to create a collage to welcome people as they come into the building. This collage is on the wall in our waiting room.

We also achieved funding for two bursary places for our Level 5 Diploma in Counselling Young People training course, to support the inclusion and diversity of our specialist 11-17 year old counselling team.

Counselling services developments:

- 46% Increase in number of counselling sessions offered 2022/23 vs. 2021/22



- Employment of three specialist trained counsellors to see more young people and consolidate feedback, including insights from the counselling room



- A new role of School Liaison Counsellor to work directly with local schools to set up and deliver a professional counselling service that supports the development of the 'whole school approach' to mental health and wellbeing

"It is a real privilege to build strong partnerships with local schools and work alongside our specially trained team of School Counsellors. I am passionate about supporting young people with early counselling interventions in educational settings and am inspired daily by our work"
- Emma



- A remote counselling offer so we can see vulnerable young people not able to visit No5's house in central Reading

Preventative outreach service developments:

With the support of our 'Lived Experience Young Leaders' working alongside the clinical team we developed our team of Young Ambassadors to deliver even more preventative outreach projects.

- **Creative Expressive Wellbeing** – a project for young people on our waiting list to support them to express their challenges through art. This is run by one of our Young Ambassadors, Ellie who achieved a degree in Creative Expressive Therapies (Art) from The University of Derby.

Attendee feedback—“I felt less anxious talking to people and made friends”

- **Mental Health Workshops** - Young Ambassadors and No5 counsellors and Lived Experienced Young Leaders delivered even more workshops in schools and other local venues. They also created more workshops on the themes young people told them they needed, such as, Climate Anxiety.

Attendee feedback—“I enjoyed it, it was helpful, interesting and will prepare me for the future”

[Read our Mental Health Workshops 2022 Impact Report here!](#)

- **Reducing the Risk of Permanent School Exclusion** - This project is run in John Madejski Academy and delivers targeted support to pupils identified by their school as being at risk of permanent exclusion.

Young person's feedback—“I can now talk about stuff. The experience was good and I spoke a lot”



Collaborating with our Communities

Over the year we stepped up our collaborative work bringing young people alongside local partners in the Voluntary Community and Social Enterprise, Statutory and Business sectors. We found that while the initial planning and relationship building work was time consuming, ultimately working with partners who hold the same values meant that we all did a little less work but the gain for young people was enormous.

- **Summer Transitions Projects** – We worked with Rabble Theatre and local musician and composer Chris Mitchell to deliver a weeklong workshop with young people struggling with school transitions. The results were outstanding, and this project is being repeated for the 2023/24 academic year.
[You can read our Impact Report here!](#)
- **Voice of Young People** – Working with our partners, Starting Point and Reading FC Community Trust we developed conversations with young people, including those most seldom heard, to understand their thoughts and feelings about their own mental health, the services they knew about and would access, and the types of support they want and need.
- **Fink** – Supported No5’s annual counsellors day with delicious food!



Communities in Reading & Berkshire West



Our statutory partnerships

During the year we have worked with our statutory partners to understand how we can collaborate and develop services to better meet the growing needs of local young people.



Our corporate partnerships

We are delighted to continue our long-term relationships with local businesses – Shoosmiths, Covea Insurance, Francis Construction, FINK Street Food, Village Financial Services and Gifted Boutique and have developed new ones with University College of Estate Management (UCEM) and Healthy Buildings International (HBI). These partnerships strengthen young voices in the community and help to bring together young people and adults.

'No5 have been one of our best Charity Partners... They are extremely proactive and easy to work with... We couldn't have asked for better!'

– Shoosmiths LLP, Corporate Partner since 2018



As we write this Annual Report the consequences of the pandemic continue to impact us all, and service for young people are needed more than ever. Our experiences over the last two years shows that by being alongside young people, businesses and community groups we can all benefit in terms of improved wellbeing and hope for the future.

Impact and benefits young people told us they experienced

40%

Reduction in symptoms

"I have stopped self-harming"

"I feel more like myself now"

56%

Improvement in emotional wellbeing

"It was amazing and life-changing. I feel so much happier and better in myself"

"Counselling at No5 has helped clear my sadness"

"I am less anxious than I used to be"

Finally we want to say THANK YOU to everyone who has helped us support young people this year!

None of this would be possible without;

Our amazing staff team, counsellors, supervisors, volunteers, supporters and partners in the community

Our Partners



Our Donors and Fundraisers



We look forward to continuing to work together in 2023/24 to make even more difference to even more local young people



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www.no5.org.uk

@no5youngpeople

