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Our Services 2018-19



LISTENING EAR
someone to talk to

Welcome to this overview of Listening Ear's services. We are proud of our evidence-based achievements, which have helped transform the lives of thousands of people. We received 2045 referrals to our services in 2018-19 alone.

It's our aspiration to deliver more services to more people in more places.

I hope this Service Review gives you a flavour of the work undertaken by our teams of staff and volunteers to make life better for some of the most disadvantaged children, young people and adults in Merseyside, Cheshire and elsewhere.

If you think our services can help people in your area, please get in touch - we're happy to talk as well as listen.

Richard Brown, CEO

"It gave me a place to say things I wouldn't want to speak to others about"

Young person attending Titanium

Listening Ear began in 1993 as a 'reflective listening' service run by community volunteers. The service grew and Listening Ear's adult counselling became the first service in Merseyside to achieve Accredited status with the British Association for Counselling and Psychotherapy (BACP), becoming a registered charity in 2006.

We now provide support for children and young people facing separation

and traumatic loss, counselling for adults with mild to moderate mental health problems, friendship after bereavement groups, counselling for work based mental health issues and AMPARO, a unique suicide prevention and postvention service.

Our services are focused on impact and we are proud of the difference we make to people's lives.



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Referrals

Referrals to all of our services are welcomed directly from beneficiaries themselves or via third parties.

Referral

You may complete this form yourself or ask someone to help you.

Before we can accept a referral, we need to obtain your consent to processing and sharing your information.

Full details of our Data Protection Policy 'Your information and what you need to know' and Privacy Notice can be viewed and downloaded at www.listening-ear.co.uk/privacy-policy.

I consent to the processing of data in relation to:

The provision of a counselling service, which may be 1:1 or group support. *	<input type="checkbox"/> Yes
Preparation of statistics on our performance, equality and diversity for organisations who fund our charitable services. Reports do not identify individuals. They are anonymous. *	<input type="checkbox"/> Yes
Preparation of case studies evidencing how we help people to recover for organisations who fund our charitable services. Reports do not identify individuals. They are anonymous.	<input type="checkbox"/> Yes
Preparation of case studies to evidence how Student Counsellors help people to recover whilst on their placement with us. These are provided to the course leaders to support students to gain their qualifications. Reports do not identify individuals. They are anonymous.	<input type="checkbox"/> Yes

I consent to information being shared in relation to:

In the event of concerns regarding risk of harm to self or others.	<input type="checkbox"/> Yes
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Referrals can be made direct from our website and are received securely into our client management system.

Visit listening-ear.co.uk/refer to make a referral.

Triage

In accordance with service criteria, all referrals are first triaged by a Team Leader for suitability. Triage notes highlight any specific information omitted at referral that should be requested during assessment. The person who triages also provides an indication on whether the person referred should be assessed in terms of suitability for group or 1:1. The final decision on this is made following a detailed assessment

Assessment

Assessment consists of a telephone assessment. This could be with the person being referred or, for children and young people aged 16 and under, with the child's parent or guardian. In first therapy with a child, counsellors speak with children directly about what they feel that their needs are and the information from parents and children together forms the focuses for the work.

Clinical Leadership

Clinical Management at Listening Ear is delivered by: Pat Woodhouse MBACP Snr. Accred, Dip. Casework Supervision has maintained MBACP Senior Accredited counsellor status since 2004 and has delivered over 12,000 clinical hours. She has held her clinical supervisor qualification for 9 years and has over 20 years' experience in various mental health settings. Continuous Professional Development includes:

- Diploma in Management
- Introduction to Social and Horticultural Therapy
- Safeguarding Children with Disabilities
- Awareness and Understanding of Asperger's
- Mind and body Safer Trauma training

bacp | Accredited Service



BUTTERFLIES

those affected by bereavement and loss

Three pathways are offered as follows:

- Run by an experienced and qualified group counsellor and a trainee counsellor (for child protection purposes), a psycho-educational and group counselling programme is offered to children and young people who are experiencing the same presenting issue. As well as being grouped by presenting issue, children are also grouped according to age. Groups run for one and a half hours per week for six to eight weeks. Groups employ creative activities to explore feelings and emotions. An agreement is signed by both parent and child to consent to being part of the group process.
- Alternatively, up to six, one hour, 1:1 activity-based therapy sessions can be offered to children and young people presenting with bereavement or loss.

This pathway provides a well-established activity-based therapy service, drawing on Listening Ear's knowledge of different counselling techniques, that is translated into an age-appropriate service. For young people aged 16 and above, Listening Ear provides a BACP accredited counselling service. Listening Ear also has the option to use some of the sessions to work one-to-one with the parent or carer.

- We also offer a programme of psycho-educational and group counselling for whole families (with adults and children attending together) on subjects that include 'managing loss' or 'coping with bereavement'. The group is led by a qualified children and young people's counsellor and is supported by a counsellor in training.

Butterflies – Emotional Support for Families Affected by Bereavement and Loss

Key information 2018/19

Funded by Knowsley Metropolitan Borough Council since 2008. Additional funding secured from Children in Need for 2019 to 2022.

- 247 referrals received
- 251 assessments offered
- 293 1:1 therapy sessions offered
- 9 groups offered, each running for 6 to 8 weeks (4 loss, 4 bereavement and 1 family bereavement)
- 82 CYP engaged in therapy of which 48 achieved a planned ending
- 98.5% of those completing therapy evidenced improved CORS/ORS scores
- The average change in CORS/ORS scores for CYP was +3
- 100% of CYP reported that the service had helped them
- 76% of parents and carers completing end of service satisfaction reports stated that their child's health and wellbeing had improved at home and school
- 90% of CYP reported that they were more able to concentrate in school
- 93% of CYP said that they would recommend the service to a child in need



DiAMOND
domestic abuse emotional support

Two pathways are offered as follows:

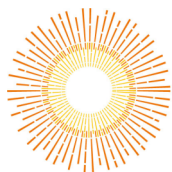
- Six, one hour, 1:1 activity-based therapy sessions for children and young people who are affected by Domestic Abuse in the Home. Due to the chaotic nature of the children's home lives, this service is delivered entirely in schools. This pathway offers our well-established activity-based therapy service which draws on Listening Ear's knowledge of different counselling techniques, which are translated into an age-appropriate service. For young people aged 16 and above, we provide a BACP accredited counselling service in college or from our premises in Whiston, Knowsley.
- A psycho-educational and group counselling programme is offered to female parents of children affected by Domestic Abuse in the home. The group is led by a qualified CYP counsellor and is supported by a counsellor in training. Clients for this group are triaged, assessed and give consent to be part of a group programme. The adult will follow Listening Ear's adult counselling process.

DiAmond – Emotional Support for People Affected by Domestic Abuse

Key information 2018/19

Funded by Knowsley Metropolitan Borough Council, Wirral Borough Council and St Borough Council (and previously by the Police and Crime Commissioner – operational since 2013)

- 297 referrals received
- 240 assessments were offered
- 546 1:1 therapy sessions offered
- 3 groups offered
- 186 CYP engaged in therapy of which 124 achieved a planned ending
- 98.5% of those completing therapy evidenced improved CORS/ORS scores
- The average change in CORS/ORS scores for CYP was +3
- 100% of CYP reported that the service had helped them
- 76% of parents and carers completing end of service satisfaction reports stated that their child's health and wellbeing had improved at home and school
- 90% of CYP reported that they were more able to concentrate in school
- 93% of CYP said that they would recommend the service to a child in need



SOLAR

adult counselling service

Solar – Adult Counselling Service, BACP Accredited

Two pathways are offered as follows:

- Run by a qualified and experienced group counsellor, a psycho-educational and group counselling programme is offered to beneficiaries experiencing the same presenting issue such as anxiety or bereavement. Groups run for two hours per week for four to six weeks.
- Delivered entirely by volunteer trainee and qualified volunteer counsellors, up to seven, fifty minute, 1:1 counselling sessions are offered to adults who

typically present with bereavement by suicide, depression, anxiety, stress or domestic abuse. Clients are allocated to appropriate counsellors dependent on the level of complexity evident through the process of referral and assessment as well as the counselling specialism/ approach of different therapists as appropriate to the presenting issues. Listening Ear has a range of counsellors who specialise in person-centred, integrative, psycho- dynamic and CBT.

- 1 bereavement group offered running for 8 weeks
- 210 adults engaged in therapy of which 112 achieved a planned ending
- 84 adults saw a positive change in their total CORE 34 score, with an average change in score of 16.5 (28 adults showed negative change in this measure)
- 139 adults saw a positive change in the mean CORE 10 score, with an average change in score of 3.65
- 93% of those completing end of service evaluations forms rated the referrals process as Excellent or Good.
- 63% of respondents felt that they had enough sessions.
- 56% of respondents found the information they received within sessions about other sources of support, e.g. Samaritans, self- help groups, reading material, helpful. (36% did not think this question was applicable to them).
- 97% of respondents said that they felt fully informed at every stage of the counselling process.
- When rating the overall experience of the service, 87% rated it Excellent and 13% rated it Good. Comments on the service included, 'Helped me in every way', 'I feel much better having talked things out & better able to manage feelings that have been causing me distress', 'I have wanted to come here, and I have looked forward to coming every week'.
- 6% of respondents rated their wellbeing level 5 (very good) or level 4 prior to counselling. Following counselling this rose to 69%.

Key information 2018/19

Funded by Knowsley Clinical Commissioning Group (and previously jointly funded with Knowsley Metropolitan Borough Council up to 2017).

- 446 referrals received
- 372 assessments offered
- 1125 counselling sessions offered



TITANIUM

for children and their carers

Listening Ear offers a multi-systemic approach for children looked after (aged 4 and above) and those on the edge of care. We work closely with CYP professionals including: Foster Carers; Support/ Key Workers; Children's Social Care teams (CLA, Young Person's Team, SHIELD); Birth Parents; Schools Professionals; Community Organisations; Health Professionals (including CAMHS); Solicitors; YOS and residential teams, to maximise the effectiveness of therapeutic interventions offered with the aim of improving placement stability for CLA and improving stability in homes for those on the Edge of Care.

Therapeutic pathways are usually offered for 12 months, with an average of 2 sessions

accessed per family (although more can be requested), per month. Listening Ear works holistically with the Foster Carer as well as the child and therapeutic sessions can be held 1:1 with the child, 1:1 with the Foster Carer or with the Foster Carer and the Child together. Additional advice sessions and 1:1 training can be accessed by the Foster Carer.

The therapy offered takes principles from Art Therapy, CBT, Play Therapy, Person Centred, Trauma and Attachment Theory and Life Story work. It uses a client focused approach, tailored to individual children and young people.

TITANIUM – Emotional Support for Children and their Carers

Key information 2018/19

Funded by Knowsley Metropolitan Borough Council since 2013.

- 117 referrals received
- 102 assessments offered
- 873 attended appointments
- 86 CYP engaged in therapy of which 60 achieved a planned ending
- CYP evidenced positive change for 96.8% of CYP completing therapy using CORS/ORS/SDQs and service evaluations
- 97% of children and young people who responded to the end of service questionnaire reported that 'The service helped them'
- 100% reported that 'They were more able to look forward to the future'
- 100% reported that they were more able to concentrate in school
- 93% of parents and carers completing end of service satisfaction reports stated that their child's health and wellbeing had improved at home and school.
- 100% of children and young people completing therapy rated the service as Fantastic, Great or Good.
- 96.7% of parents and carers said that the service met their expectations and 85% said that their child's needs had been met or partly met
- 93% said that the service was 'Excellent' or 'Very Good'.



Listening Ear receives referrals for company employees (aged 18 upwards) who are experiencing work-related or domestic stress issues which are impacting upon their performance and/or attendance at work. Clients referred meet mild to moderate mental health issues criteria. From the point of referral by an Occupational Health Team, Listening Ear coordinates all appointments with clients and counsellors. Two pathways are offered:

A short-term, 6 week intervention model delivering 1 assessment session (telephone or face-to-face) followed by 6, 50 minute counselling sessions. Commonly with brief intervention, time-limited, work-based counselling, the models of counselling used by Listening Ear would be Solution-focused, Person centred and some CBT.

We also offer a CBT only pathway delivered over 8 weeks (8 x 50 minute sessions plus one assessment).

Extensions to therapy can be requested if there is a clinical rationale, and are also approved by those procuring the service on behalf of the beneficiary. Generally, extensions will be up to 6 additional sessions and if the client is still not improving, they will be advised to seek advice from their GP for a referral to an appropriate service.

Counsellors regularly signpost beneficiaries to a number of other support services to be used alongside counselling as is good practice, such as addiction services, debt management and housing advice.

Key information 2018/19

Funded by Knowsley Metropolitan Borough Council, Sefton Council, Liverpool City Council, Liverpool Mutual Homes

- 707 referrals received
- 753 assessments offered

VIDA – Occupational Health Counselling

- 3781 counselling sessions offered
- 577 adults engaged in therapy of which 518 achieved a planned ending
- 979 adults saw a positive change in their total CORE 34 score, with an average change in score of 28.9 (124 adults showed negative change in this measure)
- 1210 people saw a change in Clinical score, going from 16.15 to 9.62 in the period - a decrease of -6.53.
- 95% of VIDA beneficiaries responding to the end of service satisfaction questionnaire rated the service as 'excellent' or 'good'

Anonymous testimonial received via the website April 2019:

'I have two members of staff who have had quite significant challenges with their mental health and there were periods of time where they just couldn't get into work. I referred both of them to Listening Ear as soon as they returned on a phased return to work arrangement. The difference in both members of staff is not only visible, but from a work perspective, they are absolutely on their game. Following one-to-ones with them today after their last session with Listening Ear, they have both stated that their counselling sessions have given them the coping mechanisms and the perspective to help them manage their mental health issues in a much better way, by helping them to identify the triggers before things get too much to cope with. I predict there will be no further significant sick leave relating to their mental health, whereas prior to the Listening Ear support, this would have absolutely been a definite occurrence and probably long term too. The practical support we have been able to offer to our members of staff has absolutely been a positive and has no doubt saved £££'s in the long term'.

FAB

friendship after bereavement

Friendship After Bereavement (FAB) Groups are facilitated by both paid and volunteer qualified counsellors. FAB groups provide psycho-education, peer-support, skills development and social activities to support recovery and encourage social connectedness following bereavement.

FAB groups immediately follow on from group therapy for adults. Other adults who have recently attended 1:1 counselling sessions for bereavement issues are also invited to join the group.

FAB Peer support and group

counselling sessions are held bi-monthly and a range of social activities are organised in alternate months. After twelve months it is expected that the group becomes self-facilitating and Listening Ear offers to provide space free-of-charge for the group to continue.

Counsellors regularly signpost beneficiaries to a number of other support services to be used alongside counselling as is good practice, such as addiction services, debt management and housing advice.

Key information 2018/19

Funded by Knowsley Metropolitan Borough Council

- 29 referrals received
- 29 assessments were offered
- 18 FAB sessions were held (of which 6 were social activities)
- 29 adults engaged with FAB with one group in Whiston and 1 in Halewood
- The average positive change for participants using SWEMWBS was 5.2

Support After Counselling

Comments from those attending FAB include:

‘At first it was really daunting but after the first meeting I relaxed more and was able to talk to the other group members.’

‘Listening to everyone else’s experiences and hearing them talk about their feelings has been a privilege to be part of.’

‘Meeting other people and sharing experiences helped with my experience. The people in the group did not push you - they let you talk in your own time.’

‘At first I didn't really think it would help but after the first couple of weeks I thought it was helping. Better knowing that other people were in the same situation I would completely recommend this group to anyone.’

‘Take the opportunity - it helps to talk to others about your grief’



Activities, Group Support ... and More!

2019 sees the launch of Listening Ear’s Emotional Youth Club, a new service to provide on-going support to children and young people when their counselling sessions have finished.

Once a month, EYC is a chance to get together with other young people in a fun environment, while at the same time refreshing some of the skills, tips and tools that can help to maintain emotional wellbeing.



Mindset is Listening Ear's training and professional services delivery arm. Any surplus generated through Mindset is used to support the charity's wider purpose.

Listening Ear delivers high-quality training courses to a wide-range of professionals including Teachers, Foster Carers, Social Workers, Hospice Staff, GPs and others.

Examples include:

- Supporting Children and Young People (CYP) Experiencing Bereavement, Separation and Loss Part 1 (Theory) and Part 2 (Practical) Duration: Full Day
- Supporting CYP Experiencing Domestic Abuse Part 1 (Theory) and Part 2 (Practical) Duration: Full Day
- Suicide and Self Harm Awareness (Adults and Children) Duration: Half Day
- Understanding Attachment and Trauma for Looked After Children Duration: Half Day
- Providing Emotional Support for Looked After Children Duration: Full Day
- Emotional Self Care for CYP Professionals Duration: Half Day
- Understanding Grief, Loss and Bereavement in Adults Duration: Half Day
- Managing Anxiety for Adults Duration: Half Day
- Mindfulness for Stress and Anxiety for Adults Duration: Full Day

Mindset - Professional Training and Services

Listening Ear also deliver a range of bespoke training packages. In particular we are experienced in providing bespoke training solutions following Ofsted/ CQC reports. We recognise that the route to service improvement can feel daunting but Mindset offers tailored solutions for staff, trustees, governors and volunteers to address areas where organisations need additional support.





AMPARO means 'shelter' or 'safe haven' in Spanish and provides support for anyone affected by suicide. Support can be provided one-to-one, to family groups, groups of colleagues or peers – whatever is preferred by the beneficiary and is most appropriate to their situation.

The service can be delivered in the home or wherever is most comfortable. It is completely confidential and can provide short-term or longer-term support, depending on what beneficiaries feel it is they need.

Referring agencies include the local coroner's officers, police officers, and GPs. They can offer to refer Next of Kin, significant family members or those who find somebody that has taken their own life, to Amparo immediately following a suspected suicide.

Alternatively, with the beneficiary's consent, other agencies can make a referral on their behalf at any stage in their bereavement, or they can refer themselves.

Anyone affected by suicide and living in the following areas can access Amparo:

- Knowsley
- St Helens
- Sefton
- Wirral
- Cheshire East
- Cheshire West & Chester
- Warrington
- Halton
- Suffolk
- Norfolk
- Barnsley
- Rotherham
- Doncaster
- Blackburn, Hyndburn and Burnley
- Blackpool, Wyre & the Fylde Coast.

Amparo – Postvention Suicide Service

Amparo is not a counselling service but it does provide emotional and practical support. Our experienced Liaison Workers can listen to beneficiary's needs, assist them in accessing the support they need, whilst helping with a range of practical matters such as: dealing with police and coroners; helping with media enquiries; preparing for and attending inquest and helping to access other appropriate, local support services.

Listening Ear supports every Amparo beneficiary to access a

Survivors of Bereavement by Suicide (SOBS) group in areas where SOBS operate. We also support beneficiaries to access other appropriate support services, including Papyrus, CALM, Compassionate Friends and the Samaritans.

Amparo also works with local health services to promote the hosting of annual memorial events to remember those who have died by suicide.

Key information 2018/19

- 75% of respondents to the Amparo satisfaction questionnaire said that they strongly agreed that they were treated with respect and dignity (16% said that they agreed)
- 92% said they felt better after contact from Amparo (8% said that they felt partly better)
- 75% said they were very satisfied with the Amparo service provided (17% said satisfied and 8% neither satisfied nor unsatisfied)

Private Practice

Listening Ear accepts private referrals for all services, subject to a mild to moderate mental health difficulty criteria and after being triaged and assessed as suitable for service. Listening Ear charges £50 per session.

Key information 2018/19

Paid for privately by the individual or organisation making the referral.

- 26 referrals received
- 32 assessments offered
- 95 attended appointments
- 19 engaged in therapy of which 17 achieved a planned ending
- 13 children and young people completing therapy evidenced positive change using CORS. The average change in scores was 1.5.
- 6 adults saw a change in Clinical score for C.O.R.E. 34, going from 21.91 to 14.02 in the period - a decrease of -7.89.
- 13 adults saw a change in Clinical score for C.O.R.E. 10, going from 18.77 to 16.54 in the period - a decrease of -2.23.
- 83% of children and young people completing end of service questionnaires rated the service as 'Excellent', or 'great' with the remainder saying that it was 'Good'.

Community Consultation

Listening Ear also offers a Community Consultation and Service User Engagement Package for any locality. Historically, through listening to the needs of its constituents and responding appropriately, Listening Ear and its services were developed by a group of community volunteers. The principle of consulting with our service users has been held at our core ever since.

In 2018, Listening Ear won its first contract from a Local Authority who wanted to consult with community members on the establishment of a wellbeing hub in an existing community building. This was in a new service location for Listening Ear and we therefore had no existing connections. Listening Ear was required to undertake a consultation process and submit a final written report in a total period of twelve weeks. We organised and ran 18 consultation events within the period, ran an online consultation and established a community panel.

Outcomes

- 74% of the responses came from individuals between the ages of 35 and 54, with no responses from those aged 16-24 or 75+ years of age and minimal responses from those aged 25-35 years old (6%)
- 35% of respondents were responsible for children aged under 16 years.
- 68% lived in the area where the wellbeing hub was to be established
- 35% cited mental health problems as their main difficulty with 81% of those saying that they were not currently accessing mental health services
- Old age, autism, PTSD, Asthma and physical health problems were cited by 37% of respondents as being their main difficulty
- Listening Ear provided a report on the barriers to accessing existing services, activities and services that would be of interest and suggested opening times for the hub.

Cognitive Behavioural Coaching

Listening Ear developed a Cognitive Behavioural Coaching (CBC) model for schools which specifically aims to increase emotional resilience and mental toughness in children and young people during transition (from Primary to Secondary school/ from Childhood to Teen). The children and young people are from school year 5 and year 6 and the programme is funded by their school. Children and young people are identified by their individual schools to take part in an MTQ48 assessment and then dependant on their scores will either be offered CBC group work (of up to 14 children and young people) of 6 sessions or 1:1 CBC work. At the end of therapy the MTQ48 assessment is completed again to evidence progress.

Cognitive Behavioural Coaching gives insight to the beneficiary as to the way in which our cognitive process impacts on our feelings and choices of behaviour, this insight can assist the beneficiary to begin to understand that they have the power to change these behaviours and feelings. This is done through a series of examples where the children and young people can 'test out' the theory for themselves, with guidance from the coach. Regular sessions with the coach help the participants to begin to develop new ways of dealing with situations, new self-belief, new thoughts and feelings about themselves and their abilities.

Key information 2018/19

Paid for directly by schools

- 9 referrals received
- 9 assessments offered
- 2 group sessions delivered (group continued into next financial year)



Introducing '174'

The only dedicated children and young people's therapy centre in the North West region - and it's right here in Knowsley.

Our service for children and young people is based in '174' - Listening Ear's purpose-designed building in Whiston.

Each of the nine counselling and therapy rooms has been equipped for a specific age range or presenting issue, and 174 also offers comfortable meeting rooms and kitchen facilities, as well as housing our CYP staff team.

174 has a dedicated training and meeting room that is available for hire.

Our team of therapists operate both from Whiston and in appropriate community venues (including schools), offering:

- One-to-one therapy
- Group therapy
- Well-being workshops and activities
- Training for professionals working with children and young people, including school-based sites.