

IMPACT REPORT

1ST APRIL 2024 -
31ST MARCH 2025

Young Person's Advisory Service
Providing counselling, support, information, advice and guidance to children and young people



YOUNG PERSON'S ADVISORY SERVICE

YPAS is a Merseyside-based Charity, established in 1966. We serve a population of over **150,000 children and young people**. We support children and young people aged **5 – 25 years** and families to address their mental health and emotional well-being difficulties.



YPAS is a Youth Information Advice and Counselling Service (YIAC) that provides free, accessible, and age-appropriate support to young people with a wide range of issues. YIAC services are driven by the needs of children and young people.

Our services are delivered across Merseyside in venues that include: primary and secondary schools, our three community hubs, GP surgeries, education settings, community venues, etc.



LETTER FROM

Monique Collier CEO

"This year has been one of strengthening and deepening our core offer to children, young people and families across Liverpool. We are incredibly proud to continue delivering our therapeutic and wellbeing services, rooted in trauma-informed practice and early intervention."

YPAS is geographically positioned in the North, South and City Centre with the provision of community hubs allowing for the right support to be received, at the right time, in the right place.

Partnership working remains at the heart of YPAS's delivery, allowing for joined-up support with the aim of shortening the gaps.

I am immensely proud of our teams and continually inspired by the strength and resilience of the young people we serve. Together, we continue to build a future where every young person can access the help they need to thrive."

YPAS LOCATIONS

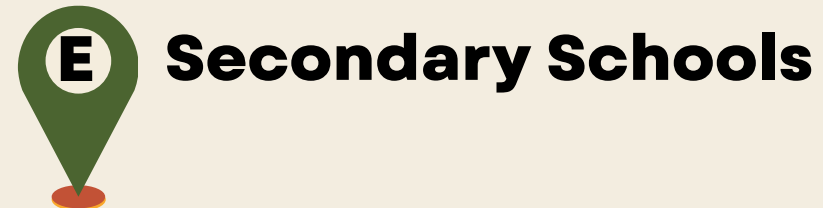
COMMUNITY HUBS:



YPAS serves the community directly through our dedicated hubs which can be found around the Liverpool City Region; these hubs offer a range of services including our weekly groups, therapy and walk-in services.

COMMUNITY INTEGRATION:

YPAS also offer our services embedded within essential services within the local community, allowing us to reach service users more readily.

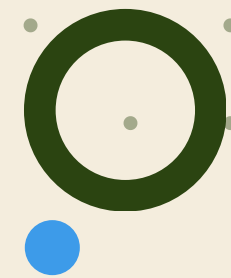


*Please note that the map is a representation of the areas YPAS operates in and does not include all the Primary Schools, Secondary Schools, and GP Surgeries we provide support to.



WHAT WE ACHIEVED

2024 - 2025:



01

YPAS REACHED:

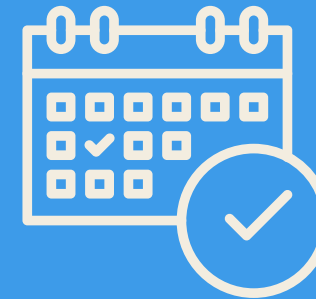


10,945 Children, Young People and Parents

- **3,788** - Therapy Service
- **4,856** - Wellbeing Service
- **1,587** - Parents
- **764** - Other

02

YPAS PROVIDED:



38,722 Appointments & Consultations of Therapy and Support:

- **15,642** - Therapy Service
- **21,557** - Wellbeing Service
- **1,523** - Open Access/Drop-ins

03

YPAS DELIVERED SERVICES:



Over **133** Venues:

- **3** - YPAS Community Hubs
- **95** - Primary Schools
- **35** - Secondary Schools
- Various Citywide Communities

Our Reach January 2024 - August 2025

18,950



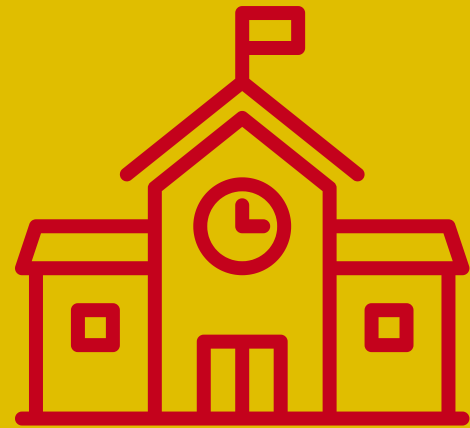
children, young people and parents supported in open access and drop-in's

2,811



Children and young people supported in the community

Community venues we supported children and young people in:



Secondary Schools



GP Surgeries



Primary Schools



Health Centres



Youth Centres

THERAPEUTIC SERVICES

01

SEEDLINGS

A therapeutic service based within Liverpool's primary schools supporting children aged 5-11 with Talking and Creative Therapies.

02

SPINNING WORLD

A specialist therapeutic service offering a safe space for young people aged 14-25 who are seeking asylum and / or have refugee status.

03

INDIVIDUAL THERAPY

YPAS Therapy service provide a wide range of Talking and Creative Therapies to Children & Young People aged 11-25 to help improve their mental health and emotional wellbeing.

04

QUEST YOUTH JUSTICE THERAPY

A dedicated service providing practical and therapeutic support to young people who may be at risk of becoming involved in the youth justice system.

05

WINGS

Wings is a domestic abuse therapy service for children and young people aged 8-18 who have been affected by domestic abuse.

WELLBEING SERVICES

01

WALK IN SUPPORT HUB

Instant wellbeing support, practitioners can support children, young people and families with emotional wellbeing needs and can advise on a range of practical support issues.

02

INFORMATION, ADVICE AND GUIDANCE

Practical one to one support for children and young people aged 10—25 with a wide range of needs.

03

WELLBEING CLINICS

Wellbeing Clinics - are offered in all secondary schools in Liverpool. They run for one full day each week during term time.

04

PRIMARY CARE LIAISON SERVICE

Mental health support, practical based interventions, advice and signposting.

05

QUEST YOUTH JUSTICE

Quest is a dedicated service providing practical support to young people who may be at risk of becoming involved in the youth justice system.

PARENTING SERVICES

01

YOUTH CONNECT 5

A five session programme to help parents gain understanding skills and tools to support and promote resilience for their children.

02

PARENT CONDUCT PROGRAMME

The parent conduct programme is a low-level brief guided self-help intervention for parents of children between 2 – 11 years to promote positive behavioural changes.

03

INCREDIBLE YEARS

The Incredible Years Programme is a 14-week course. The course offers strategies to help parents promote children's positive behaviours.

04

TALKING TEENS

A 4-week programme for parents and carers to better understand teenagers' feelings and behaviour, and learn strategies to strengthen relationships.

05

YOU AND ME, MUM

A 10-week programme for mothers with experiences of domestic abuse.

06

THE NURTURE PROGRAMME

A 10 week course to improve the emotional and mental health of parents and children, strengthen family relationships whilst reducing behavioural difficulties.

LGBTQ+ SERVICES

01



GYRO are LGBTQ+ youth groups for children and young people aged 11-25 years, who may be exploring sexuality and/or gender identity.

02

1-1 SUPPORT

A dedicated Information, Advice & Guidance (IAG) worker with an LGBT+ specialism is available for confidential support if you find groups difficult to engage with.

03

THE ACTION YOUTH

'THE' stands for Trans* Health Education. This group is specifically focused on gender identity which enables young people to realise that they are not the only ones who feel this way.

04

RAINBOW FLAG AWARD

The Rainbow Flag Award is a national quality assurance framework for all schools and youth-centred organisations. The award focuses on positive LGBT+ inclusion and visibility.

MHST SECONDARY

MENTAL HEALTH SUPPORT TEAM IN SCHOOLS



What is MHST Secondary?

MHST Secondary is a service offered in selected schools in Liverpool. It runs for a full day each week during term time.

Each school has a dedicated YPAS (EMHP) who attends one day per week and offers 1:1 sessions, psychoeducation, groups, staff training and supports with implementing Whole School Approach.

MHST can offer support for a variety of difficulties, such as:

- Worries and anxiety
- Low mood and depression
- Problems with sleep
- Feelings of panic
- Phobias
- Understanding emotions
- Managing stress

MHST SECONDARY

MENTAL HEALTH SUPPORT TEAM IN SCHOOLS



MHST Offer

- YPAS Clinical Admin will triage referrals via digital platform.
- EMHP (Education Mental Health Practitioner) based one day per week across 20 schools.
- Step up complex 1:1 cases to MHP & SMHP (2 Mental Health Practitioners – CBT and IPT-A and Senior Mental Health Practitioner – PT and Learning Disability /Autism).
- WSA - Group work/workshops/staff training.
- Piloting Transition offer this year for all key stages with three transition workers.
- Parenting offer – Groups and 1:1 support.

MHST – Phase 1 Roundup

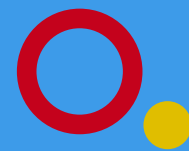
- 5 EMHPs attended HEI to complete a Postgraduate Diploma.
- 10 schools took part in Phase 1 and EMHPs worked with over 150 young people and parents – this work included 1:1 interventions, group interventions, psychoeducation workshops and step up cases.
- WSA Audits were completed in 5 of the pilot schools.
- We successfully recruited 2 additional practitioners to deliver a Transition pilot in phase 2.
- EMHPs co-delivered Summer Schools in partnership with MHST Primary and Wellbeing Clinic practitioners. The success of the pilot has resulted in Phase 2 being rolled out to a further 10 schools – 20 schools in total.

MHST SECONDARY

REVIEW

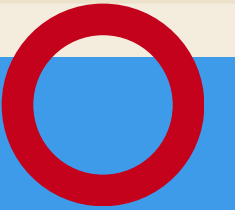


What is working well?



MHST Phase 1 schools where questionnaires – completed by MHST phase 1 schools.

- Good communication and information prior to starting and throughout.
 - Group support sessions.
 - Always great having YPAS practitioners in school, thank you.
 - Our trainee communicates very well with us, is flexible and is passionate about supporting the school.
- It has been really useful having Billie on site when we have had our EMHP intervention panel meetings, as she has been able to communicate with other mental health practitioners and see what support they are currently getting. She has also been able to help with triaging cases. Students have engaged really well with both our EMHP and our Senior worker.
- EMHP is providing wellbeing support to 2 x students and has delivered a Worry Workshop to 9 Year 7 students who are experiencing low level anxiety.
 - Sonia is great with our students. She's very pro-active and discussing and suggesting things.

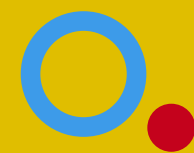


WALK-IN SUPPORT HUB (WISH)



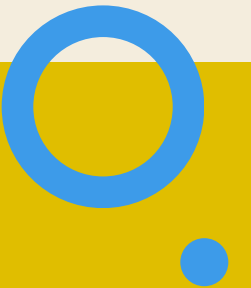
WALK IN SUPPORT HUB

Instant Support



We understand that Children, young people and families may sometimes need support or advice while they wait, or they do not know how to access appropriate pathways. At YPAS they can access a range of support by presenting at our WISH service to help them from reaching crisis point.

Why WISH matters:



Children, young people, and families attend the Walk In Support Hub service for lots of different reasons. Some people are seeking advice about services and what they offer, some people are struggling with different feelings and emotions this is what we would call 'self-defined' crisis.



AREAS OF GREATEST NEED

The area of greatest need in children's mental health in the UK is access to timely and effective support, especially for those with severe mental health needs and those experiencing crisis situations. There's also a significant need for improved early intervention and prevention strategies, as well as ensuring equitable access to support for children from disadvantaged backgrounds.

The UK needs to invest in a multi-faceted approach to address children's mental health, focusing on improving access to specialist services, early intervention, and prevention, and addressing the underlying social and economic factors that contribute to mental health problem.

Waiting Times:

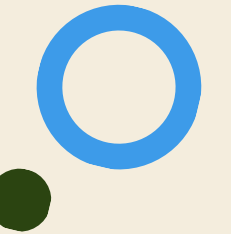
- A major issue is the length of time children and young people have to wait for specialist mental health services.

Crisis Support:

- More robust and accessible crisis support is needed, including 24/7 services and alternatives to hospital admissions.

Equitable Access:

- Children from the most deprived areas face significant barriers to accessing mental health support, and this disparity needs to be addressed.



YPAS ACHIEVEMENTS:



Wish Service

Our Walk In Support Hub (WISH) recently featured in the Children Young People & Now magazine and here is a snippet of the article.

The service was piloted in 2021 at the charity's city centre hub with funding from Cheshire and Merseyside Integrated Care Board. It is now on offer from three locations and was used by nearly 2,000 children and young people in Liverpool, Knowsley and Sefton in 2023/24.

YPAS ACHIEVEMENTS:



Flourishing Families

Flourishing Families:

A Success Story in Liverpool.

At the beginning of 2023, we launched our 21-month pilot programme, Flourishing Families, designed to provide a Whole Family Evidence-Based Therapeutic Intervention Service to 209 families in Liverpool.

Flourishing Families was an early prevention service aimed at families whose family system consists of children and or young people aged 5-25 years and are identified as having been exposed to trauma and/or adversity impacted by violence.

Here are what some of our participants have said about the programme:

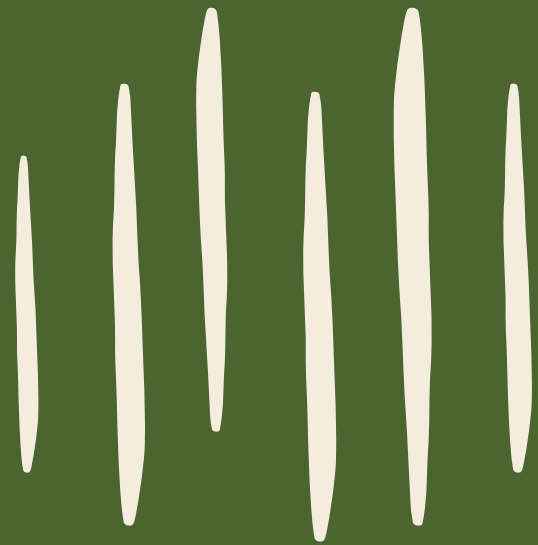
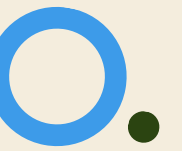
This programme completed in September 2024.

Cost of Living Crisis

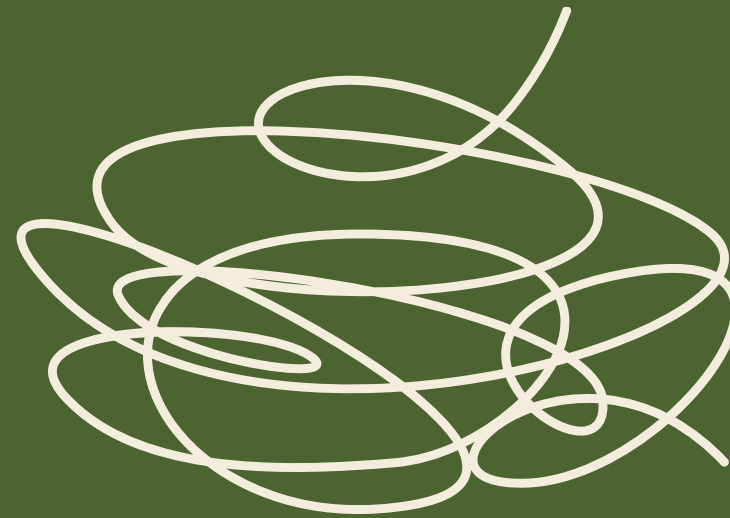
youngminds.org 2022



CHILDREN'S MENTAL HEALTH



The cost of living was the major worry for over half (56%) of young people (rising from 50% in May 2022). They reported disruption to daily life, particularly their diet and sleep.



Those aged 20-25 were particularly likely to feel concerned about money, with 80% always or often worried about earning enough.



This isn't confined to older children: 21% of 11-year-olds said money worries had caused them stress, anxiety, unhappiness or anger.

Siobhan

YOUNG PERSON TO EMPLOYEE



At the age of 13, I had been on a waiting list for a year to access mental health support. My dad had taken me to the GP on several occasions to be told that my anxiety and depression was ‘hormonal’ and to be expected for a single father to have these concerns about his daughter. Luckily, my dad didn’t accept that. He continued his search to get me support. I was out of school for around six months, looking at my third school move of the year and I’d moved in with my dad following a major relationship breakdown with my mother. I’d experienced bullying from primary school and into my first two secondary school’s and I was totally isolated at this point.

That year, when my dad was looking online (as he did each night to find a place or some information that could support me) he came across YPAS. He promised me a McDonald’s if I just came along with him so I attended a drop-in session to finally have the chance to talk about what was going on. The only problem was - no one had listened to me before, so I didn’t have it in me to find my voice. My dad advocated for me sharing some of the things that were going on and after agreeing to get support I was placed onto the waiting list for counselling. That’s when I found out about participation from a staff member and started coming along on Monday evenings to a space with other young people. I didn’t have to talk to anyone, or do anything, but it was just nice to be there. So, I kept coming.

Within a few weeks I started my weekly counselling sessions. I was able to come face to face with some of my problems and better understand what was going on for me to help try and manage some of those thoughts and feelings. I finally had a space that was for me, and that space was safe and comfortable. I felt like my counsellor truly understood me and wasn’t there to judge, but it did take a few weeks for me to get to a point where I felt I could trust him.

Siobhan

YOUNG PERSON TO EMPLOYEE



In the meantime, I was still coming along on Mondays to the drop in space, still not really talking to anyone in the space. My confidence, self-esteem, and mental health were at an all-time low and I was genuinely terrified at the idea of talking to someone, in fear that I maybe treated the way I have been by pretty much everyone else in my life, I mean why wouldn't I? But the staff member showed me that she had a genuine interest me, spoke to me even when I didn't speak back, always found a way to help me get involved and helped me to feel included within the space. That's why I liked it there.

I'd moved into my third secondary school, same again, struggling with friends and bullying. But outside of school I joined more spaces that were offered, like Young Ambassadors, to be with other young people who wanted to make a difference. I started to talk a little with my peers, started to get a little more involved in activities and the opportunities that were available and slowly began to find my voice again. The staff member would call and say there was an event on, and I should come along, so, I did. And I kept going to more and more opportunities and meeting more people.

I found myself, in the drop in space around my peers, they were talking about not feeling listened to by their GP and I knew exactly what that was like and I found myself involved in this conversation – with no anxieties, how on earth did that happen?

I went along to support with training GP practices, spoke with other GP's and professionals around Liverpool about how they work with young people. I spoke to a room full of people then I spoke to a bigger room full of people. My voice had come back to me, and I was going to use it at every opportunity that I could.

Siobhan

YOUNG PERSON TO EMPLOYEE



During this time, I'd started college. College was different, I was different. I was resilient. At least I felt it right up until UCAS applications and now I'm in a room, feeling different to my peers again because everyone knows what their future was going to look like, and I hadn't even thought that far ahead. I spoke with the YPAS staff member about education, careers and trying to think about my future and knew that was the job I wanted to do. I carried on with participation, swapped the Monday space to the Thursday space when I got older and continued coming to Young Ambassadors where new young people kept joining.

I had friends, I had a sense of purpose. I completed college, had a few jobs, got accepted to University and completed a BA in Social Work. There were still some tough times but because of my journey I knew what I needed to do and how to get the help and support I needed to help me through University and that everything was going to be okay in the end.

After I received my results, I applied for a job at YPAS with my new qualification and was lucky enough to start on a post graduate Parenting Pathway Children and young people's psychological therapies (CYP IAPT) course. Parenting was different to participation, but I was able to continue my journey of professional development – which didn't stop here. I moved into a new role within the participation team, working with young people who have experienced adverse childhood experiences (ACES). Now I find myself in the role of Participation Lead, which is exactly the job I'd dreamed of doing since I was 15 years old.

I feel that my journey is a really good example of how opportunities, meaningful participation and genuine nurturing can truly have a positive impact and can support other young people into this type of career path with the added understanding of knowing exactly how it feels to make that first step to getting help.

FEEDBACK FROM CHILDREN, YOUNG PEOPLE AND PARENTS



FEEDBACK FROM A PARENT

Lucy now has a job goes out and enjoys her life with strategies you have helped her to develop enabling her to live her life to maximum and keep her anxiety under control.

FEEDBACK FROM A YOUNG PERSON

Talking about self-harming was helpful. The self-love worksheet helped to make me think more positively instead of only thinking about the negative. It has helped me know what things I should be doing better it helped me recognise the positive qualities about myself. it helped me realise that I am a good person. Thanks Keith.

FEEDBACK FROM A PARENT

This is my first encounter of YPAS and I am really impressed. I booked a wish appointment to get some advice with regards to my daughter. I met with Ryan who was amazing, patient, understanding and knowledgeable. He asked to speak with my daughter, and I brought her in to meet Ryan and have a chat. Again, Ryan was amazing talking to her and drawing out how she was feeling.

FEEDBACK FROM A YOUNG PERSON

While working with Tamara over the past 12 weeks I've grown a lot as a person and learned a lot about self-growth and she has really helped me process my trauma and feel much better than when I started my therapy process, she has truly been amazing.

FEEDBACK FROM A PARENT

My son was feeling good after the sessions. he was a different child on Tuesdays when he got home. It helped him get things off his shoulders.

FEEDBACK FROM A YOUNG PERSON

Came to YPAS for emotional distress, suicidal thoughts and self-ham scares and attempts. What was useful for me in this session was mind maps and quite a lot of breath work. The CBT for anxiety was also really useful during my sessions. I was 100% proud of myself, from what I have come from to what I am now.

THANK YOU TO OUR PARTNERS

We couldn't support all the children and young people we do without our wonderful network of partners. Part of the YPAS family, they train alongside our staff to deliver high quality support to children and young people. We would like to thank each and every one of our volunteers and our outstanding and highly committed staff team for the amazing support they all give to children and young people. Without our team of great people, YPAS simply couldn't have the impact we have; our partners make such a difference and we're so grateful for all that they do.



www.ypas.org.uk



THANK YOU TO OUR FUNDERS

We would like to extend our heartfelt thanks to all of our funders whose generous support makes our work possible.

Your belief in our mission, your unwavering commitment to supporting the mental health of young people and families in Liverpool, and your ongoing partnership is vital to the impact YPAS continues to make.

Your support not only supports our initiatives, but it also empowers the people and communities we serve.

STAY IN TOUCH



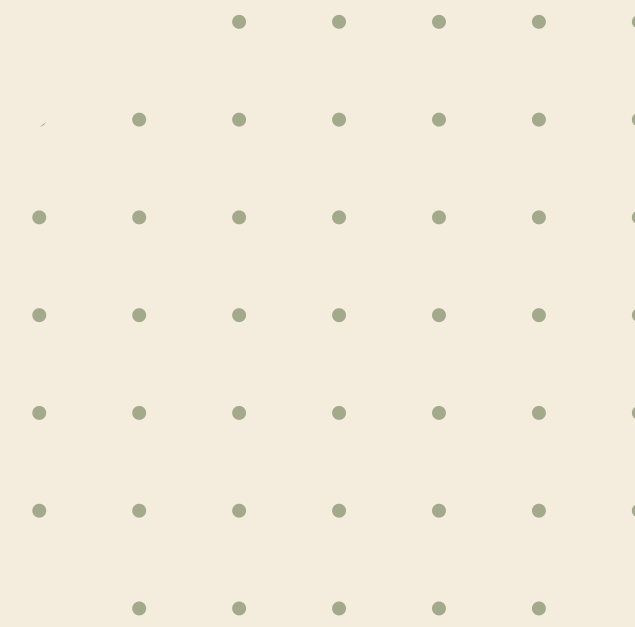
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