

Referral Information Pack

Counselling Service

Internet Café

advice+support:15-25
YASPTM

Advice and Casework

Free Activities

Volunteering

YASP (Young People's Advice and Support Project)
832 Stockport Road
Levenshulme
Manchester
M19 3AW
Tel: 0161 221 3054
Web: www.harp-project.org
Email: info.yasp@harp-project.org

List of contents

1. Agency contact details
2. Introduction - YASP
3. YASP reference document
4. Guidance on completing the form
5. YASP referral form
6. Referral examples

1. Agency contact details

Nina Roach - Office Manager

Sinéad O'Connor - Project Manager

Ann Salter - Counsellor

Naomi Taylor - Advisor

Jan McVittie - Caseworker

Gemma Ottiwell - Caseworker

Debbie Grue - Caseworker

Martin Stanier - Café and Therapeutic Activities Manager

Joe Kisolo-Ssonko - Café Development Worker

2. YASP

Introduction

YASP is a multi-disciplinary team providing 'wrap around' services for 15-25 year olds with mental health problems. We are committed to reducing the stresses faced by young people by providing a combination of social welfare advice, counselling sessions and therapeutic activity. We are committed to working closely with other agencies and see our role as offering our range of services informed by our specialist working knowledge of young people. We make and receive referrals from statutory and voluntary sources and provide summaries of our work with young people.

We have an open referral system allowing 15-25 year olds to simply 'walk in off the street'. We can also accept agency referral and are able to work in partnership through co-ordinated appointments and information sharing.

3. YASP reference document

What this service can offer:

- **Direct work with young people** referred to the team, following allocation to either the **Counsellor, Therapeutic Activities Manager, Advice Worker** or the **Casework Team**, depending on level and type of need (please see table overleaf for details).
- **Social Welfare advice and casework** to increase young people's income, improve unsatisfactory housing situations, reduce debt and access employment. This can involve liaison between the Housing Department/Benefits Agency and GPs. Home visits can be arranged for people who would otherwise struggle to attend appointments.
- **Free Counselling service** to improve the mental well-being of young people. This service is delivered by a specialist young persons' service. Counselling can be provided through a translator if necessary.
- **Therapeutic activities** to engage young people through all stages of their mental distress. This includes 'light' activities such as trips out and short workshops for those who are unwell and would benefit from distraction and socialising with their peer group (e.g. cinema visits, walking group, horse riding etc) . This can increase to more involved activities such as volunteering in our friendly Café and a weekly football group.
- **Internet Café** providing free internet access and cheap, healthy meals. Café staff are on hand to make young people feel welcome and to help them navigate around services. Volunteers are able to offer peer support to young people and provide positive role models for recovery.

Our service is for patients aged 15-25, we have an advice/casework and activities service for over 25's based at the Zion Centre in Hulme (HARP 0161 226 9907).

If a referral does not meet our criteria, we will inform the referrer of the reasons why, and suggest other agencies that may offer appropriate support.

We may also redirect referrals to other Voluntary or Community Sector services, where appropriate.

What this service is unable to provide:

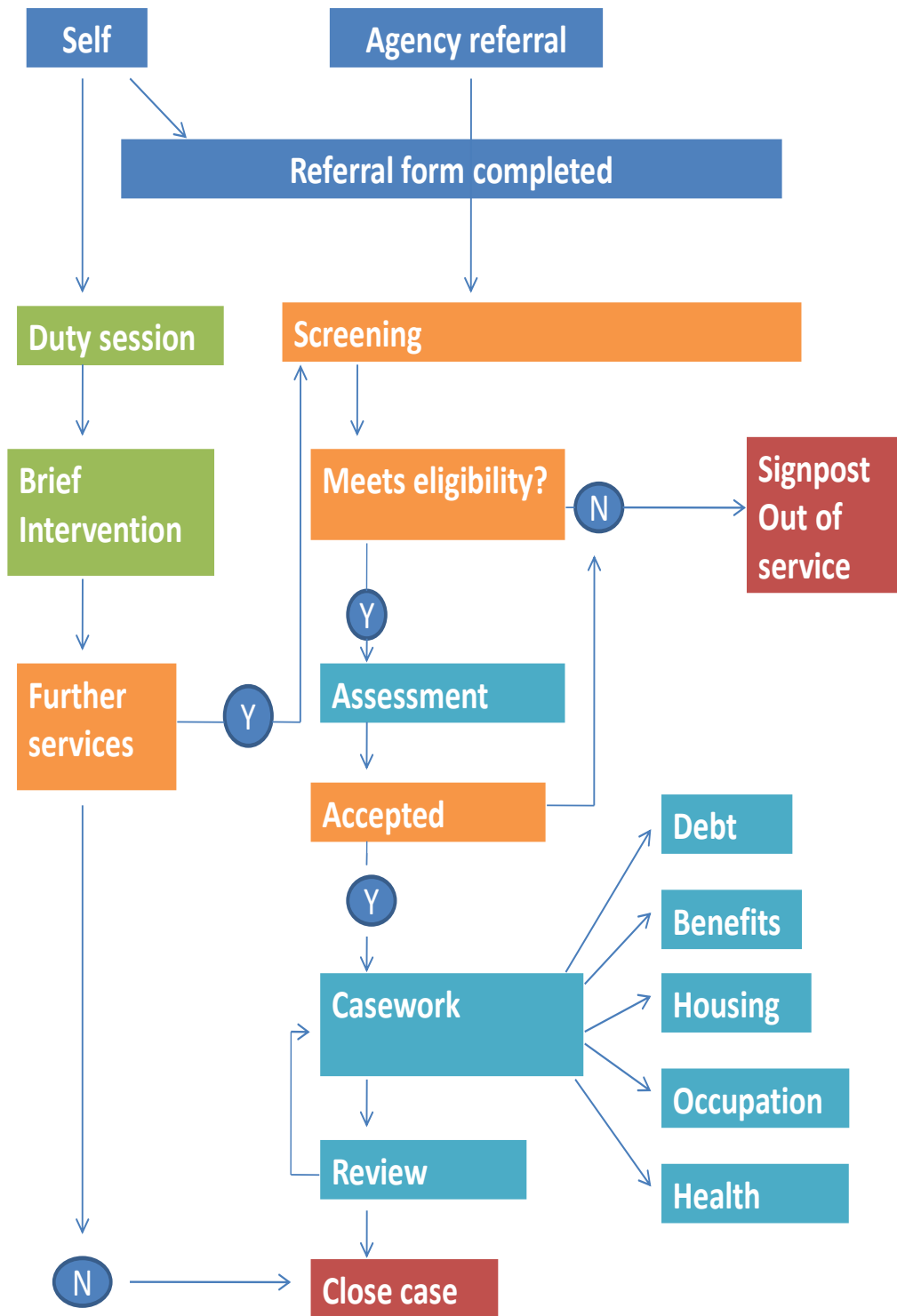
- We are not a crisis service; we operate weekdays between 9-5, and we *cannot see people immediately, whatever their circumstances.*
- We have no statutory powers.
- We do not provide a designated Support Service. Young people in need of this type of intervention should be referred to the services with this focus (e.g. Carr Gomm, Tenancy Support, People First , Creative Support etc).
- We are particularly concerned not to place workers in any situation of undue risk.
- We are not able to advise or provide counselling to two people involved in a conflict (e.g. relationship breakdown, harassment etc). Where a conflict comes to light the second person will be referred onto another service. Counselling would rarely be offered to more than one person from a family, or to both parties in a relationship, even after the first person had finished counselling

YASP Framework

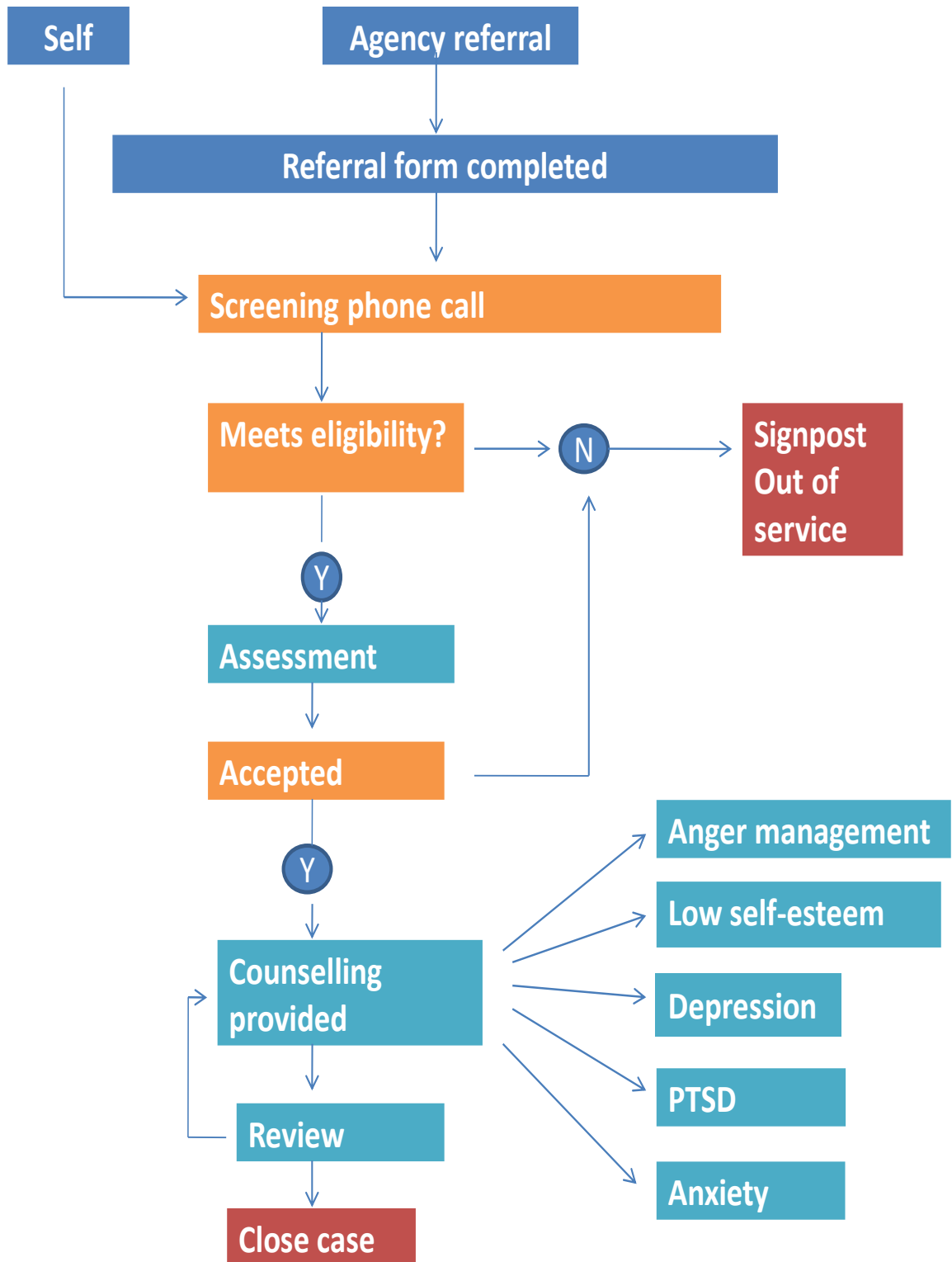
	Advice/Casework	Counsellors	Therapeutic Manager
Qualification/ Profession	Experience in application, review, appeal and tribunal level in Benefits and Housing	Minimum 'diploma' level recognised counselling/psychotherapy qualification. UKCP, BACP (or equivalent) accreditation This requires annual re-accreditation.	Experience in volunteer management and event organisation.
Quality Standards	CLS Quality Mark	Youth Access Quality Standards in Counselling	Health and Safety is independently audited annually by Peninsula.
Allocation criteria	15-25 year olds with an identified advice or casework need	15-25 year olds experiencing emotional distress (e.g. anxiety, depression, PTSD or other mental health difficulties), or physical symptoms which may be psychological in cause. Young people who want to address difficult life circumstances, e.g. family relationships. Patients who self harm and/or have suicidal ideation/intent. The young person needs to agree to the referral. The young person needs to be able to make their way to YASP, and to have some ability, even if this is limited, to engage with the counselling process. We do see young people with a diagnosis of psychosis, as long as their symptoms are sufficiently managed to allow them to engage in counselling. We do provide counselling to patients with addictions. This does not replace drug and alcohol services and is in fact an excellent compliment to specialist addiction interventions (e.g. home detox). We use interpreters for young people who need this.	15-25 year olds who are interested in positive activities and are motivated to attend sessions.
Inappropriate referrals	Young People who live outside of Manchester. Young People under 15 or over 25.	Young people who live outside of Manchester. Partners of young people already using YASP Counselling Service. Young people who are so severely agoraphobic that they can't leave the house, or patients who do not speak, would not be appropriate referrals. Counselling is provided to young people with addictions. However, we will stop any individual session is the client is clearly under the influence of alcohol or illegal drugs. It is therefore not advisable to refer young people who cannot present sober.	Young People who live outside of Manchester. Young people who are so severely agoraphobic that they can't leave the house. Family sessions are available once a month. Young people's children are not able to accompany them to general activities.

<p>Structure of sessions</p>	<p>Advice in an emergency or ad-hoc basis can be accessed through a weekly 'duty' session. This operates on a first come-first served basis at the YASP Café.</p> <p>Casework is provided over a period of three to six months, duration depending on the nature of the problem. Usually three sessions of an hour long are needed (e.g. to complete paperwork and assemble documentation). This is followed by fortnightly sessions of 40 minutes each.</p>	<p>An initial appointment is offered, with the clear information that this is a chance for both counsellor and patient to make a decision as to whether counselling might be of benefit at present. If not, alternative referrals to more appropriate services will be made.</p> <p>If a young person decides to attend counselling, then a decision is made in the first session whether to agree a long-term or short-term contract. The majority of young people attend for 5 or 6 sessions, in some instances it can be longer, up to a year.</p>	<p>Weekly trips out to places of interest to patients</p> <p>Sessions are free and last two hours. These can be accessed on a one-off-basis or more regularly.</p> <p>Additional specialist groups run throughout the year (e.g. creative writing, photography etc).</p>
<p>Types of interventions used</p>	<p>Advice on welfare and housing rights. Representation to challenge decisions at tribunal level. Help with form filling (e.g. housing application). Information about accessing services (e.g. self-help groups). Weekly open-access 'duty session'. Home visits. Accompanying to relevant appointments.</p>	<p>A standard counselling assessment is also carried out to ensure counselling is appropriate. If not, alternative referrals to more appropriate services will be made.</p> <p>Counselling is delivered using a Humanistic Integrative Approach.</p> <p>Counselling is delivered in line with BACP (British Association of Counselling Practitioners) ethics and in line with Youth Access Standards in Counselling</p>	<p>Young people meet at the YASP Café and are provided with transport to the activity.</p> <p>There is a weekly programme of activities which includes bowling, cinema, ice skating, horse riding as well as monthly family activities.</p>

YASP Advice and Casework Process Map



YASP Counselling Process Map



4. Guidance on completing the referral form.

To enable a smooth transition between agencies and to prevent the young person having to repeat information, it is vital that the referring agency completes as much as possible on the referral form before sending it to external agency. However, this is a referral form for all elements of YASP services. This means that not all sections will be relevant to your referral. Don't worry if you cannot answer all of the questions. Complete what you can and we can always contact you later for clarification.

Referral forms can be sent by post (YASP,832 Stockport Road, Manchester M19 3AW), by fax (0161 221 3124) or by e-mail to info.yasp@harp-project.org We are happy to send you the form electronically if this is useful. Please ensure that as much of the form is completed, any missing information will need to be collected which may slow down the referral process.

Please contact us if you have any questions about our referral process (YASP 0161 221 3054 info.yasp@harp-project.org). .

Referrer details

Name of Referrer	
Organisation	
Address	
Postcode	
Tel No	
Date of Referral	

Referral Details

Name	
Address	
Postcode	
Date of birth	
Gender	
Ethnic origin	
Language spoken	Interpreter needed <input type="checkbox"/>
Immigration status	
Tel No:	
E-mail	
NI number (if relevant)	
Benefits (if relevant)	
Other income (if relevant)	
Known debt (if relevant)	
CAF completed	Yes <input type="checkbox"/> No <input type="checkbox"/>
Household details	Lives alone <input type="checkbox"/> Lives with relatives <input type="checkbox"/>
	Lives with partner <input type="checkbox"/> Has dependent children <input type="checkbox"/>
Details of mental health	
Agencies involved	Agency name and contact details
(e.g. GP, Psychiatrist, CPN - Community Psychiatric Nurse, Social Worker etc)	
Known risk to self or others	
Any other details	

Service requested

Which YASP service/s would you like to refer to?
 Advice and casework Counselling Therapeutic Activities

Please return this form by post to YASP 832 Stockport Road, Manchester M19 3AW, by fax to 0161 221 3124 or by e-mail to info.yasp@harp-project.org. Please phone if you require assistance on 0161 221 3054

6 Referral examples

Appropriate referrals to Advice and Casework Service

18 year old woman worried about being evicted because her housing benefit has stopped

23 year old man who has given up his job due to anxiety who now has no income

19 year old woman with debts with utilities

17 year old man who is living in supported housing but wants to get their own place when they turn 18.

Appropriate referrals to Counselling Service

16 year old woman who cannot get on with her parents

21 year old man who is having nightmares due to his experiences before claiming asylum

24 year old woman who has trouble controlling her anger

20 year old man with a history of self-harm who is very upset about a relationship breakdown.

Service Principles

Open referral – We have an open referral system to our general service. We can accept referrals directly from agencies (e.g. GP, Early Intervention Service, Barnardos etc) or from young people themselves .

Other service involvement - We will see young people already receiving (or on waiting list for) other therapeutic services, or under the care of specialist mental health services (e.g. Psychiatry, Community Mental Health Team).

Routine, non-crisis service – Young people presenting with acute and/or high levels of risk must be referred to the most appropriate crisis service.

Common mental health problems - Please note that we are a service for young people with a broad spectrum of common mental health problems and are also able to provide services for those with more severe and enduring mental health problems eg Psychosis, Bi-polar disorder.

When to refer

The following is guidance only – please refer to individual service for their eligibility criteria.

Counselling – Counselling is a psychological talking therapy for young people who present with moderate symptoms of anxiety and/or depression, usually as a response to a specific problem, such as bereavement, loss, illness, abuse, or relationship difficulties.

We also have a specialism in providing counselling to young people with more complex psychological disorders (e.g. post traumatic stress disorder)

Advice and Casework Service–

Advice can help a young people untangle their anxieties into practical issues which can be improved. These can include insecure housing, lack of independent income, desire to access education and wanting contact with people who experience similar difficulties to themselves.

Casework will help a young person to get their legal entitlement in welfare and housing rights. This can include applications for Disability Living Allowance (DLA), help to prepare for medical examinations necessary to claim Employment Support Allowance (ESA) and compiling the necessary evidence to support a housing application. Caseworkers can help young people to prepare for and to attend tribunal appointments.

Activities–

The weekly activities group will help young people to stay active and to receive peer support form others with similar experiences. This life-line can significantly help young people with common mental health problems such as depression and anxiety but can also promote recovery in young people experiencing longer-term problems such as psychosis.

Volunteering–

Volunteering is supervised by professionals with experience of supporting young people with mental health problems. Young people benefit from regular activities and the chance to learn new skills. Many volunteers move on to employment, but all benefit from increased confidence and meaningful occupation.

For advice on management of cases, service available, or to discuss a referral to YASP you can contact us on 0161 221 3054.

