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| **YMCA Worcestershire Counselling Service:**  **Temporary closure**  **of waiting list** |

Dear Parent/Referral Partner,

We regret to inform you that YMCA Worcestershire is currently experiencing an unprecedented level of requests for our counselling service. As a result, we have taken the unenviable decision to temporarily close our waiting list to new referrals with the intention of reopening the list early into the new academic year.

Additionally, in consultation with our colleagues at [Hereford and Worcestershire CAMHS](https://www.hacw.nhs.uk/camhs) and in accordance with our funding restrictions, we have taken the decision that YMCA Worcestershire will only accept low-medium risk levels and/or cases where a reasonable and positive impact may be achieved within our current funded provision of 6 sessions per individual. To this end, we are reviewing our existing waiting list and, in individual cases, may be required to signpost referrals to another provider.

We recognise that there are significant strains on counselling provision across the region and that you may be struggling to find the support required. YMCA Worcestershire is actively seeking additional grant funding to expand our provision, and are exploring the possibility of creating a paid for service to enable parents and referral partners to make alternative, informed choices to support your young people.

I am attaching a short survey to this letter and would urge you to respond with your comments and feedback. All information provided will increase our evidence for new funding application and will inform our decision making about provision of other services. Details of alternative support services are also provided overleaf for your reference.

Yours Sincerely

Lisa Carroll

Head of Children, Families and Youth, YMCA Worcestershire

Email: [Lisa.Carroll@ymcaworcestershire.org.uk](mailto:Lisa.Carroll@ymcaworcestershire.org.uk)

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| Survey – Schools/Referral Agencies | |
| What is your experience of access to statutory provision? | 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10  (1 = Low, 10 = High) |
| What is your experience of waiting lists for statutory provision? | 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10  (1 = Low, 10 = High) |
| Please provide any further information on the above responses: |  |
| As a school/referral partner would you consider paying for additional sessions beyond the funded 6 sessions? | Yes / No |
| As a school/referral partner would you consider paying for sessions if funded counselling were not available? | Yes / No |
| Would you be prepared to pay a fixed price per session and a fixed fee for missed appointments? | Yes / No |
| Have you paid for counselling services before? | Yes / No |
| How much have you paid for this service? |  |
| Would you be interested in collaborating on funding application to extend this service? | Yes/No |
| Are there other services that YMCA Worcestershire, funding permitted, may be able to support you with? (Please circle) | * 1. Targeted youth work interventions for young people at risk of exploitation   2. Targeted youth work interventions for young people experiencing low level mental health/anxiety   3. Targeted youth work interventions for young people not engaged with school   4. Youth worker-led mentoring for young people   5. Open access youth provision   6. Other (please specify)…………………………………………   …………………………………………………………………………… |
| Is there anything else you think we should know? |  |

Please Note:

* If you require immediate help you can access [Young Minds 247](https://youngminds.org.uk/find-help/get-urgent-help/) helpline.
* Young people can also call [Childline](https://www.childline.org.uk/) for free to speak to someone about what’s happening and how they are feeling.
* Find your local [NHS urgent mental health helpline](https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline) for 24-hour advice and support.

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| Survey – Parents/Young People | |
| What is your experience of access to statutory provision? | 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10  (1 = Low, 10 = High) |
| What is your experience of waiting lists for statutory provision? | 1 - 2 - 3 - 4 - 5 - 6 - 7 - 8 - 9 - 10  (1 = Low, 10 = High) |
| Please provide any further information on the above responses: |  |
| As a parent/young person would you consider paying for additional sessions beyond the funded 6 sessions? | Yes / No |
| As a parent/young person would you consider paying for sessions if funded counselling were not available? | Yes / No |
| Would you be prepared to pay a fixed price per session and a fixed fee for missed appointments? | Yes / No |
| Have you paid for counselling services before? | Yes / No |
| How much have you paid for this service? |  |
| Is there anything else you think we should know? |  |

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