

YASP

Referral Pack

YASP (Young Adults Services and Projects)
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LOTTERY FUNDED

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I. Agency contact details

Farhat Siddique - Counsellor

Mari Lewis – Counsellor

Debbie Grue – Advice caseworker

Siobhán Donnachie - Advisor

Charmaine Gregory-Schierenbeck – Team Leader

Clare Schilizzi – Participation Worker

Nina Roach - Administrator

James Walklate – Volunteering and Mentoring Co-ordinator

Sinéad O'Connor - Manager

2. YASP

Introduction

YASP is a multi-disciplinary team providing 'wrap around' services for 15 to 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 activity that promotes social inclusion and recovery. We have an open referral system allowing 15 to 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. Additionally, we can signpost and refer patients on to Voluntary and Community Sector services who can deliver other specialist services useful to young people aged 15 to 25 years old.

3. YASP reference document

What this service can offer:

- **Direct work with patients** referred to the team, following allocation to either the Counsellors, Volunteer Co-ordinator, Mentoring Service, Advice Team and Café drop-in.
- **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 young people / referring agency. Home visits can be arranged for young 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.
- **Social inclusion activities** to engage young people through all stages of their mental distress. This includes 'light' activities such as hanging out in our internet café for free internet access and spending time with their peers. A mentoring and befriending service is also available to help young people take part in more social activities or to make the step into volunteering or back to education and training. A range of volunteering and training opportunities are also available within YASP.
- **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 and provide positive role models for recovery.

YASP services are for young people aged 15 to 25, we have an advice/casework and activities service for over 25's based at the Zion Centre in Hulme on (Manchester Mind 0161 769 5732). People aged over 16 can access our wider charity services.

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 9am and 5pm, and *we cannot see people immediately, whatever their circumstances.*
- We have no statutory powers.
- We do not provide a designated Support Service. People in need of this type of intervention should be referred to the services with this focus.
- 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 on to 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.
- We are not able to provide a mentoring or befriending service to people who cannot leave the house. All appointments for this part of YASP are in public places.

Participation

Manchester Mind involves service users and young people in development work, monitoring, evaluation and delivery of services. There are a range of on-going participation activities people can get involved in. These are free and enjoyable activities delivered around the city.

Partnership

Manchester Mind has established partnerships with other agencies and groups around the city. This includes organisations that work with homeless people, disabled people and people from the LGBTQIA community – YPSF, GMCDP, LGBT Foundation, CAMHS etc. We make use of these partnerships to maximise support for young people and to make referrals as smoothly as possible.

Confidentiality:

Staff and volunteers will not make telephone calls or have discussions about you with your GP, employer, partner, family members, friends or to other agencies to find out, clarify, or add to your personal information without your knowledge. This would break the confidentiality agreement that you have talked about together. However there may be some times when we might have to tell someone (eg: if you are at risk) but we will discuss this with you when you first talk about how we'll work together. For example, if you tell your counsellor that you have suicidal thoughts regularly, we may need to contact your GP and/or other agency - in which case you would agree and confirm the issues to be discussed, and this would not break your confidentiality agreement.

YASP Framework

	Advice/Casework	Counsellors	Mentoring & Befriending	Volunteer 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.	Peer service delivered by 15 to 25 year old volunteers. Full training provided	Experience in volunteer management and event organisation.
Allocation criteria	15 to 25 year olds with an identified advice or casework need Advice is available at YASP for all 15 to 25 year olds.	15 to 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. People who want to address difficult life circumstances, e.g. family relationships. People who self-harm and/or have suicidal ideation/intent. The person needs to agree to the referral. The 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 provide counselling to people with addictions. This does not replace drug and alcohol services and is in fact an excellent complement to specialist addiction interventions (e.g. home detox). We use interpreters for people who need this.	15 to 25 year olds who want to try new activities but aren't sure how to. People need to be motivated to attend a weekly appointment with a mentor/befriender and be prepared to identify some areas of interest or goals to pursue.	15 to 25 year olds who are interested in positive activities and are motivated to attend sessions. Café volunteering is ideally suited to people who struggle with confidence or anxiety. Volunteering as a mentor or befriender require commitment, reliability and an ability to work independently with support and training provided. Volunteering at events and training is also available.
Inappropriate referrals	People who live outside of Manchester. People under 15 or over 25. People who want a generalised support service.	People who live outside of Manchester. Partners of people already using YASP Counselling Service. People who are so severely agoraphobic that they can't leave the house, and patients who do not speak, would not be appropriate referrals. Counselling is provided to people with addictions. However, we will stop any individual session if the client is clearly under the influence of alcohol or illegal drugs. It is therefore not advisable to refer people who cannot present sober.	People who live outside of Manchester. People who are so severely agoraphobic that they can't leave the house. People with a history of violence.	People who live outside of Manchester. People who are so severely agoraphobic that they can't leave the house. People who do not speak English would not be able to volunteer as mentors or befrienders but could volunteer in the YASP café. People with convictions for harming children or young people

<p>Structure of sessions</p>	<p>Advice for 15 to 25 year olds 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>Advice casework is provided for in-depth or complex social welfare problems. 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 person to make a decision as to whether counselling might be of benefit at present. Some young people may choose to have an assessment only. When this happens we ensure that self-help tools are provided along with risk management plans.</p> <p>If a client 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 clients attend for 5 or 6 sessions, in some instances it can be longer, up to a year.</p> <p>Alternative referrals to more appropriate services will be made where necessary.</p>	<p>8 appointments of around one hour each. The first appointment is usually at the YASP Café in Levenshulme or elsewhere with staff supervision. Subsequent appointments can take place in public places throughout Manchester.</p> <p>All appointments are arranged and logged through YASP's offices. Appointments can include accompanied visits to new places of interest to the person - college, dance class, community centre etc.</p>	<p>Weekly volunteering in the YASP Café for 2 hours at a time. Placements last for 10 weeks.</p> <p>Mentoring and Befriending training courses run throughout the year and take 4 short days or 3 full days. Training is fun and inclusive</p> <p>Trained mentors and befrienders meet on a weekly basis with young people for 8 weeks. Support and supervision are provided.</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. Simple advice queries are dealt with by trained volunteers.</p>	<p>The Counsellor will use PHQ9, GAD7 and CORE10. An IAPT PHB will be completed where appropriate. 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>These assessment tools are used again at the end of the Counselling contract.</p> <p>Counselling is delivered using a Humanistic Integrative Approach.</p>	<p>Support and encouragement delivered through an action plan that is agreed with the person at the start of the befriending/mentoring.</p> <p>Mentoring is suitable for all young people. Befriending is suitable for all young people but would be particularly useful to those who have experienced symptoms of depression, anxiety and phobia.</p>	<p>Informal and practical instruction is given to Café volunteers. This includes food hygiene, customer service, mental health awareness and cookery.</p> <p>Full training is provided to befrienders and mentors via an induction course with a certificate provided for people who attend the whole course. Training resources are inclusive and interactive. The training is also provided to event volunteers.</p>
<p>Quality Standards</p>	<p>AQS Quality Mark (Advice Quality standard) All staff and volunteers are DBS checked</p>	<p>Youth Access Quality standards in counselling All staff are DBS checked Clinical and professional supervision is provided to staff.</p>	<p>All volunteers are DBS checked and training is delivered in line with the Mentoring and Befriending Foundation.</p>	<p>Health and Safety is independently audited annually by Peninsula.</p>

Y A S P



Internet Café



Counselling



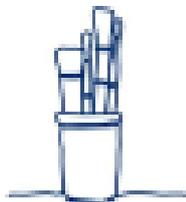
Mentoring and befriending



Advice and Casework



Volunteering and training

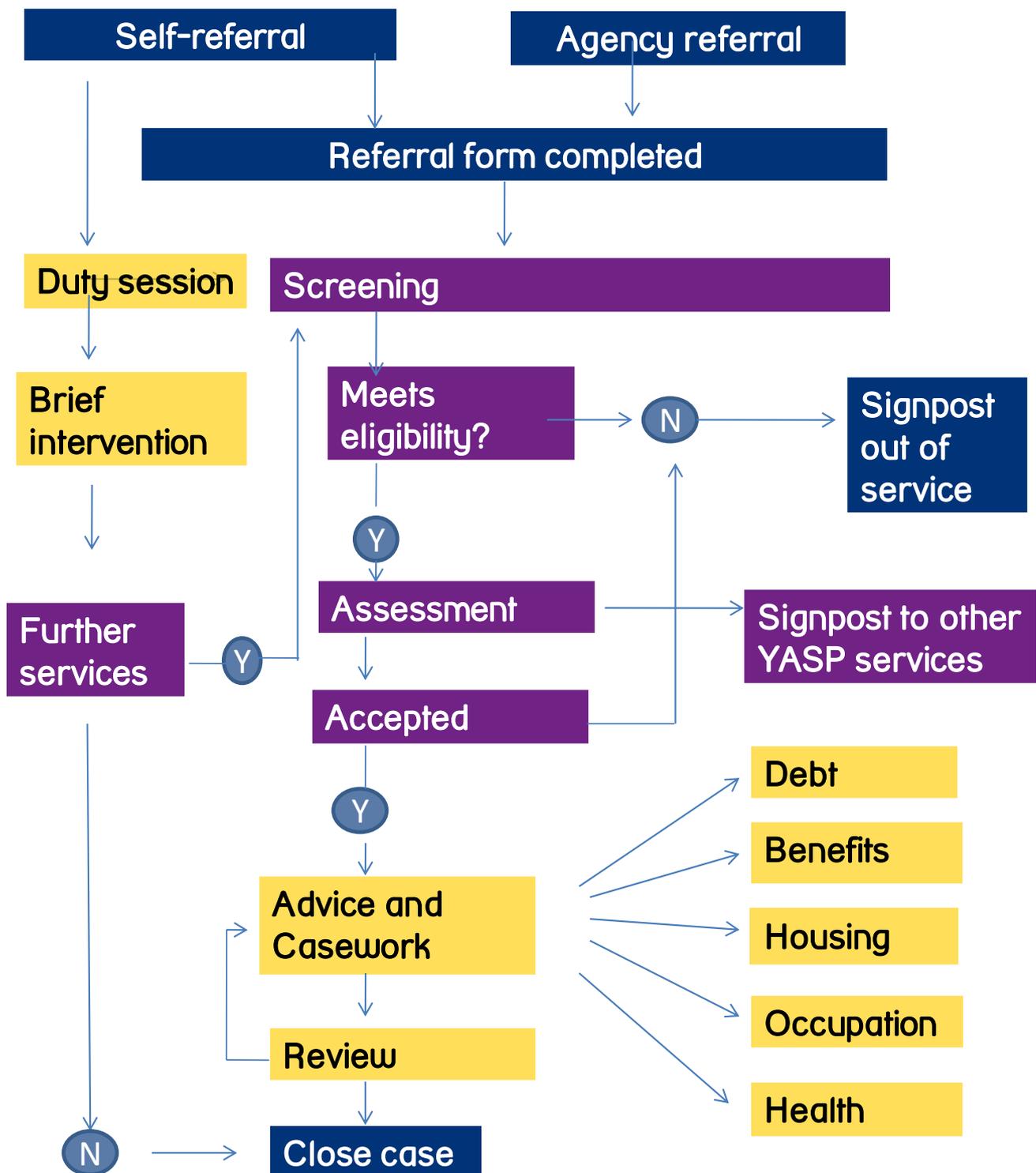


Participation

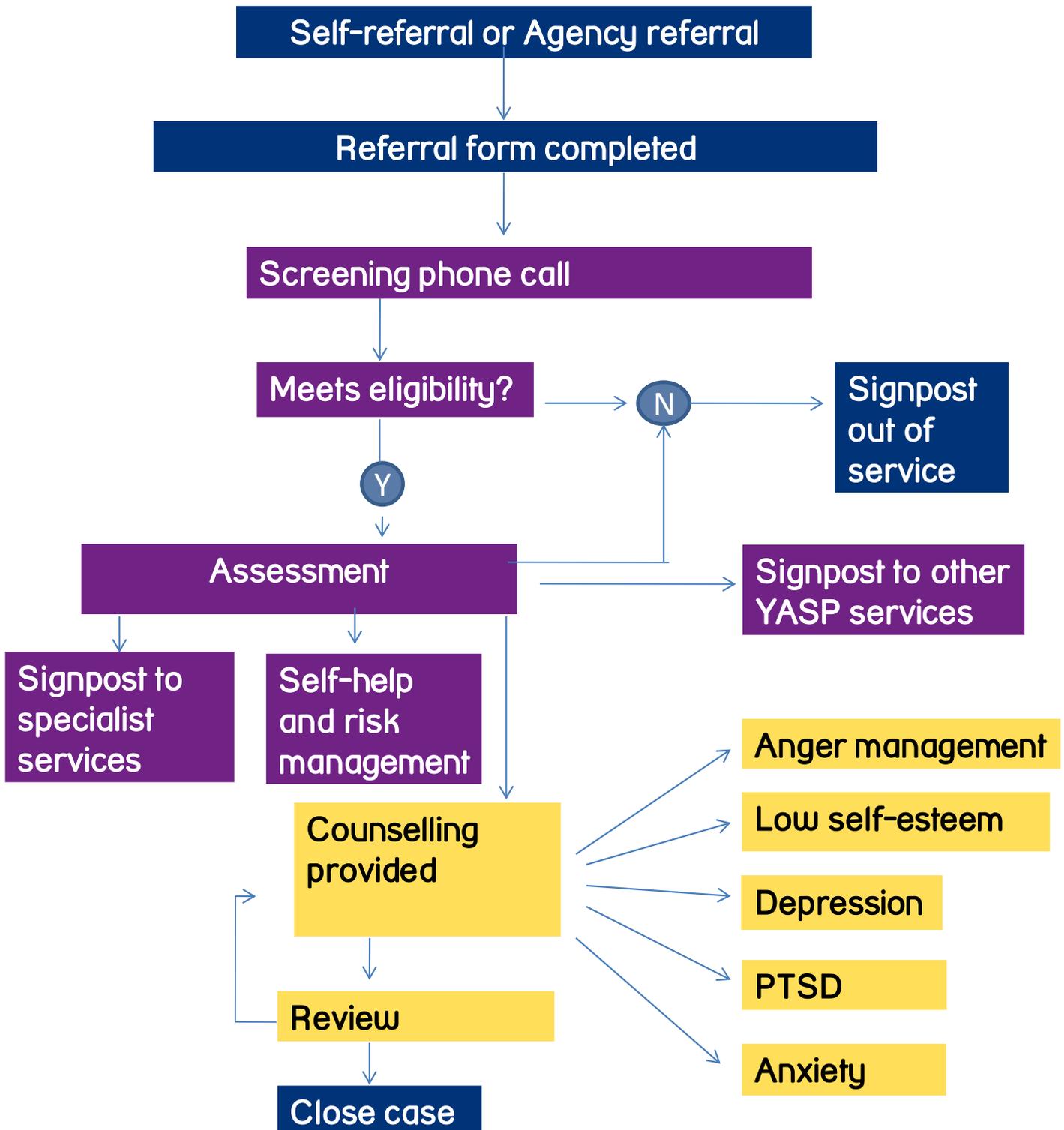


Mental Health Awareness
Presentations

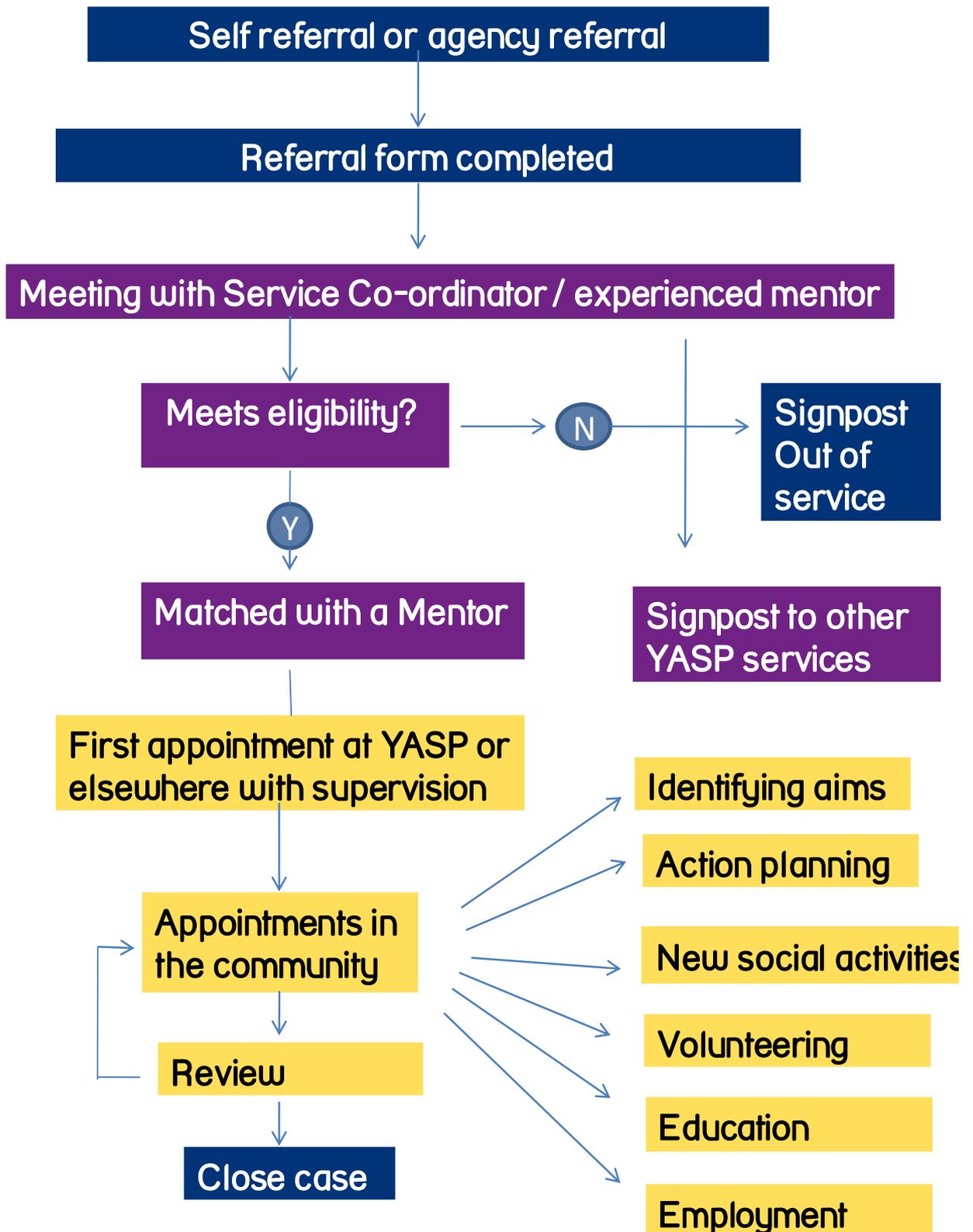
YASP Advice and Casework process map



YASP Counselling Process Map



YASP Mentoring 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 Manchester Mind / YASP. Don't worry if you cannot answer all of the questions. Complete what you can and we can always contact you later for clarification.

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 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 people with more complex psychological conditions (e.g. post-traumatic stress disorder and obsessive compulsive disorders)

Advice and Casework Service:

Advice can help a person 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 person to get their legal entitlement in welfare and housing rights. This can include applications for Disability Living Allowance (DLA) / Personal Independence Payment (PIP), help to prepare for medical examinations necessary to claim Employment Support Allowance (ESA) / Universal Credit and compiling the necessary evidence to support a housing application. Caseworkers can help a person appeal decisions and can also help to prepare for and to attend tribunal appointments.

Mentoring and Befriending:

This service will help people to stay active and to receive peer support from other young people. This life-line can significantly help people with common mental health problems such as depression and anxiety but can also promote recovery in patients experiencing longer-term problems such as psychosis and bi-polar disorder.

Volunteering:

Volunteering is supervised by people with experience of supporting people with mental health problems. Volunteer opportunities are available throughout the charity including in the YASP Café which is run by young people themselves. People benefit from regular activities and the chance to learn new skills. Many volunteers move on to employment, but all people benefit from increased confidence and meaningful occupation.

Multiple services:

Our referral form has been designed to make it as easy as possible for people making referrals. This means you can tick multiple services on the same form. Please use this responsibly as multiple ticks will mean multiple different services from YASP / Manchester Mind contacting the young person which can cause confusion. It will help if you state which service you think should be offered first

Any other details:

Please let us know if there is any information that would make this referral more likely to be successful. This may include access requirements, people to let know about appointments (referrer, parents, friends etc), times of the day or days of the week the young person is available, or a time when a trusted friend can accompany the young person to their appointment. We are also able to offer interpreters for our services as well as arranging appointments when the building is quieter.

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

Your Details	
Date	
Name	
Address	
Postcode	
Phone number	Can we leave a message? Yes <input type="checkbox"/> No <input type="checkbox"/>
E-mail address	
Age	
Date of birth	
Gender	
Language spoken	Interpreter needed <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	Are there any other agencies or people helping you?
(GP, Psychiatrist, CPN - Community Psychiatric Nurse, Social Worker etc)	
Known risk to self or others	
What would you like YASP to help you with	
Any other details	
Referrer details fill in this section if you are completing this form for someone else	
Name of Referrer	
Organisation	
Address	
Postcode	
Phone Number	
E-mail address	
Service requested	
Which YASP service/s would you like to refer to?	
Advice or Casework <input type="checkbox"/>	Counselling <input type="checkbox"/> Volunteering <input type="checkbox"/> Mentoring / Befriending <input type="checkbox"/>

**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 yasp@manchestermind.org
Please phone if you require assistance on 0161 221 3054**

5. Mentoring and Befriending

Why deliver this service?

We frequently carry out research and evaluation into which services young people find effective and useful. Our research told us that young people with mental health problems are often socially isolated and experience high levels of loneliness. Young people talk about this being a major barrier to their recovery. They said they often feel anxious in new environments and that this made it hard to go to new places or try new things. Young people said they appreciated feeling connected to their peers and receiving support from people who understand what they are going through. We have developed our befriending and mentoring service in direct response to this important need.

How does it work?

Young people are matched up with a volunteer who is themselves 15-25 years old. We match volunteers with people based upon availability to ensure people are seen as soon as possible. However, we are able to match people with particular volunteers if there are practical or cultural reasons why a certain volunteer would be most appropriate (e.g. gender). This means that volunteers and people can meet in public without it being obvious they are in receipt of a service. Volunteers and young people have their first meeting at YASP and then follow on meetings can take place at social locations or community buildings across Manchester.

What is the difference between befriending and mentoring?

Befriending and mentoring are very similar. They are both based upon trust, confidentiality and support. A voluntary relationship is formed to provide practical assistance and social support. Volunteers are all trained and DBS (formerly the Criminal Record Bureau) checked and follow professional boundaries in their relationship and communication with young people.

The main difference between befriending and mentoring is that mentoring tends to be more goal orientated while befriending focuses more on developing informal support and social networks. There are some examples below of how these differences might look with regard to a range of young people. You don't need to specify whether you think befriending or mentoring would be best. Volunteers are trained to deliver both and we will decide via action planning what the main focus of the befriending or mentoring will be for that young person.

Some examples of befriending

I have moved recently and want to find out what activities are available in my area. I have a lot of anxiety and worry about going to a new place on my own.

My bi-polar disorder is really well managed at the moment. I am probably ready to try some new things but I don't really believe I can do it.

I have stopped drinking but all of my old friends still get drunk all the time. I would like to meet some new people and make some new friends.

Some examples of mentoring

I started experiencing psychosis 12 months ago. I feel so much better now and would like to start volunteering. I don't know how to go about this.

I have had PTSD since I was 16. Therapy has really helped and I would like to start a college course. I'm a bit concerned about the timetable and the new routine.

The Job Centre has said I have to return to work. This is something I do want to do but I would benefit from speaking to someone who understands what a change this is for me.

6. Advice and Casework

Advice can help a person 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. Often people are struggling to manage their finances and are worried about how their family budget will be affected.

Young people may be unsure as where to go for help. We have two specialist advice workers, one for young people aged 15-18 and another for young people aged 18-25. The advice workers can provide help with checking their benefit entitlements and providing assistance with completing forms. They can assist with claims for Universal Credit, DLA for under 16s, PIP for 16-25 year olds, ESA, Tax Credits, Housing Benefits and Discretionary Housing Benefit. They can help young people to prepare for medical examinations necessary to claim Employment Support Allowance (ESA) and Universal Credit and compiling the necessary evidence to support a housing application.

Caseworkers can help to prepare for and to attend tribunal appointments. Advice workers are also able to provide basic debt advice. They can advise on how changes in a young person's circumstances can affect their entitlement such as moving out of home, starting work, moving into education or any changes to the household. They work in partnership with other services such as homelessness and disability services and they put young people in touch with others in a similar position and help reduce their feelings of isolation and loneliness.

What is advice?

Young people may be worried about a number of issues on a day to day basis such as financial issues like debt and feeling insecure about their future which can make them feel like they lack control over their life. This in turn can lead to anxiety issues and a feeling of hopelessness. Having an advice worker, can help young people prioritise which issues need sorting out first, which helps to alleviate feelings of crisis and allow them some space and eventually move on in their lives.

How can a young person get advice at YASP?

A young person can complete a referral form themselves or ask a professional or someone else they trust to complete one on their behalf. Referral forms can be completed over the telephone or downloaded via www.manchestermind.org and accepted if they meet the eligibility criteria. Young people can also self-refer by accessing the drop in, on a Wednesday from 2pm to 4pm. At the drop-in, the young person is encouraged to identify their priority needs. If possible, urgent matters are dealt with immediately, then a plan is put in place which may include referral to one of the YASP advice workers, either the 15 to 18-year-old advice worker or the 18 to 25 advice worker for advice on topics including benefits, housing, occupation and health. A young person may be referred to other YASP services such as counselling, volunteering or mentoring or signposted to other specialist services. Depending on the need, advice workers also work jointly with other specialist agencies such as seeking to gain medical evidence for benefit claims or appeals. After the presenting problem is resolved, the case is reviewed and closed or further advice given if a new issue presents.

Some examples from the advice drop-in

I went to the advice drop in at YASP as I had no income and was struggling to pay my rent and buy food. The advice worker listened to me and helped me get a food parcel. They helped me apply for benefits which I started getting. I also looked for a job on-line in the internet café.

I have been staying on friends' sofas and in spare rooms. This has helped my depression as I like having the company. I wasn't sure if I could get my own place. I came to the drop-in and the advisor helped me apply for housing and work out how much rent I could afford by myself.

Some examples of casework

I am experiencing severe anxiety and cannot work. I received a letter stating that my ESA was due to be stopped. I met with an advice worker who helped me appeal the decision and my benefits were reinstated. My benefits are being paid now and I am thinking about volunteering.

I was asked to leave college due to poor attendance. I found it difficult to go to college because I was depressed. The caseworker put me in touch with a counsellor who helped me speak to my tutors. The college then allowed me to return to college with support in place.

7. Counselling

Why do people choose to have counselling?

Usually people choose to have counselling because they are experiencing difficulties in their lives and may be feeling angry, sad or anxious. Sometimes, even where a person has the most supportive family and friends, they can find it difficult if not impossible to explain why they feel the way they do. For example, they may be feeling stressed or low. Other life issues and events which can be very difficult to deal with include: bereavement, parents separating, relationships ending, domestic abuse, bullying, loneliness, self-harm or suicidal thoughts, and so on. It can be easier to talk about personal, family, or relationship issues with a person who is not connected to friends and family.

Your counselling is time set aside by you and the counsellor to look at what has brought you to have counselling now. This might include talking about things that have happened many years ago or more recently or you may be worried about the future. You might want to talk about your feelings, relationships, ways of thinking or behaving. You might want to work out what your strengths are or get help on working towards your hopes for the future. Your counsellor will do their best to help you to look at what's going on for you, and to help you to decide the right course of action for you, either to help you solve your difficulties or to help you find ways of coping.

What is a counselling session?

Talking about these things may take time, and will not necessarily all be included in one session. A counselling session is a time set aside on an agreed date at an agreed place, which provides a 'safe' space, which is private, undisturbed, and cannot be overheard or interrupted. The counsellor will reach an agreement with you about confidentiality. The sessions will be once a week and last 50 minutes. Although we like to try and be as flexible as possible, sessions are normally regular and not held at random, for example, two sessions this week, one next week and then 'see how we go'.

What counselling is not

Counselling is not about giving you advice or trying to persuade you round to the counsellors' point of view, nor is it just a friendly chat discussing the week's events as you would with a friend. Talking with a counsellor is not the same as talking with a friend, a parent or partner, who would probably have an opinion about your situation. The counsellor is a professional, who is able to listen to you without judging you and they can work with your emotions and not get upset. The counsellor tries to help you to understand yourself and others and will work to help you to find your own solutions.

If you have any questions about your counselling and how it will work – just ask your counsellor! 😊

Adapted from 'What is counselling and psychotherapy?' BACP information sheet by Pauline O'Driscoll

Some examples of assessment

Thoughts go around and around in my head and sometimes I think I am going mad. I would like to speak to someone to check I am okay and to share my problems.

I keep putting myself in risky situations. I know this isn't good for me and sometimes I frighten myself. I would like to talk about why I do this and find ways to be safer.

I think I just need space to talk. My friends are great but we don't really talk about what stresses us out. I would like to talk to someone who'll listen and recommend self-help apps

Some examples of counselling

I think I have anxiety or depression. I have no confidence. I get so anxious I don't want to go out. I get so depressed and sometimes I feel like I can't cope with life.

Something bad happened to me - my head's done in. I keep having flashbacks and nightmares. I would wish this would happen less so I can get on with my life.

I feel like I never fit in anywhere, I keep arguing with people. It is hard to keep friends and relationships and I would like to be happy and communicate better.

8. Service Principles

Agency referral – We have an open referral system to our general service and can also accept referrals directly from agencies.

Other service involvement - We will see 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 - People presenting with acute and/or high levels of risk must be referred to the most appropriate crisis service.

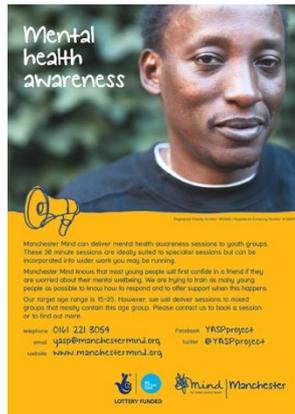
Common mental health problems - Please note that we are a service for patients with a broad spectrum of common mental health problems and are also able to provide services for patients with more severe and enduring mental health problems eg Psychosis, Bi-polar disorder.



9. Mental Health Awareness Presentations

We are able to deliver presentations to schools, colleges, universities, youth clubs and community organisations in Manchester. The presentations are roughly 30 minutes long but can be adapted to meet your session time. The sessions are free and the people attending need to be aged 15-25 years old. The sessions cover basic mental health awareness including common mental health problems, recognising symptoms, times when anyone might struggle with their mental health, how to get help and how to promote mental wellbeing and recovery.

Please contact us if you would like us to deliver a presentation and feel free to pass on details of this facility to anyone you know who might be able to book a session.



10. Advertising our services

Social media

Young people and agencies can follow us via social media. We regularly post helpful information and details of our services. These are on facebook (YASPPProject), twitter (@YASPPProject) and tumblr (YASPPProject).

Posters and fliers

We have a range of fliers and posters advertising different parts of our service. Please contact us if you would like copies of any of these. Posters are available in A4 or A5 fliers. We can post these out to you. We can also send electronic copies. These are available as pdfs (for e-mail, websites etc) and as jpegs (for social media).



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