



# Northpoint Wellbeing

## Annual Impact Report 2017



*Working therapeutically  
in Yorkshire*





Over the last 12 months there's been real progress in reducing stigma towards mental illness and emotional distress. High-profile awareness campaigns and celebrity stories about the subject have helped with this. As a society, we're increasingly recognising the huge therapeutic benefit of talking and being listened to as a way of helping reduce feelings of stress, hopelessness and social isolation.

Despite these improvements, locally and nationally there are still far too many people not getting the professional help they need, when they need it. Many have to wait several months to access appropriate support, and this can exacerbate mental distress and lead to relationship problems, job loss, isolation and, in extreme cases, suicide attempts.

It's also concerning that certain groups still experience difficulty in accessing services, particularly men, older people, children and teenagers, people from BME communities, and people with severe mental illnesses.

As a charity, Northpoint plays an invaluable role in ensuring that a full range of talking therapies and specialist support are made available to everyone, right when they need it most. Last year we helped 4,829 adults, children and young people to change and improve their lives. This report details some of the essential frontline services we provide, as well as highlighting the measurable differences we're making to people's everyday lives.

**Jon Davis, Director**

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# Our Values

Northpoint Wellbeing has been supporting people in Yorkshire since 1996. Today, we're one of the largest charitable providers of therapy in the region, working with adults, children and young people.

## All our services help people to:

- Better understand the issues they're experiencing
- Consider all the choices and solutions open to them
- Take steps towards making changes and finding direction

## We are:

### Client-focused

Professional, reflective, and non-judgemental

### Committed

Working together to facilitate positive change

### Responsive

Learning and growing together to meet community needs

### Supportive

Enabling staff and clients to achieve the best possible outcomes



# Making a difference for NHS patients with common mental health problems

We work closely with partners to deliver the *Improving Access to Psychological Therapies (IAPT) Service* in Leeds; a specialist service carefully designed for NHS patients with common mental health problems (especially anxiety and depression).

Our qualified therapists offer effective counselling and Cognitive Behavioural Therapy (CBT), both at our base in Leeds city centre and in easily accessed community venues across the city.

*“I was referred to IAPT by my GP, and I was seen within 6 weeks. During my time, I felt listened to and respected by my therapist. I was able to talk about issues which I had not previously spoken about with anyone. I was offered new perspectives, and given reassurance in myself. I am in a whole different place now, so thank you.”*

*“ I felt really unsure about counselling and suffered for years. People scared me saying I might get my kids taken away from me if I asked for help. I can’t believe what a difference it has made. I am starting a course and thinking about me as well as the kids. I am laughing and dancing with the kids, they have their mum back.”*

*“ I was seen quickly, and felt much calmer after I had met my mental health worker. She listened to my story, and helped me to focus on my priorities.”*



## Making a difference for families

Our *Early Start counselling service* works with parents and carers of children under 5, through children's centres across Leeds. The service responds to the emotional health needs of families at greatest risk of breakdown, including cases where there are child protection concerns.

This service is trusted by users as being independent and confidential: a crucial factor in its success. Last year, 89% of clients reported feeling better able to cope with their situation after counselling, and 92% agreed that their family relationships had improved with the help of counselling.

## Mental health workers in Chapeltown

In the Chapeltown area of Leeds, we're working closely with GPs to support their patients with complex emotional problems. Our *mental health workers* help people to manage their emotional distress, focusing on patients who normally struggle to engage with traditional mental health treatment. This exciting pilot project is receiving excellent feedback from patients and GPs alike.

# Making a difference for children & young people

Through our *school counselling service* in Leeds, we supported 800 pupils whose emotional health problems have affected their behaviour, attendance or attainment at school. Our service covers 135 primary and secondary schools, in 16 “clusters”. Last year, 87% of pupils reported an improvement in their emotional wellbeing following therapy, helping them get closer to fulfilling their potential in different areas of their lives.

We’re also working with Leeds Community Healthcare NHS Trust to deliver the *MindMate SPA*, which works with all local services to find the very best available support for children and young people with emotional health needs.

*“ I cannot fault Northpoint’s professionalism and commitment to ensuring high quality counselling support is provided. The service received has been personal, friendly and tailored to suit the requirements of our schools.”*

# Supporting CAMHS in Calderdale

Northpoint has delivered *Child & Adolescent Mental Health services (CAMHS)* in Calderdale since 2014. We work closely with our partners, South West Yorkshire Partnership NHS Foundation Trust, to offer an accessible and highly effective service based within schools and the local community. We also run the Calderdale First Point of Contact, which receives around 1,600 non-urgent referrals into CAMHS each year.

*“I found the referral process really helpful, and the service was accessible. The people I spoke to were professional, kind and helpful. I immediately felt reassured and knew that we would get the help we needed.”*

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# Making a difference for private clients & employees

Our *Leeds Group Therapy service* provides group therapy to fee-paying clients who want to explore difficulties in their relationships with others. These useful group sessions are conducted by qualified group analysts, with subsidised fees available to help people on low incomes.

We're now hosting a *private therapy service* in our therapy suite at Leeds Bridge House in Leeds city centre. Our five experienced therapists all meet stringent quality criteria, and together they offer a wide range of specialist therapeutic interventions to private clients.

For many years we've provided *Employee Assistance Programmes* to local companies, carefully designed to help employees deal effectively and confidentially with personal problems adversely impacting their work performance, health and general wellbeing.

*“ I came to view my sessions as a safe haven where I could say what I felt without being judged. I can now see much more clearly.”*

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## Northpoint Wellbeing

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