

Brandon Centre
Counselling & Psychotherapy Service
Annual Performance Report
2022-2023



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The following report will provide an overview of Brandon Centre’s psychotherapy service performance in 2022-2023 for clients in Camden and Islington.¹

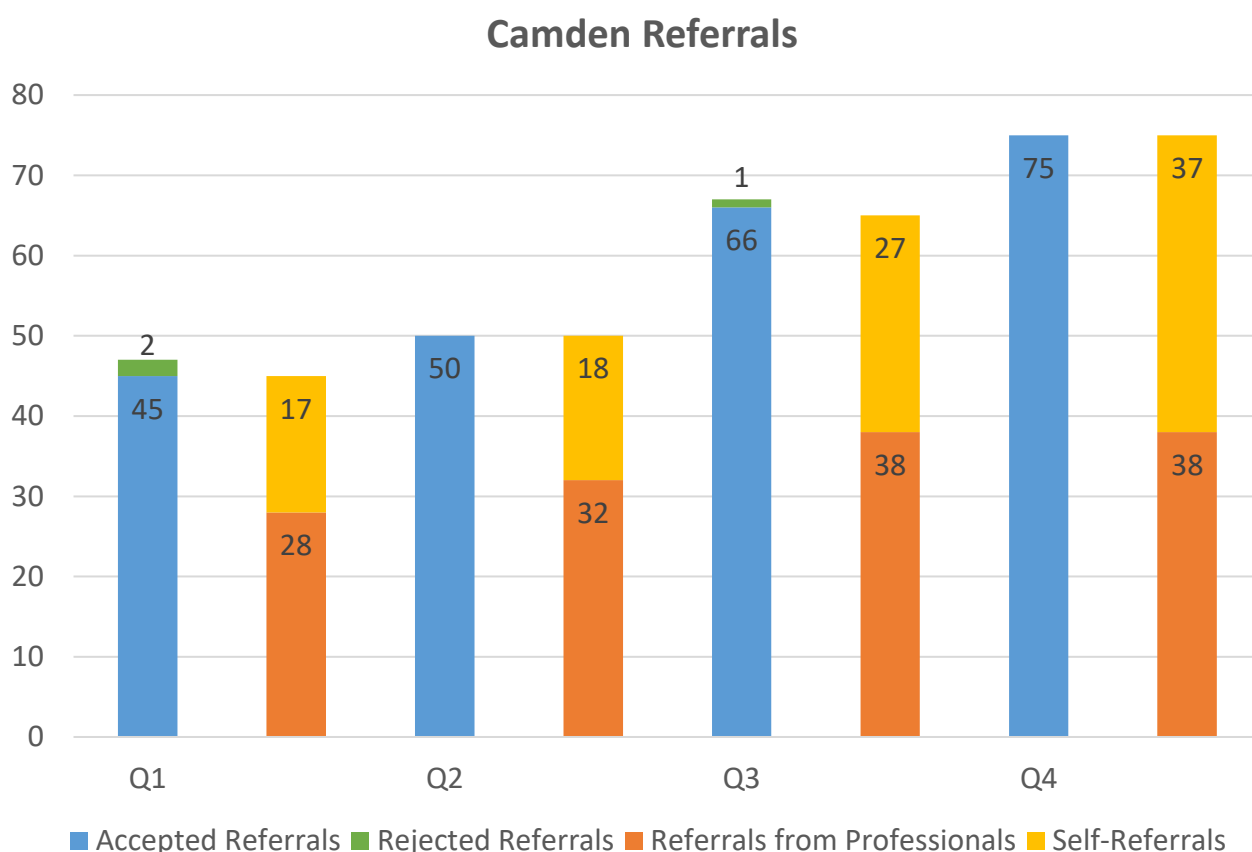
I. Camden

Referrals

239 Camden young people were referred to the Brandon Centre psychotherapy service during the 2022-2023 year. As seen in Figure 1, **236** (99%) of these referrals were accepted.

136 (58%) of the accepted referrals were from professionals and 99 (42%) were either self-referrals or referrals from parents/carers. Figure 1 shows the breakdown of these referrals.

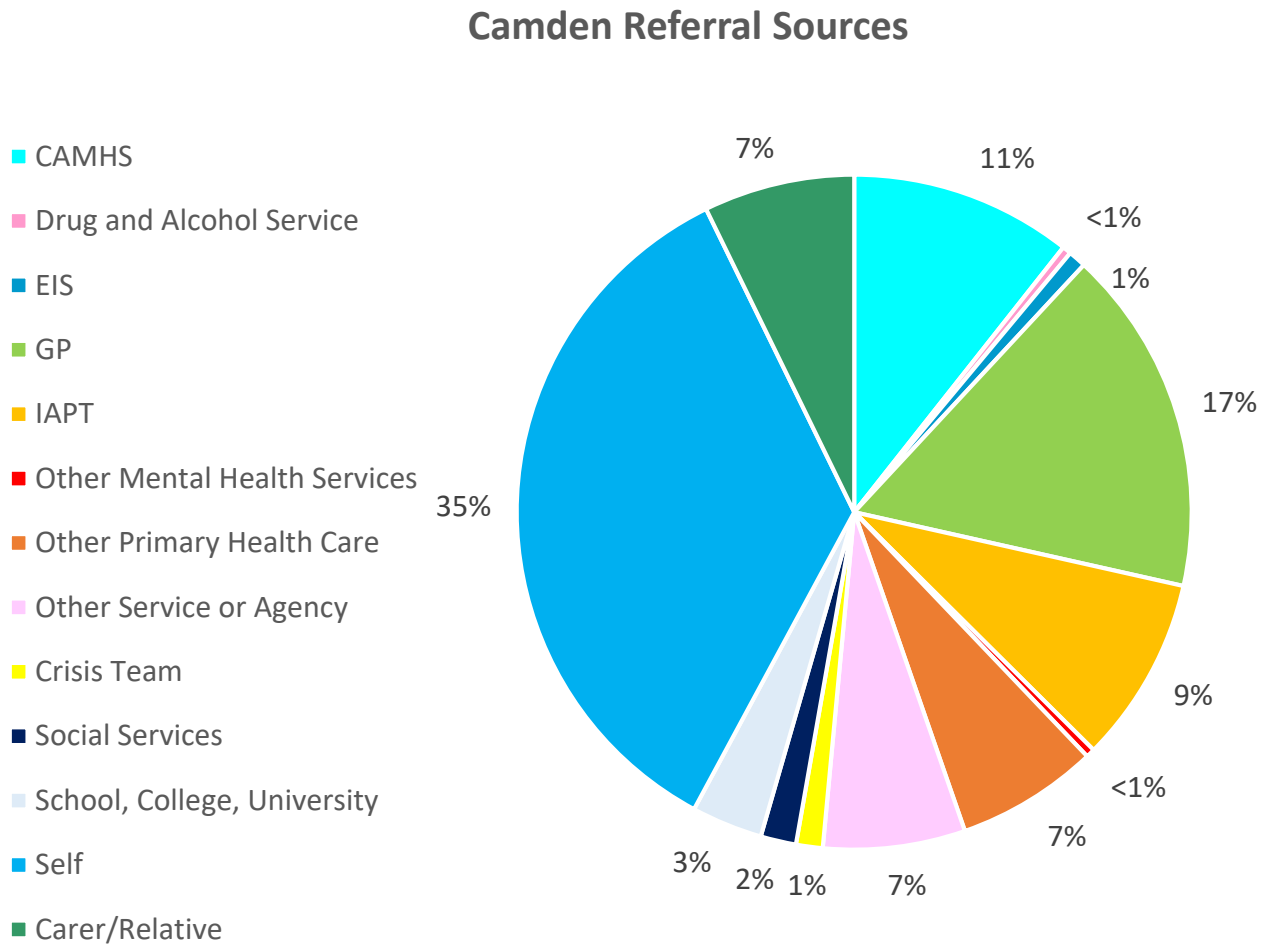
Figure 1
Referrals for Camden young people, 2022-2023



¹ Please note, this report does not include data from Brandon Centre’s Leaving Care Service.

Professional referrals came from a variety of sources, including Improving Access to Psychological Therapies (IAPT), Child & Adolescent Mental Health Services (CAMHS), general practitioners (GPs), crisis teams, among others. The breakdown of these referral sources is illustrated in Figure 2.

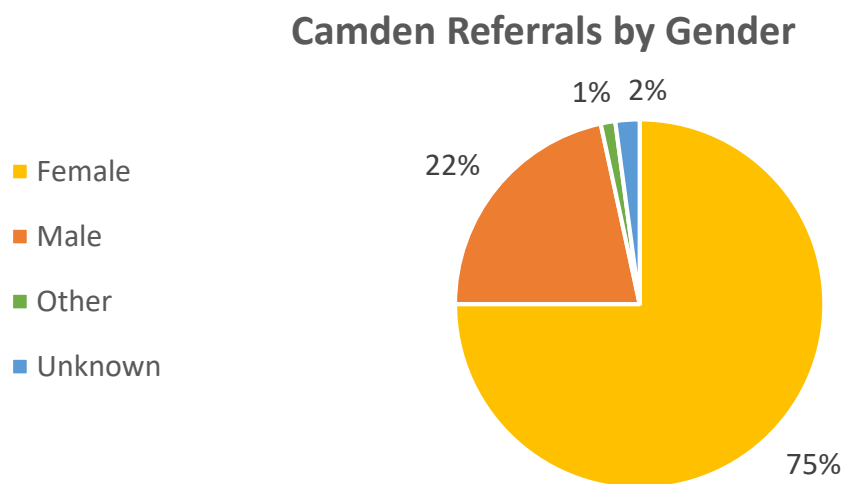
Figure 2
Referral source breakdown for Camden young people, 2022-2023



Demographics

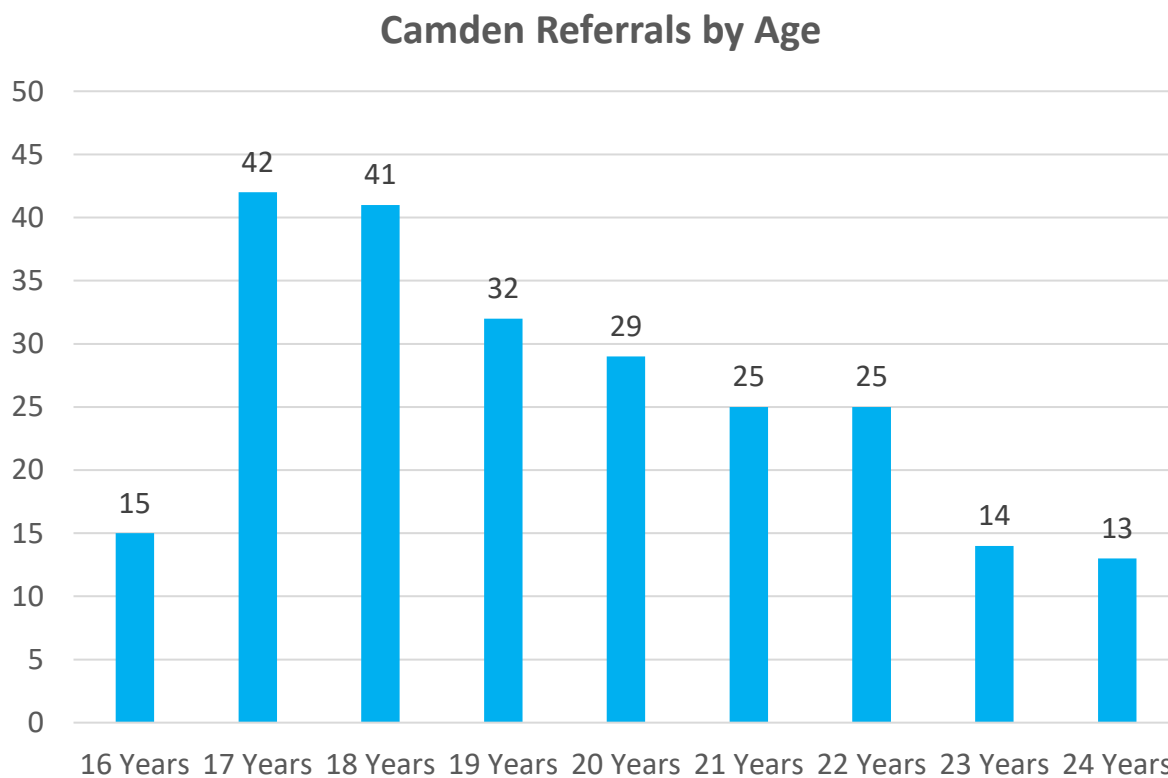
Of the 236 Camden young people with accepted referrals in 2022-2023, 177 (75%) were female and 51 (22%) were male. 3 young people identified as “Other.” This gender breakdown can be seen in Figure 3.

Figure 3
 Gender breakdown for Camden young people, 2022-2023



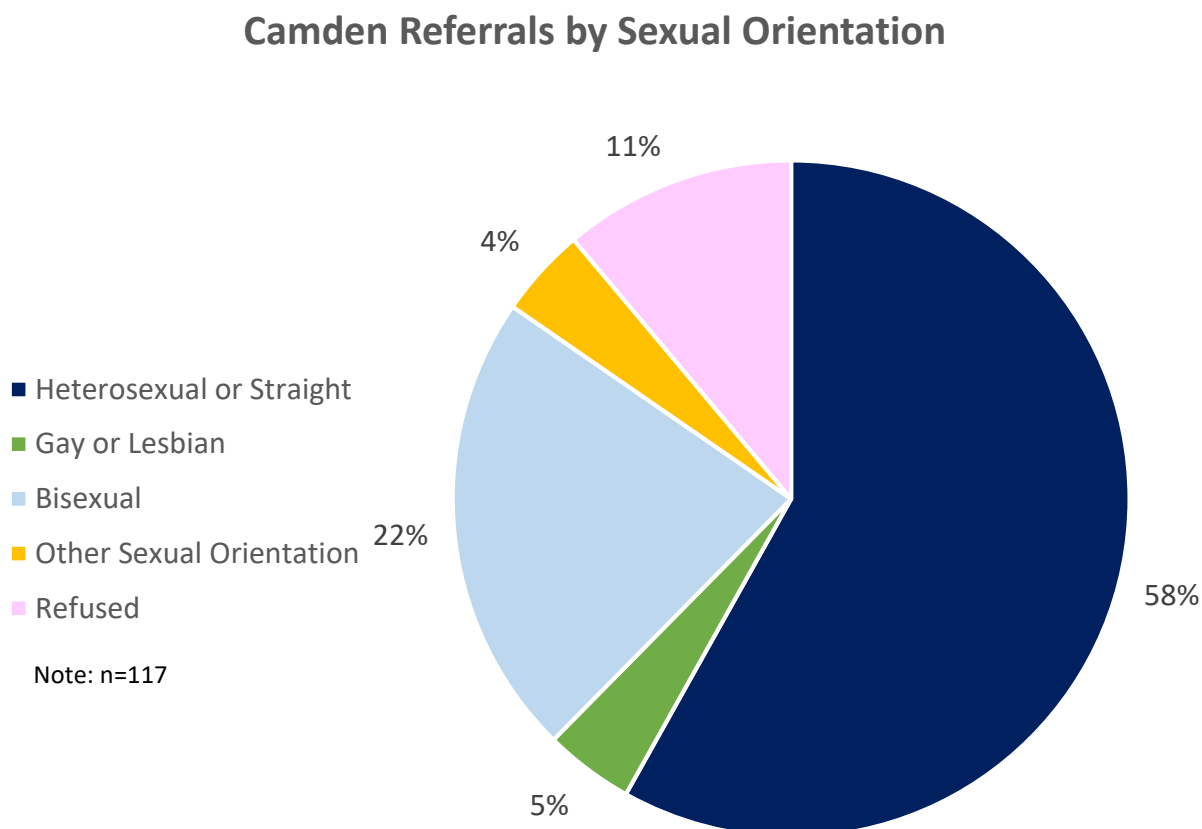
The mean age of Camden young people referred to Brandon Centre was 19 years old. The highest number of referrals received were for 17-year-olds (n=42; 18%), 18-year-olds (n=41; 17%), and 19-year-olds (n=32; 14%). This can be seen in Figure 4.

Figure 4
 Age at referral for Camden young people, 2022-2023



Of the 236 Camden young people with accepted referrals in 2022-2023, 117 had available data on self-reported sexual orientation. Of these 117, 68 (65%) identified as Heterosexual or Straight, 5 (5%) as Gay or Lesbian, 26 (25%) as Bisexual, and 5 (5%) as another sexual orientation. This breakdown is shown in Figure 5.

Figure 5
Self-reported sexual orientations of Camden young people, 2022-2023



55% (n=114) of referrals were for young people from White British, White Irish, or White Other backgrounds. 45% (n=93) of referrals were from young people from either Black African (n= 9; 4%), Black Caribbean (n=1; <1%), Black Other (n=12; 5%), East Asian Chinese (n=10; 4%), Asian Bangladeshi (n=9; 4%), Asian Indian (n=9; 4%), Asian Pakistani (n=1; <1%), Asian Other (n=9; 4%), mixed backgrounds (n=22; 9%), or another ethnicity (n=11; 5%). This breakdown is shown in Figure 6 and Figure 7.

Figure 6
 Self-reported ethnicities of Camden young people, 2022-2023

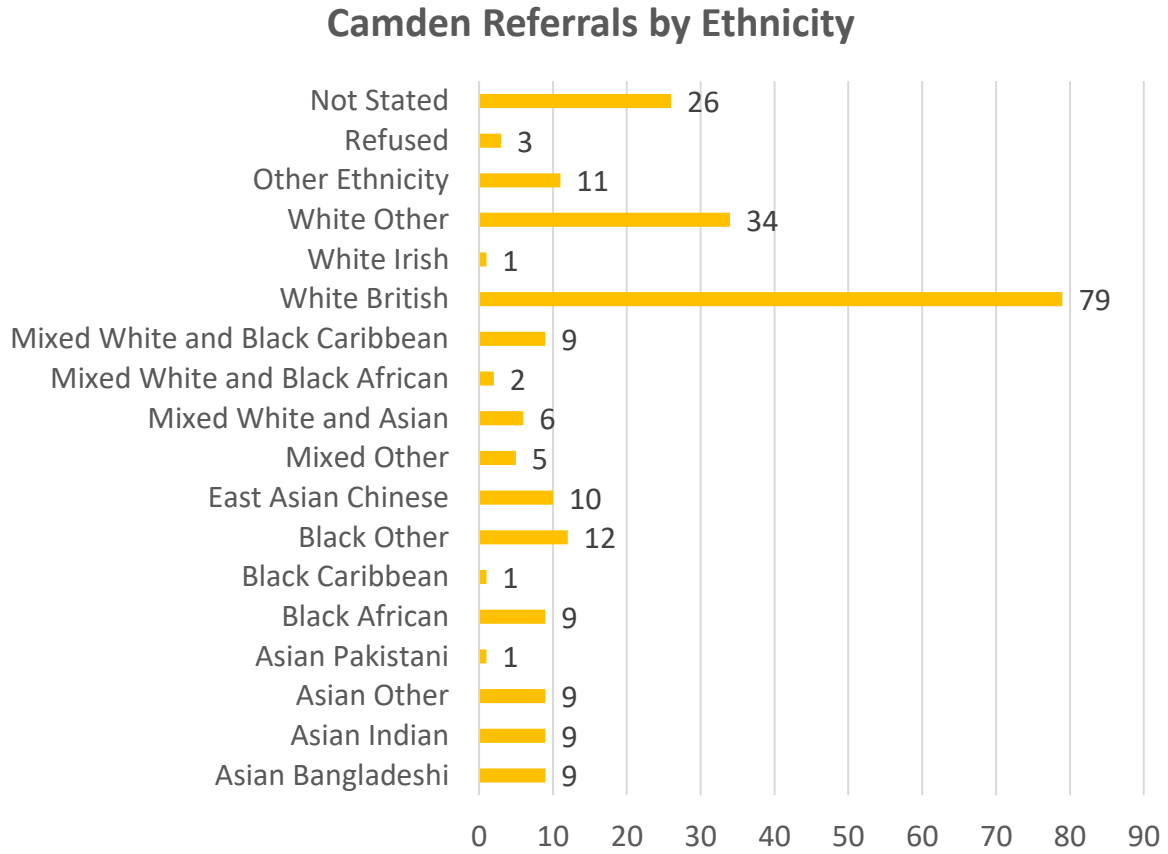
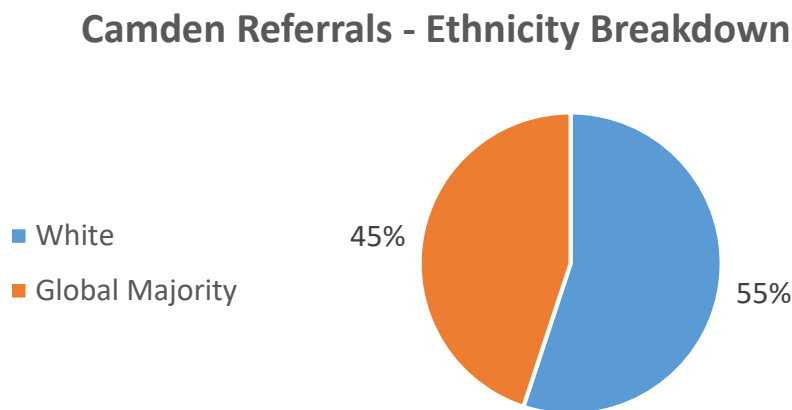


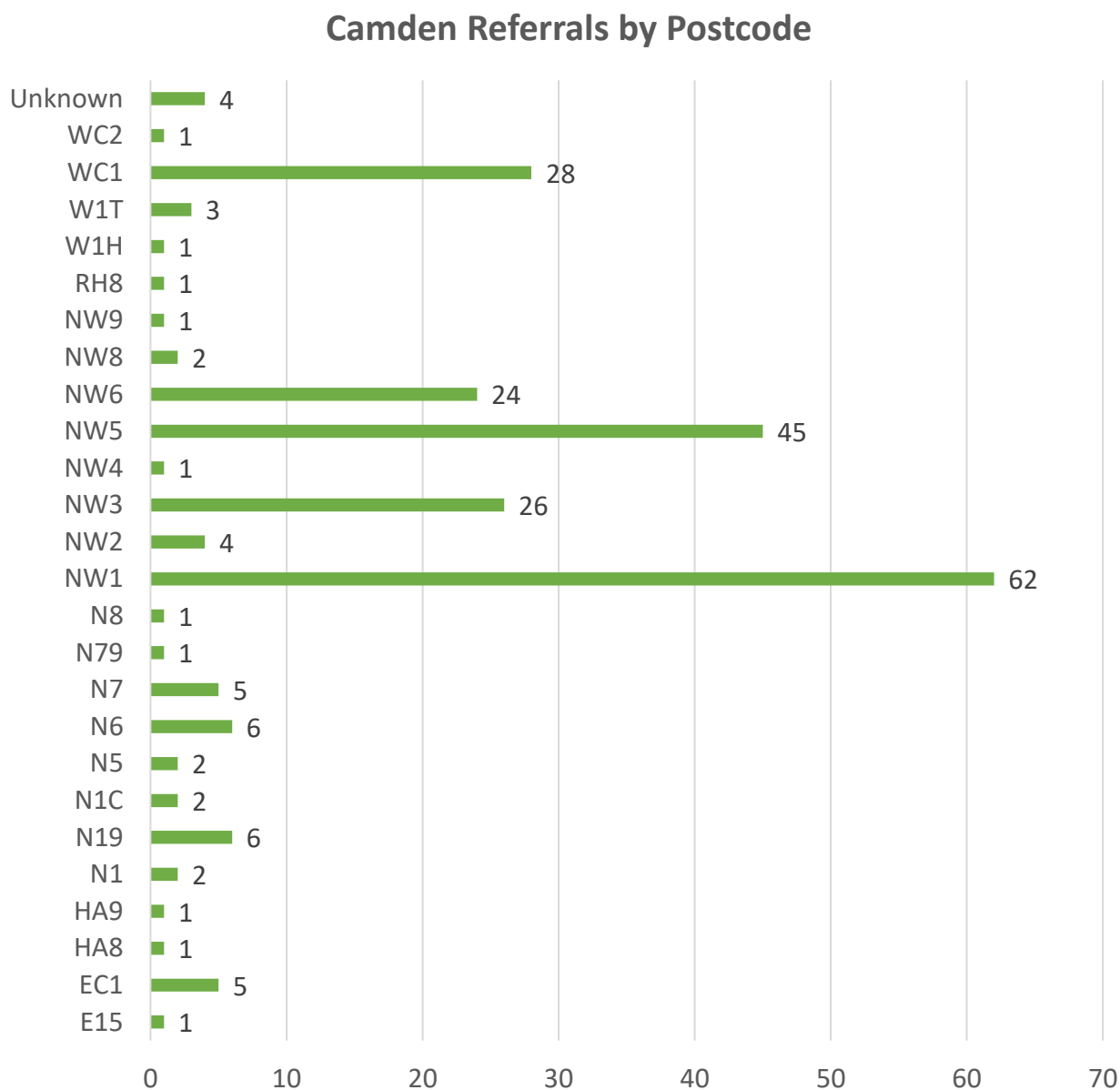
Figure 7
 Ethnicity breakdown (White vs. global majority²) of Camden young people, 2022-2023



² Global majority can be defined as “the group of people in the world who do not consider themselves or are not considered to be white (Cambridge Dictionary, 2023).

The majority of Camden young people referred to the service were based in NW1 (n=62; 26%), NW5 (n=45; 19%), NW3 (n=26; 11%), and NW6 (n=24; 10%). The remaining young people were based in a variety of postcodes, as seen in Figure 8.

Figure 8
 Geographical postcodes of Camden young people, 2022-2023



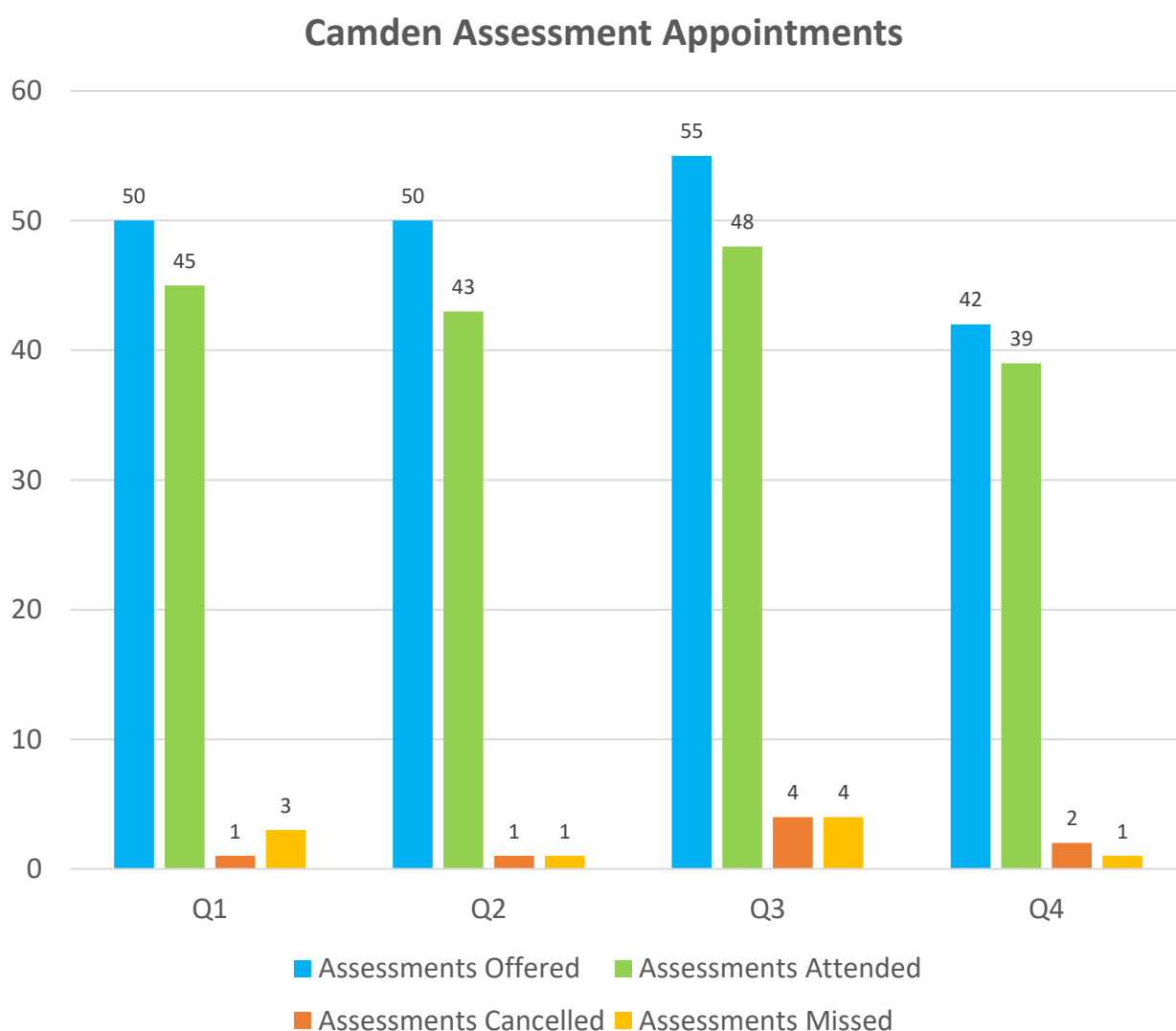
Appointments

Assessment Appointments

A total of **197 assessment appointments** were offered to Camden young people in 2022-2023. Of the 197 assessment appointments offered, **175 (89%) of them were attended**, 8 (4%) were cancelled, and 9 (5%) were missed without prior notice (DNA). Figure 9 shows the breakdown of these assessment appointments.

Figure 9

Assessment appointments offered to Camden young people, 2022-2023

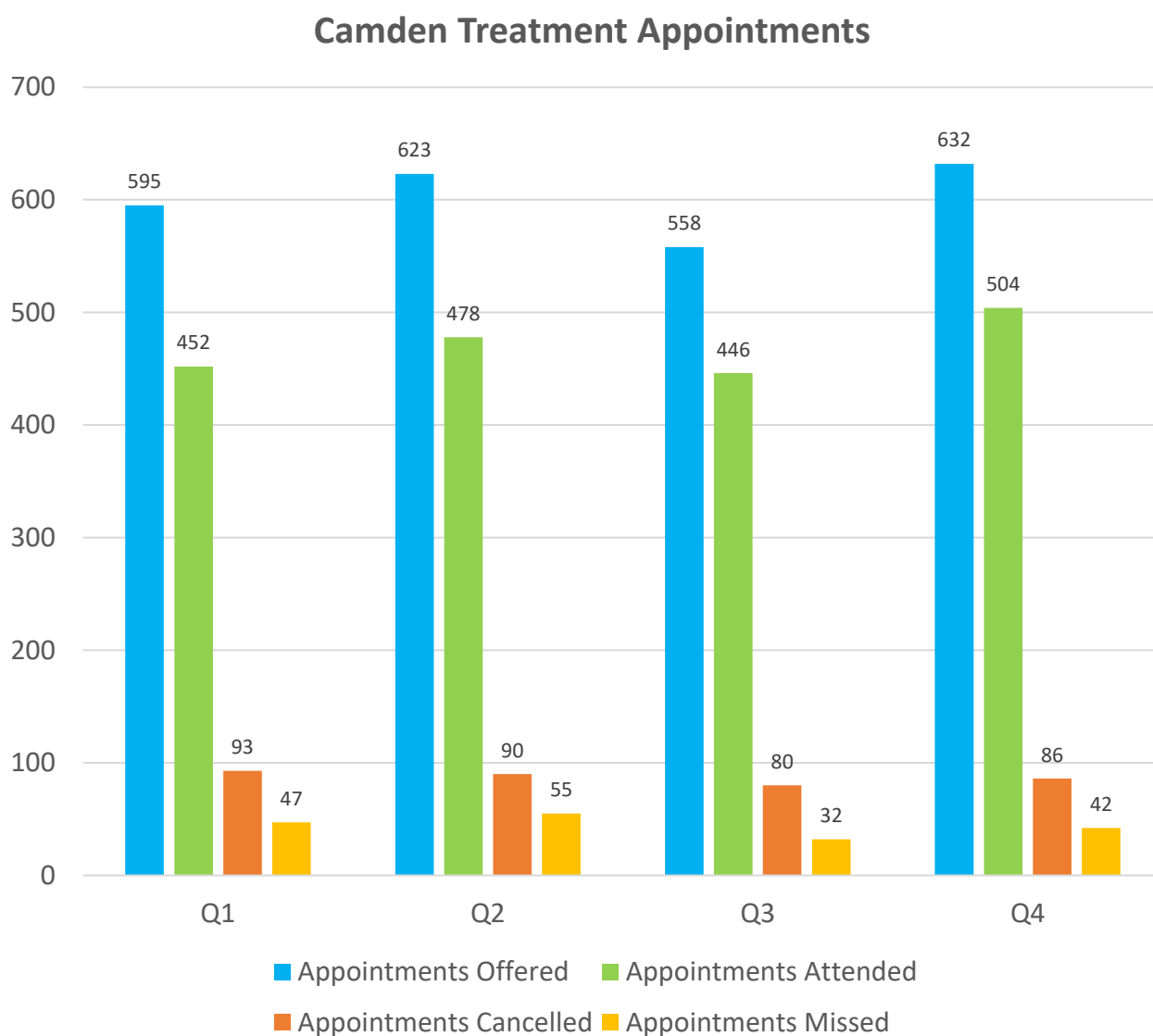


Treatment Appointments

As seen in Figure 10, a total of **2,408 treatment appointments** were offered to Camden young people 2022-2023. Of these, **1,880 (78%) appointments were attended**, 349 (14%) were cancelled, and 176 (7%) were missed without prior notice (DNA).

Figure 10

Treatment appointments offered to Camden young people, 2022-2023

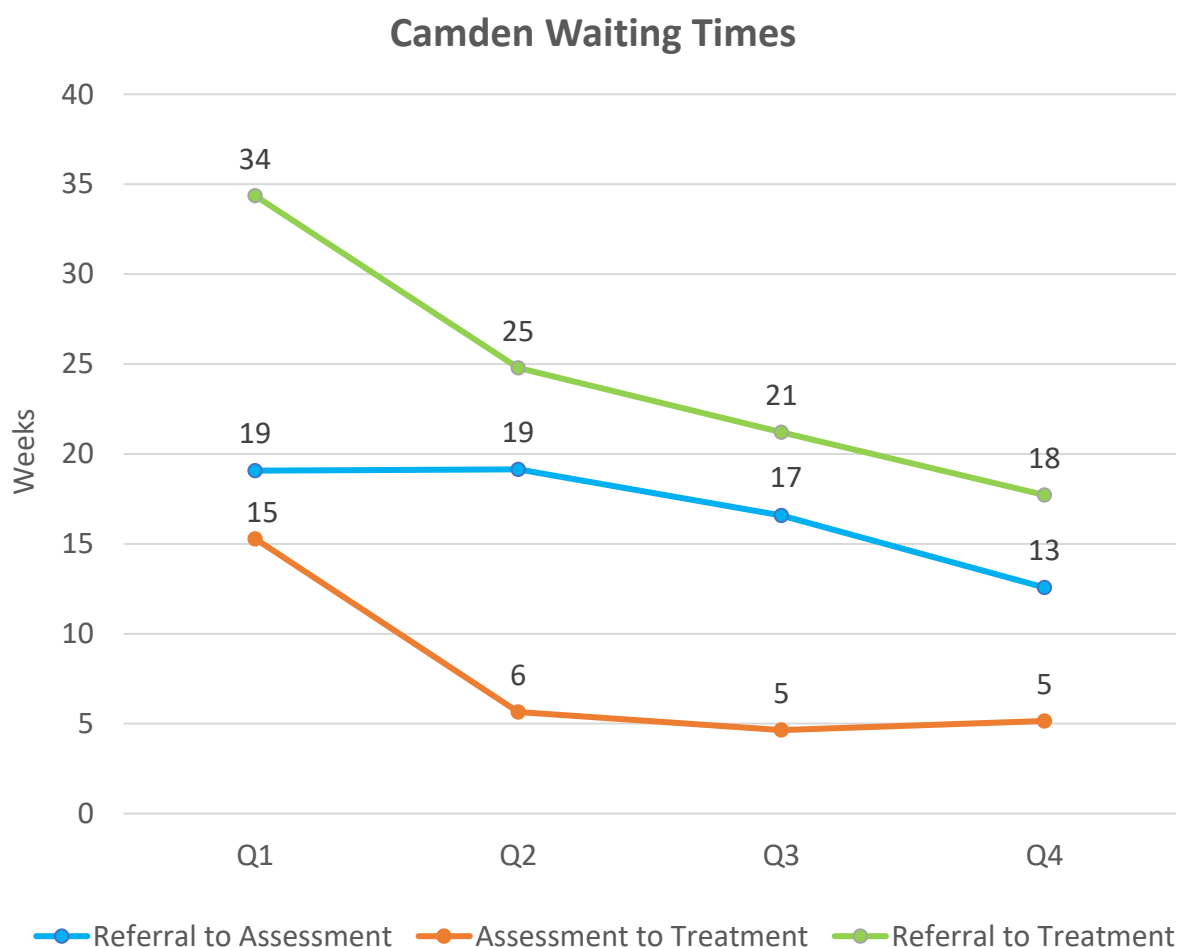


Waiting Times

Figure 11 shows the average wait times for Camden young people during the year 2022-2023. The average number of weeks from referral to treatment decreased from 34 weeks in Q1 to only **18 weeks (approximately 4.5 months)** in Q4.

Figure 11

Average number of weeks between contacts for Camden young people, Q4 2022-2023



II. Islington

Please note, this section includes data from both the core Islington psychotherapy service (for Islington young people aged 16-25) and the Platform short-term counselling service (for Islington young people aged 13-25).

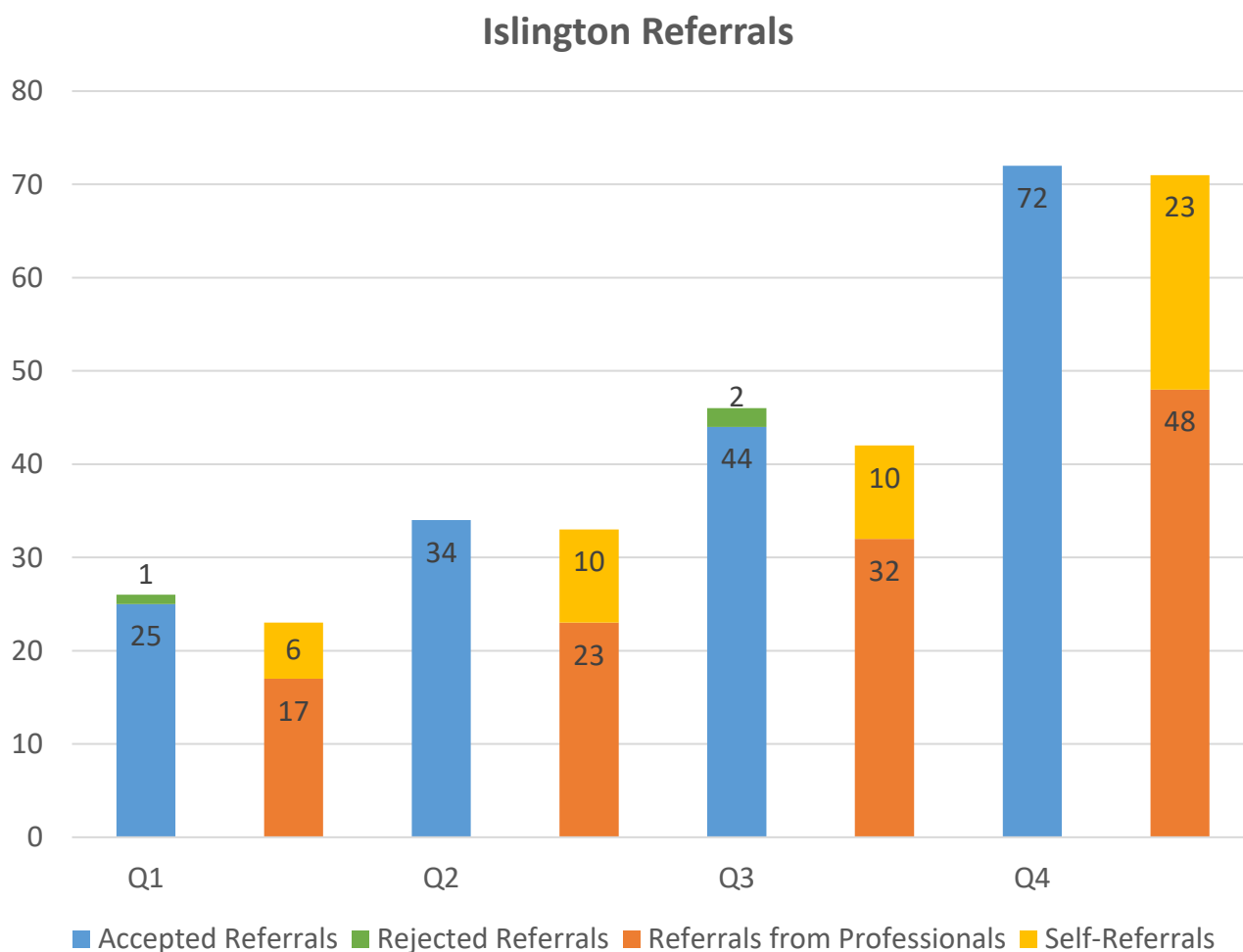
Referrals

178 Islington young people were referred to the Brandon Centre psychotherapy service in 2022-2023. As seen in Figure 12, **175 (99%)** of these referrals were accepted.

120 (69%) of the accepted referrals were from professionals and 49 (28%) were either self-referrals or referrals from parents/carers. Figure 12 shows the breakdown of these referrals.

Figure 12

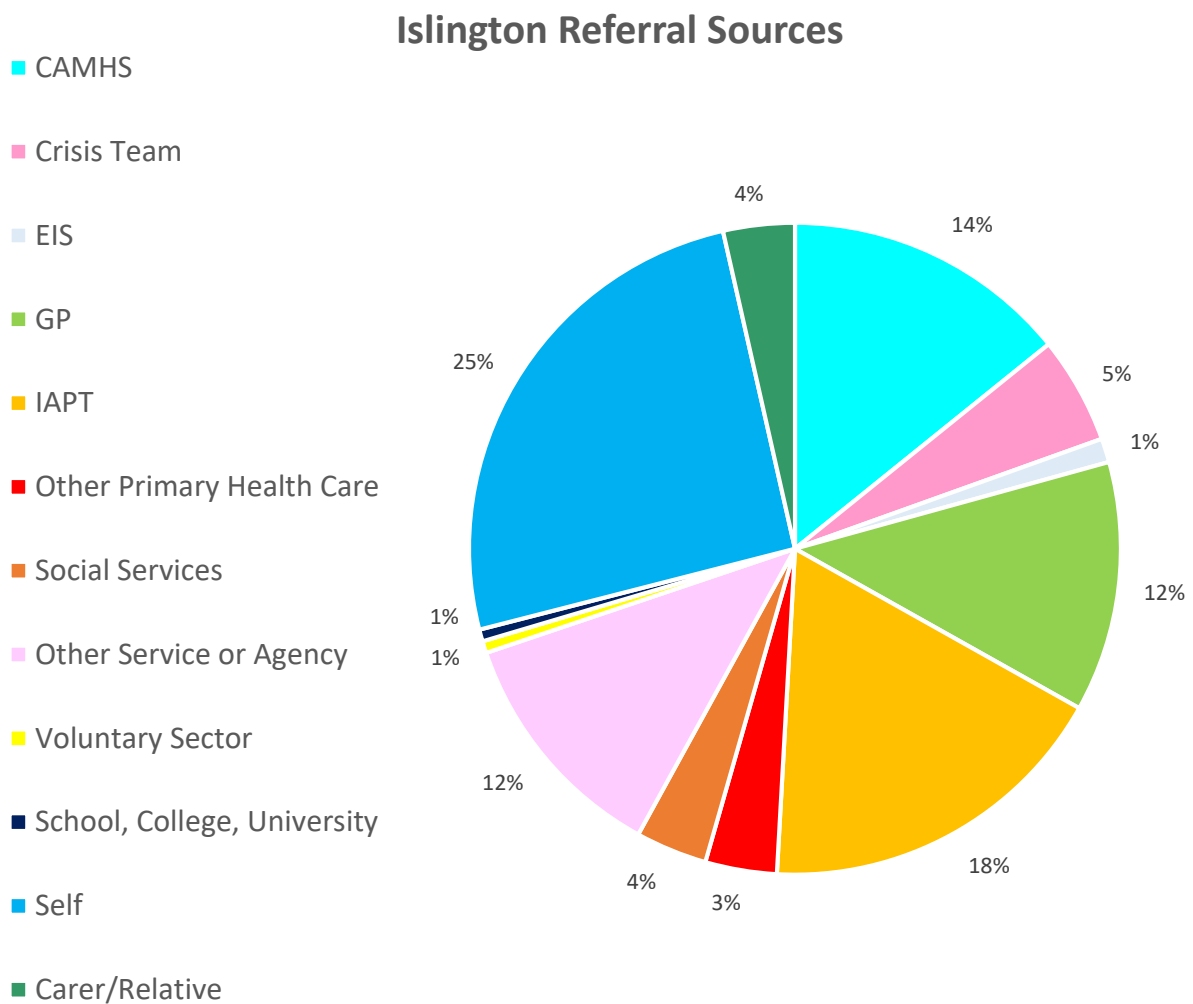
Referrals for Islington young people, 2022-2023



Professional referrals came from a variety of sources, including Improving Access to Psychological Therapies (IAPT), Child & Adolescent Mental Health Services (CAMHS), general practitioners (GPs), crisis teams, among others. The breakdown of these referral sources is illustrated in Figure 13.

Figure 13

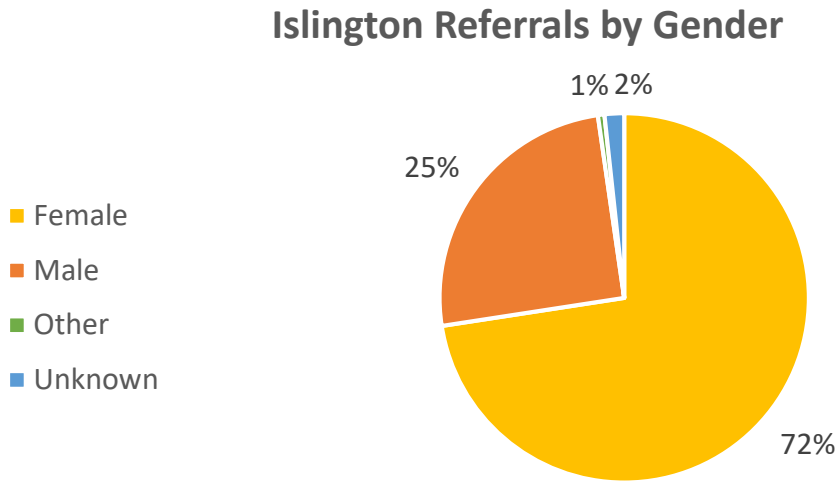
Referral source breakdown for Islington young people, 2022-2023



Demographics

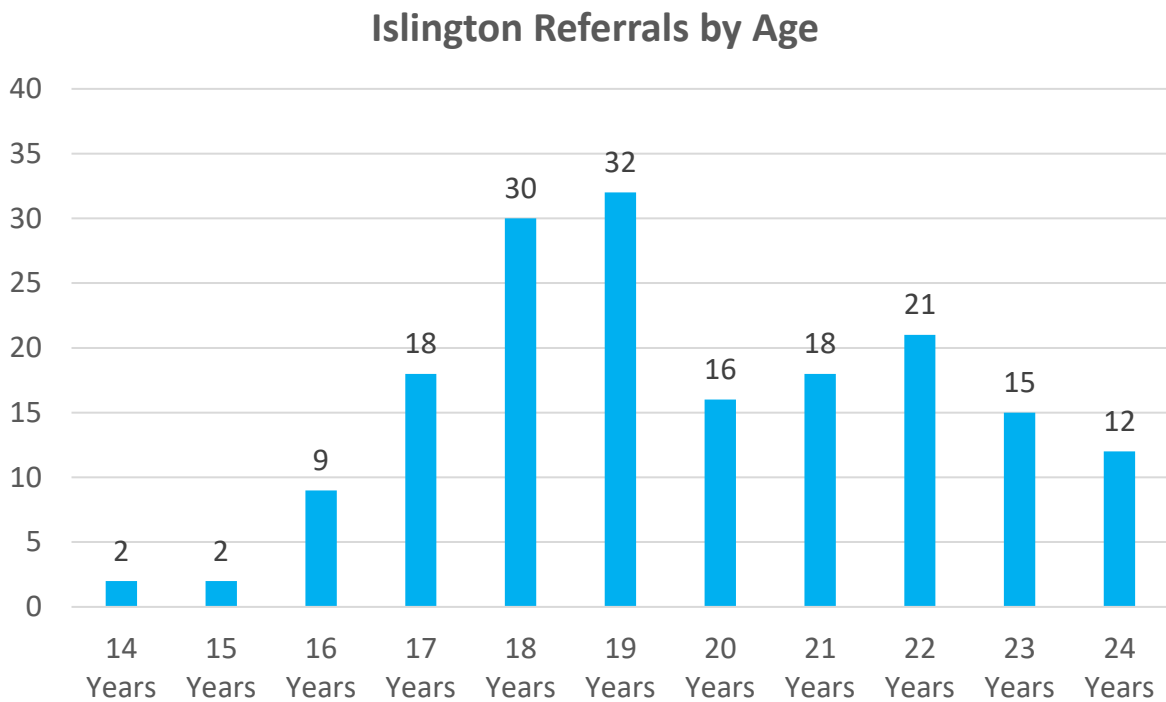
Of the 175 young people with accepted referrals in 2022-2023, 127 (72%) were female and 44 (25%) were male. 1 (<1%) young person identified as “Other.” This gender breakdown can be seen in Figure 14.

Figure 14
 Gender breakdown for Islington young people, 2022-2023



The mean age of Islington young people referred to Brandon Centre was 20 years old. The highest number of referrals received were for 19-year-olds (n=32; 18%), 18-year-olds (n=30; 17%), and 22-year-olds (n=21; 12%). This can be seen in Figure 15. Please note, the under-16 referrals were received through the Platform counselling service pathway, which sees young people aged 13+.

Figure 15
 Age at referral for Islington young people, 2022-2023

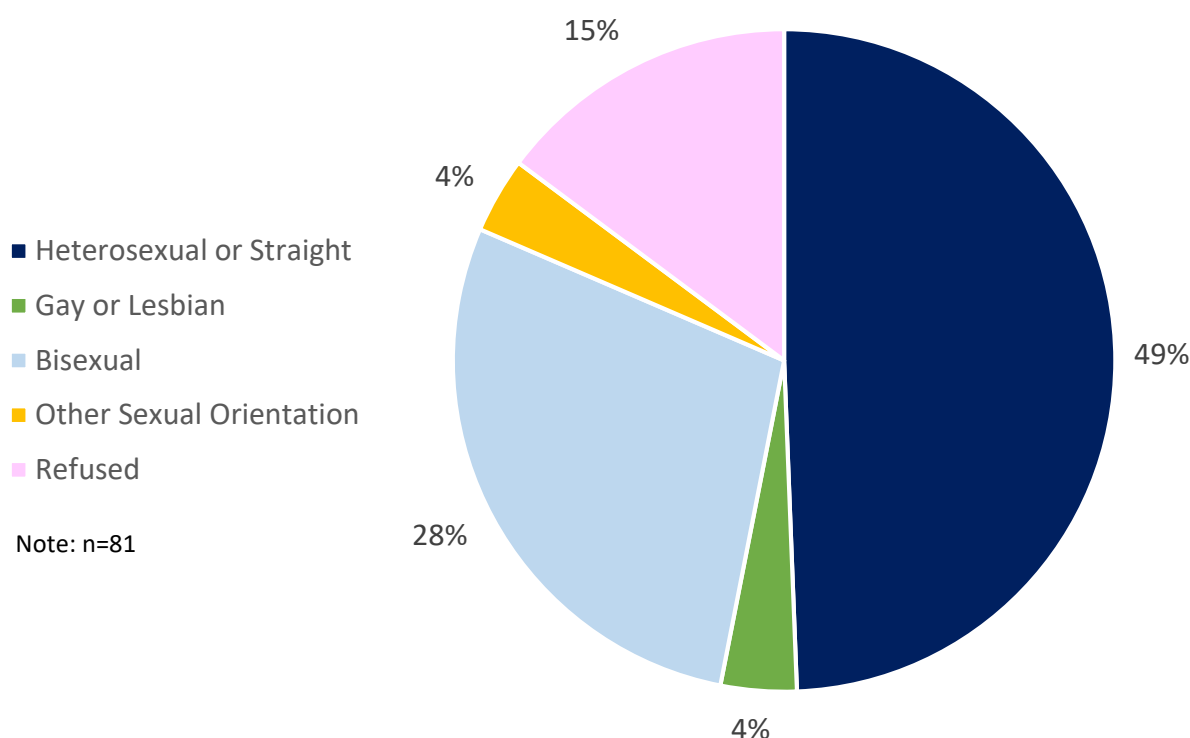


Of the 175 Islington young people referred to the service in 2022-2023, 81 had available data on self-reported sexual orientation. Of these 81, 40 (49%) identified as Heterosexual or Straight, 3 (4%) as Heterosexual or Straight, 23 (28%) as Bisexual, and 3 (4%) as another sexual orientation, and 12 (15%) refused to state their sexuality. This breakdown is shown in Figure 16.

Figure 16

Self-reported sexual orientations of Islington young people, 2022-2023

Islington Referrals by Sexual Orientation



45% (n=73) of referrals were for young people from White British, White Irish, or White Other backgrounds. 55% (n=89) of referrals were from young people from either Black African (n=7; 4%), Black Caribbean (n=11; 6%), Black Other (n=6; 3%), East Asian Chinese (n=7; 4%), Asian Bangladeshi (n=6; 3%), Asian Indian (n=5; 3%), Asian Pakistani (n=1; 1%), Asian Other (n=3; 2%), mixed backgrounds (n=34; 19%), or another ethnicity (n=9; 5%). This breakdown can be seen in Figure 17 and Figure 18.

Figure 17
 Self-reported ethnicities of Islington young people, 2022-2023

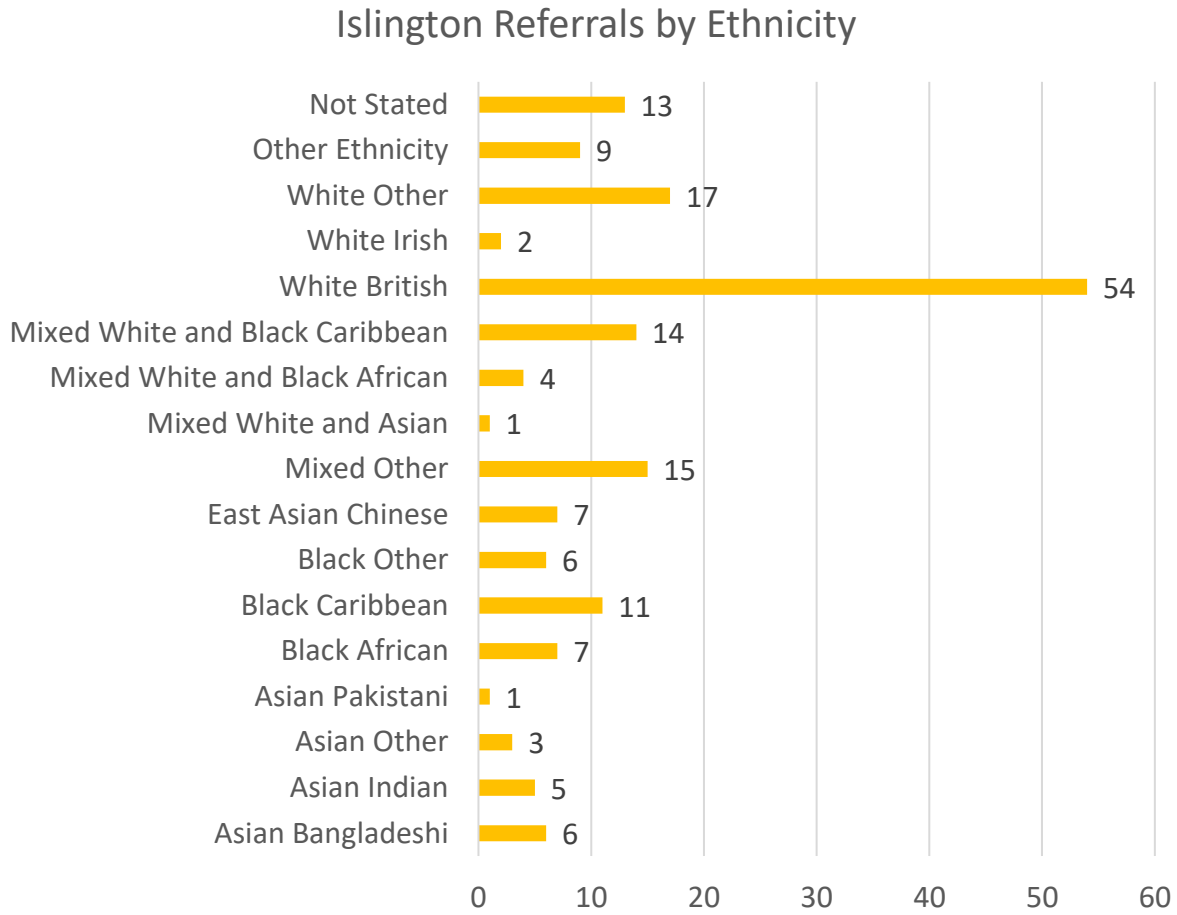
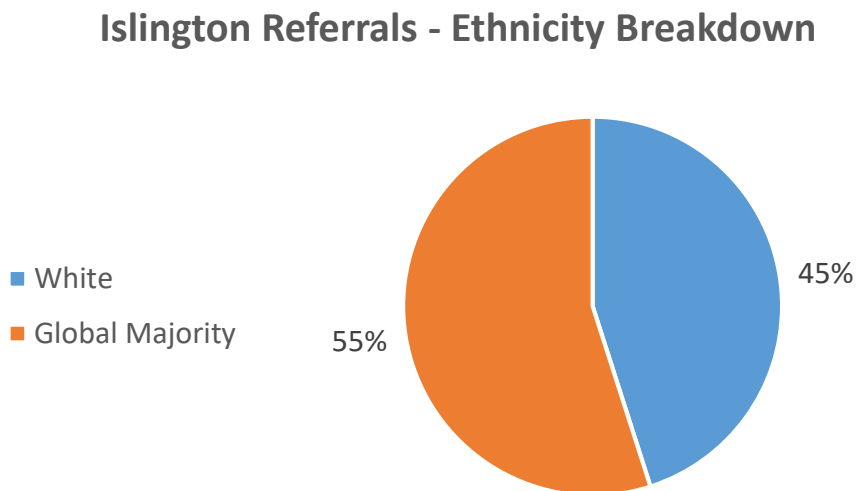


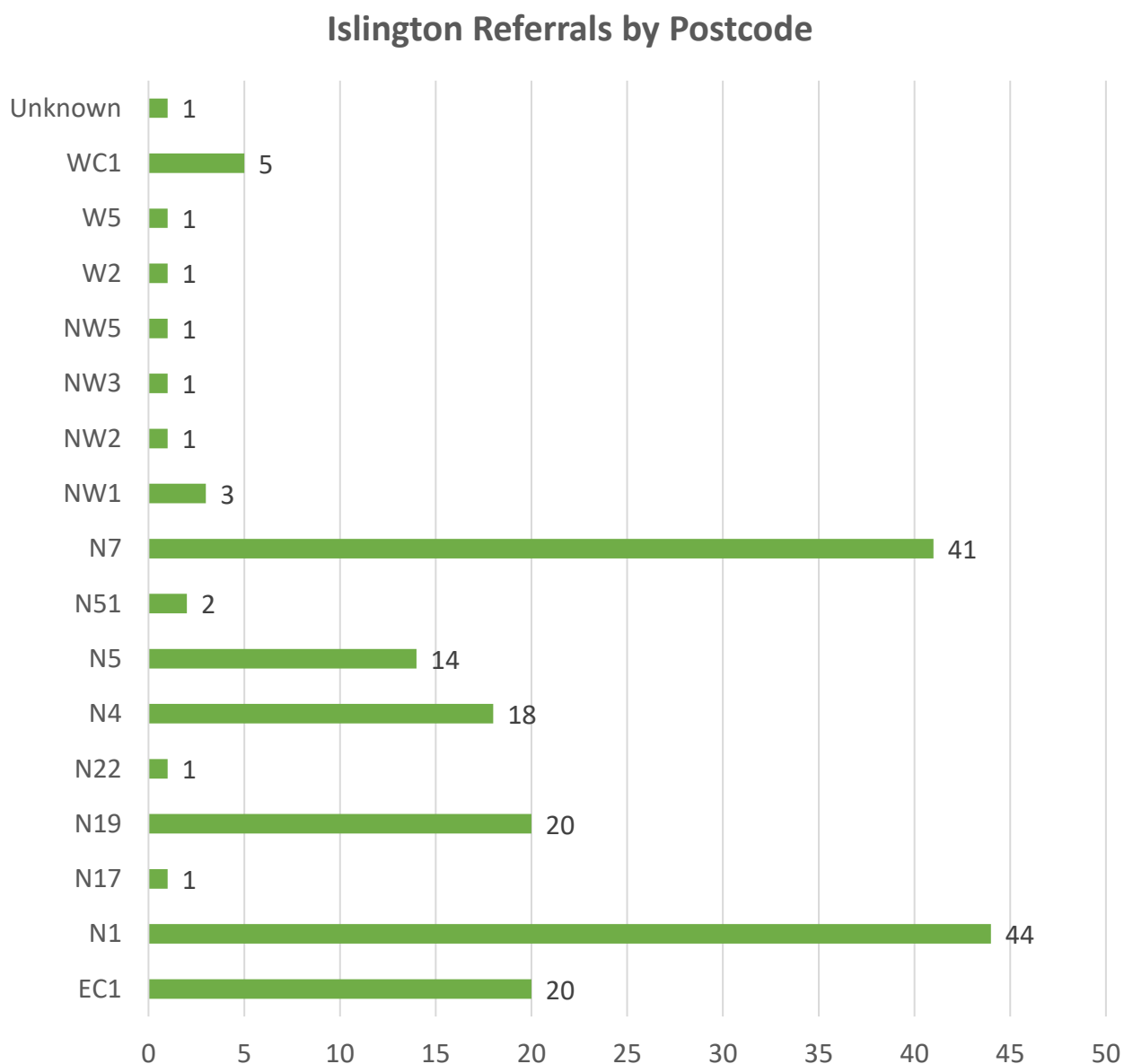
Figure 18
 Ethnicity breakdown (White vs. global majority) of Islington young people, 2022-2023



The majority of Islington young people referred to the service were based in N1 (n=44; 25%) and N7 (n=41; 23%), followed by N19 (n=20; 12%) and EC1 (n=20; 12%). The remaining young people were based in a variety of postcodes, as seen in Figure 19.

Figure 19

Geographical postcodes of Islington young people, 2022-2023



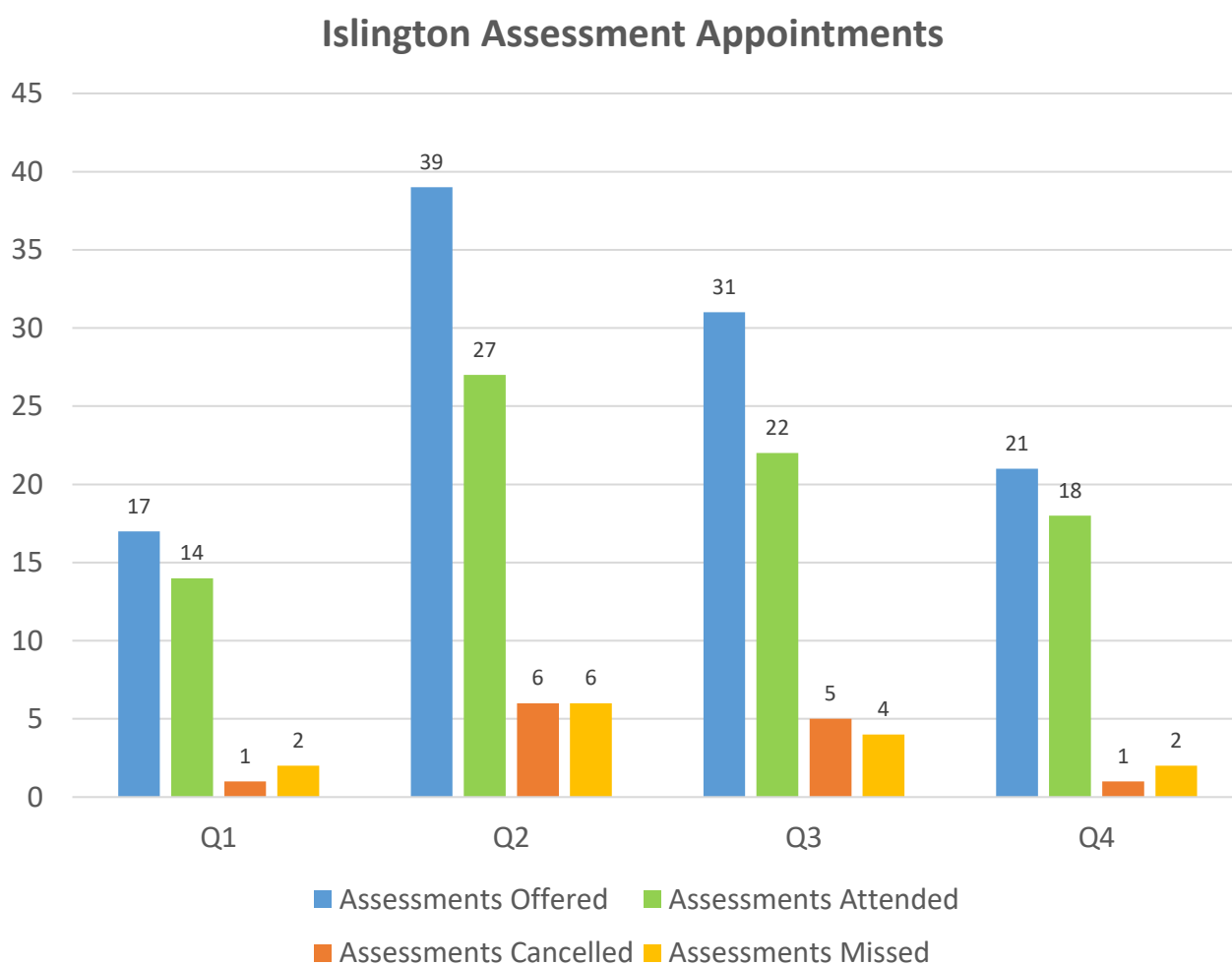
Appointments

Assessment Appointments

A total of **108 assessment appointments** were offered to Islington young people in 2022-2023. Of the 108 assessment appointments offered, **81 (75%) of them were attended**, 13 (12%) were cancelled, and 14 (13%) were missed without prior notice (DNA). Figure 20 shows the breakdown of these assessment appointments.

Figure 20

Assessment appointments offered to Islington young people, 2022-2023

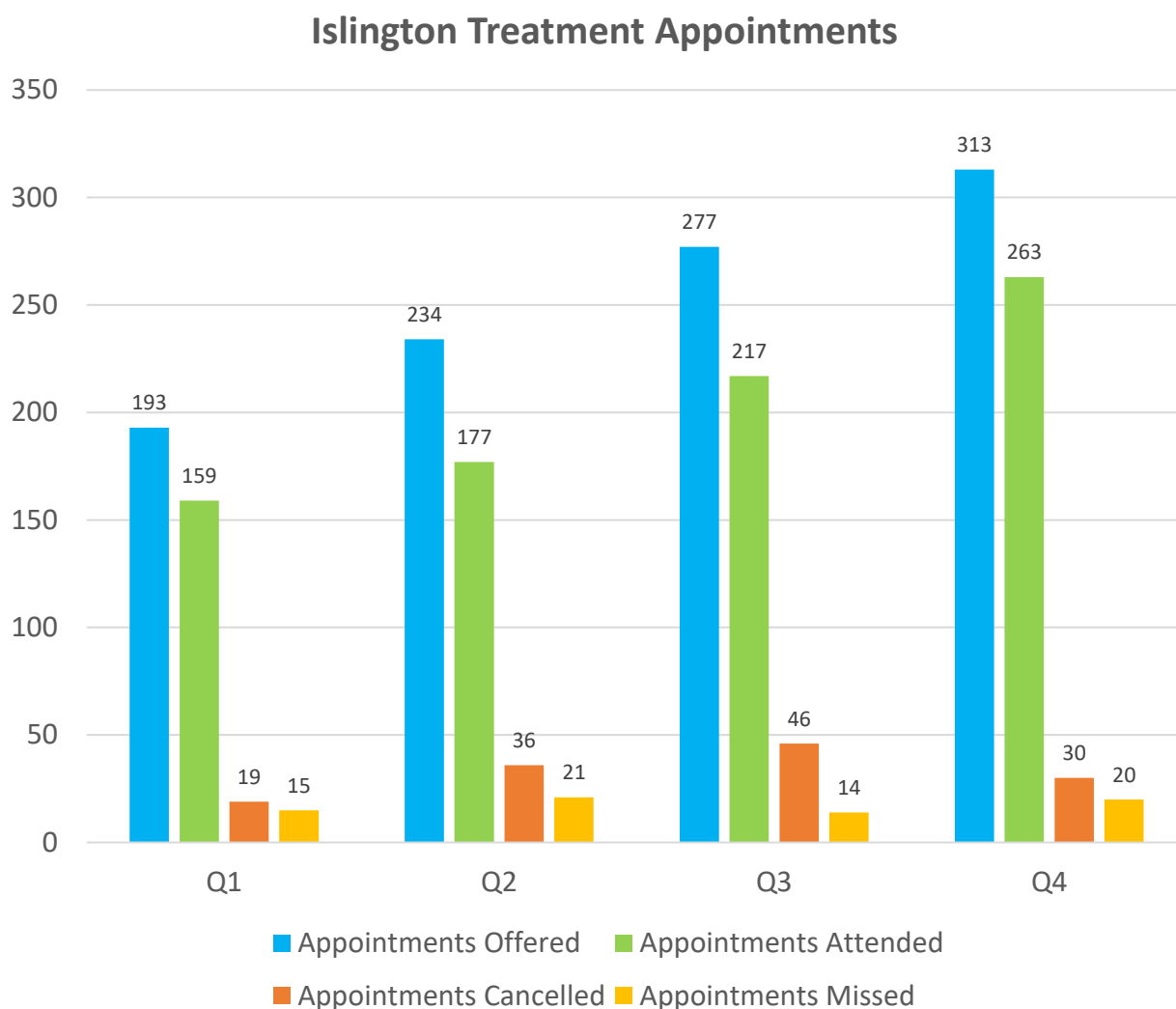


Treatment Appointments

As seen in Figure 21, a total of **1,017 treatment appointments** were offered to Islington young people in 2022-2023. Of these, **816 (80%) appointments were attended**, 131 (13%) were cancelled, and 70 (7%) were missed without prior warning.

Figure 21

Treatment appointments offered to Islington young people, 2022-2023

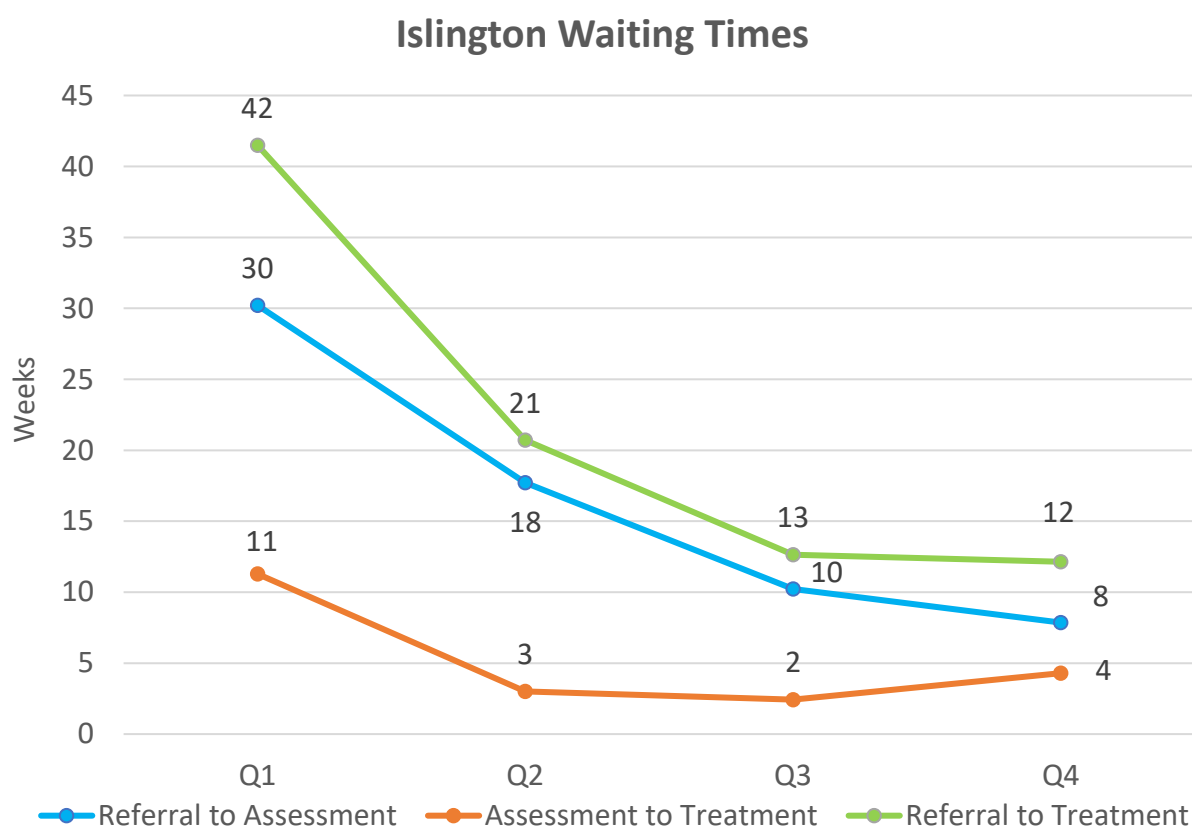


Waiting Times

Figure 22 shows the average wait times for Islington young people across the 2022-2023 year. The average number of weeks from referral to treatment decreased from 42 weeks in Q1 to **12 weeks (approximately 3 months)** in Q4.

Table 22

Average number of weeks between contacts for Islington young people, 2022-2023



III. Problem Descriptors

This section combines outcome data from clients in both Camden and Islington.

Problem descriptors are recorded at the point of assessment in order to understand the difficulties that a young person is facing and see how these can best be addressed within the service. Table 1 shows the number of problem descriptors recorded for 229 patients during the 2022-2023 year. This data can be used to explore the complexity of patients seen at the Brandon Centre depending on the number of problem descriptors they have.

Problem descriptors include items such as 'self-harm', 'drug and alcohol difficulties', 'problems in attachment to carer', 'self-care issues', 'home problems', 'community problems', and several other items relating to mental health, family relationships, school-related, and social difficulties. Please see Appendix 1 for a full list of problem descriptors.

The average number of problem descriptors for each young person was **8**, with 81.2% of young people experiencing between 4 to 13 problem descriptors. ***This suggests that the young people seen at the Brandon Centre present with a high level of complexity due to experiencing multiple psychosocial difficulties***

Table 1

Problem descriptor data for Camden and Islington young people, 2022-2023

Number of Problem Descriptors	Number of Patients	Percentage of Patients
1	2	0.90%
2	8	3.50%
3	11	4.80%
4	21	9.20%
5	19	8.30%
6	23	10.00%
7	24	10.50%
8	18	7.90%
9	25	10.90%
10	19	8.30%
11	9	3.90%
12	12	5.20%
13	16	7.00%
14	5	2.20%
15	5	2.20%
16	7	3.10%
18	4	1.70%

19	1	0.40%
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IV. Outcomes

This section combines outcome data from clients in both Camden and Islington.

CORE-OM

The Clinical Outcomes in Routine Evaluation (CORE) is a questionnaire used to support monitoring change and outcomes in psychotherapy, counselling and any other work attempting to promote psychological recovery, health and wellbeing. It is a monitoring tool with items covering anxiety, depression, trauma, physical problems, functioning and risk to self. We ask patients to complete this prior to their assessment appointment (T1) and again at the end of treatment (T2) to evidence treatment efficacy.

Over the course of the year of 2022-2023, 218 young people completed 'Time 1' (T1) measures prior or near to the start of their treatment and 65 young people completed the CORE-OM measure after their treatment had finished (T2). 44 young people completed the CORE-OM at both T1 and T2. Of these 44, average CORE-OM scores decreased from **67.6 (moderately severe) at T1 to 44.3 (moderate to mild) at T2**; this average **reduction of 23.3 represents a clinically significant reduction** in symptoms. Table 2 and Figure 23 show the breakdown of average CORE-OM score split by the 6 dimensions of the measure, for both T1 and T2.

While only 44 patients completed T1 and T2 measures, we believe this to be a representative sample. We are continuously making efforts to increase outcome measure completion, including entering young people in a prize draw as an added incentive.

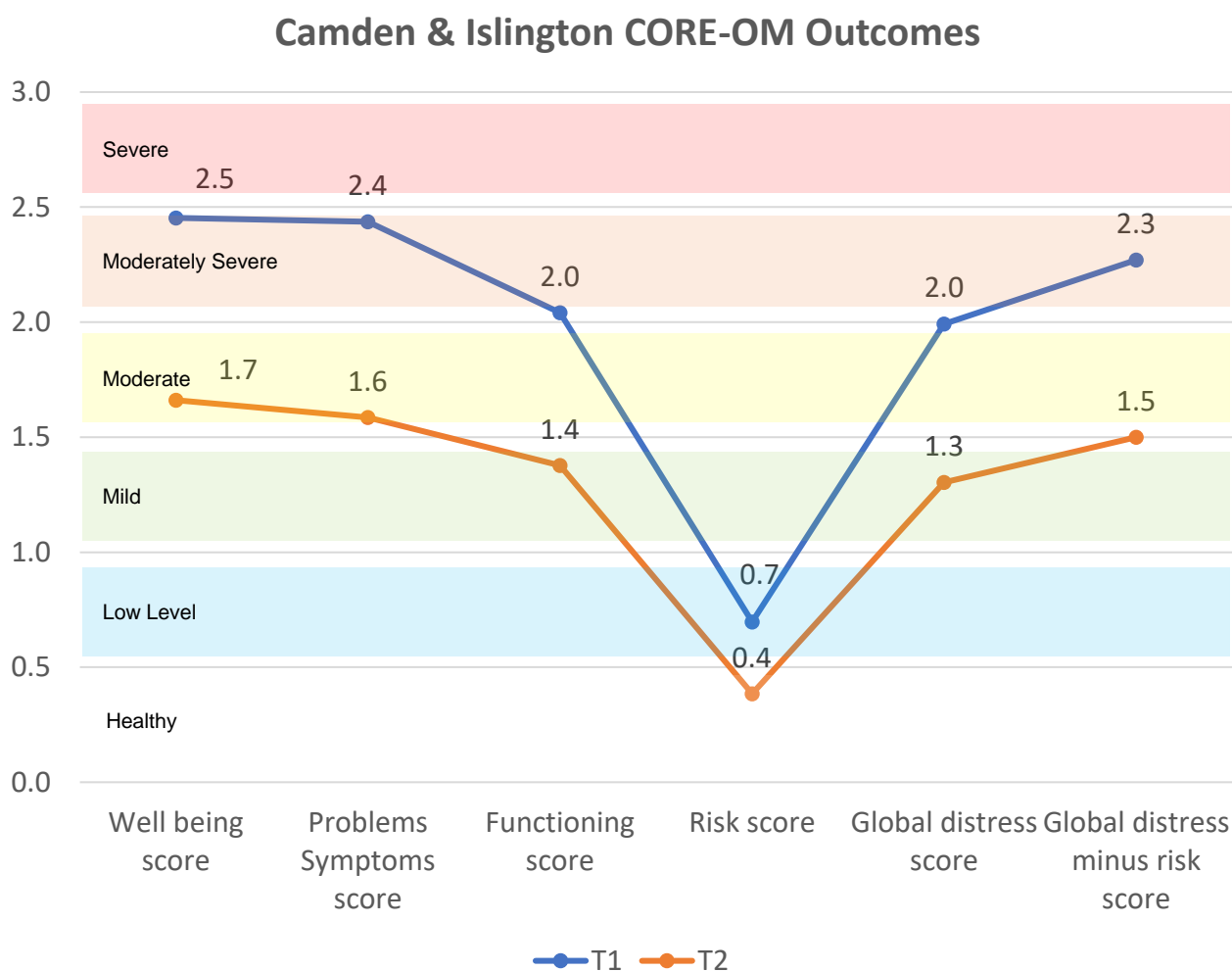
Table 2

Average CORE-OM dimension scores at baseline (T1) and end of treatment (T2) among Camden and Islington young people, 2022-2023

CORE-OM Dimension	T1	T2	Change
Well-being score	2.5	1.7	↓0.8
Problems symptoms score	2.4	1.6	↓0.9
Functioning score	2.0	1.4	↓0.7
Risk score	0.7	0.4	↓0.3
Global distress score	2.0	1.3	↓0.7
Global distress minus risk score	2.3	1.5	↓0.8
Total CORE-OM score	68	44	↓23

Figure 23

Average CORE-OM dimension scores at baseline (T1) and end of treatment (T2) among Camden and Islington young people, 2022-2023



Goal-Based Outcomes

Goal based outcomes (GBOs) are a way of evaluating progress towards a goal in clinical work. GBOs compare how far a young person feels they have moved towards reaching a goal that they have set for themselves at the beginning of their treatment.

86 Camden and Islington young person rated their goals (on a scale of 0-10) across at least two time points throughout the 2022-2023 year. On average, these young people recorded a +3.2 point change in Goal 1, a +2.7 point change in Goal 2, and a +3.1 point change in Goal 3. This **average change of +3.0 in goal scores** indicates a **clinically significant and reliable change**. This can be seen in Table 3 and Figure 24.

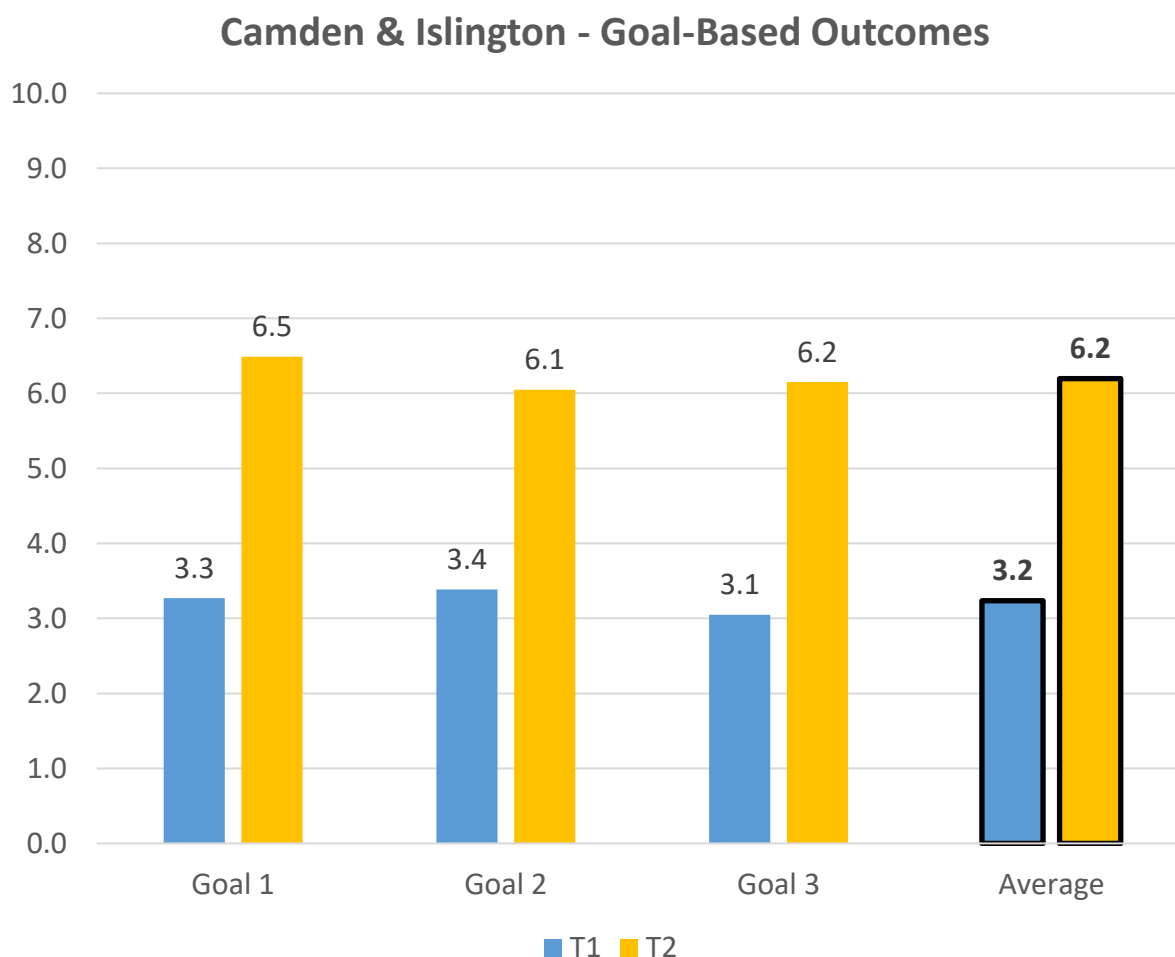
Table 3

Average self-reported goal scores at the beginning and end of treatment among Camden and Islington young people, 2022-2023

Goal	Point 1	Point 2	Change
Goal 1	3.3	6.5	+3.2
Goal 2	3.4	6.1	+2.7
Goal 3	3.1	6.2	+3.1
Average	3.2	6.2	+3.0

Figure 24

Average self-reported goal scores at the beginning and end of treatment among Camden and Islington young people, 2022-2023



Experience of Service Questionnaire (CHI-Esq)

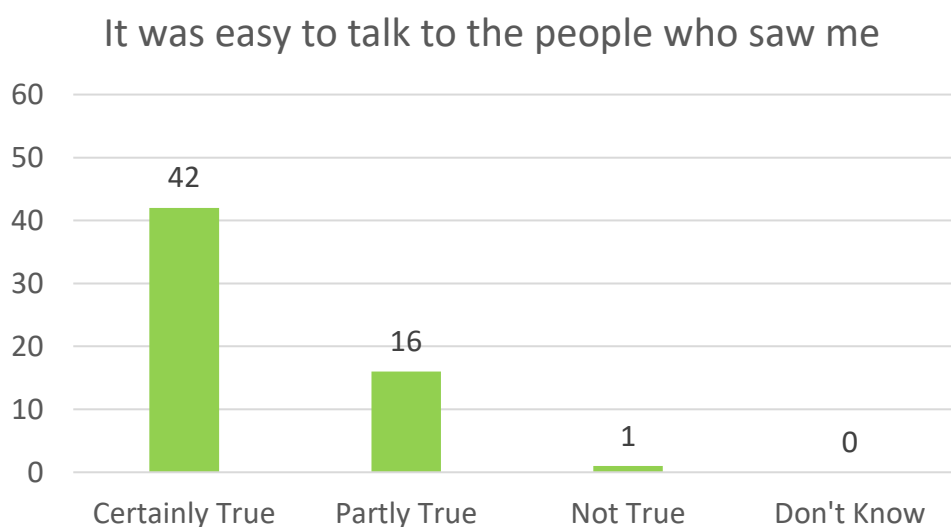
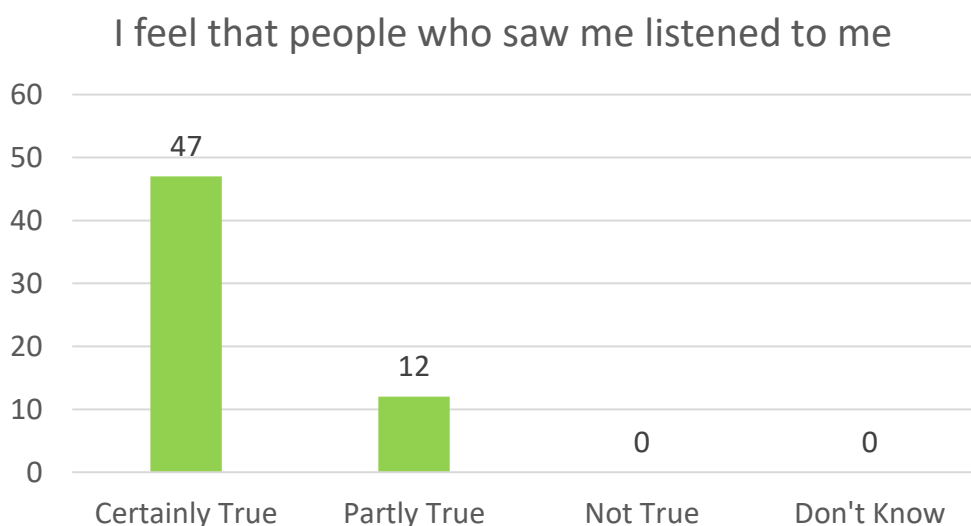
At the end of treatment, young people were also asked to complete an experience of service questionnaire (CHI-Esq). The questionnaire contains both quantitative and qualitative items which are presented below. 11 Camden young people completed the CHI-Esq in Q4.

Quantitative Data

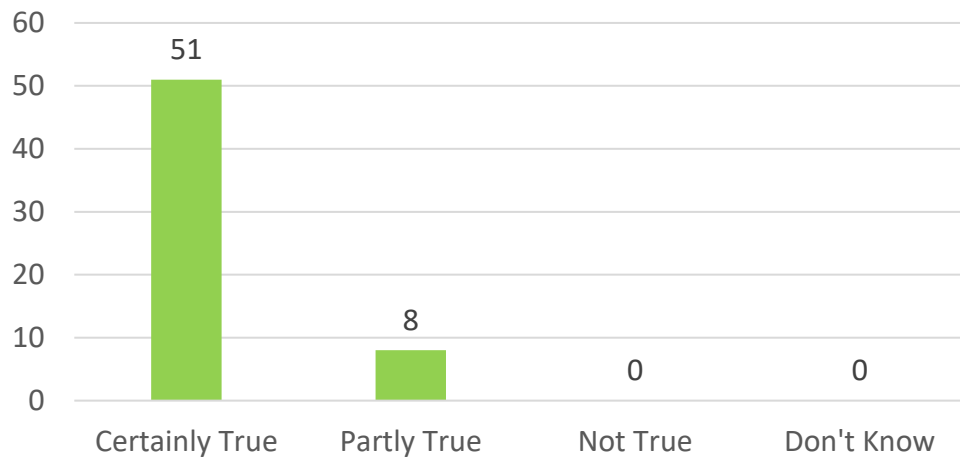
Figures 24A-24L show the responses to the 12 quantitative items in the CHI-Esq.

Figures 12A-12L

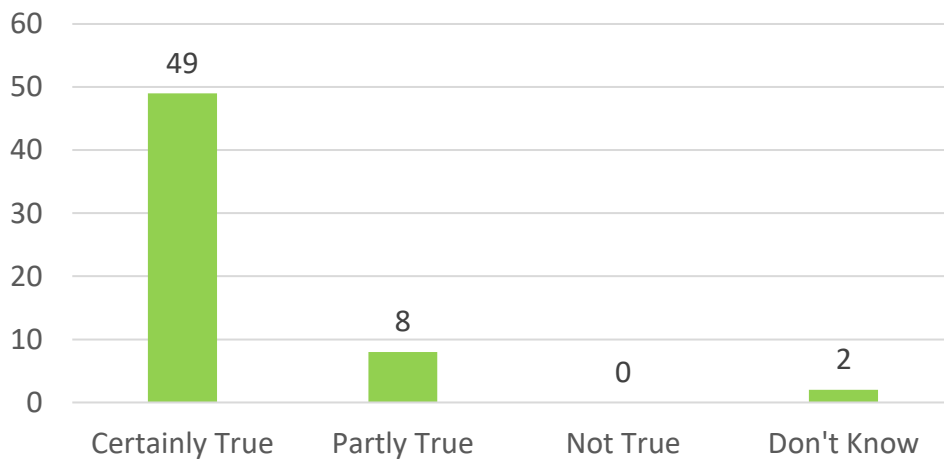
CHI-Esq quantitative item responses among Camden and Islington young people, 2022-2023



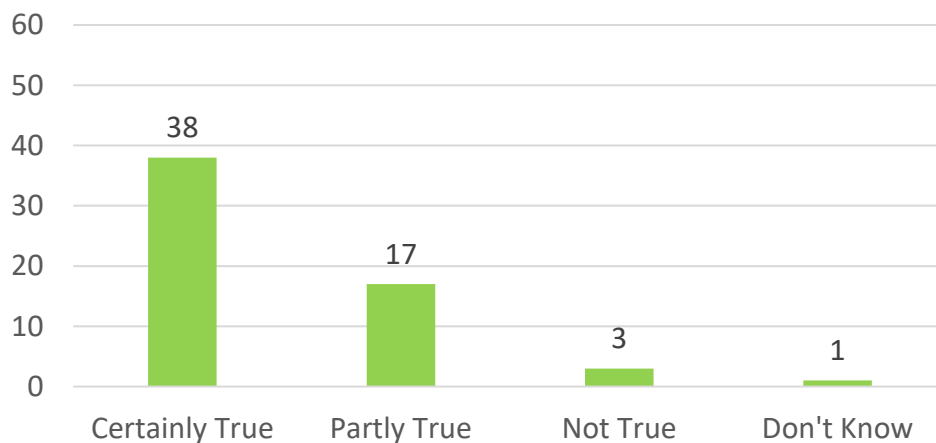
I was treated well by the people who saw me



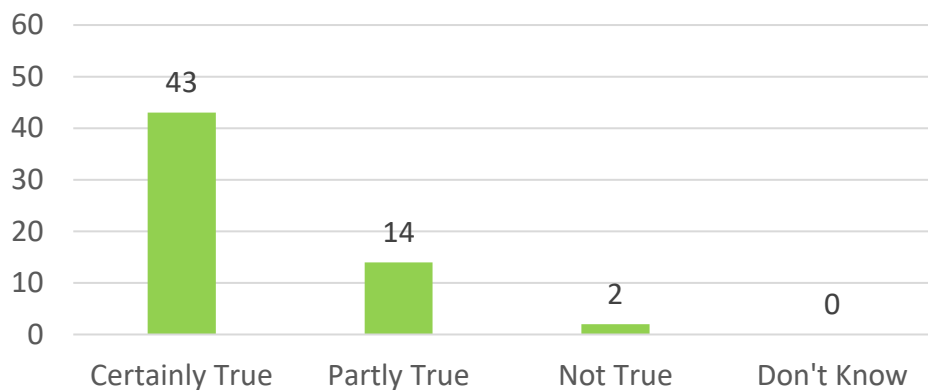
My views and worries were taken seriously



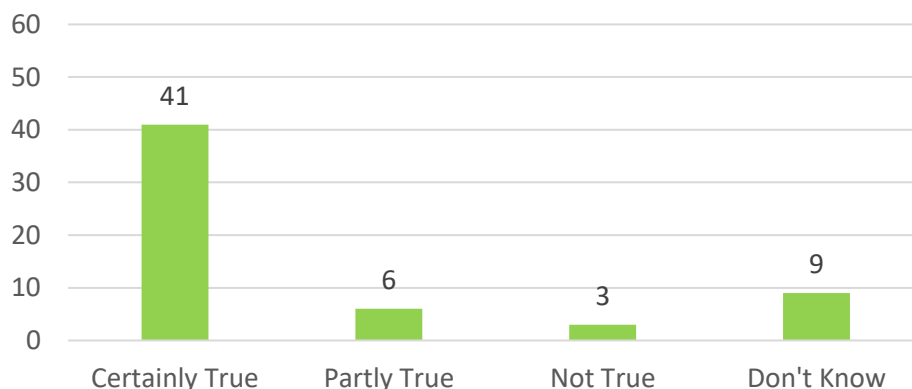
I feel the people here know how to help me



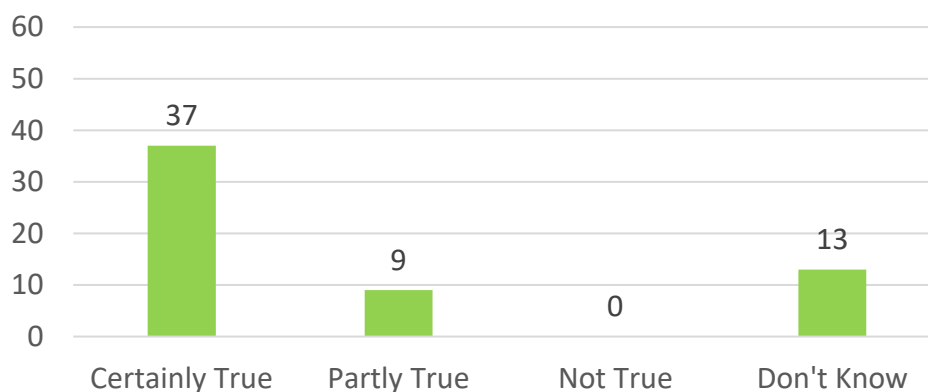
I have been given enough explanation about the help available here



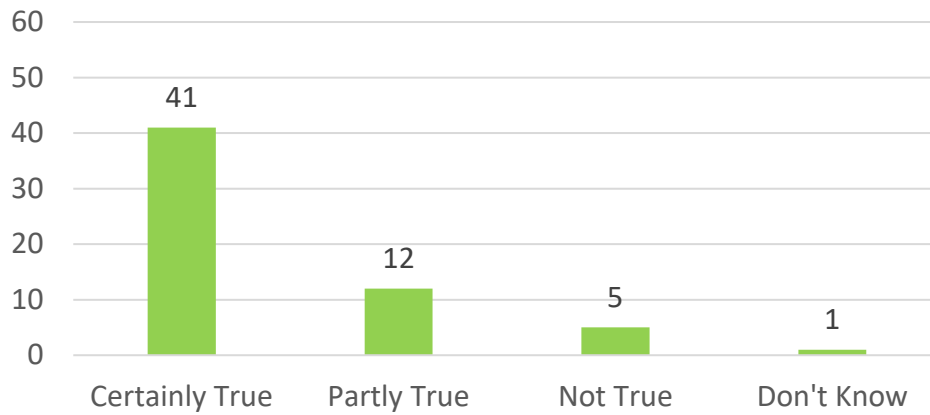
I feel the people who have seen me are working together to help me



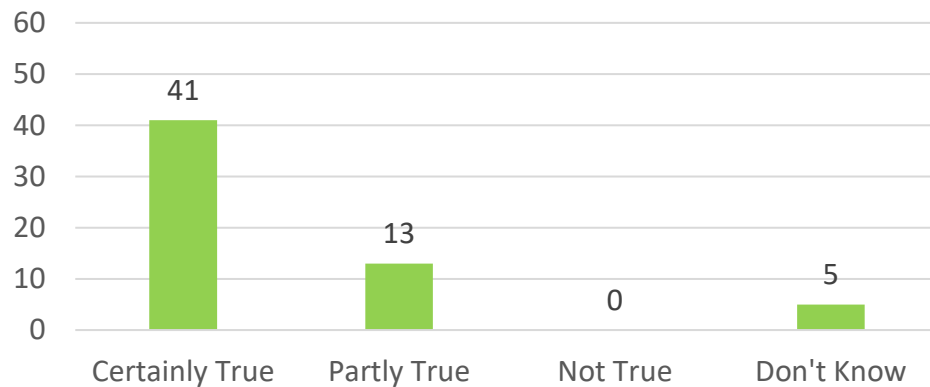
The facilities here are comfortable (e.g. waiting room)



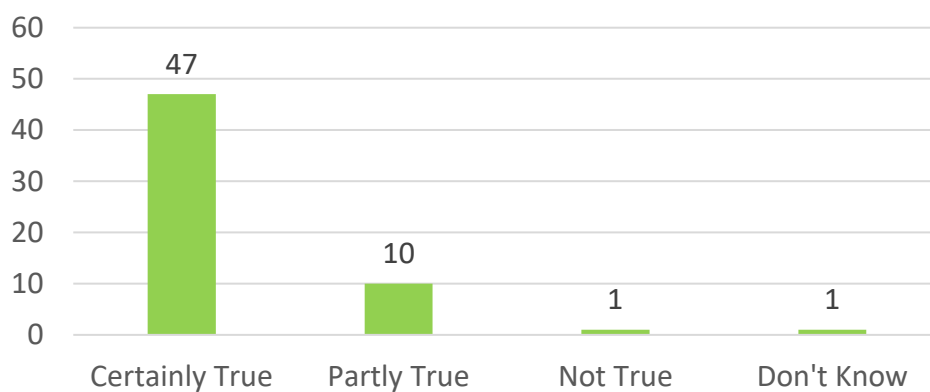
My appointments are usually at a convenient time (e.g. don't interfere with schools, clubs, college, work)



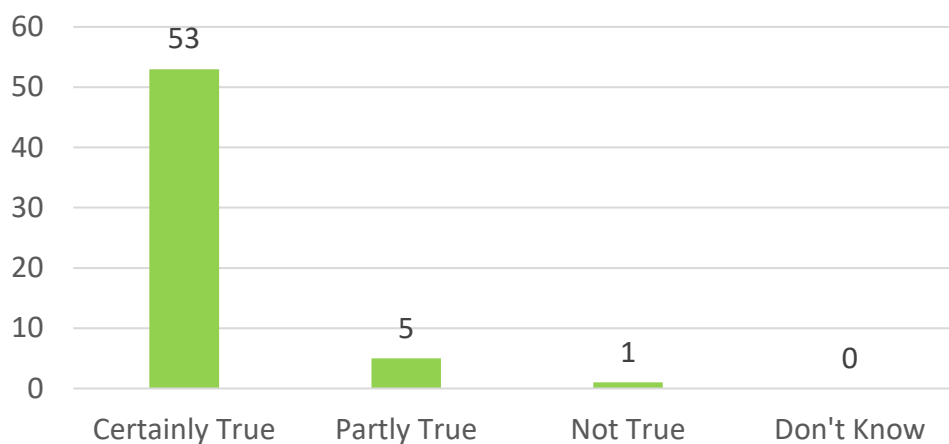
It is quite easy to get to the place where I have my appointments



If a friend needed this sort of help, I would suggest to them to come here



Overall, the help I have received here is good



Qualitative Data

What was really good about your care?

“I don't even know where to begin. Everything was brilliant. [Therapist] is such an amazing person and the help she has given me I will carry forever it has seriously been life changing. She listened to me and validated me. Equipped me with tools on how to deal with my PTSD and other things and gave me advice on the future. I have improved soooooo much over the past few months and I can see the changes that I have made and how [therapist] has helped me. I have had a bad time with health professionals in the past and I am so happy that I got landed with someone who understands me and could help me.”

“[Therapist] made me feel validated in my emotions and allowed me time to express myself without judgement. She has truly given me an entirely new perspective and outlook on life and I feel confident about my future for the first time.”

“I felt properly listened to and was finally provided with a safe space where I could honestly open up and feel and pushed to allow myself to feel in ways I never thought possible or would help. The sessions helped so much with day to day awareness and how I treat myself. I am so grateful to of been given this experience.

“[Therapist] is an amazing therapist, she made me feel heard and was able to provide me with a different prospective. She has been incredibly compassionate with me which is exactly what I needed. Out of the three therapist I've had [therapist] is by far the best therapist I've ever had. She is incredibly at her job and I would recommend her to everyone.”

“It's actually incredible that this service is free to young people and it is great that it exists (long may that last!).”

“[Therapist] was always very lovely and uplifting and understanding and helped me with sessions that I had trouble with. She was always genuine and helpful. I will always remember her care. Having a staggered ending helped me get used to not having weekly sessions which is good for the way I form attachments and [therapist] recognised that. She made me feel better about myself and took the ‘be kind to yourself as you would to your friend’ statement further and helped me truly believe and practice this. I look up to her, she’s truly a wonderful and competent professional.”

“He always listened to me and try to help me solve my problems by giving me advice when I struggled to make a decision.”

“I felt I could speak about anything and always felt listened to, that in itself was a huge benefit.”

“I felt my problems were taken seriously and that I could express them without judgement.”

“It felt very natural to talk to [therapist] and he really helped me to understand a few things about my life and give me many tips that I use now, I got to know myself a bit more and I'm thankful for that.”

“She was just really nice and understanding.”

“She really cared about what I had to say and also made me feel comfortable enough to talk about really horrible times in my life.”

“She listened very well, had good feedback, was patient and not pushy.”

“I felt taken seriously and she was patient and kind with me.”

“She listened and did all she could do to help me.”

“Very good at listening and remembering things said.”

“I felt like I could talk about anything without judgement.”

“She was always so thoughtful and didn't hold back from letting me know what I needed to hear in the nicest ways possible. I finally felt like I was listened to and appreciated by a therapist.”

“I felt really listened to and comfortable talking to [therapist]. She was really wonderful.”

“Spoke about different things and did different activities which helped me

“I felt listened to and was able to gradually talk about things allowing me to process them in a new way.”

“Understanding and thoughtful.”

“The environment.”

“I felt comfortable and safe in our space together.”

“I’ve gained a much better understanding of the route of my problems throughout childhood and how to manage my mental health a lot better since starting having sessions with [therapist].”

“It was the best experience ever and I’m happy I tried it.”

“She understood and just listened to what I had to say. I could say whatever and she wouldn’t take it personally.”

“She let me listen and get stuff off my chest.”

“I felt really heard and listened to. [Therapist] helped me realise it’s okay for me to be human as well as others.”

“Being able to use the techniques provided when feeling down or feeling not like myself.”

“I felt seen and heard, I felt supported.”

“She really helped me.”

“Very professional and listened.”

“Whenever I had particularly bad weeks I felt listened to and that I had a safe space to talk. In addition to this, there was no pressure to come to the session with things prepared and/or to do things during the days between sessions. This allowed it to be completely stress free. I left each session feeling like I had a better understanding of myself.”

“I often felt like my problems and worries were trivial compared to others but after having sessions with [therapist], I felt much better and for the first time really heard and seen and helped. What else was really good was that I was able to identify major issues in my life that I hadn’t really noticed before.”

“I felt heard.”

“Being heard generally.”

“It was nice to receive a letter from my counsellor at the end of my counselling.”

“Listened to me and acknowledged all my worries. Helped me make links to understand why I could be feeling the way I am. Showed me each of my feelings were not individual but could be tied together. “

“I felt like [therapist] took the time to get to know me, and when I brought up issues affecting me she'd repeat back what she already knew, which was nice as I felt seen and it affirmed that she'd been listening and remembering our previous sessions.”

“[Therapist] was a great listener and always made me feel seen and acknowledged. she really listened and took the time to discuss my issues and thoughts.”

“There was never any rush to find the answer to any issues I might have been facing, I was always listened to with the utmost care and respect. It felt as though [Therapist] knew what I needed in terms of care before I did, for example extending the amount of sessions with her, which I wouldn't have known was necessary at the time but looking back was invaluable to me to have continued support throughout the rest of my degree. I honestly couldn't have asked for a better therapist and although I was apprehensive about moving on I feel as though I now have the tools and knowledge to look after myself better.”

“[Therapist] was extremely professional and helpful. I quickly gain confidence to discuss any issues without feeling judged. I found the therapy though provoking and helpful.”

“She took my problems and concerns seriously and helped me talk through stuff and helped me to see the light in situations. Where I'd usually be shut down she would listen and let me speak on the problem and she would try to explain why and how I could be feeling like that and I really appreciated it.”

“I found his willingness to adapt from his traditional practice to accommodate to mine reassuring he listened to my 'please.'”

“The person who saw me made me feel heard and not judged, I was neither condemned nor pitied and I was made to feel comfortable always.”

“The way we spoke to each other.”

“I felt understood and felt comfortable to express myself without judgement. I felt compassion and a sense of ease after every session.”

“[Therapist] is an excellent therapist that really helped me explore my problems and piece together what caused them.”

“It allowed me to have a space to express my mental self in a way which felt comfortable and informative.”

“She listened well.”

“My therapist was good at CBT (even if this wasn't for me). The space where the therapy took place (Platform) was actually very warm and welcoming, which makes a difference!. [Therapist] was very kind and I felt heard.”

“I finally had someone I could be completely vulnerable with and I knew whatever I heard back had no bias in it. Made me reflect a lot on things that resonate with me everyday.”

“Talking with [therapist] has been the best thing to have happened to me for many, many years. I am extremely grateful that I was assigned to her, and even more grateful that I was able to receive such thorough care over such an extensive period of time (25 sessions) ...Needless to say, this is testament to her work and the effects it had on me. These effects will, I believe, stay for plenty of time to come. She was kind, patient, and generous.”

V. Appendices

Appendix 1

Full list of problem descriptors, which can each be marked as 'mild', 'moderate', or 'severe' by the assessing clinician.

- Home problems
- Community problems
- Problems with attendance in education, employment, or training
- School problems
- Problems with service engagement
- Problems with attainment in education, employment, or training
- Anxious away from caregivers (separation anxiety)
- Compelled to do or think things (OCD)
- Avoids specific things (specific phobia)
- Self-harm
- Drug and alcohol difficulties (substance abuse)
- Poses risk to others
- Disturbed by traumatic events (PTSD)
- Problems in attachment to carer
- Does not speak (selective mutism)
- Unexplained developmental difficulties
- Anxious in social situations (social anxiety/phobia)
- Panics (panic disorder)
- Repetitive problematic behaviour (habit problems)
- Extremes of mood (bipolar disorder)
- Difficulties sitting still or concentrating (ADHD/hyperactivity)
- Carer management of CYP behaviour
- Eating issues (anorexia/bulimia) - Peer relationship difficulties
- Gender discomfort issues (gender identity disorder)
- Self-care issues
- Anxious generally (generalised anxiety)
- Avoids going out (agoraphobia)
- Depression/low mood
- Delusional beliefs and hallucinations (psychosis)
- Behavioural difficulties (CD or ODD)
- Doesn't get to the toilet in time (elimination problems)
- Family relationship difficulties
- Persistent difficulties managing relationships with others
- Unexplained physical symptoms
- Adjustment to health issues