

Brandon Centre

Counselling & Psychotherapy Service

Annual Performance Report

2023-2024



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I. Executive Summary

The following report provides an overview of Brandon Centre's psychotherapy service performance in 2023-2024 (1st April 2023 – 31st March 2024) for young people in Camden and Islington.¹ We received a total of 632 referrals across both Camden and Islington during the 2023-2024 year, a 52% increase from 2022-2023. 95% of these referrals were accepted. Almost 40% of accepted referrals were either self-referrals or referrals from parents/carers. Professional referrals came from a variety of sources, namely Child and Adolescent Mental Health Services (CAMHS), Improving Access to Psychological Therapies (IAPT), and General Practitioners (GPs). Young people referred to Brandon Centre were demographically diverse – the mean age at referral was 19 years old, approximately 70% were female, almost half were from Black, Asian, or Minority Ethnic backgrounds, 1 in 4 identified as LGBTQ+, and young people were geographically dispersed throughout the 2 boroughs. Over 4,300 appointments were offered throughout the year, with 82% attended. Young people seen in the service were clinically complex, averaging 9 'problem descriptors' each. Outcome data reveal significant improvements following therapy, with average CORE-OM scores decreasing from 'moderately severe' at baseline to 'mild' at end-of-treatment. Young people also reported significant increases in self-rated therapy goal scores. We received overwhelmingly positive feedback from young people seen in the service, with 93% agreeing that they would recommend Brandon Centre to a friend.

¹ Please note, this report does not include data from Brandon Centre's Leaving Care Service or Young People's Brief Counselling Service (John Lyons).

II. Camden

Referrals

356 Camden young people were referred to the Brandon Centre psychotherapy service during the 2023-2024 year. As seen in Figure 1, **337 (95%)** of these referrals were accepted. 214 (64%) of the accepted referrals were from professionals and 121 (36%) were either self-referrals or referrals from parents/carers. Referral numbers increased significantly throughout the year, with a **97% increase** from Q1 2023-2024 (62 referrals) to Q4 2023-2024 (122 referrals).

Notably, the number of referrals received in 2023-2024 was **49% higher** than the number of referrals received in 2022-2023. This comparison is shown in Figure 2.

Figure 1
Referrals for Camden young people, 2023-2024

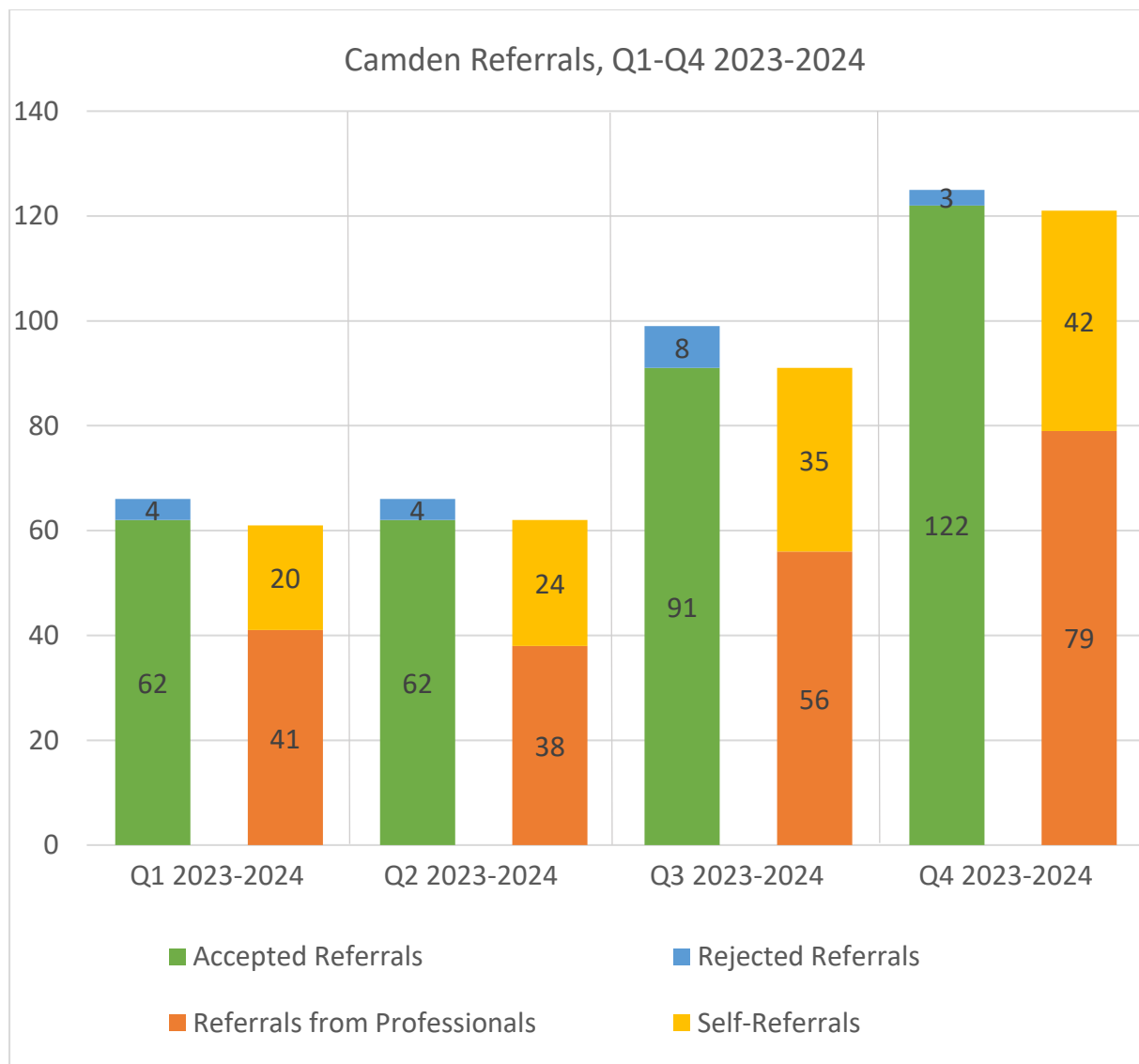
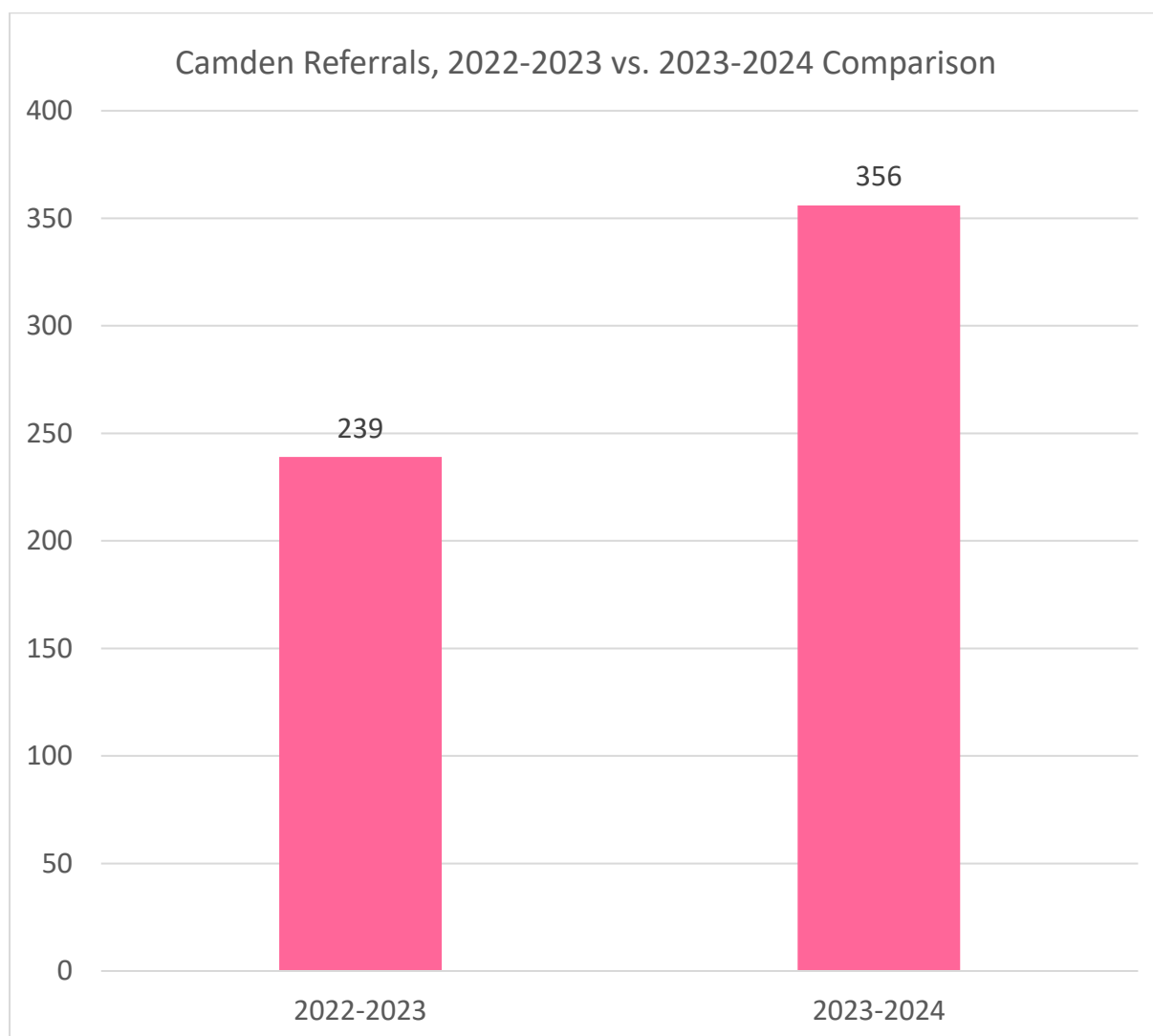


Figure 2

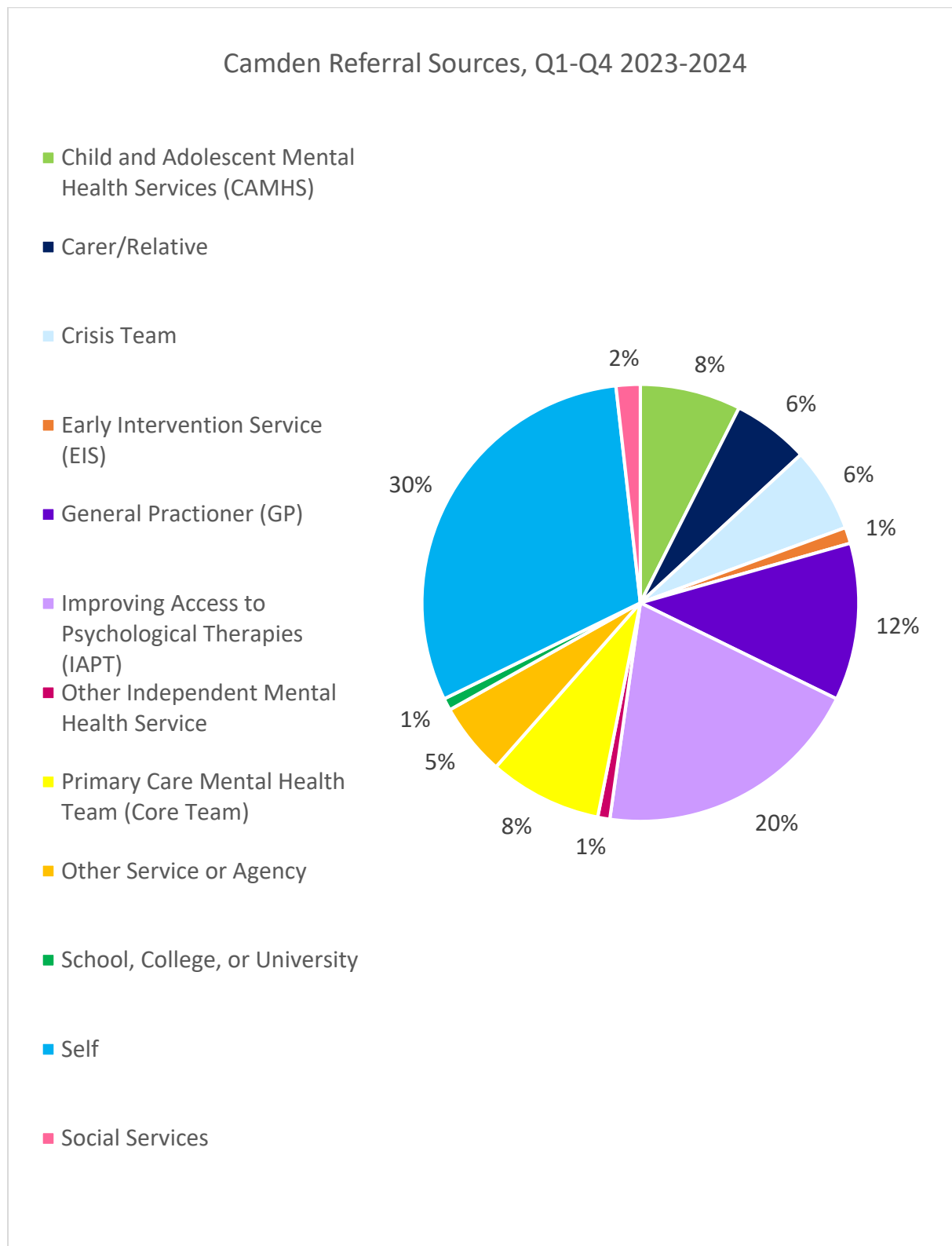
Referrals for Camden young people, 2022-2023 vs. 2023-2024



Professional referrals came from a **variety of sources**, namely Improving Access to Psychological Therapies (IAPT), general practitioners (GPs), Child and Adolescent Mental Health Services (CAMHS), Primary Care Mental Health Teams (i.e. Core Teams), crisis teams, among others. The breakdown of these referral sources is illustrated in Figure 3.

Figure 3

Referral source breakdown of Camden young people, 2023-2024

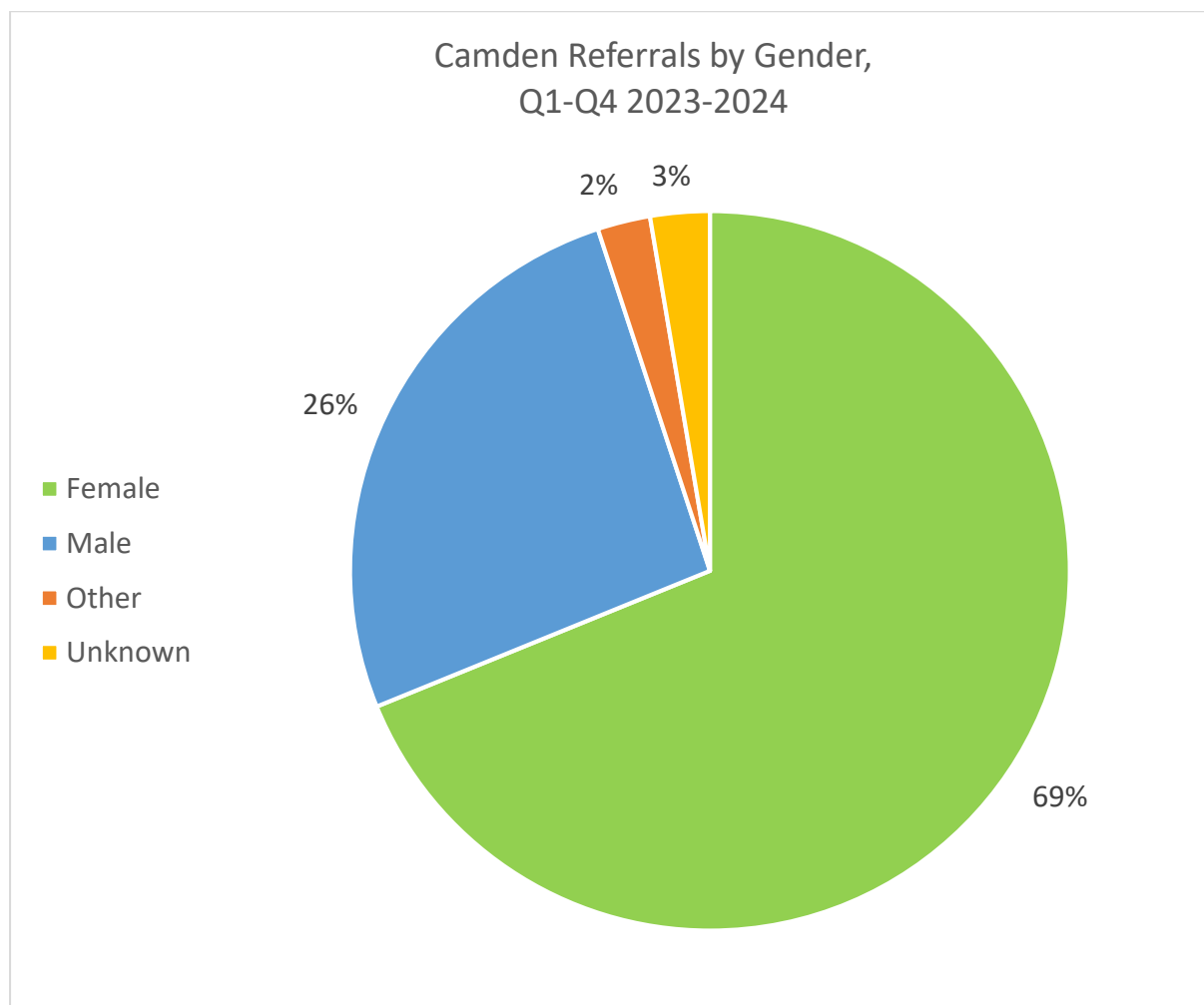


Demographics

Of the 337 Camden young people with accepted referrals in 2023-2024, **232 (69%) were female** and 88 (26%) were male. 8 young people (2%) identified as “Other.”² This gender breakdown can be seen in Figure 4.

Figure 4

Gender breakdown of Camden young people, 2023-2024

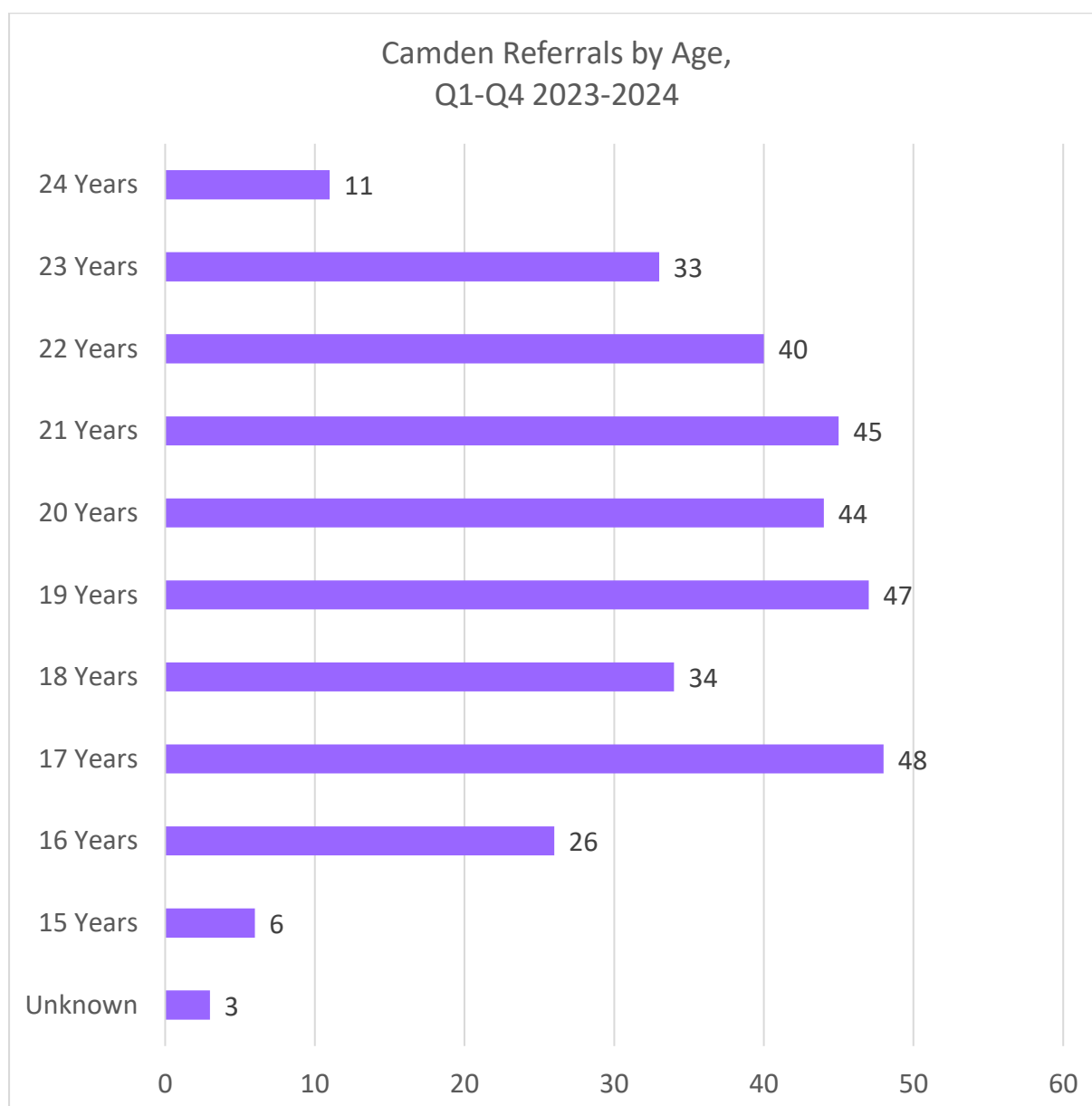


The mean age of Camden young people referred to Brandon Centre was **19 years old**. The highest number of referrals received were for 17-year-olds (n=48; 14%), 19-year-olds (n=47; 14%), 21-year-olds (n=45; 13%), and 20-year-olds (n=44; 13%). This can be seen in Figure 5. Please note, on a case-by-case basis, referrals for 15-year-olds can be accepted if the young person is due to turn 16 shortly.

² Please note, as of May 2024, our electronic patient system has been updated to better report on sex at birth vs. gender identity.

Figure 5

Age at referral of Camden young people, 2023-2024



39% (n=130) of referrals were for young people from White British, White Irish, or White Other backgrounds. **47% (n=159) of referrals were from young people from the 'Global Majority'**³ – including Black African (n=19; 6%), Black Caribbean (n=3; 1%), Black Other (n=12; 4%), East Asian Chinese (n=22; 7%), East Asian Other (n=1; <1%), Asian Bangladeshi (n=24; 7%), Asian Indian (n=10; 3%), Asian Pakistani (n=2; 1%), Asian Other (n=10; 3%), mixed backgrounds (n=46; 14%), or another ethnicity (n=10; 3%). This breakdown is shown in Figure 6 and Figure 7.

³ 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).

Figure 6

Self-reported ethnicities of Camden young people, 2023-2024

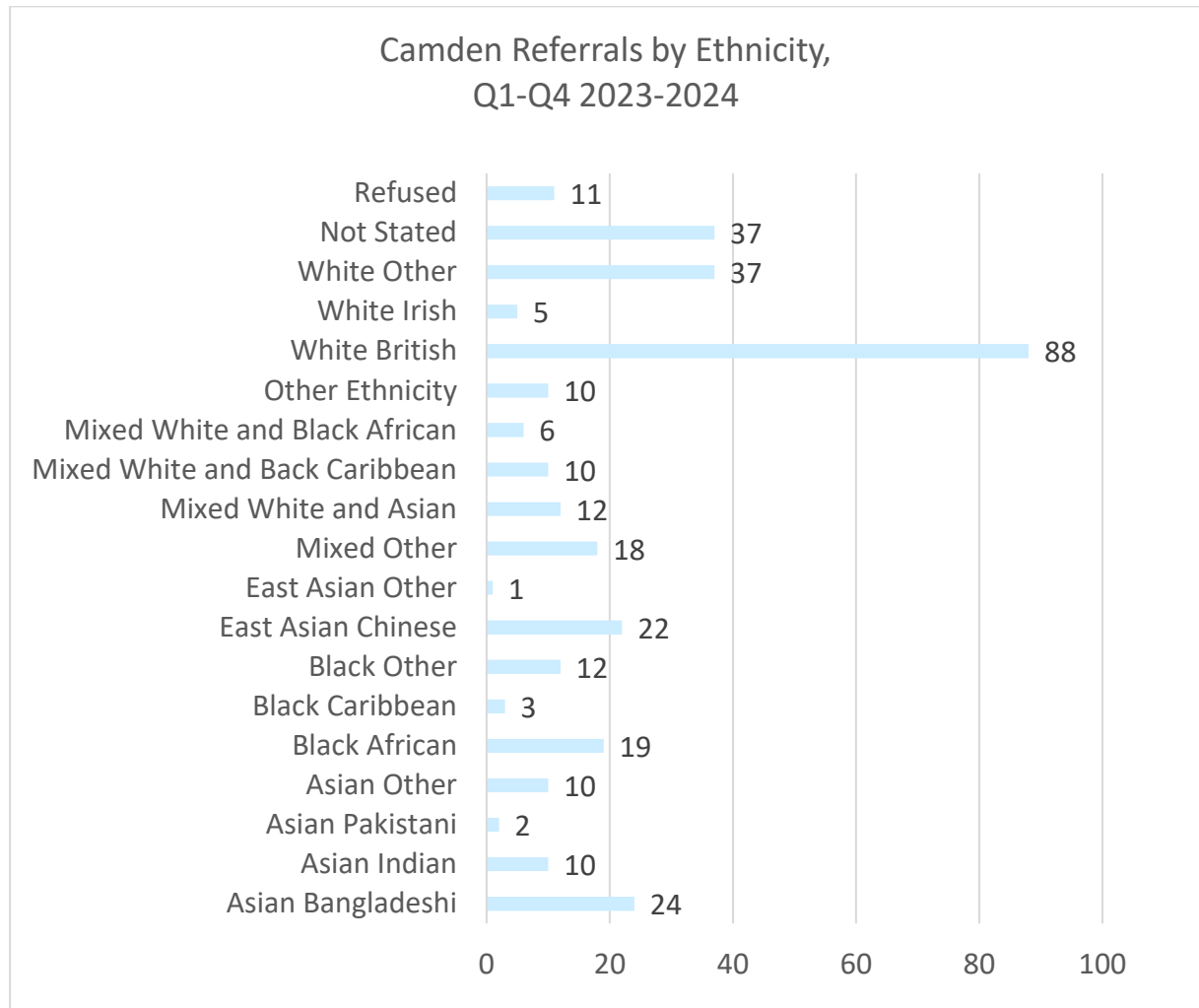
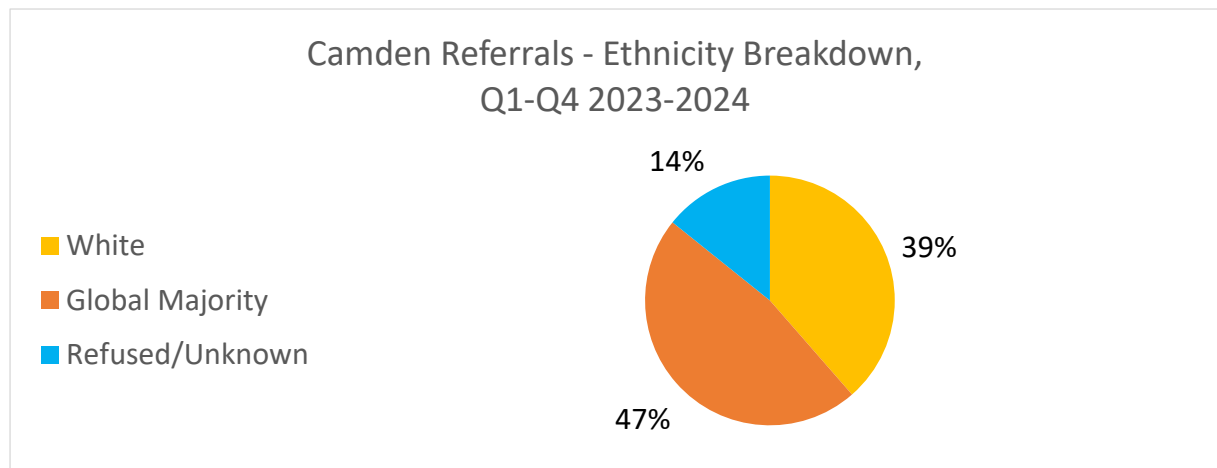


Figure 7

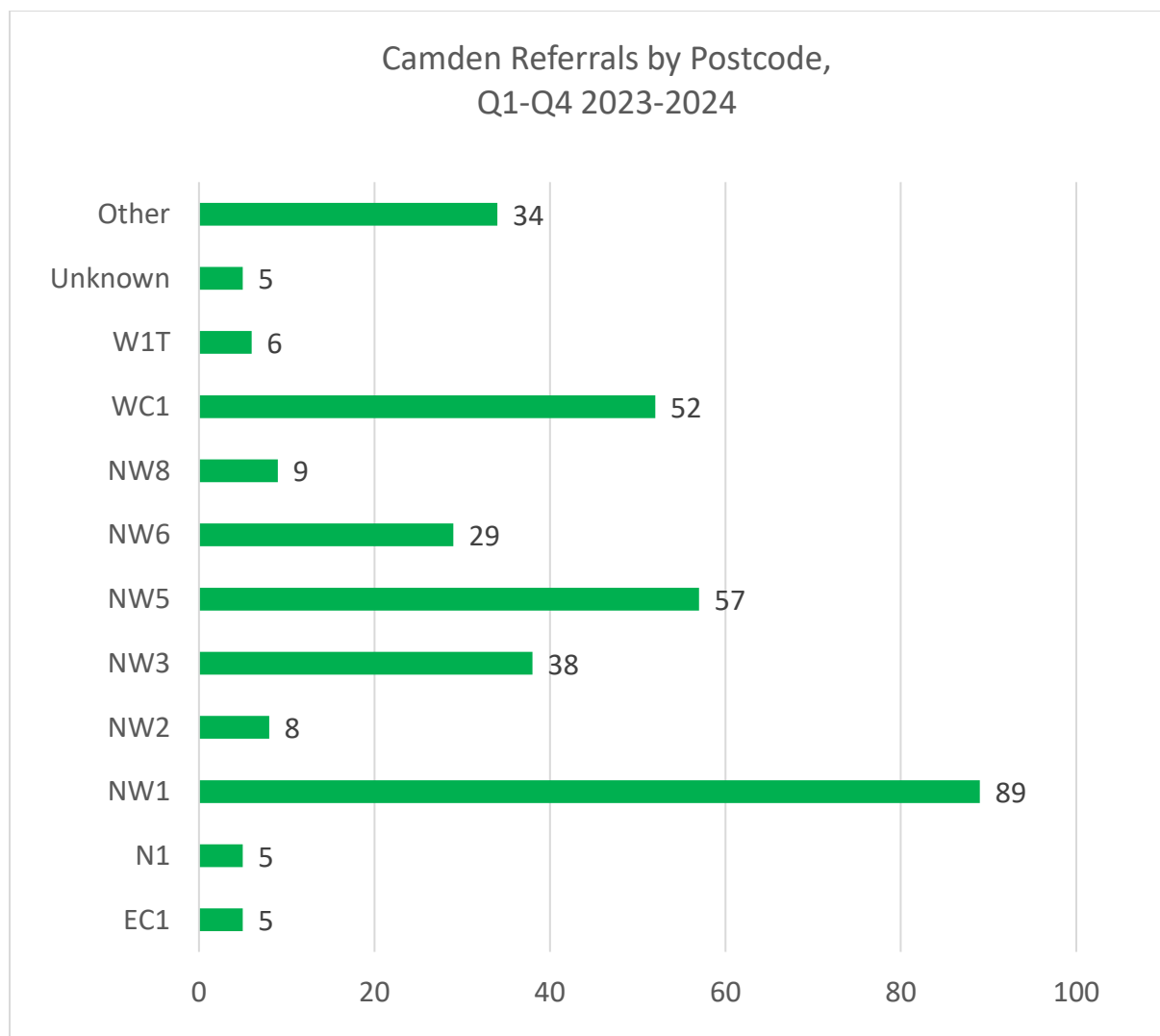
Ethnicity breakdown of Camden young people, 2023-2024



The majority of Camden young people referred to the service were based in **NW1 (n=89; 26%)**, **NW5 (n=57; 17%)**, and **WC1 (n=52; 15%)**. The remaining young people were based in a variety of postcodes, as seen in Figure 8. Please note, postcodes with fewer than 5 young people were consolidated into the 'Other' category.

Figure 8

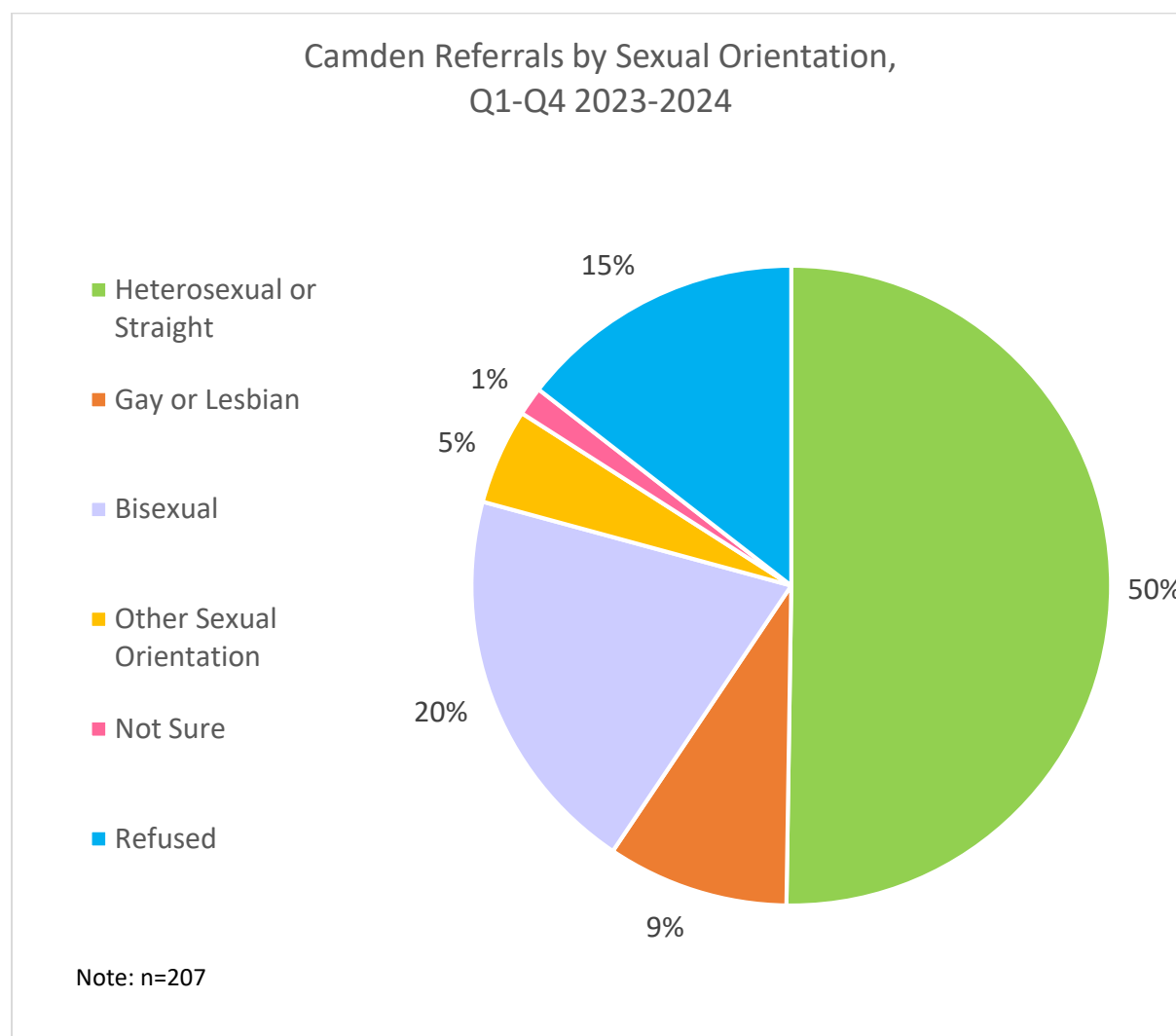
Geographical postcodes of Camden young people, 2023-2024



Of the 337 Camden young people with accepted referrals in 2023-2024, 207 (60%) had available data on self-reported sexual orientation. Of these 207, 104 (50%) identified as Heterosexual or Straight, 19 (9%) as Gay or Lesbian, 41 (20%) as Bisexual, and 10 (5%) as another sexual orientation. This translates to approximately **1 in 3 Camden young people identifying as LGBTQ+ at the Brandon Centre**. This breakdown is shown in Figure 9.

Figure 9

Self-reported sexual orientations of Camden young people, 2023-2024



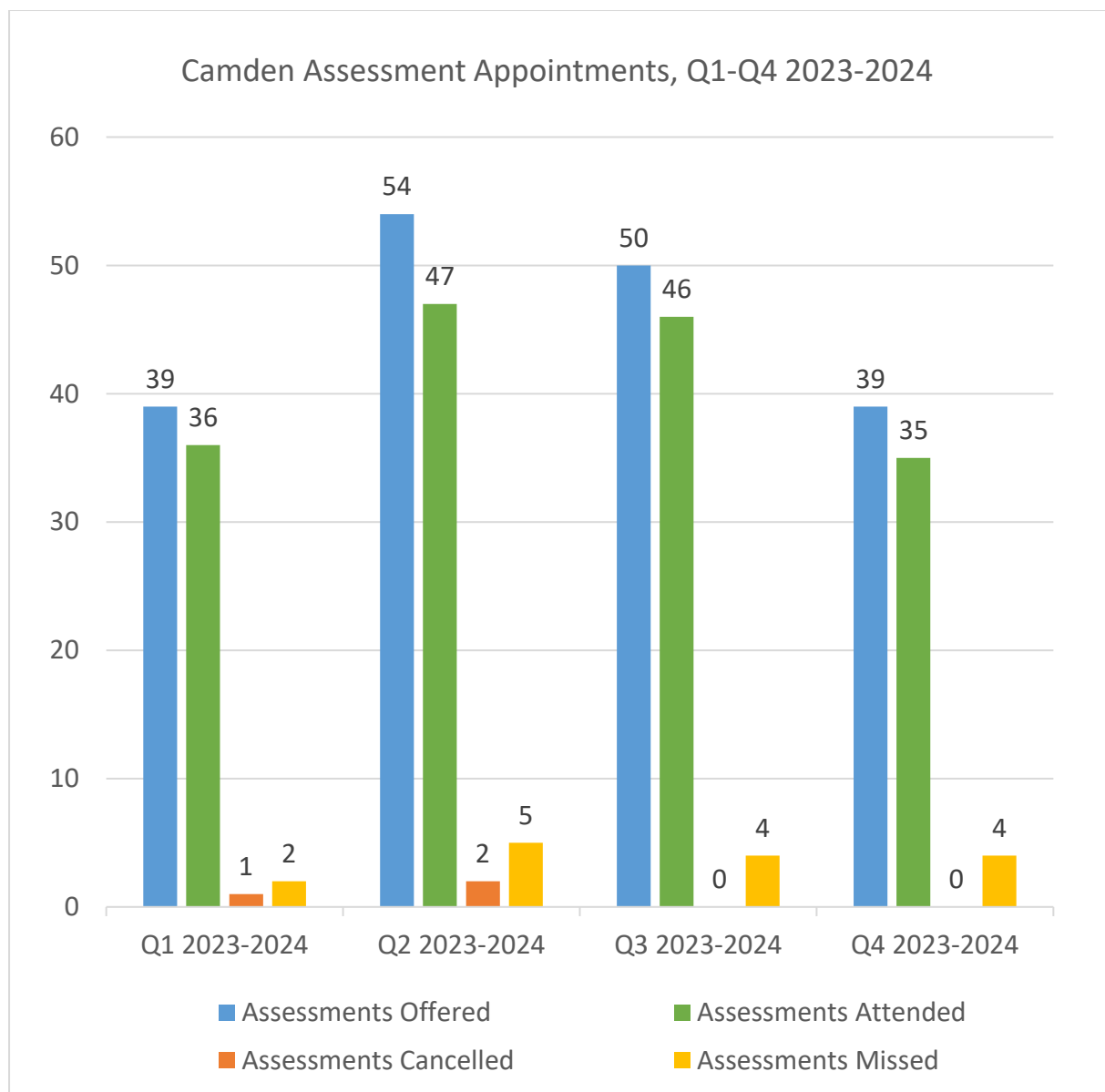
Appointments

Assessment Appointments

A total of **182 assessment appointments** were offered to Camden young people in 2023-2024. Of the 182 assessment appointments offered, **164 (90%) of them were attended**, 3 (2%) were cancelled, and 15 (8%) were missed without prior notice (DNA). Figure 10 shows the breakdown of these assessment appointments.

Figure 10

Assessment appointments offered to Camden young people, 2023-2024

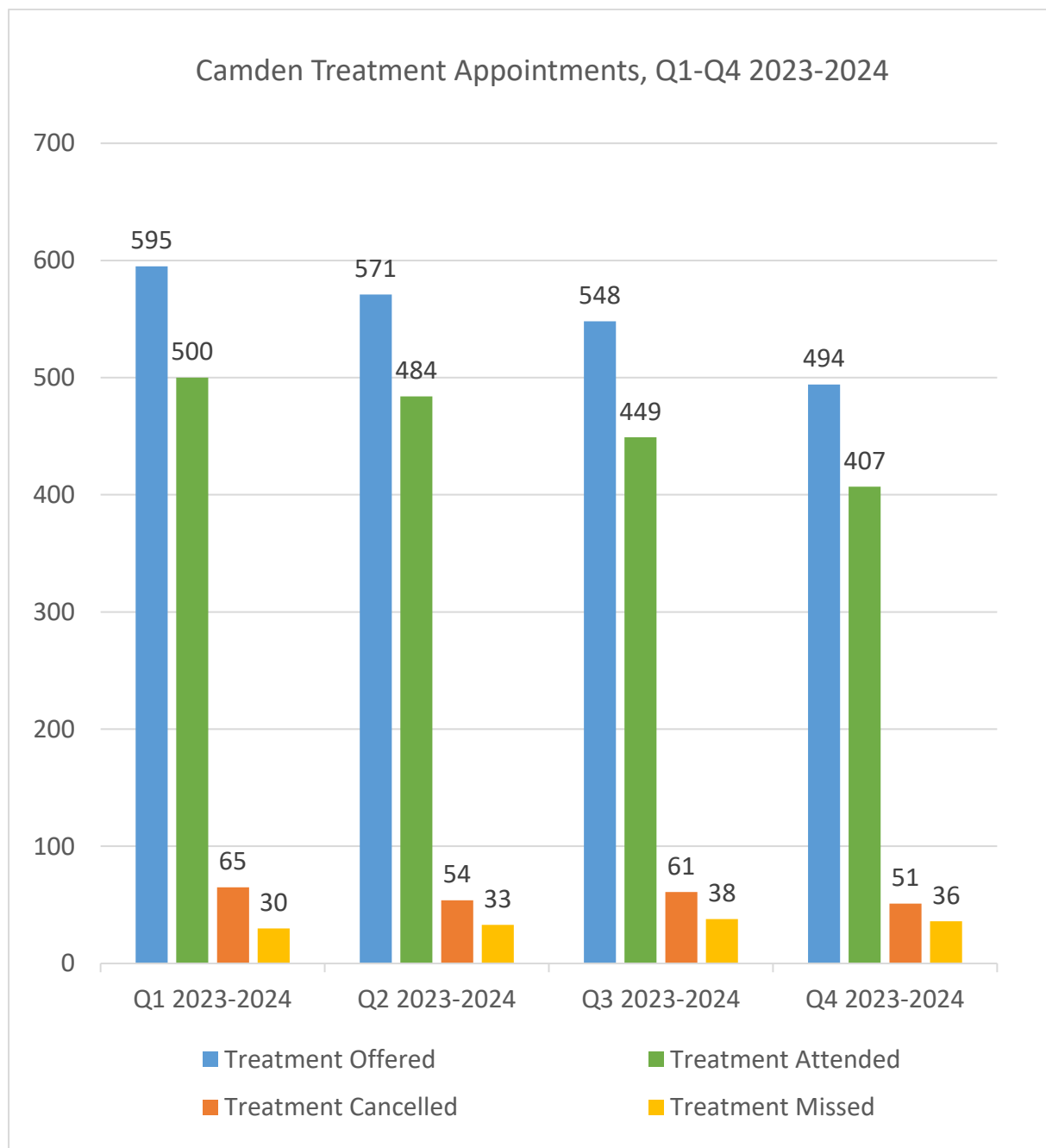


Treatment Appointments

As seen in Figure 11, a total of **2,206 treatment appointments** were offered to Camden young people in 2023-2024. Of these, **1,840 (83%) appointments were attended**, 231 (10%) were cancelled, and 137 (6%) were missed without prior notice (DNA).

Figure 11

Treatment appointments offered to Camden young people, 2023-2024

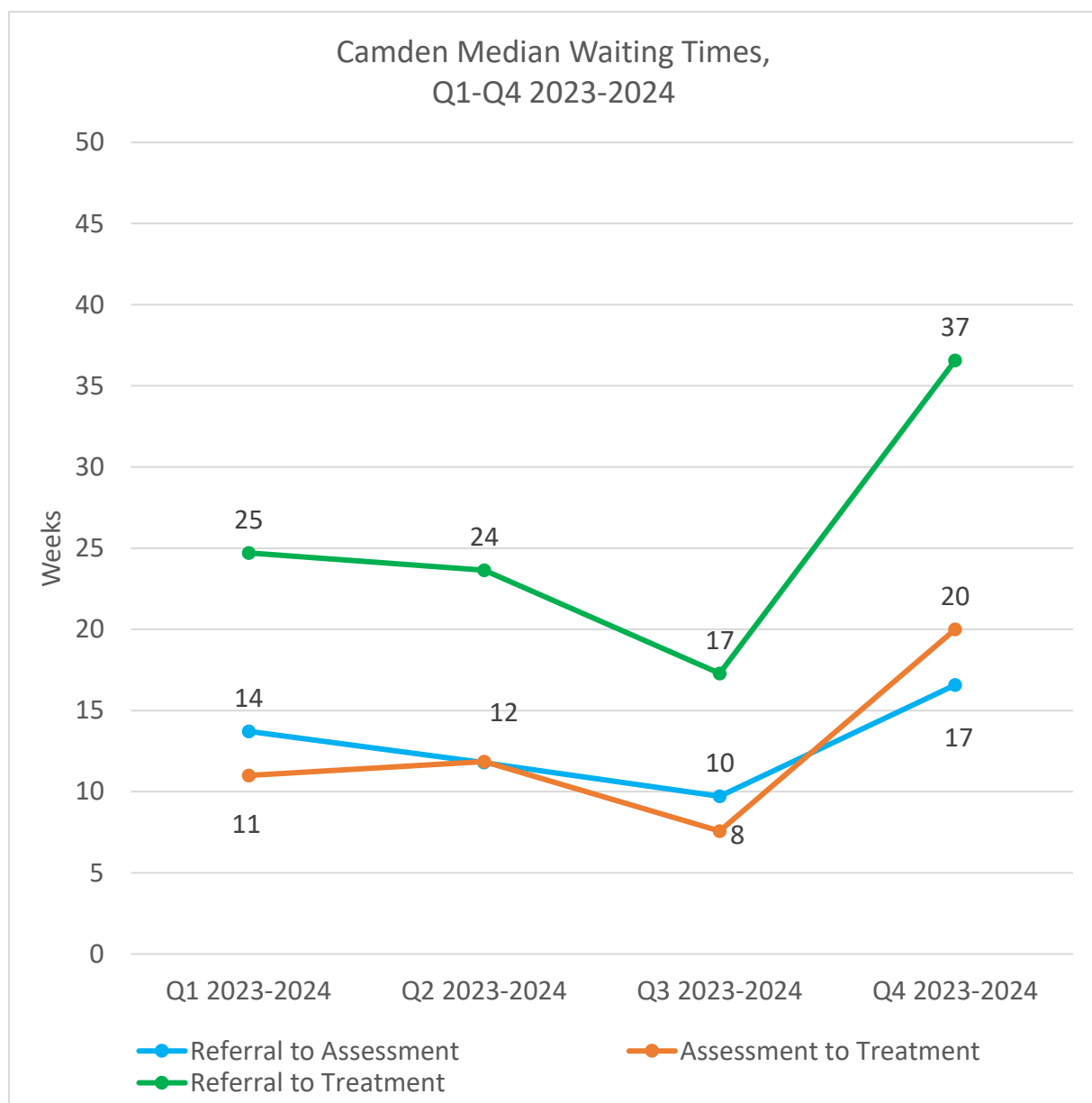


Waiting Times

Figure 12 shows the median wait times for Camden young people during the year 2023-2024. Due to the increased number of referrals, the median number of weeks from referral to treatment increased from 25 weeks in Q1 2023-2024 to **37 weeks (approximately 9 months)** in Q4 2023-2024.

Figure 12

Median number of weeks between contacts for Camden young people, 2023-2024

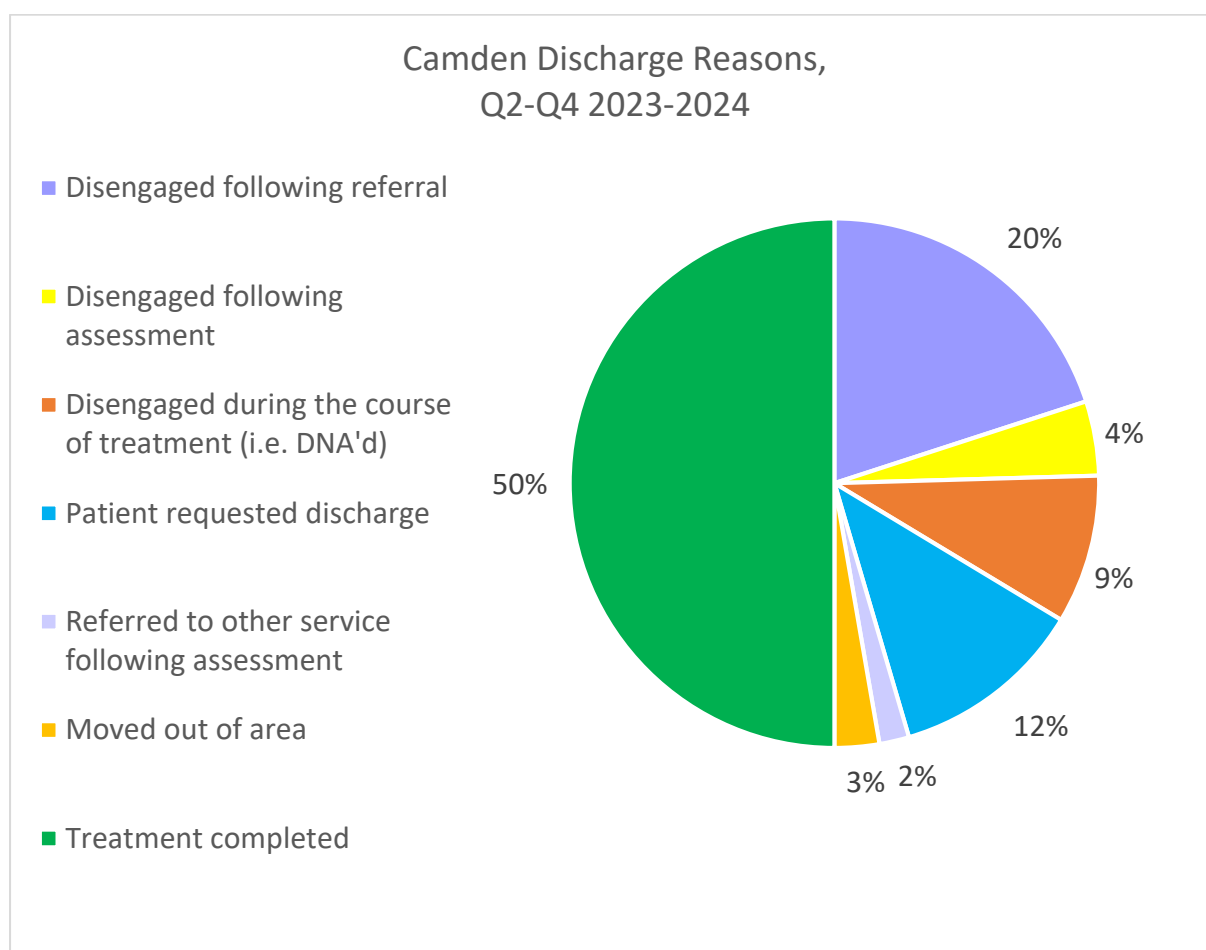


Discharges

Towards the end of Q1 2023-2024, we introduced a new measure to better capture discharge data. Figure 13 shows a breakdown of the reasons for discharge among Camden young people, starting from Q2 2023-2024. Approximately **50% of discharges** were due to young people **completing treatment**, while 20% of discharges were due to young people disengaging after being referred and thus never being seen in the service.

Figure 13

Reasons for discharge for Camden young people, 2023-2024



Key:

1. **'Disengaged following referral'** – young person did not respond to our offer of an assessment appointment and thus was never seen in the service
2. **'Disengaged following assessment'** – young person attended assessment appointment and then subsequently did not respond to our offer of weekly therapy
3. **'Disengaged during the course of treatment'** – young person began therapy but then failed to attend or respond to our 'opt in' message
4. **'Patient requested discharge'** – young person asked to be discharged at any time point (after being referred, after being assessed, during treatment)

5. **'Referred to other service following assessment'** – young person attended assessment appointment, where it was determined that a referral to a different service would be more appropriate to meet their needs
6. **'Moved out of area'** – young person moved out of Camden/Islington catchment area
7. **'Treatment completed'** – young person completed therapy

III. Islington

Please note, this section includes data from both the core Islington psychotherapy service (for Islington young people aged 16-25) and the Young People's Brief Counselling Service – Islington (previously called 'Platform Counselling Service'), our short-term counselling service for Islington young people aged 12-25.

Referrals

276 Islington young people were referred to the Brandon Centre psychotherapy service during the 2023-2024 year. As seen in Figure 14, **261 (95%)** of these referrals were accepted. 163 (62%) of the accepted referrals were from professionals and 96 (37%) were either self-referrals or referrals from parents/carers. Islington referral numbers increased throughout the year, with an almost **51% increase** from Q1 2023-2024 (54 referrals) to Q4 2023-2024 (82 referrals).

Notably, the number of referrals received in 2023-2024 was **55% higher** than the number of referrals received in 2022-2023. This comparison is shown in Figure 15.

Figure 14

Referrals for Islington young people, 2023-2024

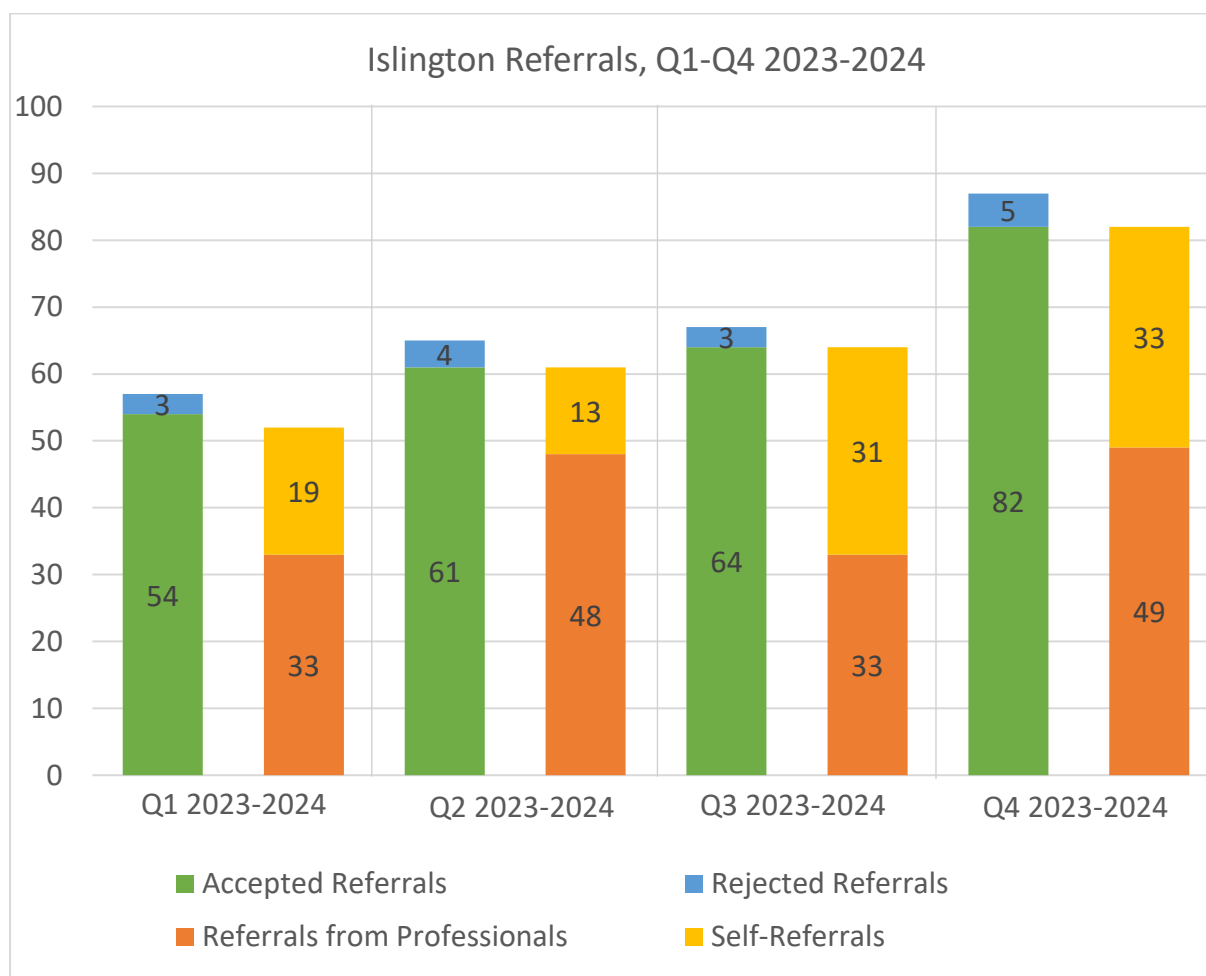
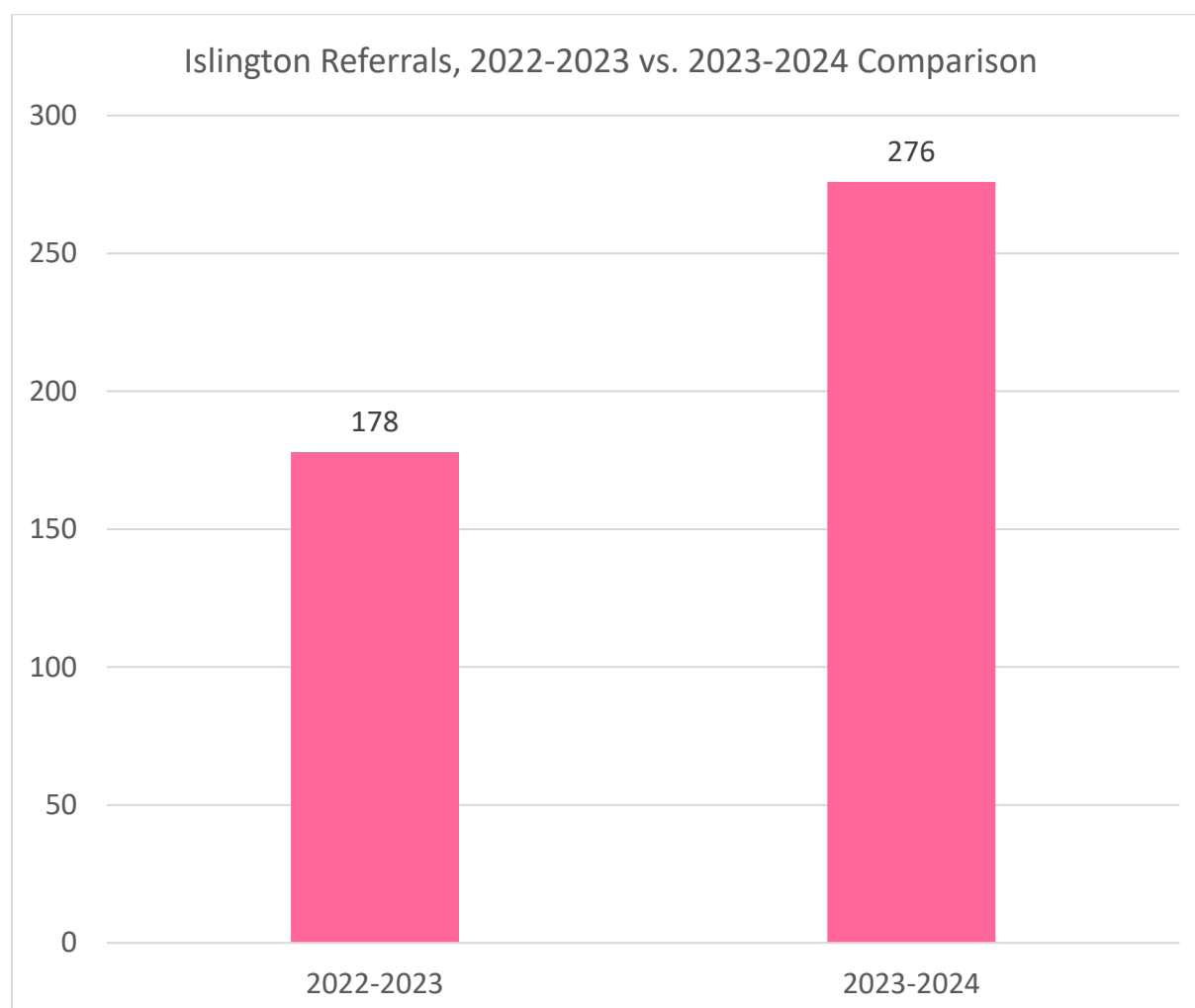


Figure 15

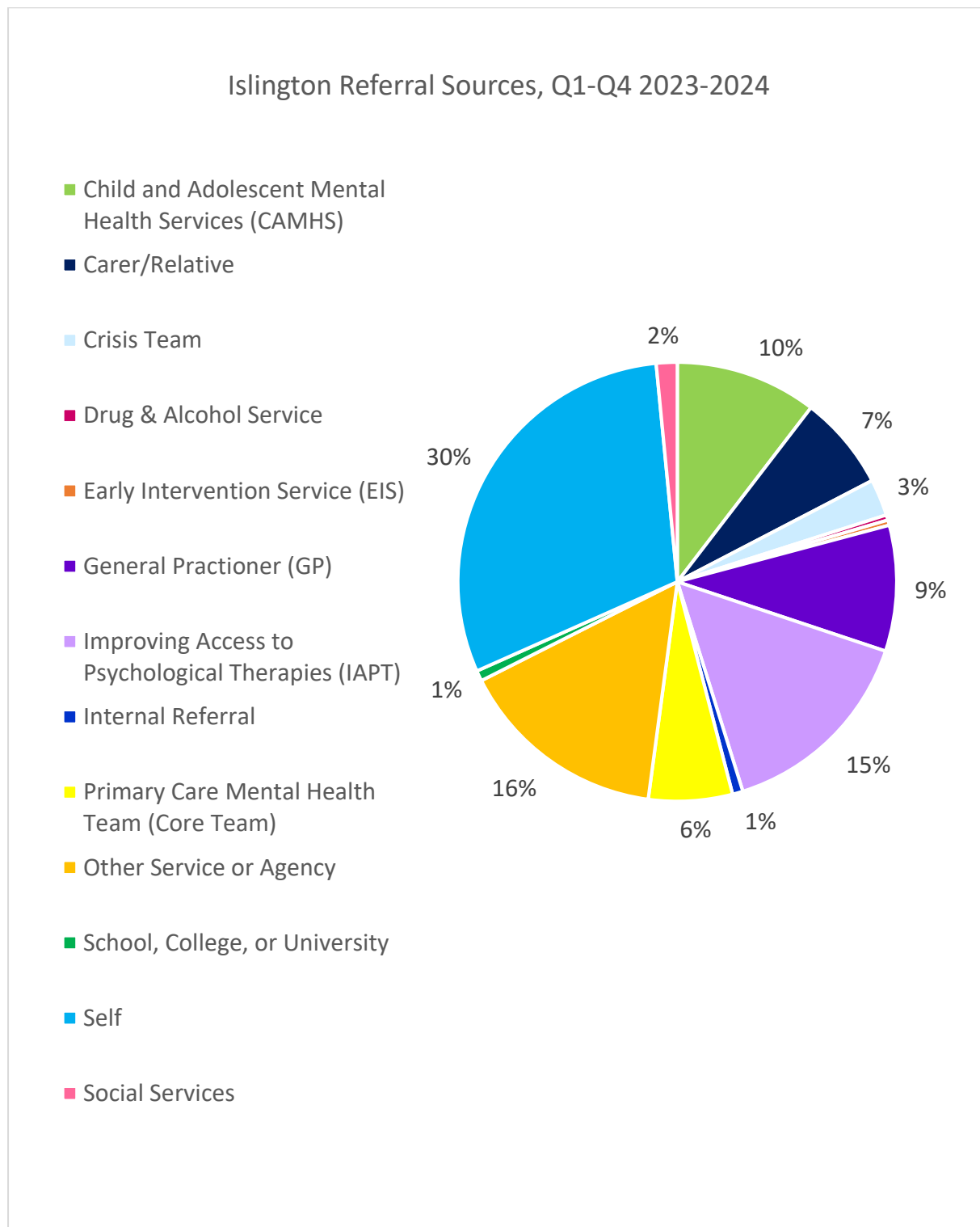
Referrals for Islington young people, 2022-2023 vs. 2023-2024



Professional referrals came from a **variety of sources**, namely Improving Access to Psychological Therapies (IAPT), general practitioners (GPs), Child and Adolescent Mental Health Services (CAMHS), Primary Care Mental Health Teams (i.e. Core Teams), other services or agencies (i.e. other local charities), among others. The breakdown of these referral sources is illustrated in Figure 16.

Figure 16

Referral source breakdown of Islington young people, 2023-2024

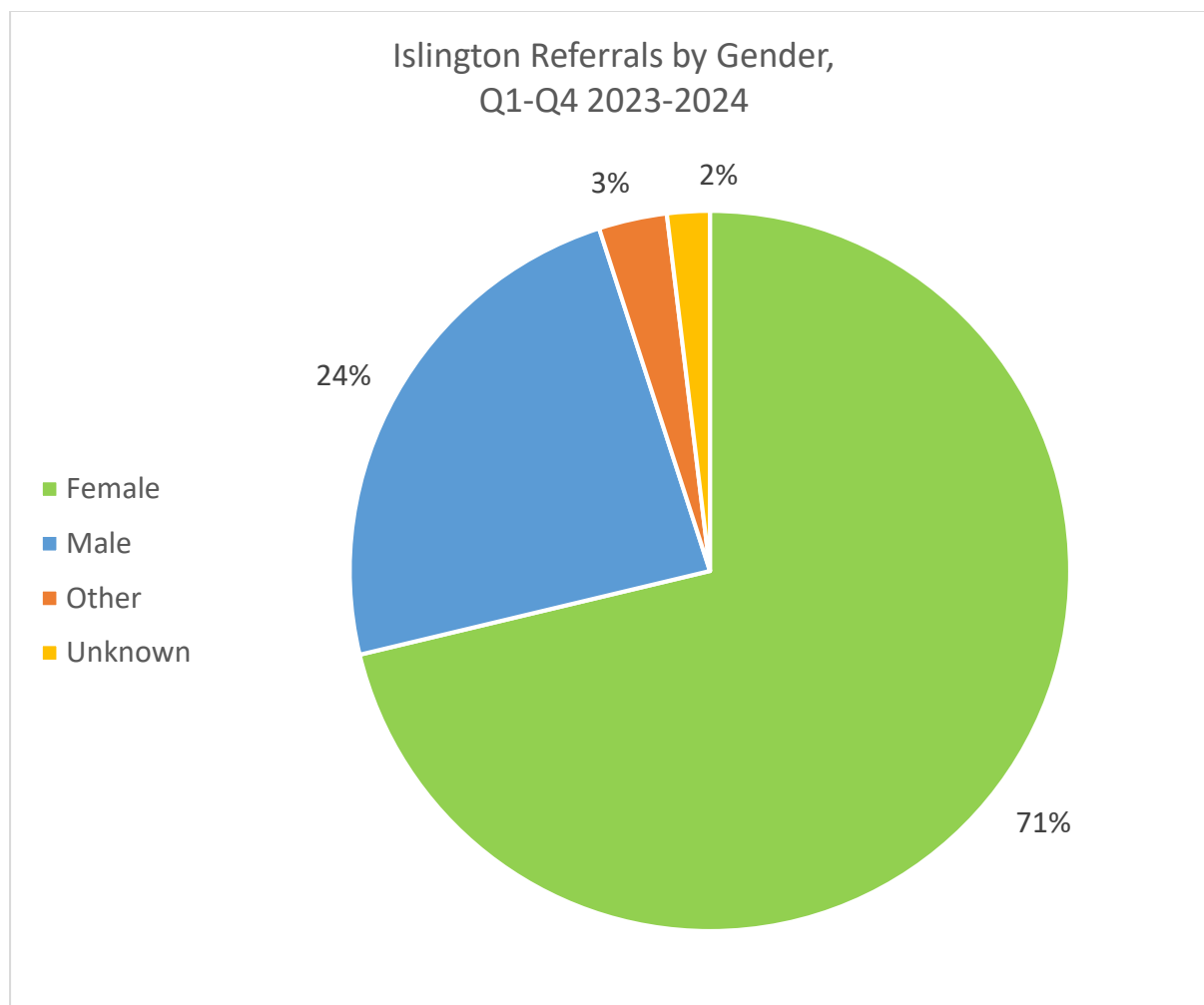


Demographics

Of the 261 young people with accepted referrals in 2023-2024, **186 (71%) were female** and 62 (24%) were male. 8 (3%) young people identified as “Other.”⁴ This gender breakdown can be seen in Figure 17.

Figure 17

Gender breakdown of Islington young people, 2023-2024

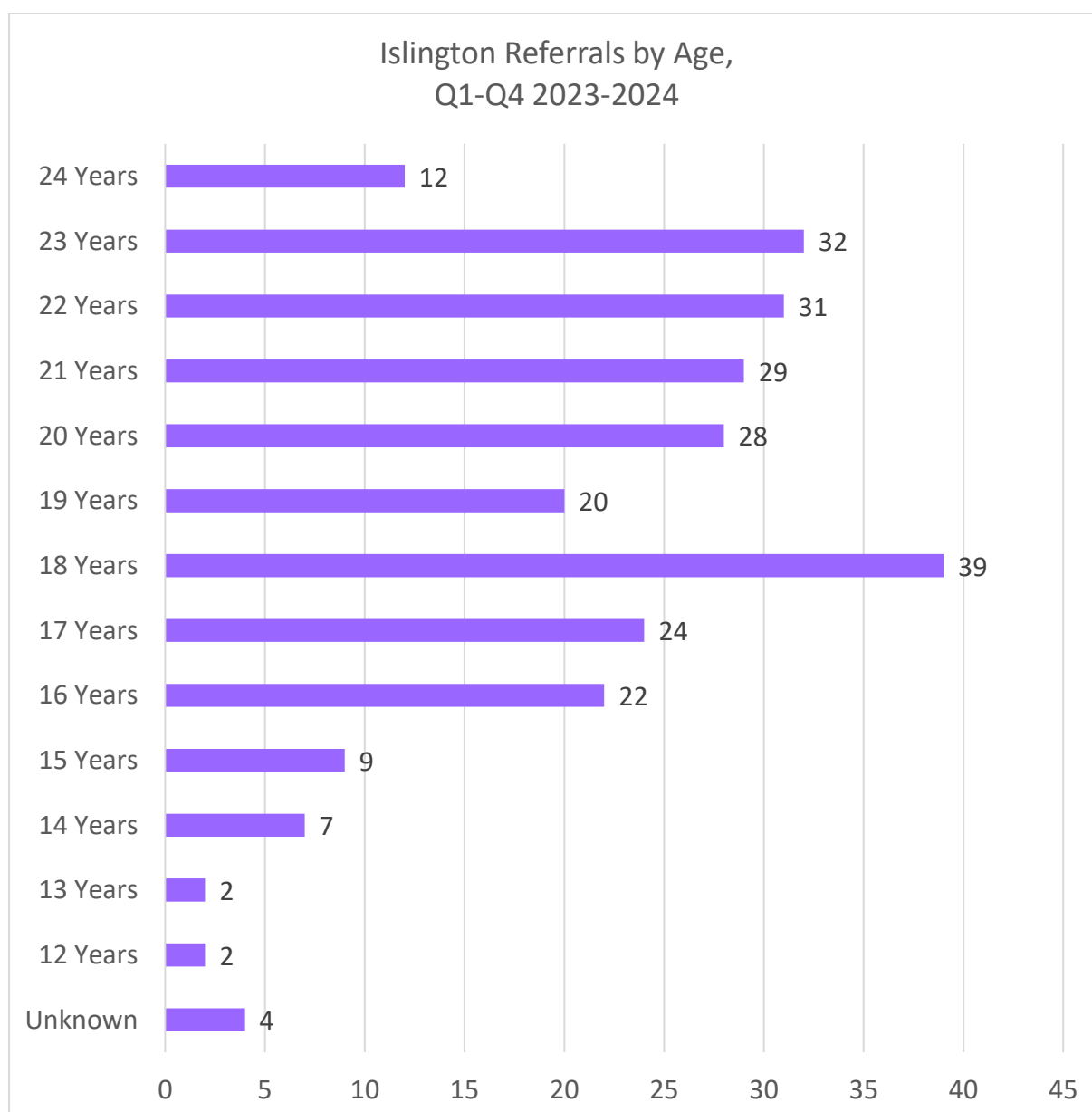


The mean age of Islington young people referred to Brandon Centre was **19 years old**. The highest number of referrals received were for 18-year-olds (n=39; 15%), 22-year-olds (n=31; 12%), and 23-year-olds (n=32; 12%). This can be seen in Figure 18. Please note, the under-16 referrals were received through the Young People’s Brief Counselling Service – Islington, which sees young people aged 12+.

⁴ Please note, as of May 2024, our electronic patient system has been updated to better report on sex at birth vs. gender identity.

Figure 18

Age at referral of Islington young people, 2023-2024



41% (n=107) of referrals were for young people from White British, White Irish, or White Other backgrounds. **44% (n=116) of referrals were from young people from the 'Global Majority'⁵** – including Black African (n=14; 5%), Black Caribbean (n=10; 4%), Black Other (n=12; 5%), East Asian Chinese (n=6; 2%), Asian Bangladeshi (n=9; 3%), Asian Indian (n=1; <1%), Asian Pakistani (n=2; 1%), Asian Other (n=6; 2%), mixed backgrounds (n=47; 18%), or another ethnicity (n=9; 3%). This breakdown can be seen in Figure 19 and Figure 20.

⁵ 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).

Figure 19

Self-reported ethnicities of Islington young people, 2023-2024

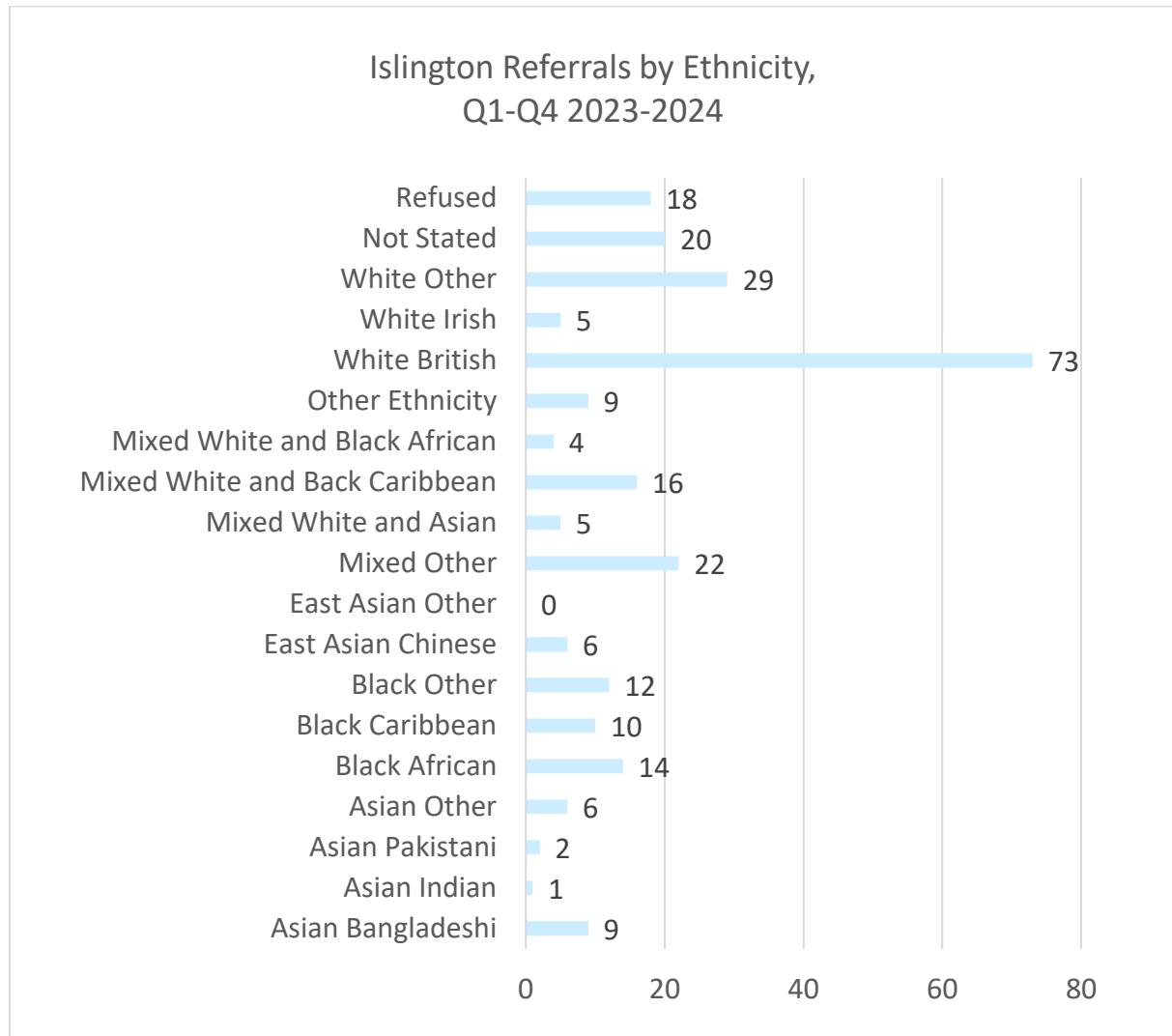
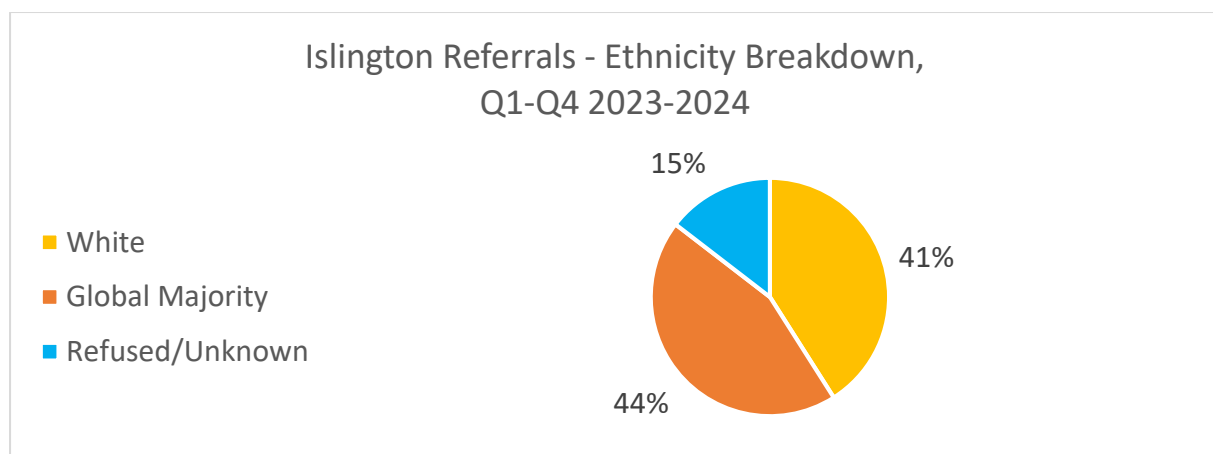


Figure 20

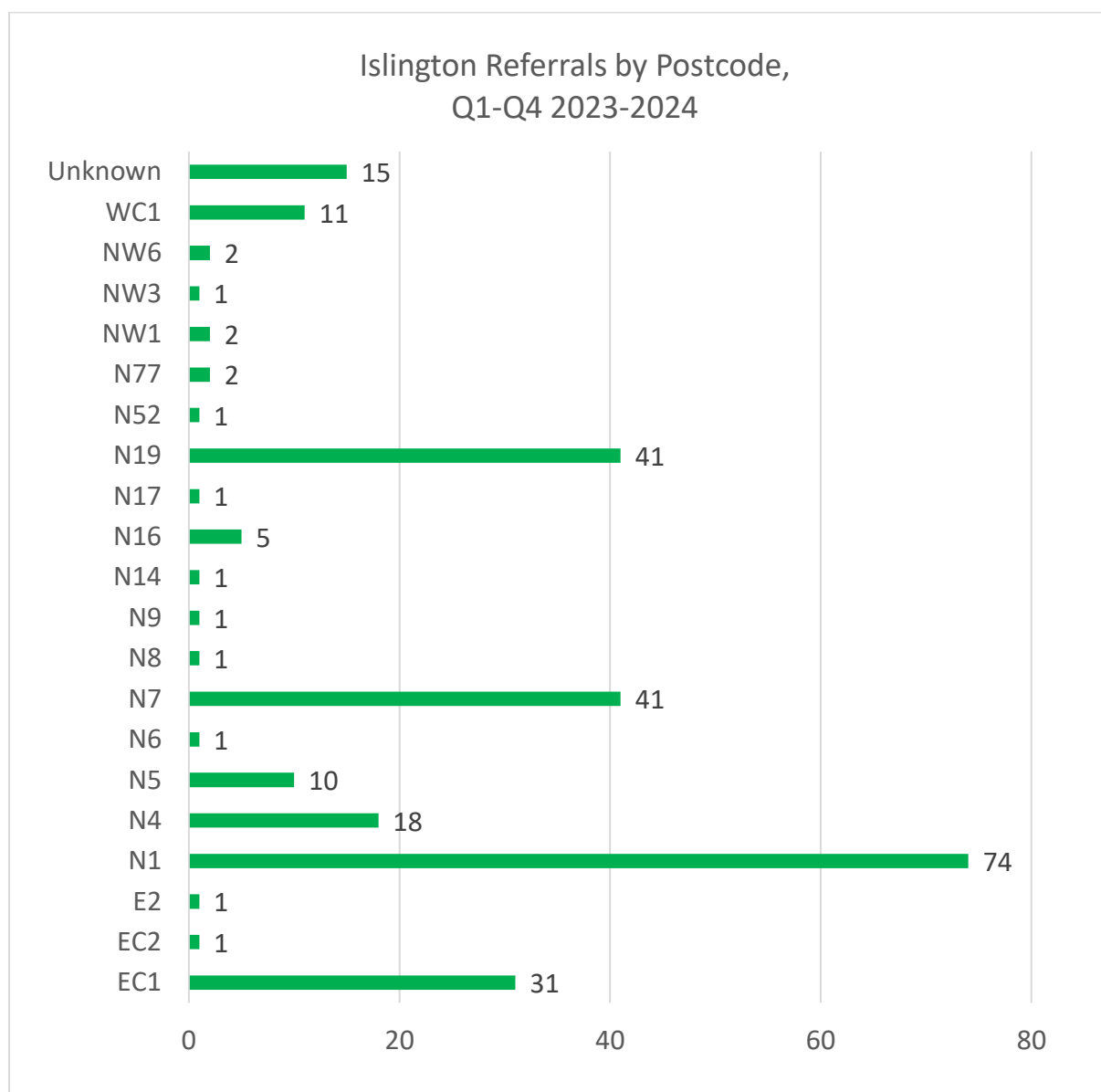
Ethnicity breakdown of Islington young people, 2023-2024



The majority of Islington young people referred to the service were based in **N1 (n=74; 28%)** and N7 (n=41; 16%), followed by N19 (n=41; 16%) and EC1 (n=31; 12%). The remaining young people were based in a variety of postcodes, as seen in Figure 21.

Figure 21

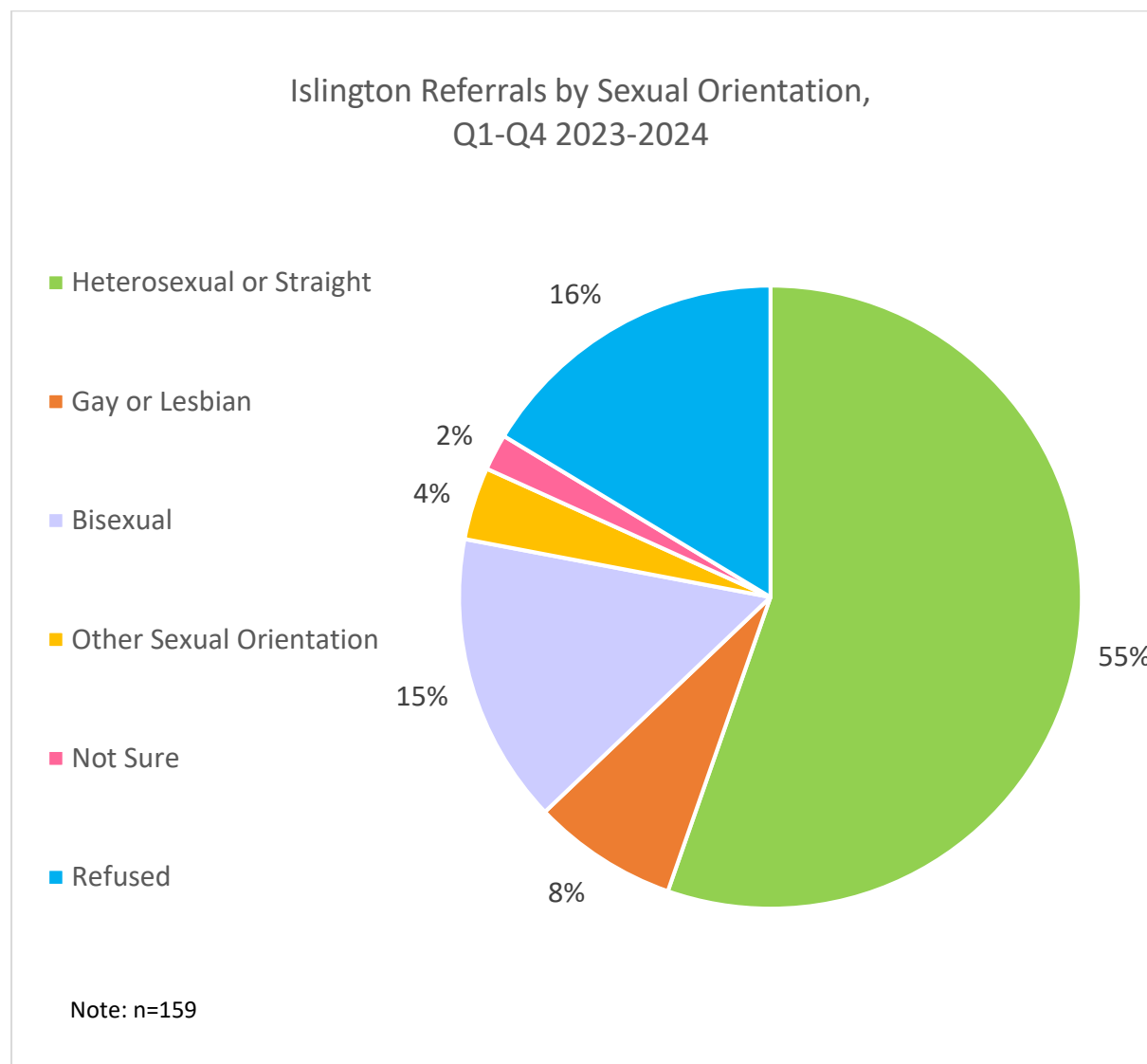
Geographical postcodes of Islington young people, 2023-2024



Of the 261 Islington young people referred to the service in 2023-2024, 159 (61%) had available data on self-reported sexual orientation. Of these 159, 88 (55%) identified as Heterosexual or Straight, 12 (8%) as Gay or Lesbian, 24 (15%) as Bisexual, and 6 (4%) as another sexual orientation. This translates to approximately **1 in 4 Islington young people identifying as LGBTQ+ at the Brandon Centre.** This breakdown is shown in Figure 22.

Figure 22

Self-reported sexual orientations of Islington young people, 2023-2024



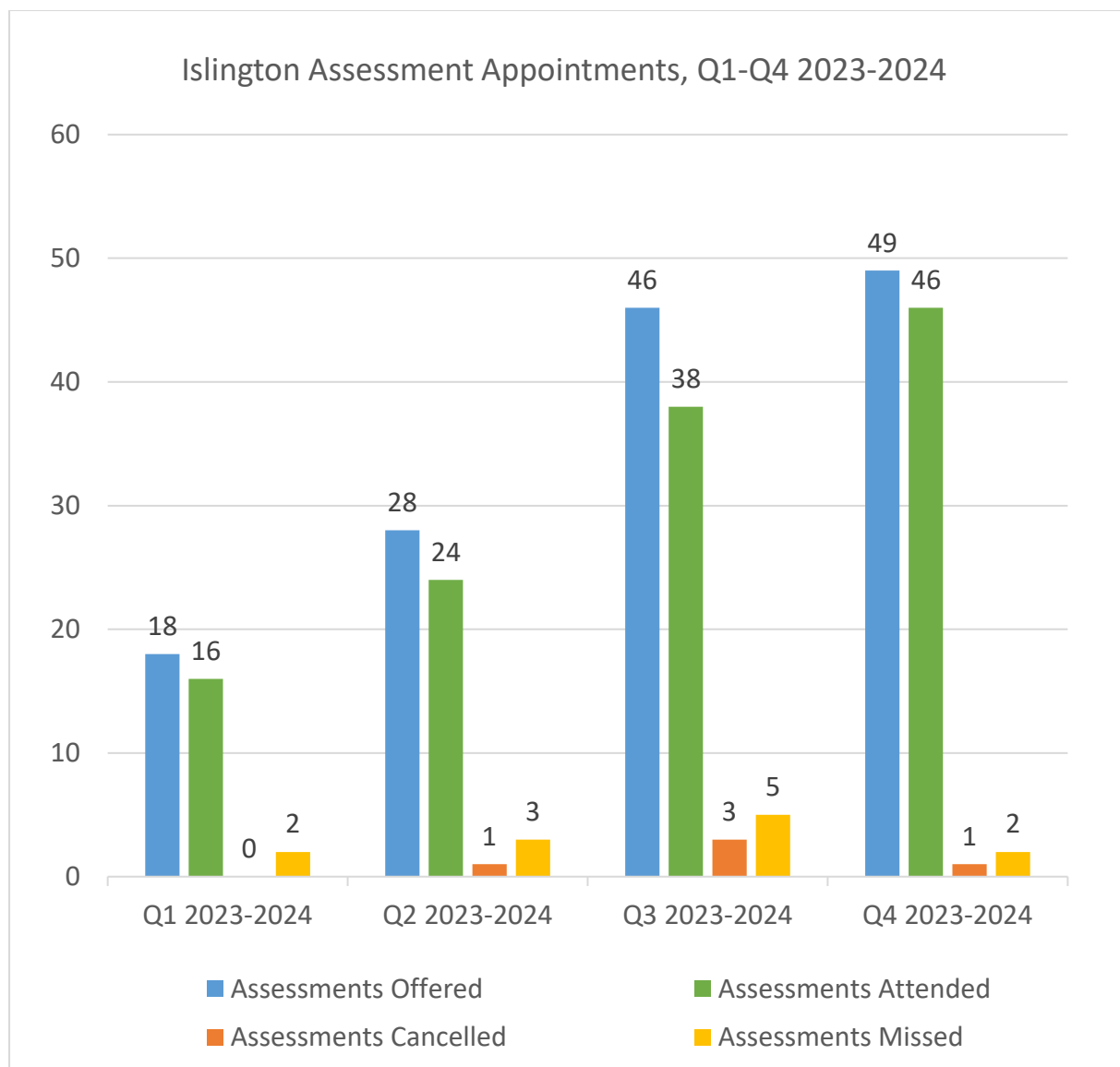
Appointments

Assessment Appointments

A total of **141 assessment appointments** were offered to Islington young people in 2023-2024. Of the 141 assessment appointments offered, **124 (88%) of them were attended**, 5 (4%) were cancelled, and 12 (9%) were missed without prior notice (DNA). Figure 23 shows the breakdown of these assessment appointments.

Figure 23

Assessment appointments offered to Islington young people, 2023-2024

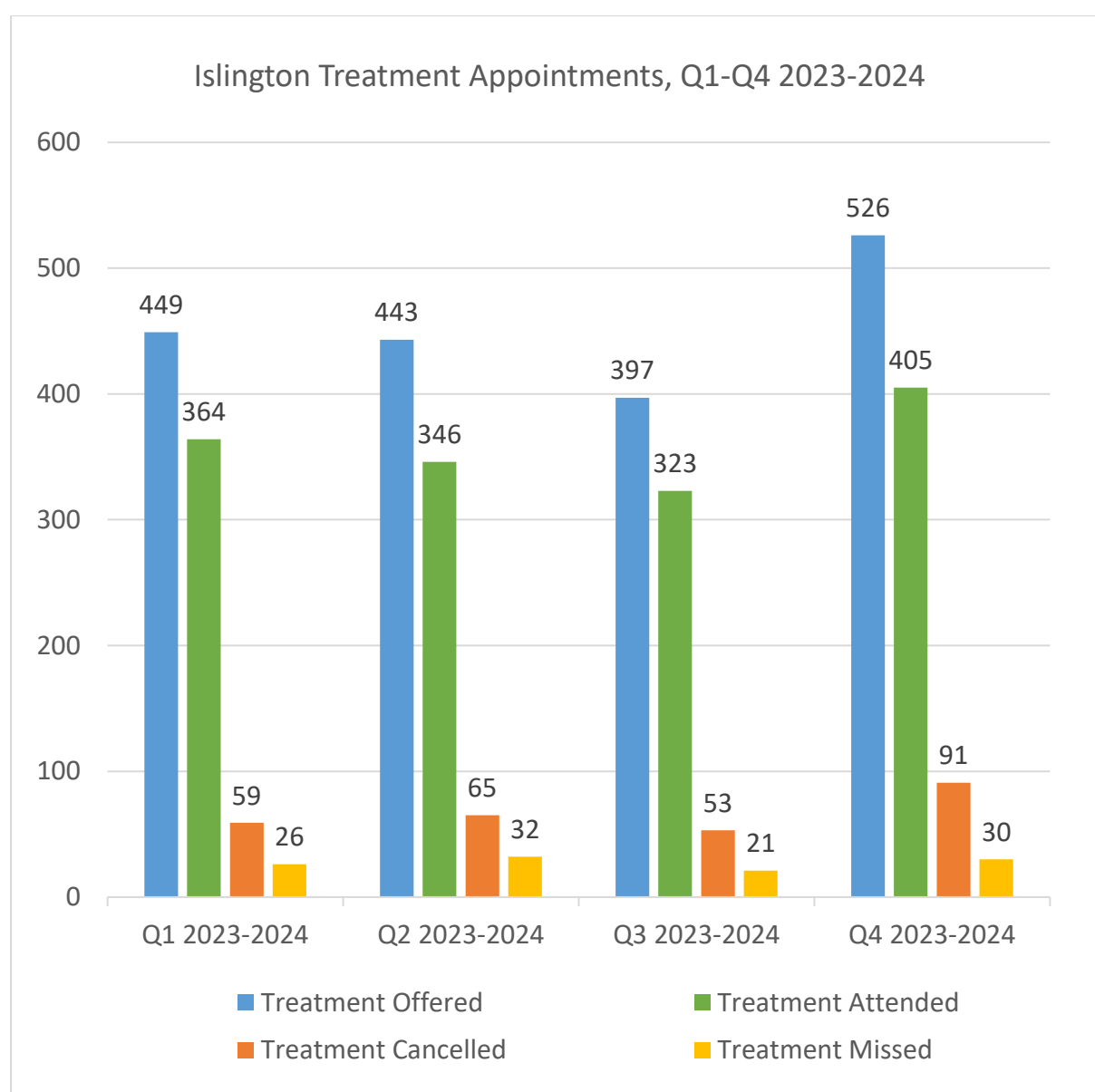


Treatment Appointments

As seen in Figure 24, a total of **1,815 treatment appointments** were offered to Islington young people in 2023-2024. Of these, **1,438 (79%) appointments were attended**, 268 (15%) were cancelled, and 109 (6%) were missed without prior warning.

Figure 24

Treatment appointments offered to Islington young people, 2023-2024

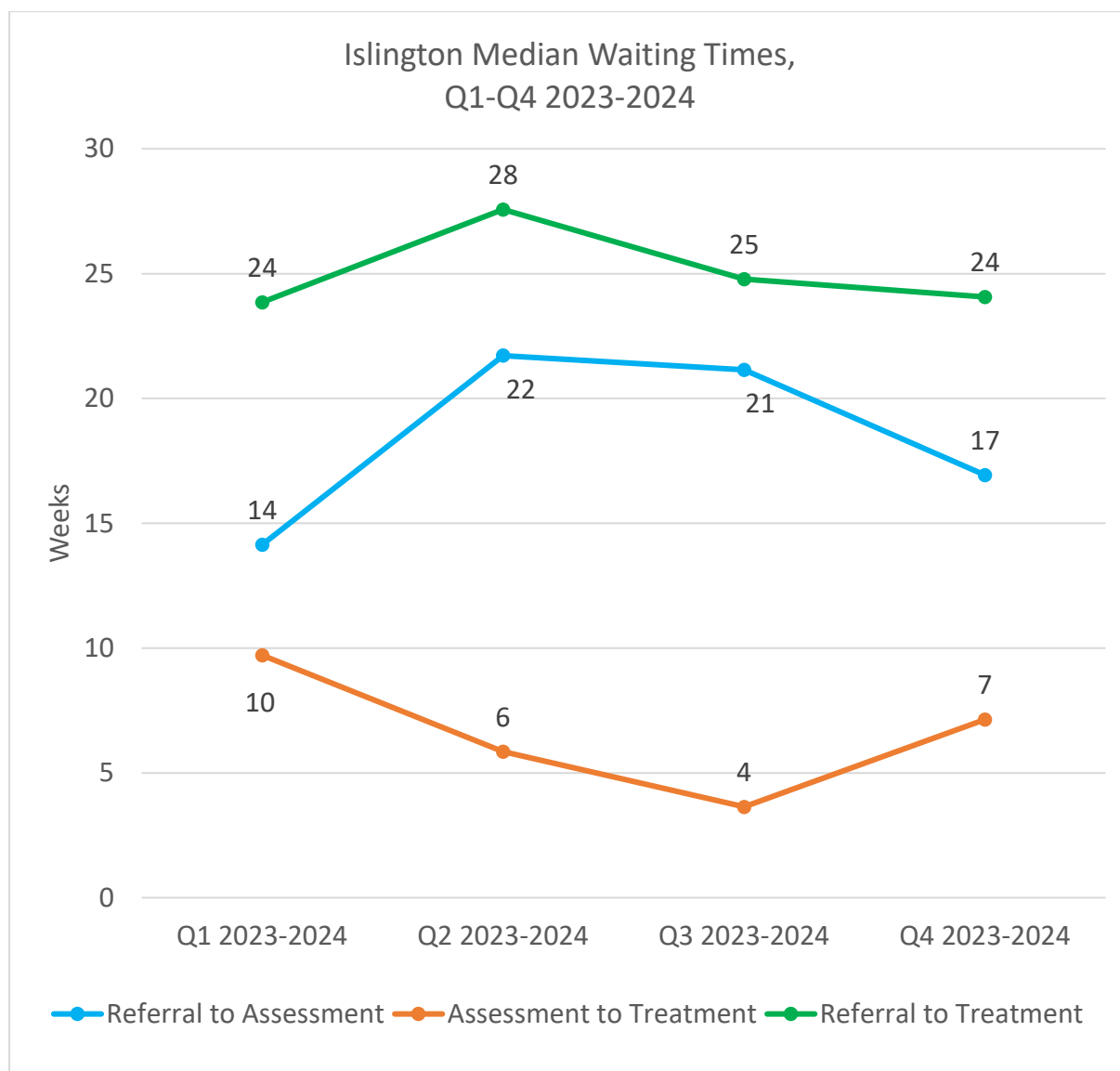


Waiting Times

Figure 25 shows the median wait times for Islington young people across the 2023-2024 year. The median number of weeks from referral to treatment remained relatively stable across the quarters, averaging **25 weeks**.

Figure 25

Median number of weeks between contacts for Islington young people, 2023-2024

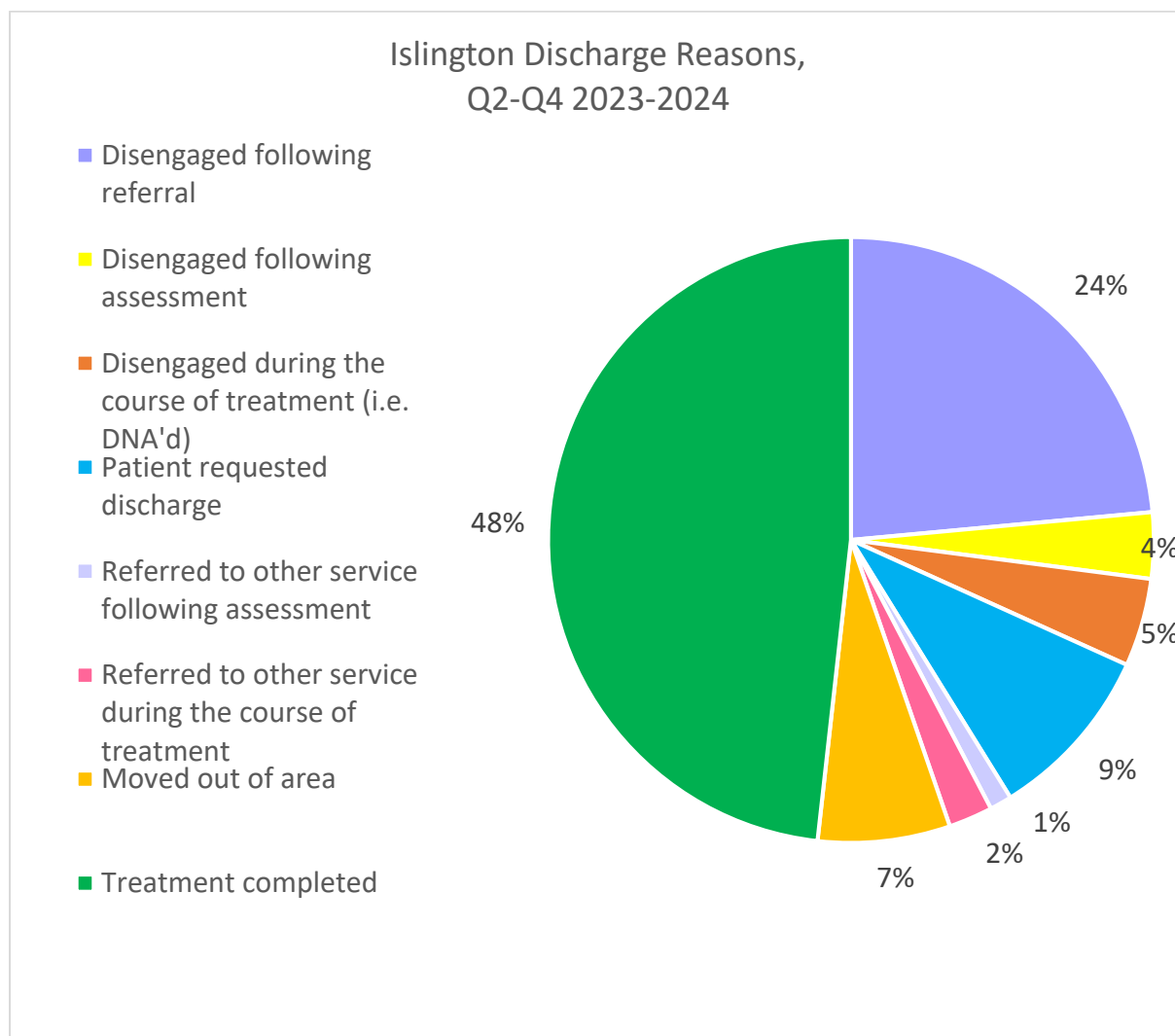


Discharges

Towards the end of Q1 2023-2024, we introduced a new measure to better capture discharge data. Figure 26 shows a breakdown of the reasons for discharge among Camden young people, starting from Q2 2023-2024. Approximately **48% of discharges** were due to young people **completing treatment**, while 24% of discharges were due to young people disengaging after being referred and thus never being seen in the service.

Figure 26

Reasons for discharge for Islington young people, 2023-2024



Key:

1. **'Disengaged following referral'** – young person did not respond to our offer of an assessment appointment and thus was never seen in the service
2. **'Disengaged following assessment'** – young person attended assessment appointment and then subsequently did not respond to our offer of weekly therapy

3. **'Disengaged during the course of treatment'** – young person began therapy but then failed to attend or respond to our 'opt in' message
4. **'Patient requested discharge'** – young person asked to be discharged at any time point (after being referred, after being assessed, during treatment)
5. **'Referred to other service following assessment'** – young person attended assessment appointment, where it was determined that a referral to a different service would be more appropriate to meet their needs
6. **'Referred to other service during the course of treatment'** – young person began weekly therapy, where it was determined that a referral to a different service would be more appropriate to meet their needs
7. **'Moved out of area'** – young person moved out of Camden/Islington catchment area
8. **'Treatment completed'** – young person completed therapy

IV. Problem Descriptors

This section combines data from young people 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 250 patients during the 2023-2024 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. Many of these descriptors might be considered '**Adverse Childhood Experiences.**' The full list of problem descriptors can be seen in Table 2.

The average number of problem descriptors for each young person was **9**, 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

Number of problem descriptors for Camden and Islington young people, 2023-2024

Number of Problem Descriptors	Number of Patients	Percentage of Patients
1	1	0.40%
2	4	1.60%
3	7	2.80%
4	17	6.80%
5	21	8.40%
6	24	9.60%
7	23	9.20%
8	20	8.00%
9	26	10.40%
10	22	8.80%
11	14	5.60%
12	17	6.80%
13	19	7.60%
14	8	3.20%

15	10	4.00%
16	9	3.60%
18	4	1.60%
19	2	0.80%
20	2	0.80%

Table 2 shows the percentage of young people rated with each problem descriptor, broken down as 'mild,' 'moderate' or 'severe' by the therapist at assessment. As seen in Figures 27A and 27B, over **70% of young people presented with low mood** and over **60% presented with generalised anxiety**. 66% of young people reported family relationship difficulties, 64% reported general home problems, and 46% reported peer relationship difficulties.

Table 2

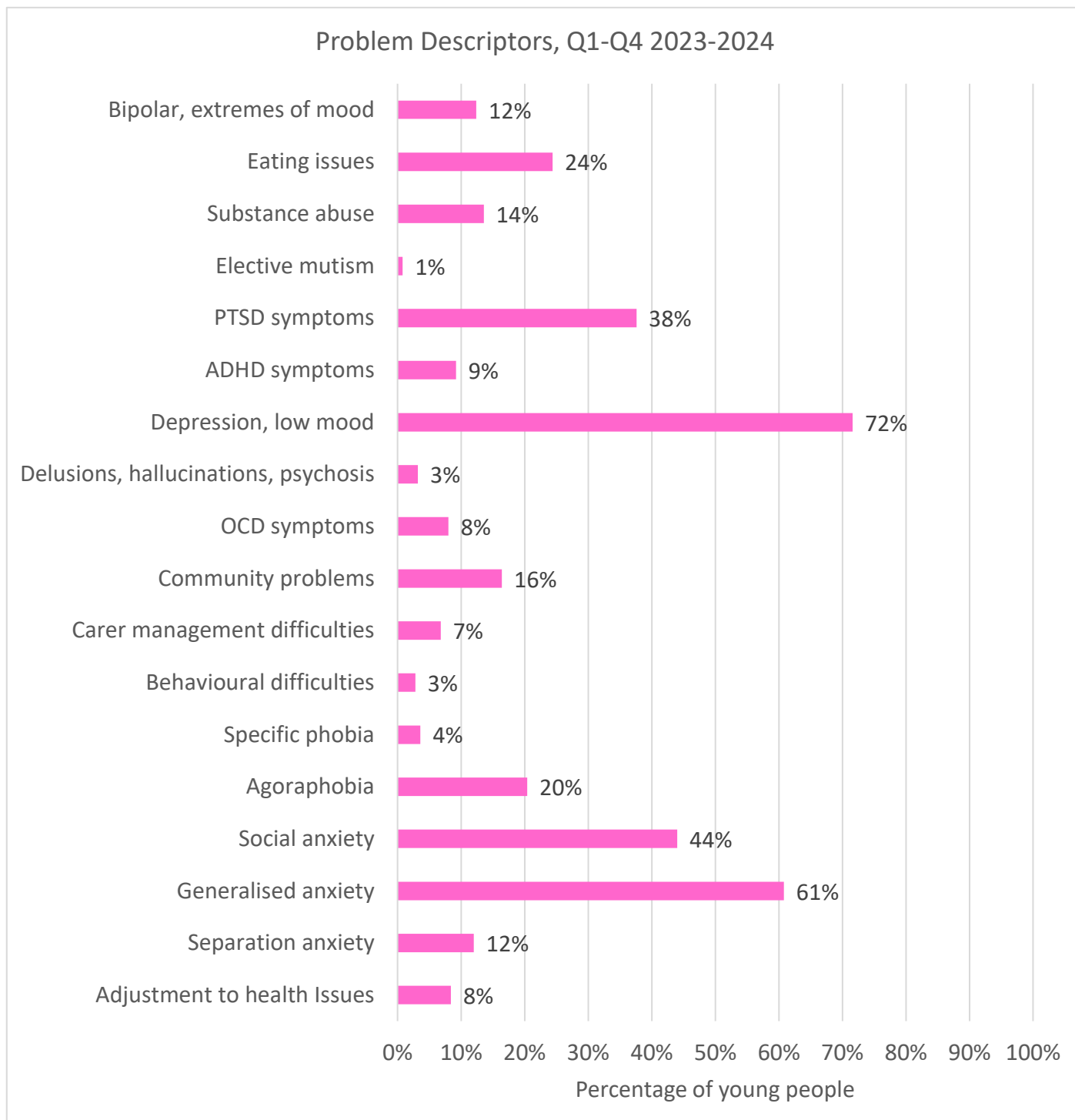
Percentage of Camden and Islington young people rated with each problem descriptor at assessment, 2023-2024

Problem Descriptor	Mild	Moderate	Severe	Total
Adjustment to health issues	4%	3%	1%	8%
Separation anxiety	4%	8%	0%	12%
Generalised anxiety	18%	34%	10%	61%
Social anxiety	16%	23%	5%	44%
Agoraphobia	10%	9%	1%	20%
Specific phobia	1%	3%	0%	4%
Behavioural difficulties	1%	2%	0%	3%
Carer management difficulties	4%	2%	1%	7%
Community problems	6%	9%	1%	16%
Obsessive-compulsive symptoms	2%	5%	1%	8%
Delusions, hallucinations, psychosis	2%	2%	0%	3%
Depression, low mood	18%	43%	11%	72%
Attention or concentration difficulties, hyperactivity	3%	5%	1%	9%
Trauma symptoms	14%	18%	6%	38%
Elective mutism	1%	0%	0%	1%
Substance abuse	5%	8%	1%	14%

Eating issues	15%	8%	2%	24%
Bipolar, extremes of mood	6%	6%	0%	12%
Family relationship difficulties	14%	35%	17%	66%
Gender identity issues	2%	2%	0%	4%
Home problems	22%	31%	12%	64%
Panic disorder	14%	10%	2%	25%
Peer relationship difficulties	22%	20%	4%	46%
Persistent difficulties managing relationships with others	14%	17%	6%	38%
Poses risks to others	2%	1%	0%	3%
Problems in attachment to caregiver	6%	14%	8%	28%
Problems with attainment in education, employment, or training	10%	9%	3%	22%
Problems with attendance in education, employment, or training	11%	12%	7%	30%
Problems with service engagement	10%	3%	0%	14%
Habit problems	3%	3%	0%	6%
School problems	13%	12%	6%	30%
Self-care issues	10%	6%	0%	16%
Self-harm	20%	9%	2%	31%
Unexplained developmental difficulties	<1%	<1%	<1%	<1%
Unexplained physical symptoms	4%	3%	1%	8%

Figure 27A

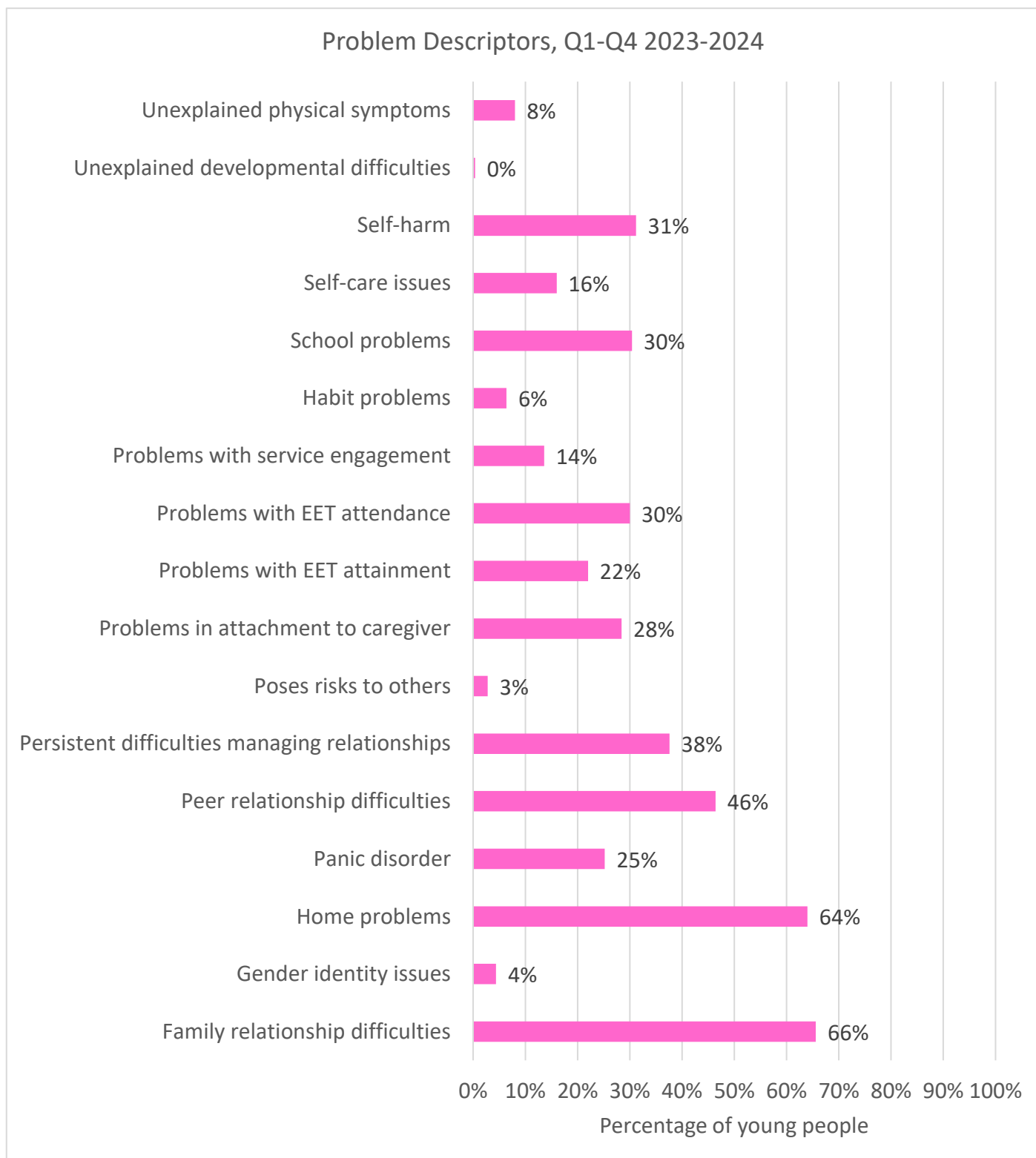
Percentage of Camden and Islington young people rated with each problem descriptor at assessment, 2023-2024



Note. PTSD = Post-traumatic stress disorder; ADHD = attention deficit hyperactivity disorder; OCD = obsessive compulsive disorder

Figure 27B

Percentage of Camden and Islington young people rated with each problem descriptor at assessment, 2023-2024



Note. EET = Education, employment, training

Table 3 shows data on additional complexity factors, reported by therapists at assessment. Notably, approximately **1 in 4 young people** reported experiencing abuse.

Table 3

Percentage of Camden and Islington young people rated with each additional complexity factor at assessment, 2023-2024

Additional Problem Descriptor	Percentage of Patients
Abortion	3%
Abuse	26%
Bereavement	13%
Significant illness involving hospital	5%
Thoughts of deliberate self-harm	27%
Suicide attempt	18%

V. Outcomes

This section combines outcome data from young people 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 2023-2024, **78 young people** completed their 'Time 2' (T2) measure after completing treatment. Of these 78 young people, 64 had also completed their 'Time 1' (T1) measure prior to or near the start of their treatment, allowing for a direct comparison of scores. Of these 64, average CORE-OM scores decreased from **68.7 (moderately severe) at T1** to **44.3 (mild) at T2**; this average **reduction of 24.4 represents a clinically significant reduction** in symptoms. Table 4 and Figure 28 show the breakdown of average CORE-OM score split by the 6 dimensions of the measure, for both T1 and T2.

While only 64 patients completed T1 and T2 measures, we believe this to be a representative sample. Moreover, this was a **46% increase** compared to the 2022-2023 year (44 young people completed both their T1 and T2 measures in 2022-2023). We are continuously making efforts to increase outcome measure completion, including entering young people in a prize draw as an added incentive.

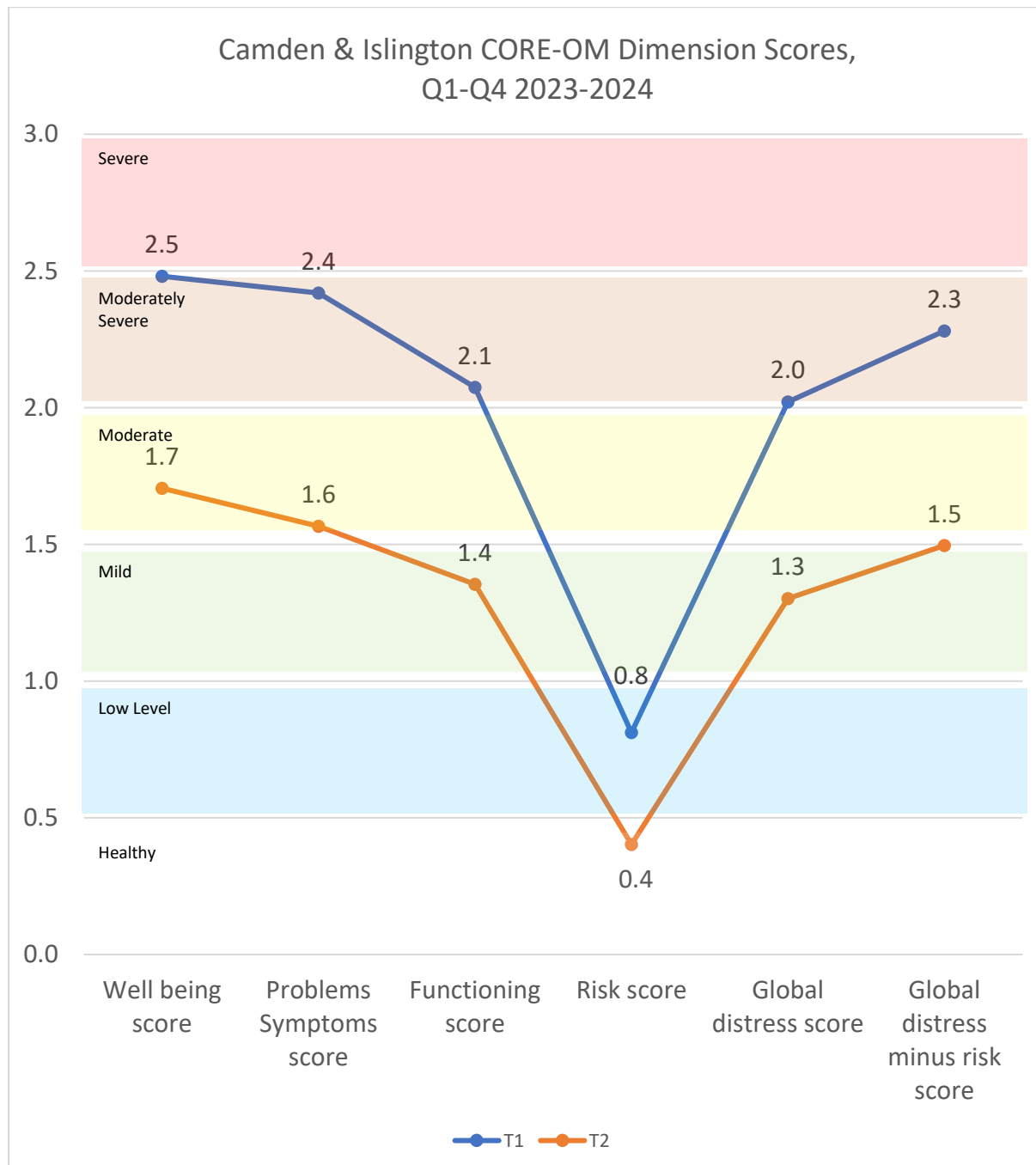
Table 4

Average CORE-OM dimension scores at baseline (T1) and end of treatment (T2) among Camden and Islington young people, 2023-2024

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	2.1	1.4	↓0.7
Risk score	0.8	0.4	↓0.4
Global distress score	2.0	1.3	↓0.7
Global distress minus risk score	2.3	1.5	↓0.8
Total CORE-OM score	68.7	44.3	↓24.4

Figure 28

Average CORE-OM dimension scores at baseline (T1) and end of treatment (T2) among Camden and Islington young people, 2023-2024



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 set for themselves at the beginning of their treatment.

139 Camden and Islington young people rated their goals (on a scale of 0-10) across at least two time points, with at least one time point in the 2023-2024 year. On average, these young people recorded a +3.4 point change in Goal 1, a +3.2 point change in Goal 2, and a +3.6 point change in Goal 3. This **average change of +3.4 in goal scores** indicates a **clinically significant and reliable change**. This can be seen in Table 5 and Figure 29.

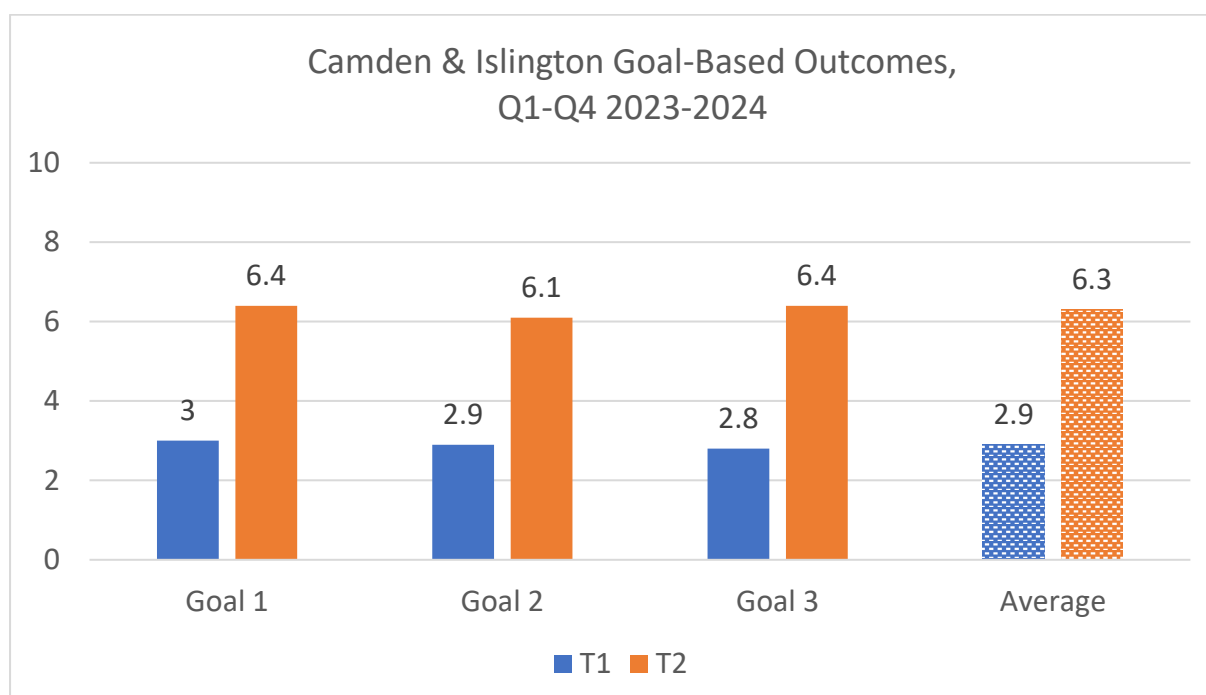
Table 5

Average self-reported goal scores at the beginning and end of treatment among Camden and Islington young people, 2023-2024

Goal	Point 1	Point 2	Change
Goal 1	3.0	6.4	+3.4
Goal 2	2.9	6.1	+3.2
Goal 3	2.8	6.4	+3.6
Average	2.9	6.3	+3.4

Figure 29

Average self-reported goal scores at the beginning and end of treatment among Camden and Islington young people, 2023-2024



Experience of Service Questionnaire (CHI-Esq)

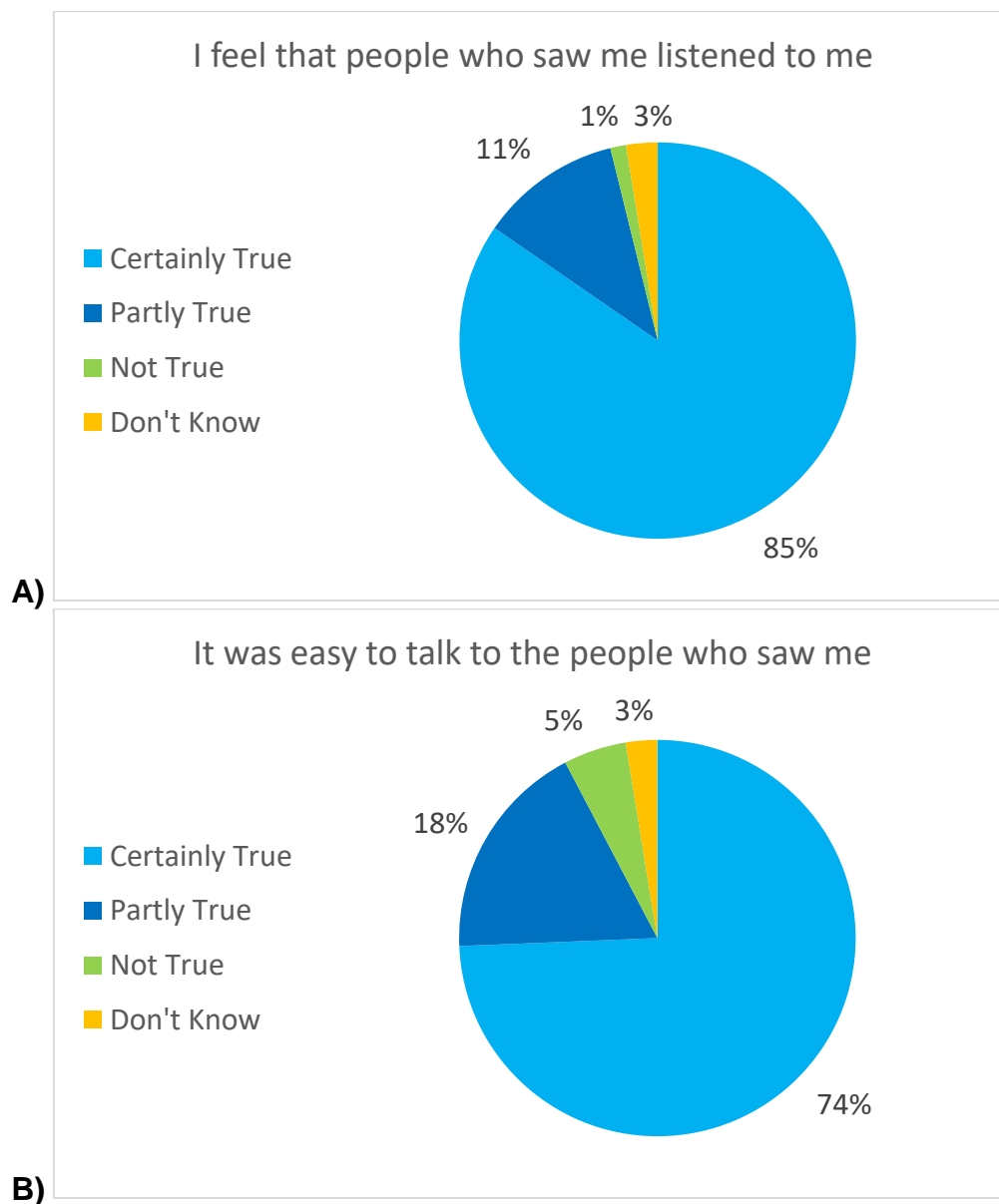
At the end of treatment, young people were also asked to complete an experience of service questionnaire (CHI-Esq). The questionnaire contains both quantitative and qualitative items which are presented below. **78 Camden and Islington young people** completed their CHI-Esq measure.

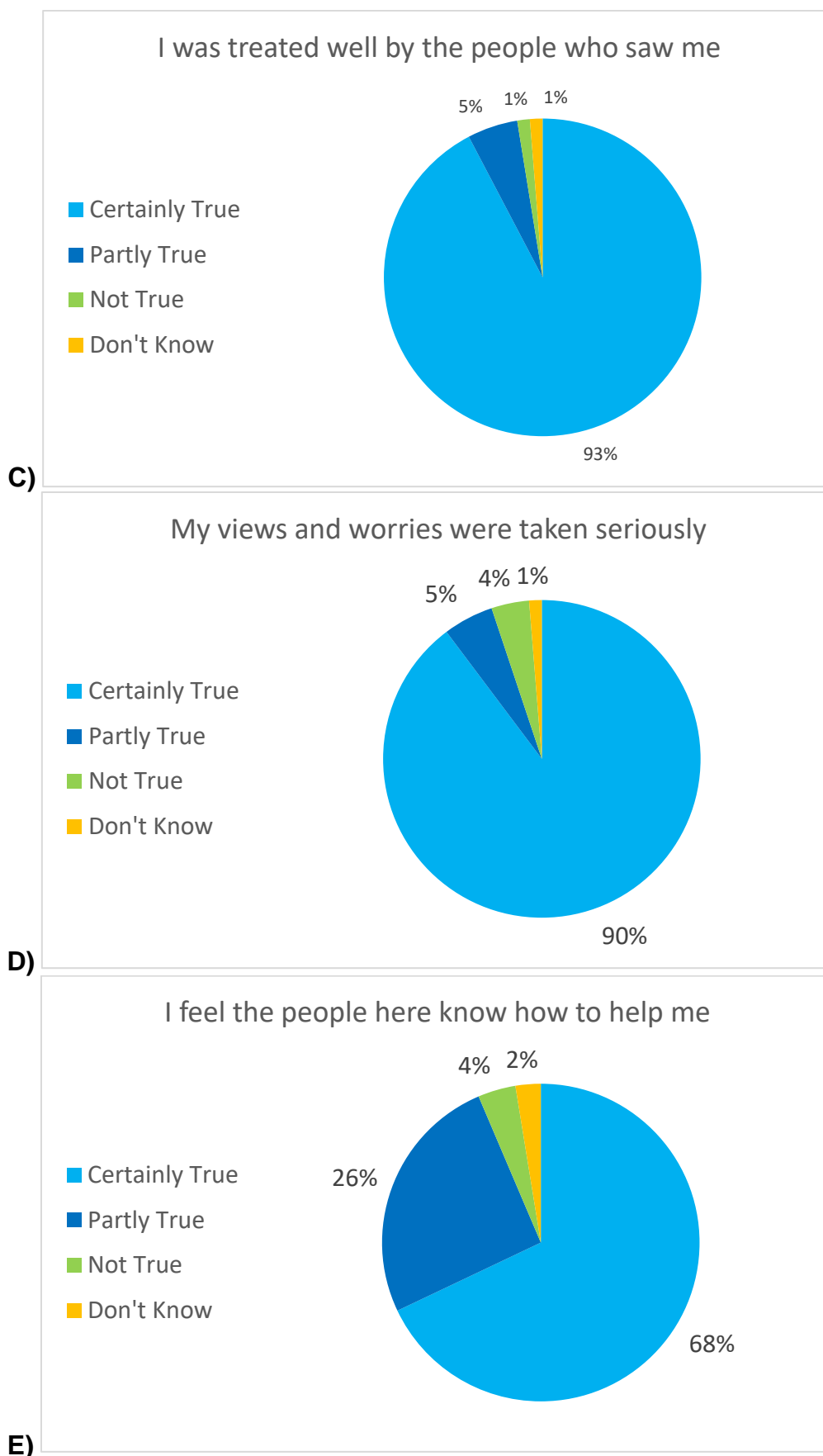
Quantitative Data

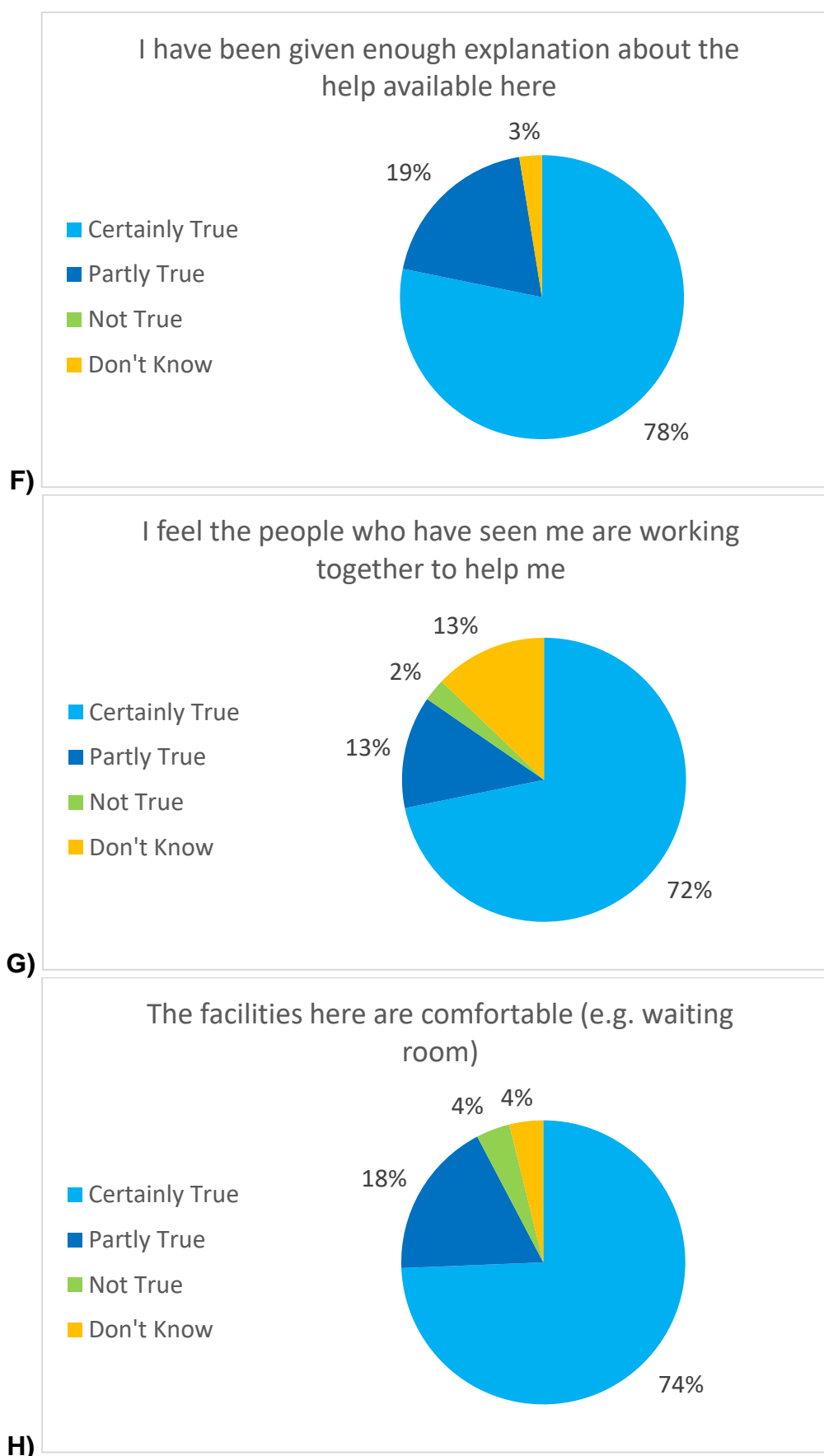
Figures 30A-30L show the responses to the 12 quantitative items in the CHI-Esq.

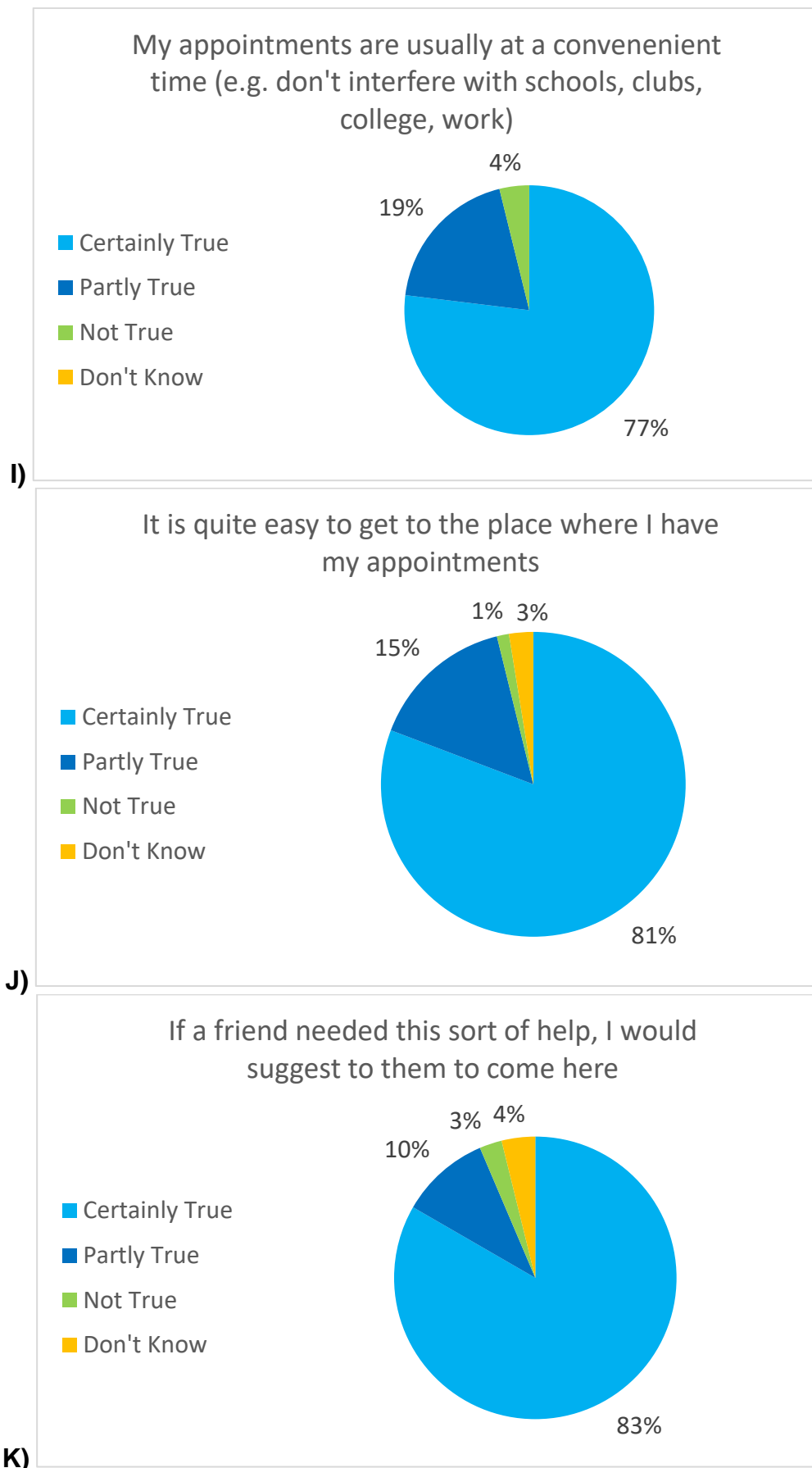
Figures 30A-30L

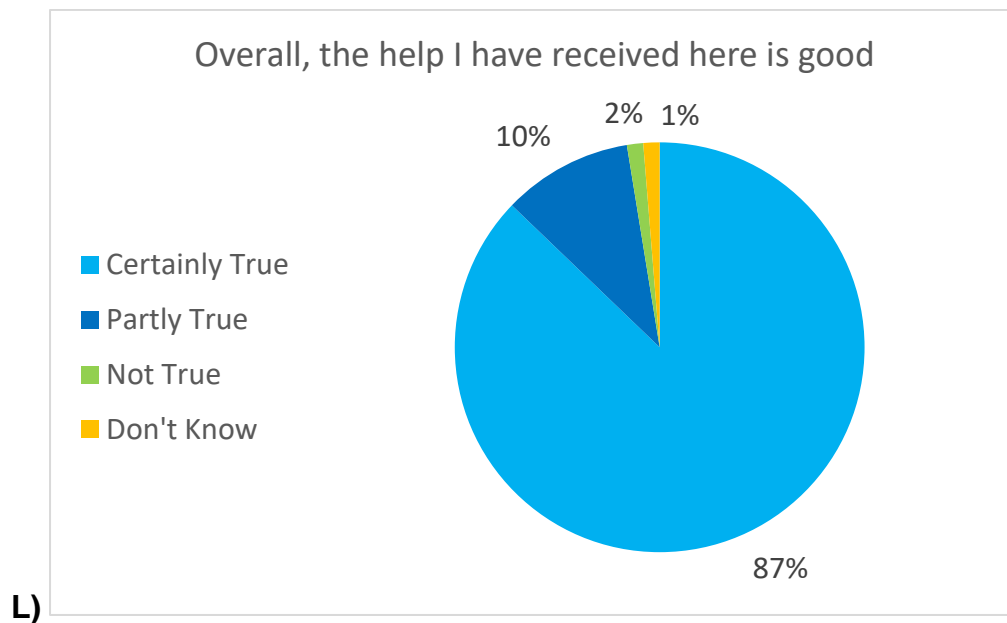
CHI-Esq quantitative item responses among Camden and Islington young people, 2023-2024











Qualitative Data

What was really good about your care?

“She was attentive, a good listener. Insightful and shared great methods, she also suggested many different ways to think about my thoughts and it felt was very impartial and fair. [Therapist] never imposed her opinions onto me and always asked for my thoughts when she made a comment on a difficulty or perspective that I shared. Overall really positive and what helped the most towards the end of my sessions was she fed-back to me my goals I set at the start of therapy on our last session which emotionally made me feel proud. I would recommend [Therapist] 100 times to some I know who’s struggling with their mental health.”

“The service I received was the most helpful support I believe I’ve ever had from any mental health service.”

“I really feel like my thoughts on counselling have changed for the better. I was anxious to start because I didn’t know if I could be helped. I realise it was less about coming up with solutions and more about giving me space to understand the difficulties I was going through. I have noticed a positive shift in my relationships with people which was my main goal and reason for referring myself. My therapist was attentive every second of the way and was remarkable. I felt very comfortable sharing sensitive topics that I had never shared before. I was listened to and respected - very empowering. I feel very relieved knowing there are such services that offer such meaningful support for young people.”

“I felt infinitely better after the appointments. I felt that I was heard.”

“[Therapist] made me feel seen, heard and appreciated.”

“[Therapist] cared and was very patient with me.”

“Everything! From my first assessment to appointment I've felt really well looked after. [Therapist] has been beyond amazing and really helped me through a difficult period of my life. I have quite complex circumstances and she's always made me feel heard and valid. She's really easy to talk to and has incredible listening skills. While difficult, I've always looked forward to my appointments and having a safe space to talk. She's super culturally sensitive and professional too, which I really needed (while also being a warm and calm presence).”

“I really got a lot of value out of my therapy with [Therapist]. She is very compassionate and well-reasoned, and really took the time to understand my anxieties and ways of thinking. Rather than a very prescriptive approach to therapy which I've had in the past, I was encouraged to arrive at conclusions and beliefs for myself and this I feel will have a long-standing impact on my recovery from depression. A very positive experience and would highly recommend.”

“[Therapist] was amazing. This was my first experience with counselling or therapy, and I think it went really well. I feel like for me the counselling was more akin to some type of education about myself and my feelings, where I learn how to listen to myself be conscious of myself and reposition my views. We went at my own pace, and into topics I learnt to bring. I am very glad that my counsellor was [Therapist].”

“She was really good at helping me to see things in a different light and using certain techniques to further understand my experiences and how I can use these in the future.”

“She was like a friend or in some sense someone I needed for help.”

“Attentive kind and offered great support and advice I felt really taken care of and understood.”

“She was a great listener, and made observations that became incredibly beneficial to me.”

“I felt like I was being listened to even if the problems seemed minute.”

“She was lovely and extremely helpful.”

“Good structure in place.”

“At first I was standoffish and she took time with me and listened, and therapy went from something I dreaded every week to something I looked forward to.”

“[Therapist] was so understanding and easy to talk to. I felt as if she really cared about how I had been and always remembered details I had mentioned. I felt really comfortable with her and felt happy to share anything. I always looked forward to my sessions as they felt like a safe space to discuss my feelings and working with [Therapist] has really helped me understand myself and my emotions more. I was

especially impressed when extra sessions were organised for me after I had gone away to another therapist. I was made to feel really looked after and paid attention to. Thank you.”

“It was made easy for me to approach the sessions in a way I felt comfortable to so as to make me more able to ask for help.”

“Felt comforting.”

“[Therapist] was kind and warm and understanding, she helped me become more aware of my feelings and to view them and myself in a more tolerant way.”

“[Therapist] was understanding, listened well and overall nice. There was never pressure to talk about something I didn’t want to etc. Also her shoelaces matched the painting on the wall.”

“[Therapist] was an incredibly open and supportive therapist to see every week. She was particularly good at knowing when to ask more and when to let me talk, and it felt like a really safe space to be in and explore my feelings.”

“[Therapist] was extremely attentive, kind and patient with me, and I felt that she always tried to push me to figure out solutions for my problems rather than handing them to me, nudging me in the right direction and carefully allowing me to see new perspectives.”

“She was amazing at making me feel comfortable enough to open up and always helped me make my own conclusions and decisions in my own time!”

“Literally everything.”

“I appreciated having someone to talk to regularly, and having someone understand where I am coming from. It definitely helped me to understand my own problems more.”

“[Therapist] made me feel comfortable to discuss incredibly difficult topics. I always felt listened to in our sessions.”

“I felt that my therapist was good at helping me feel comfortable sharing, and didn’t dismiss me or make me feel ashamed when sharing my symptoms.”

“She really listened to me and remembered some things I said in previous sessions and linked them together so I felt like she was paying attention and she was always really nice.”

“Definitely felt very listened to and respected.”

“Built up a lovely relationship with [Therapist].”

“Comfortable.”

“[Therapist] listened to me and helped me didn’t make me feel bad about how I felt or what I did.”

“[Therapist] was very empathetic and understanding and she allowed me to see outside my dwellings and negative thinking.”

“I feel everything I brought to the session was completely listened to and I was given ways of coping that suited me and helped me greatly when put into practice.”

“[Therapist] was amazing, he listens, cares, pays attention, helps etc.”

“Worked really well around my ADHD with patience and just overall a welcoming experience, allowing progress gradually I guess.”

“It gave me a space to talk about my feelings as I don’t usually tend to have that.”

“Felt at comfort and peace when chatting to her. I did struggle at first to open properly, but she allowed me to get more comfortable with talking to her as the weeks went on and was accommodating with my unpredictable schedule. Having my therapy sessions with [Therapist] definitely helped calm my anxiety quite a bit, I do still struggle with it but reflecting back on notes from our session has helped me quite a bit. When I reflect back on it, it helps.”

“Was thorough.”

“I felt very responded to, I felt very comfortable speaking with her and felt I could speak freely. I have learnt a lot more and explored a lot more about my anxieties through our sessions.”

“I was listened to and everything I said was taken sensitively and with care. [Therapist] always considered everything I said and worked with me to help me improve myself and start doing things I have wanted to do for a while.”

“[Therapist] was very calm and attuned with what I brought during therapy. She has given me a space to explore difficult topics but also challenging me a bit sitting with uncomfortable emotions.”

“I felt my feelings were validated and heard.”

“The environment was friendly, welcoming, and open which relieved a lot of the pressure of speaking about yourself and your experiences. Also, the way we explored different approaches to certain emotions and situations gave me confidence that there were multiple ways that I could be supported.”

“I feel like with [Therapist] I was listened to and she would help me figure out my emotions and why I would react a certain way to situations or why I would have these thoughts about a situation.”

"[Therapist] was AMAZING! She helped me so much to deal with the things that have happened in the past and figure out how my brain works so that I can live a happier day to day life and cope with or even prevent everyday struggles for me."
"I had struggled to commit to the sessions and make it on time sometimes as the sessions fell on weekdays after work however [Therapist] was always very accommodating. I felt that when I overwhelmed, I could be honest with [Therapist] without fear of judgment or expectation and that was the main reason I would go to the sessions even when I wasn't feeling a 100%. Overall I just thought that it was really easy to talk to [Therapist] and I am very grateful for how he was always very understanding."

"Listened to and I appreciated the feedback/recall that was provided to me each session! I was taken seriously about all of my issues and opinions/solutions to issues were given efficiently!"

"It's always nice to talk to someone who can listen from a different perspective than a friend."

"Having the time and place to talk stuff out and to slowly go through the issues to reach my goal."

"She listen to me didn't judge me and wanted to help. She made me see my problems from another perspective."

"Constant attention and advice was given to me every session."

"I always felt heard and attention was given to even things I thought were small or not worth sympathy. She also made it clear I could lead the sessions if I wanted to."

"I was able to talk to someone from the outside to talk about my problems."

"I was made to feel like [Therapist] was on my side and we were working it all out together, which was comforting and made exploring things less daunting. [Therapist] encouraged me to make connections and build on previous sessions in a way that brought my care together and allowed for a depth in exploration."

"She understood me."

"[Therapist] was always incredibly understanding and always took me seriously. I never once felt ignored or like my problems didn't matter. I felt fully supported throughout my difficult times."

"Very calm and I didn't feel like I was being dramatic, or given advice which was from her personal beliefs, rather I was helped to sort out situations from my own beliefs. I didn't feel made fun of, or like I needed to be shy."

"I'm very grateful I received this therapy promptly after my referral and adaptations were made when I couldn't zoom call to and arrangements were made for phone calls during a difficult time in my life."

"Being listened to and treated with compassion. I was happy that after my initial therapy was cancelled due to therapist being out of work sick for a very long time, I received full sessions back with a new therapist. [Therapist] was also compassionate about the experience of waiting for therapy in a distressing time as such"

"I was listened to and cared for very well. My counsellor was very attentive."

"[Therapist] was a great listener and would give me good advice. Overall she was really amazing."

"Once I was comfortable, I really felt listened to and that they actually wanted what was best for me. It took some time to rewire my brain into believing it works but once I started seeing results it was hard to ever deny the fact that this was helping enormously. I constantly find myself growing and linking it right back to my help here. I would've loved it to have gone on longer but I've gained so much from this time already I think it was time for me to take that step to enforce all that work myself."

"Felt listened to."

"I felt like she really understood me and gets me more than other people."

"[Therapist] listened to me tentatively and made me comfortable to talk about my feelings and thoughts without making me feel like it's too much."

"I've never had such a positive or healing experience with therapy and it's also somewhat restored my trust in medical/adjacent professionals."

"I have a lifetime of work ahead of me because of what I went through, but this has helped me make a start."

"I don't know how pay works but [Therapist] absolutely should get a raise! I'm sad to have come to the end of my sessions, but I'm glad I reached out to the service before I was too old."

"Reception staff are always friendly too!"

"They were able to tend to what I needed and helped me at a time where I had no one else."

"[Therapist] made me feel listened to and like I wasn't a burden. I didn't feel bad for sharing my problems and she helped me work through them."

"She was friendly and not dismissive about my problems, I felt important."

"[Therapist] listened to every worry and problem that I was facing and always gave me reassurance and support. She also constantly reassured me and answered any questions I had. I felt I was listened to at every appointment and the appointments were taken at my pace without any pressure which was very reassuring."

"She always listened to me regardless of anything said, and always knew how to provide the most appropriate answer."

"She's nice and gives good advice."

"Easy to talk to the therapist, listened to me, gave me good advice."

"I think you guys have it nailed. Please don't stop!"

"Thank you, I'm really grateful for the help I've received."

"It was some of the most productive therapy I've experience in a long time."

"I really enjoyed [Therapist] as a therapist, she helped me a lot getting through a tough time."

"Overall, the service really helped me in terms of better coming to terms and somewhat moving on from my experiences and [Therapist] was really great."

"It helped me so much in aspects of my life I didn't even realise I was struggling with thank you so so much."

"The staff are very welcoming."

"[Therapist] is very very good at her job, and should be given a raise."

"[Therapist] was really good and overall really helped me and made me feel safe enough to share some things I've never been able to say out loud before."

"Just that I really appreciated it, and it helped me."

"Everyone should strive to be like [Therapist] as he is a legend."

"I've had a really wonderful experience here and would recommend both seeing [Therapist] and the centre to a friend who needed it. My therapy here was really truly life changing."

"I'm really grateful for Brandon Centre, the help I received from you has been essential."

"I have recommended friends."

"Having 16 weeks of therapy for free has literally been life changing!"

“[Therapist] was an amazing therapist offering great support and understanding and I am truly grateful to have had her advice and support throughout my therapy sessions with the Brandon Centre.”

“I am happy that this service exists. It helped me but also made therapy less scary.”

“I really just want to applaud [Therapist], she always listened to my problems and I felt like there wasn't anything I wasn't ever able to talk about with her. She made me feel like I deserved help and my problems were real and I felt a great sense of care. The work we did was the most valuable thing I've ever done in my life. I grew so much over the 24 sessions I had with her and it has changed my life so so so much. To think about where I was before therapy in comparison to where I am now is mind blowing to me, without even realising over the sessions everything started to make more sense to me. In one of the sessions we spoke about how therapy feels like we're all these jigsaws of people and therapy helps to put the pieces of the puzzle together. I couldn't thank her enough for everything she's done for me.”