

## Can you help us support the mental and emotional wellbeing of local young people?

We are a local charity providing the only free and confidential drop-in counselling, information, and sexual-health services for young people aged 11 to 24 who live, work or study in the borough of Richmond.

**Counselling changes lives** – it helps young people get back on track, gain self-esteem, stop self-harming or having suicidal thoughts. It helps them face the world with hope for their future. This impacts their own lives and the lives of everyone around them – their families, friends and school.

**Off The Record** provides a vital safety net for local young people who are struggling. We provide emotional and mental health support at the time that young people are most in need. We want to see:

**We seek a better future, where young people can thrive and lead happy and fulfilled lives**  
**But we can't do this work alone and this leaflet outlines how you can help us achieve this.**

### Who We Are

Off The Record offers free, confidential **counselling, information and sexual health support**, helping around 1,200 young people every year.

Our service is easy to access, free and open to all - clients can alone or with friends.

We are a safe, warm and welcoming place of support for young People in crisis, where they feel valued and heard.

We offer immediate walk-in support six days a week, and weekly Booked counselling sessions at Church Street in Twickenham and at our satellite hubs across the borough.



### The Need

The young people we help are affected by a range of issues, including family breakdown, depression, neglect, bullying or school attendance problems. Many face multiple and complex issues, which could quickly become a crisis.

- 75% struggle with crippling anxiety
- 22% have suicidal thoughts
- 40% are self-harming

However, it is well recognised that young people are so receptive to help, that significant change can happen in a very short time. Early intervention is vital.

### Our Impact

Our clients report that after they have attended counselling:

- **90%** feel more positive about the future
- **80%** are better able to overcome their challenges
- **90%** understand themselves better
- **80%** see their relationships improve
- **90%** say that counselling definitely helped them



## Why We Need Your Support Now

We urgently need to raise £300,000 of new funding to meet the increasing need for our support.

Every donation we receive will make a transformational difference to young people struggling with mental health and emotional issues.

## How You Can Make a Difference

With your support we can help more young people. You could:

- Make a one-off donation or set up a monthly donation
- Take part in a fundraiser such as a marathon, walk or swimathon
- Run a fundraising event with your friends, at work, or at school
- Join our Friends group to help plan our local fundraising activities
- Or, you may be a counsellor interested in volunteering with us



**Just one crisis session when needed can transform a young person's life**

## How Your Donations Can Help

- **£10** can fund a short drop-in information and support session.
- **£20** can fund a 20-minute phone call with a young person.
- **£5 per month (x12)** can fund one crisis support session.
- **£15 per month (x12)** can fund a satellite service for one week.
- **£50 per month (x12)** can fund a full 12-week course of counselling.

### What Parents Say

*'You were a lifesaver for my 11-year-old, and for us as a family. She had reached crisis point after years of bullying and there was no other help.'*

*I felt an acute sense of relief that you could help her when I couldn't.'*

### What Our Young Clients Say

*'Someone who understood me when no one else did.'*

*'It helped me come up with ways to keep myself safe.'*

*'I felt able to talk freely and confidentially without feeling judged.'*

*'Counselling probably saved my life - it helped me learn to function properly when I thought I would never be able to.'*

*'I went into this in a bad way and have come out excited for the future.'*

## How to make a donation

To make a **one-off donation** or set up a **monthly gift**, visit our website:  
[www.otrtwickenham.com/donate-now](http://www.otrtwickenham.com/donate-now)

## Gift Aid

To make your gift go **25% further**, at no additional cost to you, complete this form:  
[www.otrtwickenham.com/gift-aid-form](http://www.otrtwickenham.com/gift-aid-form)

**Contact us on 020 8744 1644, for more information about any of the above**

### Off The Record Twickenham

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