



INVESTORS  
IN PEOPLE

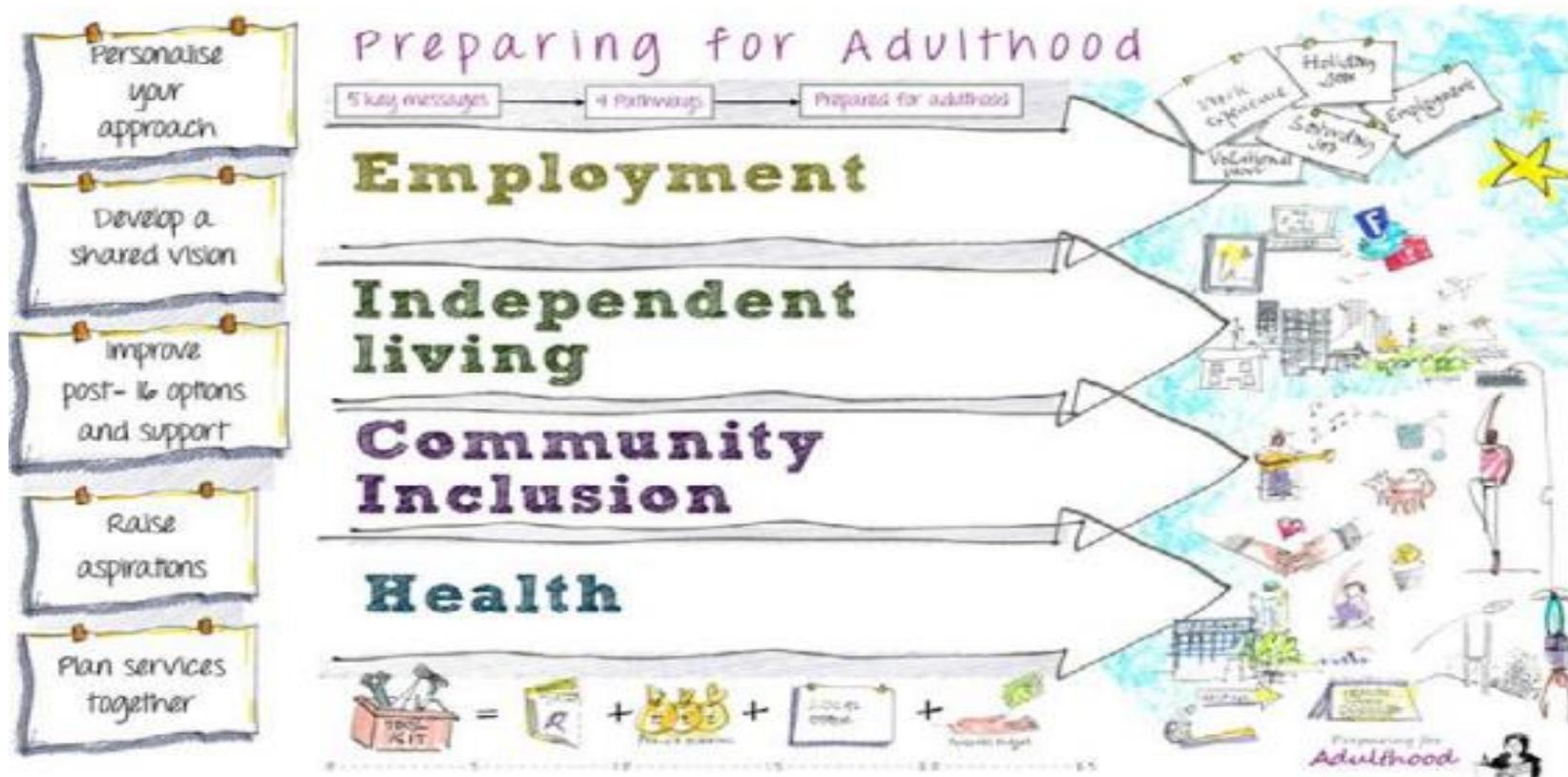


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Service

# What?

## The What? Centre

Young Person's Advice, Information and Counselling Service.



This graphic shows how these 5 key messages are essential in improving life chances in the four outcomes: employment, independent living, community inclusion and health  
(Source: [Preparingforadulthood.org.uk](http://Preparingforadulthood.org.uk))

# Mission Statement and Aims

## Mission Statement

“To provide a high quality, client centred service for young people mainly between the ages of 13 and 25.”

## Aims

To empower young people towards achieving their potential by:

Providing an Advice and Information Service that helps young people with issues such as housing, homelessness, sexual health, employment and training.

Providing a Therapeutic Counselling Service.

Continuously developing services that reflect the changing needs and opportunities

Lobbying on behalf of young people.

Pioneering new ways of working with young people.

## Covid 19 - Effects on Young people “Generation Covid”

Youth Access an umbrella organisation for the voluntary sector identifies the disproportionate impact the pandemic is having on young people from mass job losses, to being trapped in abusive households and dealing with debt and lack of food.

The Commission for equality recognises that during the pandemic “the building blocks of good mental health and adolescent development has been much harder to guarantee, if not entirely prohibited. Mental Health inequalities are economic and social inequalities”.

Our young people have told us of:

- Increased mental health problems
- Fears about their education
- Job losses, their own and other family members
- Food poverty, rent arrears, financial hardships
- Lack of internet access or computers/devices in the home
- Loneliness
- Bereavement of parents, grandparents, other loved ones.
- Bullying within the home for LGBTQ+ young people
- No space in the home to concentrate
- Increased suicidal thoughts, self-harm, OCD, eating disorders
- Violence and anger in the home
- Increased anxiety and depression

# Client Feedback

At the end of counselling clients are given a feedback form

“I just wanted to say, ‘thank you’. The counselling has been such a relief. You’ve pulled me back from such a s\*\*\* place. I’m just so grateful that I have had someone to talk to. Just being able to voice it to someone. I didn’t think I could go on. I didn’t want to be here anymore. Thank you so much.”

“Thanks for everything. Your support has been priceless, and I cannot thank you enough. Kind regards, A happier soul than when we first spoke.”

## Client Rating

- ▶ 92.5% rated the service as Excellent
- ▶ 7.5 % as Good

Feedback from parents:

“Don’t know what we would have done without the counselling, it was a Godsend for ‘T’ when she would have just sunk more into her depression otherwise.”

“Steve has been a life saver I’m so grateful as without his support he has give ‘X’, I know she wouldn’t have got to this stage with all the trauma she has been through. So, thank you, staff at the What? Centre you really make a huge difference. I’m eternally grateful for that”

# What? Dudley and What? Stourbridge Advice Sessions

## Areas of advice

- ▶ Housing/Homelessness
- ▶ Benefits, including PIP Applications and Appeals
- ▶ Income/Budgeting
- ▶ Employment
- ▶ Law
- ▶ Education
- ▶ Health Issues
- ▶ Finding work
- ▶ Emergency Funding Applications, and other charitable support
- ▶ Everything else





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**BeeHIVe**

Provides HIV testing, HIV Training, supports LGBTQ+ services for over 18's and runs a variety of support groups.

## Statistics 2020/2021

167 Service Users

107 HIV Tests (Covid-19 has affected amount of tests)

Weekly and monthly groups facilitated

279 counselling sessions attended

85 Advice Sessions (some of which were very in depth advice and support during Covid-19)

12 External events attended. 44 venues attended

Weekly support calls to some clients and monthly for others.

## Client Feedback

“Keeping in touch during Covid-19 has been a life-saver.”

“BeeHIVe is the only reason I am still here.”

“Confidential and Professional.”

# Fusion:

Specialist LGBTQ+ BAME & Loss Service

Statistics: 47 group sessions, 236 individual attendances at groups and 1,365 counselling sessions

The Fusion project has been offering young people:-

- ▶ One to one counselling
- ▶ Online Support
- ▶ Running campaigns and online events
- ▶ Working with other professionals and offering training
- ▶ Group support (including a BAME group, LGBTQ+ group, and a group for parents and carers of LGBTQ+ young people)
- ▶ Offering third party hate crime reporting services

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INSPIRE | EQUIP | TRANSFORM

# FUSION

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## IMPACT

Most recently the Fusion project has led training sessions on LGBTQ+ awareness for Dudley Council's Fostering team.

The project was also recently featured on BBC news to discuss the impact of Covid-19 on young people's mental health, whilst also being featured in a separate BBC article about the impact of Covid-19 on the BAME community.

Our LGBTQ+ group members also contributed feedback for the Transgender Guide document for safeguarding in schools for department of Education.

# Bereavement Support

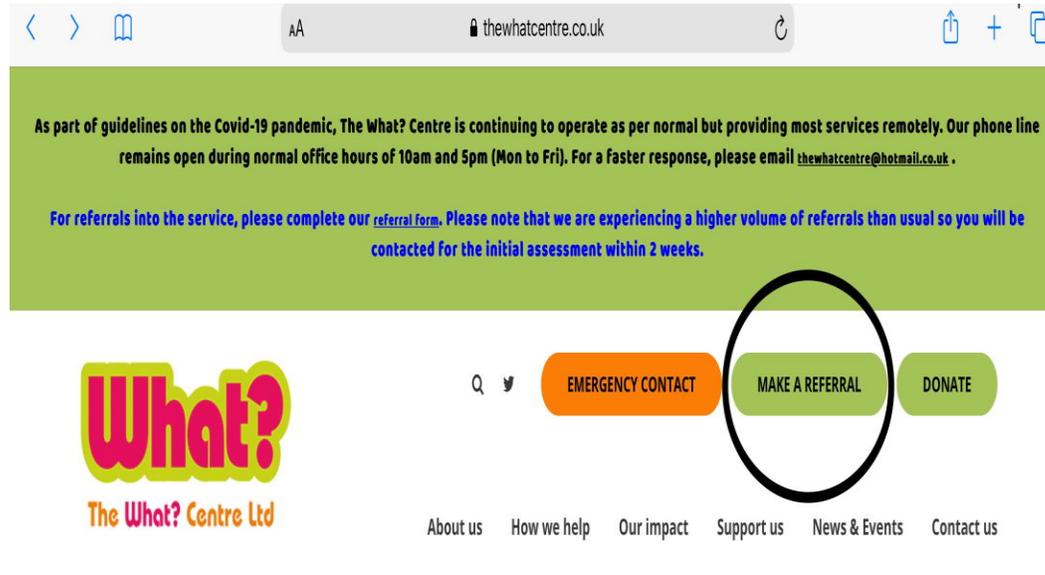
- ▶ The WHAT? Centre has a Virtual Bereavement Hub suitable for 12s to 18 year olds. This is an opportunity for young individuals to come together with others who have experienced bereavement and talk about how it has affected their lives.
- ▶ Our aim is to create a non judgmental and empathic environment where you will be able to share your experiences with others and discuss ways that have helped you come to terms with your loss and Grief. To feel the benefit of interacting with others who have been through the experience of Bereavement.
- ▶ **Bereavement Hub (12s to 18 year olds): Saturdays (fortnightly) 1pm to 2pm**
- ▶ Via Zoom. If interested, please complete our referral form and you will be contacted.

# How to self-refer



As part of guidelines on the Covid-19 pandemic, The What? Centre is continuing to operate as per normal but providing most services remotely. Our phone line remains open during normal office hours of 10am and 5pm (Mon to Fri). For a faster response, please email [thewhatcentre@hotmail.co.uk](mailto:thewhatcentre@hotmail.co.uk).

For referrals into the service, please complete our [referral form](#). Please note that we are experiencing a higher volume of referrals than usual so you will be contacted for the initial assessment within 2 weeks.

A screenshot of the website's navigation menu. The "MAKE A REFERRAL" button is circled in black. The menu includes a search icon, a Twitter icon, and three buttons: "EMERGENCY CONTACT" (orange), "MAKE A REFERRAL" (green, circled), and "DONATE" (grey). Below the buttons is a horizontal list of links: "About us", "How we help", "Our impact", "Support us", "News & Events", and "Contact us".

## Referral Form

### Type of Support Required

I am looking for: \*

- 1 to 1 Counselling (9 to 25 years old)
- Bereavement support
- Black and Minority Ethnic groups support (BAME)
- LGBTQ+ support
- BeeHive (HIV and LGBTQ support for over 25s)
- General advice (Practical support such as housing, benefits, employment, education etc)
- Group support (13 to 18 years old)
- Private counselling (£50/session)
- Parents/Carers group (Child anxiety or LGBTQ+ support)

## Contact information

Website: [Thewhatcentre.co.uk](http://Thewhatcentre.co.uk)

Email: [thewhatcentre@hotmail.com](mailto:thewhatcentre@hotmail.com)

Dudley: 01384 885488

Stourbridge: 01384 379992



# What?

Any Questions?