Crosscare Teen Counselling Dun Laoghaire (TCDL) 2012

‘Family conflict (47%) and problems with mood/anxiety (42%) were the main reasons for referral this year. Difficulty with communication patterns remained a major contributor to the presenting issues of our clients. Coping with parents’ personal problems including addiction and mental health problems was a challenge for (34%) of new families, while parental separation was identified as an underlying difficulty in (29%) of cases.’

Schools in the area suggested 25% of all referrals from parents and teens. We noted an increase (39%) this year, in the number of parents who found out about the service from ‘other’ sources such as the internet, directories, friends and community group services (22% in 2011). The age profile of teenagers attending showed a clear trend towards younger teens.

In addition to our frontline services the staff team have worked in collaboration with the following agencies throughout the year:

- Local HSE social workers - maintaining important links by making annual presentations to the social work team and liaising with them as appropriate in the course of our work.
- Participation in the local Strengthening Families Programme continued in 2012.
- The Crosscare/CYC merger open day afforded us the opportunity to learn more about the local CYC services in our area.
- Professional development for staff included training in Solution-Focussed work with families, the Mindout Mental Health Promotion Programme and a UCD workshop on protecting the welfare/rights of children.
- The level of marital and separation work provided by this service amounted to 725 hours. Bereavement work, with individuals and families availing of support work involved 243 counselling hours.

It is the policy of Teen Counselling to value, welcome, respect and protect all children and young people who attend the service. The issue of Child Protection is an integral part of the work. We have developed procedures and guidelines to reflect the importance of this and to guide practice in keeping with the implementation of the National Guidelines for the Protection and Welfare of Children. Where any staff member has cause for concern about the safety, well-being or welfare of the children and young people attending the service, appropriate action is taken.

Simon Molloy, Orla O’Donovan, Carol Donnellan and Ann O’Sullivan

Crosscare’s mission is to contribute to the building of an inclusive society by:

- Developing and modelling innovative, high quality, rights based services which meet emerging and unmet needs.
- Providing localised support programmes that assist people to attain their rights and fulfil their true potential.
- Challenging inequality and prejudice through the development and promotion of evidence based solutions to intractable social problems.

Homeless Services  Young People’s Care Services  Community Services
**Teen Counselling** has a family based model of service; is professionally staffed; has well developed clinical policies and procedures; is readily accessible to local communities; can respond to families in a flexible way and is adolescent friendly. Liaising with other services is vital to ensure optimum support for clients and staff. The service can be contacted at the following locations:

- Teen C Drumcondra  01 837 1892
- Teen C Clondalkin  01 623 1398
- Teen C Tallaght  01 462 3083
- Teen C Finglas  01 864 6014
- Teen C Dun Laoghaire  01 284 4852
- Teen C Blanchardstown  01 462 3083

For further information about the service also see: [www.crosscare.ie](http://www.crosscare.ie)

Teen Counselling is funded by:
- the Health Service Executive (HSE)
- the Family Support Agency
- Dept. of Children & Youth Affairs (YPSSF)
- The Charitable Infirmary Charitable Trust
- Blanchardstown LDTF
- as a programme of Crosscare and from voluntary donations

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**Referrals made**

<table>
<thead>
<tr>
<th>Year</th>
<th>2012</th>
<th>2011</th>
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<tbody>
<tr>
<td>Referrals received</td>
<td>81 (71)</td>
<td></td>
</tr>
<tr>
<td>Referrals accepted</td>
<td>79 (65)</td>
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**Waiting time**

Despite the almost (14%) increase in referrals every effort was made to maintain waiting times at manageable levels. The average waiting time was 59 days (107 days in 2011).

**Profile of 95 new teenage clients**

- Female 56%  Male 44%
- 16+ yrs. 25%  19%
- < 16 yrs. 31%  25%

**Reasons for attendance at counselling**

The primary reasons for attending were management of behavioural problems home/school/community (58%), family conflict (47%) and mood disturbance & anxiety (42%). (4%) of young people were referred for deliberate self harm and (22%) reported they had engaged in self injurious behaviour (12% in 2011).

**Cases closed**

52 cases were closed and 37 cases were carried forward into 2013. Cases closed involved 479 counselling hours. The average number of counselling sessions was 9.

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**Underlying problems**

Difficult communication patterns within the family (55%), coping with parent's personal problems (34%), and parental separation (29%), were the main underlying problems identified by counsellors. This supports the strong emphasis of the service on working with parents as well as with the teen.

**Drugs and alcohol**

(23%) of new teen attendees used drugs and (64%) used alcohol. The drug of choice for teens was cannabis/hash. Amongst the parents of teen clients addiction to drugs was (18%) and alcohol (16%).

**Profile of 95 new teenage clients**

- Female 56%  Male 44%
- 16+ yrs. 25%  19%
- < 16 yrs. 31%  25%

**Education**

(93%) of teens attending were in 2nd level school: (43%) 1st & 2nd year leaving cert., (37%) 1st, 2nd and 3rd year, and (11%) transition year. While (5%) were out of school and not in employment.

**Teens living with both biological parents – 38%**

continuing the trend of engaging single parents or foster parents and newly established families. (4%) of teens attending are in the care system.

**Consultations and advice**

83 consultation/advice calls and emails were responded to, supporting concerned parents & other professionals.