

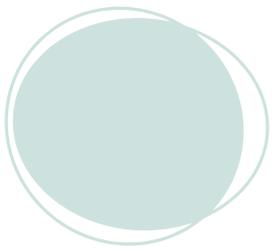
away out

# IMPACT REPORT

LOVE  
HOPE  
FREEDOM

OCTOBER 23  
- SEPTEMBER 24





# UNIVERSAL SERVICES



## FAMILIES

reaching • inspiring • supporting • empowering

### Project Outline:

The RISE Families service provides support to increase wellbeing and improve relationships within families of individuals who are currently accessing support through other A Way Out projects. This service provides support around mental health and emotional wellbeing, parenting skills, money management and budgeting, understanding trauma and its impact, advocacy and liaison with other services.

Support is person-centred, trauma informed and can be flexible and adapted to meet the unique needs of each family. Our Family Intervention Workers work with families using a solution focussed approach which means that they work together with parents and children to come up with solutions to the challenges they face, empowering families to regain a sense of control and stability in their own lives so that they can move forward into a positive future.

### OUTCOMES

6 unique families

4

reported a positive improvement in their mental health and overall well-being.



4

reported a positive improvement in their family relationships.



4

reported improved resilience.



5

reported that they found the service useful.



6

reported that they didn't have suggestions to improve the service.





# THERAPEUTIC PSYCHOTHERAPY COUNSELLING

## Service Outline:

The psychological service and psychological pathway work across all projects. The key role of the service is to provide psychological support. The service has evolved over time and continues to evolve according to the needs of the clients and the organisation.

## Key functions of the service:

- Provide psychological support to clients either through 1 to 1 psychotherapy and / or therapeutic programmes.
- Support staff working with clients with complex mental health needs through regular “clinics”; ad-hoc clinics; developing & delivering training programmes on psychological topics.
- Support volunteer counsellors / psychotherapists through meetings and supervision.
- Supporting trainee counsellors and psychotherapists on placement with A Way Out through supervision and training. When there are trainees on placements written reports are required by the training organisation.

We work with clients who have diagnosed mental health conditions. The most common one is “Emotionally Unstable Personality Disorder”. However, women who are given this label are more likely suffering from complex post-traumatic stress. Invariably these are the women who have experienced multiple traumas. Their behaviours can be chaotic and challenging. Mental health services tend to regard this client group as “incurable” and label them as “attention seeking”. The therapy needed by this client group is the therapeutic relationship, however because of their experiences they struggle with being in a “healthy” relationship. Therein lies the challenge and the paradox of working with this client group.

## 1 to 1 Psychotherapy – how we work with the clients

When clients are referred into psychological services for 1 to 1 psychotherapy a lot of time is given to establishing and maintaining the therapeutic relationship. For a lot of clients this phase of the psychotherapy is as much as they can cope with especially those who did not receive positive emotional nurturing.

The approach taken with clients is to establish a safe space for the client and to avoid forcing conversations about what’s happened in their life. This avoids retraumatising the client.

## OUTCOMES 18 individuals

195

one to one psychotherapy sessions.



20

group therapy sessions.



23

clients exited therapy after achieving their outcome.



3

therapists available during the reporting period.





# VOLUNTEERS

A Way Out is extremely grateful for the generous assistance our services receive from our bank of volunteers. During 2023/2024, we were able to return to twice weekly outreach sessions and improve our links with local universities to increase our pool of potential volunteers.

We were also able to recruit a new Psychotherapy volunteer. We have been grateful for the support of local organisations who have given time to help us improve our building, and to other groups who regularly collect food for our food bank.

## SUPPORT

**13**

number of dedicated volunteers.



**214**

number of volunteer hours delivered.



Achievements October 2023 to September 2024:

Our team of dedicated volunteers:

- Worked alongside our Liberty team during twice weekly outreach in Stockton and Middlesbrough.
- Supported with Psychotherapy sessions for clients.
- Assisted in the collection of regular food donations.
- Raised awareness and fundraised for A Way Out.
- Supported with fundraising events.
- Assisted in the maintenance of the building.



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