

Child & Family  
Counselling Service



# Impact Report 2025



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# Child & Family Counselling Service

## Our dedicated centre

Based at our dedicated centre, our **Child & Family Counselling Service** team provide holistic support through 1:1, parental and dyadic therapy - including resources to support specialist play, art and music therapy. Our CFCS team work holistically, liaising with schools and other professional services when needed.

94

new referrals

157

active clients

1,617

sessions recorded

## Kids' Corner

Lots of the children we support need assistance finding their voice or conveying their struggles. Our therapists are experts in helping children find a way of communicating and understanding their feelings and experiences. Our CFCS centre has a tree of hearts in reception for our children and young people to share their perspectives of BCCS.

"It makes me feel happy"

"It helps me calm down"

"Thank you for listening to me"

"Supportive, amazing wonderful"

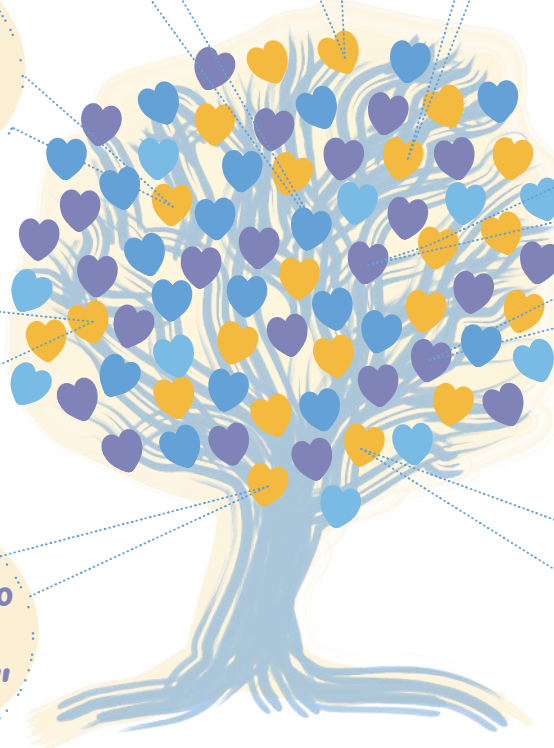
"Thank you for helping my sister"

"I love coming here it's the best"

"I'd like to come more often"

"I like not having to deal with drama here"

"The staff are so caring"



## Molly's Story

Molly is a 13-year-old with Autism Spectrum Disorder (ASD). From a young age, Molly found school challenging, experiencing high anxiety, especially around separation and change. Appearing to cope, her masking led to emotional overwhelm at home. The COVID-19 pandemic increased her anxiety, and her move to secondary school was particularly difficult. She struggled with friendships, felt isolated, and was bullied. Her distress grew, leading to self-harm.



With support from her family and professionals, Molly transitioned to home-based education and was referred for therapy, which has played a vital role in improving her wellbeing. It provides a safe space where she can openly discuss her feelings, which is especially important for people with ASD who can find it hard to express emotions or feel misunderstood.

Through therapy, Molly has gained a better understanding of herself and her autism. Learning to identify triggers for her anxiety and sensory overload, she has developed coping strategies, such as taking time in a quiet space, listening to music, and seeking support from trusted adults. Molly's confidence and self-esteem have also been boosted. She can better communicate her needs and has begun to think positively about her future, including attending college.

This case illustrates how therapeutic support can help neurodiverse young people by reducing anxiety, improving emotional understanding, and fostering confidence, enabling better engagement with the world around them.

## An Holistic Approach

### **Expert support for children and young people with SEND**

We support children and young people aged 3 to 25 with Special Educational Needs and Disabilities (SEND). About half of those accessing our services have identified SEND needs.

Our approach is collaborative, working closely with families, schools, and professionals involved in each young person's care. When appropriate, we contribute to multi-agency meetings such as Team Around the Family (TAF), One Plans, and EHCP reviews, ensuring tailored support.

# The Family Support Fund

## Delivering impact where and when it matters most

We firmly believe that every child and family deserves kindness, understanding, and practical assistance - especially during challenging times. Our **Family Support Fund** is designed to be flexible and responsive, serving as a vital resource that provides immediate, tangible help to families in need and many of our schools benefit from this fund through our Christmas Voucher Scheme.

Assisting families facing financial challenges, last year we awarded **£26,400** making a positive difference for **370** families.



### Initiatives supported include:

- Christmas food vouchers for families facing financial hardship
- Items of school uniform
- Summer holiday activities and residential trips for low-income families
- Crisis essentials such as clothing, bedding, or household items.



*We are truly, truly grateful for all that BCCS do for our families and, in this particular case, digging even deeper to help one of our families that needed it in a time of emergency and devastation.*

*- Headteacher of a child whose family suffered a house fire*



### Counselling Support

Our Family Support Fund offers essential assistance to help families access therapy that they might not otherwise be able to afford, whether through fully or partially funded sessions. This support ensures that families can receive the help they need, regardless of their financial circumstances. Being able to access therapy early on is important for addressing emotional and mental health challenges, preventing problems from escalating, and supporting overall wellbeing.