



Report of the Director of Adult Social Services

Executive Board

Date: 11 February 2011

Subject: Proposal to decommission a non-statutory mental health counselling service, known as the Leeds Crisis Centre

Electoral Wards Affected:

Ward Members consulted
(referred to in report)

Specific Implications For:

Equality and Diversity

Community Cohesion

Narrowing the Gap

Eligible for Call In

Not Eligible for Call In

(Details contained in the report)

EXECUTIVE SUMMARY

Since 1989 Leeds City Council has provided a free, short-term counselling and support service for adults who are struggling to cope with daily routine because something stressful has happened in their lives. Known as the Leeds Crisis Centre, its present role is, in spite of its name, to provide a rapid response, short-term counselling service 365 days per year. As it receives a large number of referrals which are inappropriate, it also acts as a referral service for those whose mental illness is more appropriately addressed in an NHS psychiatric or crisis resolution service, or by another type of counselling service. The Crisis Centre itself is not a crisis intervention and resolution service, nor is it a suicide prevention service.

The provision of counselling services is not a statutory function of a local authority and no evidence can be found of any other local authority in England offering such a service. Neither do most authorities commission such a service, as the government has in recent years invested heavily in Increasing Access to Psychological Therapies (IAPT) within the NHS. As a result, NHS mental health services in Leeds have expanded and become more accessible, with a wider variety of service available, particularly around common problems such as anxiety and depression.

The total cost to the Council of providing The Crisis Centre service is £696,000 per year and in the light of the current financial climate and the Council's overall budget pressures, Executive Board is recommended to approve decommissioning the service. The proposed closure will realise part-year savings of £471,000 in 2011-12.

This report describes alternative services that are available in Leeds and concludes that Leeds is well-provided with both counselling and mental health services, enabling the Crisis Centre to be decommissioned without risk to citizens in need of counselling. The report shows how a joint approach with the NHS could manage customer expectations with appropriate signposting and redirection to existing services to meet the needs of the whole population, and reduce the likelihood of an inappropriate referral which prolongs the wait for service users to access the correct service.

The report goes on to describe consultations over the proposals with general practitioners, NHS Leeds and the Leeds Partnership Foundation Trust (LPFT). It also addresses concerns raised by staff and service users and representations from other stakeholders.

Executive Board is recommended to approve the proposal to decommission the Crisis Centre with a planned closure date of June 2011; to endorse a joint approach with NHS Leeds to redirect future users to alternative services; to note work under way with Leeds Community Healthcare to identify any appropriate opportunities within its Primary Care Mental Health Teams/IAPT for current employees within the Crisis Centre; and in the event of approval to decommission the service to declare the Crisis Centre property at Spring Road surplus to requirements.

1.0 Purpose Of This Report

1.1 The purpose of this report is to seek Executive Board approval to decommission the counselling and support service known as the Leeds Crisis Centre. The proposals contained in this report form part of a wider review of Council-provided mental health services, which is the subject of a companion report to the 11 February meeting of Executive Board.

2.0 Background Information

2.1 The Leeds Crisis Centre provides a free counselling service 365 days a year. It is open to adults age 16 and over living in Leeds. The service was opened in 1989 to provide short-term counselling (up to 16 weeks). The aims of the service are:

- To respond rapidly
- To provide short-term counselling in a comfortable and accessible setting
- To identify and maximise each client's capabilities, resources and strengths, reducing the risk of dependency
- To develop appropriate links with other service providers, working alongside colleagues in social, health and voluntary sector services and providing holistic care.

2.2 In spite of the imagery in its title, the Crisis Centre is not a crisis intervention service for people with severe and enduring mental health problems. This is the role of the NHS Crisis Resolution and Home Treatment (CRHT) service managed by Leeds Partnership Foundation Trust (LPFT). The Leeds Crisis Centre, the subject of this report, refers people making contact with the Centre who are in an acute mental health crisis to CRHT.

2.3 The Crisis Centre as a counselling service is well-respected and valued by referrers and clients. The annual staffing budget for the service stands at £558,000, with running costs, including overheads, of £138,000 (total £696,000 per year).

2.4 The Crisis Centre employs 13.3 FTEs (17 staff) including a clerk and a coordinator.

- 2.5 There is no income from the NHS for this service. However, the majority of referrals to the Council-funded Crisis Centre are from parts of the NHS, primarily general practitioners.
- 2.6 The Crisis Centre received 1,442 referrals in 2010 and of these 574 were assessed for counselling and 504 actually received counselling. This should be compared with 21,796 people seeking NHS talking therapies and 21,264 people accessing secondary mental health services provided by LPFT, although some of these may be the same people.
- 2.7 In the past year, the service took 121 calls out of hours (between 5.00 and 9.30pm). This should be compared with 'Connect', a service for people with nowhere else to turn, which took 5,256 calls over a 12-month period.
- 2.8 Weekend referrals to the Crisis Centre were on average half the volume of those taken on an average weekday. The two busiest months of 2010, May and September, were sampled, and demonstrated an average of 5 calls per day during the week, and weekend calls for the same period were between 2 and 3 per day. There was a similar pattern over the Christmas period (a busy time for crisis helplines) when referrals were at around half the weekday rate. This pattern suggests that the service is being accessed appropriately for planned counselling rather than as an emergency helpline.
- 2.9 The majority of referrals the Crisis Centre takes are referred on to other services (between 60% and 70% per year). The Centre is very effective at taking sufficient detail over the telephone to be able to advise and direct people to services appropriate to their needs. In 2009, 43% of those referred on were to other counselling services and 56% were referred to secondary mental health services.
- 2.10 The Crisis Centre has a record of being highly responsive, operating with no waiting list and is able to see people within 72 hours of first contact.
- 2.11 Because of its Headingley location, the Crisis Centre's referrals come mostly from the north and west of the city. There are large areas in the south-east, north-east and north-west of the city where referrals to the Crisis Centre are 1% or less of the service's total number of referrals.

3.0 Main Issues

3.1 Statutory duties of a local authority

- 3.1.1 Neither counselling nor mental health crisis services are a statutory function of a local authority. No evidence can be found of any other local authority in England offering a similar service. Recent government investment in mental health services under the Increasing Access to Psychological Therapies (IAPT) programme, has resulted in NHS primary care level mental health services becoming more accessible to the individual and being provided in a variety of different ways.
- 3.1.2 Particularly since the introduction of IAPT, it has been widely accepted that the functions performed by counselling services are NHS functions.

3.2 The current financial climate

- 3.2.1 In the current financial climate, Adult Social Care faces a major challenge in meeting its statutory responsibilities. Difficult choices are therefore required to determine the

priorities of the service. Whilst the Crisis Centre is much valued by those who use or have used it and whilst it has a committed, professional and talented staff team, this is a service the Council is not required to fund or provide.

3.2.2 Options to shrink, reduce or operate the service in a different way would still leave the Council with a financial responsibility it cannot afford.

3.2.3 The NHS has recently confirmed that they continue to invest in and develop alternative counselling services through IAPT in Leeds and as a consequence are unable to fund or contribute to the costs of the Crisis Centre.

3.2.4 In the current financial climate it is therefore difficult to justify continuing to operate a service that is outside the Council's statutory responsibilities

3.3 Proposal to decommission the Crisis Centre

3.3.1 Following an examination of capacity and availability of alternative services to which potential users of the Crisis Centre service could be signposted (see sections 5 & 6 below), it can be concluded that the service could be decommissioned safely and without detriment to people needing access to counselling services in the future.

3.3.2 As the counselling service offered by the Crisis Centre is time-limited (up to 16 weeks) current service users could complete their course of counselling sessions without having their service taken away or curtailed.

3.3.3 Subject to approval by Executive Board, Adult Social Care therefore proposes to decommission the Crisis Centre, with a planned closure date of June 2011. It is proposed to then declare the property at Spring Road surplus to requirements and transfer it to Corporate Property Management for disposal.

4.0 **Consultation**

4.1 Consultation with NHS

4.1.1 In considering the options around the Crisis Centre, discussions were held with NHS commissioners over NHS funding for all or part of the Crisis Centre service. In response, NHS commissioners inform us that they have invested substantially in their own counselling and secondary specialist mental health services and that alternative services to those on offer at the Crisis Centre exist (see Appendix 1 for a summary of NHS spending on mental health services).

4.2 Consultations with Crisis Centre staff

4.2.1 The Executive Member and Lead Member for Adult Social Care have visited the centre to discuss the proposal with the manager and Deputy Manager. Senior managers have met with the wider staff group to discuss the proposals and offer staff the opportunity to voice concerns (see Appendix 2 for details).

4.2.2 Staff at the Crisis Centre have expressed a recent interest in developing the service as a social enterprise. Should Executive Board agree the decommissioning of the service, then support will be offered to the staff to see how this option can be taken forward.

4.3 Consultations with service users

4.3.1 Since the proposal to decommission the Crisis Centre entered the public domain in December 2010, there have been a number of representations from current and

past users of the service. Following discussions with the staff (see para 4.2.1), an offer has been made to meet all existing service users. It is acknowledged that this is a confidential service for individuals who may be reluctant to meet with managers. However, this offer has also been extended to some ex-service users who have consented to being contacted. To date only one meeting has been requested.

4.3.2 Senior managers have agreed for their contact details and email addresses to be made available to existing and past service users so that representations can be made in this way if preferred. To date, there have been 22 representations. All have been acknowledged and responded to (see Appendix 2).

4.4 Representations from other bodies and individuals

4.4.1 Representations have been received from the Local Medical Committee, two general practitioners, LPFT, two voluntary sector organisations and one Member of Parliament. Comments have also been received from other mental health professionals who work within the NHS and independently. All have been acknowledged and responded to.

5.0 Crisis Services in Leeds

5.1 The service offered by the Leeds Crisis Centre is not, in spite of its name, a crisis intervention service, but is in practice a counselling service. It should not be confused with secondary specialist mental health crisis services designed to support people with severe and enduring mental health problems, or other counselling services which exist in Leeds.

5.2 An examination of support and crisis services in the city has shown that Leeds is adequately provided with mental health services for people who are in crisis. Examples of these are described below

5.3 Crisis Resolution and Home Treatment Service

5.3.1 The National Service Framework for Mental Health (1999) called for NHS mental health services to be available 24 hours a day, 7 days a week, in the community, for people in mental health crisis. The 2000 NHS Plan, which stated the government's intention to modernise mental health services, included the introduction of crisis resolution teams.

5.3.2 As a result, the Leeds Partnership NHS Foundation Trust has a fully-available, 24 hours a day crisis resolution service called the Crisis Resolution and Home Treatment Service (CHRT).

5.3.3 This NHS team is the first point of access for service users who might be in a high-risk category and present as an emergency to secondary mental health services. The CRHT service ensures that people experiencing an acute psychiatric crisis receive the most rapid, least restrictive and most appropriate form of assessment and home treatment.

5.4 Dial House

5.4.1 Dial House in Halton is a non-residential safe house to provide sanctuary and support for people experiencing a mental health crisis. It is run by the Leeds Survivor-Led Crisis Service. It is open 6.00pm to 2.00am Monday to Friday and people can telephone to request a visit to attend at the premises between 6.00pm and 10.30pm.

5.4.2 Those who use this service will be facing acute mental crisis, ranging from attempted suicide to self-harm and family break-up. The service helps between 60 and 100 people a month and has a good record in supporting this group and of preventing hospital admission.

5.5 Connect Helpline

5.5.1 Also provided by the Leeds Survivor-Led Crisis Service, Connect Helpline is a telephone helpline open 6.00 to 10.30 every night of the year for people living in Leeds. Its users are people in crisis, anxious, depressed or lonely and they are offered non-judgmental and empathic support and information about other services.

5.5.2 Connect Helpline supports people who are in crisis as well as providing a preventive service by supporting people before they reach crisis point. The service also receives funding to provide emotional support for carers.

6.0 **Alternative counselling services**

6.1 Increasing Access to Psychiatric Therapies (IAPT)

6.1.1 Enquiries made by Adult Social Care in preparing this report show that in addition to the service described above for people in crisis, the NHS-run IAPT services can offer a prompt response if the individual's needs require it, with appointments possible within 2-5 days of first contact, sometimes sooner if the person can be flexible about where in the city the appointment can be arranged.

6.1.2 However, the IAPT services provided are not primarily designed as immediate access or crisis intervention services and NHS commissioners have committed to further develop primary care counselling services to extend opening hours and the range of therapies on offer.

6.1.3 People with severe mental health problems, in an acute mental health crisis or actively suicidal need to be referred to the appropriate clinical service, either a psychiatric appointment or the Crisis Resolution Home Treatment Team

6.1.4 It is acknowledged that the ability to respond to individuals promptly is an important preventive service. Statutory partners agree that the responsibility for this type of service lies with the NHS and that in a time of severe budgetary constraints the local authority cannot continue to fund this function. Adult Social Care is working closely with NHS commissioners to provide detail on the work of the Crisis Centre to support them in considering options to meet this need.

6.2 Non-NHS counselling services

6.2.1 A wide range of counselling services is available in Leeds, as can be seen at Appendix 3. The Alliance of Counselling Agencies and Volition both produce up-to-date lists of counselling services in Leeds for individuals and professionals.

6.2.2 These include city-wide, group services, such as Leeds Counselling, the Leeds Wellbeing Centre and the Samaritans. Others serve individual communities, such as the Beck, which is for people aged 16-25 years.

6.2.3 Others provide services for groups within communities, such as the Black Health Initiative and REAP (African, African Caribbean and dual heritage), Solace (asylum seekers), Archway and The Market Place (young people), Cruse (bereaved people), Women's Counselling and Therapy (women) and Mesmac (gay and bisexual people).

7.0 Access to Services

7.1 The current access to the local authority crisis centre is via self referral/personal recommendations, through NHS agencies or a small number through voluntary or counselling services.

7.2 In future, should the decision be taken to decommission the service, adult social care will advise all referral agencies and past service users of the alternative counselling and crisis services available in the city.

7.3 The alternative NHS counselling services are able to be accessed directly by individuals through telephone referral. These services are being developed for evening and Saturday morning access. The out of hours crisis services at Dial House (see 5.4) and Connect Helpline (see 5.5) are a direct alternative for people in crisis.

7.4 Specialist secondary crisis mental health services will continue to be accessed by referral through NHS agencies. As indicated earlier in the report, for people in crisis this can be accessed 24 hours per day 365 days of the year.

7.5 The service will work to ensure people are in future directed to appropriate support. The Council, with the assistance of NHS Leeds will ensure effective communication with GP practices and practice-based commissioning consortia about the changes, directing new referrals to the most appropriate services. Information leaflets and information websites will be updated to indicate correct pathways for referrals and this will be done with the co-operation of colleagues from the NHS and the Third Sector. This will be widely publicised for the public as well as partner agencies.

8.0 Implications for Council policy and governance

8.1 In Leeds, our approach to equality and diversity, as expressed within our Equality and Diversity Scheme, is to carry out equality impact assessments where there are proposed changes to services so that the implications of decisions are fully understood as they affect specific groups and communities. In respect of this proposal for people with mental health problems a full equality impact assessment has been undertaken.

9.0 Legal and resource implications

9.1 There are no legal implications for the Council in these proposals.

9.2 The total cost to the Council of providing the Crisis Centre service is £696,000 per year. The proposed decommissioning of the service will realise part-year savings of £471,000 in 2011-12.

9.3 The Crisis Centre employs 13.3 FTEs (17 staff) including a clerk and a coordinator.

9.4 As the recommendation in the report is to decommission the service, this will result in the cessation of the particular work carried out by the staff employed in the

service. These staff will be in a genuine redundancy situation and, to ensure compliance with employment law, will be issued with individual redundancy notices.

- 9.5 To seek to avoid compulsory redundancies, Adult Social Care and NHS Leeds are exploring options for staff to be positively considered for IAPT vacancies, although this will not offer employment opportunities for all current employees. Remaining staff would be offered suitable alternative employment in accordance with their redundancy notice.
- 9.6 A process of formal consultation will begin with staff and Trade Union representatives to discuss with them their options for the future, and provision of alternative employment with the Council.
- 9.7 The Crisis Centre operates from a large detached house in Spring Road, Headingley, of which the service has sole use. If the proposal to decommission is accepted, it is recommended that the premises be declared surplus to requirements and handed to Corporate Property Management for disposal.

10.0 Conclusions

- 10.1 The Crisis Centre is a discretionary, not statutory local authority service. In the context of counselling services in this city it provides for a small number of face-to-face contacts. In the current financial climate, it is difficult to justify the Council continuing to operate a service outside of its statutory responsibilities where alternative services exist.
- 10.2 The potential for the NHS to pick up some or all of the services has been explored and NHS Leeds has advised that alternative support is available.
- 10.3 The NHS is investing significant amounts of money into talking therapies. Whilst the services available in the NHS and the voluntary sector do not exactly duplicate those being provided, they do provide adequate and safe alternatives.
- 10.4 We will continue to work with NHS commissioning ensuring they have full information on the role of the Crisis Centre to help inform future commissioning needs.
- 10.5 We will also work with referrers, health partners and providers to ensure referral pathways are reviewed to support timely access to appropriate services for all mental health service users.

11.0 Recommendations

- 11.1 Members of Executive Board are asked to note the contents of this report and agree the following recommendations.
- 11.2 That Executive Board approves the proposal to decommission the Crisis Centre.
- 11.3 That Executive Board endorses the joint approach with NHS Leeds to managing customer and referrer expectations, ensuring appropriate signposting / redirection to existing services which can meet the needs of the population.
- 11.4 That Executive Board notes the joint work with NHS Leeds to relocate staff with a planned closure date of June 2011.

11.5 That in the event of approval to decommission the service, the premises at Spring Road be declared surplus to the requirements of Adult Social Care and handed to Corporate Property Management for disposal.

Background documents referred to in this report:

Department of Health, *National Service Framework for Mental Health*, 1999.

Leeds City Council, *Report to the Scrutiny Inquiry re- Commissioning of Mental Health Services*, 2009.

Leeds City Council, *Report to Executive Board re- the Future of mental health day and accommodation services*, 2011.

Equality Impact Assessment re the Proposal to decommission a non-statutory mental health counselling service, known as the Leeds Crisis Centre

Appendix 1

Detail of NHS Leeds investment in MH services provided to the Scrutiny Inquiry into Supporting Working Age Adults with Severe and Enduring Mental Health Problems, November 2009

NHS Leeds funded mental health services: NHS Leeds currently commissions mental health services from a wide range of providers. The range encompasses the main provider of specialist mental health services:

- Leeds Partnerships Foundation NHS Trust
- NHS Leeds Community Healthcare
- and a diverse group of third sector organisations.

The majority of the investment is with Leeds Partnerships Foundation NHS Trust (LPFT), to provide a range of specialist mental health services for adults and older adults including:

- Crisis Resolution, Home Treatment Service and Acute Community Services
- Acute inpatients
- Psychiatric intensive care unit
- Community mental health teams
- Inpatient rehabilitation and recovery service
- Management of the Personality Disorder Managed Clinical Network
- Liaison mental health services in A&E and the acute hospital setting
- Psychosexual service
- Mother and baby mental health service
- Specialist psychology and psychotherapy services
- Dual diagnosis substance misuse service
- Dual diagnosis learning disability inpatient service (in addition to specialist learning disability health care)
- Some forensic services
- Yorkshire Centre for Eating Disorders.

Investment is approximately £43 million

NHS Leeds Community Healthcare (the arms length provider of NHS Leeds) is commissioned to provide the Primary Care Mental Health Service. This incorporates Improving Access to Psychological Therapies (IAPT) which is aimed at people with common mental health problems.

Total investment is approximately £2.2 million.

NHS Leeds third sector commissioning includes:

- Statutory service provision, such as Early Intervention in Psychosis Service provided by Community Links
- Oakwood Hall, Intermediate Care Hostels and the Community Support Team, who work in partnership with LPFT services as part of Personality Disorder Managed Clinical Network
- Services that have been designed specifically to work alongside the specialist provider, such as the acute intermediate care hostels
- Community resource services provided by voluntary sector organisations
- Services offering an alternative choice to NHS provision, such as the Leeds Survivor Led Crisis Service
- Voluntary sector providers have also recently been commissioned to provide part of the IAPT service in conjunction with NHS Leeds Community Healthcare.

Investment is approximately £4 million.

Appendix 2

Representations Made regarding the Crisis Centre

As of 14/1/11 18 representations had been made regarding the proposal to close the Crisis Centre. Representations were received from a number of sources including staff, service users and referrers. The main concerns and issues raised are captured in the table below.

	Concern	Response
1	The overwhelming majority of service users offered the service are seen within 3 days, often within 24 hours. There is no waiting list	Adult Social Care has been advised that IAPT services have capacity for a prompt response if an individual's needs require it. IAPT can offer appointments between 2 and 5 days and sometimes sooner if people are flexible about where in the City they attend for support as they can offer cancellation slots.
2	There has been no recent consultation with Leeds Crisis Centre staff, stakeholders or service users prior to the Director's Report.	The provision of counselling is a discretionary service and there are no other Local Authorities in the region and possibly nationally who either fund or provide this type of response. Given the financial challenge facing the department and health's significant investment in primary mental health services the department believes decommissioning the service is the only option. If the proposal is approved by Executive board we will consult with staff, service users and other stakeholders such as referrers about how to decommission the service. The Executive Board postponed discussion of this paper to allow for further conversations to take place. The Department has taken representations from a number of stakeholders and have met with the staff team since December. Senior managers have agreed for their contact details and email addresses to be made available to existing and past service users so that representations can be made in this way if preferred. To date, there have been 22 representations. All have been acknowledged and responded to These concerns have been noted and where possible have been addressed within the report.
3	The Crisis Centre is considered unique by Adult Social Care; at the Adult Social Care Awards we won because we are "unique among counselling services in Leeds, [with] no waiting list and sees most of its customers within three days of them first making contact." (This quote was read out as part of the Awards ceremony, and was later used as part of an article appearing in Staffnews).	The Department recognises the valuable contribution the service makes. Unfortunately the pressures we face mean that we need to review all discretionary services. NHS commissioners have invested substantially in both counselling services and secondary mental health crisis services in recent years. Adult Social Care will continue to work closely with NHS commissioners as they further develop this service
4	IAPT is not a crisis intervention service; it is designed to help service users cope with mild to moderate depression and anxiety.	We acknowledge that neither IAPT, nor any other counselling or crisis service in Leeds entirely duplicates the work of the Crisis Centre. IAPT has capacity to pick up additional referrals from

	<p>IAPT cannot provide a service to people who are at risk of suicide, or who are in an acute state of crisis. IAPT include contact details for the Crisis Centre on their own information leaflets.</p>	<p>people with common mental health problems who would benefit from talking therapies. Some of the service users that the Crisis Centre deals with could benefit from this type of service. The NHS, as the emergency service, has appropriate and effective services to support people who are actively suicidal.</p>
5	<p>The Crisis Centre regularly and increasingly receives referrals via IAPT and the Primary Care Mental Health Teams (PCMHT); this indicates that service user groups of those services are significantly different to the Crisis Centre's.</p> <p>Staff do understand that there will be severe cutbacks in Council spending and are certainly not burying their heads in the sand. However, they feel, as I do, that the basics of this excellent provision are worth keeping for the sake of some of our most vulnerable citizens, and I am sure that, with full consultation, a way can be found to keep many of the Centre's services going whilst drastically reducing its costs. I do feel that this would be a better alternative to total closure and loss of this valuable resource to the City.</p>	<p>In considering the options around the future of the Crisis Centre we have talked to NHS commissioners about the provision available across the City and the potential to develop the service further. We will continue to work with NHS commissioners as they further develop the service.</p>
6	<p>Service users are often at the point of considering suicide when they contact the Crisis Centre; many will have attempted suicide, or will have self-harmed in the past.</p>	<p>Figures from the Crisis Centre's referral database suggest that the number of people with a history of self harm or suicide is a relatively low proportion of those referred to the service.</p> <p>The Crisis Centre may not be an appropriate service to treat people who are actively suicidal. The service however does have a role in supporting people to access more appropriate services. In 2009 approx. 32% of referrals received by the Crisis Centre were referred on to secondary mental health services. If the recommendation to close the service is approved there will be work done with mainly NHS referrers and other providers to look at how service users are directed to services most appropriate to meet their needs.</p>
7	<p>The Director's Report makes reference to the delivery of a counselling service not being a statutory function of a local authority. Whilst this is true, we do see many vulnerable adults that Leeds City Council has responsibility for; carers of Adult Social Care service users, people involved in child protection</p>	<p>Health and social care services often share a service user group. We are not questioning the quality of the service provided by the Crisis Centre or the value to its clients but it is a discretionary service and in the current financial climate we need to prioritise investment in our statutory responsibilities. There are viable and safe alternatives within the NHS.</p>

	proceedings, older people, employees of Leeds City Council, service users of other Council funded projects.	
8	<p>Adult Social Care has funded, and may continue to fund, other non-statutory projects, including counselling services and crisis services. The Counselling and Therapy Service is a project of Leeds Mind, in partnership with Leeds Adult Social Care and Leeds PCT. The Women's Counselling and Therapy Service (WCTS) has been mainly funded by Adult Social Care. Leeds Survivor Led Crisis Service receives a proportion of its funding from Adult Social Care.</p>	<p>The Council will be reviewing all discretionary services.</p> <p>When considering the future of council run mental health services we considered:</p> <ul style="list-style-type: none"> •The statutory responsibilities of the Council •The availability of other providers and services in the City •The strategic direction of mental health service development •Recent developments both nationally and locally •Adult Social Care's desire to ensure the people of Leeds can continue to access mental health services that are of high quality and value for money. <p>In addition we are mindful of the needs of hard to reach communities that have not been best served by mainstream services within the Council or NHS.</p> <p>Health invests significant amounts of money in primary mental health services including talking therapies and in secondary crisis services. We will continue to work with health partners to consider how any gaps in provision are best addressed.</p>
9	<p>The Crisis Centre meets or exceeds expectations relating to excluded, hard to reach, or at risk target groups, including: BME communities, lesbian/gay/bisexual/transgendered populations, deaf people, older people, parents with mental health problems, and refugees/asylum seekers</p>	<p>There are services commissioned to work with hard to reach groups – as mentioned in 8 above. Whilst all discretionary services are being reviewed we are mindful of the need to support hard to reach groups</p>
10	<p>The Crisis Centre has provided a really excellent service of last resort to those who are often desperate and have nowhere else to turn.</p> <p>I have been deeply impressed at their effectiveness in dealing with some of the most vulnerable people in this city and in helping many of those people back to normality without recourse to Mental Health Services and the NHS.</p>	<p>We would agree the Crisis Centre has provided an excellent service to the people of Leeds. However, in recent years the amount of investment the NHS puts into talking therapies has increased considerably. The options available to people now are different to those available when the Crisis Centre was established.</p> <p>There are some excellent services supporting the most vulnerable in the City which sit entirely outside of statutory services and achieve this outcome.</p>

Appendix 3

Counselling Services

The follow is a list of services in Leeds whose primary aim is to offer counselling for individual in mental distress. There are also many other services that also offer counselling as well as counselling services tailored to specific groups, needs or communities listed on the website www.mentalhealthleeds.info. The Alliance of counselling Agencies and Volition both produce up to date lists of counselling services available in Leeds for individuals and professionals, which include services that target specific groups such as asylum seekers or age specific groups.

Where people are experiencing difficulties relating to illnesses such as dementia or Alzheimer's disease organisations such as the Alzheimer's society, carers' groups or Age concern can be more relevant and offer counselling services related to their area of expertise

Service	Opening hours	target group	area covered
*Archway 95 Roundhay Road, Leeds LS8 5AQ Tel: 0113 383 3900 (voicemail messages 0113 383 3915)	Mon 10am-6.pm, Tues & Thurs 10am-8.pm, Fri 10am-6pm.	Free for young people aged 16–25. short and longer term counselling.	citywide
*BARCA - Leeds 277 Upper Town St LS13 3JT220 9784	Mon 9am-6pm Tues-Fri 9am-5pm	Confidential information, counselling and support service for young people aged 13-19. plus Leeds Reaching Out service for men 18+	West Leeds
*The Beck Unit 2, Killingbeck Court, Killingbeck Office Village, Leeds LS14 6UF Tel: 0113 8814800 or: 07949523830		For people aged 16-25. Free service, open-ended. short and longer term counselling. Therapeutic approach: Integrative.	East Leeds
*Black Health Initiative Unit 10 Chapeltown Enterprise Centre, 231 – 235 Chapeltown Road, Leeds LS7 3DX Tel: 0113 307 0300	9am-4pm Mon-Fri	For African, African Caribbean and Dual Heritage communities. Free to young people and sliding scale for adult and family counselling. Group and family therapy, up to 8 sessions Person centred therapy. family therapy a specialism.	Citywide
*Cruse Bereavement Care Centenary House, North Street, Leeds LS2 8AY Tel: 0113 234 4150	9.30am-5pm	For bereaved people 18+. Up to 12 free sessions of person centred therapy	citywide
*Leeds Counselling Leeds Bridge House LS10 1JN 245 0303 www.leedscounselling.org.uk info@leedscounselling.org.uk	Mon-Thurs 9am-9pm, Fri 9am-4pm	A counselling and psychotherapy service providing variable fee counselling on a once a week, one to one basis for a wide range of personal and relationship problems. Both	City Wide

Service	Opening hours	target group	area covered
		long and short term counselling is offered. There is also an IAPT service available	
<p>Leeds Wellbeing Centre Marquis House 33 Eastgate Leeds LS2 7RD 244 4546 www.leedswellbeingcentre.org.uk info@leedswellbeingcentre.org.uk</p>	<p>9.00am - 8.00pm Mon-Fri.</p>	<p>One year pilot project funded by Multiple Choice and Leeds Special Grants Programme which aims to offer talking and complementary therapies to some of the most disadvantaged client groups in our communities. Any organisations in Leeds can refer clients at a cost of £5 per client per session (29/6/10).</p>	<p>City Wide</p>
<p>REAP Therapeutic Counselling Services Ralph 07930535622 Bev 07791786555 www.reap-counselling.co.uk ralphclaxton2005@yahoo.co.uk</p>	<p>Mon - Friday 9am - 7pm (last client at 7pm), Sat 9am - 2pm. Flexibility can be arranged according to personal circumstances.</p>	<p>REAP is fundamentally a BME run organisation whose clientele consists of individuals of all races & cultures, and individuals who are able bodied and disabled. Provides counselling and support to people of all ages, their families and carers.</p>	<p>City Wide</p>
<p>*Relate Leeds The Gallery, Oxford Chambers, Oxford Place, Leeds LS1 3AX Tel: 01302 347 444</p>	<p>Mon-Thurs 9am-9pm; Sat 9am-1pm</p>	<p>For individuals, couples, families, same sex couples, young people. A small bursary is available for those who cannot afford the full cost. Counsellor to recommend number of sessions. Therapeutic approach includes integrative and CBT for sex therapy. Relationship counselling and sex therapy.</p>	<p>City wide</p>
<p>Samaritans (Leeds) 93 Clarendon Road Leeds LS2 9LY 08457 90 90 90 / Local 0113 2456789</p>	<p>24 hour phone, 10am-10pm face to face (please ring first for staff availability)</p>	<p>To work for the assistance of people who are suicidal. Despairing or in distress. Support through listening and helping them to explore their feelings.</p>	<p>City Wide</p>
<p>*St Vincent's Support Centre 82 York Road, Leeds LS9 9AA Tel: 0113 248 4126</p>	<p>10am -4pm Mon-Fri</p>	<p>For people 19+, Low cost, negotiable rates. short and long term therapy using person centred, integrative including CBT styles of therapy.</p>	<p>City wide</p>

Service	Opening hours	target group	area covered
*Solace Suites 2 & 3, Bank House, 150, Roundhay Road, Leeds LS8 5LJ Tel: 0113 249 1437	9am -5pm Mon- Fri	For asylum seekers and refugees. 12 free sessions at a minimum available using various therapeutic approaches. Do use interpreters for non-English speakers.	City wide
*The Market Place c/o St Peter's House, Kirkgate, Leeds LS2 7DJ Tel: 0113 246 1659	Drop in Thurs 1-5pm; Fri 12- 4pm; Sat 11am- 3pm	Free for young people aged 13–23. Up to 12 months at a time of young person centred therapy.	City wide
*Touchstone – IAPT service c/o Touchstone House. 2-4 Middleton Crescent, Beeston, Leeds LS11 6JU Tel: 0113 2163000	9am-5pm Mon- Thurs 9-4.30 Fri	CBT based Guided Self Help and CBT (Cognitive Behavioural Therapy). For people with common mental health problems such as depression, anxiety, and stress related conditions. Touchstone IAPT aims to improve access to talking therapies, primarily but not exclusively to BME communities. Up to 20 free weekly sessions available using a CBT approach.	City wide
*Women's Counselling & Therapy Service Oxford Chambers Oxford Place Leeds LS1 3AX 0113 245 5725	Mon and Tues 9am-5pm, Wed 9am-5pm, Thurs 9am-7pm	Provides consultations, individual counselling and therapy and group therapy for women in the Leeds area. Psychodynamic orientation in counselling and psychotherapy, specialist services for sexual abuse and eating disorders. For details of waiting list for initial consultation and subsequent treatments phone 245 5725.	
Yorkshire Mesmac P.O Box 417, Leeds LS1 5PN Tel: 07771 931327		For gay men, bisexual men, men who have sex with men, female partners of men who are attracted to men. Free, dependent on income. Number of sessions: short term, depends on income. Specialising in sexuality, sexual health. Counsellor using BSL available.	City wide

NHS services are constantly being updated. [Guidance on Talking therapies available from the NHS](#) is a clear booklet available on line from:

http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_4082709.pdf.

Volition also provide a list of Voluntary sector counselling services in Leeds for professionals and individuals for reference. Those organisations marked with a * above are included.

There are counsellors and therapists who work in private businesses – you'll find them in the phone book, on the website of the British Association for Counselling and Psychotherapy: www.bacp.co.uk or on the Counselling Directory website: www.counselling-directory.org.uk . However, waiting lists might be longer and costs higher than for voluntary sector counselling.

For more information about mental health services in Leeds, including counselling, go to the Information for Mental Health website: www.mentalhealthleeds.info