

Streetwise
→

Part of **EVERYTURN** Mental Health

Mental health services for children & young people

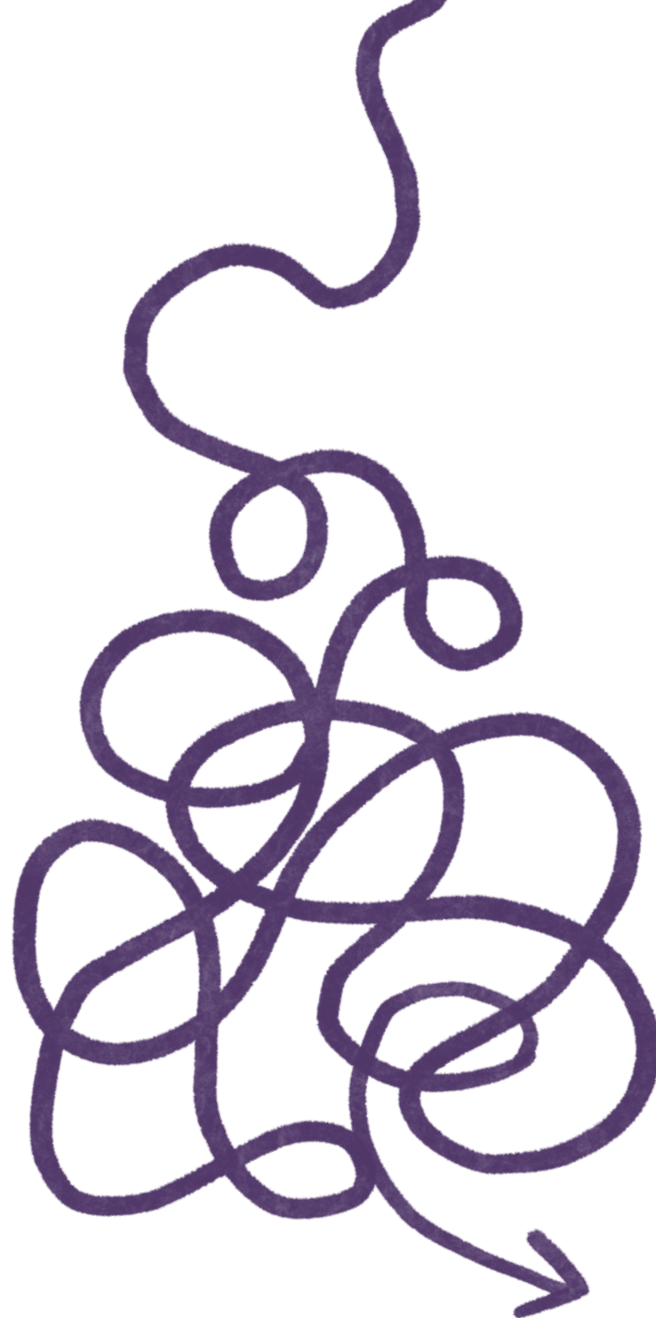
Counselling, wellbeing support, and crisis services provided in schools and communities



everyturn.org

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For the first time in Everyturn's history, we now provide mental health support to children and young people.

For nearly 40 years, we've worked hand-in-hand with the NHS to develop person-centred support. In 2025, we were delighted to be joined by Streetwise, an award-winning charity for children and young people.

Streetwise has delivered information, advice, and counselling to children and young people across the North East since 1991. Its services give essential support to young people aged 11-25 years, including counselling, community wellbeing, school-based support and community hubs.

The Streetwise team won a GSK Impact Award in 2021 for their model, which blends mental health support with youth work.



We're proud to have brought together our considerable experience, along with our shared values and passion, to bring young people the support they need, in the heart of their communities.

Our partnership brings the best of both organisations to tackle the challenges facing the NHS and young people who desperately need our support.

Together, we deliver high-quality, clinically-led support to people of all ages. This pack describes some of the services we deliver for children and young people, along with others we're looking forward to developing with our NHS partners.



Adam Crampsie (he/him)
Chief Executive



Mandy Coppin (she/her)
Head of Children & Young
People's Services

Streetwise's impact in 2023/24

1,662

referrals for
counselling &
mental health
support



5,139

young people accessed
Streetwise's services



19,737

hours of support
delivered



94%

of young
people would
recommend
Streetwise to
a friend



Counselling support



Our dedicated team of counsellors delivers confidential, non-judgemental, one-to-one therapies.

Counselling helps young people to develop their coping skills and self-esteem in a safe and trauma-informed space.

We're building on our strengths

By joining together, we're perfectly placed to deliver effective counselling support to children and young people.

Our counselling builds on Streetwise's experience in delivering psychological therapies to young people with complex needs, alongside Everyturn's NHS Talking Therapies expertise, built since 2006.



Supporting complex needs

We support young people with highly complex needs, including:

- Anxiety
- Depression
- Bullying
- Low self-esteem
- Stress
- Relationship difficulties
- Loss and grief
- Parental separation
- Sexuality
- Trauma
- Distress
- Victims of crime

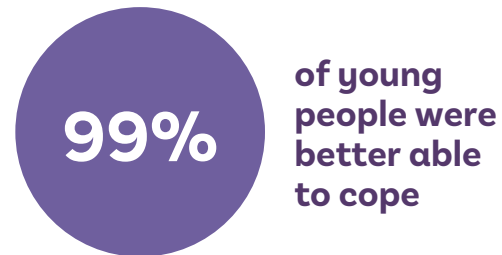
An alternative to secondary care

Our counselling services are an alternative to NHS secondary care support, where we know young people often need to wait for treatment.

We can provide trusted, integrated support alongside NHS Community Treatment Teams. We do this in Newcastle, where young people are directed to our counselling support via the city's single point of access.

Delivering outcomes

Our counselling support delivers excellent outcomes for young people. Our 2023/24 outcomes included:



Case study: Sally



Sally* was 16 when she was referred to Streetwise for counselling support.

She'd already been supported by her Primary Care Team.

Sally came to Streetwise as she was struggling with anxiety and panic attacks. She was also finding friendships hard at school. She withdrew from her friends, avoided leaving home, and had previously self-harmed.

Sally's goal for counselling was to reduce her anxiety and feel happier at school.

*Name changed for privacy

Case study: Sally

Sally's counsellor helped her manage her difficulties by:



Using the 'drama triangle' to explore and understand her relationships with friends. Sally was able to make and keep healthy friendships.



Helping Sally explore and visualise her feelings of anxiety by using a sand tray and drawing. This helped Sally to manage her anxiety in the moment using familiar techniques.



Planning how to manage difficult scenarios using graded exposure techniques. This helped Sally to challenge her thoughts and prepare for situations that made her feel anxious.

Sally's positive outcomes after counselling:

Sally's CORE scores reduced from 27 (severe) pre-therapy, to 13 (mild) post-therapy.

Sally has fewer panic attacks and she feels more positive about her exams and going to college. She's also able to challenge her worries about what people think of her by using the techniques she learned in counselling.



Mental health & wellbeing support



Our team of mental health and wellbeing project workers give advice, information, and guidance to young people.

We tailor the support to the person and delivered it over six 1:1 sessions, either in-person, online, or over the phone.

Clinically-informed delivery

Everyturn and Streetwise have provided integrated community mental health and wellbeing support for over 70 combined years.

Drawing on our joint expertise, our services are clinically supported. We're proud to be a trusted partner to the NHS across six Integrated Care Board (ICB) areas.



Person-centred support

We support young people with a range of needs on issues including:

- Anxiety
- Low mood
- Stress
- Bullying
- Low self-esteem
- Relationships
- Body image
- Family issues
- Sexuality
- Gender
- Identity
- Distress

Right place, right time

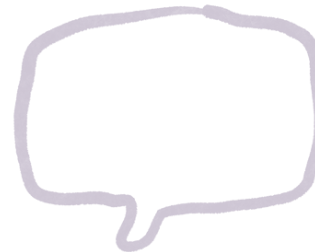
We're highly experienced in developing integrated mental health support to help young people improve their wellbeing. We've delivered mental health and wellbeing support integrated with local primary care services since 2021.

We'll work with NHS and other community partners to refer and signpost young people to more help when they need it.

“

It was nice having someone I could tell my inner thoughts to. It helped me feel like I wasn't overthinking things or being too emotional.

”



School hubs

Our school hubs provide information, advice, and guidance to young people in a familiar setting.

School hubs are co-designed with young people and school staff to deliver meaningful one-to-one and group-based support.

Building on our experience

We deliver eight hubs in secondary schools and academies across Newcastle. They're delivered on agreed days and times to fit around existing timetables.

Our approach builds on our expertise in delivering early intervention to young people. It's delivered according to our proven model, outlined on page 16.



Designed by young people

Our young people tell us what they need from our school hubs. Support is delivered one-to-one or in groups and includes:

- Information, advice, and guidance
- Counselling support
- Mental health and wellbeing support
- Social and community activities
- Careers advice

Our evidence-based approach

In 2023, Streetwise funded an academic evaluation exploring the impact of the school hubs.

The final evaluation, completed by Northumbria University, found that the school hubs:

- Provide a safe space for young people which makes them feel valued and heard.
- Help young people feel more confident in staying safe at school and completing homework.
- Provide an additional specialist resource for young people and teachers.
- Give young people a sense of community, where they have a voice in the support they receive.

Our school hub model



The study of the Streetwise early intervention school hubs found that our model has benefits across four key areas:

Services

Our school hubs deliver effective early intervention by offering a range of support, tailored to the needs of young people. We closely monitor young people's outcomes to amend our approach.

Environment

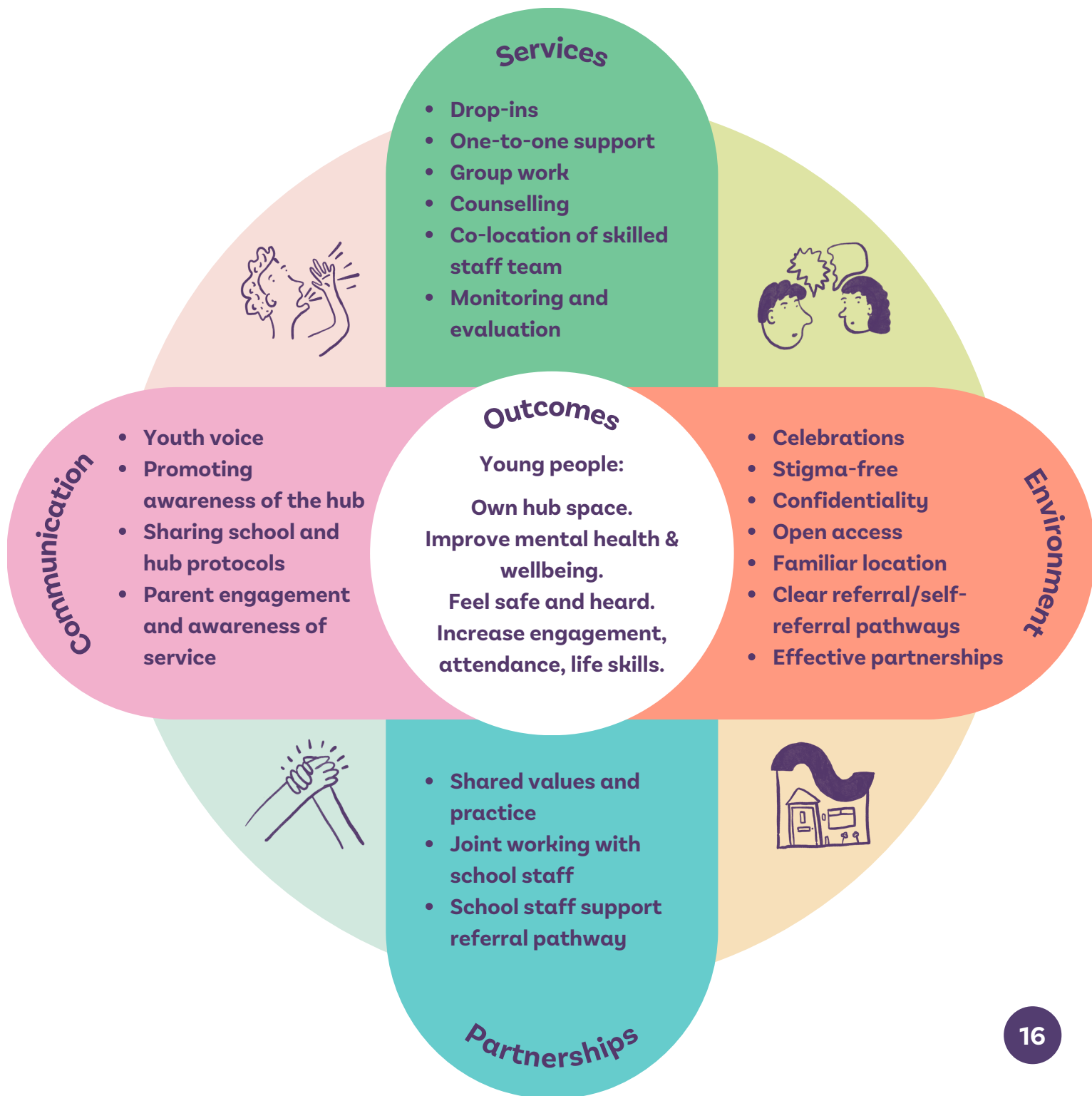
We deliver school hubs from familiar environments which promote easy access and partnership working with school staff.

Partnerships

We work closely with school staff and young people to co-produce accessible referral pathways and joint working processes.

Communication

We amplify the voices of young people throughout our school hubs, promoting the services to young people, staff and parents.



Crisis support



We deliver high-quality alternatives to crisis services for adults, across the North East and North Cumbria. We're looking forward to adapting our services to support young people.

Our crisis services deliver integrated, one-to-one support to people experiencing crisis across several models.

Our impact

Our crisis services have a big impact on the people we support. In 2023/24, they:

- supported 4,721 people in crisis
- delivered 59,335 individual contacts
- helped 87% of people to improve their wellbeing



Delivering integration and efficiency

Our crisis support is integrated with our system partners, including NHS crisis teams, ambulance services, and the police. Our approach ensures that people are directed to the right support, at the right time.

We use the local pound effectively, too:



Our average cost-per-appointment is £31, compared to £327 for NHS crisis teams.



Everyturn 2023/24 vs. NHS National Cost Collection Data 2022/23

Developing our multi-model offer

Alongside our community partners and young people, we're looking to co-create effective crisis support for young people that builds on our expertise. Our models include:

Together in a Crisis:

12 weeks of person-centred 1:1 support. Focused on helping people to manage their mental health and tackle the social difficulties impacting their crisis.

Safe havens:

Out of hours drop-in support for people in crisis, in a safe space. Our mental health support workers provide intervention, safety planning and onward referral to help people get the support they need.

Telephone-based support:

Remote support for people in crisis, by phone or text message. We provide information, advice, and guidance to people about managing their mental health and other available support.

Waiting list support



We developed our waiting list support service with NHS Community Treatment Teams (CTTs). Between 2023-24 we received 525 referrals and offered 4,682 appointments.

Our services provide 3-6 months' support for people on waiting lists. It helps people to tackle the things in their life impacting their mental health.

Our flexible offer

Our mental health support workers provide emotional and practical support, including:

- Evidence-based support which helps people to understand and manage their mental health independently.
- Support to help people address the practical issues impacting their mental health.
- Referral and signposting to other community support.



Working with you

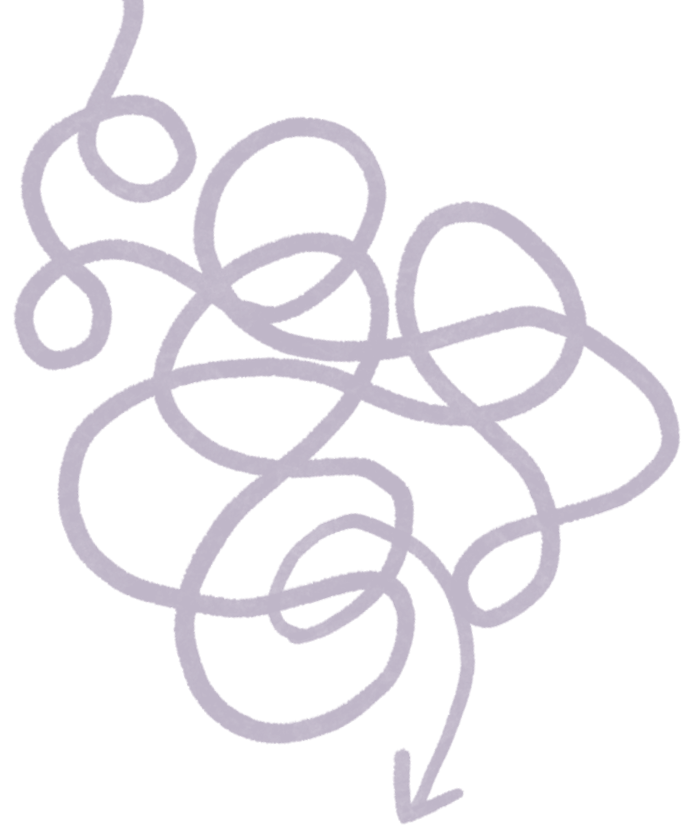
We'll work with you and the young people you support to co-design a support pathway to meet local needs.

That includes 1:1 support for children, young people, and their parents and carers; along with signposting to other ongoing support.

Tackling the waiting list challenge

Our team Community Mental Health Support Workers includes former mental health nurses, social workers, teachers, psychology graduates, and people with lived experience of mental health difficulties. Our colleagues use their varied skills to support holistic recovery by:

- Understanding each young person's needs.
- Delivering interventions to improve mental health.
- Connecting young people with community resources to support their ongoing recovery.



≡ **83%** ≡

**of people we supported
were safely removed
from the CTT waiting
list in 2023/24**

Partner with us



Working together

Our goal is for you to get all the benefits of working with a large, experienced NHS and social care-aligned organisation, but with the flexibility and creativeness of a charity.



Scan me!

Get in touch:



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Streetwise



Part of



Mental Health

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