

COUNSELLING INFORMATION FOR YOUNG PEOPLE

Step by Step passionately believe in supporting local young people who are going through hard times. We take a unique step by step approach, and through this, we empower young people to uncover and fulfil their aspirations.

What is counselling?

Counselling is based on building a trusting relationship. It can help people talk about experiences and worries and how to manage them. Our counsellors are trained to listen carefully and thoughtfully to your problems without judgment. Counsellors do not give advice, but support you to make positive decisions for yourself. Our counsellors are trained to work with many different issues, including stress, anxiety, depression, panic attacks, bullying, bereavement, family issues, low self-esteem, low self-confidence, friendship/relationship issues, self-harm, eating disorders, exam worry and isolation.

Following an initial assessment, you will be matched to a qualified and impartial counsellor who will support you through your journey.

Questions and Answers

Are my parents/guardians allowed to go in counselling with me?

The counselling we offer is one to one therapy and therefore not appropriate for the parents to be in the counselling session with you. The counsellor will do their best to make you feel relaxed and comfortable.

What does confidentiality mean?

Confidentiality is a professional agreement or contract to respect clients' privacy by not disclosing anything revealed during counselling, except under agreed upon conditions.

If someone appears to be at risk of significant harm it may be appropriate to seek help from other agencies in order to keep them safe. The counsellor would aim to discuss this first with the individual concerned and their parent/carer.

Do other people know what I've said to my counsellor?

A key feature of our service is that information discussed in the counselling session is treated confidentially. Counselling is your space and you need to feel able to talk about concerns without fear of them being discussed elsewhere. This includes not discussing the work with parents/guardians, unless consent is given for this to happen.

Following counselling, the counsellor will produce a summary letter and this will be sent to you and your parent (if under 16). This letter will only include some brief facts from the counselling sessions and nothing confidential.

I feel very upset after counselling. Is this normal?

It is normal for you to feel upset after counselling especially at the start. This can often be a sign of progress and can sometime occur when you start to talk about difficult or embarrassing things with your counsellor. As you continue with counselling, the feeling may start to subside. Please refer to our resource page for advice and support.

How many sessions are there?

We offer a total of six to eight sessions. The amount of sessions will be discussed with you and your counsellor.

What if I miss a session or need to cancel?

24hours notice is required for cancelling appointments. You will need to contact Step by Step as soon as you know you are not going to be able to attend a session and we will inform your counsellor. You can contact us on 01252 346120 or email: counselling@stepbysep.org.uk

If two counselling sessions are missed without prior notice or contact being made, we will be unable to hold the session open for you and it will be offered to someone else on the waiting list.

What if I need help when I'm not due to see my counsellor?

If you feel that you need support immediately and cannot wait until your next counselling session, there are several services you may be able to access. Please also refer to our resources page for further advice and support.

Children (11-18)

CYP Haven Guildford - <http://www.sabp.nhs.uk/services/mental-health/young-people/cyp-haven>

Extended Hope Guildford - <https://www.healthysurrey.org.uk/your-health/mental-wellbeing/camhs/parents-and-carers/support-for-parents-and-carers/extended-hope>

Aldershot - <https://www.justwellbeing.org.uk/young-people>

Adults (18-25)

Aldershot - <http://www.sabp.nhs.uk/services/mental-health/adult/safe-havens/safe-haven-aldershot>

Woking - <http://www.sabp.nhs.uk/services/mental-health/adult/safe-havens/safe-haven-woking>

Guildford - <http://www.sabp.nhs.uk/services/mental-health/adult/safe-havens/safe-haven-guildford>

Phone

NHS Crisis line - 0300 456 83 42

NHS Direct 111

Samaritans – 116 123

Online

<https://kooth.com/> (Surrey)

<https://www.childline.org.uk/>