



Young People. Hard Times. Bright Futures.

counselling@stepbystep.org.uk

Call Us: 01252 346 120

Text Us: 07520 632 787

STEP BY STEP YOUNG PEOPLE'S COUNSELLING SERVICE

A photograph of a young man with short, light brown hair, wearing a maroon button-down shirt. He is leaning against a light-colored brick wall and looking slightly to the right with a gentle smile.

stepbystep.org.uk

What do we do?

Step by Step provide free and confidential counselling to young people in Surrey and Hampshire.

We work in partnership with Mindsight Surrey CAMHS Services.

"It was one of the only spaces where I felt like I was being heard. It helped me to figure out more about myself and how to deal with my problems."

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 thoughtfully to your problems without judgment. We can support you to make positive decisions, find ways of coping or help you understand your feelings. They are trained to work with many different issues, including: stress, anxiety, low mood, bereavement, family issues, low confidence and self-harm.

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

How does it work?

When we have your referral we will invite you to an initial appointment. At this appointment we will see if we are the best people to help and you can make a decision about counselling and if it's something you want to do.

If you choose to do counselling you will be on a waitlist and once a slot is available you will be contacted to see if you are able to make it.

When you start counselling each session lasts 50 minutes and they run for six weeks. Appointments are at the same time each week.

What is Confidentiality?

Confidentiality is an agreement to respect your privacy by not disclosing anything revealed during counselling, except under agreed upon conditions. Counselling is your space and you need to feel able to talk about concerns without fear of them being discussed elsewhere.

If we are worried that you or someone else might be in danger we may have to tell someone else about what you have said. If this happens we will try and speak to you first about it.

"Even when I felt like my problems might not be taken seriously, they were."

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.

"The service has really helped me, and all the staff have been lovely."

What if I miss a session or need to cancel?

24 hours' notice is required for cancelling appointments. You will need to contact Step by Step as soon as you know you are unable to attend a session and we will inform your counsellor. You can contact us on 01252 346 120, text us on 07520 632 787 or email counselling@stepbysep.org.uk

If two counselling sessions are missed without notice, 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. We have included some useful resources below.

Drop In Support Services

Children (11-18)

CYP Haven Surrey
www.cyphaven.net

CYP Haven Aldershot
www.justwellbeing.org.uk/young-people

Adults (18-25)

www.sabp.nhs.uk/our-services/mental-health/safe-havens
(Aldershot, Guildford)

Phone

NHS Direct – 111
Samaritans – 116 123
Hope Line UK – 0800 068 4141

Online

www.kooth.com
www.childline.org.uk
www.annafreud.org/on-my-mind/youth-wellbeing
www.youngminds.org.uk
www.papyrus-uk.org
www.help2makesense.org

Apps

www.meetwo.co.uk
www.headspace.com
www.nhsgo.uk

stepbystep.org.uk

NHS
Mindsight Surrey
CAMHS Service

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