

# Youth Talk



## **Youth Talk – Counselling and Psychotherapy Service for 13 – 25 years olds**

Now you have made contact with Youth Talk we hope that this leaflet will give you a good idea about what to expect at your first session and from counselling in general.

### **What happens next?**

We will contact you with an appointment for your first session. We try to do this within two weeks. However, on occasions, you may be asked to wait for longer – we will let you know if this is the case. If you feel you cannot wait we will offer advice about other services.

If you have asked for an appointment after 4 p.m. it can be helpful to look at your weekly commitments to see if you could make time in the morning, lunch hour or afternoon. If you can we may be able to offer an earlier appointment.

### **How will I know when my appointment is?**

One of the reception team will ring, email or write to you to let you know the date and time of your appointment and which counsellor you will be seeing. **It is very important that you confirm that you will be coming. If we do not hear from you we will not be able to keep this time open for you.** This is because we have lots of young people who need this service. Traffic conditions and parking can be difficult so make time to travel here.

If someone is bringing and collecting you they may like to know that sessions last 50 minutes and begin and end promptly.

## **Is counselling right for me?**

The first 1 – 4 sessions are likely to be 'assessment' sessions. Both you and your counsellor will be finding out if this is the right kind of counselling/psychotherapy for you at this moment in your life. These sessions are free and confidential. If you or your counsellor feel you need a different type of support he/she will guide or refer you to something that may suit your needs better at this time.

After your assessment sessions your counselling will begin. This is still free and confidential. Your counsellor will tell you what the maximum number of sessions are and when the end date will be. Together you will review your progress. Your appointments will normally be on the same day and at the same time in the same room and with the same counsellor.

## **What happens if you miss a session?**

If you do not attend a session without notifying us we will not be able to hold open your appointment time and your counselling with Youth Talk will cease.

If you need to cancel an appointment, we require 5 days' notice so that we can use your appointment time productively. If you do not provide 5 days' notice, we will not be able to hold open your appointment time and your counselling with Youth Talk may cease.

Although we do not charge for each counselling session, it costs money to run it whether or not you attend. In addition, we have an ongoing list of young people waiting for an available appointment. We therefore ask that you attend your session each week.

Youth Talk is a charity and we obtain our funding through a lengthy process of applying for donations and grants. We are most grateful to those organisations and individuals who help fund us.

## **How do we know what you feel about your time at Youth Talk?**

In order to evaluate our service we ask all clients to complete a review of their experience. In this evaluation questionnaire you can write down your thoughts and feelings about all aspects of coming to Youth Talk.

This information will be used to help us, and those that fund us, to secure and develop the service we provide. Your comments are very important to us.

### **What happens when you first arrive at Youth Talk?**

When you arrive at Youth Talk there is an intercom system at the door. Press the buzzer and a receptionist will invite you in to the waiting room. Your counsellor will collect you from the waiting room at the agreed time, for example 2 p.m.

At your first session we will ask you to fill in a questionnaire. This is a confidential record of your 'emotional temperature' at the beginning (after the fourth session and again at the end) of your time at Youth Talk. This questionnaire is one way in which we can assess your needs and monitor your progress. It should only take a few minutes to fill in. A member of the reception staff will be available to help you with any queries. Your counsellor will explain the outcome at the next session.

### **Who will know what goes on in the sessions?**

Your counsellor will explain that the service is confidential. This means that no-one outside the service can ask to know what takes place during your sessions. There is one exception and that is if your counsellor feels that you are, or someone else is, in danger of being hurt or that you are in danger of seriously hurting yourself or others. She or he will also explain our policies for keeping you safe and protecting you from harm.

If you have any concerns about the service that you could not talk to your counsellor about there is a professional association you can contact who will listen to your worries. The number is on the back of this leaflet.

### **How long are the sessions?**

Your session will end after 50 minutes (e.g. at 2:50 p.m.). Your counsellor will take responsibility for ending the session on time. If the start of your session is delayed your counsellor will still be able to see you but the session will end at the fixed time. Being late can sometimes just be about unavoidable frustrations – sometimes it can be an important communication about what is happening in your life and in your counselling. Your counsellor will be able to work with you to understand the meaning of this – so a short session is not a wasted session!

**Youth Talk is based at:**

**28 Spencer Street**

**St. Albans**

**Herts AL3 5EG**

**01727 868684**

**Email: [info@youthtalk.org.uk](mailto:info@youthtalk.org.uk)**

**Website: [www.youthtalk.org.uk](http://www.youthtalk.org.uk)**

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**Youth Talk is a member of the BACP**

Youth Talk counsellors/psychotherapists are professionally qualified and subscribe to the BACP Code of Ethics and Complaints Procedure.

British Association for Counselling and Psychotherapy

BACP House, 15 St John's Business Park,

Lutterworth, Leicestershire LE17 4HB

General Enquiries: 01455 883300

**Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk)**

**Website: [www.bacp.co.uk](http://www.bacp.co.uk)**

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**Youth Talk is a registered charity and offers free counselling and related services to young people aged 13 -25 years (ending on their 25<sup>th</sup> birthday).**

**More information about counselling can be found on the Youth Talk website: [www.youthtalk.org.uk](http://www.youthtalk.org.uk)**

**Registered Charity Number: 1063572**