

**Youth Talk 14 – 25 is based at:**

**28 Spencer Street**

**St. Albans**

**Herts**

**AL3 5EG**

**T: 01727 868684**

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

**www: [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.

BACP address and contact number:

British Association for Counselling & Psychotherapy

BACP House

35 – 37 Albert Street

Rugby

CV21 2SG

Tel: 0870 443 5252

[www.counselling.org.uk](http://www.counselling.org.uk)

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**Youth Talk 14 – 25 is a registered charity and offers free counselling and related services to young people aged 14 -2 5 years (ending on the 25<sup>th</sup> birthday).**

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

# Youth Talk



## **Youth Talk – Counselling and Psychotherapy Service for 14 – 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 the counselling process in general.

### **What happens next?**

We will contact you with an appointment for your first session. Usually this will be within one or two week's time. Sometimes 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 and see if you could make time in the morning, lunch hour or afternoon. Often this is easier than it seems at first. Let us know if you can, we may be able to offer an earlier appointment.

**Talk to us again before your first session if you know that you would like to work in a group or to work specifically with a male or female counsellor.**

### **How will you know when your appointment is?**

One of the reception team will ring/email or write to you, and tell you the date and time of your appointment and which counsellor you will be seeing. 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 begin and end promptly.**

## **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 o'clock.

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, or someone you know, are 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. (They are displayed in the waiting room).

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 at the bottom 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!

## **Finding out if counselling is the right thing for you just now.**

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. At this point you may decide not to continue or it may be that there is another service that can better meet your needs. Your counsellor will help you to decide and help to refer you on to the best place for you, if this is what is needed. It may be that you will want to return to Youth Talk in the future.

You will work with your counsellor for as many sessions as is needed. This may be a few or it maybe many. A lot of people come for about 12 sessions. The appointments will usually 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 are unable to keep your appointments please let us know and we will confirm with you that you want to come to the next session.

If you miss a session and we have not heard from you it is likely that your counsellor will contact you confirming the next session. Your session will be held open for you and that means that the time and space will not be offered to others who have recently contacted the service.

If you miss a session because you are unsure about continuing with counselling the ideal thing to do is to come and talk to your counsellor about this. It may be that s/he is also thinking that it is the right time to stop too! It may be that you do not want to continue at the present time. You may wish to take a break and re-engage at a later date or end your sessions altogether.

If we do not hear from a client for more than two missed sessions your counsellor will contact you and invite you to meet for a final session. Ending your counselling sessions in person is usually very beneficial. If you do not want to do this we will invite you to contact us again in the future if or when you decide you would like to begin work again.

## **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.