



Youth Counselling Service for 12-24 year olds

West Surrey and North East Hampshire

For a better life

Welcome to the Youth Counselling Service

We provide a short term, free and confidential counselling service for 12-24 year olds in West Surrey and North East Hampshire.

Our trained counsellors will give you the time and space to talk about anything that is worrying you. We are experienced in dealing with a wide range of issues such as anxiety, panic attacks, depression, difficult family relationships/friendships, low self-esteem, bullying, sexuality and anger.

We offer up to six appointments per person, and each appointment will last up to 50 minutes.

What is counselling?

Counselling is about helping you make sense of your thoughts and feelings. We can help you look at difficulties and problems that you may be experiencing and work through any concerns.

Counselling may help you feel better about your life and help you cope with future problems you may experience.

Please be aware that we are not an emergency service and we do operate waiting lists. If you have an urgent need, please contact your GP.

Who will I be seen by and how do I know that they are qualified to treat me?

Our core team and volunteer counsellors are all professionally trained and registered with the British Association of Counsellors and Psychotherapists. We are non-judgmental and respect your privacy and dignity. For more information, visit www.bacp.co.uk.

How do I get more appointments?

At the end of each appointment your counsellor will offer you another appointment. You can make one, say no, or go away and think about it.

If you are unsure, your counsellor will give you a date to call by for the next appointment. If you don't make contact by that date, your counsellor will offer the appointment to the next person on the waiting list.

What if I want to come back at a later date?

If you wanted to come and use the service again, there is a recommended period of three months before you can re-refer to the service.

Is the service confidential?

Our appointments are confidential, which means that your counsellor will not share what you talk about with anyone you know, including your family or friends. However, for anyone under 18 who is at significant risk of harm (this means being harmed by someone else, seriously harming yourself or someone else), your counsellor will have to break confidentiality.

If you are 18 or over and you tell us that you are harming someone else, we will have to break confidentiality. Furthermore, if you share information about another person who we feel is either at significant risk of harm or at risk of significantly harming others, we would also have to break confidentiality.

Your personal details are confidential and held securely by the service. If your counsellor feels it would be helpful for you to see someone else for specialist help, they will discuss this with you and possibly refer you on.

You can learn more about how we might share your details at **www.sabp.nhs.uk/sharing-your-info**

How do I cancel or change my appointment?

If you are not able to come to your appointment, please let your counsellor know or contact the team using the numbers below.

If you don't turn up for a session and do not contact us within 48 hours, your slot will be released to someone else. If you contact us at a later date, you will be placed back on the waiting list. If you continue to cancel or not turn up to your appointments, these will count towards the six sessions you are entitled to.

Get in touch

If you wanted to refer yourself, please call us on **0345 600 2516** or **07827 992 764**.

We will respond to you within four working days.

In case of crisis (18 years old and younger)

In case of a crisis, your key worker can make a referral to the CAMHS Community Crisis Service between 9am-5pm Monday to Friday. Outside of these times, if you are over 11 years old, please call our Extended Hope Service via the Emergency Duty

Team on 01483 517898 between 5pm-11pm, 7 days a week. If you are aged 10-18 years old, you can also drop in to one of our CYP Havens. For more information please visit: www.cyphaven.net

In case of crisis (over 18 years old)

In case of a crisis, you can call our Mental Health Crisis Helpline, which is open 24 hours a day, 7 days a week, on 0800 915 4644. People with speech or hearing difficulties can dial 18001 0800 915 4644 from a Textphone to

use the Next Generation Text Service. Or you can visit our Safe Haven evening and weekend drop ins, 365 days a year. For locations and opening times visit: www.sabp.nhs.uk/safehaven

Other useful numbers

NHS 111

Call **111**, available 24 hours every day

Sane Line

0300 304 7000

(4.30pm to 10.30pm every day)

www.sane.org.uk

Samaritans

116 123 (24 hours every day)

www.samaritans.org

Family Lives

0808 800 2222

www.familylives.org.uk

BEAT

(Eating Disorders Association Youth Line)

0808 801 0711

www.b-eat.co.uk

Childline

0800 1111

RASASC

(Rape and Sexual Abuse Support Centre)

0800 0288 022

www.rasasc.org

Papyrus

(prevention of young suicide)

0800 068 4141

www.papyrus-uk.org

If you would like this information in another format or another language:

Call: 01372 216285

Email: leaflets@sabp.nhs.uk

Confidentiality and information sharing

We may need to share information about people who access our services with relevant Surrey CAMHS partners in order to provide care and advice. This will only take place if we have received permission and it is considered necessary.

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18 Mole Business Park, Leatherhead, Surrey KT22 7AD

Tel: 0300 55 55 222 Textphone: 020 8964 6326

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