

# The-exchange



## COUNSELLING FOR YOUNG PEOPLE

### A GUIDE FOR PARENTS

Counselling provides a private place where a person can talk about things which are troubling them. Talking things over with a professional counsellor who is separate from the person's life helps them to feel less isolated and more able to cope with problems.

Some of the difficulties people bring to counselling include:

- Bullying
- Problems at home or with friends
- Death of someone close
- Feeling angry, confused, or rejected
- Feeling isolated
- Difficulties at school or stressed about exams
- Concerns about sexuality, abuse, or self-harm

The counsellor is not going to tell the young person how to live their life but it does support them to make healthy choices and to find better ways to cope with difficulties.



### WHO DOES THE COUNSELLING?

The counselling is provided by a professionally qualified counsellor who is not a teacher or a member of the school staff. The counsellor works for the counselling organisation called **Theexchange**. Although the counsellor is not a member of the school staff it is essential that the counselling service works within the culture, values and procedures which the school promotes.

### IMPORTANT QUESTIONS ABOUT COUNSELLING

Is counselling confidential? **YES**

Are school staff told about what the young person discusses in counselling? **NO**

Are parents told about what the young person discusses in counselling? **NO**

Are there any exceptions to this? **YES- 3 EXCEPTIONS**

- 1 Occasionally the young person will ask the counsellor to speak to someone else on their behalf and the counsellor might choose to do this.

- 2 Occasionally, if counsellors become concerned for the safety of the young person, they will support that person by accompanying them to go and talk to an appropriate adult about their concerns
- 3 Very occasionally the young person may speak about something which indicates that they (or others) are at risk of harm. The counsellor will try to persuade the young person to seek appropriate help. If the person remains unwilling to do this but the counsellor is still concerned for their safety, as a last resort the counsellor will take action and act on behalf of the young person.

The aim of the service is to support the emotional well-being and mental health of young people and we do not seek to influence their values or beliefs. The counselling offered is respectful and sensitive to the young person's values and beliefs and to his/her background, up-bringing and culture

**The-exchange** is part of an independent counselling organisation called Therapeutic Counselling Services, a member of the British Association for Counselling and Psychotherapy. If you or the young person is unhappy about the service we provide you can discuss this with a senior manager and if necessary make a complaint by calling 03302 020283.

We are committed to equality of opportunity and the young person's right to access the support they

are looking for in keeping with the rights of the child defined by UNCRC

## The-exchange



### COUNSELLING & SUPPORT SERVICES

#### A GUIDE FOR YOUNG PEOPLE

##### What is counselling?

Counselling is not complicated, it's just talking. It is talking about anything you want to talk about, honestly anything. The counsellor is a person who wants to hear about what is on your mind. The counsellor will listen to you without making any judgements and will completely respect your right to privacy. Their job is to listen and help you and that's what counselling is. Don't worry if talking feels too much, the counsellor can help you share your feelings in different ways.

It is a fact that your wellbeing will improve by talking about your worries to someone who is

respectful and sensitive and that is what a counsellor does.

**Counsellors have a lot of experience of helping young people and have helped young people with a wide range of problems such as:**

- Bullying
- Arguments at home or with friends
- Death of someone close to you
- Feeling angry, confused or rejected
- Difficulties at school
- Concerns about sexuality, abuse
- Self-harming



Whatever is going on for you, talking to a counsellor means there are now **two** of you dealing with it and you are not on your own.



##### Is it confidential?

The counsellor is not allowed to tell anyone in your family or in the schools what you talk about; you have a right to privacy and we will ensure your right is respected.

Privacy is not the only right you have because you also have the right to be safe from harm or injury and you have a right to be protected and

nourished. Sometimes these rights have to be given priority over your right to privacy in which case you and the counsellor will need to create a plan of how to keep you safe. The counsellor will talk to you about this first before any information is shared with anyone else.

There is at least one counsellor working in your school that person is not part of the school staff; they work independently.

During 2020 the counsellor has continued to support young people like you. Sometimes this has been face-to-face in the same room, but other times it has been either by phone or on-line and occasionally also by skype or zoom. So, you can still access support during the pandemic.

**How do I make an appointment to see the counsellor?**



The best way is to speak to one of the pastoral care teachers in your school and that person will complete an on-line referral for you. It is also possible for you to do this for yourself at [www.exchange-counselling.com](http://www.exchange-counselling.com)

We use text to communicate with people so make sure we either have your number or the number of an adult you trust so that we can get back to you.

You can also call 07598 986 804 and speak to someone or leave a message.