

# Information for parents and professionals

How to access Hounslow Youth Counselling Service (HYCS)

**If you are a concerned parent, carer or professional working with a vulnerable young person, you may wish to consider signposting them to an external support service such as Hounslow Youth Counselling Service (HYCS).**

## About Our Service

**HYCS is a free, confidential counselling service that welcomes any young person aged 11-25 who lives, works or studies in the London Borough of Hounslow.** Our friendly, 1-2-1 counselling service is focused on supporting young people in dealing with emotional difficulties that may be causing distress. Our counselling teams offer 1-2-1 support both at our Isleworth Centre, in many local secondary schools, the youth offending service and HMP FYOI.

With more than 30 years' experience, HYCS has a trusted team of professional counsellors, ready to listen and experienced in working with young people. HYCS as a service is an Accredited member of the BACP (British Association of Counselling and Psychotherapy), both supporting and subject to its ethical guidelines and professional practices and is also a member of Youth Access.



**Talking to us can really help**  
**Hounslow Youth Counselling Service**

0208 568 1818  
[www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)

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## What is Counselling?

When emotions and problems begin to feel overwhelming, counselling provides the young person with a chance to talk about whatever is troubling them in confidence, in a safe and supportive environment. The counsellor will listen to what the young person says and how they feel without judging, helping them to explore thoughts, feelings and experiences and to work things out for themselves, building resilience and self-belief.



## Self-Referral by Young Person

The HYCS service can only be accessed by self-referral, in other words, by the young person themselves. This is important because it means that the young person is engaged in the process from the outset and can trust HYCS to work with them and hear their concerns directly. It is, for many, an important first step in empowering them to take control of their own wellbeing.

## Professionals & Parents/Carers

Unlike some other services, a young person does not need to be referred to us by a professional such as a GP, mental health specialist, teacher or social worker or by a parent – indeed, HYCS does not take referrals from anyone other than the young person.

Professionals and parents/carers can help young people by either signposting them to our service and/or by supporting them in making that first contact. To enable the young person to make an informed choice, information about HYCS can be easily accessed from our website – [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk) or simply contact HYCS to request display posters and information leaflets. HYCS is happy to offer advice to professionals and parents and guardians about the initial signposting process and to provide information.



## Contacting HYCS

HYCS' office opening hours may vary but typically you can contact a member of the HYCS team between **Monday to Thursday 10am – 9pm or Friday 10am -2pm**. If on answer-machine, do please leave a message and someone will get back to you within those times.

**By phone** 020 8568 1818 (clients)  
**By text** 0778 4481 308  
**By email** [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk)



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## What To Expect on First Contact

### Step 1 – The Introductory Session

When a young person first contacts the service, HYCS will book them in for an introductory session – usually within 2 weeks of first contact.



This intro' session, at our Centre in St Johns Road, typically lasts 50 minutes and is an opportunity for the young person to learn more about HYCS and the counselling

process, to explore initial concerns and to identify what help they feel may be most beneficial. It also enables HYCS to identify need, provide interim support resources and to signpost to other services where necessary.

### Confidentiality

#### Step 2 – Waiting List for Regular Counselling

If after the introductory session they decide that they would like to continue and to have regular counselling HYCS will add their name to our waiting list – waiting times for a regular slot can vary but are typically around 8-12 weeks. HYCS will contact them as soon as a slot becomes available.



The foundation of all counselling is confidentiality and it is important for the young people using our service that they can trust HYCS in this regard. HYCS does not therefore normally write reports for professionals or give feedback on the course of counselling or attendance. What young people say in counselling sessions is private and confidential other than in exceptional circumstances – for example, if we consider the young person to be at risk of serious harm to self or others. Those supporting a referral must therefore normally be prepared not to receive feedback.

### How to Find Us

The HYCS central office is conveniently situated in Isleworth close to many public transport routes at:

78 St Johns Road,  
Isleworth TW7 6RU



#### Train:

Our centre is just 5 mins walk from Isleworth Station

#### Bus:

H37 and 117 – on the St Johns Road (2 mins walk), 235/237 – stops on the London Road (5-10 mins walk), 267 and R62 stops on Twickenham Road (10 mins walk)

#### Car:

Limited parking is available in the Centre's car park and a few pay and display spaces are available on the main street.

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

PUBLIC & CLIENT DISCLAIMER: The role of this leaflet is to provide information and does not imply endorsement or recommendation. It is your personal responsibility to make sure that any organisations listed are appropriate and safe for you, your child or young person.



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