



Talking to us can really help
Hounslow Youth Counselling Service

**Introducing our
Young people's
counselling
service**

**for 11-25
year olds**



Talking to us can really help
Hounslow Youth Counselling Service

bacp | Accredited
collective mark Service



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78 St John's Road, Isleworth, Middlesex TW7 6RU

Registered Charity 1196320 (formerly 296333)

HYCS (Hounslow Youth Counselling Service) is a free, confidential counselling service that welcomes any young person aged 11-25 who lives, works or studies in the Borough of Hounslow.

Our friendly 1-2-1 service is focused on supporting young people in dealing with emotional difficulties that may be causing distress. With more than 30 years' expertise, we have a trusted team of professional counsellors, ready to listen and experienced in offering Person-Centred Counselling to young people.

HYCS is a member of the BACP, supporting and subject to its ethical guidelines and professional practices. HYCS offers a fully BACP-accredited service. HYCS opposes all forms of discrimination and operates an Equal Opportunities Policy for staff and our clients.

What is counselling?

When emotions and problems begin to feel overwhelming, counselling provides a chance to talk about whatever is troubling you, in confidence in a safe and supportive environment

What happens in a counselling session?

Your counsellor will listen to what you say and how you feel, without judging. Counsellors help you to explore your thoughts, feelings and experiences; they help you to work things out for yourself, to make choices and build your resilience and self belief.

How to express yourself in sessions is up to you – you may want to talk or it may feel easier to draw, write or create; whatever feels right for you.

"It was good to be able to talk about my problems and not feel alone".

"It's when someone listens to how you feel. They won't tell you that you're wrong. You are allowed to feel how you want to feel".

"... it helps you get out what you are thinking and feeling".

HYCS privacy notice

Under the General Data Protection Regulation (GDPR) 2018 data privacy laws, Hounslow Youth Counselling Service is committed to safeguarding your privacy and protecting the personal information you give to us. We will not sell your data. We will not share your data with anyone unless we are legally required to do so, or if there is an immediate risk of substantial harm to you or someone else.

What kind of information do we collect about you?

- Your names
- Your address and contact details
- Your date of birth
- Your gender, ethnicity, sexuality
- If you have a physical or mental health condition
- GP's details

Why do we ask for your personal information?

- To contact you about your counselling, and manage our relationship with you.
- To ensure you are receiving the appropriate support from our service.
- To maintain our records about young people who access our service – to improve/manage our service.
- To create reports from anonymised statistics to report back to funders.

Who is able to see my information?

The counsellors and staff who work for HYCS are able to see your information – we keep information about you confidential within our service. We respect your privacy and work hard to meet strict regulatory requirements by storing it securely and by controlling who has access to it.

How long do we store information about you?

Within 1 month after your last counselling session, we will delete any text messages, emails or letters linked to you. 6 years after your last counselling session, all of your data and counselling notes will be destroyed.

What are your rights?

- You have the right to withdraw your consent at any time.
- You have the right to request access to any information we store about you.
- You have the right to be forgotten, which means you can ask for your information to be removed from our records.
- If you would like to make an access request, please write to the HYCS Data Controller who is registered with the ICO.

Address requests to
Maria David,
Data Controller,
HYCS,
78 St John's Road,
Isleworth, Middlesex
TW7 6RU

Need further information?

HYCS' full privacy policy is available to view on our website:
www.hycscounselling.co.uk



Other support & helpline options



Anxiety UK (anxiety/phobia)
03444 775774 or text 07537 416905
www.anxietyuk.org.uk

BEAT (eating disorders)
0808 801 0677
www.beateatingdisorders.org.uk

CALM (support for men)
0800 585858 5pm to midnight
www.thecalmzone.net/get-help/

Hope Again (bereavement)
0808 808 1677 <http://hopeagain.org.uk>

National Self Harm Network
Distractions List
www.nshn.co.uk/downloads/distractions

SANE Chat -
An online service for aged 13-17 years old.
www.sane.org.uk/how-we-help/emotional-support/sanechat

Switchboard LGBT+ (LGBT+ Helpline)
0300 330 0630 <https://switchboard.lgbt/>

Thinkuknow (cyber safety)
www.thinkuknow.co.uk



Helpful Apps

Headspace: Meditation & mindfulness to relieve anxiety.

In Hand: 'digital friend' & mood tracker'.

SAM (Self Anxiety Management): understand and manage anxiety.

Smiling Mind: Meditation and mindfulness.

Well Happy: resources directory for young people in London.

Calm Harm: helps you manage the urge to self harm.

Will the counsellor tell people what I say?

What you say in counselling sessions is private & confidential within HYCS other than in exceptional circumstances (i.e. if you or others are at risk of serious harm). In such circumstances, it may be necessary to speak to the school or external parties to get you additional support, which your counsellor will aim to discuss with you (wherever possible). Ask at the Intro' session or check with your counsellor if you want to know more or have any concerns.

What sort of things can I talk about?

Importantly, you decide what to talk about and how much you feel ready to say. No problem is too big or too small - if it's troubling you, we're here to listen. HYCS helps hundreds of young people every year deal with a whole variety of problems!

Common themes include: relationships, stress & anxiety, difficulties at school or work, loss of someone special, self-esteem, feeling angry, alone, sad or down, self-harm, bullying, addictions, gender, sexuality, gangs, depression, suicidal feelings, abuse & more.

So, does counselling help?

Counselling can help you to cope better with life's difficulties – it's a place to share and work through problems to build resilience.

What next after the intro' session?

After the intro' session you decide if you want to have counselling and you go on the waiting list for a regular session. Waiting list times can vary – please ask your counsellor. You will then be offered a regular slot with a HYCS counsellor – sessions will be weekly – appointment times on the same day at the same time with the same counsellor each week. Sessions last for 50 minutes, ending on time (even if you are late).



"It felt as if someone understood . I feel better about myself and more confident".





How many counselling sessions can I have?

Initially, if you are 13 or above you will be offered 6 sessions – you then decide with your counsellor if you feel you need less or more and can extend if needed. It's your choice to come and you can stop at any time.

If you are aged 11-12, the counsellor will initially offer 4 sessions and, if appropriate, could shorten the session to last for 30 minutes (instead of 50). The counsellor can review with you about extending to add further sessions if needed.

Do I need to come every week?

Counselling is a voluntary process and it's your decision to attend. However, once you have started, it's best to attend sessions regularly, arriving on time, to gain the full benefit.

What if I need to miss my appointment?

Please just let us know if you are unable to come.

If we do not hear from you: if it's your 1st session, and you miss the session, we will assume you no longer want counselling. You may re-register with HYCS when you feel ready. If you miss a regular ongoing session, we will hold the slot open for you for a further week.

Is the counselling really free of charge?

Yes, HYCS offers free counselling to any young person aged 11-25 who is living, working or studying in the Borough of Hounslow.

Privacy & Data Protection

The privacy of clients is very important to us and HYCS will take all reasonable steps to ensure that personal data & information provided to us (including contact details, presenting issues and session notes) is treated securely and in accordance with HYCS' privacy policy and data protection law.

For further information see our full Privacy Notice on our website or ask your counsellor.

Compliments, Concerns or Complaints?

If you have any feedback/concerns/suggestions to improve our service or feel your needs are not being met, please contact: HYCS' Centre Manager, Maria David ask@hycscounselling.co.uk.

Emotional support options

In times of emotional difficulty, it's important to remember that you are not alone. There are plenty of sources of support out there. Reaching out to someone may *feel* difficult but it can really help.

Help in an emergency

For urgent help and concerns about your **immediate safety** **Call 999** to access the emergency services or go to Accident and Emergency (A&E) at your local Hospital.



24/7 Help

Childline 0800 1111 (under 18's)

Samaritans 116 123

**YoungMinds Crisis Messenger
Text YM to 85258**

