

# Quick Guide for Parents & Carers to HYCS' Counselling Support (for young people age 12-25)

If aged  
12–25  
years



Talking to us can really help  
Hounslow Youth Counselling Service

*This summary gives a handy overview for parents/carers of our counselling services for young people, explaining how to access the service and what to expect.*

- **Self-referral must be made by the young person themselves**  
Picking up the phone to ask for an appointment is an important first step in a young person's journey towards wellbeing! Therefore, we are *not* able to book a counselling session without speaking to the young person directly. If anxious about calling, they can of course be supported to make the call but we do need to speak to them.  
  
Young people do *not* need a referral from a mental health specialist, GP or other professional to access HYCS' services.
- **Sessions are Confidential**  
It's important that the young people who come to HYCS trust our service, feeling able to share their worries. What young people say in their counselling is therefore private and confidential except in exceptional circumstances, such as if we consider that they or others may be at risk.
- **HYCS do not give feedback to parents/carers about sessions**  
As part of our commitment to client confidentiality, we do not give feedback to parents, professionals or other services except in exceptional circumstances as above.
- **Intro' session & weekly counselling**  
*Intro' Session:* We initially book clients in for a one-off intro session soon after calling so they can find out more about counselling and we can understand what their needs might be.  
*Regular Counselling:* After the intro', they decide if they would like to go on our waiting list for regular, weekly counselling. Waiting times for this vary but on average may be between 12-14 weeks depending on client availability.
- **HYCS' resources & information – [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)**  
Do encourage the young person to take a look at our website and the many resources available there for self-care in the Self Help Hub and information about our service in general.
- **Sessions are free and available for young people in Hounslow Borough**  
Sessions at HYCS are free of charge and available to any young person aged 11-25 who lives, works or studies in Hounslow Borough.

HYCS – Quick Guide for Parents – Version 5 2 24

T 020 8568 1818 SMS 07784 481308  
E [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk) [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)

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

Registered Charity 1196320 (formerly 296333)

**bacp** | Accredited  
Service