

## Our Confidentiality Policy

Counselling at YPAS is a confidential service and we will respect that as much as possible. However, if we feel that you or someone else may be at risk of harm, we may need to contact someone to ensure your or their safety.

### Your rights – whilst receiving counselling;

- To be treated the right way
- To see any information that is kept about you
- To be informed of what we can offer you
- To be included in decisions made about you
- To decide whether counselling is right for you
- To complain if you are unhappy about something
- To receive advice about how to make a complaint
- To decide when you finish working with us.

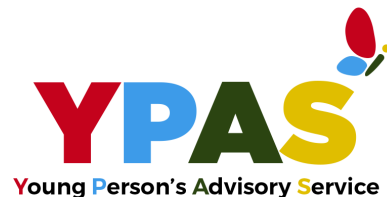


## YPAS has 3 Hubs across Liverpool:

YPAS Central Hub  
36 Bolton Street  
L3 5LX  
0151 707 1025

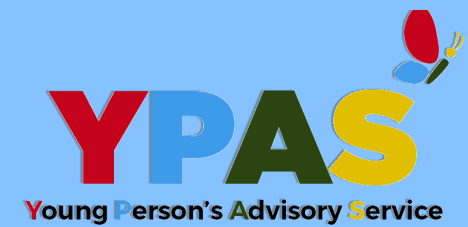
YPAS South Hub  
Lyndene Road  
Childwall  
L25 1NG  
0151 305 2030

YPAS North Hub  
Croxdale Road West  
Croxteth  
L14 8YA  
0151 305 2040



Fax: 0151 707 1252

Email: [support@ypas.org.uk](mailto:support@ypas.org.uk) Web: [ypas.org.uk](http://ypas.org.uk)



## Counselling & Psychotherapy Service

10—15 Years



Assisting young people to reach  
their full potential

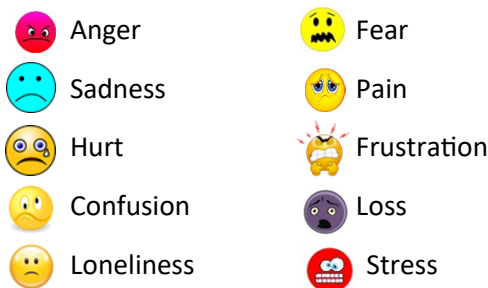


## About YPAS and the Counselling Service

The Young Persons Advisory Service assists children and young people aged 10-25 years who are experiencing difficulties in their lives. These difficulties can affect their emotional, physical and mental wellbeing.

The counselling team at YPAS work alongside other young persons services, supporting young people and their families.

**Some of the feelings young people address in counselling are:**



## What is counselling?

Talking to a trained person on your own about your problems, they are people who really listen.

Counselling needs to be a voluntary relationship, which means you have a choice in whether you feel you want it or need it.

### • What happens on my first visit?

On your first visit you will meet and get to know your counsellor. You will talk about what you need and how your counsellor can help you.

### • How often are the sessions?

Your counselling sessions will take place every week at the same time and day and will last for an hour.

### • What happens in the sessions?

You can look at how you're feeling with your counsellor in lots of different ways; by talking, drawing and being creative - whatever feels comfortable for you.

### • How long will I be seeing the counsellor for?

We offer 1+8 sessions and will do reviews to extend the amount of sessions if you need it

### • Will the counsellor tell anyone?

What you talk about will be kept safe from other people, but if you or someone else was at risk of being hurt, your counsellor will need to tell someone about that.

### • Will I have to wait for an appointment?

We aim to see you as soon as possible. However, you will be placed on a waiting list.

### • Can I choose the counsellor I work with?

You will be given a counsellor; but if you feel you would like to change this can be arranged.

### • Are the counsellors qualified?

The counsellors are professionally qualified and working towards accreditation, we also have trainee counsellors in the team.

### • How will they help me with my problems?

You can share your problems with our counsellors and they will help you make sense of what's going on. They will also give you the time and space to express what it really feels like.

### • How do I go about it?

You can get in touch with us yourself or you can ask someone else to do it for you; teacher, mentor, parent, carer, key worker or a friend.

### • What if I'm not happy with it?

If you feel it's not working for you and would like to change your counsellor, we can arrange that for you. If you feel you're not being treated right you can speak to the Manager who will listen to your complaint and follow it through.

## Who else can the Counselling service help and support?

- Families
- Partners
- Parents
- Brothers & Sisters
- Groups of young people
- Carers

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*'Children have the right to say what they think should happen when adults are making decisions that affect them, and to have their opinions taken into account.'*

(UNCRC – Article 12)