

## Feedback from young people who have used the service:

- “ It’s been actually ace and I honestly feel like I can look after myself so much better now. I’m in so much of a better place it’s honestly brilliant. ”
- “ It’s helped me a lot, I have a lot more confidence in myself and my behaviour has changed and my body language. I really enjoyed it. ”
- “ I feel so much better, the counselling has made me realise a lot about myself and has gave me the strength to keep going and reach my goals. ”
- “ It has helped my anxiety and I don’t feel anxious as much, it has also helped my self-esteem and confidence and I am a lot happier than I used to be. ”
- “ It’s made me feel better about myself and helped me improve my relationships at home and in school. ”

# COUNSELLING

Information for young people

## FOR MORE INFORMATION

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## What is counselling?

Counselling provides a regular and confidential space to talk about any worries or problems that you might be experiencing. Being able to talk things through in a confidential setting, with regular appointments over a period of time can often help you see things differently. This can lead to positive changes in how you feel about yourself, your relationships with friends and family. It can also change your thinking and your behaviour in different situations both in and out of school.

## How does counselling work?

Having thoughts, feelings and worries listened to, clarified or understood by someone who is not directly involved can be hugely beneficial. Having a confidential setting and regular time to talk enables you to build a trusting relationship with which to understand yourself better or get further help in other places if you need it. Counselling can also enable you to see alternative choices to help you move forward. Sometimes just 'talking things through' can help you to feel more confident about something you had on your mind.



## What kind of things might a person talk about in counselling?

The issues are wide and varied. Some of these include:

- **anxiety**
- **exam stress**
- **bullying**
- **family**
- **behaviour**
- **relationships**
- **bereavement**
- **self-harm**
- **depression/low mood**
- **sexuality**
- **divorce & separation**
- **substance misuse**

## What does a counsellor do?

Counsellors are trained to listen and understand you; to see things from your point of view. As well as listening, counsellors also help you to clarify your problems or difficulties, see patterns in your thinking and/or behaviour and support you in making positive changes if you wish. Counsellors do not give advice or tell you what to do - instead they help you to make your own choices to facilitate personal growth and self-awareness.

## Is counselling confidential?

Yes, however there are exceptional circumstances when confidentiality needs to be broken. This is clearly explained to you at the start of any counselling relationship.

If you miss an appointment, you will be offered another appointment. If two consecutive appointments are missed and the counsellor does not hear from you he/she will assume that you no longer wish to come to counselling.



## What if a young person is unhappy with the counselling they are receiving?

You will be advised of the complaints procedure during your first session and can talk to the counsellor directly about how you feel.