

The Exchange

COUNSELLING & SUPPORT SERVICES A GUIDE FOR PARENTS

Counselling provides a private place where a person can talk about things which are troubling them. Talking things over with a professional counsellor who is separate from the person's life helps them to feel less isolated and more able to cope with problems. Some of the difficulties people bring to counselling include:

BULLYING

PROBLEMS AT HOME OR WITH FRIENDS

FEELING ANGRY, CONFUSED OR REJECTED

DIFFICULTIES AT SCHOOL OR EXAM STRESS

DEATH OF SOMEONE CLOSE

CONCERNS ABOUT SEXUALITY, ABUSE OR SELF-HARM

The counsellor is not going to tell the young person how to live their life, but does support them to make healthy choices and to find better ways to cope with difficulties.

WHO DOES THE COUNSELLING?

The counselling is provided by a professionally qualified counsellor who is not a teacher or a member of the school staff. The counsellor works for the counselling organisation called The-exchange. Although the counsellor is not a member of the school staff it is essential that the counselling service works within the culture, values and procedures which the school promotes.

For more information about The-exchange you can visit our website at exchange-counselling.com additional support and resources for parents are available on our resource site - exchange-resource.net

IMPORTANT QUESTIONS ABOUT COUNSELLING

Is counselling confidential? **YES**

Are school staff told about what the young person discusses in counselling? **NO**

Are parents told about what the young person discusses in counselling? **NO**

Are there any exceptions to this? **YES: 3 EXCEPTIONS**

- 1. The-exchange recognise the benefits of working with parents where possible to support strategies/interventions that are used in the counselling sessions. Where appropriate, they will aim to include parents in the process – this will be in agreement with the young person.**
- 2. Occasionally, if counsellors become concerned for the safety of the young person they will support her/him by accompanying the person to go and talk to another person about their concerns**
- 3. Very occasionally the young person may speak about something which indicates that they (or others) are at risk of harm. The counsellor will try to persuade the young person to seek appropriate help. If the person remains unwilling to do this but the counsellor is still concerned for their safety, the counsellor will take action and act on behalf of the young person in line with EAC Child protection procedures.**

The aim of the service is to support the emotional well-being and mental health of young people and we do not seek to influence their values or beliefs. The counselling offered is respectful and sensitive to the young person's values and beliefs and to his/her background, up-bringing and culture.

The-exchange is part of an independent counselling organisation called **Therapeutic Counselling Services**, a member of the **British Association for Counselling and Psychotherapy**. If you or the young person are unhappy about the service we provide, you can discuss this with a senior manager and if necessary make a complaint by calling **03302 020283**.

If you would like further information about the Counselling Service, please contact your child's Guidance Teacher or visit exchange-counselling.co.uk