

About our Counsellors – All our counsellors are volunteers who give up their time once a week at the same time. It is important that we receive commitment from our clients to attend sessions.

Can I wait in reception for counselling to finish? It is important to give your son/daughter as much space as possible and we encourage all parents/ carers/family/friends who drop the young person off to collect them promptly outside. We discourage conversations taking place in the reception area or in the parking area. Sessions will last for approximately 50 minutes each week, at the same time and day.

Can I ask my son/daughter's counsellor how the sessions are going? It is natural that you will want to know how your son/daughter is getting on in their counselling. It is important to remember that the counsellor will have agreed to a confidential relationship with your son/daughter and has a duty to safeguard confidentiality. The only very rare exception to this would be if the counsellor thought that your son/daughter was at serious risk of harming themselves or others.

Can I ask my son/daughter about the counselling sessions? The counselling relationship is very private and personal, and each young person will respond differently to it. Some may wish to talk about the sessions, while others, especially teenagers, may wish to keep the content of the sessions to themselves. There may be times when your son/daughter seems more upset following a counselling session, and this may be because they have been talking about painful feelings. Showing sensitivity to their distress, while also respecting their right to privacy, is a difficult but important balance for parents to achieve.

How long will my son/daughter need to see a counsellor for? Many counsellors work consistently for short fixed-term periods such as 6 or 12 weeks, although some work in a more open-ended way, continuing to provide sessions until the client feels ready to leave.

What if my son/daughter says private things about my family? It is important that your son/daughter feels free to talk about experiences in the family that may be troubling or confusing. It matters that you give approval to your son/daughter to talk to the counsellor. It is understandable that you might feel worried about what they may wish to talk about in their counselling. However, you should bear in mind that the strict code of ethics that counsellors follow includes confidentiality. The counsellor is not there to judge you or anyone else in your family, their sole purpose is to help your son/daughter to manage their problems and to try to resolve them in a positive way.

Can I come for Counselling? Yes, if your son/daughter is being seen by a Youthline Counsellor we are able to offer you six free sessions. This will always be with a different Counsellor. If you have ongoing counselling needs or have needs beyond being a parent/carer we encourage you to contact your doctors' surgery as soon as possible to be placed on the NHS waiting list for counselling.

How much does each session cost? Youthline's counselling service is free to young people, however it does cost approximately £50,000 per year to run the service. We receive funding from Bracknell Forest Council and apply to local town and parish councils and trusts. If you would like to make a donation, text YLBF12£10 to 70070 or leave your donation in an envelope in the black post box in reception, or donate online to www.localgiving.com/youthline. We would be very grateful.