



Castle House
Wheeler's Fold
Wolverhampton
WV1 1HN



Base office times: weekdays 9am till 5pm

Base drop in times

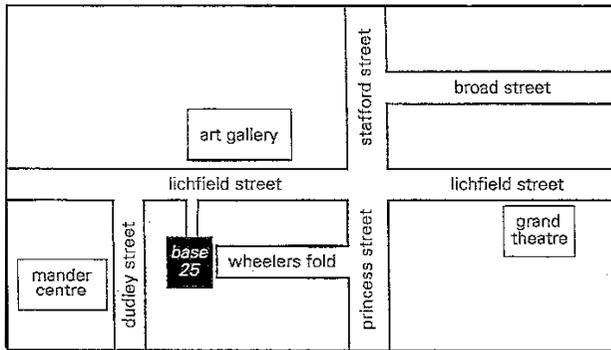
Monday 3:00—6:30pm

Tuesday 3:00—5:00pm (Appointments only)

Wednesday 3:00—5:00pm

Thursday 3:00—5:00pm (Appointments only)

Friday 3:00—5:00pm



www.base25.org

Email: enquiries@base25.org

Tel: 01902 572040

Txt: 07800002222



Base25 is committed to the active promotion and support of equality and diversity in the way it organises, manages and delivers services.

The aim of our policy is to oppose and prevent unfair discrimination and to re-address imbalances.



We continue to listen, support and represent young people by providing creative and challenging opportunities and activities that enable their participation and learning to support them in shaping their lives.



Counselling



your questions answered

What is counselling ?

Counselling is sometimes called *'talking therapy'*, so you and the counsellor spend time talking through problems together. The counsellor is trained to listen and help you decide what to do next. It can be challenging and sometimes hard work so it works best if you are motivated to make changes.

Do I have to pay ?

The service is free to all young people who are living, working, studying in Wolverhampton or registered with a Wolverhampton G.P.

What kind of problems can a counsellor help me with ?

No problem is ever too small or large. Talking about it could make all the difference. The kinds of problems people often bring to counselling include: feeling anxious, withdrawn, angry, low in mood or unmotivated for long periods, worries about the future, events from the past, relationship difficulties, sexual orientation, loss of self confidence, difficulties following a bereavement, or with eating, sleeping, alcohol or drugs.

How could counselling help me ?

The counsellor can give you time to think about your problems and it is known that expressing your feelings can make you feel better. The counsellor will help you resolve your differences in your own way and may provide useful and practical information as well as emotional support.

What will happen if I see a counsellor ?

The counsellor will arrange to meet with you in a private room at Base 25 and will spend the first session discussing your hopes and needs for counselling. Arrangements for further sessions can then be made if you decide to continue. Counselling sessions last for upto 50 minutes.

When do counselling sessions take place ?

We offer appointments throughout the week with a crisis counselling service on a Monday and Friday between 3pm-5pm.

How do I get to see a counsellor ?

You, your parent, carer, G.P or teacher etc can call us or you can come in for a chat during our drop in opening hours (on the back of this leaflet).

Does anyone else need to know ?

The counsellor will treat everything you say as confidential. Very occasionally, if you or someone else is at risk, the counsellor may need to inform other professionals but s/he would discuss this with you first.

Is anything written down ?

Your counsellor will keep notes of each session. These notes are kept separately from anything containing your name and address. If you would like to see your counselling notes you can ask your counsellor.

What about Counsellors training and supervision ?

The counsellors are qualified to Masters/Diploma level and are experienced and trained in working with young people. They are supervised by qualified counselling supervisors and work within the British Association for Counselling & Psychotherapy (BACP) Code of Ethics.

Would I ever be seen by a trainee counsellor ?

We do support trainee counsellors who are in the process of completing their training and becoming qualified counsellors. However, if you do not wish to see a trainee counsellor please let us know.

How can I make a complaint ?

Complete a feedback form for the comments box, contact us through our website www.base25.org or if you are unhappy with the service complete a *'State your Case'* form.