



# Alton Counselling Service (ACS)

## COUNSELLING AGREEMENT FOR 16-18 YEAR OLDS

**Registered Charity: 279857**

### WHAT HAPPENS IN COUNSELLING?

- Counsellors are here to support you with whatever you are going through.
- You can say whatever you want to someone who will listen without judgment.
- You have a safe place to be heard and respected.

### FREQUENTLY ASKED QUESTIONS

#### How often do I come for counselling?

- Your first session lasts 50 minutes and will help you decide if counselling is right for you.
- If you want to continue we will find you a counsellor to see every week, as soon as we can.
- Weekly 50 minute counselling sessions then happen with the same counsellor, on the same day and at the same time every week

### What is confidentiality?

Anything you tell your counsellor stays strictly within Alton Counselling Service.

The only exceptions are:

- Information about somebody who is, or who is at risk of, being abused.
- Offences which are against the law or part of a court case.

In both cases we want to work with you and agree the best course of action before information is given to anyone else.

### We ask you....

- If you get upset during counselling, please come back and talk about it with your counsellor at your next session.
- To attend every session on time. Once you start regular counselling sessions you are expected to attend every week, apart from holidays you have agreed with your counsellor.
- Your counsellor will not be able to extend your session time if you arrive late.

### How much will it cost?

- It costs £40 for ACS to deliver counselling sessions. We have a fund that helps with the cost, especially for young people who are paying for their own sessions.
- The cost of weekly 50 minute sessions ranges from £40 down to £15, according to what you can afford.

### Who pays?

- You can pay for counselling sessions yourself or your parents or carers can pay for your sessions on your behalf.
- Your counsellor will talk to you about this during your first session.

### What if I can't make a session?

- If you can't make a session, please call 01420 89207 as soon as you can, so your counsellor can be notified.
- All sessions must be paid for, unless you have agreed a break with your counsellor.

### What can I do if I am unhappy with my counselling?

- Try and talk it through with your counsellor first. They want you to be honest, so please don't feel embarrassed.
- If you prefer to talk to somebody else you can talk to Ann Vodden, Counselling Co-ordinator. To contact Ann call 01420 89207 or email [admin@altoncounselling.org.uk](mailto:admin@altoncounselling.org.uk)
- Alton Counselling Service has a Complaints Procedure which you are able to read.
- ACS is a member of the British Association for Counselling and Psychotherapy (BACP) and bound by their Ethical Framework for Good Practice in Counselling & Psychotherapy. A copy is available through the ACS office or by contacting BACP directly via 01455 883300, [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) or BACP House, 15, St. John's Business Park, Lutterworth, LE17 4HB.



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