

YOU ARE THE MOST IMPORTANT PERSON IN THE PROCESS AND THEREFORE IT IS YOU WHO DECIDES WHAT YOU WANT TO FOCUS ON. YOU MIGHT CHOOSE TO TAKE ACTION BETWEEN SESSIONS; MAYBE PRACTISING SOMETHING NEW, OR THINKING ABOUT, WRITING DOWN, OR RECORDING YOUR FEELINGS. THIS MAY HELP YOU PREPARE FOR YOUR NEXT SESSION.

COUNSELLING WAS BETTER THAN I EXPECTED AND HELPED ME CHANGE THE WAY I THINK. I AM LESS AGGRESSIVE NOW BECAUSE I AM ABLE TO TALK TO FRIENDS AND FAMILY, INSTEAD HIDING MY FEELINGS

YOUNG FEMALE, 13

Drop In will do everything possible to ensure that our work is of a consistently high standard. If you have any questions about our work, or any of our leaflets then please ask.

### FREQUENTLY ASKED QUESTIONS

#### What should I do if I can't make my session?

It would be very helpful if you could call us on 020 8680 0404 and let us know. If we do not hear from you after one week from your first missed appointment we will assume you've decided that you do not wish to continue with counselling and we will give your appointment to someone else. You will always be welcome to approach us again later if you want to.

#### What should I do if I change my mind?

You can choose to finish your counselling at any time. It is helpful if you can let us know if you won't be coming anymore. We value your feedback.

#### What should I do if I arrive late?

Your counsellor will probably still be available for you, but will have to finish the session at the time you agreed.

#### What should I do if I am not happy with the service I am getting?

If you are not happy with any aspect of Drop In please talk to your counsellor first. If you are still dissatisfied you can then talk to the Director.

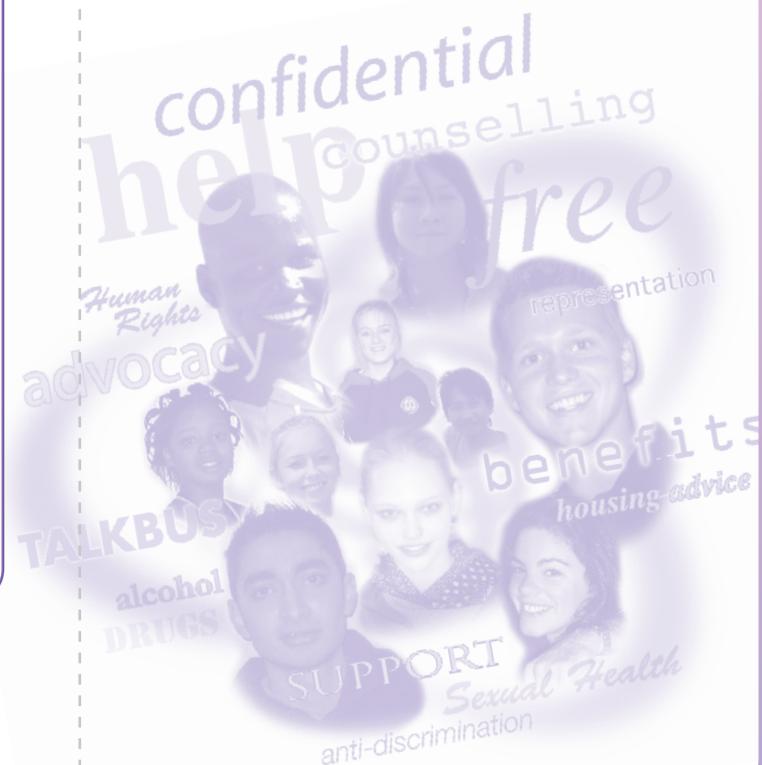


REGISTERED CHARITY NO. 1049307  
COMPANY LIMITED BY GUARANTEE REGISTRATION NO. 3092355

OUR COUNSELLING SESSIONS ALLOW YOU TO SHARE THE WAY YOU FEEL AND FIND WAYS TO OVERCOME YOUR PROBLEMS AND MAKE WAY FOR CHANGES.

## CROYDON DROP IN

### COUNSELLING



## Thank you for deciding to come to Drop In for counselling support.

We believe that all young people have the right to make up their own minds and be responsible for their own decisions. You will be treated with warmth and accepted in a non-judgemental way.

We are here for all young people aged between 11 and 25, who live, work or study in Croydon. Whatever your background, we aim for our staff to continue to reflect the ethnic and cultural diversity of the community in the borough.

We will treat you with respect. Our services are free and confidential and are based on Human Rights. We understand that seeking help is not always easy and we hope that this leaflet will help you decide if we can provide you with the right kind of support for you.

We offer three different forms of counselling. Whichever you opt for you will be provided with a structured space and time for you to explore your worries and concerns, share the way you feel and begin to find ways to overcome difficulties and make way for changes. The different paths are:

### PERSON CENTRED COUNSELLING

If you opt for this you will initially be offered six sessions followed by a review with your counsellor. Here you will decide if you feel the need to continue your sessions or end your counselling. It is possible to continue in this way, reviewing after each set of six sessions.

This form of counselling will provide you with the opportunity to explore any issues, concerns or worries you may have. A counsellor will work with you at a pace set by you and will provide you with non-judgemental warmth, acceptance and understanding.

You will not be given direct advice but will be encouraged to find your own way of dealing with the issues that you bring and this may perhaps help you discover choices that you didn't know you had before.

There will be opportunities to look creatively at the issues and find ways to express your feelings other than through talking.

### SOLUTION FOCUSED COUNSELLING

If you opt for this you will be offered a maximum of twelve sessions. These will be goal driven and may use a number of ways to identify and solve your issues. We will not focus on the past but on the future and will encourage step by step movements towards achieving goals which will free you from the problems you are experiencing.

During the course of sessions you may be frequently asked to pinpoint where you would rate the problem between one and ten. This will be used to help you to generate the changes you want to make.

### HYPNOTHERAPY

If you opt for this you will be offered a maximum of six sessions, although you may find that you only need two or three.

Hypnosis is an induced state of mind in which you remain calm, concentrated and aware, while your body becomes completely relaxed. You remain in control at every moment and can stop the session at any time. You cannot be made to do anything against your will. It is a natural, relaxing and enjoyable experience.

Hypnotherapy can bring about fast effective relief from a range of issues including panic attacks, stress, unwanted fears and habits as well as trauma, depression and some physical symptoms of ill health.

### WE ARE FREE

There is no charge for our counselling. However donations towards our services are most welcome!

### WE ARE CONFIDENTIAL

The confidentiality offered at Drop In means that any information you give us will be treated as strictly confidential, unless you have given permission to act otherwise. However, if we believe there is a serious risk of physical, mental or emotional harm to self or others we may consider taking action without prior

consent. This would be very rare and, if at all possible, we would seek to inform you about any action we were planning to take. We would only decide this after careful consideration.

We will not confirm to any outside person that you are coming here unless you ask us to. We will not say hello if we bump into you in the street ...unless of course you say hello first!

We have a confidentiality policy and statement which is displayed in all our rooms at Drop In and we will give further details on this whenever requested.

### ABOUT US

We're a voluntary organisation. This means that we are independent and not linked into formal structures.

We do not keep formal records on people. However we do keep statistics on the people who use the service, such as their age, gender, ethnicity and the range of issues covered.

We work on first name terms. We do not need to know your full name and you may even prefer to use a nick name.

The counsellors may keep confidential notes on their counselling sessions which just cover the facts of the issues being worked with and any outcomes of the sessions.



Call us on  
**020 8680 0404**  
Email us at  
[enquiries@croydondropin.org.uk](mailto:enquiries@croydondropin.org.uk)