

# Area 43

Gwybodaeth, Hyfforddiant, Cefnogaeth a Chwmsela i Bobl Ifanc  
Information, Training, Support & Counselling for Young People

Independent Counselling Service



- 0800 0385778  
01239 614566
- area43.co.uk
- counselling@area43.co.uk
- 1 Pont Y Cleifion  
Cardigan, Ceredigion SA43 1DW

## AREA 43 COUNSELLING INFORMATION FOR PARENTS AND CARERS

### What is Independent Schools Based Counselling?

The opportunity to talk about things that are of concern, to a child or young person, in confidence, with a qualified counsellor. What is spoken about will depend on the individual, but common themes are stress, relationships, change, loss and distressing, traumatic events.

### What does a Counsellor do?

Counsellors are trained to listen without judging and to help people sort out their thoughts and feelings about whatever is concerning them.

### Who are the Counsellors?

They are professionally qualified and knowledgeable counsellors who have experience working with children and young people. All counsellors are employed and managed by Area 43, which is an independent charity.

### Why have a Counsellor in school?

A school-based service brings counselling to children and young people in a place that is familiar, safe and secure. If children and young people are able to receive emotional support from a qualified professional, they will have greater opportunity to fulfil their potential.

### How long will counselling last?

Counselling may be for a few sessions, or longer term. It is reviewed regularly between the counsellor and the child or young person.

### Where and when does it take place?

Usually, a small, private room is made available in your child's school or in the secondary school that your child is due to attend (for Year 6 pupils), this will take place during the school day. Sessions last up to fifty minutes (depending on the circumstances) and appointment times can be varied so that time is not lost from any one subject.

### Is it confidential?

A key feature of our service is that information discussed in the counselling session is treated confidentially. Counselling is a time when it's O.K. to talk about concerns without fear of them being discussed elsewhere. This includes not sharing the work with parents, unless the child or young person requests or gives consent for this. We understand that this can be hard for parents to accept at times, but ensuring confidentiality is crucial for establishing trust so that the children and young people feel confident to speak openly and freely about what is concerning them.

However, if a pupil appears to be at risk of significant harm it may be appropriate to seek help from other agencies to keep them safe. The counsellor would aim to discuss this first with the pupil concerned.

All counsellors receive clinical supervision of their work with young people, to ensure the quality of their practice. This process is completely anonymous; the child or young person will not be identified by name.

Yn Gweithio mewn Partneriaeth gyda  
Working in Partnership with



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## What if s/he refuses to have Counselling?

The decision about whether or not to take up the offer of counselling is entirely voluntary for children and young people, just as it would be for an adult.

## Can I support the Counselling work?

Yes, and we welcome this. Our experience shows that the most helpful thing a parent can do is to show an acceptance of counselling as a normal and useful activity, to show an interest if their son/daughter wishes to talk about it, but not to press them if they don't. We acknowledge that this isn't an easy task and that it is quite natural for parents to feel anxious about what may be being said in the sessions. It is always our hope that talking with a counsellor will lead to greater openness with parents and families, you may need to allow a little time for this to happen.

## If my child wants to see a Counsellor does that mean I am failing as a parent?

Absolutely not! We all experience occasions when it feels hard to speak to those closest to us about things which are bothering us. Often this can be because we don't want to worry those we love most, or because we want help thinking things through with someone outside of the family. The Counsellor will not be judging you or your child, but looking to help them find their way through whatever is troubling them.

## How are referrals made to the Counselling Service?

Referrals may be made through the school's pastoral system or your child's Headteacher. However, the request may come from you or your child who can self-refer directly to the Counselling Services Manager at Area 43. For the majority of children in primary school written parental/carer consent is required before counselling can begin.

## Data Protection Procedures

Area 43 complies with all current Data Protection and Child Protection & Safeguarding regulations. All information about counselling work undertaken by our staff is kept securely by the Counselling Service; Area 43 holds no information which could identify individuals, although confidentiality may be broken if Child Protection concerns are identified.

## Evaluation

After counselling has finished, your child will be given an evaluation form that they can complete anonymously and return directly to the Counselling Services Manager without their counsellor seeing what they have written. This lets us know how well we are helping the children and young people that we see.

## Compliments and Complaints

Should you wish to express compliments regarding the Schools Based Counselling Service, or if there is any cause for complaint, you or your child are welcome to contact the Counsellor or the Area 43 Service Manager who will aim to resolve any issues of concern.

**If after reading this information, you have any more questions please contact the Counselling Service Manager at Area 43**

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