

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

Why Go To Counselling?

Sometimes life can feel chaotic, confusing and overwhelming. Counselling provides the space where you can take a step back from what is happening to try to understand and find different ways of coping.

You may be experiencing intense feelings of anger, anxiety, grief and embarrassment which have been bottled up.

Counselling offers a chance to explore and change these feelings. It can feel awkward to talk about your life to a stranger but a counsellor won't judge you. They will listen to what you want to talk about, may ask you questions which you can decide not to answer or make suggestions which you are not forced to take up if you don't feel they are useful.

How To Contact Us

If you think our service may be able to support you or you would like to find out more about what we do, please contact us at:

Family Action Thamesmead
2 Maran Way
Erith
Kent
DA18 4BP

Tel: 020 8310 6570
Fax: 020 8312 4277
Email: thamesmead@family-action.org.uk

Family Action Thamesmead Young People's
Counselling Service is funded by Greenwich
Connexions

Family Action Central Office

501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251
Fax 020 7249 5443 info@family-action.org.uk www.family-action.org.uk
Registered charity n° 264713.



Family Action Thamesmead Young People's Counselling Service

Offering emotional support to young people

supporting families since 1869

Who We Are

The Family Action Young People's Counselling Service is a service working with 13-19 year olds in the Greenwich borough who are not at school, who are at risk of exclusion or who struggle with making decisions such as choosing training and career paths, finding who they are and what they want to do with their lives.

For many young people the pressures of forthcoming adulthood and independent living may affect their ability to cope and may lead to greater levels of stress and depression. When these young people are most in need they often face further social exclusion.

What We Do

Counselling is about building a trusting and honest relationship between the young person and the counsellor where you can feel safe to talk freely about your concerns. Counselling can help you understand your feelings and make choices about your life so that you feel more in control.

Counselling does not involve giving advice or telling you what to do – instead the counsellor listens, thinks about what you are saying and works with you to see things differently. The counsellor does not tell you what to think or how you should see your life, counselling is a joint process where you and the counsellor work together.

What We Do

The counsellor will not judge you. S/he will try instead to understand how you are feeling and what you are experiencing.

No one can be forced into counselling. Young people need to want to be in counselling or at least be willing to give it a go.

We provide a service that respects and values differences in race, ethnicity, gender, sexuality and disability.

Confidentiality

Our service is confidential. This means that we will not tell others what you have told us unless:

- You give us permission
- We are worried that you or someone else might be at risk of physical, sexual, emotional or other harm.

We will always try to tell you before we pass on anything to anyone else.

We will keep brief notes of sessions on file confidentially at Family Action, you can ask to see these recordings at anytime.

Giving Us Feedback

At the end of our work, you will be asked to complete our evaluation form which is used to improve our practice.

If you have any other comments on the service, compliments or complaints, please either phone or write to the project manager at the same address.

How We Work

Sessions last from fifty minutes to an hour and usually take place every week.

There is not a time limit to how long we can work with a young person and you can attend sessions for as long as it is helpful to you. However we regularly hold reviews to ensure that the work remains effective.

Sessions with young people may involve art and play materials as a medium to help them explore their feelings and thoughts

Locations

Sessions take place at the following two venues:

Family Action
2 Maran Way
Thamesmead
Erith
Kent
DA 18 4BP
020 8310 6570

Woolwich Connexions
47 Woolwich New Road
Woolwich
London
SE18 6EW
020 8921 8224