

The Area We Cover



We welcome feedback from your experience with IYC, and have procedures in place to take any comments, suggestions or complaints.

We recognise that accessing services can be limited due to circumstances, therefore we are also able to offer our service via telephone, email or video call if appropriate.

We can also signpost you to other services if required.



West Hampshire
Clinical Commissioning Group

Registered Charity No: 114818 Limited Company No: 07441729
Registered address : 37 Salisbury Road , Totton, SO40 3HX



It's Your Choice

Helping put the pieces together

Counselling
for 11-17 year olds living in the
New Forest

91
Junction Road
Totton, SO40 3BU
Telephone 02380 984 245
Website: www.iyc.org.uk
Email: info@iyc.org.uk

@itsyourchoicenf
#IYC NF



Talking to a Counsellor

We all have times when life feels tough and at times like this, it helps to have someone who you can really talk to. Sometimes your worries and problems are hard to talk about with the people close to you. You may worry whether they will understand, whether you can trust them, and whether they will blame you or ignore your feelings. That's when you may think about talking to someone who is trained to listen. Our Counsellors have had training to help you think about the best way forward. They may do this through a variety of means not only by listening to you but they can include creative approaches which includes sand tray work, modelling clay, drawing or using craft materials.

Silences are absolutely fine if you feel uneasy or don't have the words to express yourself at that current moment in time.

We have a strict confidentiality policy which means we don't tell other people about you or your situation without your permission. However, if we think that you, or someone else may be at risk or in danger, we may need to get help from others to keep you safe. We would talk to you about this first.

What can I talk about?

Our Counsellors are here to listen to any problem you may have. Some of the kinds of things you may want to talk about are:

- Difficulties getting on with friends or family
- Losing your temper and getting into trouble at home or at school
 - Teasing and bullying
 - Losing someone special
- Stress and worries about exams and coursework
 - Parents separating
 - Self-harm or thoughts of suicide
 - Feeling upset or having low mood
- Lack of confidence or low self esteem
 - Anxiety/Depression
 - Health issues

How do I get to see a counsellor?

You can come to one of our Support Centres or contact us via email or phone to self-refer to our counselling service. A referral can also be made by another organisation that you may be working with or by your GP.

Once your referral is received you will be contacted for an Initial Assessment Appointment, where we will ask you some questions about the issues and problems that you are experiencing and gain some information about you, your family, school/work and general health. After this has been carried out if you meet the criteria required you will be placed on the waiting list for counselling, or if we deem more appropriate for your needs in the longer term, signpost/refer you to another organisation.

Who are our Counsellors?

IYC Counsellors are people from all walks of life who give some of their time freely to work with young people. They have lots of knowledge and experience and will not make judgements about you, no matter what you wish to talk about. Counsellors are there to listen to you.

They will not tell you what to do, but they will help you make informed choices and work through your worries, concerns and problems. Our Counsellors are qualified to Diploma level or above, or are in their second year studying towards this qualification, and come to us on a placement from local colleges. Some Counsellors have enhanced their training to include more specific qualifications to enable them to support young people to deal with Bereavement, Abuse, Trauma to name a few or may be able to offer the option of CBT.

Our Counsellors also receive additional ongoing training and support through It's Your Choice as part of the continued personal development. Some of the training is compulsory and is required to ensure safe and ethical practice on a yearly refresher basis, and some training is optional.

Contacting It's Your Choice

All IYC services can be accessed via our Support Centres around the New Forest. Please check our website, call or email us for more information and details of our opening times.