

## **Our Purpose & Services**

Off the Record is an award-winning young people’s mental health charity offering a range of support services for children and young people across the London Boroughs of Croydon, Sutton and Merton. The charity has been running for over 25 years driven by our vision of “building a compassionate mental health community for children and young people”. In 2019 our work was recognised with a national GSK Impact Award.

We offer counselling services in all three boroughs and additional services in Croydon including a service for young refugees and asylum seekers; a young carers service; and community outreach work addressing mental health inequalities and supporting young people impacted by serious youth violence.

Full information about all our services can be found on our website:

<https://www.talkofftherecord.org/>

## **Our Croydon Counselling Service**

The Croydon Counselling Service is open to young people aged 14-25, who live, study, work or have a GP in the borough of Croydon. We’re a self-referral service so young people can contact us by phone, email or sign-up for support directly through our website. In 2022, we will be introducing a new First Contact Team to make sure that all young people have fast access to initial engagement and support alongside a broader offer of mental health provision.

First meetings - When you first contact our Croydon Counselling Service, you’ll be offered an initial meeting with a counsellor to talk through what has brought you to counselling and what you’re looking for. You’ll be given information about the service and we’ll work out with you how urgent things are feeling for you at present and whether we seem to be the best service for you. We’ll also give you some initial support and links to other resources. Providing you and we both feel that counselling could be helpful, then we can offer some short-term counselling (usually 6 sessions). If you or we feel that counselling might not be right for you (perhaps because you find it difficult to talk or the issues you’re facing aren’t likely to improve through short-term counselling), then we’ll discuss other options with you and help you access other services. At the first meeting, we’ll also explain about our confidentiality agreement with you and you’ll be given written information about this.

Regular counselling - our ongoing counselling sessions can be in-person, telephone, video or text-based depending on what works best for you. Once you’ve been offered an appointment, please make sure you attend or are available at your agreed time, or let us know in advance if you can’t be there. If you don’t make your appointment and don’t let us know then we’re not able to hold your sessions open for you but you’re always welcome to get back in touch. In-person

appointments take place at 72 Queens Road, Croydon CR0 2PR although counselling in community venues can also sometimes be arranged through our community outreach team.

Type of counselling - our counsellors have been trained in many different ways of working although they all work within a broadly person-centred framework, i.e. creating a safe, confidential, non-judgemental space for you to talk about the things that are important to you. Some counsellors have training in particular ways of working such as CBT and IPT-A, and we also offer other types of support including groups and online webinars - we can tell you more about these at your initial meeting.

Availability – we are open 6 days p.w. and offer evening appointments to make our services available at times that work for you. We run a weekly Saturday Support Line and in 2022 we're planning to extend this to 6 days p.w.

The Croydon counselling service aims to make you feel welcome and create a safe space for you to talk about any difficulties you are experiencing. If you're not happy with the service, have any questions or want to give any other feedback, please email us on [Croydon@talkofftherecord.org](mailto:Croydon@talkofftherecord.org)

Off the Record is an organisational member of the British Association for Counselling & Psychotherapy and works within their Ethical Framework for the Counselling Professions and is subject to their Complaints Procedure. For further information visit [How to complain about a BACP member](#)