



Off The Record

72 Queens Road
Croydon
Surrey
CRO 2PR
020 8251 0251

Registered Company No. 2987817
Registered Charity No. 1051144

Childline 0800 11 11 11

Samaritans 08457 909 090



Need to get your head together? Keep it Off the Record!

Who can come for counselling, when are we open, what is counselling, why do people find it helpful, where are we?

WHO?

- ❖ Anyone aged between 14 and 25 who lives, works or studies in the borough of Croydon can come and see a counsellor here.
- ❖ We are a team of counsellors who work with young people and the problems they want to talk about.

WHEN?

- ❖ We're open from 09.30 to 21.30 Monday to Thursday, 09.30 to 17.30 Friday and 10.30 to 13.30 Saturday.

- ❖ Give us a ring and we'll agree a time when you can come and see a counsellor here.

WHAT?

- ❖ Our counselling service is free.
- ❖ Counselling is when you talk to a trained listener about any worries or difficulties you may have.
- ❖ We'll find a time when you can come and talk to your counsellor at the same time each week. Sessions last 50 minutes and begin and end on time.
- ❖ Your counsellor will offer you support so that you can explore what's going on for you and work out what you want to do.
- ❖ We don't normally tell anyone outside Off The Record about what you talk about with your counsellor. In certain unusual circumstance, though, we may have to; like if someone else seems to be at risk of getting seriously hurt, or if a court requires us to disclose information, say about terrorism. We'll tell you more about this when we meet up.
- ❖ If you're under 16 we might need to ask your parents if it's OK for you to come and talk to us.

WHY?

- ❖ All sorts of people choose to talk to a counsellor for lots of different reasons.
- ❖ At certain points in our lives, we might become scared, or sad or angry about something or someone.
- ❖ Sometimes we bottle up feelings and thoughts until they become too much to bear.
- ❖ At these times, it can feel like it's too much to cope on our own.
- ❖ Many people find they have few people around them they can talk to safely, or they find it difficult to share

their problems with the people who know them well in their day-to-day lives because they often have an opinion.

- ❖ *We believe that it's OK to ask for support at times like these and that it can help to talk to a trained listener in order to explore these difficulties and sort out what we want to do about them*
- ❖ We're just round the corner from the Mayday Hospital, off London Road. Our nearest station is Thornton Heath, though we're also not that far from East and West Croydon stations. The number 450 bus also goes right past our door.



Give us a call if you have any questions or if you'd like to meet up with counsellor.