



PARAGON
TOGETHER EMPOWERING CHANGE



YOU Counselling Centres
Educate, Empower, Change

YOU Counselling Centres Welcome Pack

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YOU COUNSELLING CENTRES INTRODUCTION

Welcome to YOU Counselling Centres. This welcome pack will guide you through our centre and explain how we can work with you if you have experienced Sexual Trauma or Domestic Violence. STAR, which stands for Sexual Trauma Recovery, and Paragon Counselling are part of YOU Counselling Centres (YCC), developed and delivered by The YOU Trust (YOU).

Paragon and STAR Counselling work with people who have experienced recent or non-recent rape, sexual abuse or sexual or domestic violence/crime.

We provide counselling, group therapy, retreats and specialist recovery groups. We are members of the British Association of Counselling and Psychotherapy (BACP) and Male Survivors Trust.

Our Paragon teams have achieved Leading Lights Standards via Safe Lives.

Our teams started working with female survivors but have long since pioneered and advocated for working with males and all adult survivors. We have specialist interventions for all adults, and our values and the work we have carried out with the Male Survivors Trust underpins our gender aware approach. Our staff are trained to work with male survivors and are mindful of the differences and the specific impact of sexual assault/rape on men.

This welcome pack is to guide and support access to STAR Counselling and Paragon Counselling.

OUR TEAM

We have a staffing structure within YCC - supporting all clinical and management aspects of the service, including: -

- Service Manager
- Clinical Lead
- Counselling Supervisor
- Counsellors
- Volunteer Counsellors
- Student Counsellors
- Senior Peer Coordinator
- Administrators (Single Point of Contact – SPOC)
- Peer Mentors

ACCREDITATIONS & REGISTRATION CERTIFICATES

YOU is an organisational member of British Association of Counsellors and Psychotherapists (BACP) and works within their ethical framework. Many of our counsellors are either Accredited or Members of the BACP.

All practising BACP members must be registered or working towards registration.

Accreditation is a quality standard for experienced practitioners, designed to recognise a counsellor's capacity for independent, ethical and competent practice.

All counsellors' certificates can be viewed in our counselling centres in Portsmouth and Fareham. All certificates are also held by each counsellor and can be viewed on request.

See below for more information on the BACP Ethical Framework.

[BACP Ethical Framework for the Counselling Professions](#)

HOW YOU ACCESS COUNSELLING

Referring to our services is simple and we have a variety of ways to contact us.

You can be referred by a professional who will help you to fill out the form. Or you can self-refer, completing the referral forms on our website. [YOU Counselling Centres - The You Trust](#)

You can complete the short contact form on our STAR Counselling website [Contact - STAR Counselling](#) and a member of our team will get back to you.

You can call us and a member of the team will happily run through the referral questions with: **02392 794357**

There are leaflets on our websites that have a range of numbers that you can call [YOU-Paragon-Counselling-Leaflet-Nov24.pdf \(paragonteam.org.uk\)](#)

If you are self-referring you can complete a form and send it via email youcounselling@theyoutrust.org.uk

or you can post it to:

**Anchor House
116 Kingston Crescent
North End
Portsmouth
Hampshire
PO2 8AL**

Once the team have your completed form, we will input the details on to our system and contact you to confirm we have done so. We will then agree a time to do a needs assessment call with you. This is to discuss some of the information on your referral form and ask you some questions around your availability and preferences. For example, your choice of counsellor and when and how you wish your sessions to be delivered. This will also enable us to match you to the counsellor which best fits your needs.

INFORMATION ON OUR GROUP SESSIONS

STAR Counselling offer a variety of groups. Before you start your counselling journey you will be asked in your needs assessment call if you are interested in attending these. We will also check in with you monthly by phone, email or letter and mention the groups we are running for the coming year. These groups include: -

- **STARTing with YOU** – This group is for you if you are starting your counselling journey and whilst you are waiting to be allocated to a counsellor. These are adult groups and are single sex or mixed gender, we also offer bespoke culture-based groups such as LGTQ+ and BAME.
- **Growing with YOU** – This group is for you if you are part-way through your counselling journey or if you are finished counselling and want some additional support. These are adult groups and are single sex or mixed gender, we also offer bespoke culture-based groups such as LGTQ+ and BAME.
- **Space to Share** – This is a male only group, designed to offer men a space to share and is part of a wider counselling approach bespoke to men.
- **STAR-Light Steps** – This is a CPD accredited course offered to people who have completed counselling. There are two STAR Light groups. One is for building self-esteem and one is for building Power of Purpose. These groups are run by our qualified Peer Co-ordinator. All attendees who complete the course have the opportunity to become a peer. Our Peers are a community who go on to volunteer time, experience and knowledge to help others on their journey.

To find out more about our groups you can access our website [Groups - STAR Counselling](#) or ask the admin team to send you a leaflet.

To register your interest, phone us on 01329 760260 or email youcounselling@theyoutrust.org.uk

ENGAGING WITH MARGINALISED AND DISADVANTAGED MALES

We realise that male survivors of sexual assault and rape are often more reluctant to talk about their experiences due to societal pressures and we talk about that on our websites [Male victims/survivors - STAR Counselling](#) , [Men as victims - Paragon Team](#)

To support our work and effective engagement we have worked on a strategy to ensure there is an understanding and consistent approach to engaging with males, especially if you are a male from disadvantaged or marginalised community. If you wish to read more about how we intend to continue engaging with males please see the link below to find out further.

[Strategy for Engaging with Disadvantaged & Marginalised Males](#)

This Welcome Pack is designed by staff and clients together, and is reviewed yearly or when an update is required due to an incident or event that changes the content of this document.

REVIEW PROCESS AND FEEDBACK

We have a range of review and feedback opportunities built into our work. They are detailed here and we hope you are able to join us. Your voice, views and opinions are important to us and help improve our services, guide and change the delivery of our interventions.

1. You Counselling Centres run focus groups specifically for male clients which run every quarter to look at service design, improvements and better ways to reach other males ensuring a consistent approach to client involvement. If you are interested in having information on this please do email us on youcounselling@theyoutrust.org.uk and register your interest for the male focus groups.

All our strategies and policies can be found on our website [Strategy & Guidance - STAR Counselling](#)

2. Every quarter the YOU Counselling Centres admin team will call a number of clients to gain feedback, using a questionnaire. We will ask a few questions about your experiences and how we can improve our marketing and engagement. Within our quarterly calls we will tell you a bit more about our feedback groups in case you wish to join.

3. Mid-way through your counselling journey, around 6 weeks, your counsellor will ask you for feedback, this can be in the form of a link via email, a call, or if you are seeing them face to face, or a form for you to complete. We are happy to help you fill in any forms, if that is helpful. This feedback is vital to enable your counsellors understand how your sessions are impacting on you, how we have helped and your thoughts about accessibility and location. This feedback is helpful for counsellors continued professional learning so it is always welcome.

4. When you have finished sessions with us (groups or counselling) we will either send you a link, email or call to ask for feedback on your counselling specifically and how you found it. Here you will have the opportunity to register any interest you have in our Focus groups or Men's; Space to Share groups.

Our website can also include your valued feedback and messages anonymously, should you wish. This can include videos, blogs and vlogs, with other messages including leaflets.

Every year the senior team collate all of your very valued feedback, analyse and create a report. This will be accessible on the website for all to view. You can find this on the Paragon and STAR websites where we capture feedback and share achievements:

[Survivor voices - Paragon Team](#)

PRIVACY STATEMENT

We think its important you understand our policies and procedures regarding GDPR and Data protection, these will be shared with you at intake, and YOU have an overarching privacy policy [Privacy Policy - The You Trust](#)

YOU REPORTS AND AUDITS

YOU produce a variety of reports each year. Some are legal requirements for a charity our size, while others are internal reports that feedback on how we operate [Report and audits - The You Trust](#)

STRATEGY, GUIDANCE, VALUES and CHARITY INFORMATION

Our strategy and values are listed below. These are values that we live and breathe. You can read more about our policy, strategy and guidance below, you can find more about YOU on our website [About Us - The You Trust](#)

- Excellence
- Person-centred
- Innovative
- Can do
- Trustworthy

You can find out about financial information that is published by YOU through this link [Charity Commission for England & Wales](#)