

Face to Face Counselling Service

St Clements Road
Chorlton,
Manchester,
M21 9AE



Tel: 0161 881 1535 (24 hour answer phone)
Email: info@facetofacecounselling.org.uk
Website: www.facetofacecounselling.org.uk
Registered Charity No: 1141342

Client Information Sheet

Face to Face was established as an independent, non-profit making, voluntary organisation in Salford, January 1993. In June 2000 the organisation moved to Chorlton and provides a confidential and professional, face to face counselling service for the local community and wider geographical areas. We offer 1-1, couple and group sessions. In 2004 we adopted a Constitution & gained Charitable Status in 2011.

The adult service is exclusively for people with no or low income who cannot afford to pay private rates. Female and male counsellors from diverse backgrounds offer long and short term counselling. The service for CYP (Children and Young People aged 9-16) is accessible to all income groups. Daytime and evening sessions are available for adults and young people. A fee of £4-£10 is requested for each session to cover administrative and running costs (this can be waived for CYP in some circumstances).

Counsellors offer their services in a voluntary capacity. They are a professional, dedicated and experienced team of up to 30 volunteers. Qualified counsellors hold a minimum of a diploma in Person-Centred/ integrative counselling and some have taken the additional step of becoming accredited or gaining a Degree or Masters. The CYP counsellors have had enhanced training in this specialism. Placements are currently offered to a number of student counsellors who are working towards their diploma in counselling. All counsellors' development is ongoing through regular training, personal development and supervision. Counsellors work professionally and ethically within the BACP ethical framework, hold insurance and work within Face to Face guidelines based on the Mental Health Act, Children's Act, Child Protection guidelines, Human Rights Act, Data Protection and the law of England and Wales.

Counsellors use a Person Centred approach to counselling which is non-directive.

Counselling sessions are by appointment only. Initial contact is made through the above address or phone line, which is on 24-hour answer phone.

Prospective clients should give their name, telephone number(s) and we will call back for further details (address, GP, availability etc) Sometimes it can take a few days to return a call. Once a counsellor has made contact with a client and confirmed details we can place him/her on the waiting list. The waiting time depends on the number of people already on the list and clients' specific requirements; this can vary from one month to a number of months. A counsellor will make contact once a space becomes available.

Organisational enquiries can be made to an organiser at the Face to Face postal address or telephone number.