

Parents & carers fact sheet

WELCOME TO YOUTH TALK

We're here to support young people aged 13-25 who may be finding life difficult. We know that as a parent or carer, you want the very best for your child. Below, you'll find helpful information about our service and how we can work together to support your family.

About Youth Talk

Youth Talk was created in 1997 by a local GP who recognised the need for a safe, confidential space for young people. Since then, we've helped thousands of young people take steps toward better mental health.

Our counselling service is free, confidential, and tailored to young people. Whether they're struggling with anxiety, self-esteem, family issues, or just need a safe, non-judgemental space to talk, we're here to help.

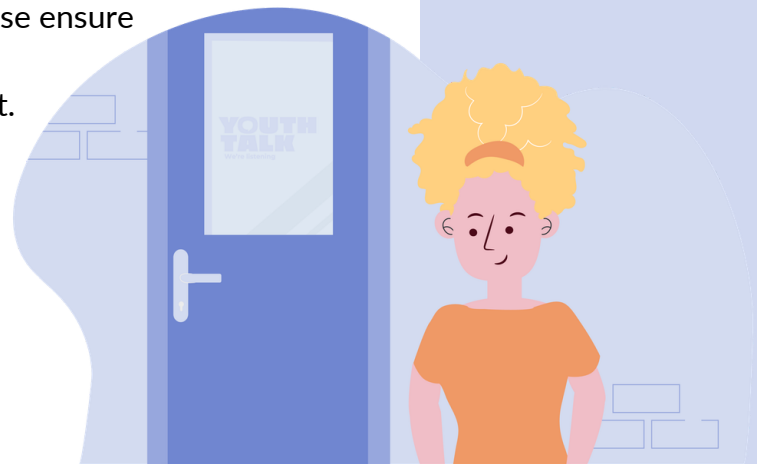
How Can Young People Access Our Service?

One of the unique things about Youth Talk is that young people need to refer themselves. This means your child can reach out directly for help when they're ready.

We know this might feel challenging for parents, especially if your child wants privacy. But empowering young people to take this step independently is a key part of their journey towards feeling better.

What to Expect from Counselling

- **Confidentiality:** Our one to one and group counselling sessions are private. Young people may share with others what happens in their sessions, but the counsellor and the Youth Talk team cannot. This confidentiality helps build the trust needed for effective support.
- **Weekly Sessions Appointments** last 50 minutes and may be face-to-face or virtual. If your child is attending remotely, please ensure they have a quiet, private space to talk.
- **Tailored Support:** Every young person is different. We start with four assessment sessions to see how we can help. For some, short-term support is enough; for others, sessions may continue for up to a year.



How Can Parents/Carers Support?

Your role is vital. Here are some ways you can help your child:

- Be a good listener
- Take time to really hear your child without judgment. It's not always easy, but it can be a huge comfort to them.
- Encourage, don't pressure: Let them take things at their own pace. Knowing you're there is often enough.
- Seek support if needed
- If you're feeling unsure or overwhelmed, it's okay to ask for help. Services like the Young Minds Parent Helpline (0808 802 5544) can be a great resource.

Our Team

All Youth Talk counsellors and psychotherapists are qualified professionals (not volunteers) registered and accredited with a nationally recognised body such as the BACP or UKCP. They come from a range of professional backgrounds including education, health, social services and agencies specialising in the development and needs of young people.

Youth Talk abides by the Values and Ethical Standards of BACP - The British Association for Counselling & Psychotherapy (www.bacp.org.uk).

Other Ways We Can Help

Our friendly reception team is here for you too. While we can't discuss the details of your child's sessions, we can provide general advice, signpost you to other services, or share tips on how to support your child at home.

Where to Find Extra Support

- Young Minds Parent Helpline: 0808 802 5544
- Family Lives: 0808 800 2222
- Your GP: They can refer you to local mental health services.
- Hertfordshire NHS SPA (24/7): 0800 6444 101 (Option 2 for mental health)

Why Community Support Matters

As a charity, Youth Talk relies on donations to keep our services free and accessible.

If you'd like to help us make a difference, visit our website at www.youthtalk.org.uk to learn more about donating or fundraising.

Thank You for Trusting Youth Talk

We're here to help your child navigate life's challenges and move towards a brighter future. Together, we can make a difference.



Remember

There's no "right" way to support a young person going through a difficult time.

Every step you take to be present, listen, and model self-care makes a difference.

You're not alone in this - reach out for support when you need it, and remind your child that they are never alone, either.



It's also important to look after yourself!

