

About Counselling

Counselling is an opportunity for you to discuss any concerns or issues you may have in a supportive and safe environment. Your counsellor will work with you to help you understand what is going on for you and to find a positive way forward.

The staff at the Counselling Service include employed University counsellors, locum counsellors and volunteer counsellors, some of whom may be completing their training. All counsellors are required to adhere to the University's usual regulations, including confidentiality and data protection policies.

The University Counselling Service offers short-term counselling – the number of sessions will be agreed between you and your counsellor. Students are offered (as appropriate) one set of counselling sessions in each academic year.

What to expect

During your first appointment, the counsellor will answer any questions you may have about confidentiality, our record keeping, and other aspects of how the service works and you will be asked to sign a consent form. We will go through your triage assessment form or referral details and explore what it is that has brought you to counselling. We may also ask you to fill out a brief form.

Sometimes the counsellor may direct you to other University support or external services instead of, or in addition to, counselling. Please note that information about you on your triage assessment form and information disclosed by you in your counselling appointments may be discussed by service staff and clinical supervisors.

A session lasts 50 minutes. If you arrive late, it is unlikely your session will be extended due to other appointments and room availability.

We would appreciate it if you would switch off your mobile phone when you are attending counselling and respect the privacy of other clients in the waiting room.

Missed or Cancelled Appointments

If you find you have no alternative but to cancel an appointment, we require as much notice as possible - a minimum of 24 hours; this allows us to offer the time to someone else.

If you miss your first appointment without cancelling, we will assume you no longer require counselling and will remove you from the waiting list, so it is important that you get in touch if you are unable to attend. If you have started counselling and do not attend without letting us know, your counsellor will email asking you to confirm within 2 days that you wish to continue. It is important that you respond otherwise we will assume that you no longer require counselling. **Please be aware that each missed session with no notice will count as one of your sessions.**

If you cancel with less than 24 hours' notice on two occasions during the course of the counselling work, the second occasion will count as one of your sessions.

If you cancel and/or do not attend (DNA) on 3 occasions during the course of the work then your counsellor will notify you that the counselling will end. You will be able to re-access counselling at a later date should you feel more able to commit to the work.

If we have to cancel an appointment with you, we will give you as much notice as possible and will offer you an alternative as soon as we can.

Where to go for your Appointments

Highfield Campus - counselling appointments take place at the Wellbeing Centre, 28 University Road. Enter the building from the rear door and take a seat in the waiting area on the right. Your counsellor will collect you from the waiting room at the allotted time. We have attached a map and directions for your convenience.

If you have been in the waiting area more than 10 minutes, please alert the staff in the office next to the waiting room. Alternatively, call us on 023 8059 7726.

Winchester School of Art – Please wait on the sofas outside the main admin reception (East side) where your counsellor will collect you.

Contacting Us

Email: enable@soton.ac.uk Phone: 023 8059 7726 Web: <http://www.southampton.ac.uk/edusupport>