

**RAMH**

Helping to make the pieces fit....



**What is  
Counselling?  
&  
A directory of  
local counselling  
services**

# Introduction

This leaflet has been collated in response to the high demand for counselling in Renfrewshire and East Renfrewshire and is intended to provide guidance on what counselling is, who provides it in the local areas, how a person would access a counsellor and what to consider if they wish to see a counsellor privately. Local services are constantly changing and evolving and the field of counselling is so varied that this information is only a guide.

The information is to provide guidance to professionals working with individuals considering a referral to counselling and for individuals themselves who are considering talking to a counsellor.

## What is Counselling?

‘Counselling and psychotherapy are ways of responding to a wide range of human needs. Counselling and psychotherapy provide opportunities for those seeking help to work towards ways of living in more satisfying and resourceful ways,’  
(Counselling and Psychotherapy in Scotland – COSCA).

As there are many models of practice in counselling, with counselors working in many different ways and a wide variety of services offered by the NHS, voluntary organisations and privately it is impossible to provide one definition of counselling. It is perhaps more helpful to outline the characteristics of the counselling relationship.

At Renfrewshire Association for Mental Health we describe counselling as a partnership between the person and the counsellor which takes place in a private and confidential setting. The counsellor listens to the persons concerns without judging them and helps them to explore options they have for dealing with them.

In our experience the ‘space’ created by counselling is used by people in different ways. Some wish to work out a direction, a way of moving forward and use the sessions to set up and monitor goals in order to bring about change in their life. Others use the sessions to become more self-aware about themselves and feelings and help them feel more in control.

There is a commitment both from the person and the counsellor to the work together with an agreement usually set up at the beginning of the counselling.

# Finding a private counsellor

A private counsellor can be defined as a counsellor who is self-employed and provides counselling by private arrangement with a person working not within an organisation or agency. Often there will be a fee for the counselling sessions.

Many people find a private counsellor through personal recommendation, however both COSCA and BACP have set up directories on accredited counsellors and information to help people find the right counsellor for them.

You can find them by visiting:

[www.cosca.org.uk](http://www.cosca.org.uk) or telephone: 01786 475140

[www.bacp.co.uk](http://www.bacp.co.uk) or telephone: 0870 443 5252

This is a brief outline of the guidance given by BACP on selecting a private counsellor or therapist:

- Find out information on the counselors qualifications, experience and model of practice.
- Find out if they are members of and are accredited by one of the professional bodies
- How much the counselling sessions cost, how long do they last and where the counselling will take place? Is the arrangement open ended or can the person expect a set number of sessions?
- Confidentiality – will the counsellor take notes of your sessions and who will have access to them.

Much of this information is listed within the COSCA and BACP registers and would apply to both counsellors working privately or within an agency. In both cases it is suggested that it is useful to make an appointment with a counsellor to discuss these arrangements. It should be stressed that a person feels comfortable with the arrangements before agreeing to work with the counsellor. It might be useful for the person to ask themselves if they feel comfortable telling the counsellor intimate details of their life, do they like their manner and could they completely open with them?

## Professional Bodies

There are a number of professional organisations governing the practice of counsellors and psychotherapists in the UK. These are the leading organisations:

- British Association For Psychotherapy and Counselling (BACP) [www.bacp.co.uk](http://www.bacp.co.uk)
- Counselling and Psychotherapy in Scotland (COSCA) [www.cosca.org.uk](http://www.cosca.org.uk)
- Person Centred Therapy in Scotland (PCT) [www.pctscotland.co.uk](http://www.pctscotland.co.uk)
- National Register of Psychotherapist (UKCP) [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk)
- British Psychoanalytic Council (BPC) [www.bcp.org.uk](http://www.bcp.org.uk)

# Local & National Crisis Numbers

**First Crisis** – 0141 848 9090 or 0500 829 093

9am - 11pm 7 days

First Crisis provides short term support for people who may be experiencing a crisis in their mental health. Available 9am – 11pm to anyone living in Renfrewshire and 11am – 11pm in the Levern Valley area of East Renfrewshire 7 days per week.

**Samaritans** – 08457 90 90 90

24 hour confidential help line for anyone in a crisis

**Breathing Space** – 0800 83 85 87

6pm – 2am 7 days

Breathing Space is a free and confidential phone line service for any individual, who is experiencing low mood or depression, or who is unusually worried and in need of someone to talk to.

**NHS 24** – 0845 24 24 24

NHS 24 works in partnership with local NHS Boards out-of-hours services to provide patients with health advice and help when GP practices are closed.

**Saneline** – 08457 687 000

1pm – 11pm 7 days

This helpline offers practical information, crisis care and emotional support to anybody affected by mental health problems.

# Directory of local counselling services

## **Crisis Counselling**

Riverside House  
Old Jenny Road  
Erskine  
PA8 6AX

Tel: 0141 812 8474

### **What do they do?**

Crisis Counselling is a voluntary organisation which provides one to one and couples counselling. In addition they also provide EAP (Employment Assistance Programme) and major incident counselling.

### **Who can access the service?**

Crisis counselling welcomes referrals from anywhere in Scotland. You can refer to them by calling them on the number above.

### **How do I make a referral?**

Encourage the client to call them directly to arrange appointments. Alternatively you can call the service on their behalf and pass on their details.

### **What happens after I make a referral?**

The counselling co-ordinator will meet all new referrals to carry out an assessment. Based on this assessment an appropriate counsellor will be allocated. The client will then be telephoned or lettered with an appointment time.

### **Is there a cost?**

Yes, there is a cost of £15 per session for people in employment, but it is free for people who are unemployed or in full time education.

## Children 1st

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East Renfrewshire Family Support Team  
43c Newton Avenue  
Barrhead  
G78 2JX

Tel: 0141 880 7727

### **What do they do?**

Children 1<sup>st</sup> operate a service in East Renfrewshire for children aged 0 to 16 years of age. Particular emphasis is placed on those below school age, whose families are affected by substance misuse. The project works in partnership with other local agencies to ensure children in families affected by substance misuse, get the support and help they need to promote life and social skills, support children's resilience and support parenting skills. A range of individual and group work is offered through a well qualified staff team.

### **Who can access the service?**

Families with young children affected by substance misuse in East Renfrewshire.

### **How do I make a referral?**

Agencies, parent or carers should contact the Service Manager to discuss possible referral. Parent or carers must agree to the referral.

### **Is there a cost?**

No this is a free service

# Cruse Bereavement Care Scotland

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Cruse Bereavement Care Scotland  
Central Chambers  
11 Bothwell Street  
Glasgow  
G2 6LY

Tel: 0141 248 1602

Website: [www.crusescotland.org.uk](http://www.crusescotland.org.uk)

## **What do they do?**

Cruse Bereavement Care Scotland is a national organisation which offers a free confidential bereavement counselling service to people of all ages. Cruse counselling offers an opportunity to discuss your experience of bereavement with someone who is trained neither to judge, nor to advise, but simply to listen. What you are feeling or experiencing is your grief and in your counselling session that will be the focus.

## **Who can access the service?**

Cruse counselling welcomes referrals from anywhere in Scotland.

## **How do I make a referral?**

If you think Cruse counselling could help you, please contact Cruse Bereavement Care Glasgow branch. Be prepared to leave a message as the phone is not manned at all times. If the answer phone is in operation leave a brief message, remembering to give your name, address and telephone number with suitable times when we can contact you. If you would prefer a written response please indicate this on the answer phone and we will send an Information Pack.

## **What happens after I make a referral?**

The local branch Referral Secretary will ask you a few questions about your needs and you will be able to ask any further questions you may have about counselling and the branch. If you decide you would like to see a counsellor you will be offered an initial interview and then, if mutually agreed, as soon as a counsellor becomes available she/he will contact you.

## **Is there a cost?**

Cruse Bereavement Care Scotland is a charity, and makes no charge for its counselling service. However, like any charity, we are dependent on donations and if you find your counselling helpful and wish to make a donation to the work of the organisation once your counselling is finished, we would be very grateful.

## Employee Counselling Service

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8<sup>th</sup> Floor, Savoy Tower  
Glasgow  
G2 3BZ

Tel: 0141 332 9833

Website: [www.empcs.org.uk](http://www.empcs.org.uk)

Helpline: 0800 435 768

### **What do they do?**

The Employee Counselling Service is a Scottish based not-for-profit organisation established in 1976. It provides support for employers and employees in dealing with difficult personal problems. The Employee Counselling Service is a free, confidential service, independent of employers. You can choose to contact the helpline for immediate advice and support or you can arrange an appointment for structured counselling sessions outside your workplace. Telephone counselling is available for those who find it hard to attend appointments. Counselling sessions are arranged at a time when the client can be comfortable and private and the cost of the calls are met by Employee Counselling Service.

### **Who can access the service?**

The Employee Counselling Service works with nearly 200 affiliated companies in Scotland and England providing free, confidential, external counselling services away from the workplace. To check if an employer is affiliated call **0800 435 768** in confidence.

### **How do I make a referral?**

Staff can refer themselves. The employer is only told the numbers who have used the service and the types of issues being raised. They do not know who has attended.

Employees may wish to attend with their employer's support and this can be through their personnel department or occupational health service

### **Is there a cost?**

No this is a free service

## **East Renfrewshire Youth Counselling Service (ERYCS)**

ERYCS  
c/o Woodfarm High School  
Robslee Road  
Thornliebank  
Glasgow  
G46 7HE

Tel: 0141 577 2612

Text: 07900272546

Email: [youthcounselling@ea.e-renfrewshire.sch.uk](mailto:youthcounselling@ea.e-renfrewshire.sch.uk)

### **What do they do?**

ERYCS provide support to children and young people from 11 – 18 year olds in lots of different ways. Including : -

- One to one counselling with young people
- Work in groups
- Work with families

They also offer support and training in areas such as: -

- Child and Adolescent Mental Health.
- Loss and Bereavement
- Problem Solving
- Managing Distress
- Self-harm

### **Who can access the service?**

Any young person aged between 11 and 18 year old and who live in or go to secondary school in East Renfrewshire can access the service.

### **How do I make a referral?**

ERYCS operate an open referral process and accept referrals from most routes i.e. teaching staff, friends, GP, school nurse, parents etc. You can also self refer by sending an email or by sending a text to the mobile number above.

### **What happens after I make a referral?**

ERYCS will meet with the young person to look at what is best for them, in school or in the community. The young person may not need to ask parental permission to use the service if they are 12 or over.

### **Is there a cost?**

No, this is a free service

## **Reid Kerr College - Time 4 U Counselling Service**

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Reid Kerr College  
Student Counselling Service  
Opportunity Centre - Renfrew Building  
Renfrew Road  
Paisley  
PA3 4DR

Tel: 0141 587 3378 or 0800 052 7343

Email: [time4u-counselling@reidkerr.ac.uk](mailto:time4u-counselling@reidkerr.ac.uk)

### **What do they do?**

Time4U is a service to support students when, for one reason or another, the difficulties of their personal lives and / or the demands of academic commitments may become difficult to manage.

### **Who can access the service?**

This service is open to all full or part time students at Reid Kerr College.

### **How do I make a referral?**

Any student can make an appointment with staff at student services or you can call 0800 052 7343 or contact the counsellors directly on 0141 587 3378

### **What happens after I make a referral?**

Time 4U is a very flexible service and in some cases can be seen on the day of referral. There is no waiting list and an appointment can be made when it's convenient for the student.

### **Is there a cost?**

No, this service is free of charge for Reid Kerr students.

## **RCA - Counselling Service for Addictions**

Mirren House  
Back Sneddon Street  
Paisley  
PA3 2AF

Tel: 0141 887 0880

Email: [info@rcatrust.org.uk](mailto:info@rcatrust.org.uk)

### **What do they do?**

Seek to limit the harm caused by addiction to the individual and concerned others. Working closely with Alcohol Problems Clinic, Dykebar, Gamcare London and other agencies to address the difficulties experienced by people due to various addictions. We provide a service to meet the individual needs of our clients.

### **Who can access the service?**

The service is available to anyone living in Renfrewshire

### **How can I make a referral?**

Referrals can come from various professionals i.e. GP, Social Work, APC, CPN and other agencies. You can also self-refer by calling the above number.

### **What happens when I make a referral?**

An initial assessment is arranged, where a programme of counselling and / or support is offered. This can be anything from a single brief session to a longer more structured involvement consisting of four counselling sessions and a review to establish your progress to date and arrange further sessions if required.

### **Is there a cost?**

This is a free service, however as our advice centre is run by volunteers we do accept donations.

**RCA Trust is an organisational member of COSCA Counselling & Psychotherapy in Scotland. and an organisational member of the British Association for Counselling and Psychotherapists (BACP).**

# Scottish Marriage Care

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50 Greenock Road  
Paisley  
PA3 2LE

Tel: 0141 889 6972

Website: [www.scottishmarriagecare.org](http://www.scottishmarriagecare.org)

## **What do they do?**

Scottish Marriage Care is a voluntary organisation that provides relationship counselling to couples and individuals all over Scotland. Scottish Marriage Care relationship counsellors initially contract with clients to provide six counselling sessions. This is then evaluated and more sessions will be contracted if necessary. During relationship counselling sessions clients are supported and challenged to set goals that will help them make changes in their life or situation.

## **Who can access the service?**

Adults of any age who require relationship counselling.

## **How do I make a referral?**

You can make a referral by calling the Paisley office on the number above. Alternatively, you can complete the contact form on the website.

## **What happens after I make a referral?**

An answering service will be in operation when the phones are not manned. The appointment coordinators hold diaries for all the counsellors and will make contact with you normally within 24 hours to arrange a convenient time for your counselling session.

## **Is there a cost?**

The relationship counselling sessions are free of charge but clients who are able to do so are encouraged to contribute towards the cost. Each session costs SMC £40.

**Scottish Marriage Care is a member of COSCA Counselling & Psychotherapy in Scotland.**

# University of the West of Scotland Counselling Service

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Student Counselling Service  
Student Services  
University of the West of Scotland  
High Street  
Paisley  
PA1 2BE

Tel: 0141 848 3806

Website: [www.paisley.ac.uk/counselling](http://www.paisley.ac.uk/counselling)

## **What do they do?**

The Student Counselling Service works to promote the mental well-being of all students in various ways. Its primary role is to do that through counselling: the opportunity for students to talk in confidence with a professional counsellor about any aspects of their life the student chooses for as long as it seems to help.

## **Who can access the service?**

The service is available to all students currently studying at the University of Paisley, whether full-time or part-time.

## **How do I make a referral?**

Ideally, students should refer themselves by calling in to Student Services or by phoning 0141 848 3806. Anyone else wishing to discuss a possible referral is welcome to contact one of the student counsellors through the same number.

## **Is there a cost?**

No.

# RAMH Adult Counselling Service

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0.1, 22 Lacy Street  
Paisley  
PA1 1QH

Tel: 0141 848 9277

Email: [counselling@ramh.org](mailto:counselling@ramh.org)

## **What do they do?**

Work in partnership with other RAMH projects and external agencies to respond to and support adults experiencing difficulties in their mental health by offering accessible, confidential counselling within community settings. We provide a personalized service aimed at meeting the client's needs and where they are within their life.

## **Who can access the service?**

The counselling service is available to adults aged 16-65 living in Renfrewshire and East Renfrewshire.

## **How do I make a referral?**

A person can access the service via a referral, i.e. talking to their social worker, support worker, psychiatrist, CPN, GP or other health professional.

They can also self-refer by contacting the service direct.

## **What happens after I make a referral?**

We invite every person referred to the service for an initial assessment session to help them decide whether counselling is the most effective help for them at this time.

## **Is there a cost?**

No this is a free service.

**RAMH Adult Counselling Service is an organisational member of the British Association For Counselling and Psychotherapists (BACP)**

# Renfrewshire Women's Aid

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Violet House  
3 Violet Street  
Paisley  
PA1 1AP

Tel: 0141 561 7030  
Fax: 0141 561 7029

Domestic Abuse Help Line: 0800 027 1234 24hours / 7days

Email: [info@renfrewshirewomensaid.co.uk](mailto:info@renfrewshirewomensaid.co.uk)

Website: [www.renfrewshirewomensaid.co.uk](http://www.renfrewshirewomensaid.co.uk)

## **What do they do?**

Women's Aid works with women, children and young people who are suffering from domestic abuse. They offer a wide range of services including; counselling, crisis support, information and advice and safe temporary accommodation.

## **Who can access the service?**

Anyone who lives in Renfrewshire and is affected by domestic abuse.

## **How do I make a referral?**

There is no need for an official referral as such. People are encouraged to call or drop in to the women's aid office.

## **What happens after I make a referral?**

Women are supported to look at what plan of action would best suit their circumstances and needs; be that counselling, temporary accommodation etc.

## **Is there a cost?**

No to 'office based support' i.e. info and advice, counselling etc. although clients may be liable for rent in accommodation and power services etc.

## **Counselling @ The Wynd**

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Wynd Centre  
6 School Wynd  
Paisley  
PA1 2DB

Tel: 0141 887 4646  
Direct Line: 0845 638 0363

Email: [ann.m@thewynd.org.uk](mailto:ann.m@thewynd.org.uk)

Website: [www.thewynd.org.uk](http://www.thewynd.org.uk)

### **What do they do?**

Provides one to one counselling and a limited amount of couple counselling.

### **Who can access the service?**

Welcomes referrals from anywhere in Scotland and works extensively with clients from PA1-PA14 postal codes

### **How do I make a referral?**

Clients are encouraged to telephone directly to arrange appointments, alternatively referrals are accepted from G/P's and other agencies.

### **What happens after I make a referral?**

Clients are offered an initial 'triage' assessment with the counselling manager, thereafter will be placed on a waiting list which could be anywhere between 4 and 6 weeks, depending on need and counsellor availability.

### **Is there a cost?**

Yes, the Wynd Counselling Service charge a flat rate of £25 for 10 sessions.

# Victim Support East Renfrewshire

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Victim Support  
Municipal Buildings  
Bank Street  
Barrhead  
G78 2RA

Tel: 0141 881 3221

Helpline: 0845 603 9213

Monday – Thursday 9am till 4.30pm  
Friday 9am till 4pm

Website: [www.victimsupportsco.org.uk](http://www.victimsupportsco.org.uk)

## **What do they do?**

People can suffer greatly in the aftermath of crime and may experience a range of reactions, depending on the severity of the crime and some people may need help to deal with their feelings. The Victim Service exists to help people with the aftermath of crime.

Victim Support provides victims with free and confidential emotional and practical assistance and information about the criminal justice system. Trained volunteers and staff deliver support in a variety of different ways:

- Volunteers can visit you in your home
- They can provide support over the phone
- An appointment can be arranged in their office
- Their Helpline can provide support over the phone

## **Who can access the service?**

The service is available to anyone affected by crime in East Renfrewshire.

## **How do I make a referral?**

By phoning the helpline

## **Is there a cost?**

No this is a free service

## **Youth to Youth Counselling Service**

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Telephone Helpline: 020 8896 3675

The helpline is open every Monday and Thursday evening from 6.30pm to 9.30pm.

Website: [www.youth2youth.co.uk](http://www.youth2youth.co.uk)

### **What do they do?**

Youth2Youth (Y2Y) is a unique helpline service run by young people for young people under the age of 19. The helpline staff are all young people themselves who have been specially trained to help.

Young people who are worried confused or just need to talk can contact volunteers by telephone, email or on-line chat.

It is a confidential and anonymous service. The chat room is open every Mon and Thurs evening between 6.30pm and 9.30pm.

You can send your problem by email at any time. Y2Y aim to reply to all emails within seven working days. All emails are treated as confidential.

### **Who can access the service?**

Anyone in the UK under the age of 19 years.

### **How do I make a referral?**

By calling the helpline, sending an email or logging onto the chat room.

### **Is there a cost?**

No, this is a free service.