



**Time to
Listen**

Counselling and Therapeutic Service



Children's Guide

A Welcome and Introduction to
Time to Listen CIC's Adoption
Support Service for Children
and Young People

Updated: July 2024

Registered in England 08557572
Ofsted Registration No. 1250134

Time to Listen CIC

Hello 🙋

Welcome to Time to Listen!

I am one of Time to Listen's Younger People's Advocates. I am 17 years old, and I am adopted by my two amazing parents.

I started working with Time to Listen's kind and friendly therapists when I was 10 years old. I was very nervous at the start to accept their help. After a few sessions I began to put trust in my therapist. They were extremely patient with me and took things at my pace. I soon learnt that therapy isn't frightening or weird. In fact, it's the complete opposite! Therapy can help you work through trauma or tricky feelings giving you an opportunity to have an amazing future and life with your family.

Time to Listen have beautiful therapy rooms that are cozy, safe and full of amazing resources.

There is an art room and a huge playroom along with a team of expert psychotherapists and counsellors who have been specifically chosen due to their qualifications and ability to work with children, young people and their families.

As you begin your support within Time to Listen my words of encouragement to you are: -

“Remember that there is always light at the end of the tunnel; trust in the process; and make the most of your therapy!”

Ruby x



About Time to Listen CIC

Time to Listen was set up in July 2013 to help and support children, young people, and families and to provide counselling for adults.

We are based in Marvell House Children's Centre in Hull.



Marvell House Children's Centre

Time to Listen CIC was registered with Ofsted as an adoption support agency in January 2018. This means that Ofsted regularly checks that Time to Listen are doing things properly. They have visited us in February 2019 and in May 2023 and have written reports about their findings to tell people how we are doing.



After hearing what people had to say during these two visits, the Ofsted Inspectors said that Time to Listen is a good agency



What is the Main Purpose of Time to Listen?

At Time to Listen we aim to be one of the best therapy and counselling services there is, with an experienced, understanding, dedicated and caring team who always strive to do their best to help children, young people and their families to do well and move forwards to a bright future.

Our Promise

At time to Listen we promise to **CARE** by being:

Confidential – we will keep your information private and won't tell anyone what you've said unless we are concerned that you or someone else may come to some harm. We may also share information about you if you were unable to make the decision about sharing information yourself; or someone told us we had to share information by law, for example if the information was needed for a court case.

If your therapist does need to tell someone what you've told them, they should always try to tell you first.

Accepting – your therapist will respect your thoughts and feelings and the unique person that you are.



Respectful – your therapist will not judge or criticise you and will always be kind and polite towards you and your family.

Empathic – your therapist will aim to understand how you are feeling even though they are not in the same, exact situation as yourself.

Helping and Supporting You

A therapy plan will be arranged for you to ensure that you and, if necessary, your family get the help and support that you need.

Therapies Provided

Our team offer a wider range of support that will enable you to explore and work through your thoughts and feelings.

Yourself and your therapist will work out what type of therapy works best for you. Some children and young people prefer talking therapies whilst others can find it difficult to put things into words easily. Therefore some children and young people like to get creative and make art whilst others use play to understand and express their thoughts and feelings.

We often work with parents and carers, too. We may therefore invite your parent(s) or carer(s) to attend appointments together with you and/or separately from you. This is important to ensure everyone in your family is considered and well supported whenever possible.



Tell Us What You Think

It's always great to receive feedback so we know how we are doing and are able to understand how well we are supporting you and your family.

Your therapist will ask you to fill in feedback forms at different stages of your therapy. However, you can always talk to your therapist to give your feedback whenever you meet with them. You can also ask your parent(s) or carer(s) to send us an email or contact us via our website or by telephoning us to share your feedback.



Complaints



If you and / or your family are not happy with Time to Listen it is important that you let us know.

You or your parent(s) or carer(s) or another professional, such as a Social Worker can let us know.

Firstly, you can make your therapist aware. They will try very hard to resolve whatever it is about our service that you are not happy with.

The overall manager of Time to Listen is Janet. She is known as the Chief Executive of Time to Listen. If you think Janet needs to be made aware of your feedback either yourself, or your parent(s) or carer(s) or another professional, such as a Social Worker can get in touch with Janet.

If you do have a Social Worker involved in your care, we will let them know about your concerns regarding our service.



Contact Janet Woodhouse, Chief Executive (pictured above)



<https://timetolisten.co.uk>



07377 979950



janet.woodhouse@timetolisten.co.uk

Time to Listen CIC
Marvell House Children's
Centre
Cranbourne Street
HULL
HU3 1PP
M: 07377 979950
E: info@timetolisten.co.uk

Feedback and concerns can also be provided to Ofsted and to the organisations that our therapists are registered with.

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