



**Time to
Listen**

Counselling and Therapeutic Service



Children's Guide

A Welcome and Introduction to
Time to Listen for Children and
Young People

Updated: July 2026



Time to Listen CIC

Hello 🖐️

Welcome to Time to Listen!

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



What is Counselling?

What is counselling?

It is a safe space where you can talk about your feelings and thoughts

Why do people/young people go to counselling?

When they feel sad, worried, angry, confused or have specific problems, for example with school, friendships or family.

What does a counsellor do?

They will listen, help you to understand your feelings and support you in finding ways to feel better. They are not there to punish you or to judge you. They will provide a kind and caring relationship that is understanding and accepting.

Will the counsellor share our discussions with my parents/carers?

Our counselling service is confidential. This means the things you say are private and will not be shared with your parents/carers or other people unless you ask us to speak with them, or unless your counsellor feels you or someone else has been or may be harmed. If this happens, they will usually talk with you first about who they need to share information with to help keep you safe.

How long do the sessions last and how often will I need to attend?

Sessions are usually 50 minutes long and take place once a week.



*Sometimes **Poppy** and **Mavis** visit Time to Listen – children enjoy saying hello.*

I feel nervous about going to therapy. How will you help me to feel ok?

Your counsellor can show you around our building before you start your sessions so that you know where you will be coming to. Your counsellor will always offer you a drink and biscuit when you meet with them.

Your counsellor is used to helping children and young people with big emotions. If you find it hard to talk about your feelings, they will find creative ways to help you such as using music, mood cards, books, games and a range of toys and other items.

They will follow your lead and let you choose where to sit and how best to help you each week.

Your counsellor will be friendly, fun and kind.

What are my rights in counselling?

- You can say how you feel.
- You can ask questions.
- You can stop if you feel uncomfortable.

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 is doing things properly. Ofsted has visited us in February 2019, May 2023 and June 2026 and has written reports about its findings to tell people how we are doing.



After hearing what people had to say during these three 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 you ask us to share information with people who support you, such as a parent/carer, guardian, school safeguarding lead or social worker, or unless we are worried that you or someone else may be at risk of harm. Sometimes the law may also say we have to share information.

If information does need to be shared, we will usually talk with you first about what needs to be shared, who with and why. We will only share what is needed.

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 try to understand how you are feeling, even if they have not been in exactly the same situation as you.

Helping and Supporting You

Before you start therapy, we usually start to make a plan with your parent(s), carer(s), guardian(s) or other professionals who support you. This helps us understand what support you may need. When you come to therapy, we will also listen to you and talk with you about what feels helpful, what you would like help with, and what you would like to achieve from your support.



Therapies Provided

Our team offers a wide range of support to help you explore and work through your thoughts and feelings.

You and your counsellor will work out what type of therapy works best for you. Some children and young people prefer talking therapy. Others find it easier to use art, play, games or creative activities to understand and show their thoughts and feelings.

We often work with parents and carers too. We may invite your parent(s) or carer(s) to join some appointments with you, or to meet separately, so your family can be supported too.



Tell Us What You Think

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

Your counsellor may ask you to fill in feedback forms at different stages of your therapy. You can also talk to your counsellor about how things are going whenever you meet with them. Your parent(s) or carer(s) can also email us, contact us through our website or telephone us to share feedback.



Your rights and getting extra help

You can ask questions, speak up and get help from people outside Time to Listen too.

You can:

Ask questions at any time.

Say what feels helpful or unhelpful.

Tell us what you would like help with.

Ask a parent/carer, social worker, trusted adult or independent advocate to help you speak up.

Make a complaint if you are unhappy.

An independent advocate can help

An independent advocate is someone separate from Time to Listen. They can help you say what you think, understand your choices and ask questions.

If you feel unsafe

Tell your therapist or a trusted adult straight away. If someone is in immediate danger, call 999.

Other people and organisations can help too

National Youth Advocacy Service — national helpline for advice and help speaking up. Tel: 0808 808 1001 Web: www.nyas.net

Childline — free, private support where you can talk about anything. Tel: 0800 1111 Web: www.childline.org.uk

Children's Commissioner for England — Dame Rachel de Souza helps children's views and rights be listened to. Help at Hand: 0800 528 0731 Web: www.childrenscommissioner.gov.uk

Complaints



If you or your family are unhappy with Time to Listen, please tell us. You can talk to your counsellor, Janet (see opposite), your parent(s) or carer(s), your social worker or another professional.

We will listen, try to understand what has happened and try to put things right.

If you have a social worker, we may need to tell them about your concern so they can help keep you safe and support you.

If you receive privately funded adoption support, Ofsted checks this part of our service.

If you or your family have complained and still feel unhappy, you or your parent(s) or carer(s) can contact Ofsted. They may use what you tell them when checking our service. Ofsted may not sort out your individual concern, but it is important they know if you are worried or unhappy.

Call Ofsted: 0300 123 4666

Email: enquiries@ofsted.gov.uk



Contact Janet Woodhouse, Chief Executive (pictured above)



<https://timetolisten.co.uk>



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