



**CASTLE  
& COAST**  
Therapies

# **Counselling - Information for Clients in Launceston & Bude**

Step Into Learning  
The Orchard Centre,  
Blind Hole,  
Market Street,  
Launceston,  
PL15 8AU

Counselling can help you to understand yourself better. It is a safe, confidential space where you can be free to be truly you and explore things which may be troubling you or speak about things on your mind.

## **What to Expect:**

Once you have had your assessment, your counsellor will contact you by phone or by email to arrange your first session (Please note that if they call you this may show as a caller id withheld number). Castle & Coast offer 6 sessions and each session lasts for 50 minutes.

In your first session your counsellor will explain a bit more about counselling and go through the "contract", an agreement outlining how you and the counsellor will work together safely and answer any questions you may have.

## **Confidentiality:**

Sessions and all information relating to you will remain confidential unless we have your consent to share it, or if there is a risk of serious harm to you or someone else.

There are also circumstances when information, legally, has to be given, even without your consent. These would include: child protection, prevention of harm to yourself or others, the investigation or prevention of serious crime including terrorism, or a Court Order. In these extreme cases your counsellor will discuss options with you, and where possible gain your consent to disclose to a third party.

Additionally, all counsellors have supervision as required under the British Association for Counselling and Psychotherapy (BACP) ethical framework and code of practice, where counsellors review the way they work with clients. This is not just to ensure they are working safely and effectively with clients but also to enhance their practice. Supervision also adheres to the boundaries of confidentiality and no identifying personal details are shared and information remains anonymous.

## Your Counsellor:

- Is in their final year of a 2 year Level 4 Diploma in Counselling Practice course
- Has regular support via a supervisor
- Works on a voluntary basis, giving their time for free
- Will offer a safe, non-judgemental environment and listen to you and work with you to help you to understand your issues
- Is comfortable supporting people who might get distressed

## Counselling Sessions:

We offer in-person sessions. Online or telephone sessions may also be offered.

Please try and allow enough time to attend your session as sessions are bound by the times set, and it is not possible to extend the time if you are late, for example.

## Attending Your Session in Person:

- For Orchard Centre face to face appointments: please arrive no more than 5 minutes before your appointment ensuring you give yourself enough time to park and walk to the Orchard Centre
- Launceston Family Hub: There is free parking outside



- Neetside Community Centre: The parking spaces at the front of the building are 80p per hour – no concessions. This area is owned by the Bude Town Council and Neetside has no authority or responsibility over it. There are five spaces to the rear of the building which are free of charge but subject to availability. These are reserved for Neetside staff, hirers and their clients. Alternative car park option detailed on pages 9 & 10

## Attendance:

We understand that sometimes life gets in the way and you may not be able to attend your session. Please make sure that you inform your counsellor at least 24 hours before your session time if you need to cancel.

If you do not attend for two sessions in a row without telling us you cannot attend, your counselling sessions may be given to someone else.

## Feedback:

At the end of your sessions with Castle & Coast you will be asked to take part in our evaluation process and feedback form. This really helps us to make sure that we are providing the best service possible to our clients and your cooperation in this process would be much appreciated. All feedback is valuable both negative and positive and we thank you in advance for your thoughts.



## Orchard Centre, Launceston Venue Information:

Address :  
Step Into Learning,  
The Orchard Centre,  
Blind Hole, Market Street,  
Launceston,  
Cornwall,  
PL15 8AU

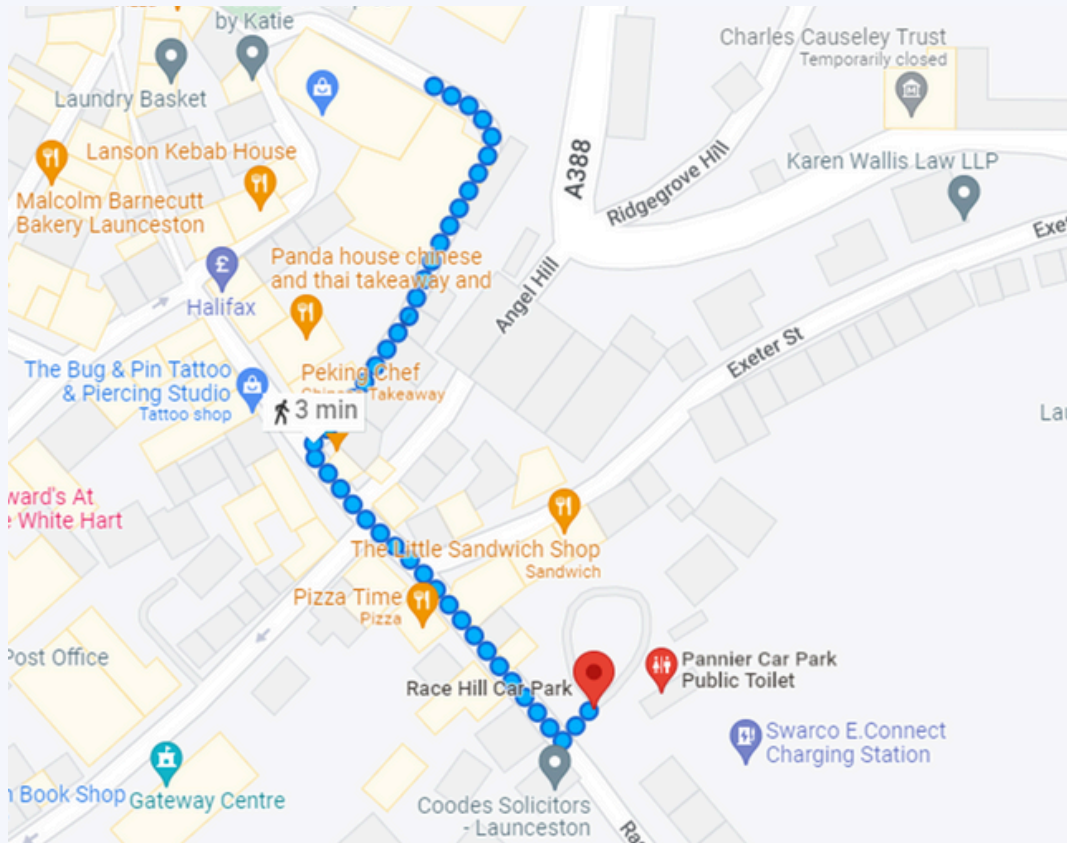


**Tel: 01566 770729**

**Email : [enquiries@castleandcoasttherapies.org.uk](mailto:enquiries@castleandcoasttherapies.org.uk)**

## Car Parking Information for Orchard Centre, Launceston:

Short Stay, Cattle Market, (Located next to Race Hill Car Park),  
Southgate Street, Launceston, PL15 9BA



Monday - Friday 9am - 4pm

- Up to 2 hours - £1.60\*

\*Price correct at the time of publishing - Please check local authority webpage

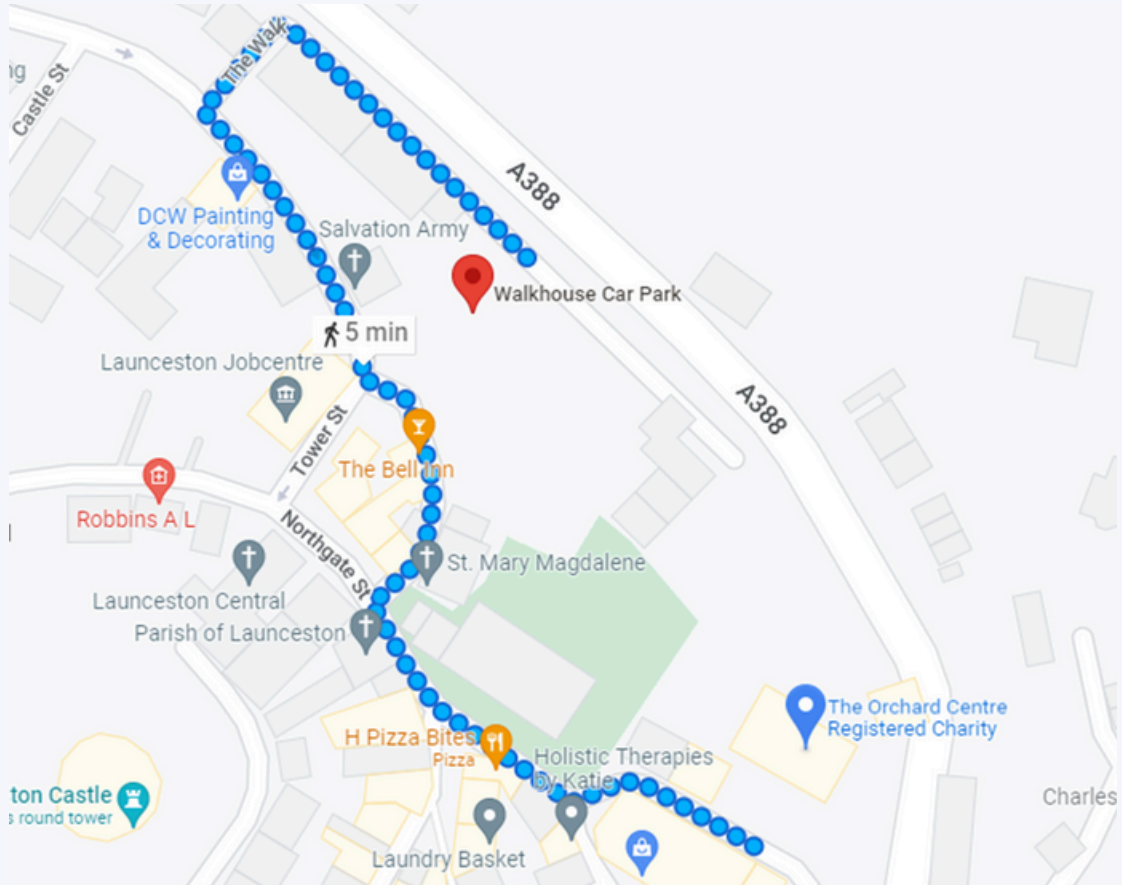
<https://www.cornwall.gov.uk/transport-parking-and-streets/parking/cornwall-council-car-parks/council-car-parks-in-the-launceston-area/>

or parking display boards for up to date information.

Number of spaces - 166

Approximately 3 minutes walk

## Car Parking Information for Orchard Centre, Launceston: Walkhouse Car Park, Launceston PL15 8BP



Monday - Friday 9am - 4pm

- Up to 2 hours - £2.10\*

\*Price correct at the time of publishing - Please check local authority webpage

<https://www.cornwall.gov.uk/transport-parking-and-streets/parking/cornwall-council-car-parks/council-car-parks-in-the-launceston-area/>

or parking display boards for up to date information.

Number of spaces - 62

Approximately 5 minutes walk



## Family Hub, Launceston Venue Information:

Address :

Launceston Family Hub  
The Lodge, Coronation Park,  
Launceston PL15 9DQ



**Tel: 01566 770729**

**Email : [enquiries@castleandcoasttherapies.org.uk](mailto:enquiries@castleandcoasttherapies.org.uk)**



## Neetside Community Hub, Bude Venue Information:

Address :  
Neetside Community Centre  
Leven Road  
Bude  
EX23 8LB

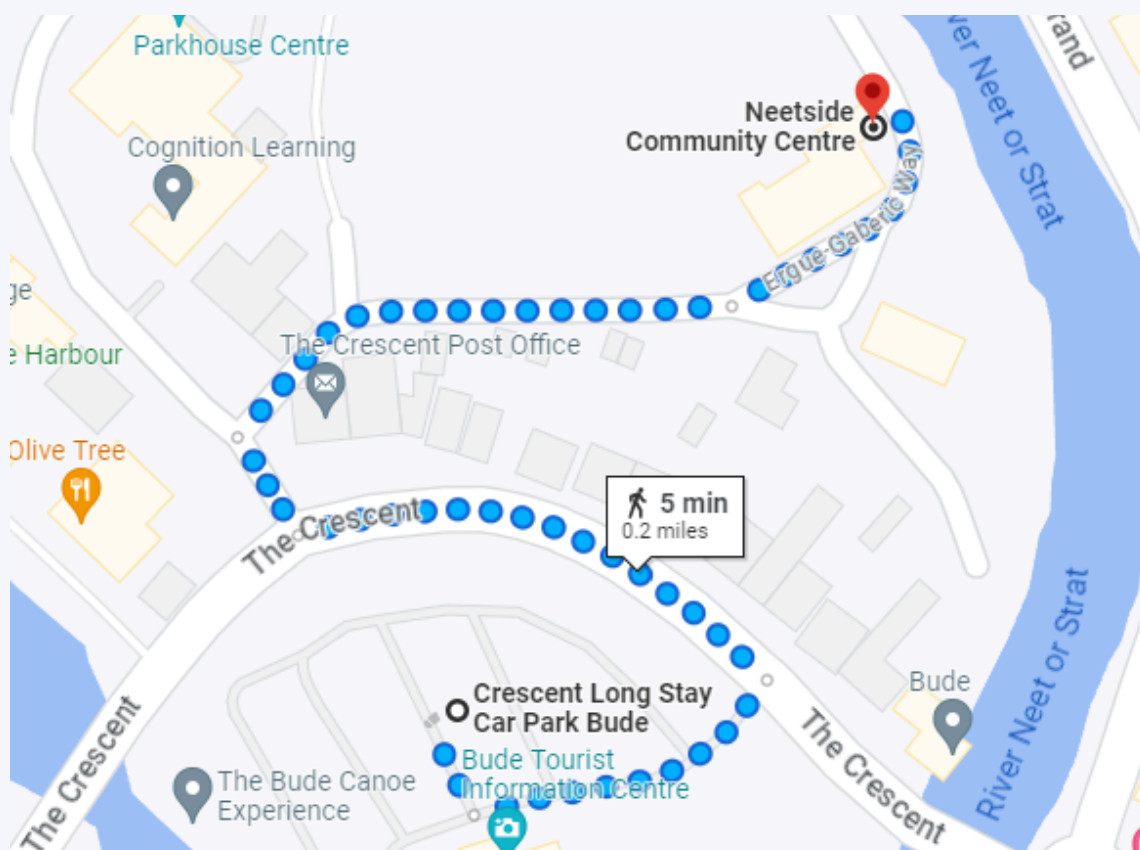


**Tel: 01566 770729**

**Email : [enquiries@castleandcoasttherapies.org.uk](mailto:enquiries@castleandcoasttherapies.org.uk)**

## Car Parking Information for Neetside Community Hub, Bude:

Crescent Car Park, Bude EX23 8LE



Pricing differs according to season from £2 to £4.60\* for up to 2 hours

\*Price correct at the time of publishing - Please check local authority webpage

<https://www.cornwall.gov.uk/transport-parking-and-streets/parking/cornwall-council-car-parks/council-car-parks-in-bude/>

or parking display boards for up to date information.

Number of spaces -181

Approximately 5 minutes walk

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