
This service is available for Academies, Independent, Maintained schools and Other schools and settings**Description:**

Counselling is an essential resource for students. It addresses social anxiety issues that may impact school attendance and academic achievement. We provide face-to-face and virtual counselling sessions to children aged 12-18 years

Year Academic year 2025/26

Benefits

- Teachers have found the service to be helpful, knowing that there is an in-house counselling service available. They can also consult with us on an individual cases, particularly those involving safeguarding concerns.
- Counselling sessions are conducted via WhatsApp video and MS Teams.
- Young people have the option to participate from the comfort of their homes or in a private room at school.
- Young people are provided with a trusted space where they can be heard and explore their difficulties with confidence.
- We have a clear procedure in place for handling safeguarding issues. Students who have raised concerns in the past have felt well-supported through the structures we have implemented.

Office hours:

Monday to Friday

Service directors:

Robert South

More detailed information:

- Session format: Counselling sessions are conducted via WhatsApp video and MS Teams. Young people have the option to participate from the comfort of their homes or in a private room at school. We are grateful for the support received from schools in facilitating these arrangements.
- Weekly support: Currently, we are providing support to 50 young people on a weekly basis.
- Timeframe for access: The current waiting time to access counselling is approximately two months. We prioritise urgent cases to ensure timely assistance.
- Counsellor availability: We have a team of four dedicated counsellors who offer weekly sessions to young people.
- Bespoke support: Schools have the option to request our counselling service specifically for their students. This allows for a more regular and tailored service based on the individual needs of the school. Our counsellors can accommodate up to 6-7 sessions per day.

Provider:

Ealing SAFE counselling service

Contact:

- Referrals ECIRS, SAFE 0-18: ECIRS@ealing.gov.uk 020 8825 8000

Further details:

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- [Yes](#)
- [Neutral](#)
- [No](#)

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