

## Having your say

We want to make sure that you have found this service to be helpful and to learn from you how we might improve it.

You have the right to be involved in the decisions we make about your service and we appreciate your comments.

We can offer you support so you can tell us what you think, listen to you, record your suggestions, involve you in decisions and tell you what is happening.

If you are not happy with your service please tell us by getting in touch with your local Children's Services Manager on our contact number:

01384 411722

## Contact details:

Black Country First Step  
Barnardo's  
Blantyre House  
4 Barrack Lane  
Halesowen  
B63 2UX

### Telephone:

01384 411722

### Email:

[mhwbwestmidlands@barnardos.org.uk](mailto:mhwbwestmidlands@barnardos.org.uk)

### Website:

[www.barnardos.org.uk](http://www.barnardos.org.uk)

### Office times:

Monday to Thursday –  
9am to 5pm

Friday – 9am to 4.30pm



[www.barnardos.org.uk](http://www.barnardos.org.uk)

Head Office  
Tanners Lane,  
Barkingside, Ilford,  
Essex IG6 1QG  
Tel: 020 8551 0011  
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Barnardo's Registered Charity Nos.  
216250 and SC037605



## BLACK COUNTRY FIRST STEP Counselling Service

**A confidential  
counselling service  
for children and  
young people who  
have been sexually  
abused**

## Who is First Step for?

- Children, Young People and their parent/carers living in and registered with a GP in the Black Country.
- Children and Young People under the age of 18 who have been sexually abused.

## What is counselling?

Counselling provides a confidential, safe and regular space for you to talk and explore what you think and feel with someone who is trained to listen to you. It can help you to...

- **Deal with difficult or painful feelings**
- **Understand yourself and make sense of your experience**
- **Find your own solution to what you want to change**
- **Feel more confident**

Counselling is a choice: you choose if you want to come, and what you want to talk about.

## Our aims

Our aim is to promote the recovery and increase the resilience of children and young people impacted by sexual abuse.

## What you can expect at your first visit

After you (or someone on your behalf) have got in touch with us, you will be invited to come and meet us.

You can bring someone with you for the first visit if you wish.

A counsellor at First Step will spend time with you to explain about how we work and some of the things we do.



## How to access the service

In order for a child or young person to engage with support, consent must be obtained from parents/carers.

Referrals can be submitted by professionals and agencies.

Self-referrals can be made by parents/carers.

For further information, or to request a referral form, please contact the Black Country First Step team on: 01384 41172.

**“With the right support, children can conquer anything.”**