



What to Expect at Your First Counselling Appointment in Sutton Bonington

Finding Us

If you have opted for an **in-person appointment at Sutton Bonington**, head to **The Main Building** at Sutton Bonington – next to the James Gifford library:

📍 [Directions & Map](#)

📍 *what3words:*

[///overlooks.replaces.decks](https://www.what3words.com/overlooks.replaces.decks)



Online or Phone Appointments

- **If you have booked a Teams' appointment**, we'll email you the time, you won't receive a Teams calendar invite/link, as your Counsellor will call you via Teams at the time of your appointment (usually video call).
- **If it's a Phone call appointment**, we'll ring you at the agreed time and the call will come from a **withheld number**.

When you arrive for an in-person appointment

Enter the Main Building and go up the stairs to the top floor (C floor). If you cannot use stairs please let us know and we can arrange a ground floor room for your appointment.



Entrance to Main Building



Stairs and signage up to Counselling Service



Door to the Counselling Service (C16)



Waiting area

At the top of the stairs, The Counselling Service is located directly in front of you in Room C16 of the Main Building. There is a waiting area to your right at the top of the stairs.

🪑 If you arrive early your counsellor may be with another student. Please take a seat in our waiting area and your counsellor will come and meet you.

🔍 Want to know who you're meeting? Check our [Meet the Team](#) page, click on the 'Counselling team'

Facilities

- Male toilets located on the ground floor, female toilets located on ground floor and 2nd floor

Accessibility

- We can arrange access to a ground floor room. We also recognise that not all disabilities are physical.

Privacy and space

- **Counselling room:** Comfortable and private, with soft lighting, chairs, and has windows.
- You and your Counsellor will sit across from one another in separate chairs; you'll sit at a distance that feels right for you
- You're welcome to ask about seating, lighting, or anything else that helps you feel at ease



Your First Appointment (Consultation)

- Your first session lasts up to **50 minutes**. You'll have space to talk openly with a professionally trained counsellor—someone who listens with empathy and without judgment.
- You can ask your Counsellor any questions, e.g. about confidentiality, your Counsellor's approach/the way they work, what to expect in the consultation.
- You'll receive our '[Student Counselling Service Agreement](#)' before your appointment,
- You can also check out our [FAQs](#).
- With your Counsellor you'll be able to explore what's been going on for you and any challenges you have been experiencing and together consider helpful next steps which might include self-help resources, groups, workshops, follow-up appointments.

The Counselling Team

Our counsellors have a vast experience of working with students and come from a wide range of backgrounds themselves. The service promotes inclusivity, and our counsellors are required to engage with continuing professional development (CPD).

They're trained and committed to working in ways that are:

- Inclusive and affirming to all students
- Respectful of different identities, cultures, disabilities, ethnicity, socio-economic backgrounds, beliefs, sexualities and lived experiences

Lived experience - the team includes people who

- Speak English as a second language and have lived in different countries
- Are neurodivergent (e.g. ADHD, autism, dyslexia)
- Have different faiths, experiences as a carer and share other lived experiences
- Are part of the LGBTQIA+ community

We're here to support you, just as you are. We all know how difficult it can be to make that first step in reaching out for counselling support and look forward to meeting you.