



METRO Counselling Service Information

The Service

Our counsellors will listen and support you and provide a non-judgemental space where you can talk openly about what is impacting you. Counselling takes place online and in person, depending on client preference and availability.

Eligibility and Cost

- Eligibility for the counselling and the cost of sessions varies depending upon if you identify as LGBTQ+ and/or are living with HIV, as well as your age and where you live. Please see table below
- Proof of address and income may be requested during the initial assessment.

The Process

- You will be invited to attend an **initial counselling assessment** which will be a chance to tell us about what is impacting you and for us **to see whether our service is right for you**. We will also need you to tell us some personal and demographic information, e.g. name, address, GP and how you identify.
- If we agree to go ahead, you will be placed on a waiting list to see a counsellor. Waiting times given at the time of assessment are estimates only, and **you will be contacted as soon as we have a suitable slot available for you**.
- Sessions last 50 minutes, and the number of counselling sessions depends on what service you fall into. These take place on **the same day at the same time every week**, and when you are allocated a counsellor they will arrange this with you. We are not able to offer variable slots.
- You will need to be able to **commit to attending sessions every week**; if you aren't able to commit, we may need to review with you whether this is the right time for you to be in counselling.

METRO Woolwich
Equality Community Hub
1st Floor Equitable House
7 General Gordon Square
London
SE18 6FH

METRO New Cross
15 Amersham Vale
London
SE14 6LE

METRO Lambeth
78 Fitzalan Street
Lambeth
London
SE11 6QU

METRO GAD
The Forum at Greenwich
Trafalgar Road
London
SE10 9EQ

METRO Gillingham
Parkwood Health Centre
Long Callis Road
Gillingham
Kent
ME8 9PR

METRO Hertfordshire
Stevenage Clinic
Southgate Health Centre
Stevenage
Hertfordshire
SG1 1HB



Other Considerations

- Our counselling services are delivered mainly by volunteer counsellors who are in training or are newly qualified. They are supported by experienced and qualified staff. If you have a more complex mental health history, or require longer-term support, our counselling service may not be the right fit, as our counsellors only work within their professional competencies. We can help refer or signpost you to more suitable services if needed.
- METRO Charity is a member of the BACP. All of our counsellors are supported by regular in-house supervision provided by METRO. Your information is kept confidentially within the organisation, within the bounds of safeguarding procedures.
- More information about our counselling service can be found on our website: www.metrocharity.org.uk.
- We are committed to the values of equality, diversity and inclusion. We provide identity-affirming counselling that respects and validates the unique intersections of your identity in a safe and supportive space.

To Refer into the Service:

Please email counselling@metrocharity.org.uk with your name, age, borough and letter A, B, C (see below) depending on which part of the service you are eligible for and want to access. You will then be contacted about how to proceed.

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Service Overview

	LGBTQ+ / HIV	Age	Where You Live	Cost per Session	No. sessions	Where
A	Living with HIV	18+	London Boroughs of: Wandsworth, Richmond, Merton, Sutton, Kingston	Free, donation welcomed	12 x 50min sessions, once per week (except weekends)	In person at New Cross (certain times); or online
B	Identify as LGBTQ+	18+	London Borough of Lewisham	Donation of £5-40 per session	12 x 50min sessions, once per week (except weekends)	In person at New Cross (certain times); or online
C	Identify as LGBTQ+	18+	London Borough of Greenwich	Sliding scale fee per session, see below	12 x 50min sessions, once per week (except weekends)	In person at New Cross (certain times); or online

Counselling Sliding Scale Fee – Greenwich Only

Annual Household Income	Cost per Counselling Session
< £16,000 / receiving benefits / full-time student	£10
£16,001 - £21,000	£20
£21,001 - £26,000	£30
£26,001 - £31,000	£40
£31,001 +	£50

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