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## Off the record

### Organisation details

#### Description of activity

We are a charity that offers:

Walk-in information  
Counselling  
Sexual health service

If you are a young person aged 11 to 24 who lives, studies, or works in Richmond borough, then you can use these confidential services. Everything is FREE, however we may ask for a donation for counselling if you are over 18 and in work.

We believe that young people need places to go which are easy to access, where you are treated with respect, and where you can get support and information to help you make your own life choices. Our services are friendly and welcoming – about 1,000 new young people visit us every year.

We can also offer help and support to parents and carers.

### Contact details

#### Contact name

[counselling@otrtwickenham.com](mailto:counselling@otrtwickenham.com)

#### Telephone

020 8744 1644

#### Email address

[info@otrtwickenham.com](mailto:info@otrtwickenham.com)

#### Website

<http://otrtwickenham.com/>

### Social media links

#### X link

<https://twitter.com/otrtwickenham>

### Address details

#### Building name

Off the Record Twickenham

#### Address 2

2 Church Street

#### Town

Twickenham

#### Postcode

TW1 3NJ

### Accessibility

Please enter any further details about your accessibility / specialist support

Off The Record provides additional counselling by appointment at a number of satellite locations around the borough. Please contact 020 8744 1644 or email [counselling@otrtwickenham.com](mailto:counselling@otrtwickenham.com) for further information  
More information also here on our website <https://otrtwickenham.com/contact/>

## Availability details

### Description of eligibility or referral criteria and pathways (if applicable)

Anyone between ages 11 and 24 who lives, works or studies in Richmond borough can come to Off The Record for counselling.

We offer up to 12 weekly sessions of one-to-one counselling. Each session lasts 50 minutes and will be with the same counsellor. Waiting times for weekly counselling can be a few months, but we offer 'one-off' counselling sessions, if needed, while you are waiting, usually within a week or two. Do let us know if you would like a one-off session.

Off The Record counselling for young peopleIf you are struggling to cope, one-off sessions offer a space to talk about what's going on and access support while you are waiting for weekly sessions to start. One-off sessions are likely to be with a different counsellor each time.

Counselling sessions are free. If you are 18+ and working we may discuss whether you can make a contribution. We are always happy to receive donations as this helps fund our service.

You can stop counselling at any time, and you can ask to see a male or female counsellor. If you're not sure your counsellor's right for you, ask to see someone else – it's important to find the right person for you.

## Age range

### Age of users

From 11 years to 24 years

## Location Map