

The Norwich Centre

Counselling Service

Information for Clients

When you first contact The Norwich Centre about having counselling you will normally be offered an exploratory session. This is an opportunity for you to talk about what is concerning you and for us to answer any questions you may have. The counsellor who sees you for this session may not be the counsellor you see for regular counselling.

There is a fee of £10 for this session, but please let us know if you can't manage this.

Once you have had your exploratory session your name will be put on our waiting list. We are unable to say how exactly long your wait may be, but you will be given some idea by the counsellor at your exploratory session. If your situation changes, or if you become concerned about the wait, please get in touch with us again.

We will contact you when a suitable appointment becomes available. Once you take that slot, it is yours as long as you feel you need it. Sessions are generally one hour long and are normally weekly.

How much will I need to pay?

We will never turn anyone away for financial reasons; however, we are a registered charity and we support ourselves from the money you pay.

The full fee per session is £34.00 for individual counselling. If you need to negotiate your fee, this will be discussed at your initial exploratory session. Think about what you are able to afford, and also what value you are putting on yourself and your counselling. Your fee will help us to continue to offer our service to others in need. If your circumstances change you will need to discuss this with your counsellor.

If you are unable to pay the full fee, the following guidance has been drawn up to help you work out what to pay:

- £15 per session if your family is on a low income and/or benefits (daytime only)
- £18 per session if family income is £15,000 (daytime only)
- £25 per session if family income is £20,000 (evening minimum fee)
- £30 per session if family income is £25,000
- £34 (our full fee) per session if family income is £30,000 or more

For clients coming in the daytime, if you are on benefits or a low income, and cannot afford to pay at least £15 per session, you can apply for a bursary to supplement the amount you can afford. If you need to apply for a bursary, please let us know at the initial session. In order to make sure we continue to help those in need, we will review the funding that is available on a regular basis.

In the evening there are a limited number of slots available for a reduced fee of not less than £25 for individuals.

You pay your counsellor at your session. Cheques or credit/debit cards are acceptable and receipts can be given on request.

Confidentiality

The counselling service offered by the Norwich Centre is a BACP Accredited Counselling Service and we are an organisational member of the British Association for Counselling and Psychotherapy (BACP). This means that we work to the BACP Ethical Framework for the Counselling Professions. A reference copy of this is available from Reception or it is available on the BACP website at www.bacp.co.uk

The service is confidential, your counsellor will explain to you exactly what this means and can answer any questions you may have about this. Your contact details and records of appointments are kept securely and are not available to anyone other than Centre staff. Please ask your counsellor if you are concerned about what records are kept and how they are stored.

All counsellors must have regular supervision from an independent supervisor (this is also a confidential relationship), and in certain circumstances a counsellor may feel a client is at risk of harming themselves or someone else, in which case they will discuss with you the best way to help you. This may in very rare cases mean contacting your GP or other medical advisor, and/or the Centre Director, but if possible your counsellor will always discuss this with you first. Only in an extreme emergency, or where legally bound to do so (drug money laundering or terrorism) would any action be taken without your consent.

The Centre Director has overall clinical responsibility for work done with clients and for maintaining and supporting good practice.

Important!

There are some legal limits and restrictions to the work we are able to do. We will explain these in the exploratory session, so please can you let us know:

1. if adoption features in any way for you, for example you may have been adopted or are considering adoption.
2. if you are, or think you might become, involved in a criminal court case

What if I can't get to my session?

If you are unable to come to a session, please contact the Centre as soon as possible; cancellations made at less than 24 hours' notice will be charged. If you do not attend your session and do not let us know, the session will be charged.

What if my childcare arrangements fall through?

What about my dog?

We regret that babies, children and animals other than assistance dogs cannot be accommodated either in a counselling session or in the waiting room.

What qualifications do the counsellors have?

Counsellors working at the Centre on a permanent basis are all qualified to at least Diploma level, and several are BACP Accredited. All our qualified counsellors are on the Voluntary Register <http://www.bacpregister.org.uk/> We also take counsellors on placement either during or after their training for their Diploma in Counselling.

Who works at the Centre?

The Centre Director is Dr Caroline Kitcatt, BA, Dip Counselling, Advanced Cert Counselling Supervision, MBACP (Snr Accred). The Youth Counsellor post is currently vacant. The names of our counsellors, all of whom give their time voluntarily, are available on request.

Can I park at the Centre?

There is one parking space for clients with a disabled parking badge. We regret there is no other parking available at the Centre. There are some time limited parking spaces in roads nearby. Please ask for information.

What do I do when I arrive?

We ask that you arrive as near to your appointment time as possible. When you arrive for your appointment, please ring the doorbell and the receptionist will greet you through the intercom and let you into the waiting room. A receptionist is available between the hours of 9am and 1pm, and 2pm and 5pm (9pm on Tuesdays). Outside these times, please come as near your appointment time as possible and your counsellor will come to get you when your appointment is due.

Where is there a toilet?

There is a wheelchair accessible toilet through the blue door in the waiting room and to your left.

Do you have wheelchair access?

Our purpose built annexe is at the rear of our building and is accessible to wheelchair users arriving by car and parking in our car park. There is one space allocated for parking for those with a disabled parking badge. The entrance to the annexe gives wheelchair access to the waiting room, a counselling/training room and a toilet. The driveway does not belong to the Norwich Centre, and is gravel, so is not suitable for wheelchair users.

If you require assistance, please let us know in advance and we will do our best to help.

Can I smoke?

It is against the law to smoke in these premises.

What if things go wrong?

If you have a complaint, please discuss this with your counsellor or the Centre Director. If this seems difficult or you are still not happy, please ask for a copy of our Complaints Procedure. This is available from our Reception staff and is also displayed in the waiting room.

How will my counselling end?

We believe that you are the best person to decide when your counselling seems to be reaching a satisfactory conclusion or equally when you feel you need to take a break. Please talk to your counsellor about this so that together you can work towards a satisfactory ending. Although this might feel difficult, your counsellor will appreciate being able to discuss this with you and will not pressurise you to continue against your wishes. A planned ending is an important part of therapy and although it may feel easier to phone or email your wish to end, we hope that you will only do this if it is impossible to make an appointment.

What other services do you offer?

We offer workshops and training courses to the general public and also for counsellors and other professional groups. We also hold events, some of which are fundraising events. Details are published on our website www.norwichcentre.org and in our email newsletter. You can also follow us on Twitter @NorwichCentre and like us on Facebook.

What other ways can I support your work?

We have to fundraise in order to continue our service and also for repairs and redecoration. There are several ways you can help. You can make a donation at the Centre, or online through [Virgin Money Giving](http://www.virginmoneygiving.com). If you buy online, please consider using Give as You Live <http://www.giveasyoulive.com/> where you will find many familiar retailers who will give commission on what you buy. (We do not get any information about what or where you buy, just the commission) You can also text a donation by sending the message NCEN32 followed by the amount you wish to donate (£5, £10, £20) to 70070

How can I contact you?

You can telephone us on **01603 617709**

You can email us at **admin@norwichcentre.org**

You can text us on **07781 480154**



We have a portable hearing loop. Please ask for this if you would find it helpful.

Is this information sheet available in other formats?

If you would like this leaflet in large print, audio, Braille, alternative format or in a different language please contact us on 01603 617709 and we will do our best to help.