

# **The Norwich Centre**

**Counselling Service**



**01603 617709**

**BACP Accredited Service**

**[www.norwichcentre.org](http://www.norwichcentre.org)**

The Norwich Centre offers counselling, supervision, workshops and training courses. Counsellors working at the centre are all qualified to Diploma level, or are in training on a Diploma course. At the Norwich Centre the type of counselling offered is Person-Centred counselling.

You will not be judged or given advice. Counselling is about helping you to develop insights into your problems and finding your own resources and strengths. It is about helping you to make your own choices and decisions and to take responsibility for your own life.

The service is confidential and your counsellor will explain to you exactly what this means and can answer any questions you may have about this. Your contact details are kept securely and are not available to anyone other than Centre staff.

Established in 1980 **The Norwich Centre** is set in its own grounds opposite the Roman Catholic Cathedral in the Earlham Road. We regret we do not have onsite parking, but free parking is available in 2 hour spaces in adjacent roads.

**To make an appointment** telephone **01603 617709** during office hours (see below) or leave a message outside these times.

**Appointments are available:**

Monday	9am - 5pm
Tuesday	9am - 9pm
Wednesday	9am - 5pm
Thursday	9am - 8pm
Friday	9am - 5pm

**Fees** : 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 fee for daytime slots is fully negotiable and there is no minimum fee, although you need to pay something towards your counselling.

The full fee per session is £34.00 for individual counselling and £44 for couples. In the evening there are a limited number of slots available for a reduced fee of not less than £25 for individuals and £35 for couples.

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.

We have a small bursary fund to support those who cannot pay the full fee. You pay your counsellor at your session. Cheques or debit cards are acceptable and receipts can be given on request.

### **Accessibility**

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. There is a pathway next to the parking space to enable wheelchair users to enter the annexe. 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. The other entrance door facing the street is not at present the required width to enable wheelchair access, although some wheelchair users have been able to use it. It is 72 cm wide. The next stage of our improvements will include widening that door. The

decor of the annexe has been chosen to have good contrast to aid those with a visual impairment. We welcome any comments or feedback to help us to improve accessibility. If you require assistance, please let us know in advance and we will do our best to help.

The Norwich Centre is a BACP Accredited Service and an organisational member of the British Association for Counselling and Psychotherapy (BACP). This means that we work to the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy. A reference copy of this is available from Reception or it is available on the BACP website at [www.bacp.co.uk](http://www.bacp.co.uk)

**How to find us:**

The Norwich Centre is at the city end of the Earlham Road opposite the Roman Catholic Cathedral.

**What other ways can I support your work?**

We have to fundraise in order to continue our service and also for repairs and redecoration. You can make a donation at the Centre, or online at : <http://www.CAFonline.org/charityprofile/TheNorwichCentre>

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

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