

# **The Norwich Centre**

**Counselling Service**



**01603 617709**

**BACP Accredited Counselling 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 professionally qualified, 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 Earham 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. You can also email [admin@norwichcentre.org](mailto:admin@norwichcentre.org)

**Please note that as from March 2020 we are following government guidance and all counselling sessions are online until it is safe to return to face-to-face working.**

**Appointments are available:**

Monday	9am - 5pm
Tuesday	9am - 9pm
Wednesday	9am - 5pm
Thursday	9am - 5pm
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 full fee per session is £34.00 for individual counselling. In the daytime there are a limited number of slots available for those unable to pay a minimum of £15 per session (see below). In the evening there are a limited number of slots available for a reduced fee of not less than £25 for individuals. A fee of £10 is payable for the initial exploratory session.

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.

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.

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 other entrance door facing the street 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.



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

The Norwich Centre counselling service 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](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.

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

The Norwich Centre, 7 Earlham Road, Norwich, NR2 3RA

Phone: 01603 617709

Text: 07781 480154

Fax: 01603 886999

E-mail: [info@norwichcentre.org](mailto:info@norwichcentre.org)

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

Registered Charity No. 1005967

Scan the barcode on the right with your Smartphone to go to our website

