

# **The Norwich Centre**



## **Annual Report 1<sup>st</sup> September 2019 to 31<sup>st</sup> August 2020**

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## Registered Charity No: 1005967

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## Introduction

This report covers the 12 months from 1<sup>st</sup> September 2019. The previous report covered 8 months and so direct comparisons cannot be made.

In March 2020 the counselling service and training courses moved online as a result of the pandemic. Preparation for this meant that the move online was made securely and effectively and our services continued to operate without interruption. Our counsellors and trainers completed training in working online, and were supported in this by BACP. The majority of clients were able to continue with their counselling. A few did not have access to be able to do this, and some of those opted for telephone check ins. We continued to work online despite various changes in government guidance, as our accommodation did not permit safe social distancing and working with face coverings meant that it was more effective and safer to work online.

We would like to thank our staff and volunteers for continuing to provide an excellent service despite the pandemic. We would also like to thank our trustees for their support during this time.

## Counselling Services



Norwich Centre provides daytime counselling during office hours from Monday to Friday and during 2020 offered evening sessions on one day a week (Tuesday). The following breakdown looks at all sessions held within the counselling service and is broken down between day and evening sessions.

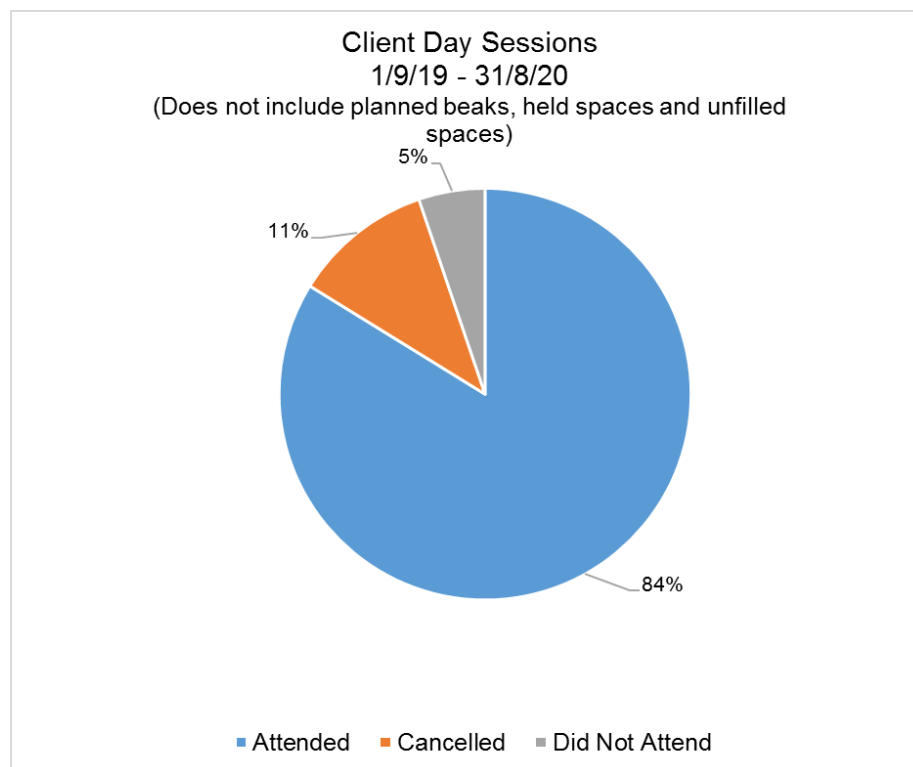
Spiritual Accompaniment was offered by Brian Thorne and Caroline Kitcatt, these sessions are included within the daytime statistics.

Supervision is also included with the daytime statistics; these sessions are offered by Caroline Kitcatt.

## The Norwich Centre

### Daytime Clients

The total number of booked sessions available, excluding planned breaks, held slots and unfilled spaces, to day clients for 1/9/19 – 31/8/20 was 1556 including supervision and exploratory sessions and check in sessions for those unable to work online. This is similar to the last two years, showing how well we were able to continue to support our clients in very altered circumstances.



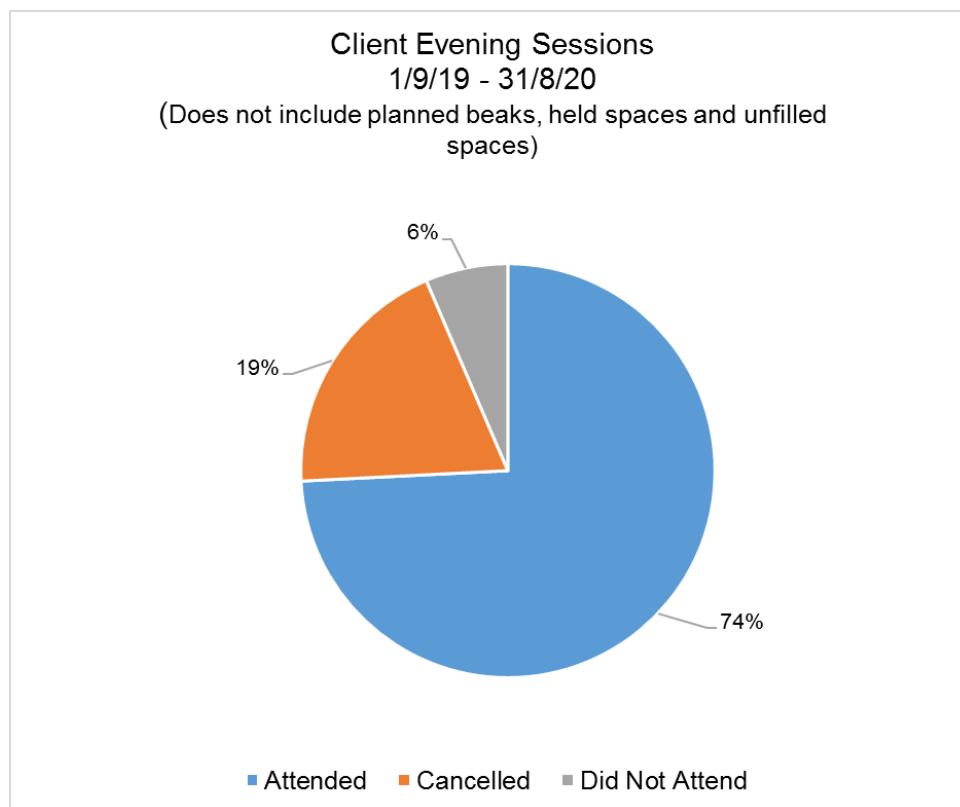
Client Day Booked Session Breakdown	
Attended	1304
Cancelled	171
Did Not Attend	81

Percentage of Booked Sessions Day Annual Breakdown					
	1/9/19 - 31/8/20	*2019	2018	2017	2016
<b>Attended</b>	84%	80%	83%	82%	84%
<b>Cancelled</b>	11%	14%	11%	13%	12%
<b>Did Not Attend</b>	5%	6%	6%	5%	4%

\* 8 months due to change in accounting year

## Evening Clients

The total number of booked sessions available to evening clients, not including planned breaks, held slots or unfilled spaces for 1/9/19 – 31/8/20 was 31



Client Evening Booked Session	
Attended	23
Cancelled	6
Did Not Attend	2

The number of clients seen in the evening is small and so it is hard to make comparisons

Percentage of Booked Sessions Evening Annual Breakdown					
	1/9/19-31/8/20	*2019	2018	2017	2016
<b>Attended</b>	74%	50%	86%	94%	85%
<b>Cancelled</b>	19%	50%	14%	6%	14%
<b>Did Not Attend</b>	6%	0%	0%	0%	1%

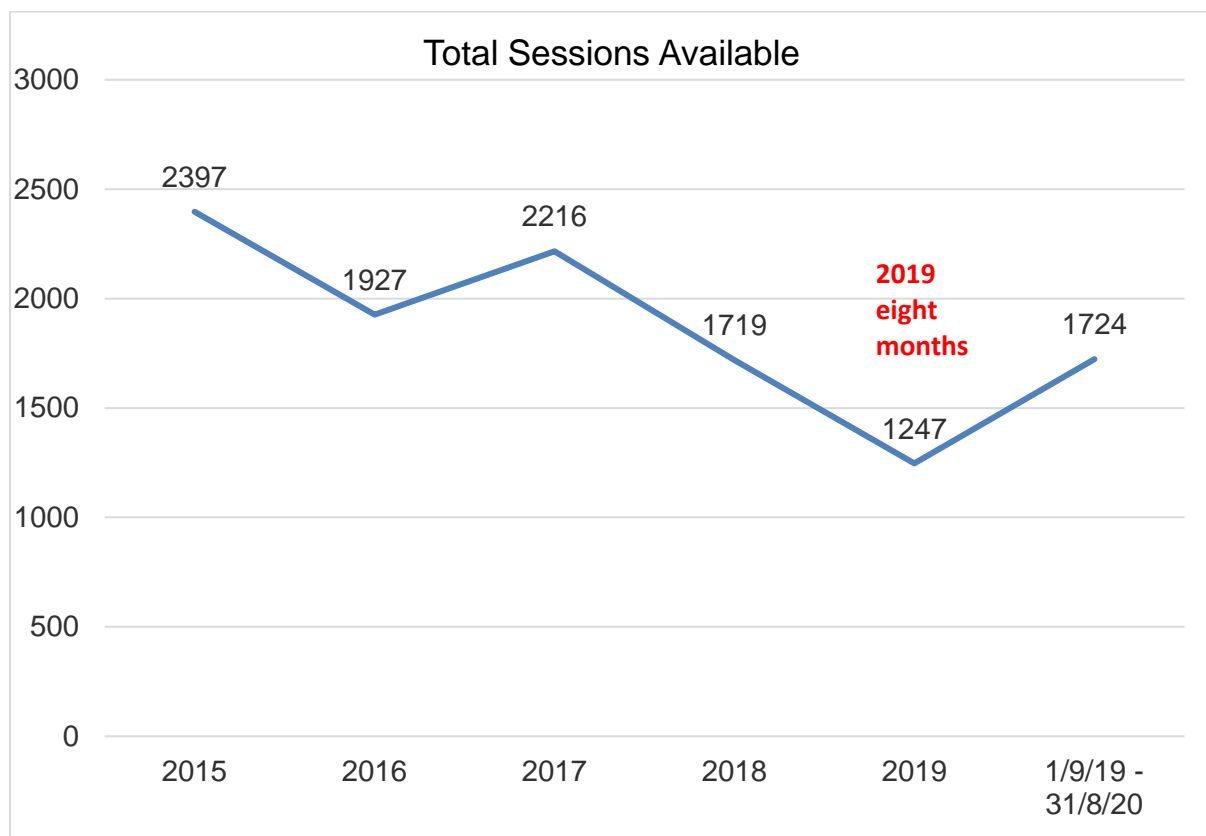
\* 8 months due to change in accounting year

## Client Breakdown

In total, including spaces that were held for clients, unfilled spaces and planned breaks there were 1724 available sessions for counselling, supervision, exploratory sessions or spiritual accompaniment. This is comparable to 2018 which is the last year we have a full year of data for.

A total of 171 different clients accessed the Centre 1/9/19 – 31/8/20. 56 individuals made contact and booked exploratories without having regular counselling, however 22 of these never attended an exploratory session even if several were booked. Of those who did have counselling, including those who started before 1/9/19, 44 had 6 sessions or less, 16 had 7 to 12 sessions, 13 had 13 to 18 sessions and 23 had 19 or more sessions. Of these 4 were evening clients. 3 clients accessed the Centre for supervision and 11 for spiritual accompaniment (these are included in total client number).

In 2018 the total number of clients over 12 months was 202 so the Centre has seen a drop in clients, which appears to be as a result of the pandemic/

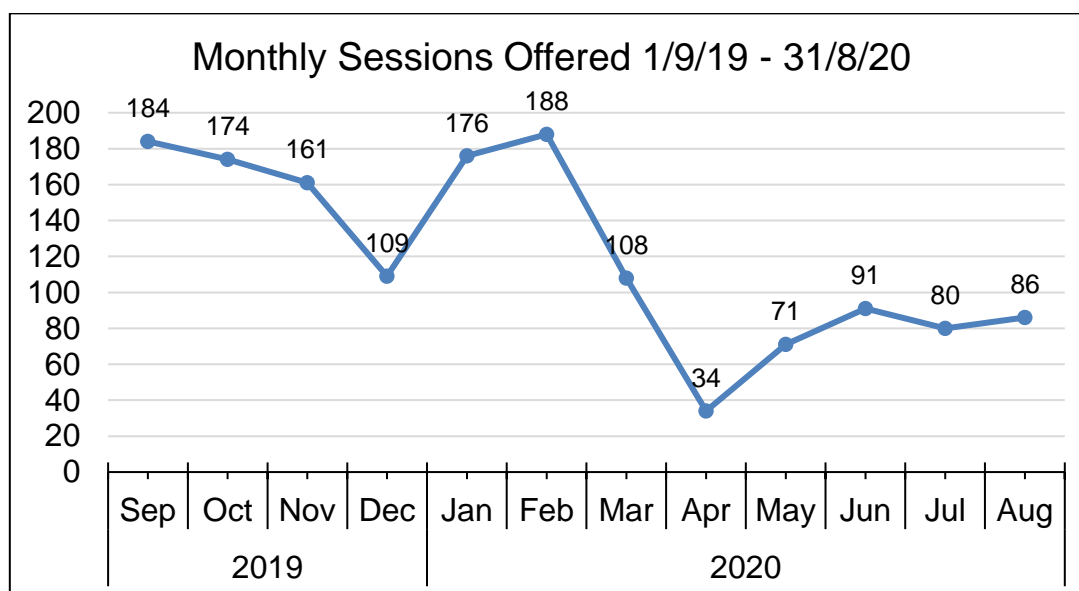


## Exploratory Sessions

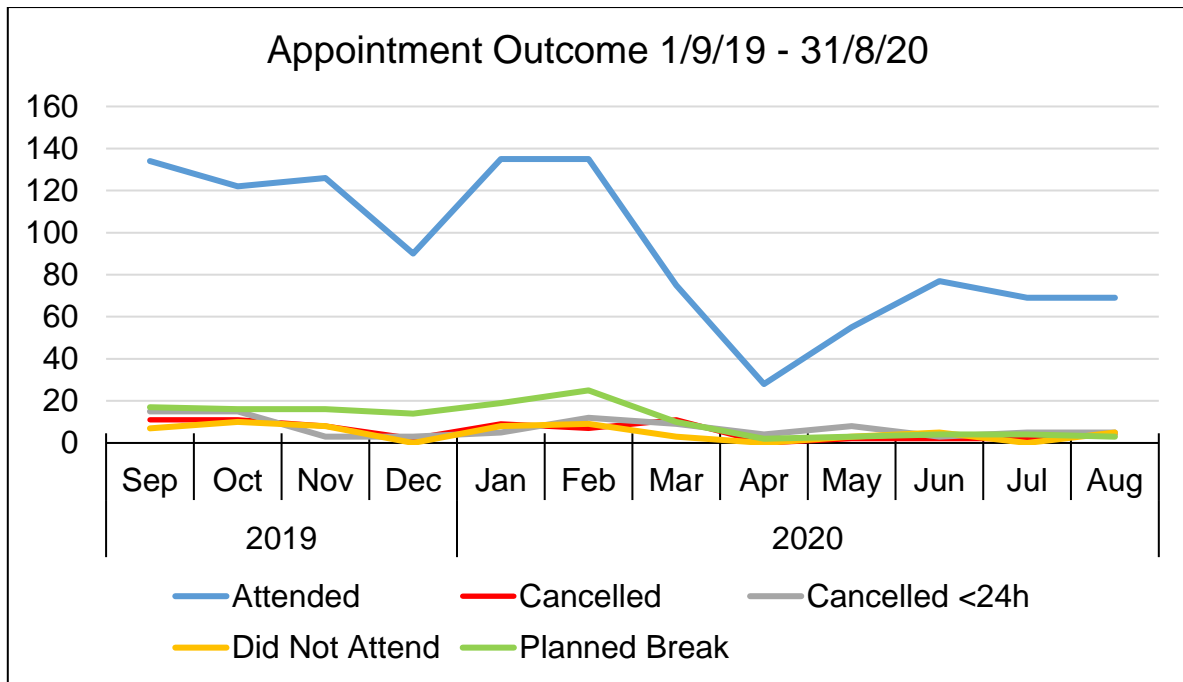
1/9/19 – 31/8/20 - 108 exploratory sessions were offered, and the reduction in numbers is due to the waiting list being closed for much of this time due to the pandemic.

Service	Attendance	
Norwich Centre Exploratory	Attended	78
	Cancelled	8
	Did Not Attend	22

## Individual Counselling Statistics



The impact of the pandemic on our service can clearly be seen. The volunteers had to train in working online, resulting in a break in counselling while they undertook training, and then fewer sessions can be offered per day when working online due to the increased need for breaks.



The attendance rate follows a similar trend to the appointment availability as a result of the impact of the pandemic on the service we were able to provide.

Year	Month	Attended	Cancelled	Cancelled <24h	Did Not Attend	Planned Break
2019	Sep	134	11	15	7	17
	Oct	122	11	15	10	16
	Nov	126	8	3	8	16
	Dec	90	2	3	0	14
2020	Jan	135	9	5	8	19
	Feb	135	7	12	9	25
	Mar	75	11	9	3	10
	Apr	28	0	4	0	2
	May	55	2	8	3	3
	Jun	77	2	3	5	4
	Jul	69	2	5	0	4
	Aug	69	4	5	5	3

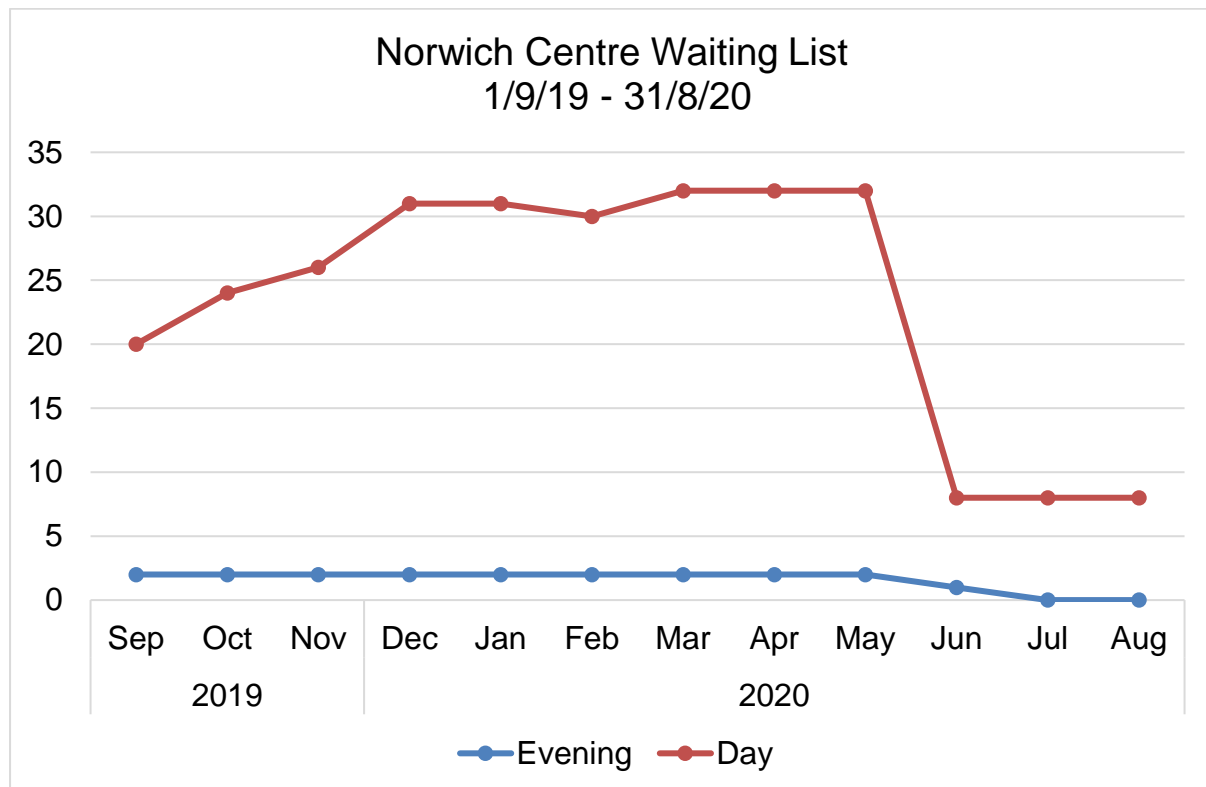


## Average Fees for 1 to 1 Counselling

Average of Fee Paid		
Sponsor	Service	Total
Norwich Centre Day	1 to 1	£16.00
Norwich Centre Evening	1 to 1	£29.50
Average Fee		£16.29

The average fees for 1 to 1 daytime clients are lower than 2019 when average fees were £17.50 whilst evening fees saw an increase as the average fees in 2019 were £25. It is not possible to directly compare these as the amounts for 2019 are for eight months.

## Waiting List



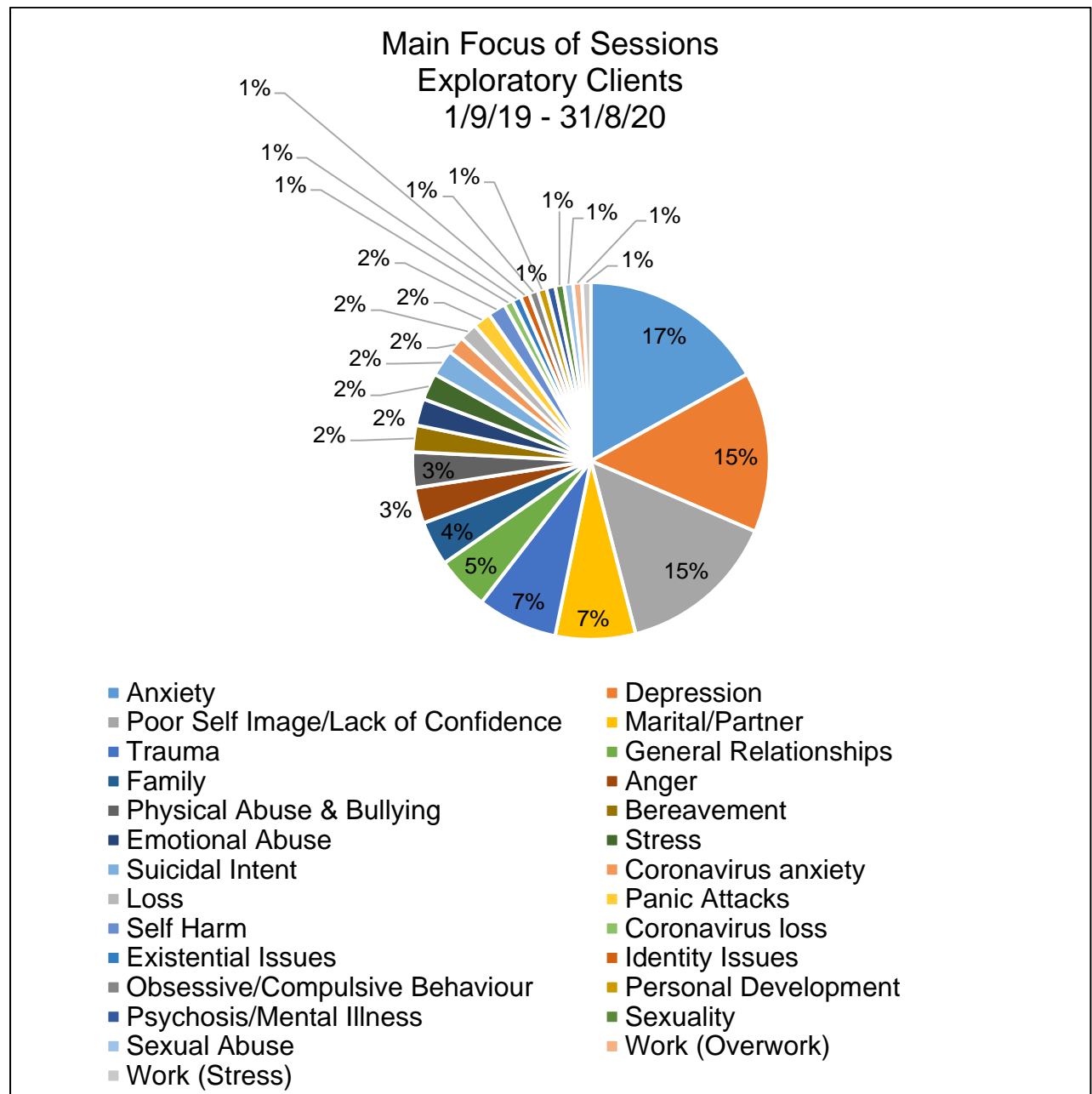
In March we moved all our existing client work online using video counselling. Our volunteers did training in working online and over the following few weeks we moved as many of our existing clients online as we could.

Once this was all in place in May we contacted the 34 clients on the waiting list to update them on what we were doing to support clients during the pandemic and to ask if they were able to work online. Any clients that said they could were offered another exploratory session.

Of those contacted 9 responded:

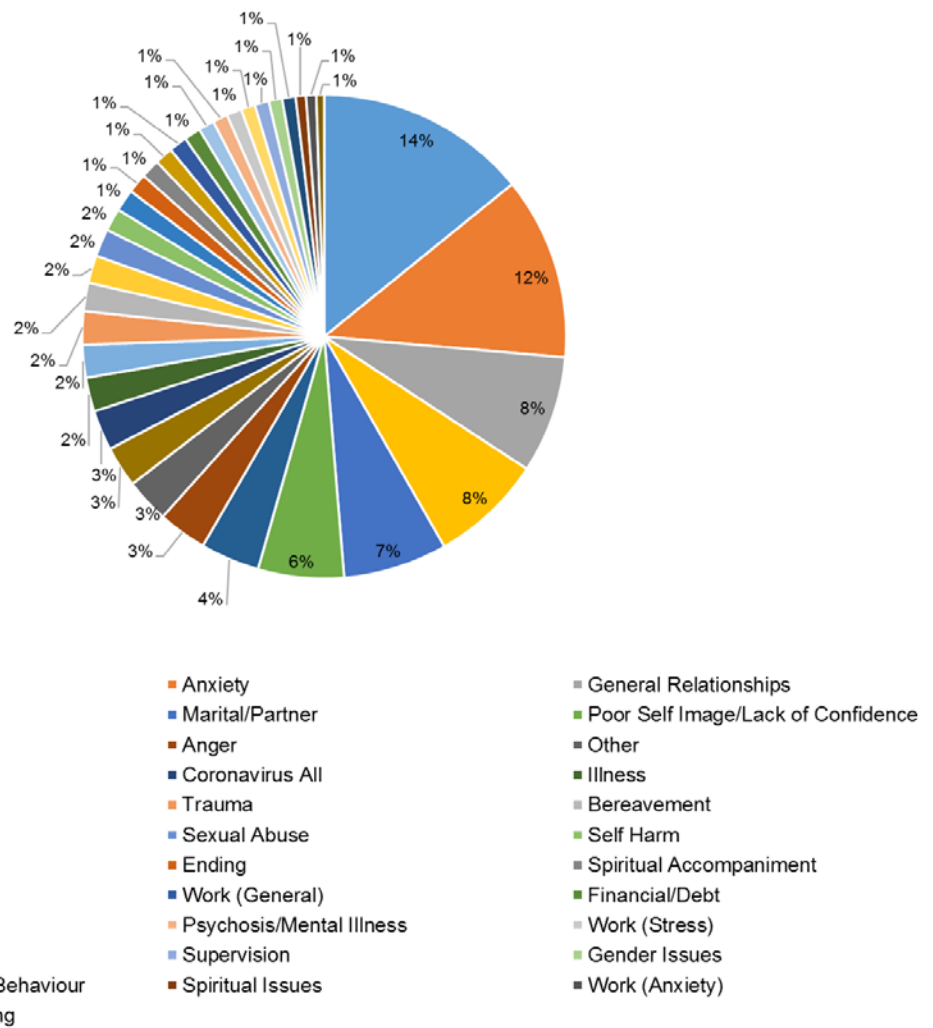
- 3 wanted to wait for face to face counselling
- 1 asked to be taken off the waiting list.
- 5 booked an online exploratory

## Main Focus of Sessions



The most common issues discussed during exploratory sessions were anxiety and depression.

Main Focus of Sessions Day Clients  
1/9/2019 - 31/8/2020

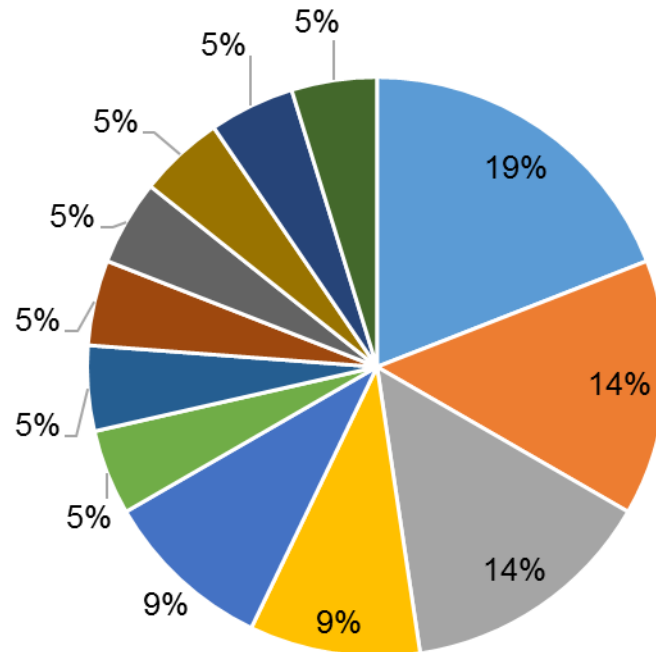


For daytime clients family and anxiety were the most prominent issues followed by general relationships, depression and marital/partner.

3% of main focus of sessions was Coronavirus.

Coronavirus anxiety	49%
Coronavirus general	39%
Coronavirus bereavement	4%
Coronavirus financial issues	4%
Coronavirus psychosis/mental health issues	4%

### Main Focus of Sessions Evening Clients 1/9/19- 31/8/20

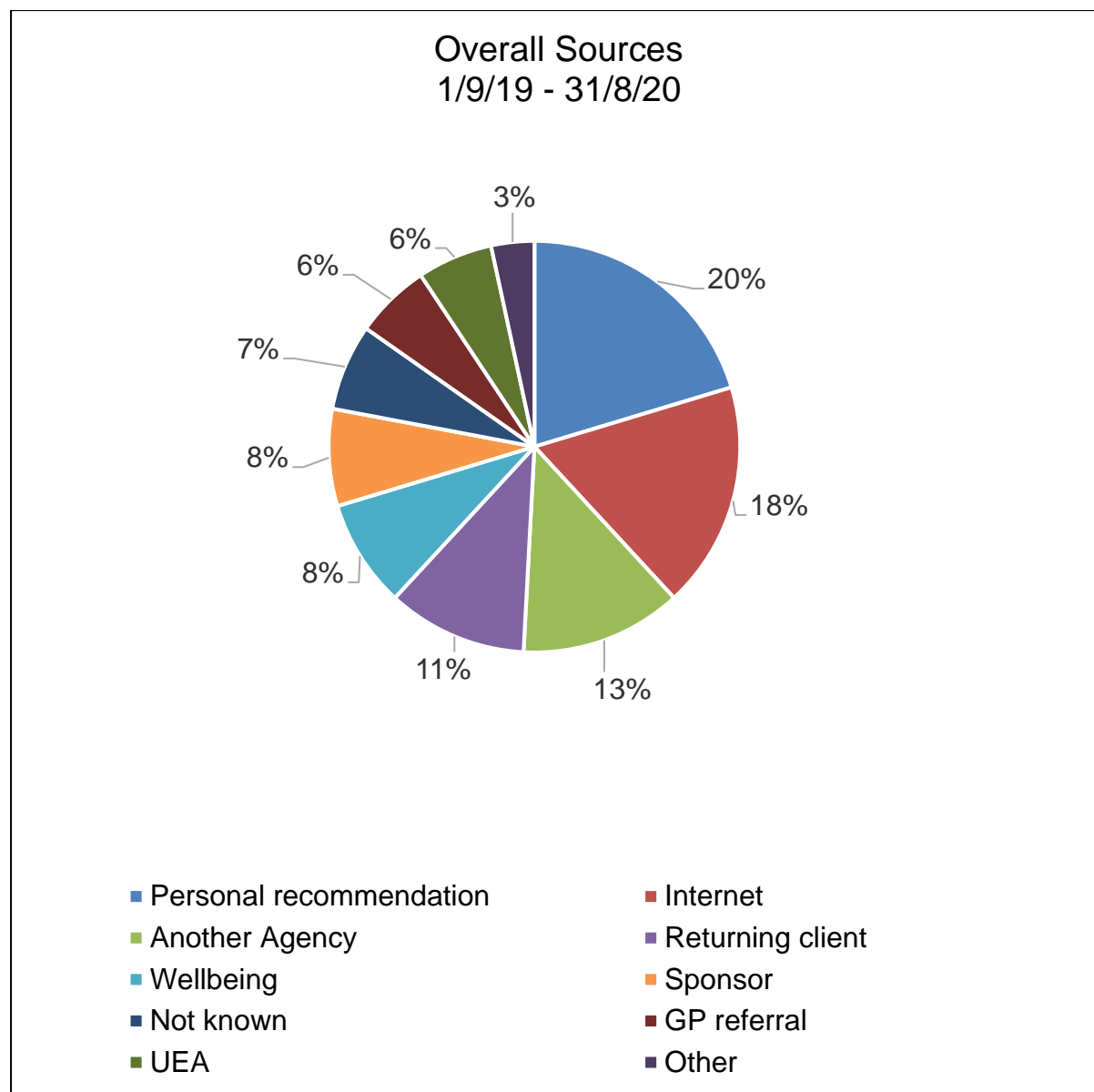


- |                      |               |                       |
|----------------------|---------------|-----------------------|
| Personal Development | Depression    | General Relationships |
| Marital/Partner      | Sexual Abuse  | Anger                 |
| Anxiety              | Bereavement   | Coronavirus general   |
| Financial/Debt       | Panic Attacks | Work (Overwork)       |

Fewer clients were seen in the evening which has meant the presenting issues are not representative overall, but the main issue explored was personal development.

### Where Clients Heard About the Norwich Centre

1/9/19 – 31/8/20 the majority of Norwich Centre clients heard about the Centre via personal recommendations. The internet accounted for the way 18% of clients found out about the Centre.



When looking at how 1/9/19-31/8/20 client sources compare to the previous four years personal recommendation was the major source. Those who said they were returning clients has increased slightly compared to 2019, 11% up from 8%. There was an increase in those who heard about us from other agencies and also in clients coming from UEA. No clients came because they saw us walking past, perhaps due to the Centre being closed from March 2020.

	1/9/19-31/8/20	*2019	2018	2017	2016
Advertisement/Newspaper	3	2	0	1	0
Another Agency	15	15	18	13	15
GP Surgery	4	9	10	7	13
Internet	21	21	22	10	10
Not Known	8	3	9	3	3
Other	4	9	6	6	9
Personal Recommendation	24	16	14	23	26
Returning Clients	13	8	5	12	11
Sponsor	9	1	3	5	2
University of East Anglia	7	3	2	3	4
Walking Past	0	1	3	3	3
Wellbeing	10	12	8	14	4

Major Referral Source

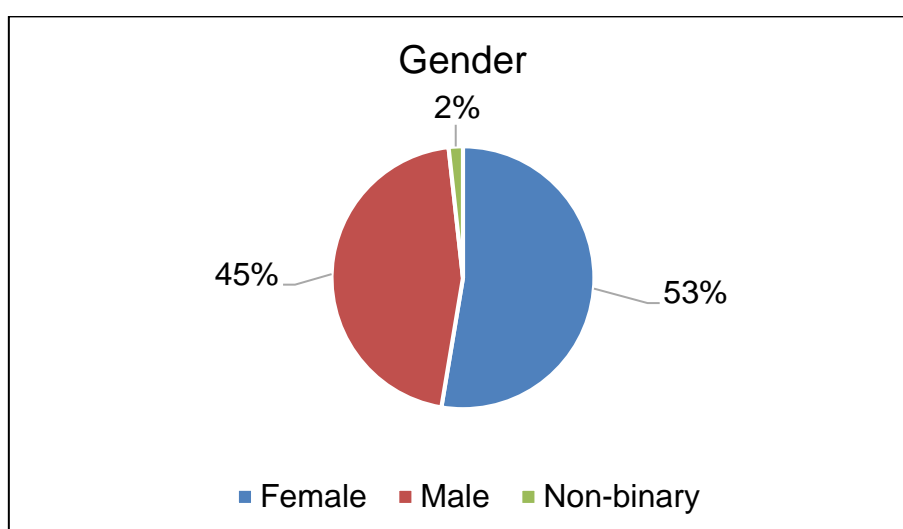
Minor Referral Source

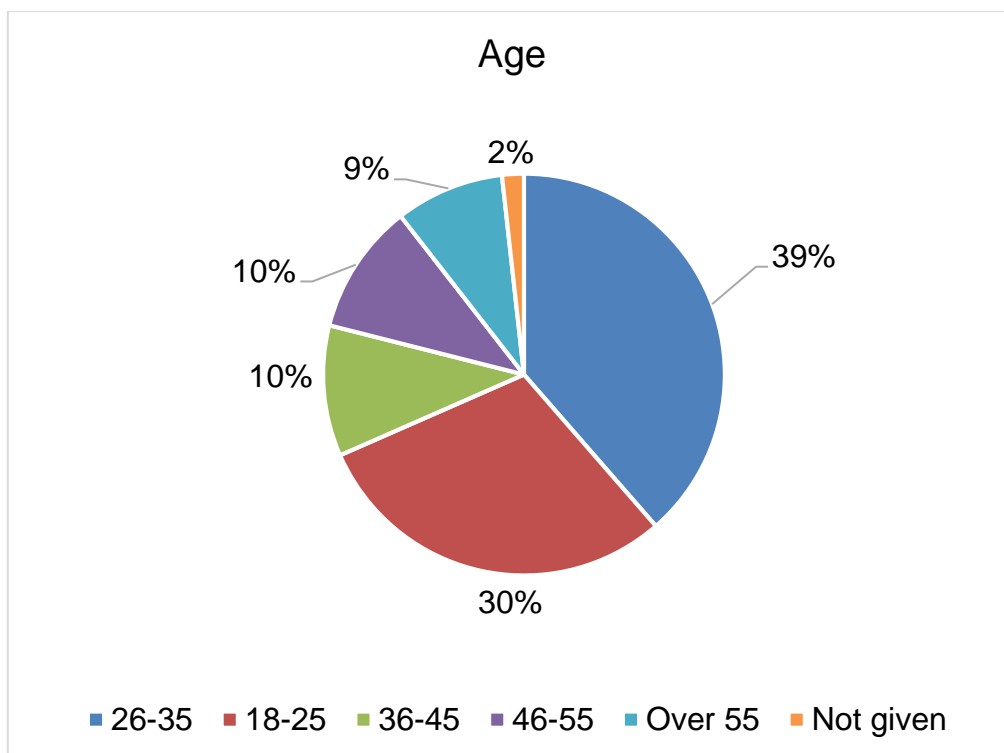
#### \* 8 months due to change in accounting year

Other agency includes Mancroft Advice Project (MAP), Wellbeing (NHS), St Barnabas Counselling Centre, The Benjamin Foundation, MIND, Schools, Parents, Support Worker

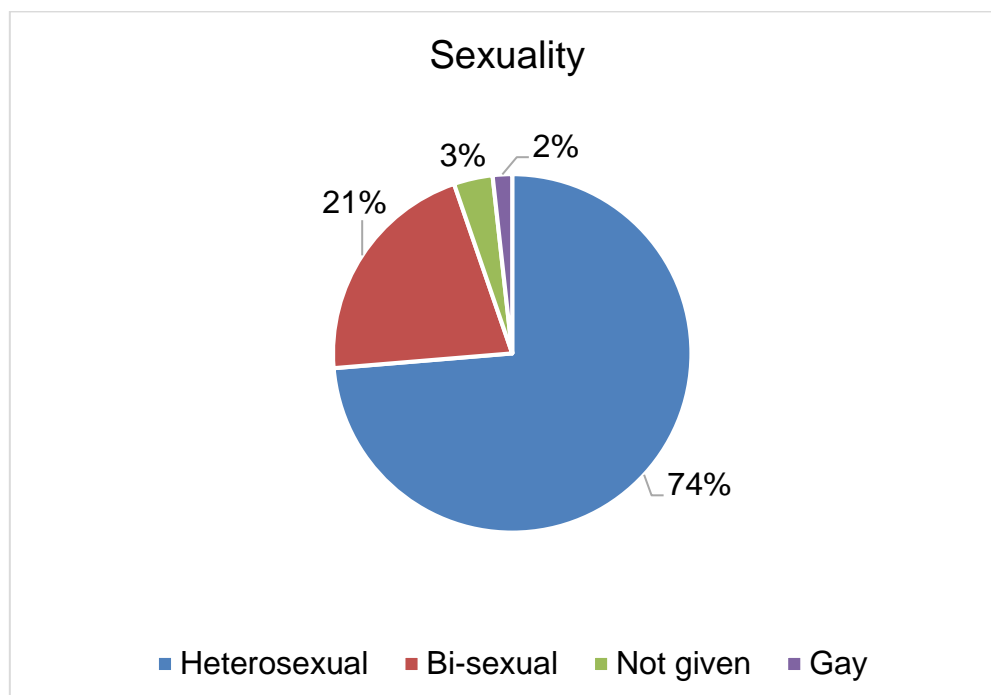
#### Client Profiles/Demographics

1/9/19 – 31/8/20 - 57 equal opportunity forms were collected; this gives a good overview of those who accessed the Norwich Centre for an exploratory session, for day or evening counselling, supervision or spiritual accompaniment.





1/9/19 – 31/8/20 the majority of clients were aged 26-35 with Over 55 year olds being the smallest proportion of clients. From May 2020 we have broken up the older age group further. This information will be available in future reports.



1/9/19-31/8/20 - Individuals who identified as heterosexual made up the largest portion of clients, the same trend was seen in 2019. The table below shows the breakdown of client sexuality over the last five years.



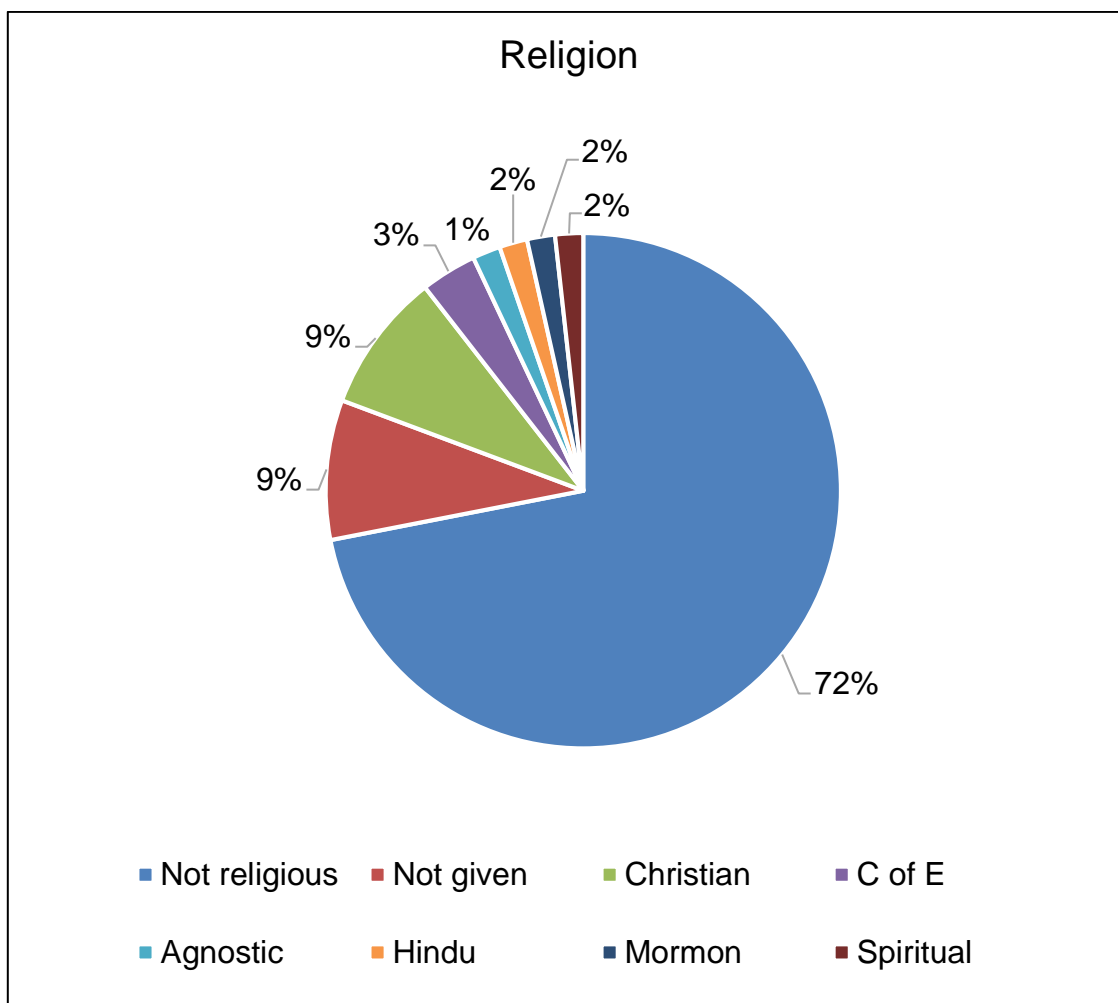
<b>Sexuality</b>	<b>1/9/19-31/8/20</b>	<b>*2019</b>	<b>2018</b>	<b>2017</b>	<b>2016</b>
Heterosexual	42	46	82	54	79
Bi-sexual	12	5	13	10	10
Not given	2	3	2	3	6
Gay	1	2	2	3	2
Lesbian	0	1	1	0	2
Pansexual	0	0	0	0	1

**\* 8 months due to change in accounting year**

19% of clients described themselves as having a disability. This is a decrease on \*2019 when 25% of clients described themselves as having a disability.

11% of clients described themselves as having a disability as defined by the Disability Discrimination Act. This is a slight decrease on \*2019 when 16% of clients described themselves as having a disability as defined by the Act.

40% of clients described themselves as having a long term health issues. This is a slight increase on \*2019 when 37% of clients described themselves as having a long term health issue.



When asked to describe their religion the majority of clients identified as having no religion (72%). Of those who did identify as having a religion Christianity, and denominations of it, were named by a majority.

The majority of clients identified as being British or English when asked about their nationality, this was the same in 2019 and 2018. 4 clients did not answer the question and 3 other nationalities were identified with.

Nationality	Total
British	37
English	13
Not given	4
European	1
German	1
Romanian	1

When asked to identify their ethnic origin the majority of clients identified as white (86%).

### Client Feedback

1/9/19 – 31/8/20 we collected 9 completed surveys from those who finished accessing services at the Norwich Centre up to February 2020. These forms need updating to reflect online working, but we are also now unable to pay the new subscription to Survey Monkey so this method of collecting feedback is under review.

Below are samples of the feedback received, they have been anonymised and edited to maintain confidentiality.

How did you hear about us?

*Recommended by NHS Well-being service following some phone sessions with them dealing with driving phobia and general anxiety*

*Referred from NHS sessions when they ran out.*

*Sponsor*

*The NHS Wellbeing service listed The Norwich Centre as a low cost counselling service after I was discharged from a CBT course.*

*Website. My own search.*

*Sponsor*

*Through my NHS mental health Care Coordinator.*

*I have used your services before.*

*I knew about you from when I was a student*

What is your opinion of the reception and appointments system, including waiting time, if any?

*Excellent*

*It was a long waiting time to be assigned but fine from then on*

*I feel I was seen very quickly and effort was made to fit me in, also amenable to rearranging if needed.*

*Reception was good. I had to wait for an appointment, but it was less of a wait than other centres I contacted - who were full for months.*

*Expected waiting time. All fine.*

*I had very little time between my assessment and first appointment, which was nice to receive help quickly.*

10/10

Good

*There was a very long wait which was difficult*

Were the appointments times you were offered convenient? If not what times would you have preferred?

Yes

*Yes they were convenient*

*Yes they were convenient.*

*Not at first, but I organised my life around them because they were important to me.*

Yes

*The time was convenient to me as I had no real engagements or commitments and anything that came up I could make around that time.*

*Though the morning appointments were difficult to get to, I was very appreciative of the fact that they were specifically arranged so that I could use the downstairs room and disabled parking.*

*Appointment times was good*

Yes

What are your thoughts on the privacy of sessions and the confidentiality of the service?

*The privacy of sessions was good, but I would have preferred to have completed the initial registration on my first appointment in private rather than the communal waiting room as I felt pretty anxious and emotional at that point.<sup>1</sup>*

*I thought it was great. Felt assured throughout*

*Very good. I hardly saw anyone else when waiting for my appointment and the text/email service was discreet and respectful.*

*All good.*

Good

*I don't really know how private they were, like I don't know what got written down and who could see what was written down, so I guess I didn't talk about everything as a result.<sup>2</sup>*

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<sup>1</sup> This process is now electronic and we will continue this when we return to the Centre

<sup>2</sup> This information is given in our client information sheet and we will ensure we draw attention to this in future.

10/10

Very good

*I felt my privacy was respected and protected*

How have you experienced the service's environment? (entrance, waiting area, counselling rooms, location etc)?

*I found the entrance austere and off putting on my first visit, and the waiting area stark. These were not welcoming, relaxing areas. I would have preferred the counselling room to be a little more personal to the counsellor. Maybe some flowers, pictures, just to soften it a little. The rooms were often cold and the lighting harsh. Having said all that I do appreciate that funds are very limited and the payment terms must barely cover the running costs.<sup>3</sup>*

*The waiting area felt run down but I took that to indicate any money was spent where it was needed rather than on interior design! The counselling room was lovely: warm, nicely lit and safe. Location was good although some issues with parking nearby*

*Very good. I love the building itself.*

*Bit of an inconvenient haul from where I live, but relaxing and reassuring on arrival.*

*Fine*

*It was a calming environment to be in. It was never cold either, which was really nice!*

*Good maybe better parking facilities as had to pay parking*

*Could be better but not too bad.*

Why did you originally come to the counselling service?

*After my early work with the well-being service, my therapist suggested that counselling might help me further as there were issues that I found distressing if they arose during our feedback sessions following my tasks*

*To cope with a family trauma involving abuse and the police and how to deal with it and its repercussions.*

*Anxiety, depression, relationship problems.*

*The problems of my extended family, and my difficult background, had begun to overwhelm me. And CBT didn't work for me.*

*To receive affordable counselling*

*Stress with the idea of post university life and no real sense of direction.*

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<sup>3</sup> We are not sure why this would be as we have more than adequate central heating on all day and use soft side lighting in all our rooms. See other feedback.

*Long term mental health problems, coupled with excessive NHS waiting times.*

*To help my relationships*

*Distress around parenting and relationships*

What thoughts and feelings do you have about your relationship with your counsellor?

*I was unsure of her to begin with, did not know what to say, and felt I had no right to be there, I wasn't. But as our sessions progressed I felt closer to her and began to feel understood. Gradually the feeling of being judged and that I was making a fuss dissipated and we began to laugh together sometimes. I feel now that I would have liked to have her as a friend.*

*I think she is exemplary. She completely understood my way of making sense of the world, and was able to tailor her counselling in line with that: eg in terms of shared imagery, metaphors, language nuances, compassion and comradeship. I felt like I had someone on my side who understood, and who knew how to extend my thinking to understand my way of considering it and dealing with it.*

*I think my counsellor is knowledgeable and professional, at the same time as being human and empathic.*

*Good, reassuring, constructive, empathetic, discreet, honest, very helpful.*

*Very professional*

*I really liked them, I thought they really cared about my wellbeing rather than just asking the right questions and handing out the appropriate leaflets.*

*She was excellent. Understanding, calm, friendly. She made opening up very easy.*

*I felt she was nice and easy to talk to.*

*She was very good, professional and skilled and sympathetic and empathetic*

In what ways (if any) do you feel you have changed as a result of your counselling?

*I feel I have my sense of proportion back, my life experiences have been difficult to manage, but I have actually been successful in most of the areas of my life that are important to me. I'm starting to finally accept that at 73 I'm only responsible for myself. My children are independent adults and I'm proud of who they have become. I did that. My past and my upbringing is gone, my future is ahead and I can do what I like with it. I'm enjoying the realisation that at last I have no obligations any more. Freedom to be myself and please myself. I can put myself first and that is ok. All I have to do now is remember that!*

*Better levels of objectivity, perspective and self appreciation.*

*I feel more able to voice my opinion, and stronger in myself.*

*Better able to cope with life generally.*

*Understanding of how I can use my time to deal with anxiety.*

*I think I am stronger and more confident (although I have quite a ways to go). I still don't really have a sense of direction but I am more at peace with that.*

*I am more open in my relationship and it helped me see things differently*

*I have stopped drinking I have been able to go on dates I have approached family relationships differently*

How did your counselling end? (For example was it planned? did you have a final session together?)

*Yes it was planned and the final session was very positive. I felt that somehow, someone had given me permission to change, and wished me well*

*We tapered the frequency of sessions and then both knew we had achieved what we needed and agreed it was time to stop. It was therefore foreseen and planned. It felt lovely and right that we both knew it was the right time to stop.*

*It came to a natural conclusion.*

*I ended gradually, suffered a setback, so returned for two more sessions including a final session.*

*I decided after the last session that I now have the strategies to open on my own.*

*I was unable to commit to weekly sessions, so it made more sense to let someone who could commit have the slot. We had a final session.*

*It is on hiatus until I am physically well enough to start up again.*

*I could not attend due to work commitment and finances*

*[my counsellor] was leaving, which is a real shame because I feel I am getting to core issues but she gave me lots of support to think about what I needed*

Would you seek counselling again and would you recommend the service to others?

*Yes, I have already recommended you to someone else*

*I would very much recommend the service and am glad it was recommended to me. If I felt I needed it. I would seek counselling again.*

*Yes, of course.*

*If I felt the need, definitely. And yes, I'd recommend the service.*

*Yes and yes.*

*In the future, I'm sure I will again, but I would definitely recommend the Norwich Centre to others!*

*Yes. Definitely.*

*Yes of course*

*Yes I am hoping to continue ASAP*

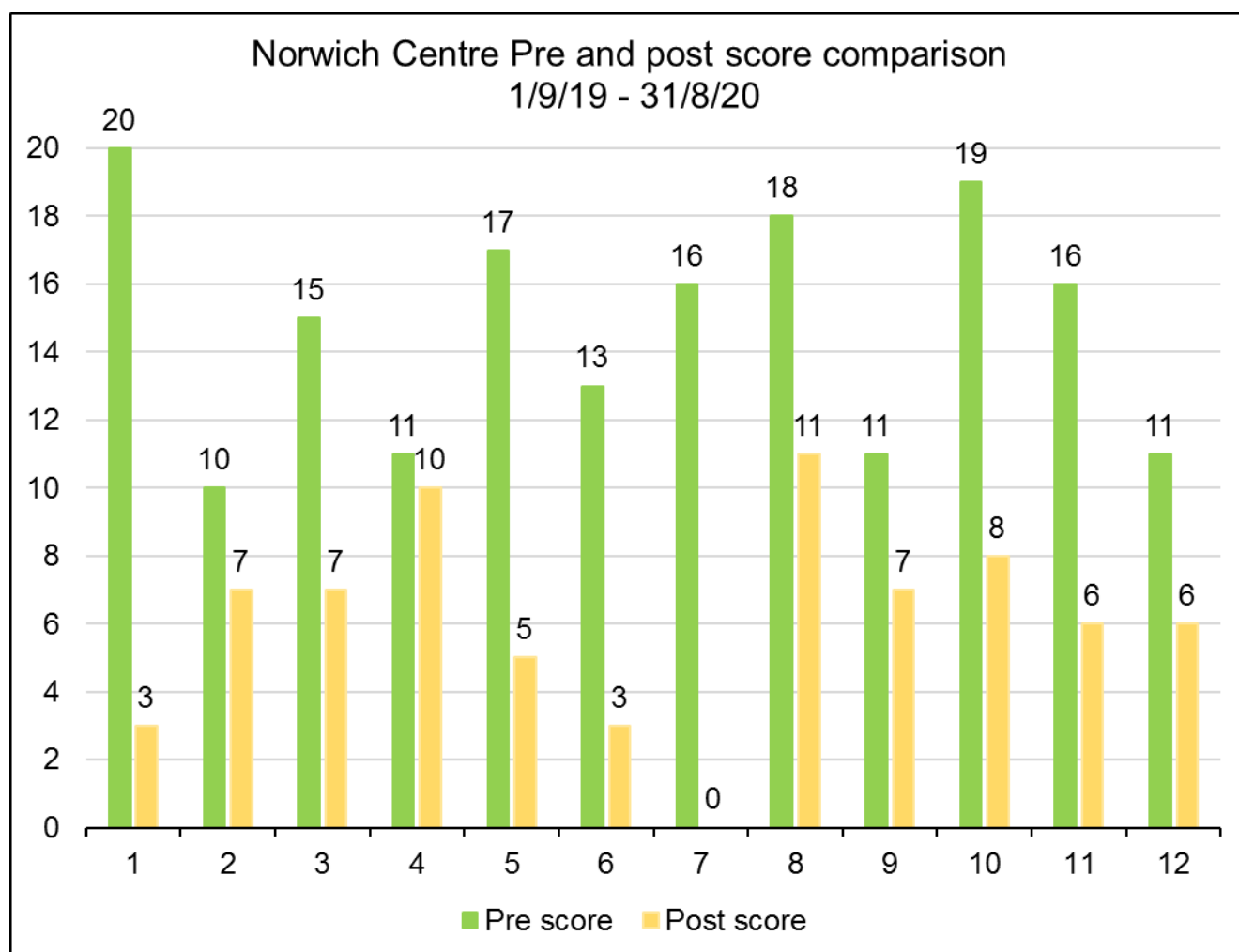
## Psychlops

In order to evaluate the effectiveness of counselling, we use a system called PSYCHLOPS. A form is completed at the start and end of therapy in order to evaluate the degree of change that the client experiences as a result of therapy, so that the counselling service can review and demonstrate the effectiveness of its work. Clients are asked to identify two issues which they have and how they have been affected. The forms are scored, the maximum score is 20. This indicates the degree of seriousness that the client feels the issue has in their life, and a high score indicates a more serious level of impact.

1/9/19 – 31/8/20

12 clients ended counselling and completed PSYCHLOPS forms. The chart below shows their pre and post scores and how they changed. All clients showed an improvement, as their post scores are lower than their pre scores. No client had a post score higher than their pre score. Overall the scores demonstrate the effectiveness of the service.



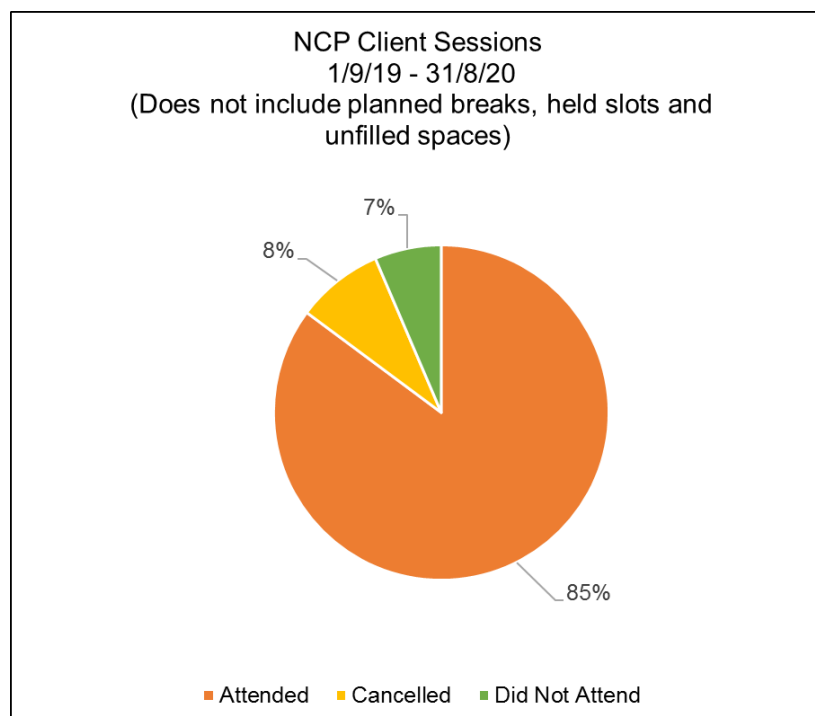


## Norwich Centre Projects

### Clients

The total number of booked sessions, excluding planned breaks, held slots and unfilled spaces, for Norwich Centre Projects clients 1/9/19 – 31/8/20 was 1322 including exploratory sessions plus check in sessions for those unable to work online. This is fewer than previously, as a result of the pandemic. Some of our work is highly seasonal.

Client numbers reflect this 1/9/19 – 31/8/20 = 253



NCP Client Booked Sessions Breakdown	
Attended	1126
Cancelled	111
Did Not Attend	85

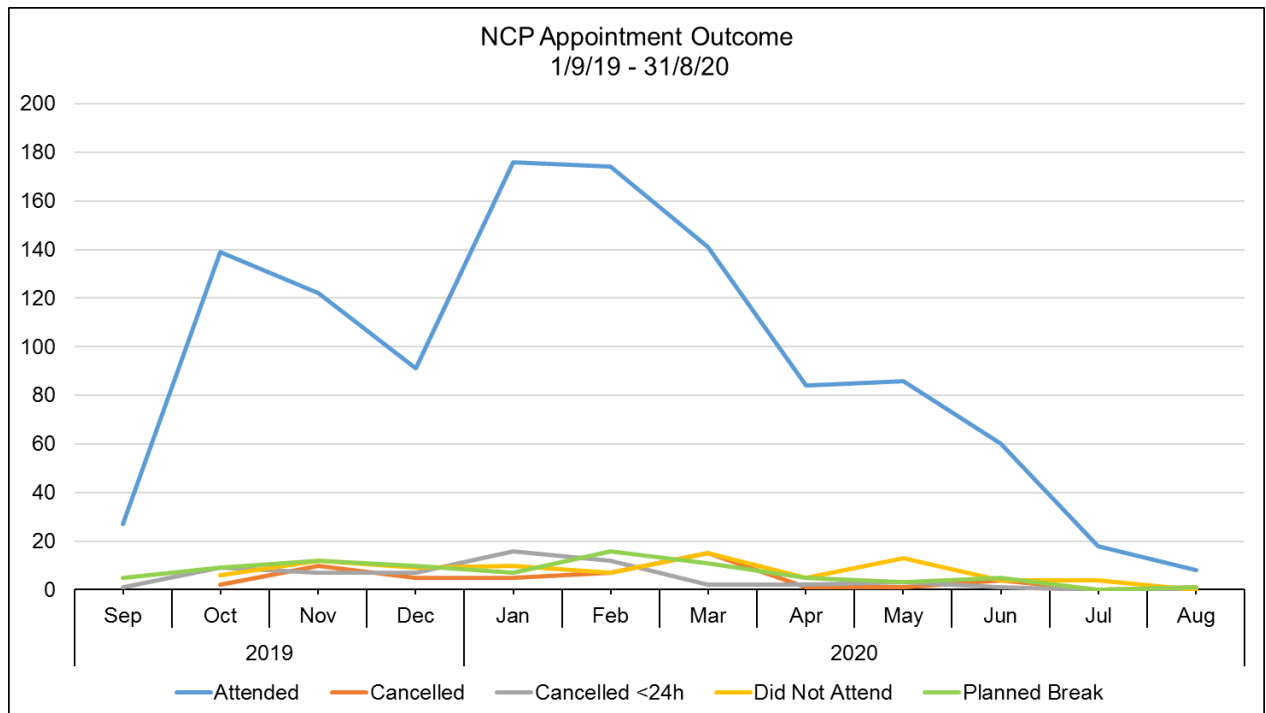
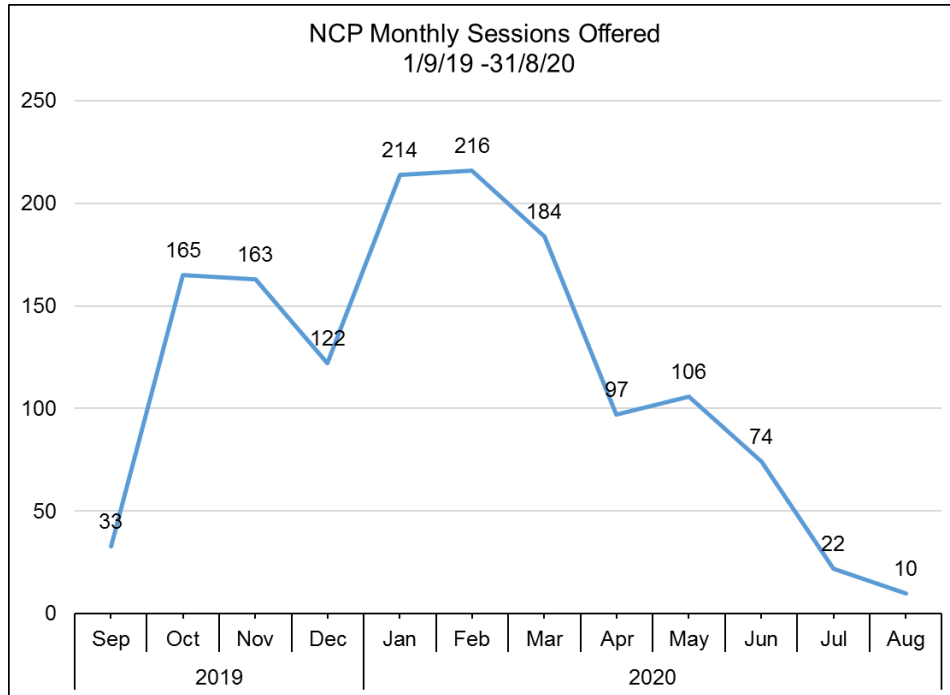
NCP Percentage of Booked Sessions Day Annual Breakdown		
	1/9/19 - 31/8/20	*2019
Attended	85%	79%
Cancelled	8%	11%
Did Not Attend	7%	10%

\* 8 months due to change in accounting year

## Client Breakdown

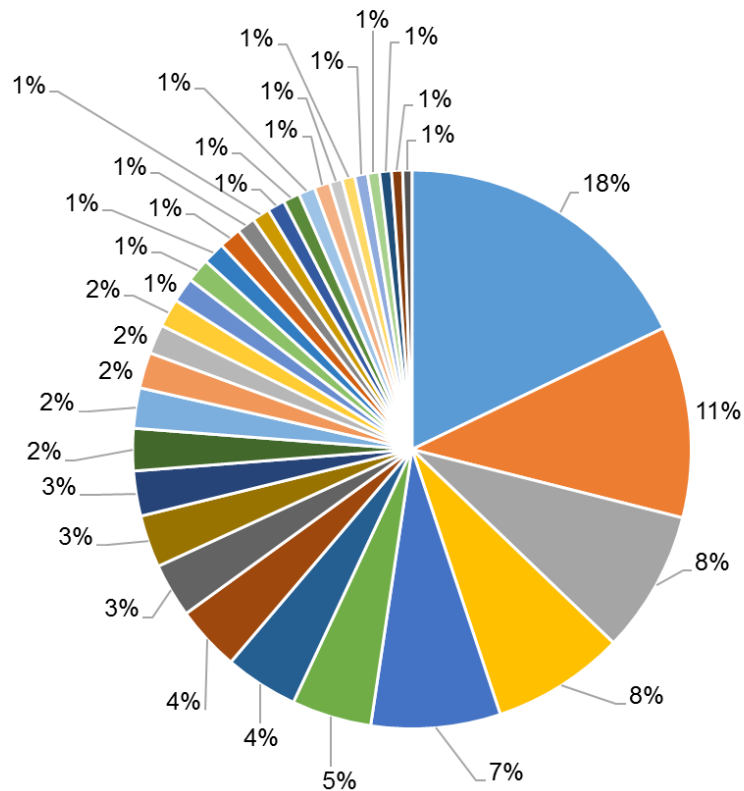
Client numbers 1/9/19 – 31/8/20 = 253 \*8 months 2019 = 216 pro rata 324

## Individual Counselling Statistics



## NCP Main Focus of Sessions

NCP Main Focus of Sessions  
1/9/19 -31/8/20



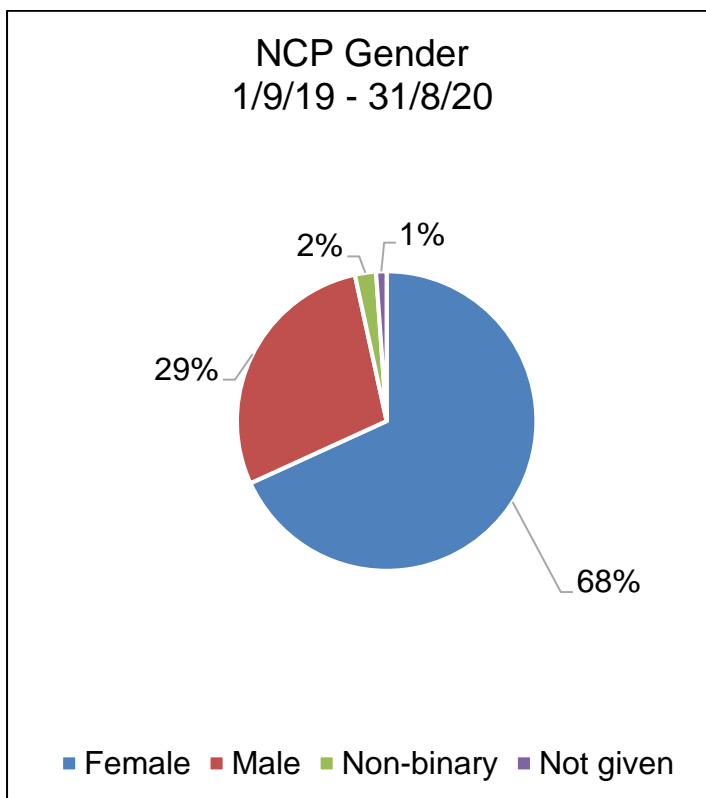
- Anxiety
- Depression
- General Relationships
- Other
- Marital/Partner
- Ending
- Coronavirus All
- Loss
- Bereavement
- Academic (Time management/deadline issues)
- Self Harm
- Obsessive/Compulsive Behaviour
- Personal Development
- Panic Attacks
- Suicidal Intent
- Work (Anxiety)
- Sexuality
- Family
- Poor Self Image/Lack of Confidence
- Identity Issues
- Academic (Course work issues)
- Anger
- Stress
- Sexual Abuse
- Trauma
- Emotional Abuse
- Illness
- Gender Issues
- Disability
- Work (Stress)
- Psychosis/Mental Illness
- Existential Issues
- Substance Abuse

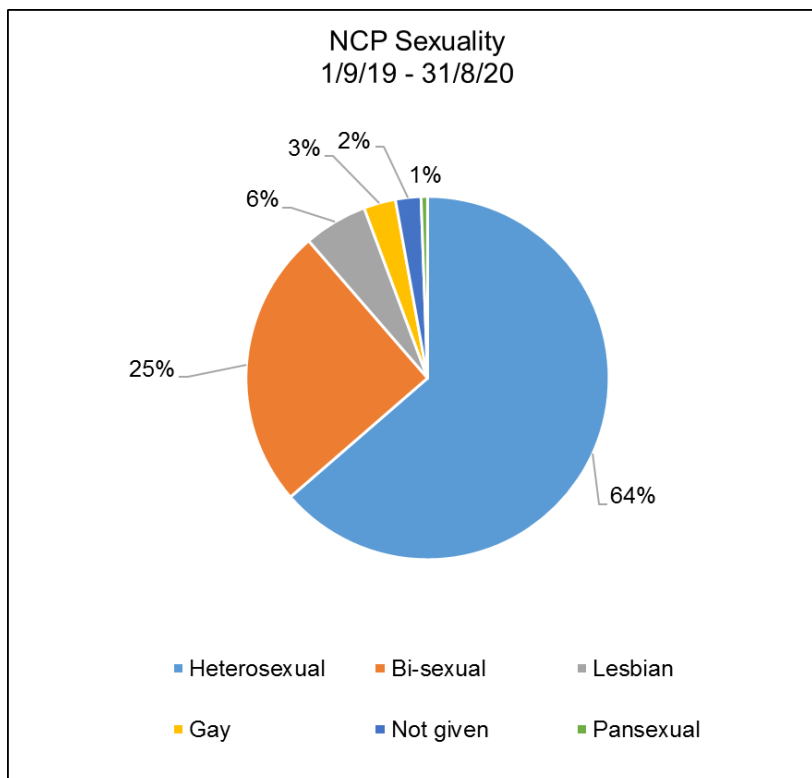
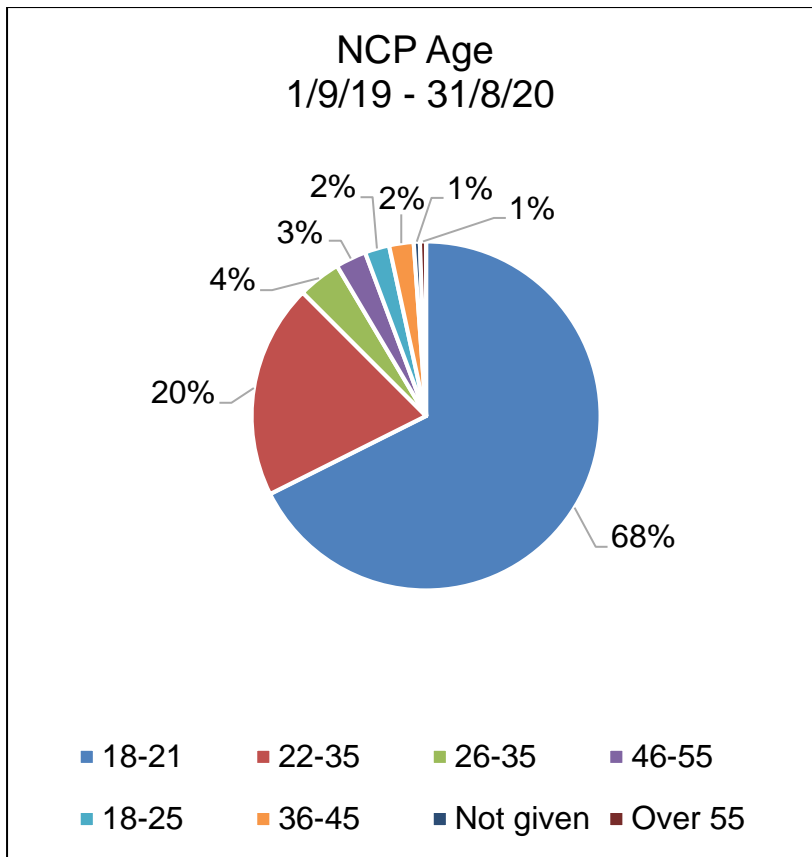
2% of main focus of sessions was Coronavirus.

Coronavirus general	36%
Coronavirus anxiety	21%
Coronavirus existential issues	18%
Coronavirus bereavement	7%
Coronavirus financial issues	5%
Coronavirus loss	5%
Coronavirus illness	2%
Coronavirus panic attacks	2%
Coronavirus psychosis/mental health issues	2%
Coronavirus trauma	2%

### NCP Client Profiles/Demographics

1/9/19 – 31/8/20 – 176 equal opportunity forms were collected.





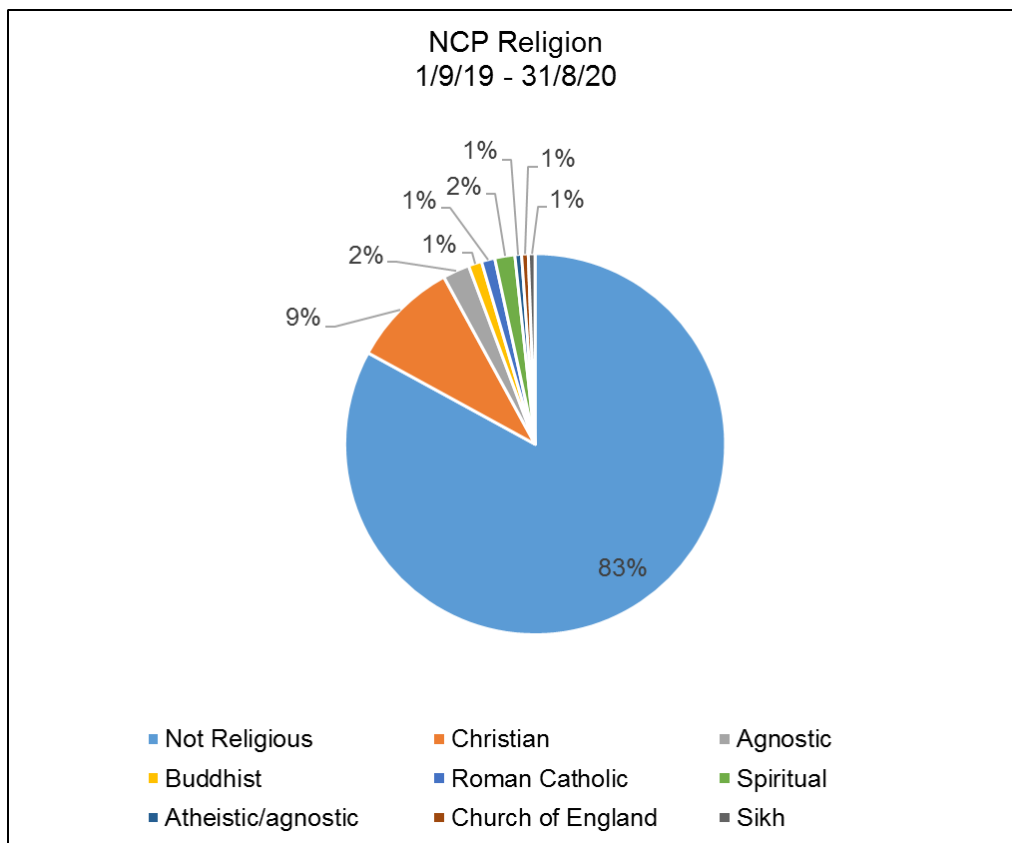
17% of clients described themselves as having a disability. \*8 months 2019 = 17%

5% of clients described themselves as having a disability as defined by the Disability Discrimination Act. \*8 months 2019 = 8%

17% of clients described themselves as having a long term health issues. \*8 months 2019 = 21%

## NCP Religion

17% of clients said they were religious. \*8 months 2019 = 20%



The majority of clients identified as being British or English when asked about their nationality. 6 clients did not answer the question and 16 other nationalities were identified with.

Nationality	Total
British	111
English	43
Other	15
Not given	6
Irish	3

Other included:

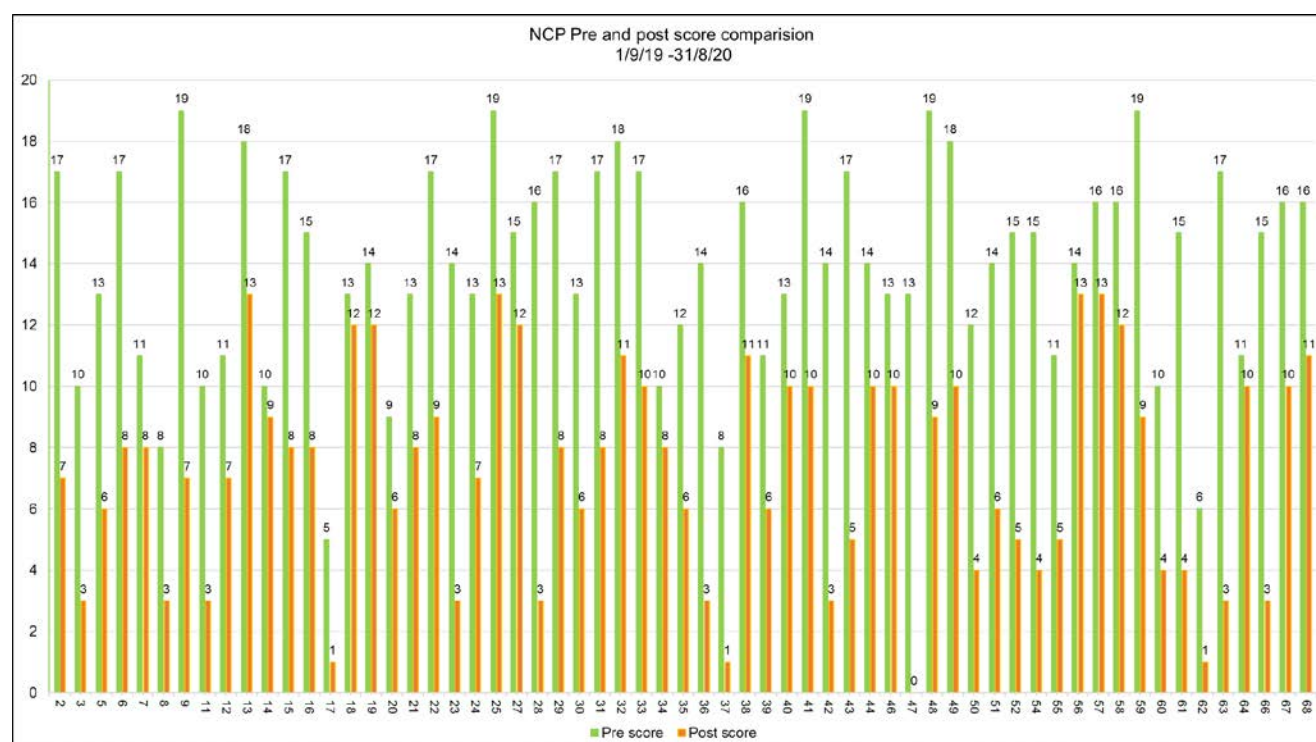
American, Bulgarian, Caribbean, Cypriot, Danish, Filipino, French, Vietnamese, Lebanese, Lithuanian, New Zealand, Polish, Portuguese, South Korean and Spanish

When asked to identify their ethnic origin the majority of clients identified as white (74%). Twenty clients did not answer the question

## NCP Psychlops

1/9/19 – 31/8/20

68 clients ended counselling and completed PSYCHLOPS forms. The chart below shows their pre and post scores and how they changed. 90% showed an improvement. 6% showed no change. 4% were slightly worse. Overall the scores demonstrate the effectiveness of the service.





## Training Courses

The Norwich Centre ran a variety of different training courses 1/9/19 – 31/8/20

Introduction To Counselling Skills –14 spaces

- Autumn (Monday) 2019 - 12 students completed successfully
- Spring 1 (Monday) 2020 - 14 students completed successfully
- Spring 2 (Friday) 2020 - 13 students completed successfully
- Summer 2020 two courses were postponed until Autumn 2020

\*2019/20 Certificate in Counselling Skills – 14 spaces

- Certificate course 1 (Wednesdays) - 14 students completed successfully
- Certificate course 2 (Thursdays) - 13 students completed successfully

\*Courses went online from March 2020

Forty-three applicants applied for this course.

The 2018-2020 Diploma continued to run in 2019. 14 trainees have successfully completed and two are in the process of completing.

## Conclusion

The year started much as usual in September 2019, but in early 2020 it was apparent that we would need to move everything online, and we made detailed plans for this. This meant we were able to continue to provide our service with only a short break for clients working with our volunteers while they undertook training in working online which fortunately was offered at low or no cost. Our risk assessment showed it was not safe to return to working at the Centre and so the service has continued to be delivered online. We hope to return to the Centre in summer 2021, depending on the outcome of the review into social distancing and on government advice. We have established that the majority of our services can be delivered online, and we expect to deliver a blended service going forward, where clients can choose how they want to access counselling.

We expect to return to delivering courses in the room in Autumn 2021. But we also expect some of the introduction courses to be offered online, and parts of other courses may also be delivered online, depending again on advice.

It is a tribute to our staff and volunteers that we were able to maintain a service throughout.

Dr Caroline Kitcatt  
MBACP (Snr Accred)

22<sup>nd</sup> March 2021

