

# The Norwich Centre

## Counselling Service

### Information for Clients

#### Covid 19

We have good ventilation in our building and we also have air cleaners. You may choose to wear a face covering if you wish. Please also use the hand sanitisers.

Please do not attend your appointment in the building if you are at all unwell, this includes symptoms of colds or flu like symptoms.

Thank you for supporting us in keeping everyone as safe as possible at this time.

#### Exploratory sessions

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. At the session we will discuss the options for working online and in the room.

We ask for a donation of £15 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 £40.00 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)
- £25 per session if family income is £15,000 (daytime only)
- £30 per session if family income is £20,000 (evening minimum fee)
- £35 per session if family income is £25,000
- £40 (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.

We regret we are not able to offer evening sessions at present.

We ask you to pay online using bank transfer and we provide the details of how to do this in our supplementary information.

### **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 our Admin team or it is available on the BACP website at [www.bacp.co.uk](http://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. For further information please see our Privacy Statement on our website at [www.norwichcentre.org](http://www.norwichcentre.org)

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 attend my session?**

If you are unable to attend 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?**

If your sessions are online you will need to ensure a confidential space where you will not be disturbed or overheard. Please try to make sure you are not interrupted except in an emergency. If you have pets, they will ideally not be present, unless they are therapy pets, but if they are in the room please try to make sure they do not disturb your session.

If your sessions are at the Centre please make sure you do not bring anyone else with you including children or babies. 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 names of our counsellors, all of whom give their time voluntarily, are available on request.

### **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 admin team and is also displayed in the waiting room at the Norwich Centre.

### **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 training in counselling skills and a professional counsellor training. Details are published on our website [www.norwichcentre.org](http://www.norwichcentre.org) 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. You can make a donation at the Centre or you can text a donation by sending the message NCEN32 followed by the amount you wish to donate (£5, £10, £20) to 70070 If you buy online at Amazon please consider using Amazon Smile and search for the Norwich Centre as your charity which gives us a small donation for everything you buy.

### **How can I contact you?**

You can telephone us on **01603 617709**

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

### **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.