

The Norwich Centre



Annual Report

1st September 2021 to 31st August 2022



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Registered Charity No: 1005967

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Introduction

This report covers the 12 months from 1st September 2021.

During this period we delivered our services in person and online and negotiated a return to working in the building but offering a hybrid service. We delivered our courses in person. We were grateful to receive a grant towards returning to work in the building which allowed us to purchase air cleaners to reduce the risk of Covid transmission.



The Norwich Centre provides daytime counselling during office hours from Monday to Friday. The following breakdown looks at all sessions held within the counselling service.

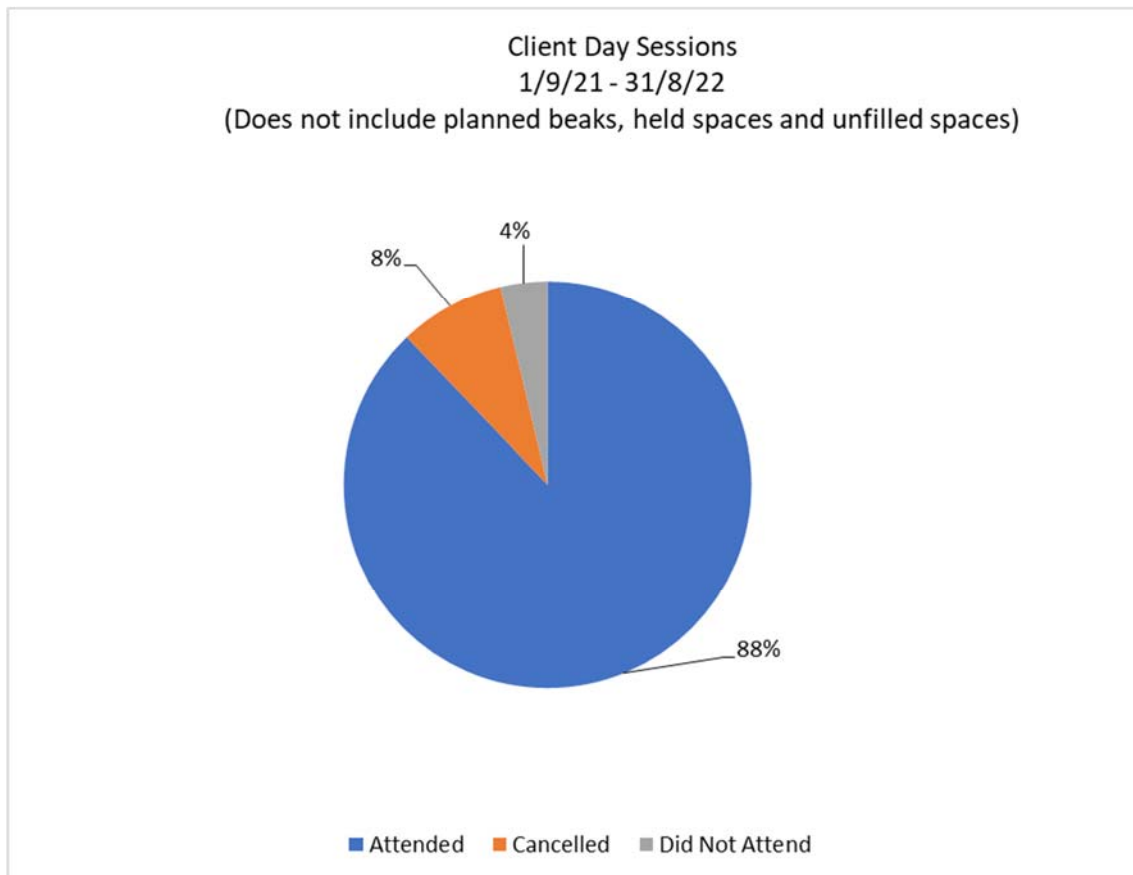
Spiritual Accompaniment was offered by Brian Thorne and Caroline Kitcatt, these sessions are included within the daytime statistics.

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 1/9/21 – 31/8/22 was 807 including supervision and exploratory sessions and check in sessions for those unable to work online. This is slightly fewer than the last two years.



Client Day Booked Session Breakdown	
Attended	709
Cancelled	68
Did Not Attend	30

Percentage of Booked Sessions Day Annual Breakdown					
	1/9/21 - 31/8/22	1/9/20 - 31/8/21	1/9/19 - 31/8/20	*2019	2018
Attended	88%	90%	84%	80%	83%
Cancelled	8%	7%	11%	14%	11%
Did Not Attend	4%	4%	5%	6%	6%

Evening Clients

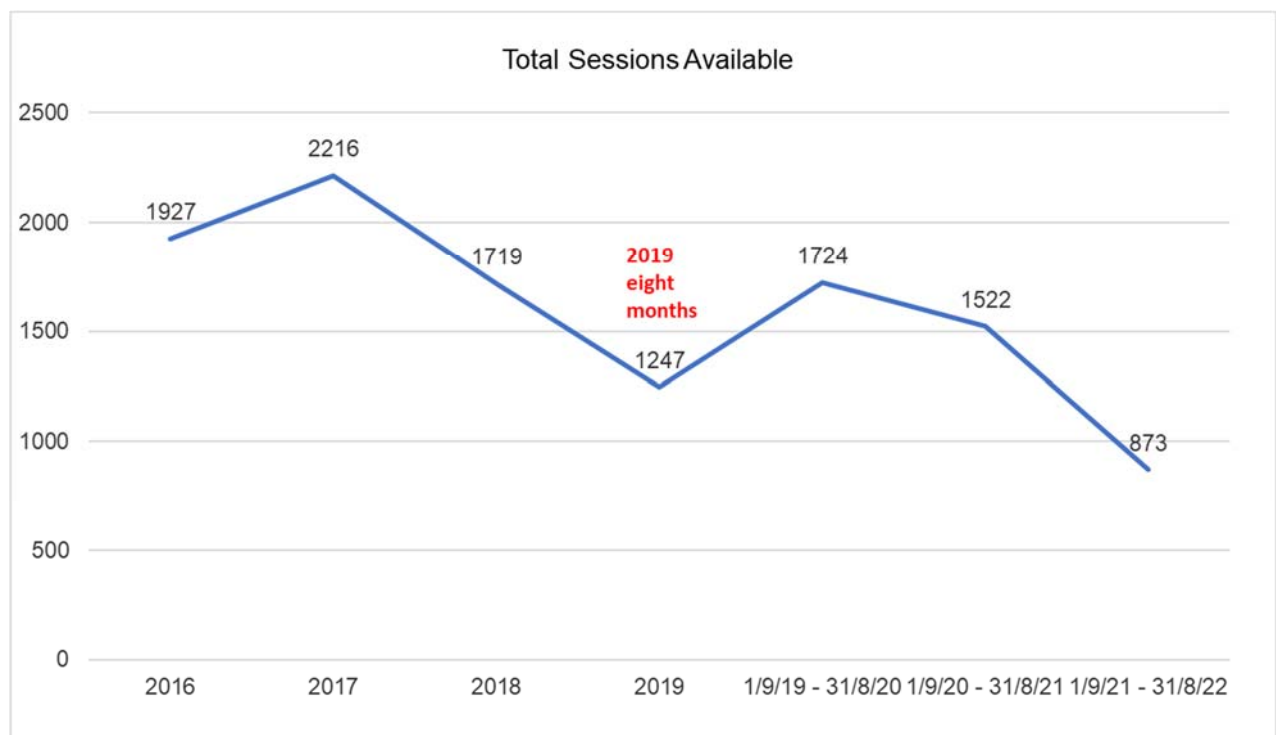
We have not had any evening clients during 2021 – 2022 as we no longer offer this service.

Client Breakdown

In total, including spaces that were held for clients, unfilled spaces and planned breaks there were 873 available sessions for counselling, supervision, exploratory sessions or spiritual accompaniment.

A total of 61 different clients accessed the Centre 1/9/21 – 31/8/22. 7 individuals made contact and booked exploratories, however 1 of these never attended an exploratory session even if several were booked. Of those who did have counselling, including those who started before 1/9/21, 30 had 6 sessions or less, 9 had 7 to 12 sessions, 7 had 13 to 18 sessions and 17 had 19 or more sessions. Of these 2 were clients accessed the Centre for supervision and 10 for spiritual accompaniment (these are included in total client number).

In 2020-2021 the total number of clients over 12 months was 87 so the Centre has seen a considerable drop in its charity clients. This was due to recruiting fewer trainees for placements from the 2020-2022 course as it was difficult to oversee their work remotely. We are recruiting more trainees from the new cohort.



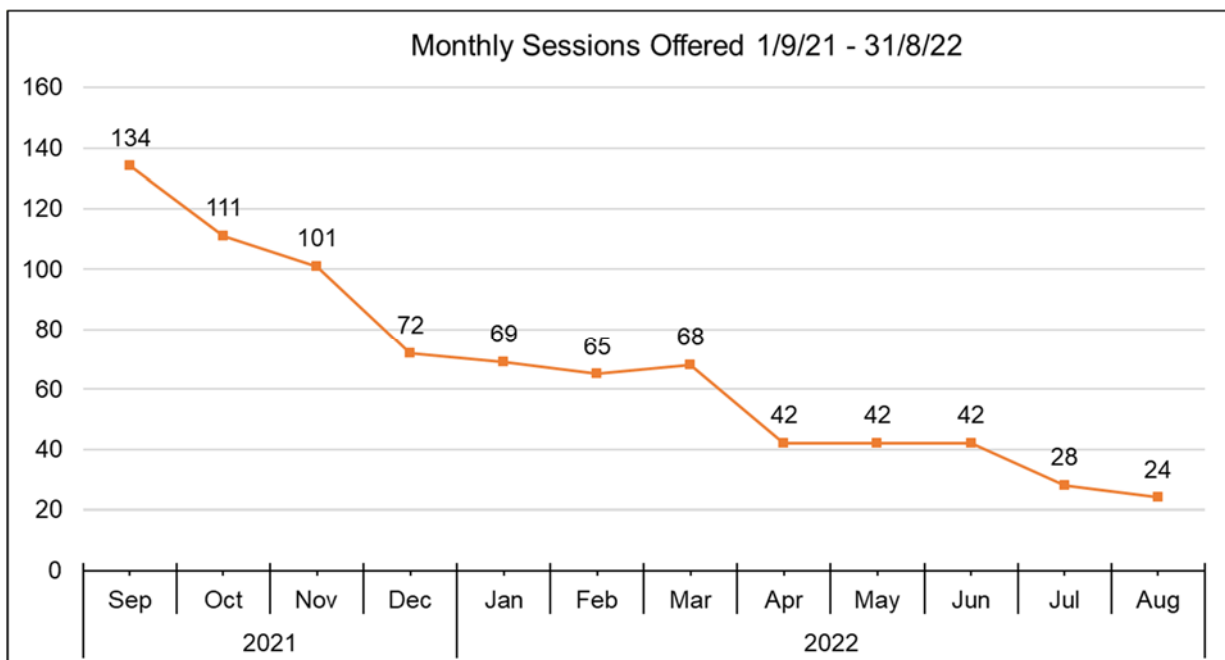
Exploratory Sessions

1/9/21 – 31/8/22 - 7 exploratory sessions were offered, and the reduction in numbers is due to the waiting list being closed for much of this time due having fewer trainees on placement, and losing qualified volunteers during the pandemic

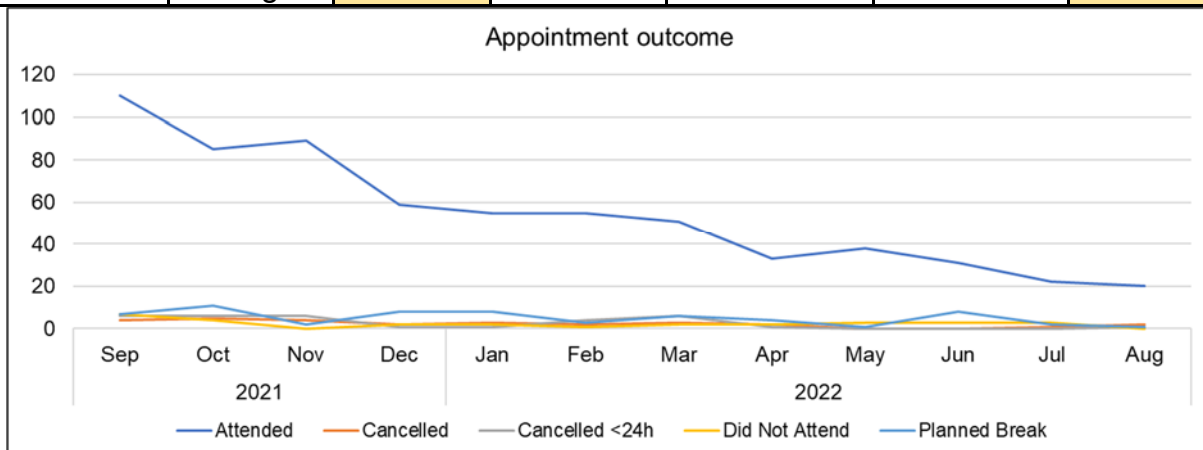
Service	Attendance	20/21	19/20
Norwich Centre Exploratory	Attended	32	78
	Cancelled	1	8
	Did Not Attend	4	22

Service	Attendance	
Norwich Centre Exploratory	Attended	6
	Did Not Attend	1
	Total	7

Individual Counselling Statistics



Year	Month	Attended	Cancelled	Cancelled <24h	Did Not Attend	Planned Break
2021	Sep	110	4	6	7	7
	Oct	85	5	6	4	11
	Nov	89	4	6	0	2
	Dec	59	2	1	2	8
2022	Jan	55	3	1	2	8
	Feb	55	2	4	1	3
	Mar	51	3	6	2	6
	Apr	33	2	1	2	4
	May	38	0	0	3	1
	Jun	31	0	0	3	8
	Jul	22	1	0	3	2
	Aug	20	2	1	0	1



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.

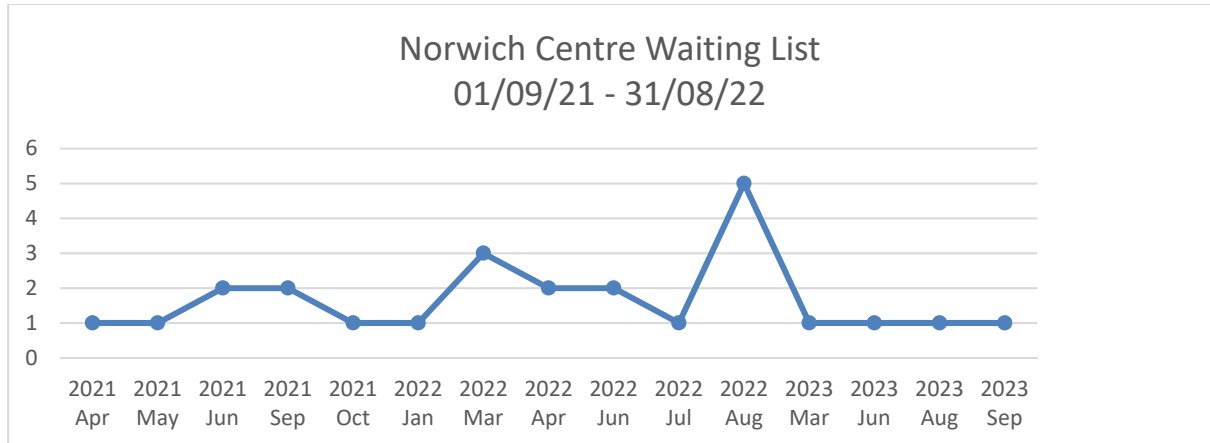
Average Fee for 1 to 1 Counselling

Average of Fee Paid		
Sponsor	Service	Total
Norwich Centre Day	1 to 1	£14.73

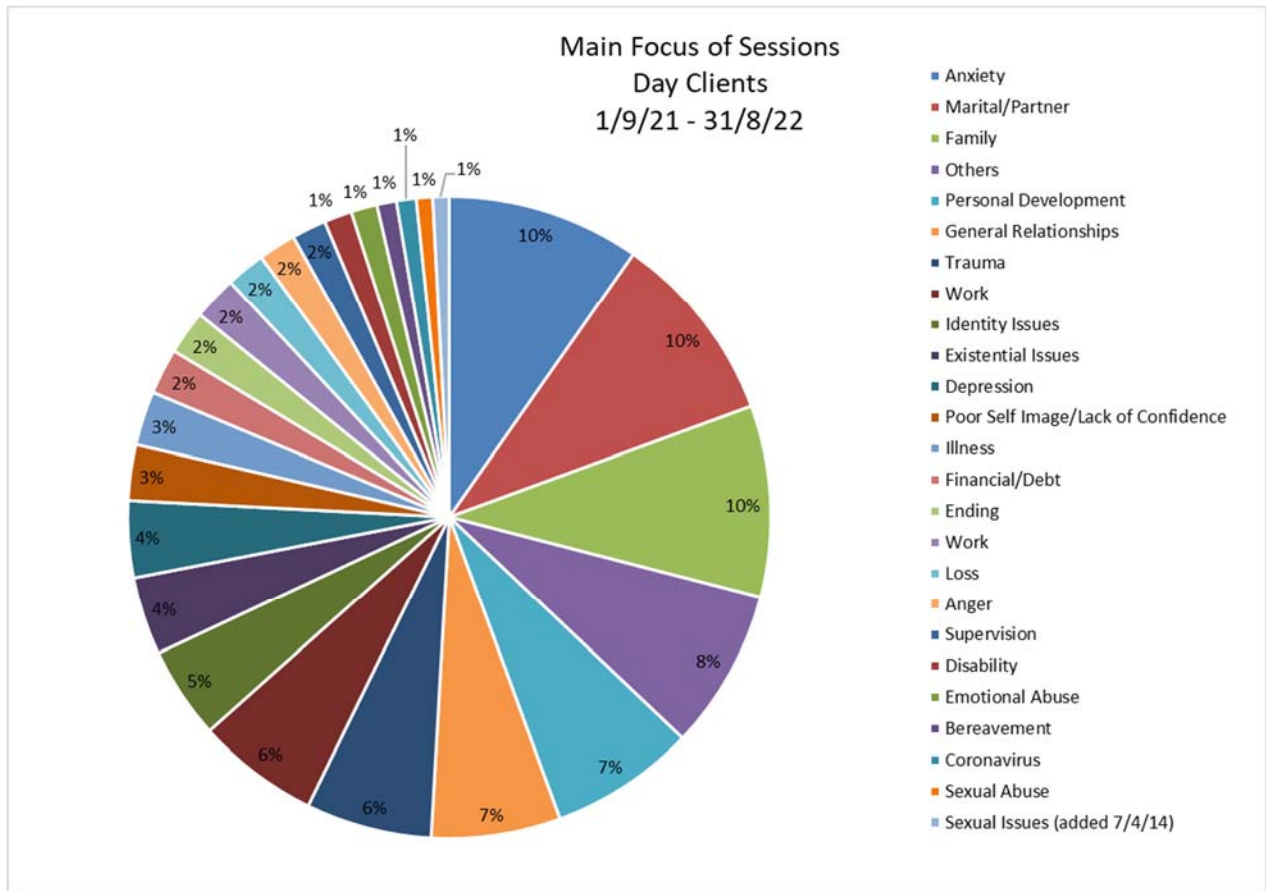
The average fee for 1 to 1 daytime clients is lower than 2020/2021 when the average fee was £17.40.

Waiting List

We reopened the waiting list for a short time in July and August 2022, as we had some newly qualified counsellors start in September 2022. We took in 7 new clients during this time, and then closed the waiting list again due to a lack of further spaces.



Main Focus of Sessions



For daytime clients, Anxiety, Marital/Partner and family were the most prominent issues followed by general relationships and other issues.

8% of main focus session was other issues.

Psychosis/Mental Illness	14%
Spiritual Accompaniment	14%
Stress	14%
Spiritual Issues	12%
Self Harm	10%
Dreamwork	5%
Gender Issues	5%
Obsessive/Compulsive Behaviour	5%
Academic	3%

Eating Disorder	3%
Panic Attacks	3%
Physical Abuse & Bullying	3%
Gambling	2%
Sexuality (amended 7/4/14 - Sexual problems removed)	2%
Substance Abuse	2%
Suicidal Intent	2%
Virtual Relationship	2%

6% of main focus sessions was work-related issues.

Work General	64%
Work (Stress)	11%
Work (Conflict)	9%
Work (Anxiety)	7%
Work (Bullying/Harassment)	4%
Work (Overwork)	3%
Work (Pressure)	1%
Work (Redundancy)	1%

1% of main focus sessions was coronavirus issues.

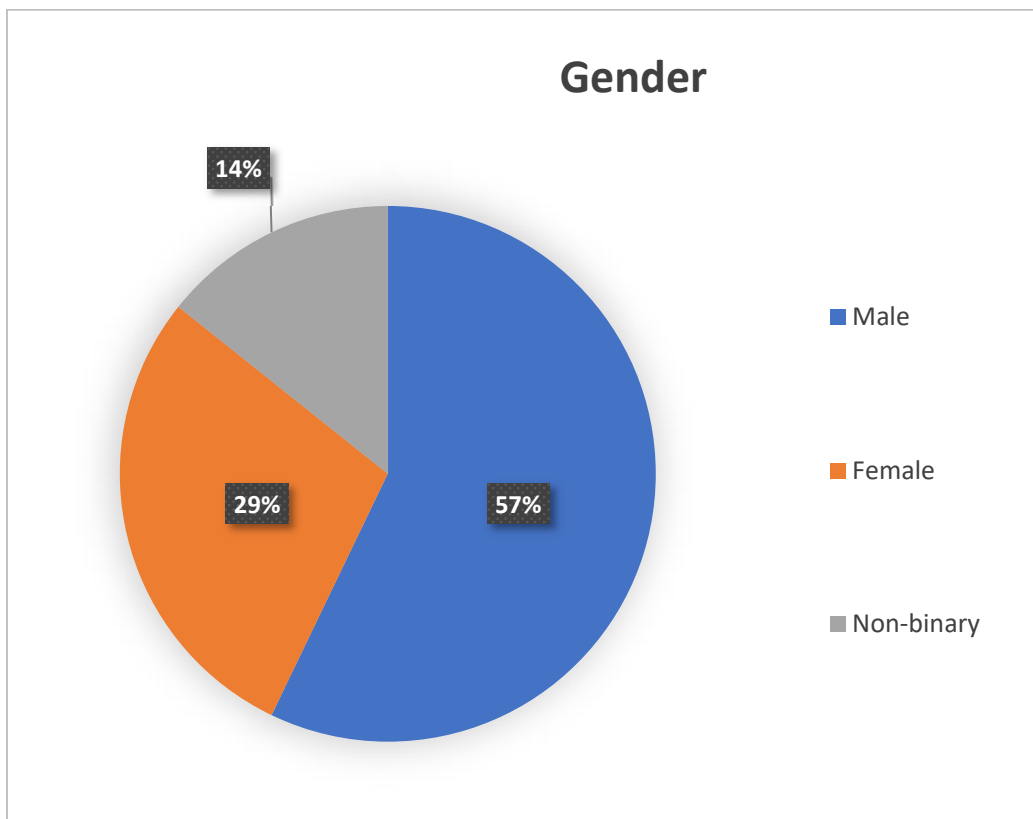
Coronavirus anxiety	50%
Coronavirus general	17%
Coronavirus illness	25%
Coronavirus isolation/loneliness	8%

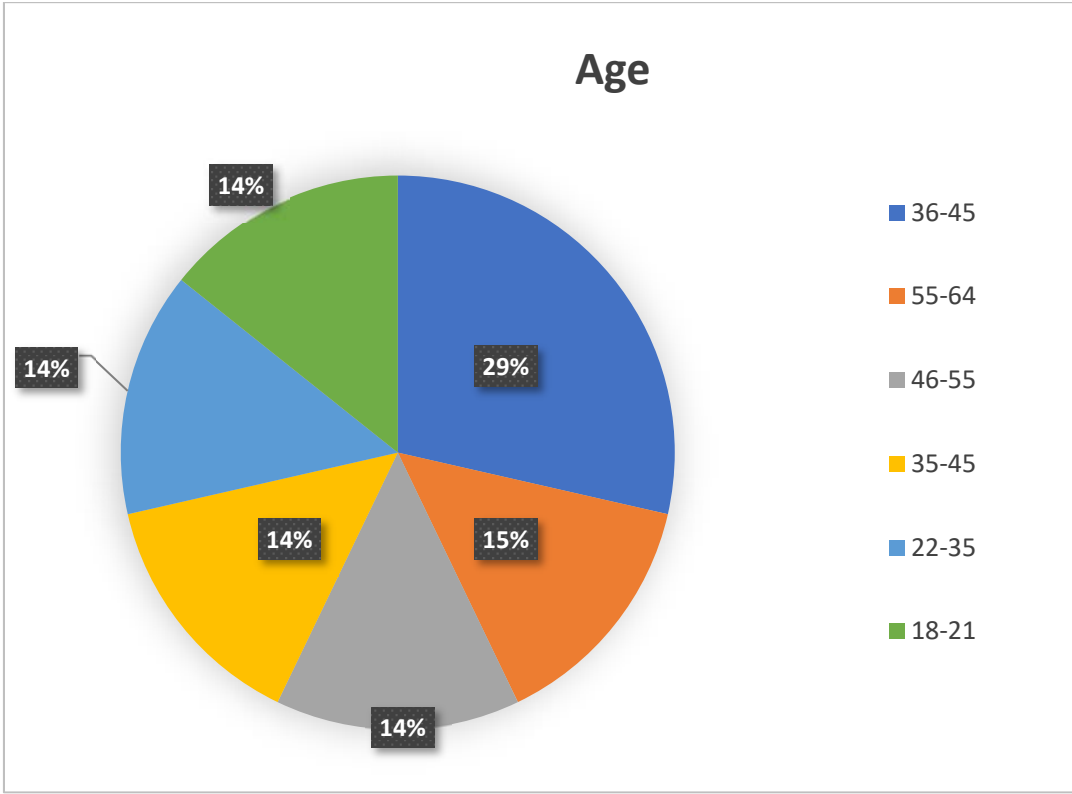
Where Clients Heard About the Norwich Centre

1/9/21 – 31/8/22 the majority of Norwich Centre clients heard about the Centre via personal recommendation, followed by some who were returning clients.

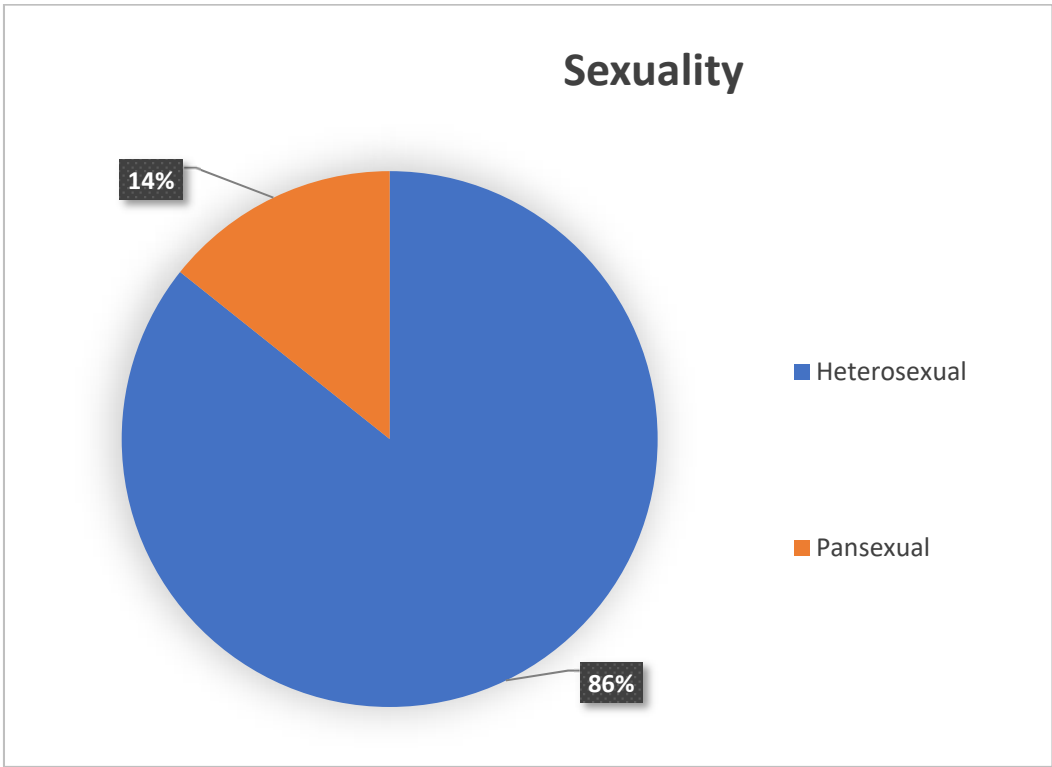
Client Profiles/Demographics

1/9/21 – 31/8/22- 7 equal opportunity forms were collected which is the total of new clients we saw. This has produced an unrepresentative sample of the clients we would normally expect to see due to the low number and brief window in which the waiting list was open.





1/9/21 – 31/8/22 the biggest group of new clients were between 35-45, with all other age ranges being smaller proportions.



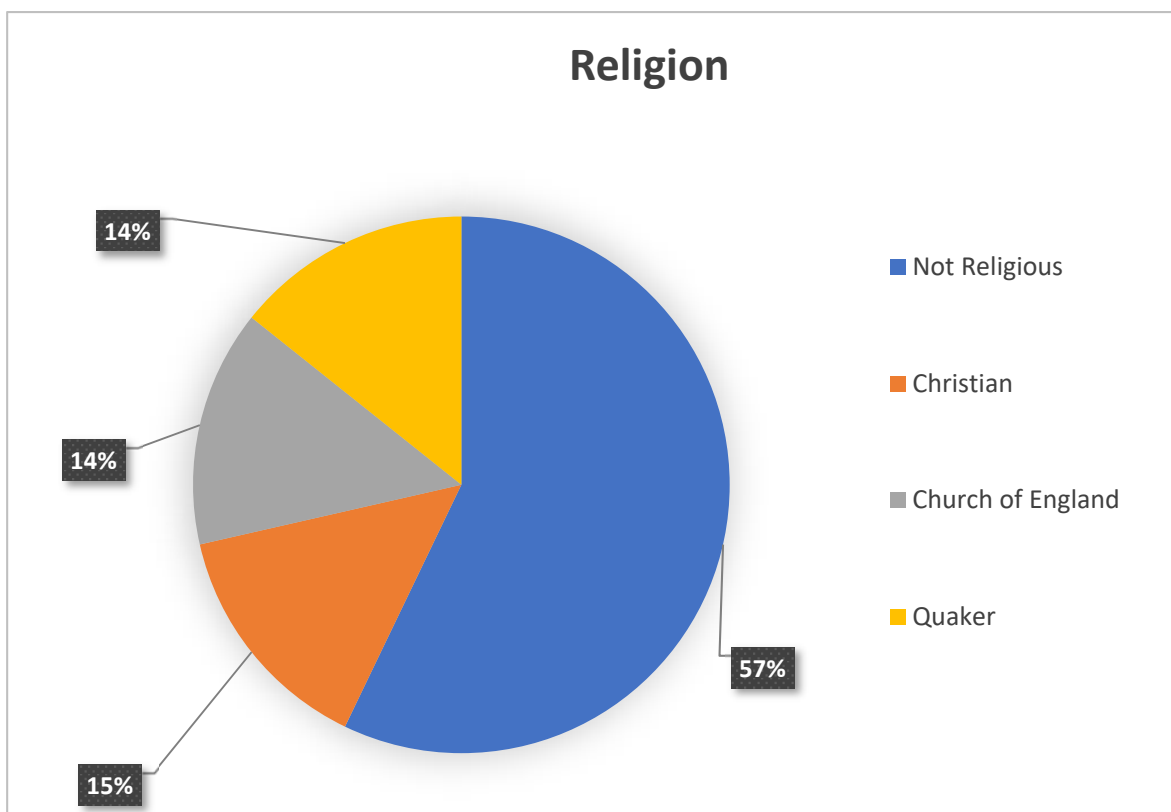
1/9/21-31/8/22 - Individuals who identified as heterosexual made up the largest portion of clients, the same trend was seen in 2021. The table below shows the breakdown of client sexuality over the last six years.

Sexuality	1/9/21 - 31/8/22	1/9/20 - 31/8/21	1/9/19 - 31/8/20	2019	2018	2017
Heterosexual	6	19	42	46	82	54
Bi-sexual	0	3	12	5	13	10
Not given	0	0	2	3	2	3
Gay	0	1	1	2	2	3
Lesbian	0	0	0	1	1	0
Pansexual	1	0	0	0	0	0

15% of clients described themselves as having a disability. This is an increase on *2021 when 9% of clients described themselves as having a disability.

None of clients described themselves as having a disability as defined by the Disability Discrimination Act. This is a slight decrease on *2020 when 4% of clients described themselves as having a disability as defined by the Act.

15% of clients described themselves as having a long-term health issues. This is a slight decrease on *2021 when 30% 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 (57%).

The majority of clients identified as being British or English when asked about their nationality, this was the same in 2020 and 2019. 1 client did not answer the question and 1 other was French.

Nationality	Total
British	5
French	1
Not given	1

When asked to identify their ethnic origin the majority of clients identified as white (85%).

Client Feedback

We were not able to use our online feedback forms as the provider put charges in place and so we are looking at alternative means of gaining other feedback on our service.

Psychlops

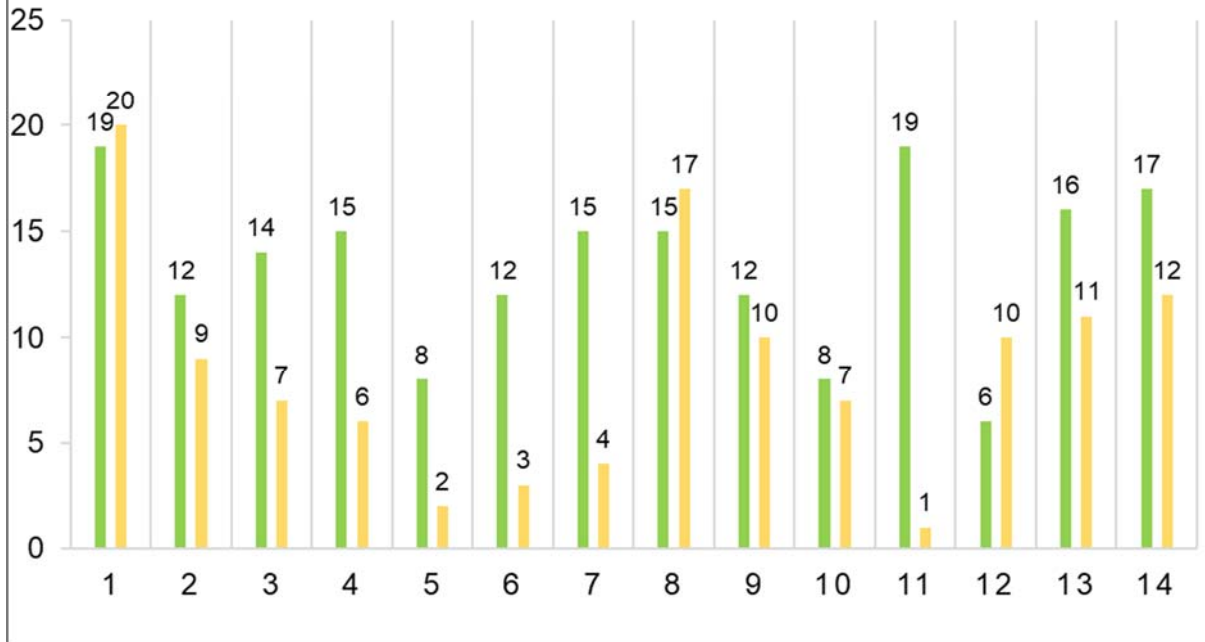
In order to evaluate the effectiveness of counselling, we use a system called PSYCHLOPS. A form is completed at the start and end of therapy in order to evaluate the degree of change that the client experiences as a result of therapy, so that the counselling service can review and demonstrate the effectiveness 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.

1/9/21 – 31/8/22

14 clients ended counselling and completed PSYCHLOPS forms. The chart below shows their pre and post scores and how they changed. 12 clients showed an improvement, as their post scores are lower than their pre-scores. 2 clients had a post score slightly higher than their pre-score.

NORWICH CENTRE PRE AND POST SCORE COMPARISON
1/9/21 - 31/8/22

■ Pre score ■ Post score

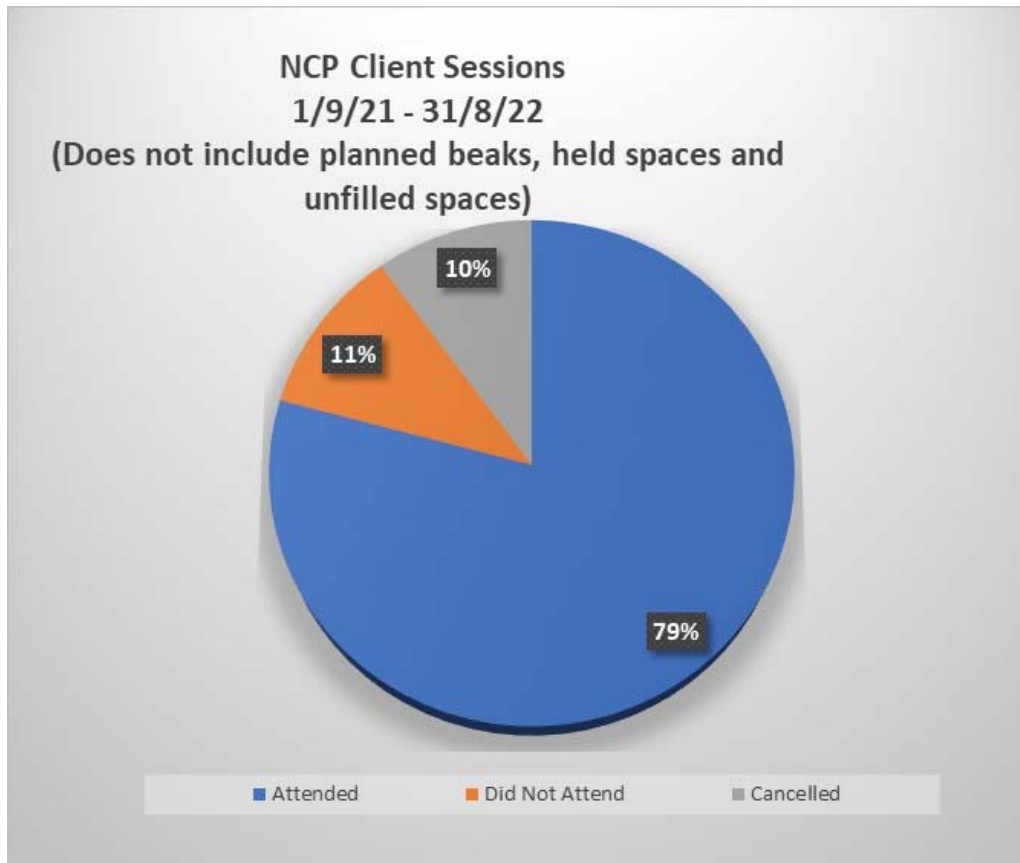


Norwich Centre Projects

Clients

The total number of booked sessions, excluding planned breaks, held slots and unfilled spaces, for Norwich Centre Projects clients 1/9/21 – 31/8/22 was 1458 including exploratory sessions. This was an increase in sessions on the previous year (1400)

Client numbers for 1/9/21 – 31/8/22 = 254



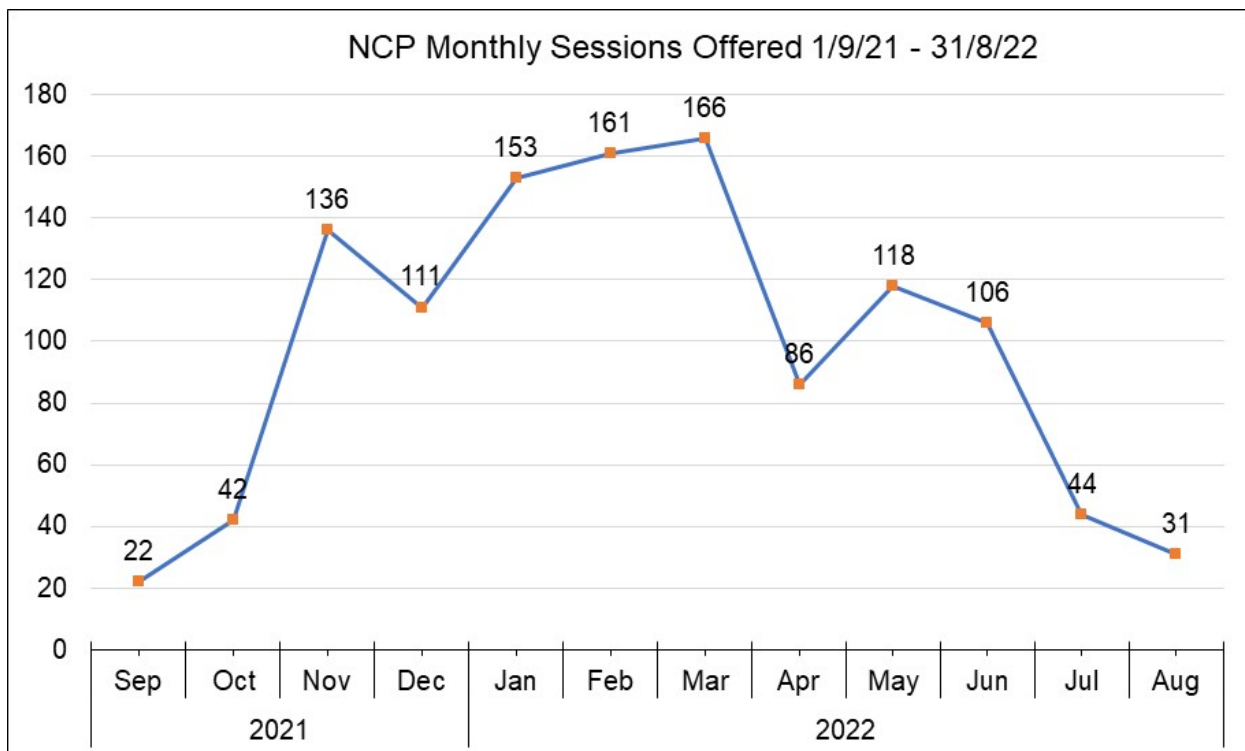
NCP Client Booked Sessions Breakdown	
Attended	1150
Cancelled	157
Did Not Attend	146

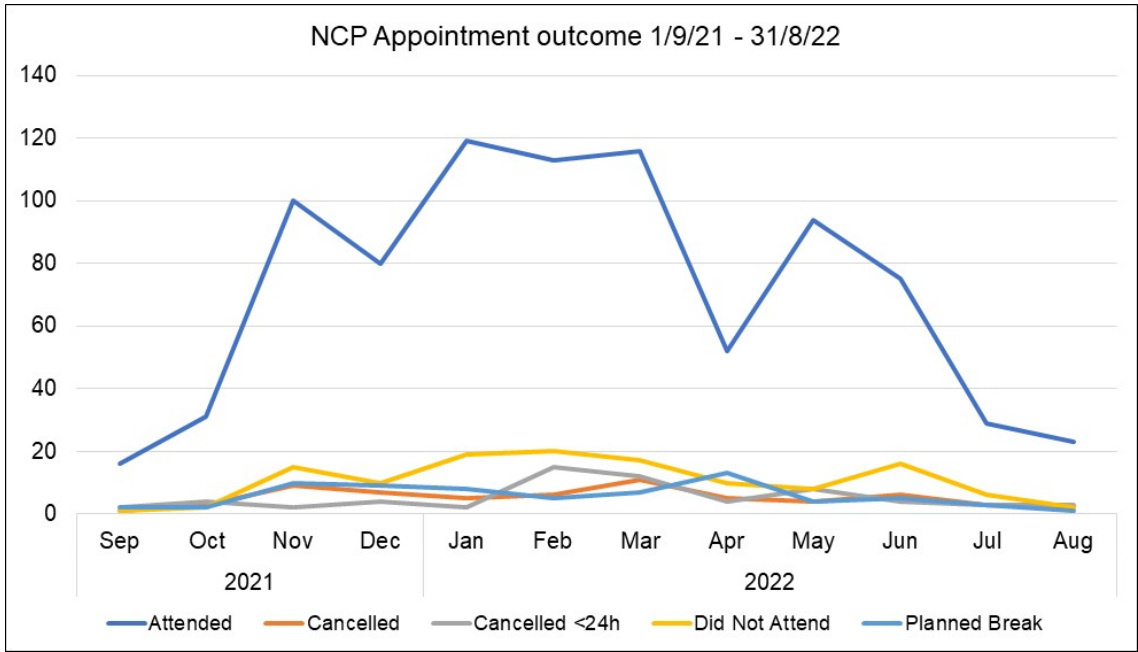
Client Breakdown

Client numbers 1/9/21 – 31/8/22 = 254 (1/9/20 – 31/8/21 = 221)

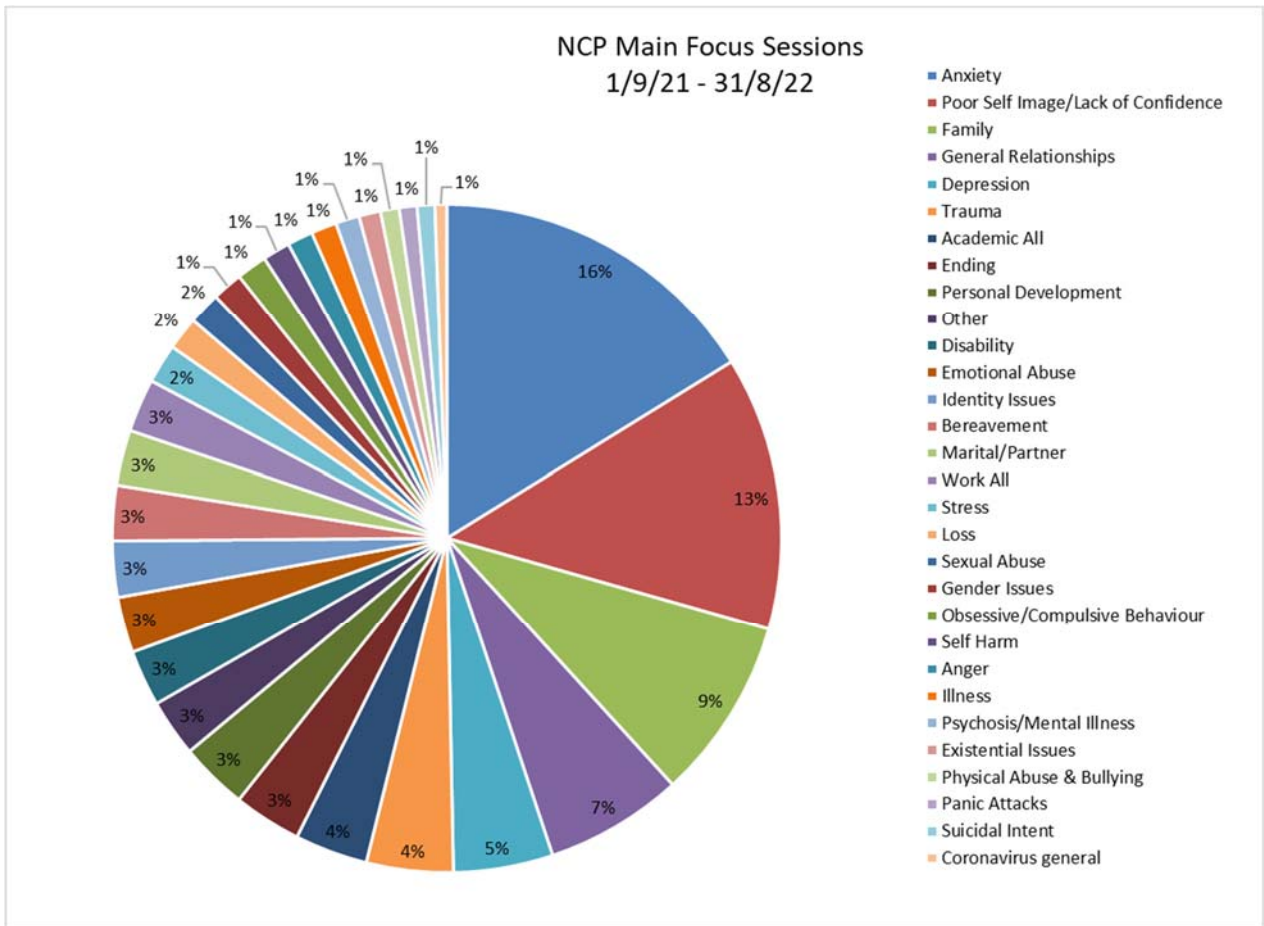
NCP Percentage of Booked Sessions Day Annual Breakdown		
	1/9/21 - 31/8/22	1/9/20 - 31/8/21
Attended	79%	83%
Cancelled	10%	8%
Did Not Attend	11%	9%

Individual Counselling Statistics





NCP Main Focus of Sessions



4% of the main focus of sessions was Academic

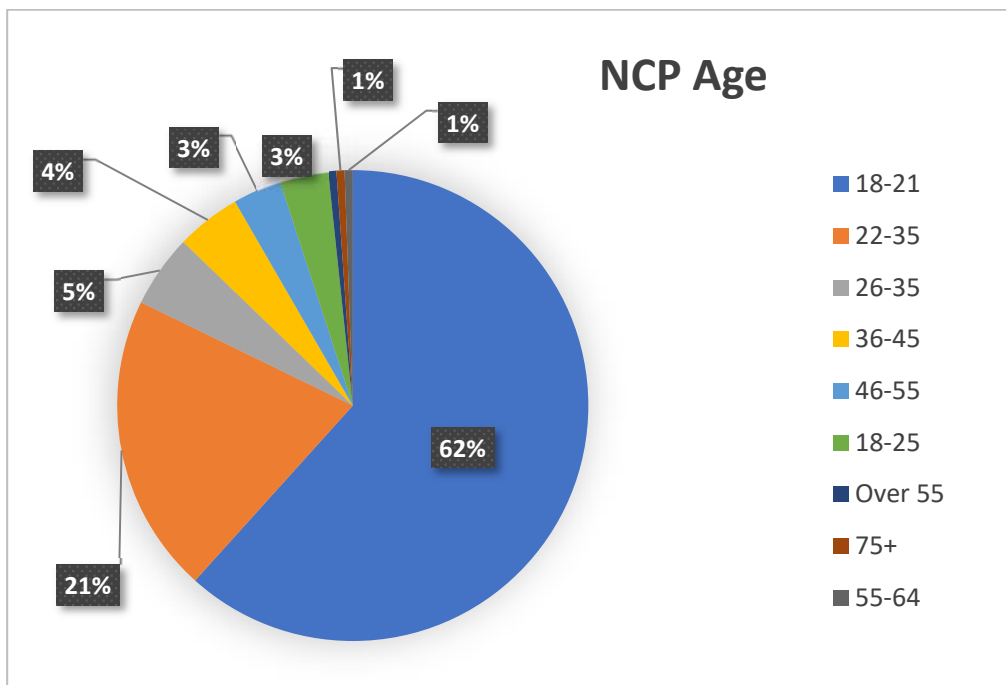
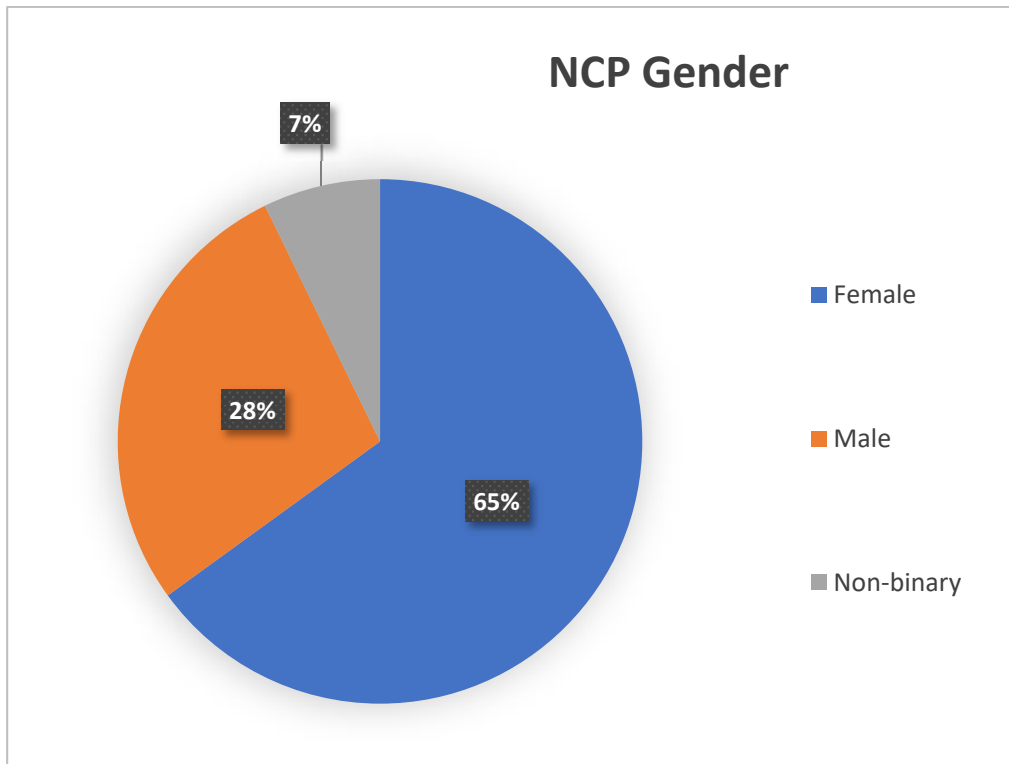
Academic (Course work issues)	51%
Academic (Time management/deadline issues)	27%
Academic (Intermission/withdrawal/extenuating cir)	16%
Academic (Tutor issues)	5%

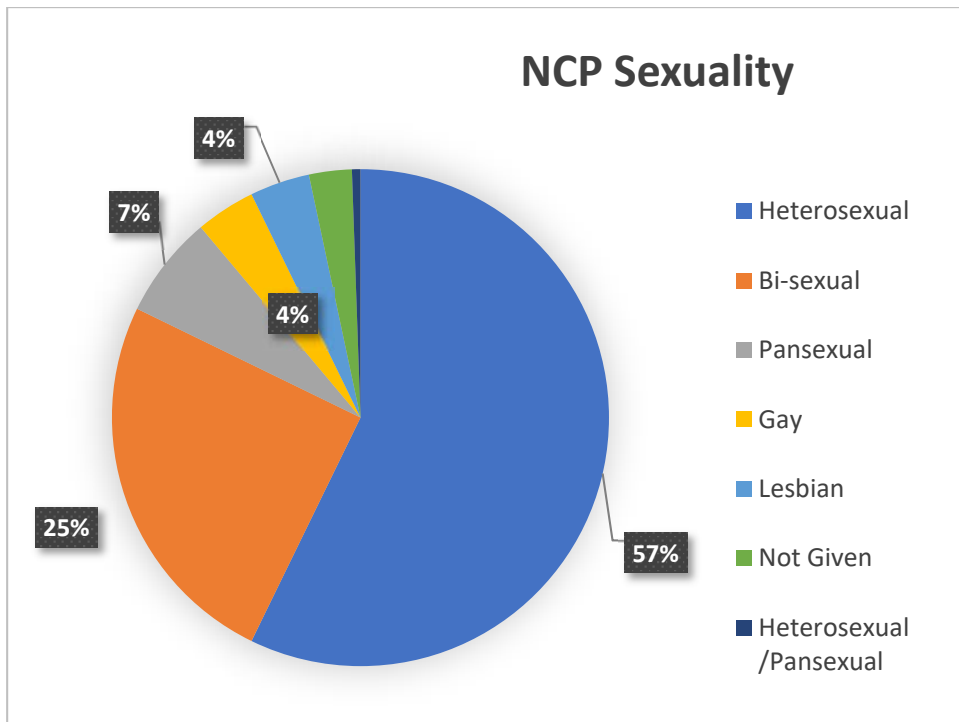
3% of the main focus of sessions was Work.

Work (Stress)	50%
Work (General)	19%
Work (Anxiety)	17%
Work (Bullying/Harassment)	13%

NCP Client Profiles/Demographics

1/9/21 – 31/8/22 – 180 equal opportunity forms were collected.





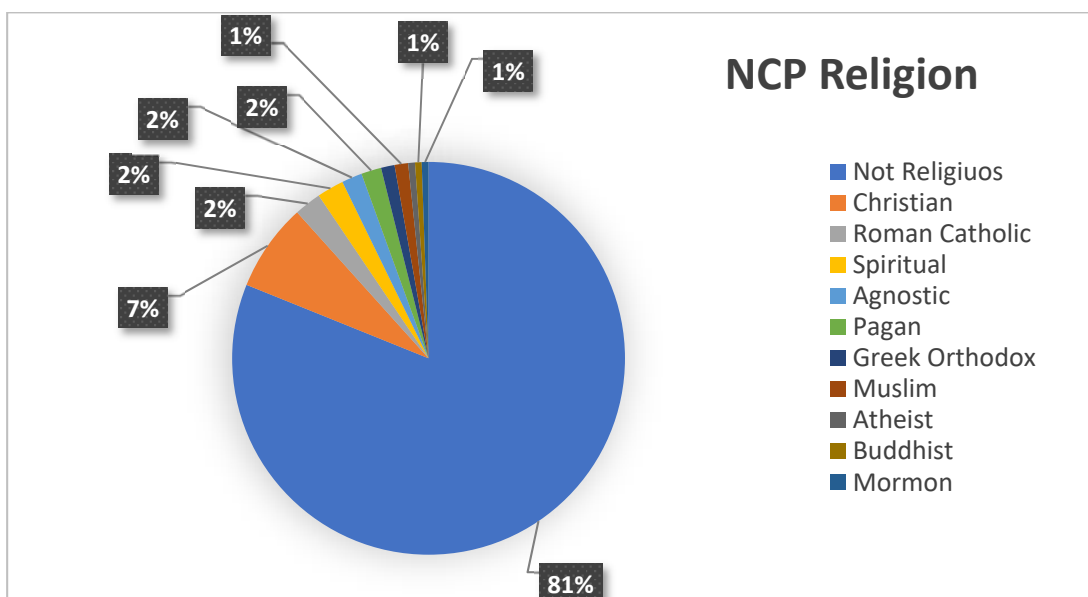
16% of clients described themselves as having a disability.

7% of clients described themselves as having a disability as defined by the Disability Discrimination Act.

25% of clients described themselves as having a long-term health issues.

NCP Religion

When asked to describe their religion the majority of project clients identified as not being religious (81%). Of those who did identify as having a religion Christianity, and Roman Catholic, were named by a majority.



The majority of clients identified as being British or English when asked about their nationality. 5 clients did not answer the question and 15 other nationalities were identified with.

Nationality	Total
British	106
English	42
Other	23
Not Given	5
Hungarian	1
Irish	1
Romanian	1
Welsh	1

Other included:

American, Bahraini, British American, British South African, British Spanish, Danish, European, German, Kenyan, Nigerian British, Polish, Portuguese, Russian Israeli, Spanish English and Turkish.

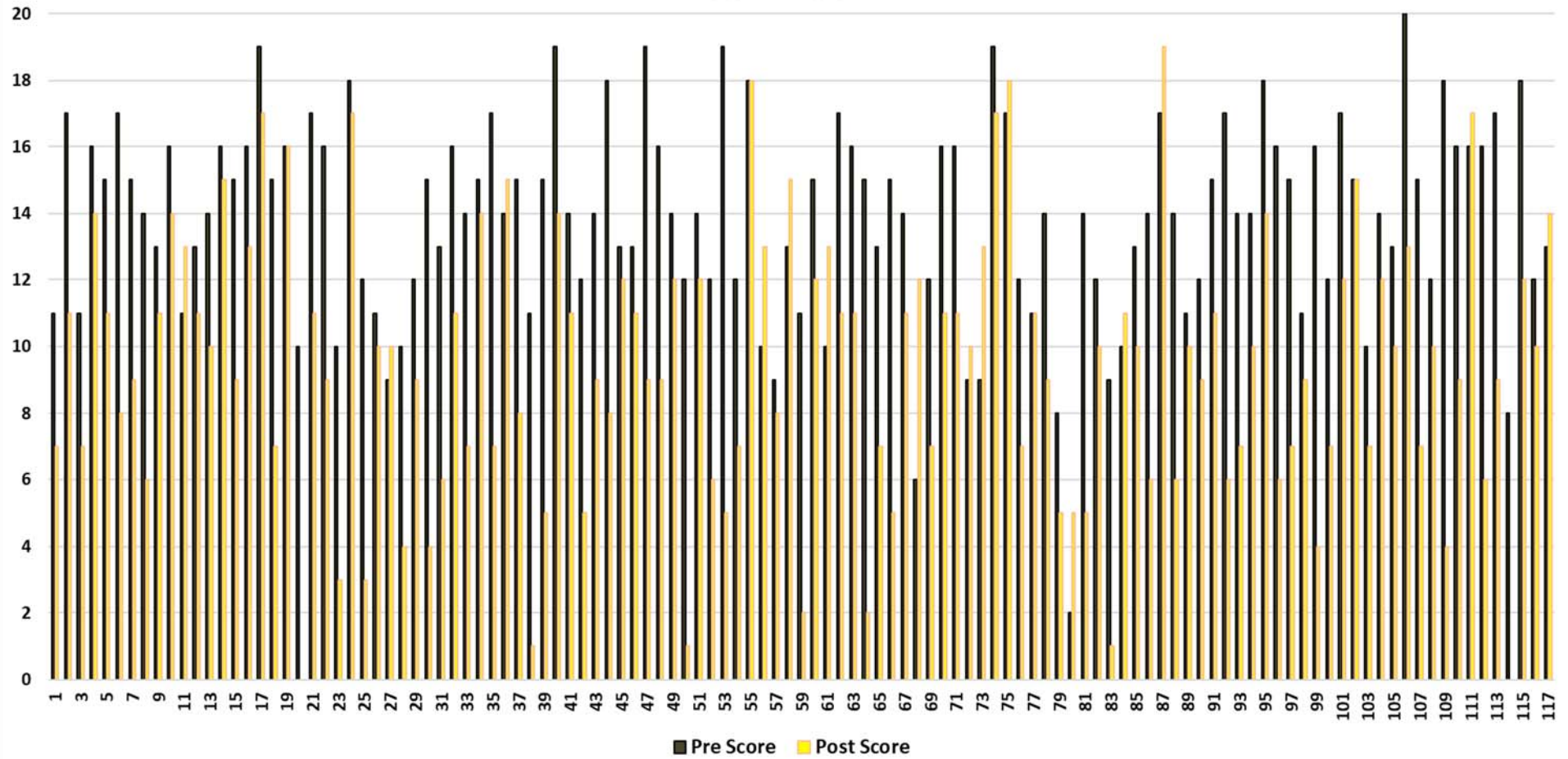
When asked to identify their ethnic origin the majority of clients identified as white (88%).

NCP Psychlops

1/9/20 – 31/8/21

105 clients ended counselling and completed PSYCHLOPS forms. The chart below shows their pre and post scores and how they changed. 87% showed an improvement. 7% showed no change. 7% were slightly worse. Overall the scores demonstrate the effectiveness of the service.

NCP Pre and Post Score Comparison
1/9/21 - 31/8/21



Training Courses

The Norwich Centre ran a variety of different training courses 1/9/21 – 31/8/22:

Introduction to Counselling Skills –18 spaces

- Autumn (Monday) 2021 - 16 students completed successfully
- Spring (Monday) 2022 - 15 students completed successfully
- Summer (Monday) 2022 – 17 students completed successfully

Certificate in Counselling Skills 2021/22 – 18 spaces

- Certificate course 1 (Wednesdays) - 16 students completed successfully
- Certificate course 2 (Thursdays) - 16 students completed successfully

2020-2022 Diploma



- The course finished in July 2022, and 15 students completed successfully, with a further 2 still working to complete

Conclusion

The process of returning to working in the room took place slowly for the counselling services, but we returned to training in the room from September 2021. We put precautions in place and these were effective in ensuring we could continue to provide our service without too many interruptions due to illness.

We are grateful to all our staff and volunteers for helping us steer our way through the worst of the pandemic and we will now be able to support more trainees on placement and reopen our waiting list.

Our courses have continued to recruit strongly and were run effectively through 2021-2022. They represent a valuable resource to local counselling organisations by providing trainees and well-trained professional counsellors and they support us in the work of the charity.

The charity waiting list was closed for all but two months of this period while we supported those already on our list. We were not able to support as many trainees while working remotely so the number of volunteer counsellors was less than usual.

We have recruited nine trainees from the 2022-2024 course who will join us in March/April 2023 and we can then increase the number of charity clients we can help. We reopened the waiting list in December 2022 and are in the process of doing initial exploratory sessions.

We hope demand will increase for this service, however, the cost of living crisis is now impacting on the charity both in the form of increased costs, and on the amount that the charity clients can pay. We know from past experience that the clients seen in the charity are generally those most impacted by poverty and inequality, and that even though we are able to offer low cost counselling, this may not be enough to enable those who need mental health support to be able to access it when they are unable to meet basic needs for food and energy costs.

We are hoping to develop a service for young people similar to that which we have previously offered, and we are currently applying for funding for this. This would enable a service to be offered free at the point of access as previously. We are now a member of the Sir Norman Lamb coalition and we are also grateful for the support of the Norfolk Community Foundation.

Dr Caroline Kitcatt

18th January 2023