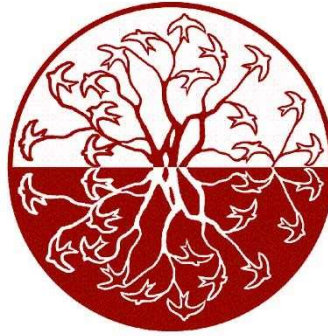


# The Norwich Centre



## **Annual Report The Norwich Centre**

1<sup>st</sup> September 2022 – 31<sup>st</sup> August 2023

7 Earlham Road  
Norwich  
NR2 3RA

Phone: 01603 617709

Email: [admin@norwichcentre.org](mailto:admin@norwichcentre.org)

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



The Counselling Service offered by The Norwich Centre is BACP Accredited

Registered charity no 1005967

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## Introduction

**This report covers the 12 months from 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023.**

During this period, we continued our return to offering in person counselling and it was good to predominantly be operating back in the room. However, we did continue to offer online counselling where the client needed or wanted this but kept the exploratory sessions in person. The courses were entirely delivered in person and I think this was a great relief for both tutors and students. Moving forward though, we will be completing our application to be able to offer on-line training where appropriate in the future.

The Norwich Centre provides daytime counselling during office hours from Monday to Friday. The following breakdowns and statistics look at all sessions held within the counselling service.

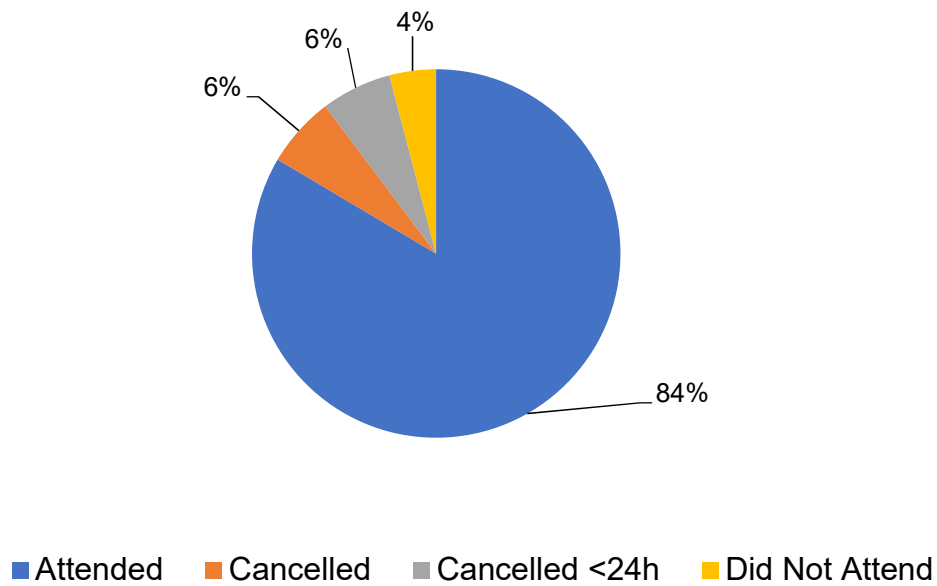
Spiritual Accompaniment was offered by Brian Thorne only, these sessions are included within the daytime statistics.

Supervision is also included within the daytime statistics; these sessions were offered by Caroline Kitcatt.

### Daytime Clients

The total number of booked sessions available to clients from 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023, excluding planned breaks, held slots and unfilled spaces, was 808. This includes supervision, spiritual accompaniment and exploratory sessions. This is comparable to last year but slightly lower than the last two years.

**Client Day Sessions**  
01/09/22 - 31/08/23  
(Does not include planned breaks, held spaces or unfulfilled spaces)



Client Day Booked Session Breakdown	
Attended	674
Cancelled	50
Cancelled <24h	50
Did Not Attend	33

Percentage of Booked Sessions Day Annual Breakdown					
	1/9/22 - 31/8/23	1/9/21 - 31/8/22	1/9/20 - 31/8/21	1/9/19 - 31/8/20	*2019
Attended	84%	88%	90%	84%	80%
Cancelled	12%	8%	7%	11%	14%
Did Not Attend	2%	4%	4%	5%	6%

## Evening Clients

We did not have any evening clients during 2022 – 2023, as we don't currently offer this service.

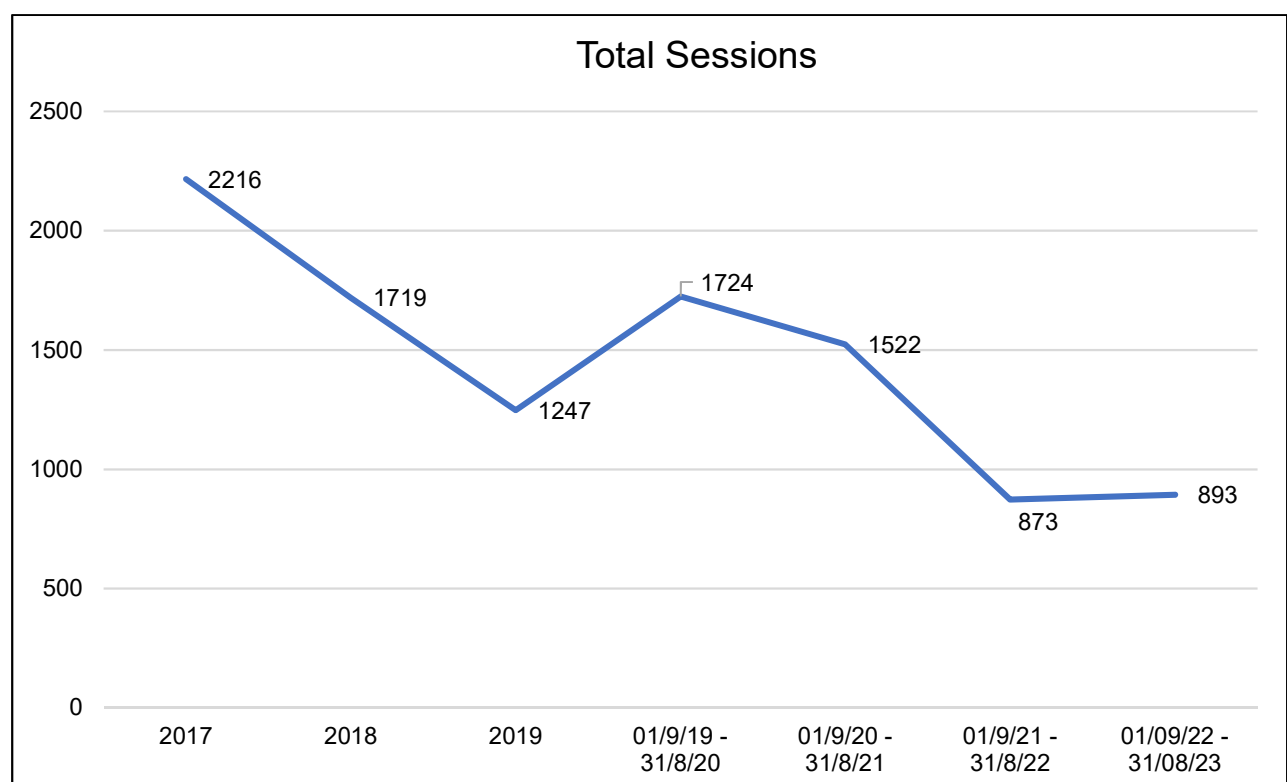
## Client Breakdown

In total, including spaces that were held for clients, unfilled spaces and planned breaks, there were 893 available sessions for counselling, supervision, exploratory sessions or spiritual accompaniment.

A total of 108 different clients accessed The Norwich Centre between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023. 76 individuals made contact and booked exploratories, however 8 of these didn't attend any booked exploratories. There were a further 61 clients who contacted us for initial information and then never followed through to book an exploratory.

Of those who did have counselling, including those who started before 1<sup>st</sup> September 2022, 35 had 6 sessions or less, 20 had 7 to 12 sessions, 8 had 13 to 18 sessions and 15 had 19 or more sessions. Of these, 2 were clients who accessed The Norwich Centre for supervision and 7 for spiritual accompaniment (these are included in total client number).

In 2021-2022, the total number of clients over 12 months was 61, so The Norwich Centre has seen a considerable increase in its charity clients. This is due to recruiting more trainees from the Diploma course, who started seeing clients as of Spring 2023.



### Exploratory Sessions

82 exploratory sessions were offered between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023. The increase in numbers is due to the waiting list remaining open and having a greater number of trainees on placement. We have also retained a small number of qualified volunteers.

Service	Attendance	22/23	20/21
Norwich Centre Exploratory	Attended	69	32
	Cancelled	5	1
	Did Not Attend	8	4

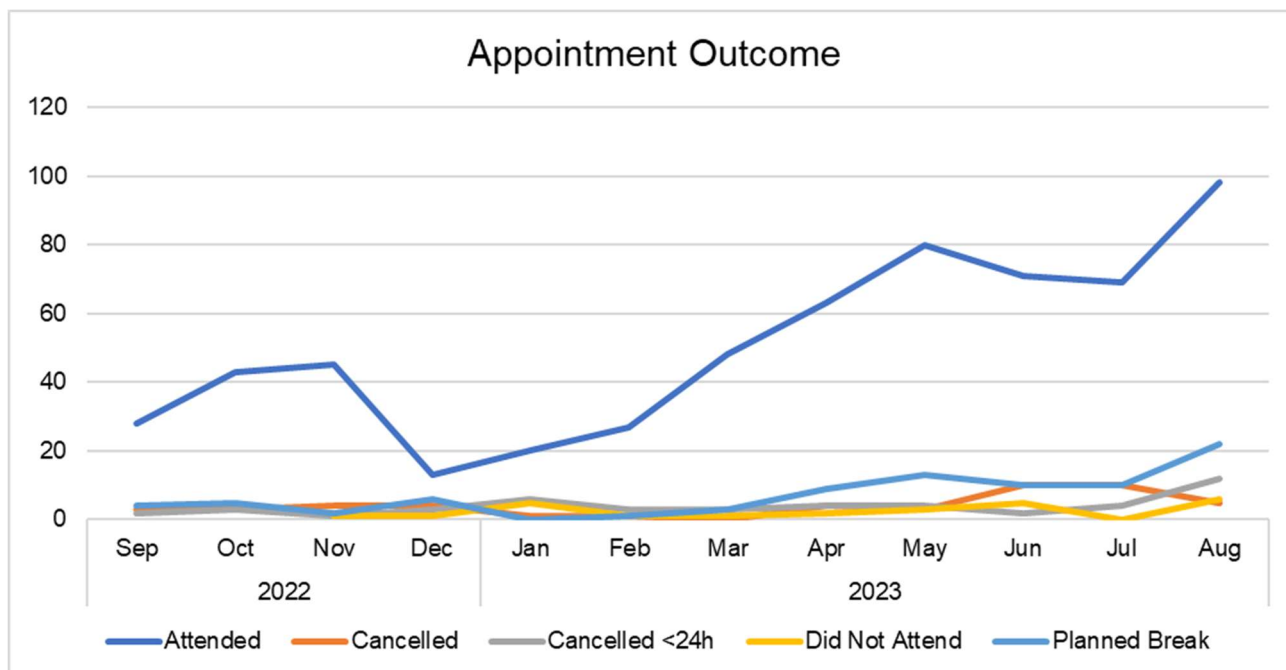
Service	Attendance	
Norwich Centre Exploratory	Attended	66
	Cancelled	2
	Cancelled <24h	3
	Did Not Attend	8
NC Exploratory – online	Attended	3

### Individual Counselling Statistics



Year	Month	Attended	Cancelled	Cancelled <24h	Did Not Attend	Planned Break	Monthly Total
2022	Sep	28	3	2	0	4	37
	Oct	43	3	3	0	5	54
	Nov	45	4	1	1	2	53
	Dec	13	4	3	1	6	27
2023	Jan	20	1	6	5	0	32
	Feb	27	1	3	1	1	33
	Mar	48	0	3	1	3	55
	Apr	63	4	4	2	9	82
	May	80	3	4	3	13	103
	Jun	71	10	2	5	10	98
	Jul	69	10	4	0	10	93
	Aug	98	5	12	6	22	143





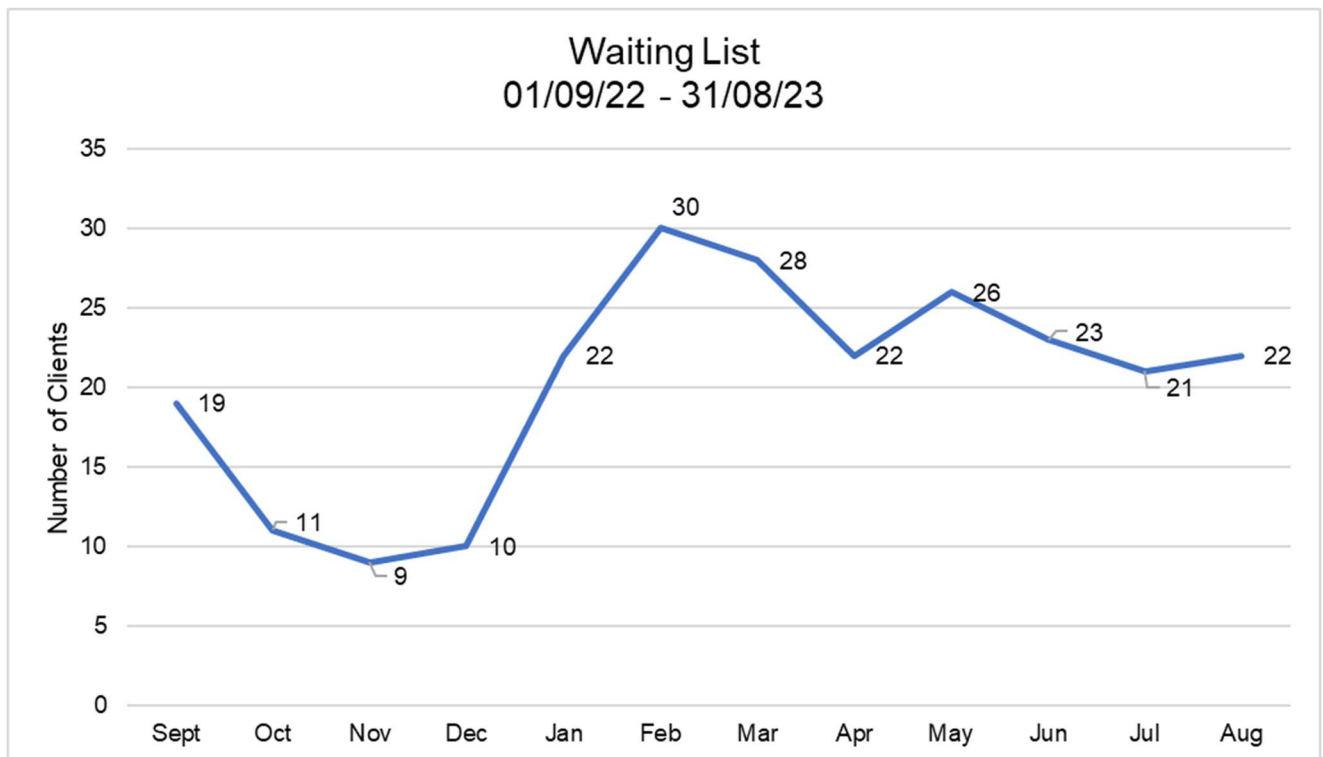
### Average Fee for 1 to 1 Counselling

Average of Fee Paid		
Sponsor	Service	Total
Norwich Centre Day	1 to 1	£18.57

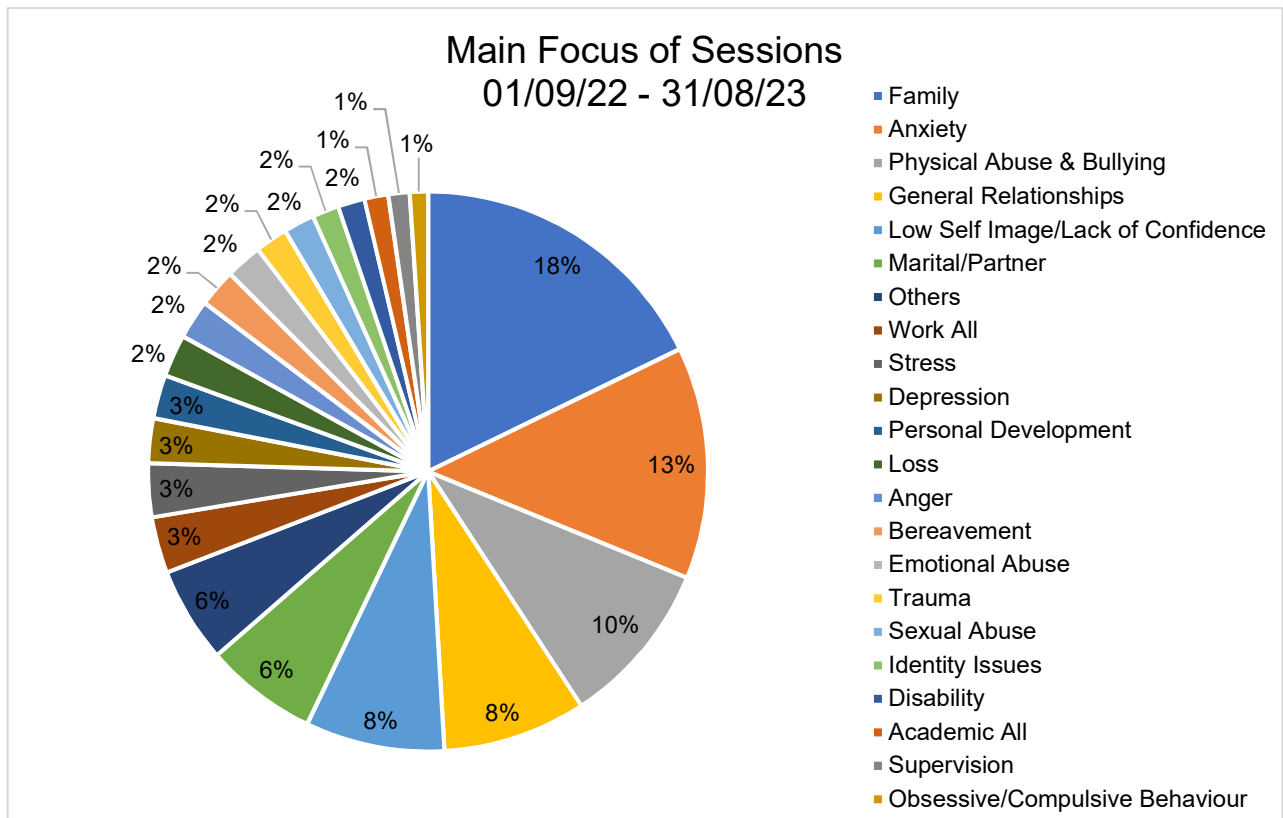
The average fee for 1 to 1 daytime clients is £18.57 higher than 2021/22, when the average fee was £14.73. In 2020/21 it was £17.40.

## Waiting List

We reopened the waiting list in December in order to take on some new clients for the trainee counsellors to start in the spring and it has remained open since.



## Main Focus of Sessions



For The Norwich Centre clients, Family, Anxiety, and Physical Abuse & Bullying were the most prominent issues, followed by General Relationships and Low Self Image/Lack of Confidence.

A big change this year was the drop in coronavirus related issues. There was only one session in which any coronavirus topic was listed as the main issue.

### **Breakdown of MPP sub-categories:**

6% of the main focus of sessions was 'Other' issues, which is broken down into the following:

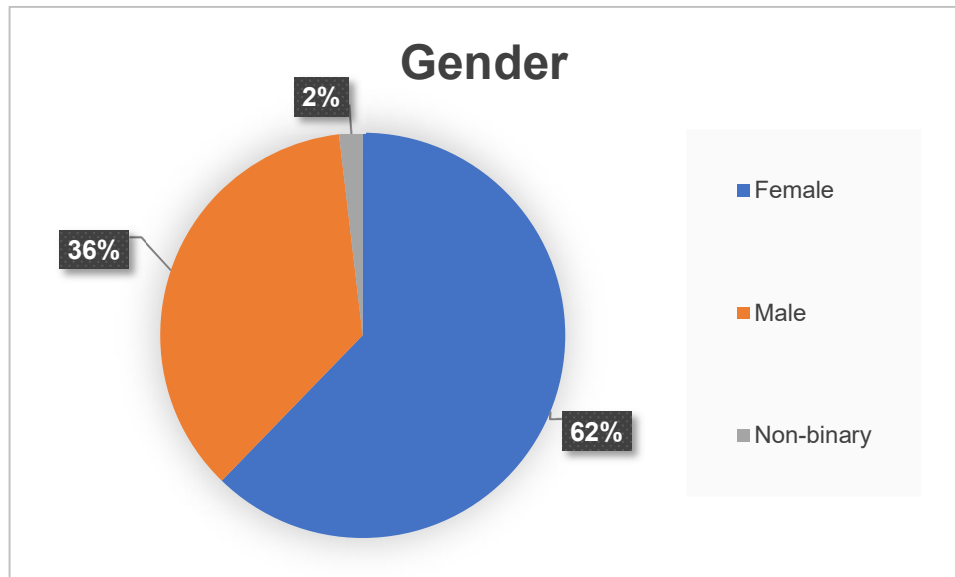
<b>Other MPPs</b>	<b>Percentage of 'Other' Category</b>
<b>Ending</b>	13.2%
<b>Psychosis/Mental Illness</b>	10.3%
<b>Financial/Debt</b>	10.3%
<b>Sexuality/Sexual Problems</b>	8.8%
<b>Illness</b>	8.8%
<b>Suicidal Intent</b>	5.9%
<b>Substance Abuse</b>	5.9%
<b>Existential Issues</b>	5.9%
<b>Ethnic Identity</b>	5.9%
<b>Sexual Issues</b>	4.4%
<b>Gender Identity</b>	4.4%
<b>Casual Relationships</b>	4.4%
<b>Spiritual Issues</b>	2.9%
<b>Phobias</b>	2.9%
<b>Eating Disorder</b>	2.9%
<b>Panic Attacks</b>	1.5%
<b>Coronavirus Trauma</b>	1.5%

3% of the main focus of sessions was the 'Work' category, which is broken down into the following:

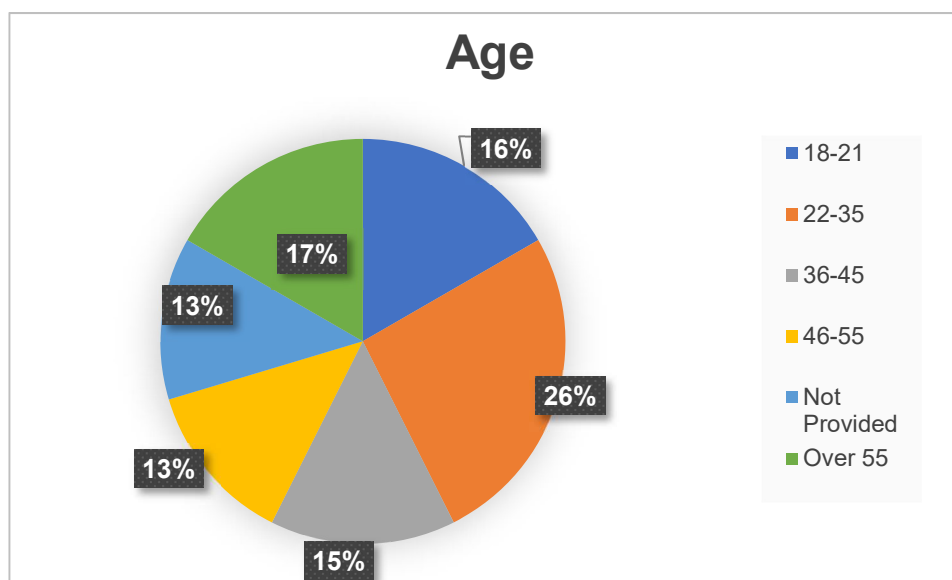
<b>Work MPPs</b>	<b>Percentage of 'Work' category</b>
<b>Work General</b>	45.0%
<b>Work Anxiety</b>	25.0%
<b>Work Stress</b>	17.5%
<b>Work Pressure</b>	5.0%
<b>Work (Bullying/Harassment)</b>	2.5%
<b>Work Overwork</b>	2.5%
<b>Work Redundancy</b>	2.5%

## Client Profiles/Demographics

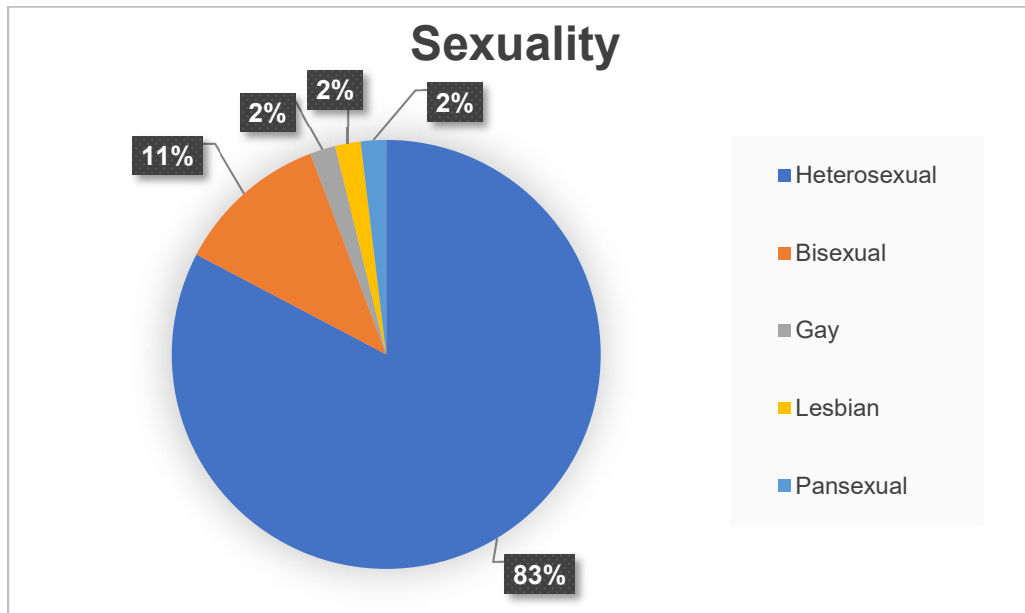
55 equal opportunity forms were collected between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023, which is only slightly less than the total of new clients we saw. This has produced a fairly representative view of the clients we saw.



Individuals who identified as female made up the largest portion of clients, followed by those that identified as male. A small portion of clients identified as non-binary.

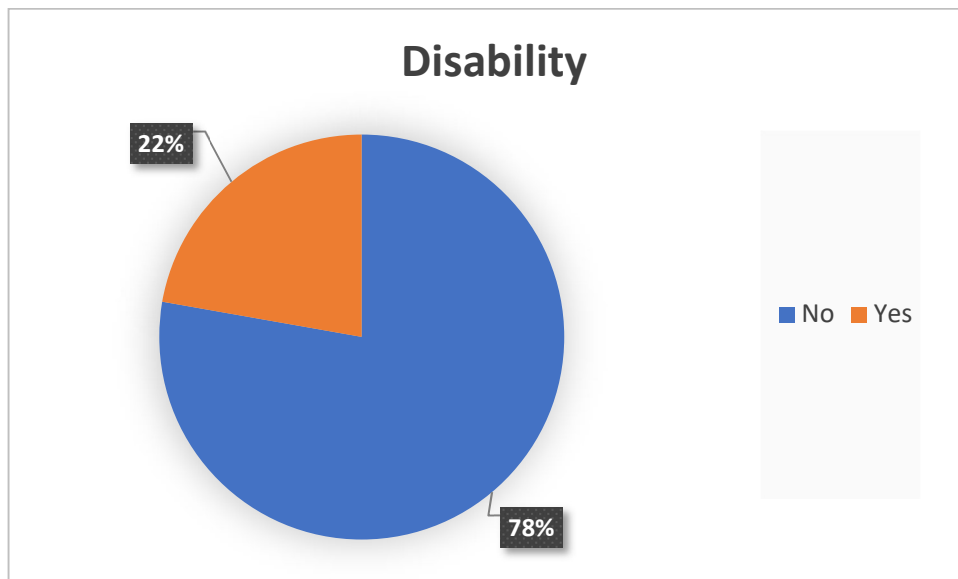


The biggest group of new clients this year were aged 22 - 35, but generally the spread was quite even between the age groups compared to previous years.

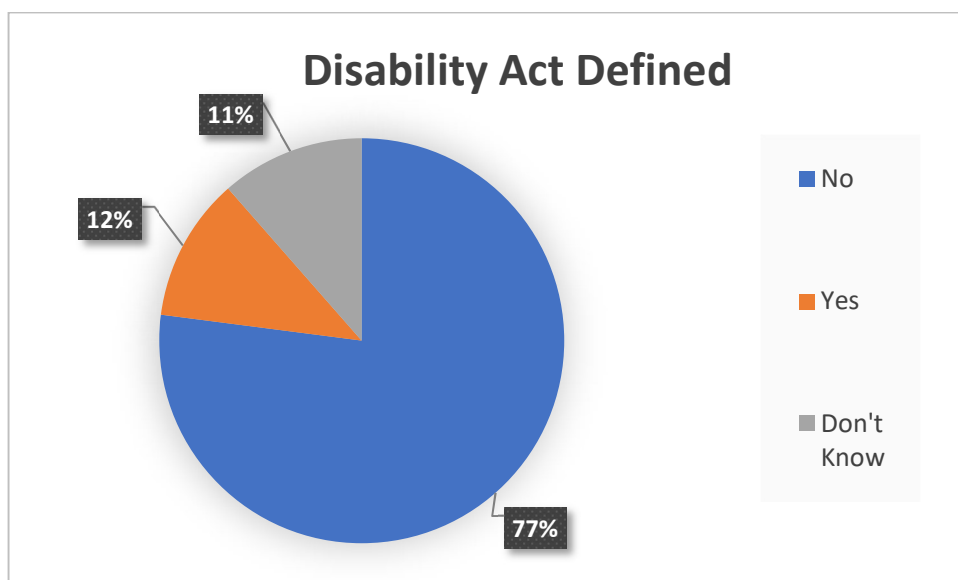


Individuals who identified as heterosexual made up the largest portion of clients this year and the same trend was seen in 2022. The table below shows the breakdown of client sexuality over the last six years.

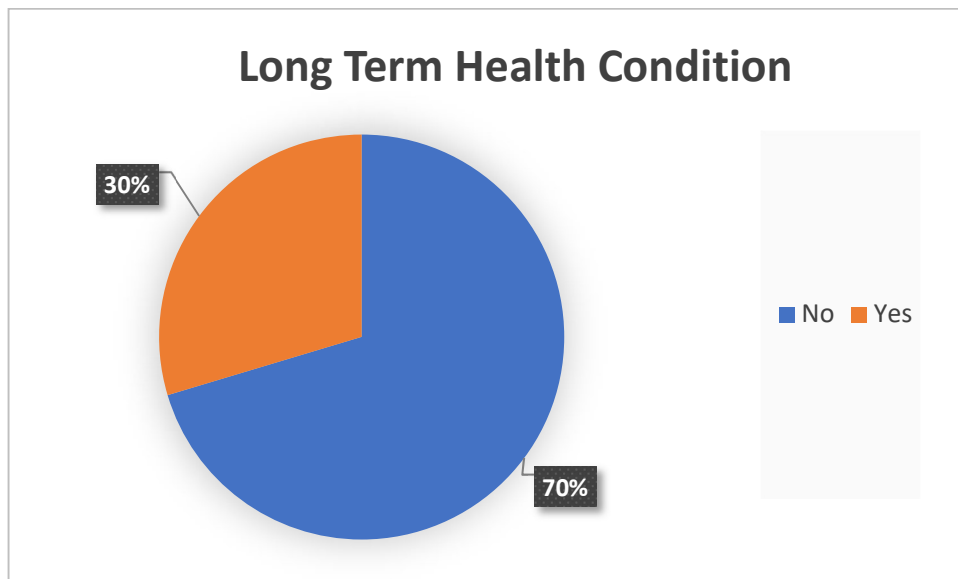
Sexuality	1/9/22 - 31/08/23	1/9/21 - 31/08/22	1/9/20 - 31/08/2021	1/9/19 - 31/8/20	2019	2018
<b>Heterosexual</b>	43	6	19	42	46	82
<b>Bi-sexual</b>	5	0	3	12	5	13
<b>Not given</b>	3	0	0	2	3	2
<b>Gay</b>	1	0	1	1	2	2
<b>Lesbian</b>	1	0	0	0	1	1
<b>Pansexual</b>	1	1	0	0	0	0



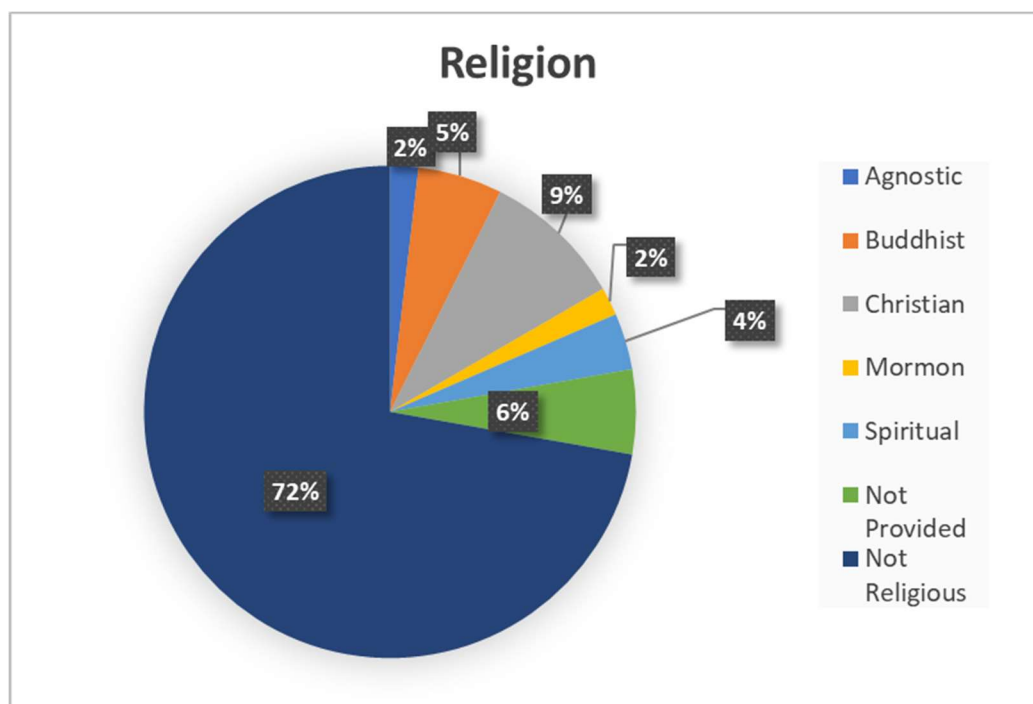
22% of clients described themselves as having a disability. This is an increase on 2021/22, when 15% of clients described themselves as having a disability.



12% of clients described themselves as having a disability as defined by the Disability Discrimination Act. This is a noticeable increase on 2021/22 when no clients described themselves as having a disability as defined by the Act.

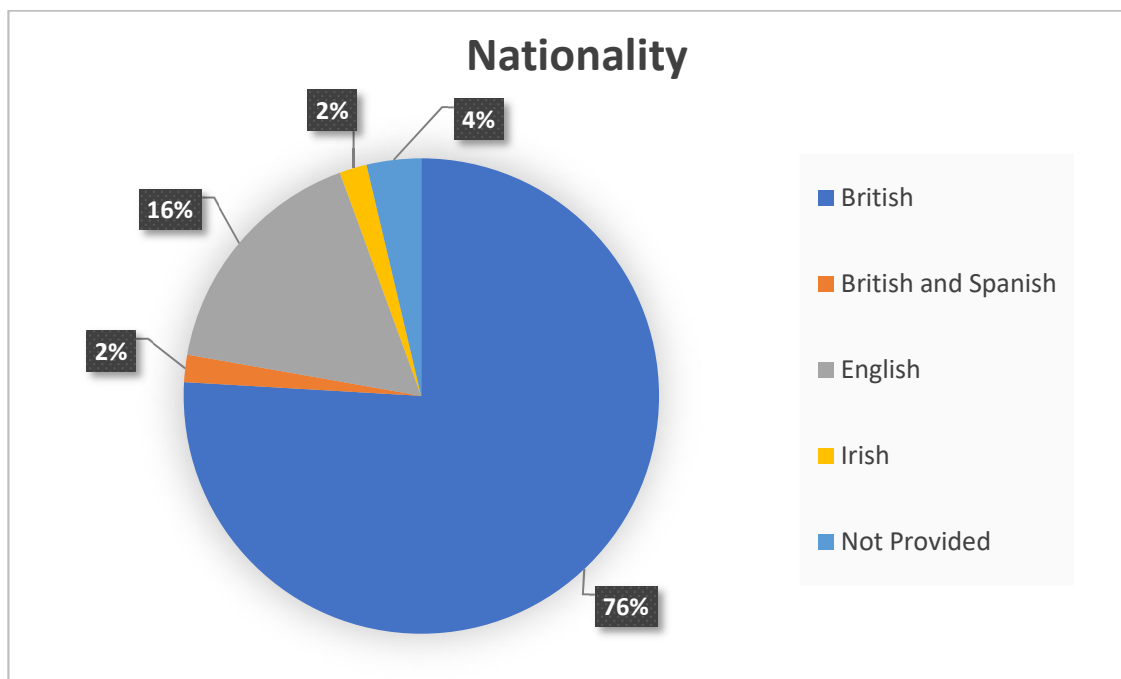


30% of clients described themselves as having a long-term health issue. This is a noticeable increase on 2021/22 when 15% of clients described themselves as having a long-term health issue.

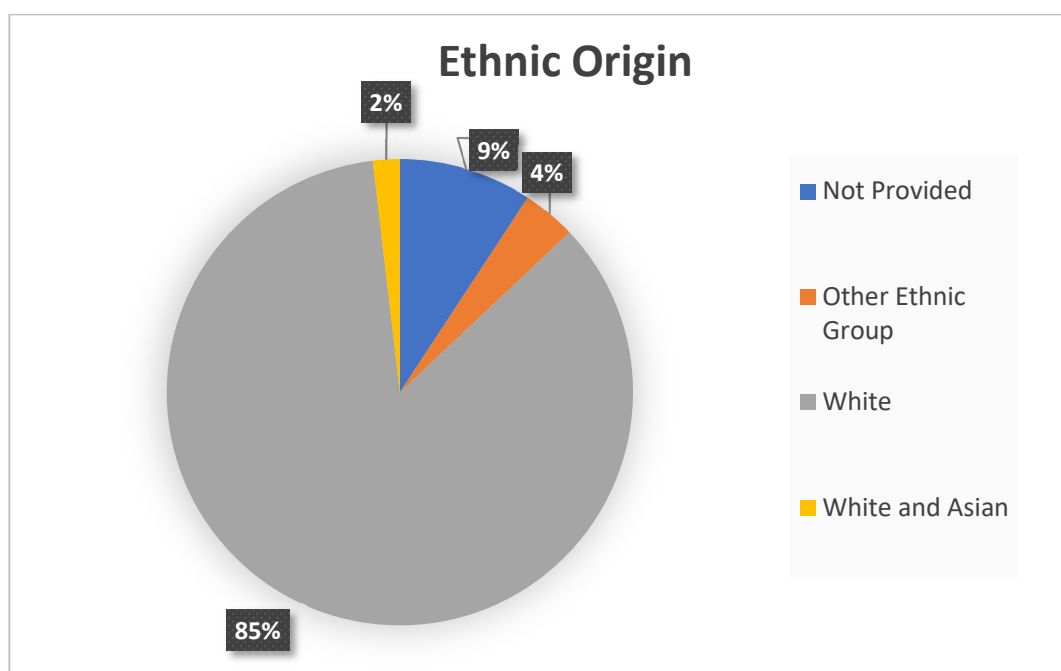


When asked to describe their religion, the majority of clients identified as having no religion (72%).





The majority of clients identified as being British or English when asked about their nationality, this was the same in previous years.



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

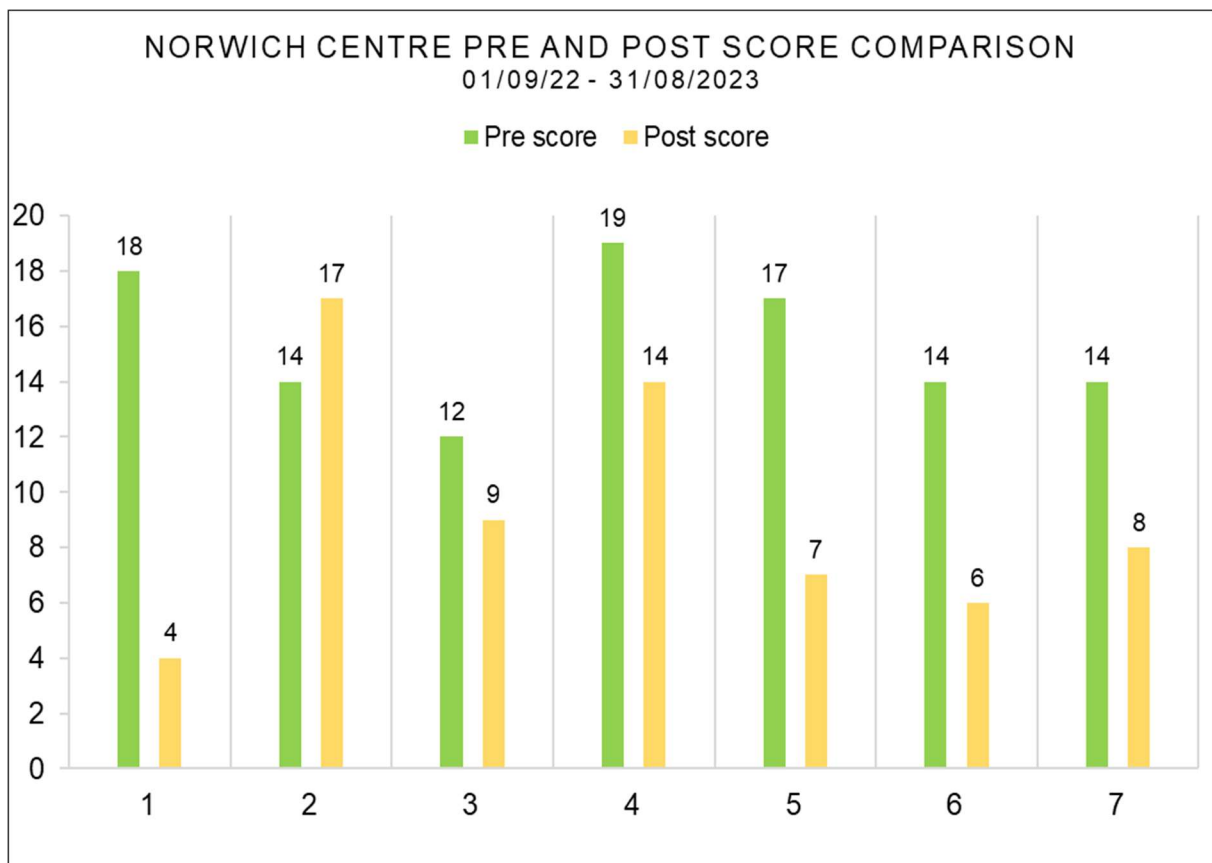
## Client Feedback

We have recently set up new online feedback forms, as our previous feedback provider put charges in place. So far, we have only collected two responses, both of which were very positive and stated they would recommend our service. Any feedback received is anonymous and is carefully considered when reviewing 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.

7 clients ended counselling and completed PSYCHLOPS forms between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023. The chart below shows their pre and post scores and how they changed. 7 clients showed an improvement, as their post scores are lower than their pre-scores.

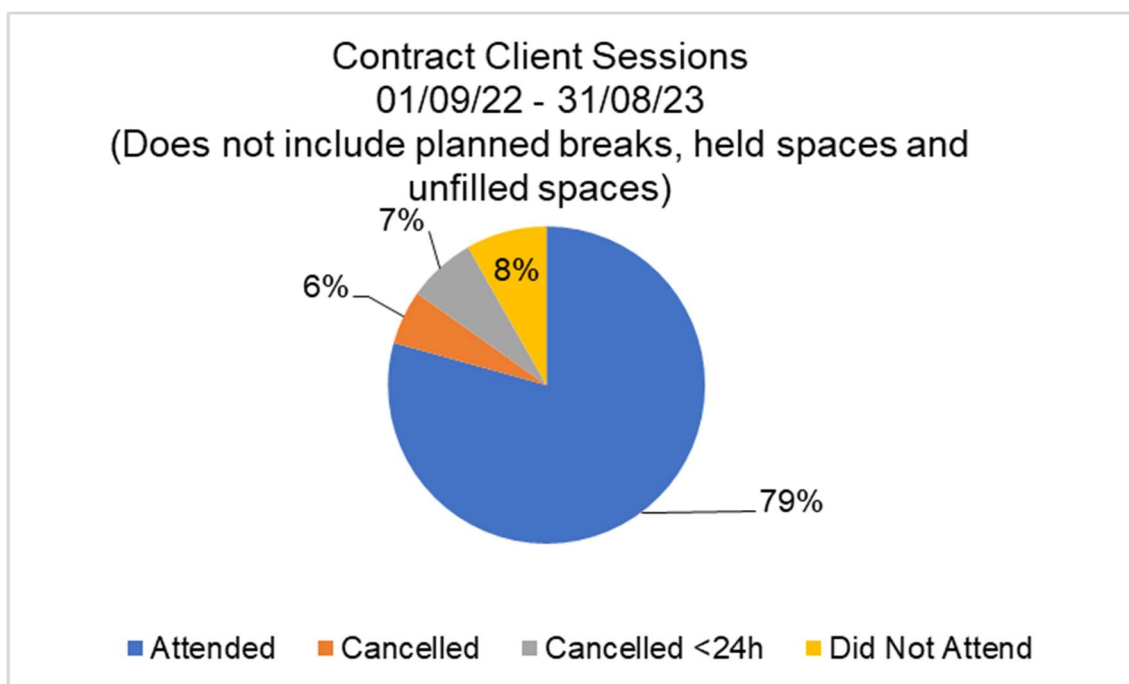


## The Norwich Centre Contracts

### Clients

The total number of booked sessions for Norwich Centre contracts clients between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023, excluding planned breaks, held slots and unfilled spaces, was 1140 including exploratory sessions. This was a decrease in sessions from the previous year (1458).

Client numbers for 01/9/22 – 31/8/23 = 194



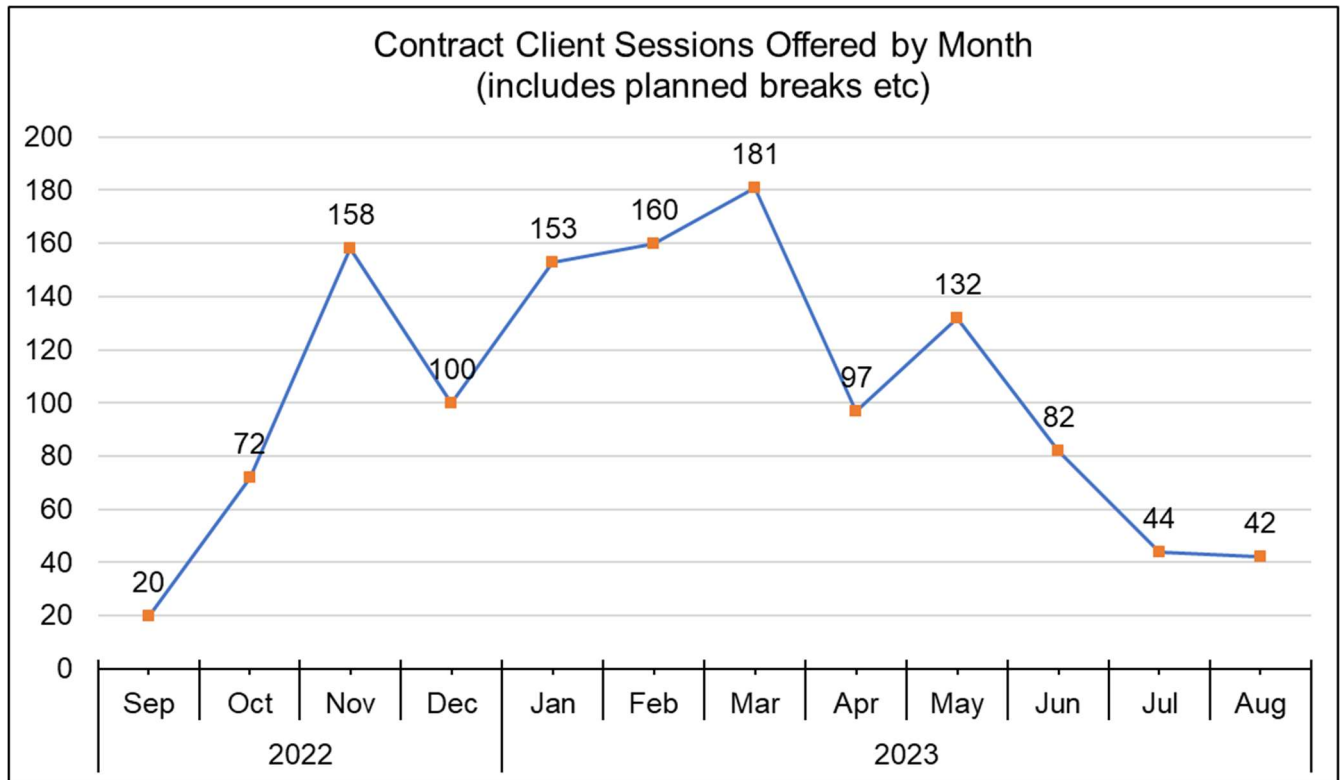
Contract Client Booked Sessions Breakdown	
Attended	904
Cancelled	63
Cancelled <24h	79
Did Not Attend	94

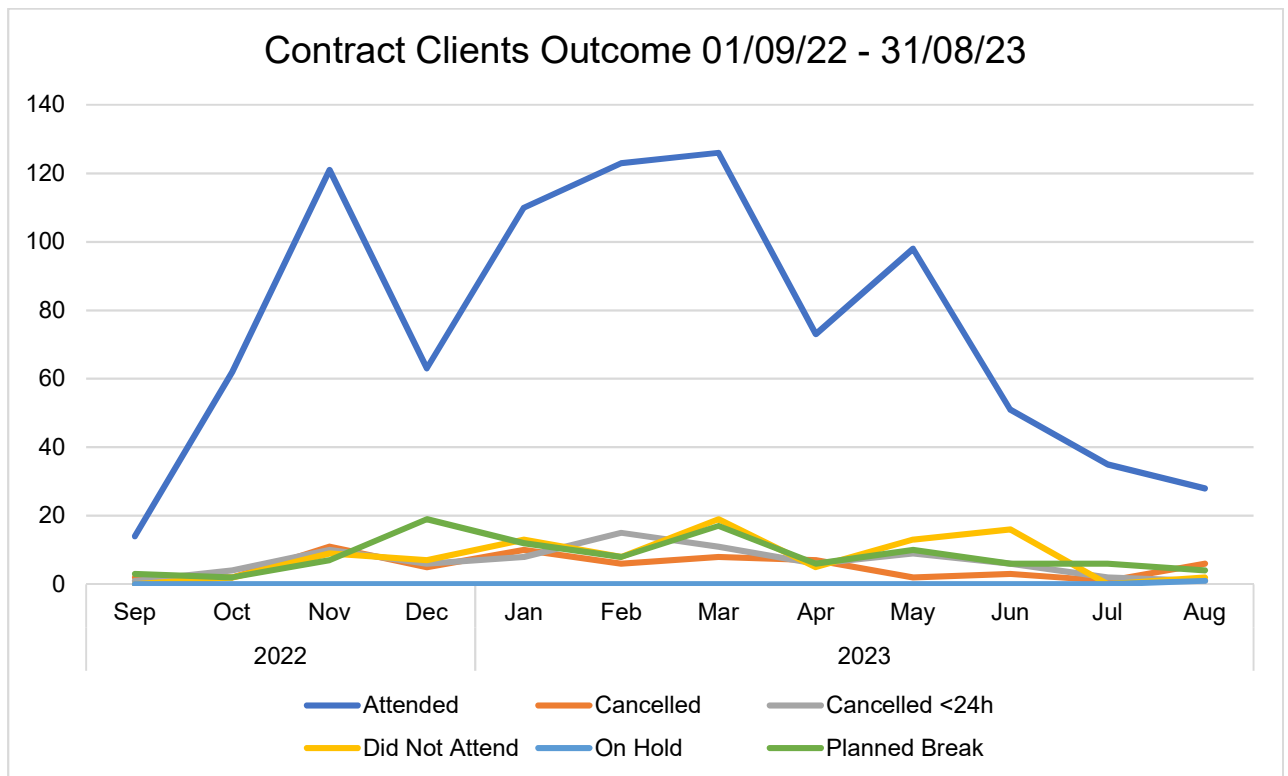
## Client Breakdown

Client numbers for 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023 = 194 (21/22 = 254)

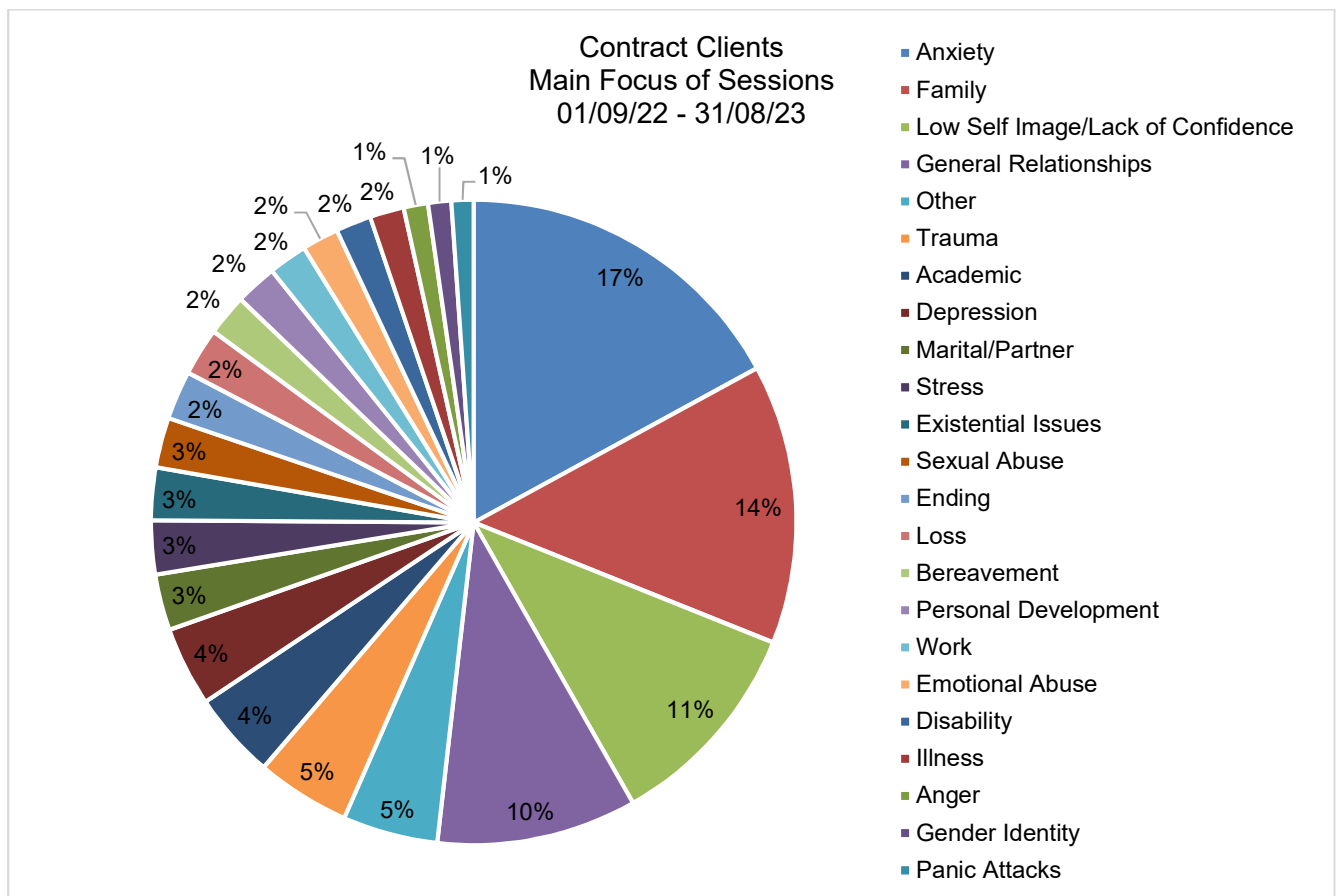
NCP Percentage of Booked Sessions Day Annual Breakdown		
	1/9/22 - 31/08/23	1/9/21 - 31/08/22
Attended	79%	79%
Cancelled	13%	10%
Did Not Attend	8%	11%

## Individual Counselling Statistics





## Contract Clients Main Focus of Sessions



For The Norwich Centre contract clients, Anxiety and Family were the most prominent issues, followed by Low Self Image/Lack of Confidence and General Relationships.

A big change this year was the drop in coronavirus related issues. There was only one session in which any coronavirus topic was listed as the main issue.

### **Breakdown of MPP sub-categories:**

4.8% of the main focus of sessions was 'Other' issues, which is broken down into the following:

<b>Other</b>	<b>Percentage of 'Other' Category</b>
<b>Physical Abuse &amp; Bullying</b>	15.4%
<b>Eating Disorder</b>	14.1%
<b>Sexual Issues</b>	11.5%
<b>Obsessive/Compulsive Behaviour</b>	10.3%
<b>Sexuality/Sexual Problems</b>	10.3%
<b>Self-Harm</b>	7.7%
<b>Suicidal Intent</b>	7.7%
<b>Ethnic Identity</b>	5.1%
<b>Psychosis/Mental Illness</b>	3.8%
<b>Racial Harassment/Discrimination</b>	3.8%
<b>Casual Relationships</b>	2.6%
<b>Phobias</b>	2.6%
<b>Substance Abuse</b>	2.6%
<b>Identity Issues</b>	1.3%
<b>Spiritual Issues</b>	1.3%

4.3% of the main focus of sessions was 'Academic' issues, which is broken down into the following:

<b>Academic MPPs</b>	<b>Percentage of 'Academic' Category</b>
<b>Academic Course Work Issues</b>	59.2%
<b>Academic Time Management/Deadline Issues</b>	25.4%
<b>Academic Intermission/Withdrawal/Extenuating Circs</b>	12.7%
<b>Academic Tutor Issues</b>	2.8%

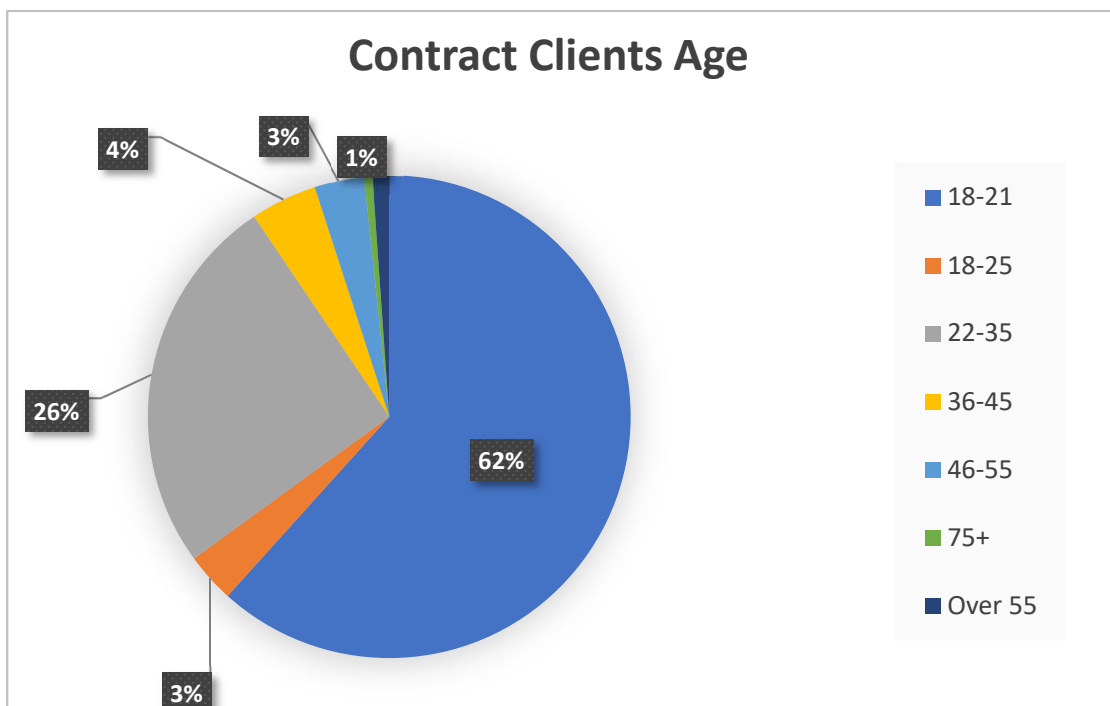
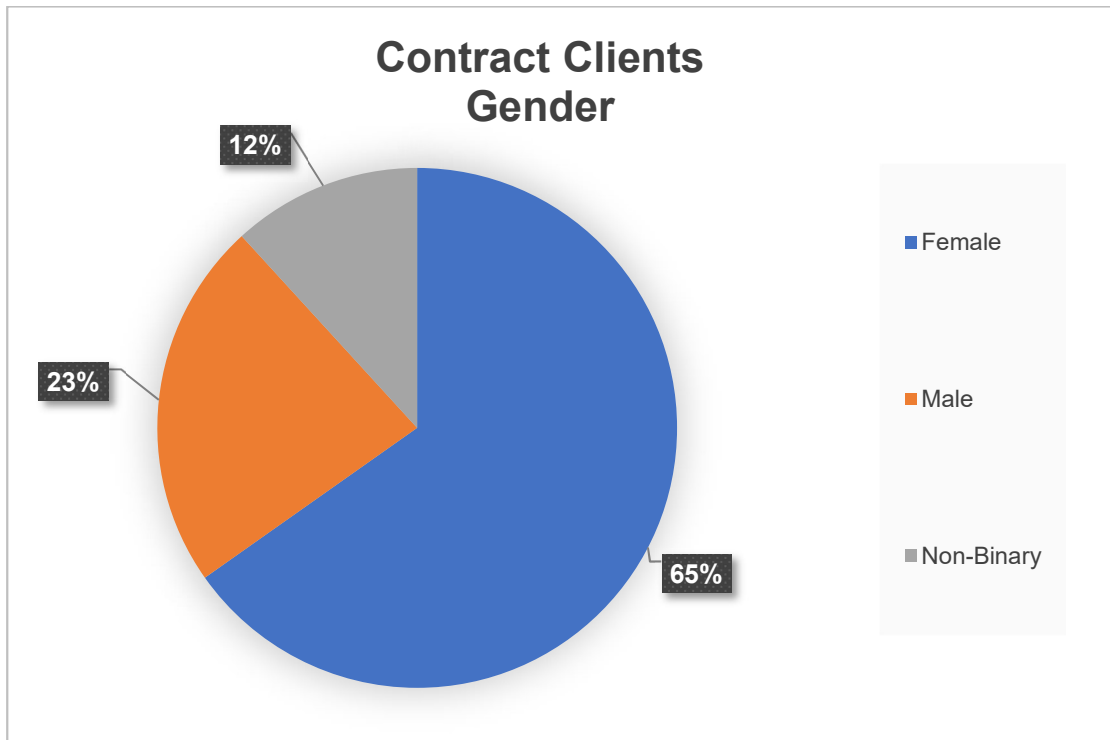
2% of the main focus of sessions was 'Work' issues, which is broken down into the following:

<b>Work MPPs</b>	<b>Percentage of 'Work' Category</b>
<b>Work Stress</b>	37.50%
<b>Work General</b>	21.88%
<b>Work Pressure</b>	15.63%
<b>Work Anxiety</b>	12.50%
<b>Work (Bullying/Harassment)</b>	6.25%
<b>Work Conflict</b>	3.13%
<b>Work Overwork</b>	3.13%

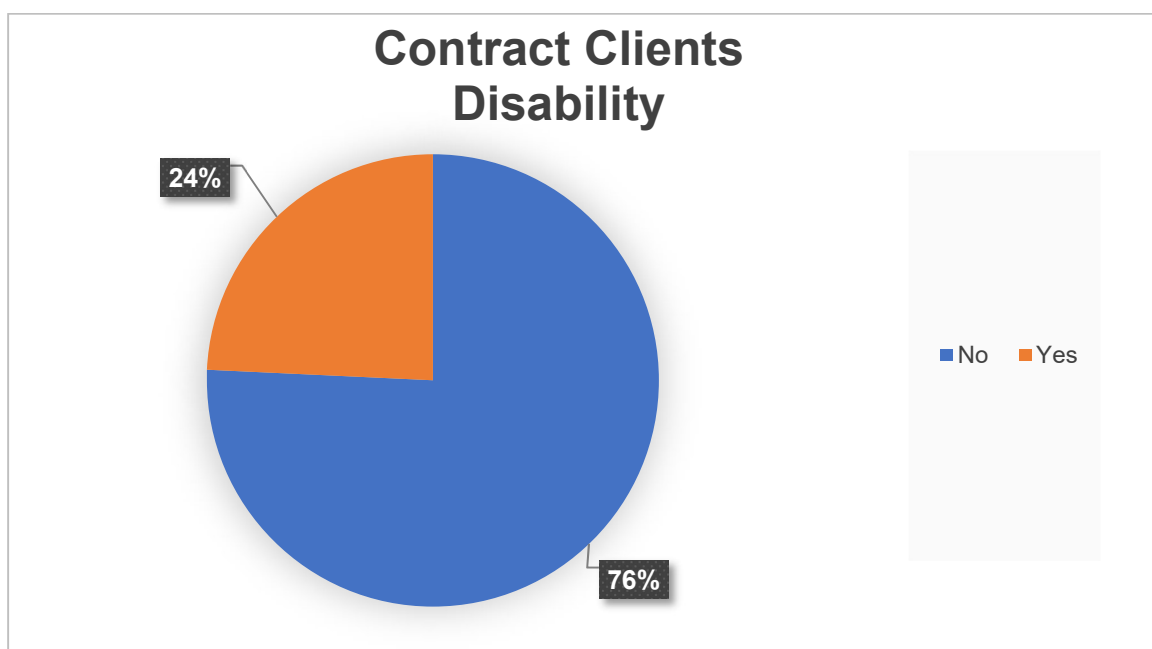
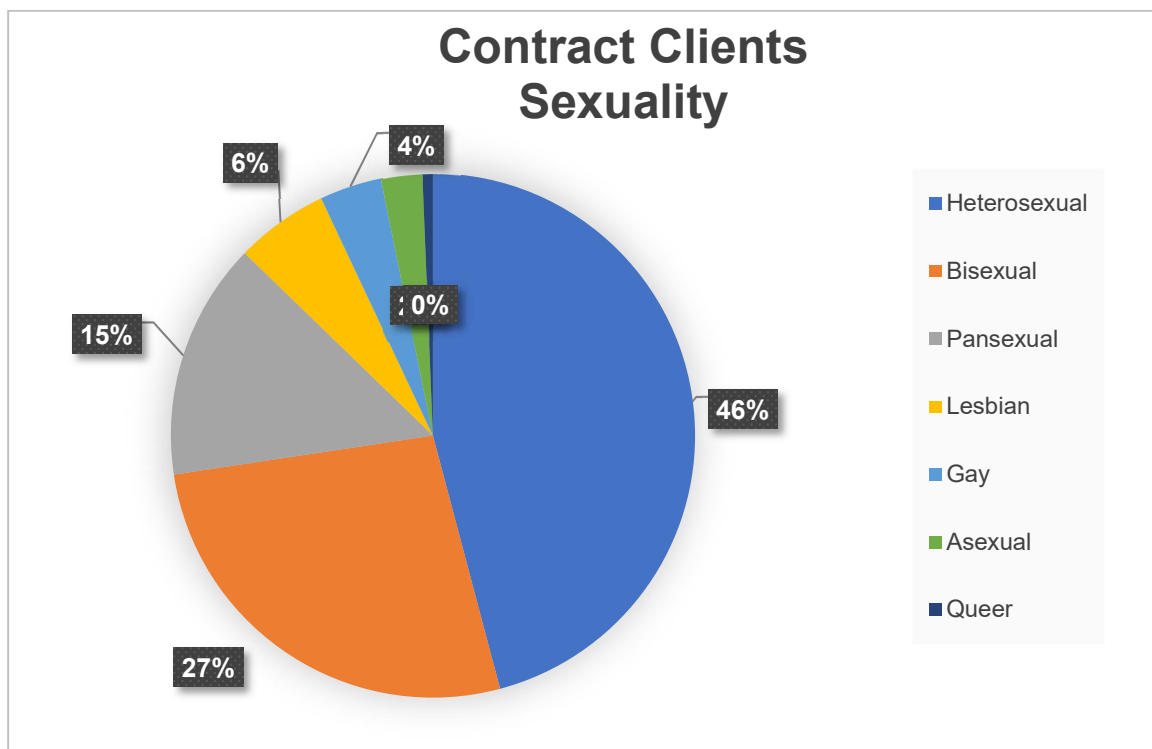


## Contract Client Profiles/Demographics

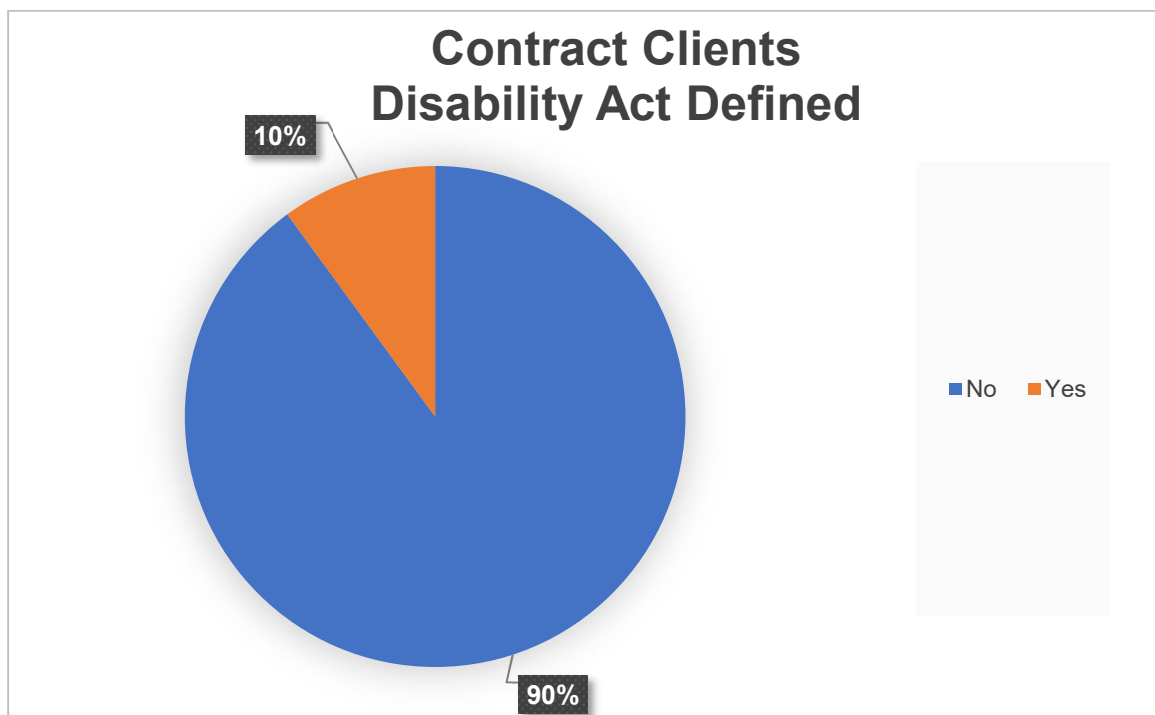
180 equal opportunity forms were collected between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023.



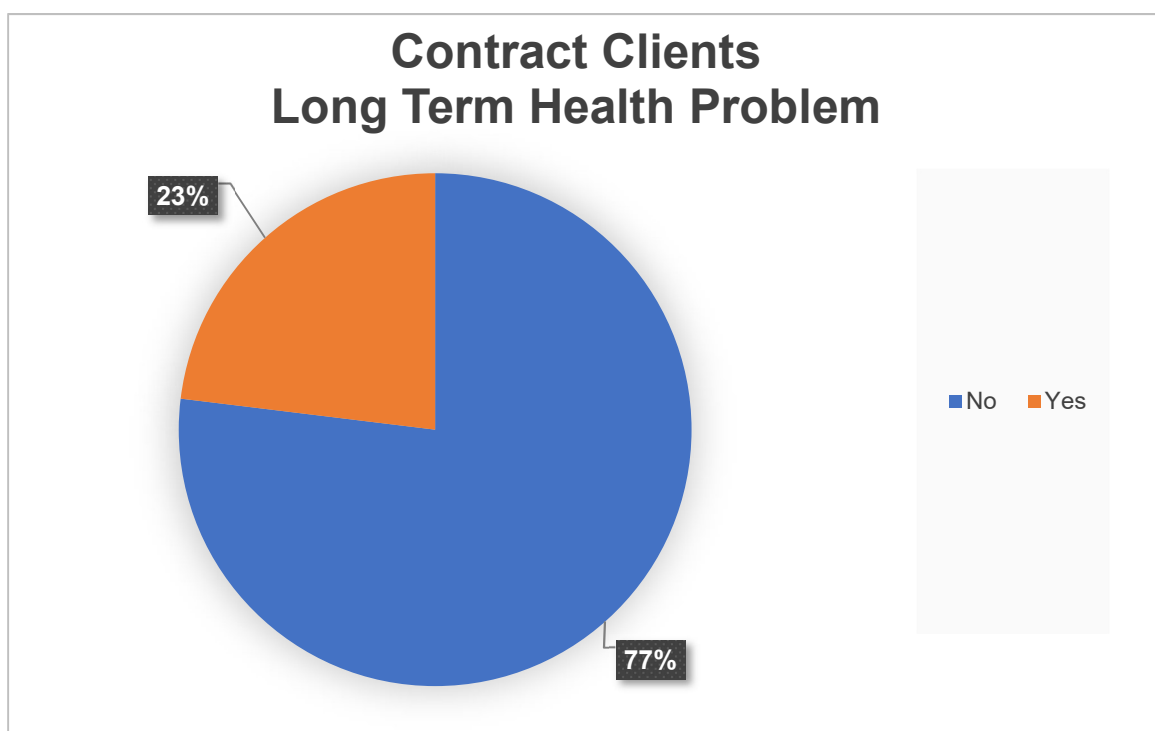
Note: The client age categories have some crossover due to the way the data was originally input.



24% of clients described themselves as having a disability.



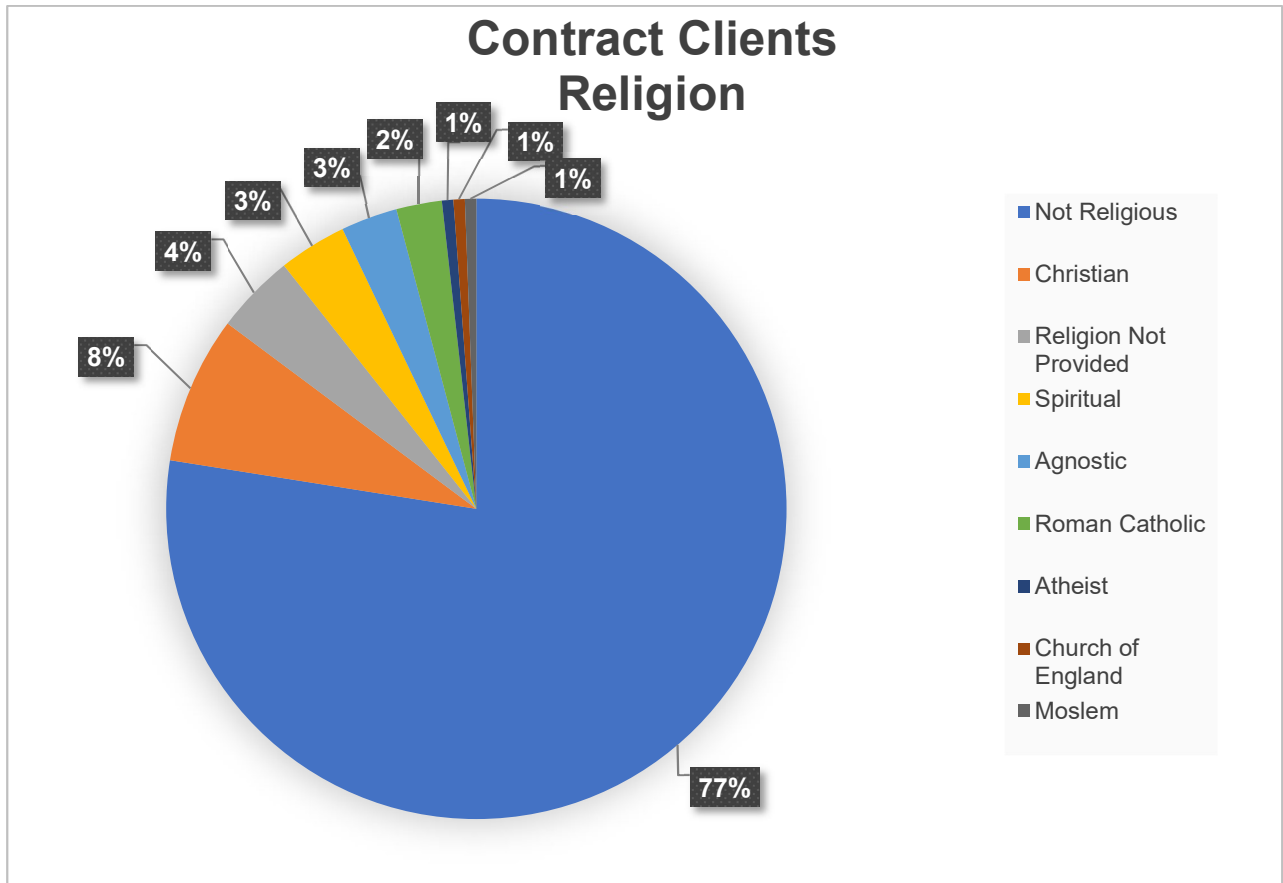
10% of clients described themselves as having a disability as defined by the Disability Discrimination Act.

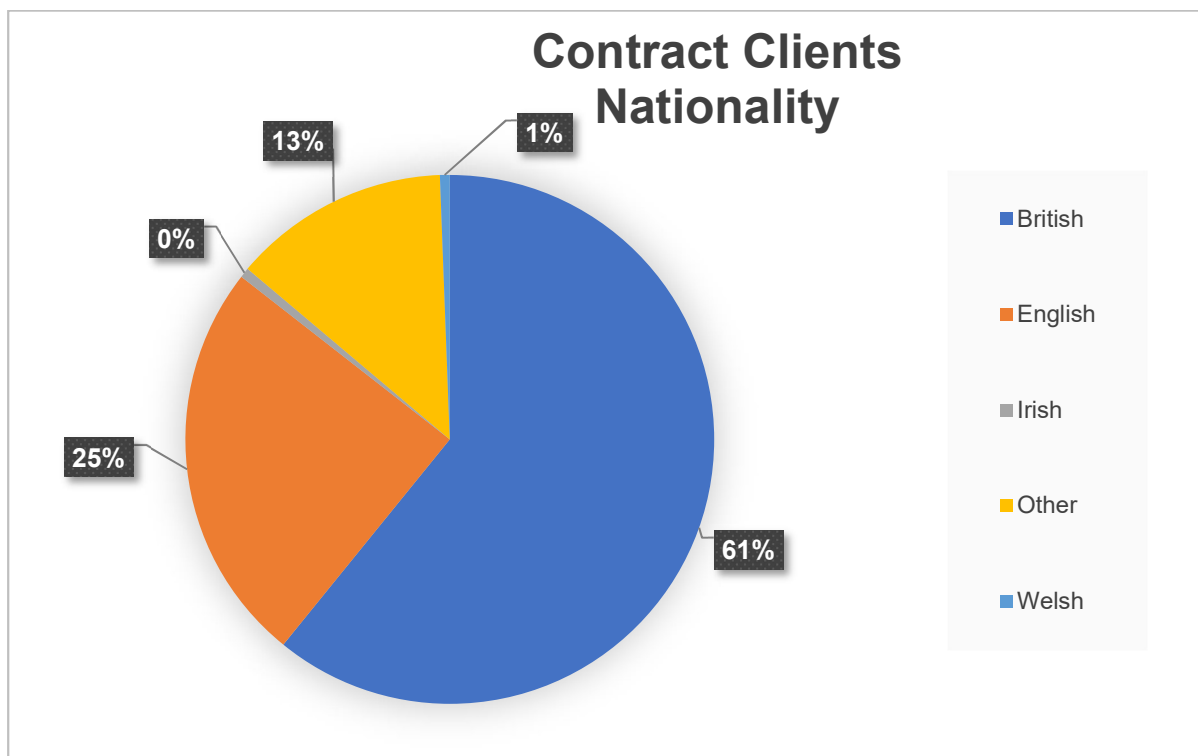


23% of clients described themselves as having a long-term health issues.

## Contract Clients Religion

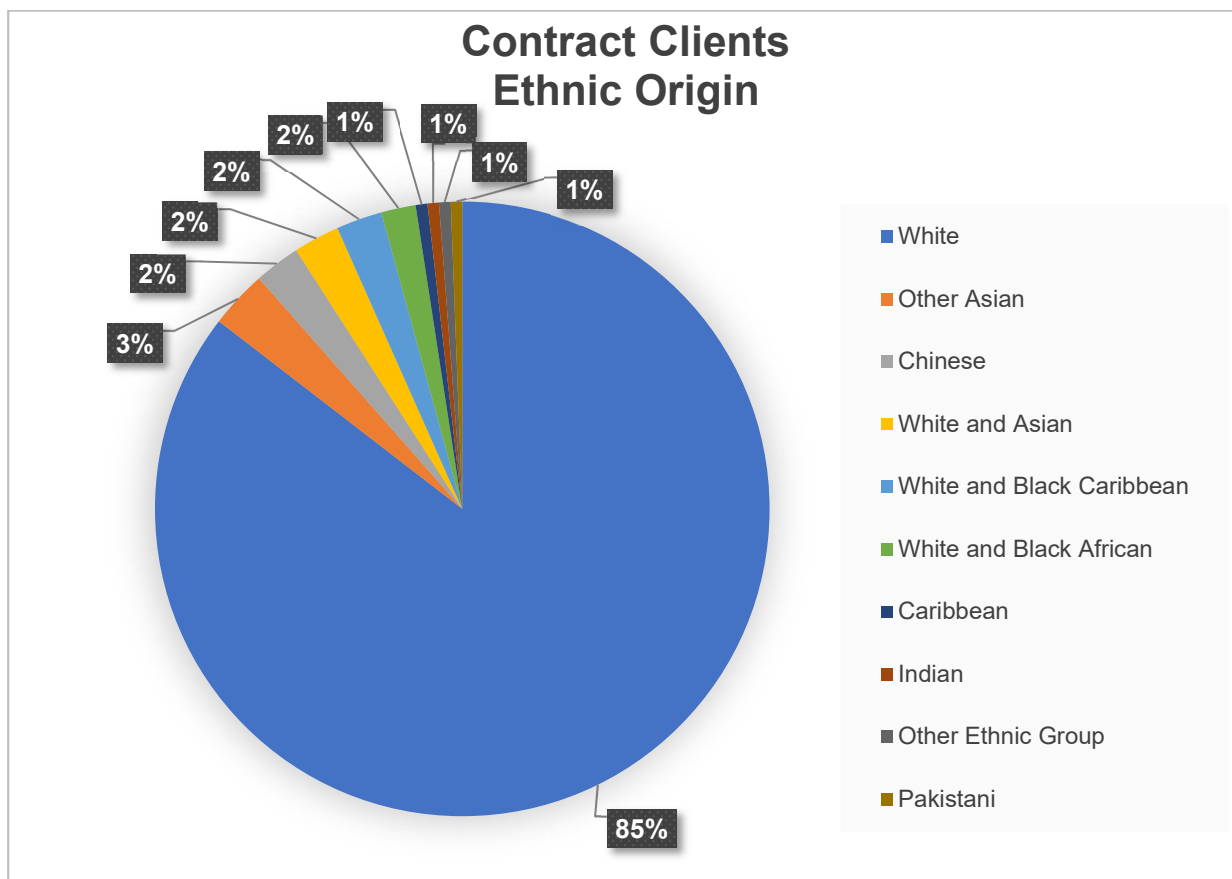
When asked to describe their religion, the majority of contract clients identified as not being religious (77%). Of those who did identify as having a religion, Christianity was named by a majority.





Other Nationality included:

Other Nationality	
American	3
German	2
Thai	2
Bulgarian	1
Canadian	1
Filipino	1
French	1
Greek	1
Hong Konger	1
Hungarian/Romanian	1
Malaysian	1
Polish	1
Portuguese	1
Romanian	1
Scottish/Italian	1
Singaporean	1
South African	1
South African and British	1



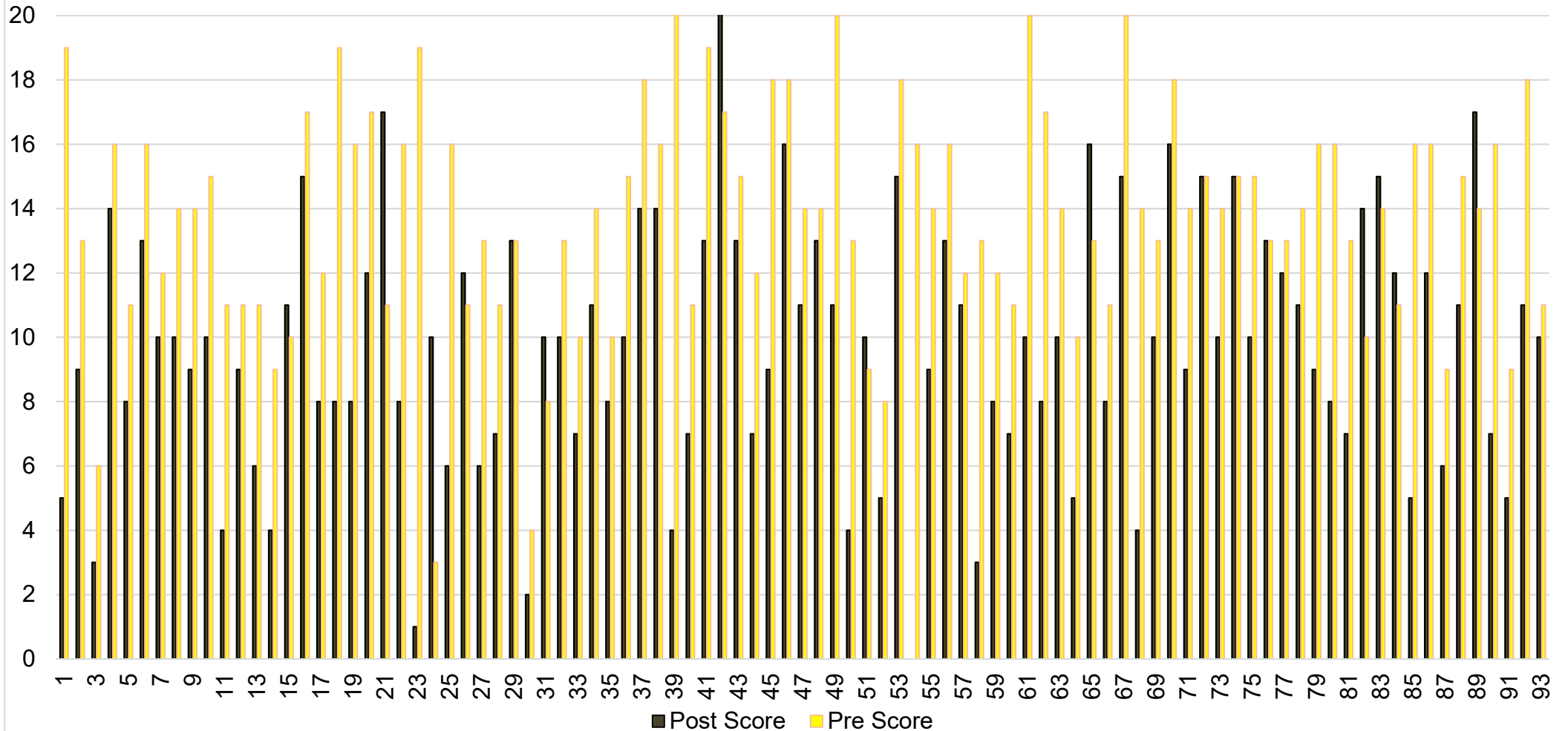
The category 'Other Asian' was give further detail by the following answers:

Other Asian	
Filipino	2
Southeast Asian/Thai	2
Arab	1
Malaysian Chinese	1

### Contract Clients Psychlops

93 clients ended counselling and completed PSYCHLOPS forms between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023. The chart below shows their pre and post scores and how they changed. 84% showed an improvement. 3% showed no change. 13% were slightly worse. Overall, the scores demonstrate the effectiveness of the service.

Contract Clients Pre and Post Score Comparison  
01/09/22 - 31/08/2023



## Training Courses

The Norwich Centre ran a variety of different training courses between 1<sup>st</sup> September 2022 to 31<sup>st</sup> August 2023.

### Introduction to Counselling Skills –18 spaces

- Autumn (Monday) 2022 - 18 students completed successfully
- Spring (Monday) 2023 - 17 students completed successfully
- Summer 2023 at The Norwich Centre (Monday) – 10 students completed successfully (smaller group)
- Summer 2023 at the Norwich Wellbeing Centre (Monday) – 16 students completed successfully

### Certificate in Counselling Skills 2021/22 – 18 spaces

- Certificate (Wednesdays) - 16 students completed successfully

### 2022 – 2024 Diploma Course

- The course began in September 2022 and has continued into this year with completion in the summer of 2024. Currently there are 21 students on the course all of whom we expect to complete the course.



## Conclusion

The Norwich Centre continues to provide counselling and training opportunities to a wide variety of individuals. It was great to be able to offer the majority of our counselling and training in person and we feel we are leaving the impact of the pandemic behind us.

We continue to be grateful to all our staff, volunteers and trainees who give their time and help us continue to provide the great services that we do. Equally, we are thankful to have Brian regularly in the building to offer the spiritual guidance which brings a considerable revenue to The Norwich Centre.

We continue to be able to offer placements to the trainees on our Diploma course and have enjoyed having 9 new trainees this year, most of whom started on placement with us in spring 2023 and will be working with us until summer 2024. We hope some of them will continue to work with us in future years as either volunteers or paid counsellors.

Our courses have continued to recruit strongly and were run effectively through 2022-2023. They represent a valuable resource to local counselling organisations by providing trainees and well-trained professional counsellors and they support us in our charity work.

We were successful in our bid for funding to provide a new service for young adults (aged 18-25) who would not commonly access counselling. We managed to get 2 grants; one for £25000 and one for £5000 which enabled us to advertise for a 28 hour per week Senior Counsellor and a 1 day a week Counsellor. The Senior Counsellor will focus on those clients who have moderate to severe mental health issues and the one day a week Counsellor will focus on the mild to moderate clients. Adverts for both of those positions went out in August of this year and we have now successfully recruited for these posts. The service was up and running in the autumn of this year and we will have to be ever mindful of securing future funding so as to be able to continue to provide this service in the future. The service offers time limited free counselling to young people/adults aged 18 – 25 years and is especially targeting those who are often classed as coming from harder to reach groups such as care leavers, asylum seekers, people of colour, disabled people and other marginalised groups.

Maggie Southworth  
Centre Director