

The Norwich Centre



Annual Report 2018

email: info@norwichcentre.org
web: www.norwichcentre.org

Registered Charity No: 1005967

Contents

Introduction	3
Counselling Service.....	3
Daytime Clients.....	4
Evening Clients.....	5
Client Breakdown.....	5
Exploratory Sessions	6
Statistics for Individual Counselling	7
Average Fees for 1 to 1 Counselling.....	8
Waiting List	9
Main Focus of Sessions.....	10
Where Clients Heard About the Norwich Centre	13
Client Profiles/Demographics	15
Client Feedback.....	19
Psychlops	21
Youth Counselling Service	23
Client Profiles/ Demographics	27
Youth Counselling Client Feedback.....	28
Psychlops	30
Training Courses	31
Conclusion	32

Introduction

The Norwich Centre is a registered charity providing counselling and training. Our counselling service is BACP Accredited. Our Post-Graduate Diploma in Counselling achieved BACP course accreditation in 2018.

2018 was a busy year and demand was high as the counselling service was impacted by the difficulties being experienced by local NHS services. This also meant, however, that a number of qualified and experienced volunteers left to set up in private practice to meet the increased demand for private therapy.

We are very grateful to all of our volunteers, staff and trustees for all their hard work that allows us to continue to provide a service to the local community for those unable to pay for private therapy. We were sorry to have to close our service for 16-18 year olds in 2018 due to lack of funding.

Demand for our courses has continued to grow and our tutors work very hard to provide a high standard of training to those on our courses from Introduction through Certificate to the Post-Graduate Diploma. Delivering training in counselling is very demanding and we are fortunate to have very high calibre trainers who are committed to ensuring the future of the Person-Centred Approach.

Counselling Service



Norwich Centre provides day time counselling during office hours from Monday to Friday and during 2018 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.

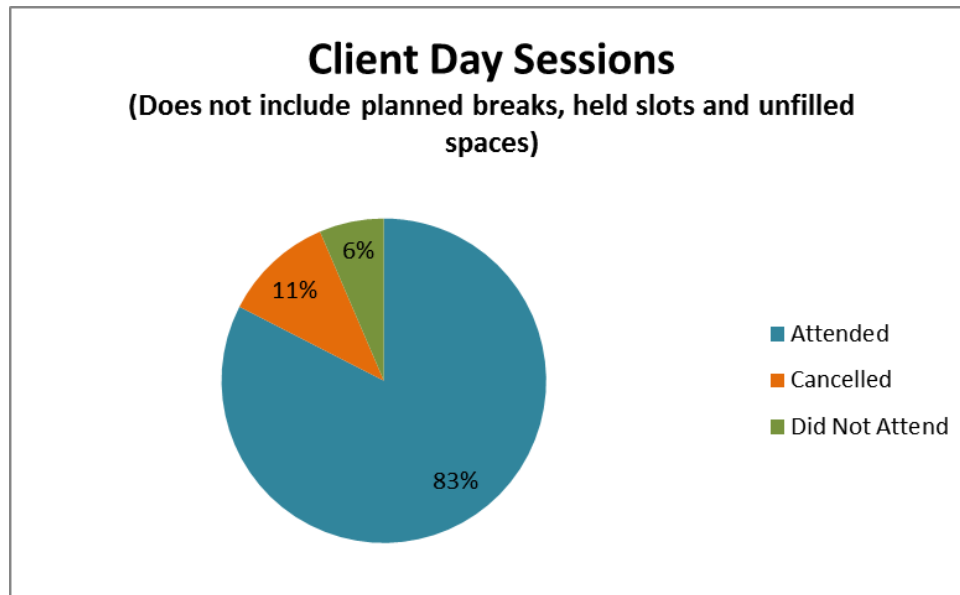
Spiritual Accompaniment are sessions offered by Brian Thorne and Caroline Kitcatt, these sessions are included within the daytime statistics.

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

Youth counselling is considered separately as we received funding for this service.

Daytime Clients

The total number of booked sessions available, excluding planned breaks, held slots and unfilled spaces, to day clients in 2018 was 1513 including supervision and exploratory sessions (in 2017 this was 2111).



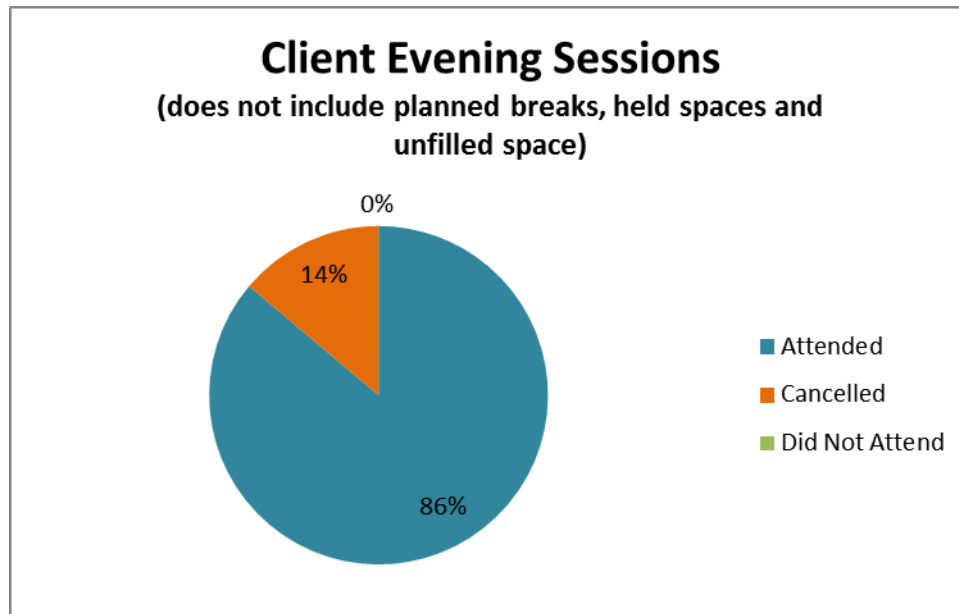
Client Day Booked Session Breakdown	
Attended	1139
Cancelled	152
Did Not Attend	89

An attendance rate of 83% is a small increase of on 2017 where the rate was 82%. Cancelled appointment rates are 2% lower whilst non-attendance rates are up 1%.

Percentage of Booked Sessions Day Annual Breakdown					
	2018	2017	2016	2015	2014
Attended	83%	82%	84%	83%	82%
Cancelled	11%	13%	12%	13%	13%
Did Not Attend	6%	5%	4%	4%	5%

Evening Clients

The total number of booked sessions available to evening clients, not including planned breaks, held slots or unfilled spaces, was 65 (in 2017 this was 68).



Client Evening Booked Session Breakdown	
Attended	56
Cancelled	9
Did Not Attend	0

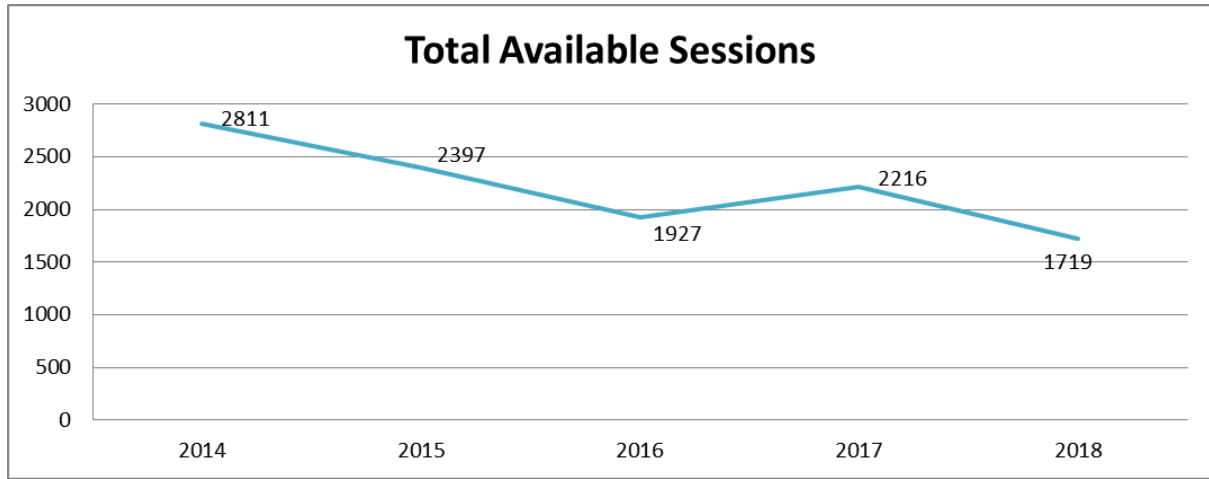
An attendance rate of 86% this is lower than last year where the rate was 94%. Cancelled appointments were higher due to this, 14% as opposed to last year's 6%.

Percentage of Booked Sessions EVENING Annual Breakdown					
	2018	2017	2016	2015	2014
Attended	86%	94%	85%	91%	93%
Cancelled	14%	6%	14%	8%	6%
Did Not Attend	0%	0%	1%	1%	1%

Client Breakdown

In total, including spaces that were held for clients, unfilled spaces and planned breaks there were 1719 available sessions for counselling, supervision, exploratory sessions or spiritual accompaniment during 2018. This is a decrease on 2017, and

the lowest in more than five years, which is the result of having fewer volunteers. This was due to several of our post-qualification volunteers leaving to set up private practice, for which local demand has increased due to the lack of NHS services. We have increased the number of trainees we take in 2019.



A total of 202 different clients accessed the Centre in 2018. 91 individuals made contact and booked exploratories without having regular counselling, however 41 of these never attended an exploratory session even if several were booked. Of those who did have counselling, including those who started in 2017, 35 had 6 sessions or less, 14 had 7 to 12 sessions, 13 had 13 to 18 sessions and 34 had 19 or more sessions. Of these 6 were evening clients. 2 clients accessed the Centre for supervision and 13 for spiritual accompaniment (these are included in total client number)

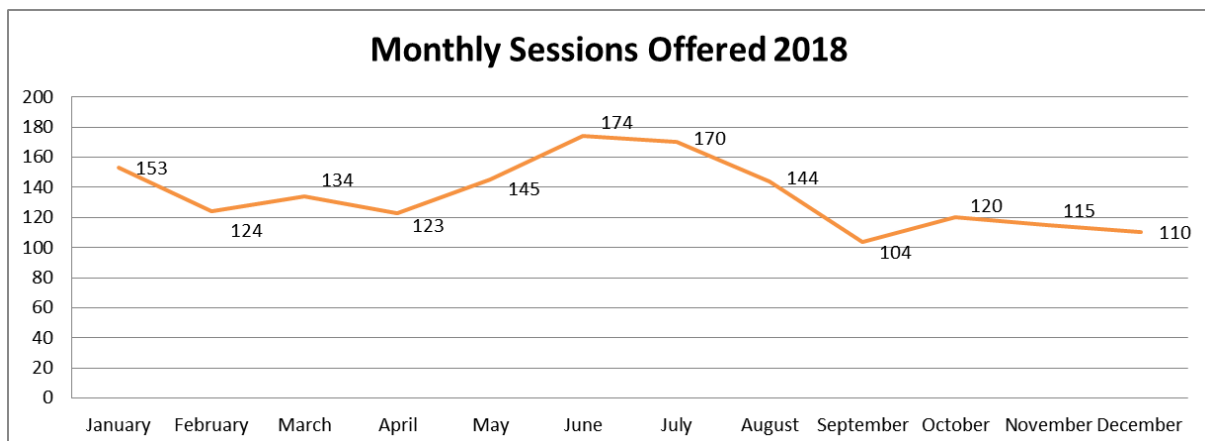
In 2017 the total number of clients was 221 so the Centre has seen a slight drop in the number of clients.

Exploratory Sessions

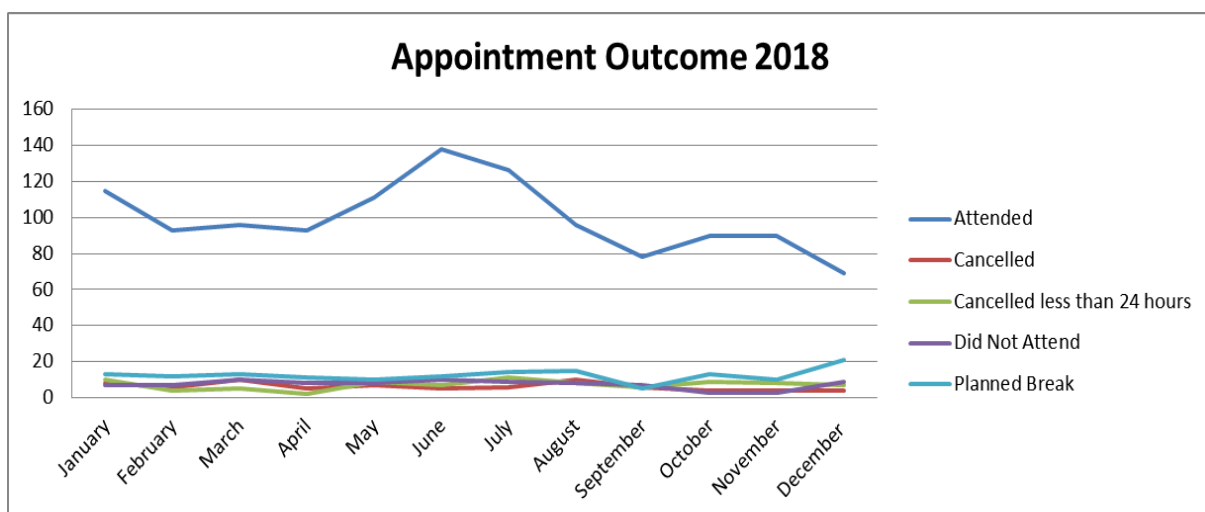
In 2018 143 exploratory sessions were offered compared to 94 sessions in 2017.

Service	Attendance	
Norwich Centre Exploratory	Attended	92
	Cancelled	21
	Did Not Attend	30

Statistics for Individual Counselling



The above chart shows the number of sessions offered during 2018 by month, this does not include spaces but does include planned breaks and held sessions. There was an increase in sessions offered during the summer period which contrasts with 2017 as sessions stayed relatively constant in relation to overall sessions offered. The end of the year does see a decrease in sessions offered, at this time the waiting list was closed and probably contributed to this as no exploratories were offered.



The attendance rate follows a similar trend to the appointment availability suggesting a constant number of attended appointments in relation to those available. Planned breaks peaked in December and were also high around the summer holidays and October half term. The chart below represents the chart above in figures with peak and lowest figures highlighted.

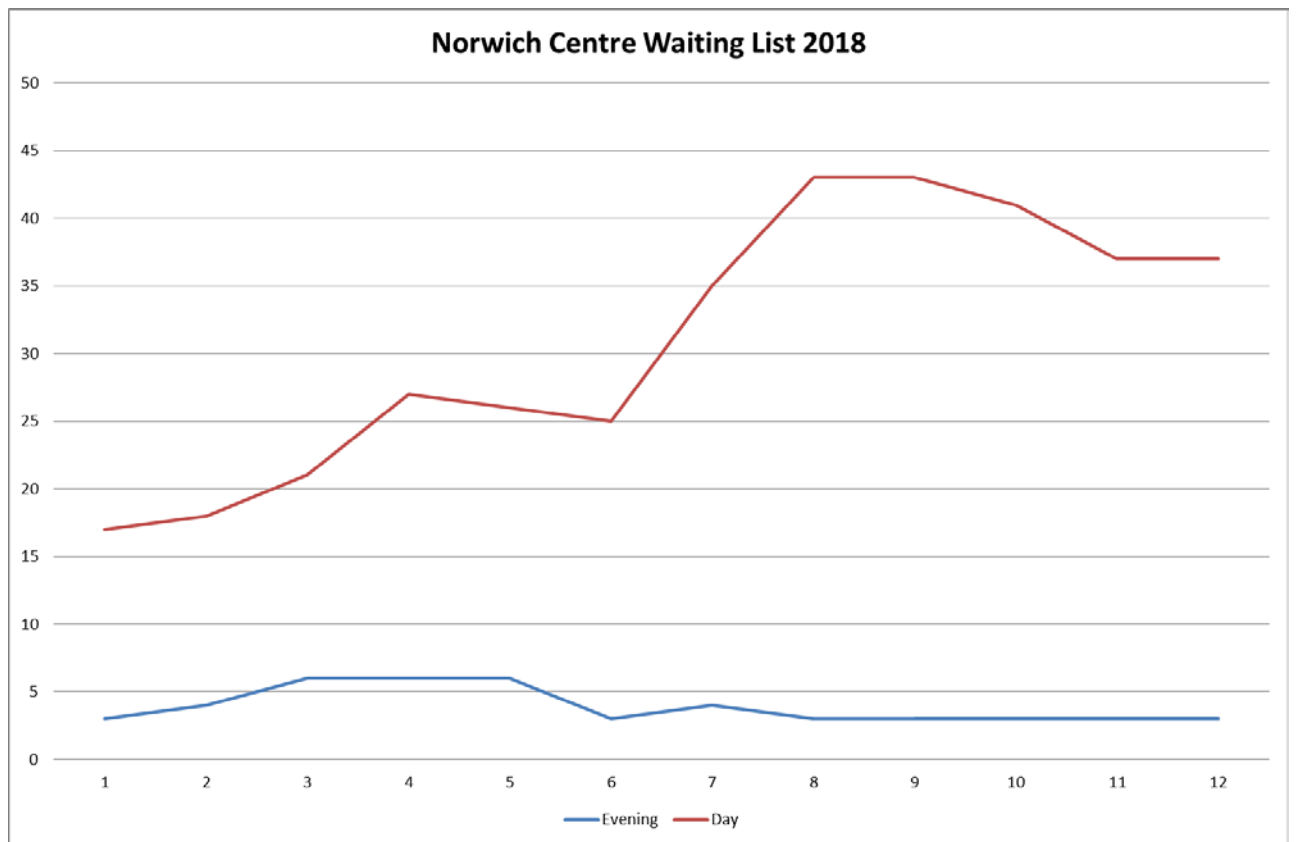
Month	Attended	Cancelled	Cancelled less than 24 hours	Did Not Attend	Planned Break
January	115	8	10	7	13
February	93	6	4	7	12
March	96	10	5	10	13
April	93	5	2	8	11
May	111	7	9	8	10
June	138	5	7	10	12
July	126	6	11	9	14
August	96	10	8	8	15
September	78	6	6	7	5
October	90	4	9	3	13
November	90	4	8	3	10
December	69	4	7	9	21

Average Fees for 1 to 1 Counselling

Average of Fee Paid		
Sponsor	Service	Total
Norwich Centre	1 to 1	16.15
Norwich Centre Evening	1 to 1	27.23
Average Fee		16.75

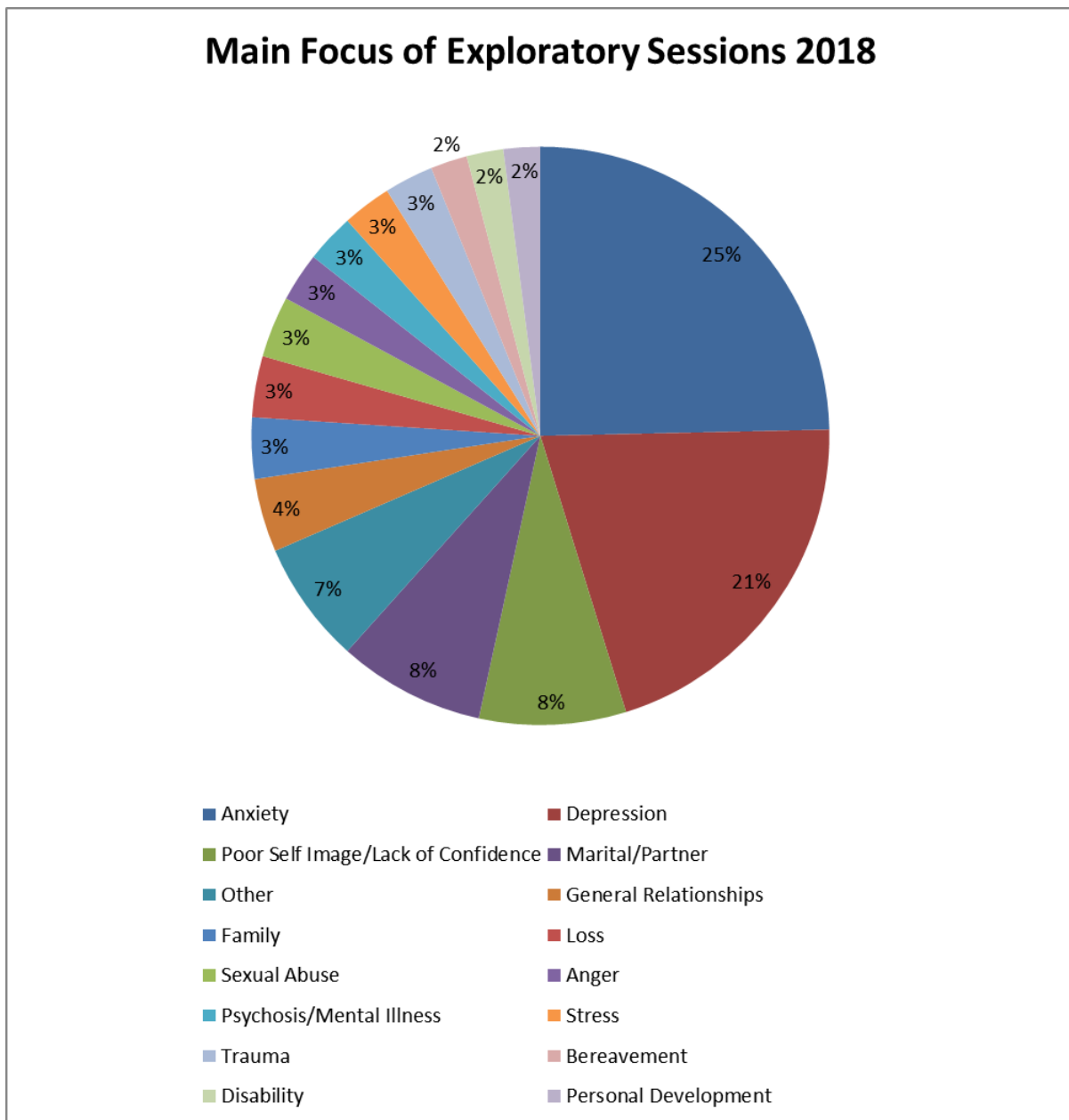
The average fees for 1 to 1 clients for daytime sessions were slightly lower than the previous year (2017 average fees were £16.40) whilst evening fees saw a larger decrease (2017 average evening fees were £29.75).

Waiting List



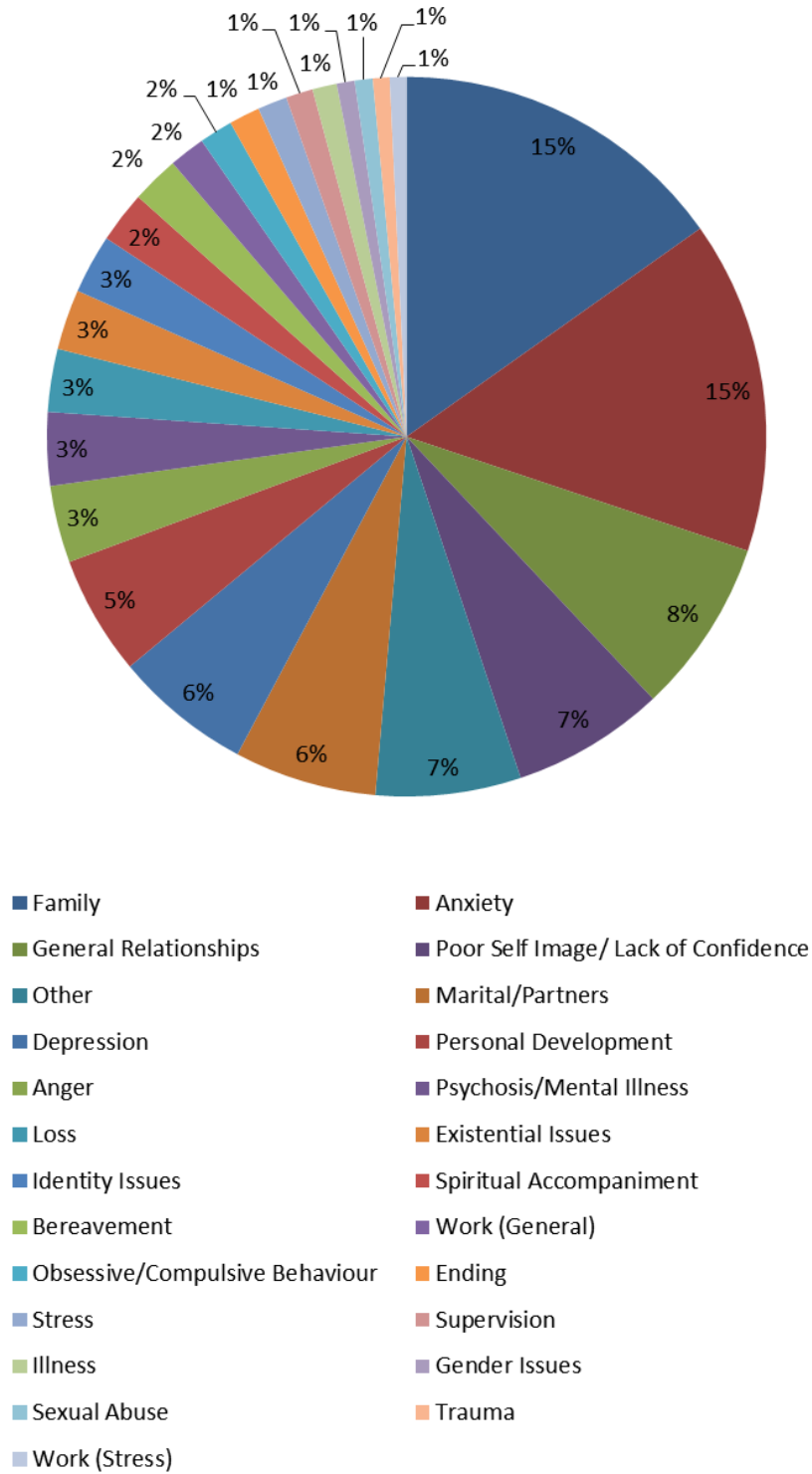
The waiting list was closed towards the end of the year as a result of high numbers and long waiting times. This was due to volunteer counsellors leaving.

Main Focus of Sessions



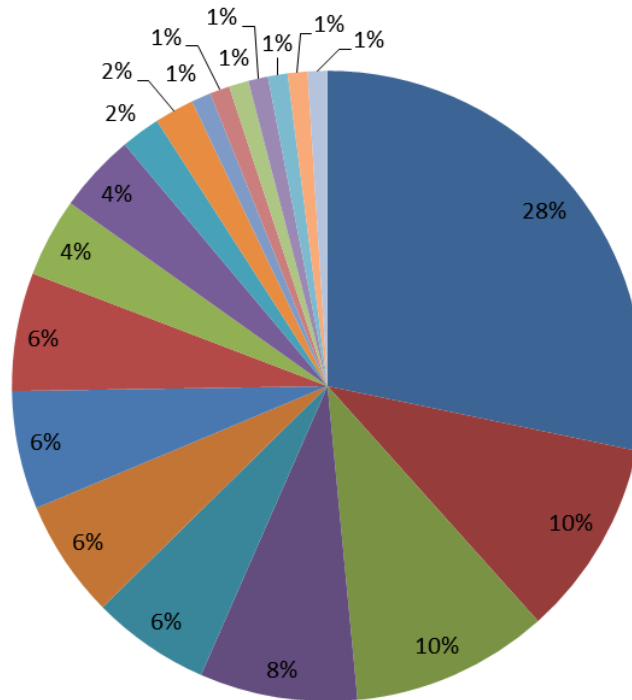
The most common issues discussed during exploratory sessions were anxiety and depression.

Main Focus of Sessions Day Clients 2018



For daytime clients family and anxiety issues were the most prominent issues followed by general relationships and poor self-image.

Main Focus of Sessions Evening Clients 2018

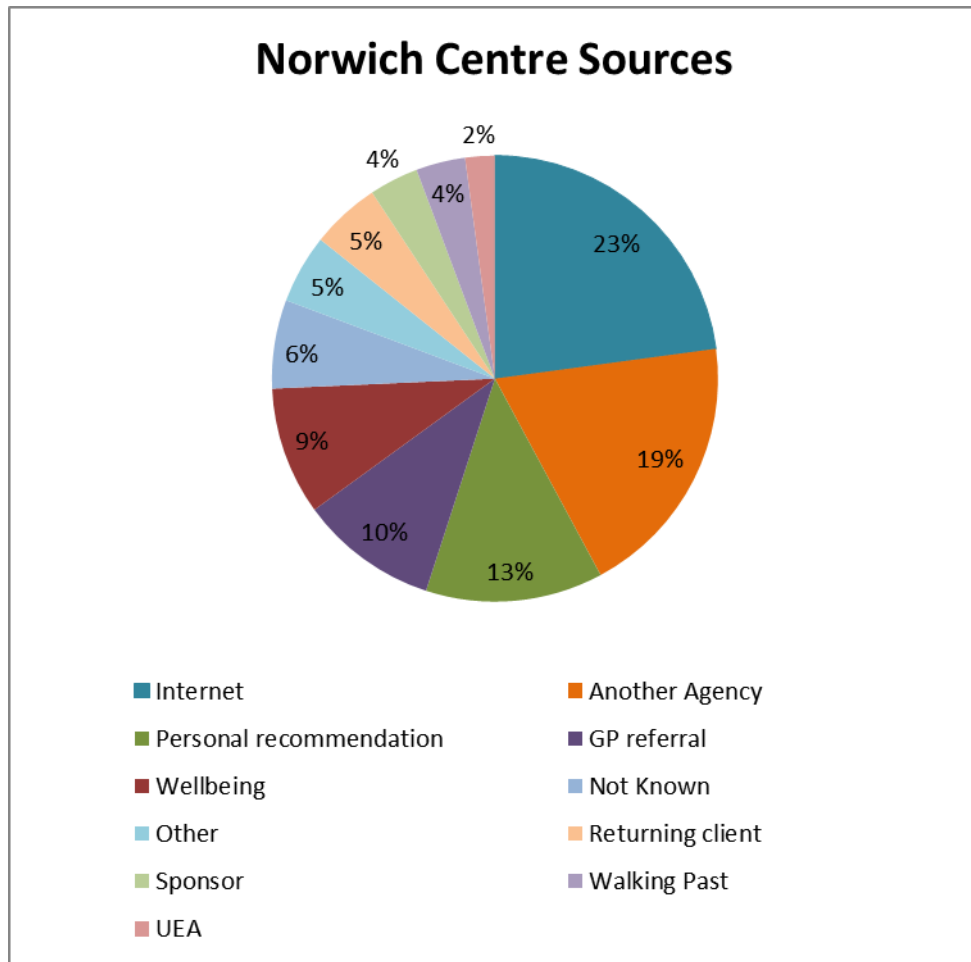


- Family
- Sexual Abuse
- Anxiety
- General Relationships
- Anger
- Disability
- Bereavement
- Illness
- Sexual Issues
- Work (General)
- Personal Development
- Poor Self Image/ Lack of Confidence
- Depression
- Marital/Partner
- Identity Issues
- Ending
- Existential Issues
- Panic Attacks
- Work (Anxiety)

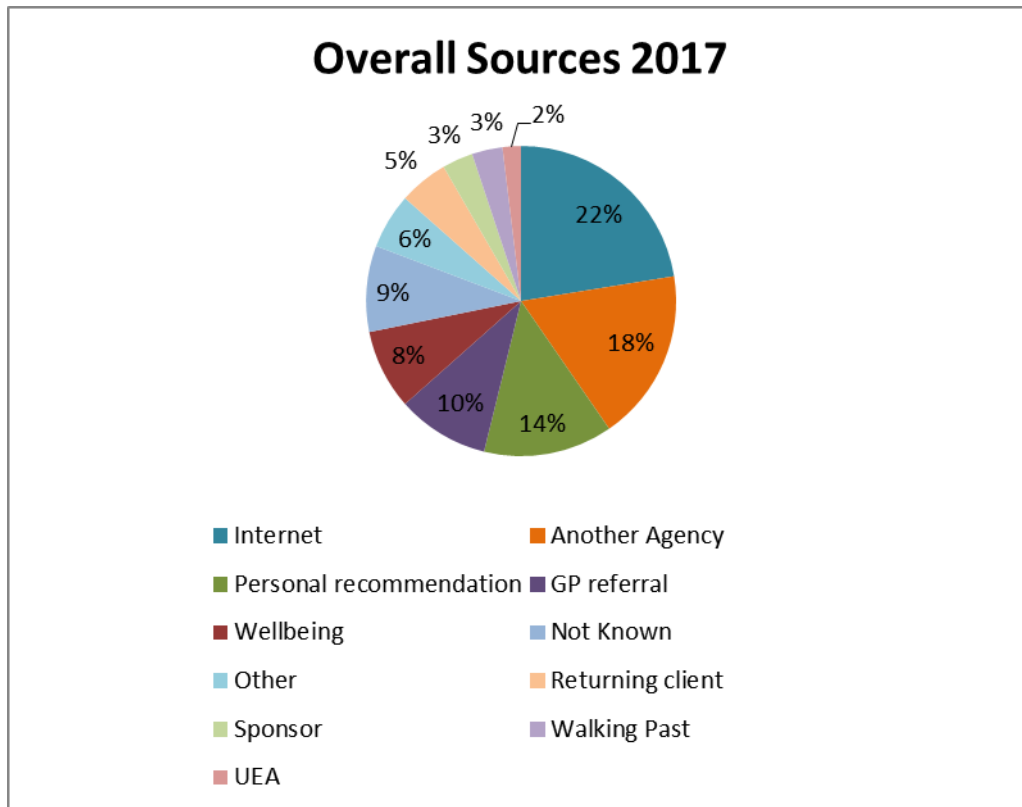
For evening clients family issues were the most prominent issue followed by personal development and sexual abuse.

Where Clients Heard About the Norwich Centre

In 2018 the majority of Norwich Centre clients, not including those who accessed the Youth Counselling Service, heard about the Centre via the internet. Personal recommendations accounted for the way 13% of clients found out about the Centre.



Looking at how both clients of the Norwich Centre and of the Youth Counselling Service found out about the Centre the internet was the most common way in which clients heard about the centre. This is a change from 2017 when the internet only made up 10% of client sources and personal recommendations were the most commonly cited at 23%.



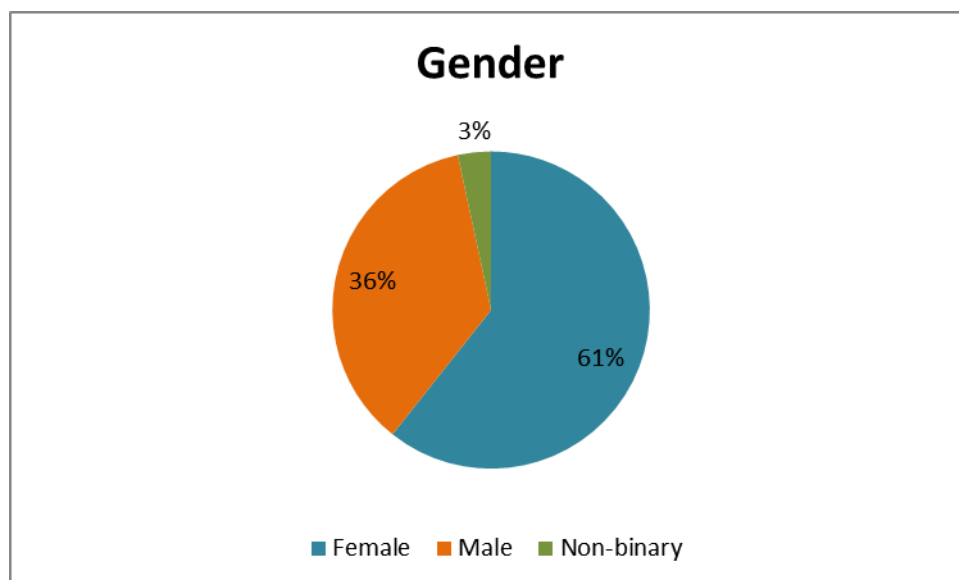
When looking at how 2018 client sources compare to the previous four years it is the first year that the internet was the major source. It was also the lowest year for personal recommendations which had been the major source for both 2017 and 2016. Those who stated that they were a returning client were also at a low. We do not advertise any more nor do we feature in Yellow Pages.

	2018	2017	2016	2015	2014
Advertisement/Newspaper	0%	1%	0%	0%	1%
Another Agency	18%	13%	15%	9%	8%
GP surgery	10%	7%	13%	10%	15%
Internet	22%	10%	10%	14%	9%
Not known	9%	3%	3%	19%	10%
Other	6%	6%	9%	13%	11%
Personal recommendation	14%	23%	26%	17%	24%
Returning clients	5%	12%	11%	10%	17%
Sponsor	3%	5%	2%	3%	1%
University of East Anglia	2%	3%	4%	3%	3%
Walking past	3%	3%	3%	2%	1%
Wellbeing	8%	14%	4%	N/A	N/A
Yellow Pages	0%	0%	0%	0%	0%
Major Referral Source	Minor Referral Source				

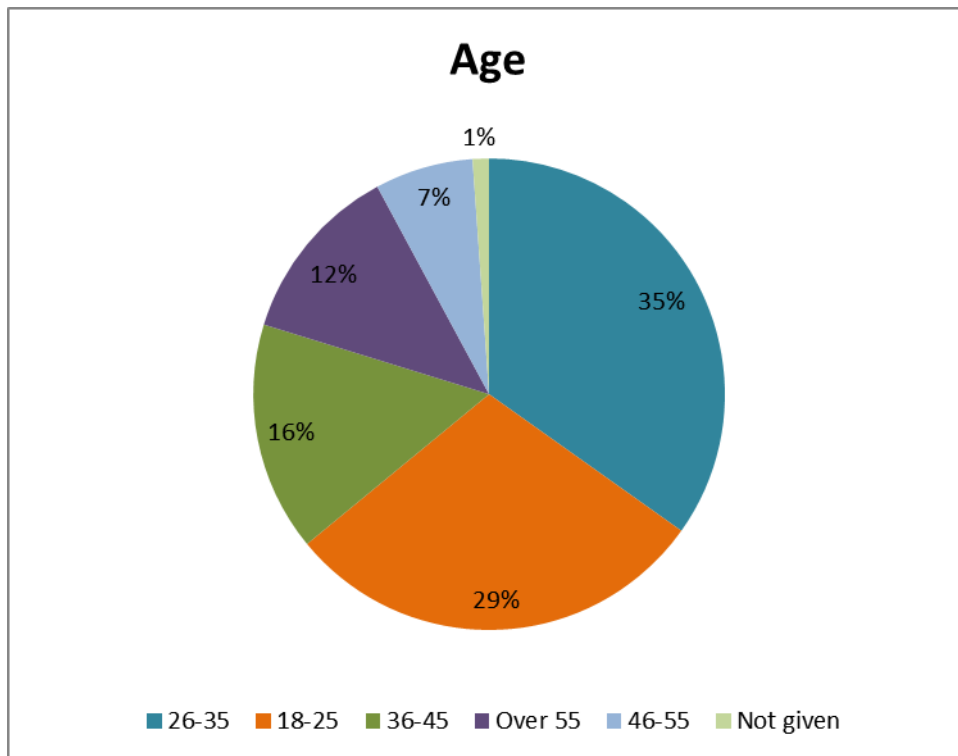
Other agency includes Mancroft Advice Project(MAP), Wellbeing (NHS), St Barnabas Counselling Centre, The Benjamin Foundation, MIND, Schools, Parents, Support Worker

Client Profiles/Demographics

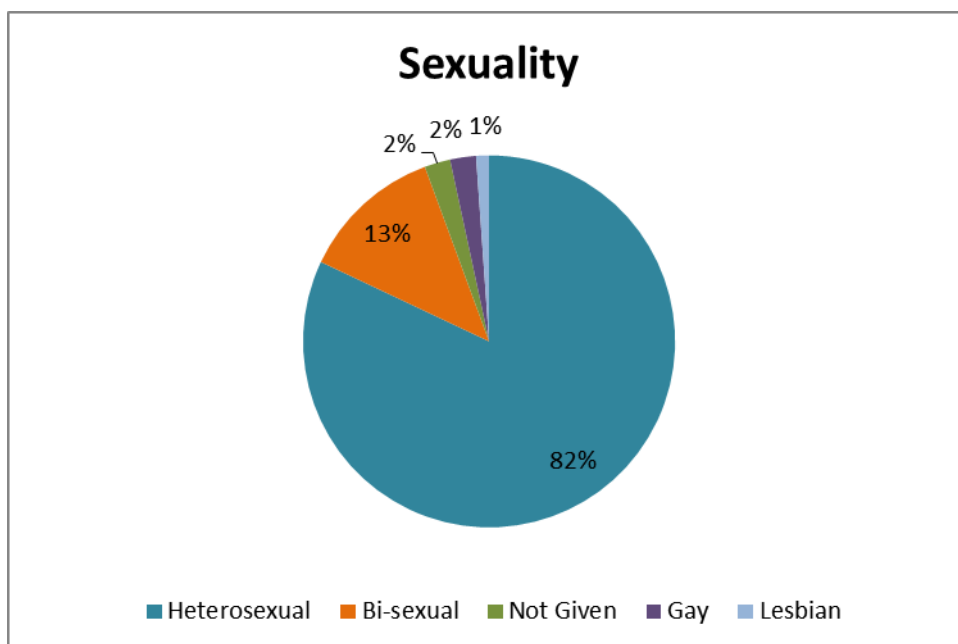
89 equal opportunity forms were collected in 2018; this gives a good overview of those who accessed the Norwich Centre for: an exploratory session, for day or evening counselling, supervision or spiritual accompaniment.



The majority of clients who accessed the Norwich Centre identified as female. This was the same in 2017 as the majority of clients identified as female then (65%). Unlike 2017 however a small percentage of clients identified as non-binary, no clients identified as non-binary in 2017.



The majority of clients in 2018 were aged 26-35 with 46-55 year olds being the smallest proportion of clients. In 2017 the majority of clients were aged 18-25, not including those who accessed the Youth Counselling Service. 46-55 year olds again made up the smallest proportion of clients. It is significant that 12% are over 55 and we are now planning to break down the older age group further as there is increasing emphasis on reaching older people, but over 55 is not a generic group..



Individuals who identified as heterosexual made up the largest portion of clients in 2018, the same trend was seen in 2017. In 2018 there were a larger proportion of

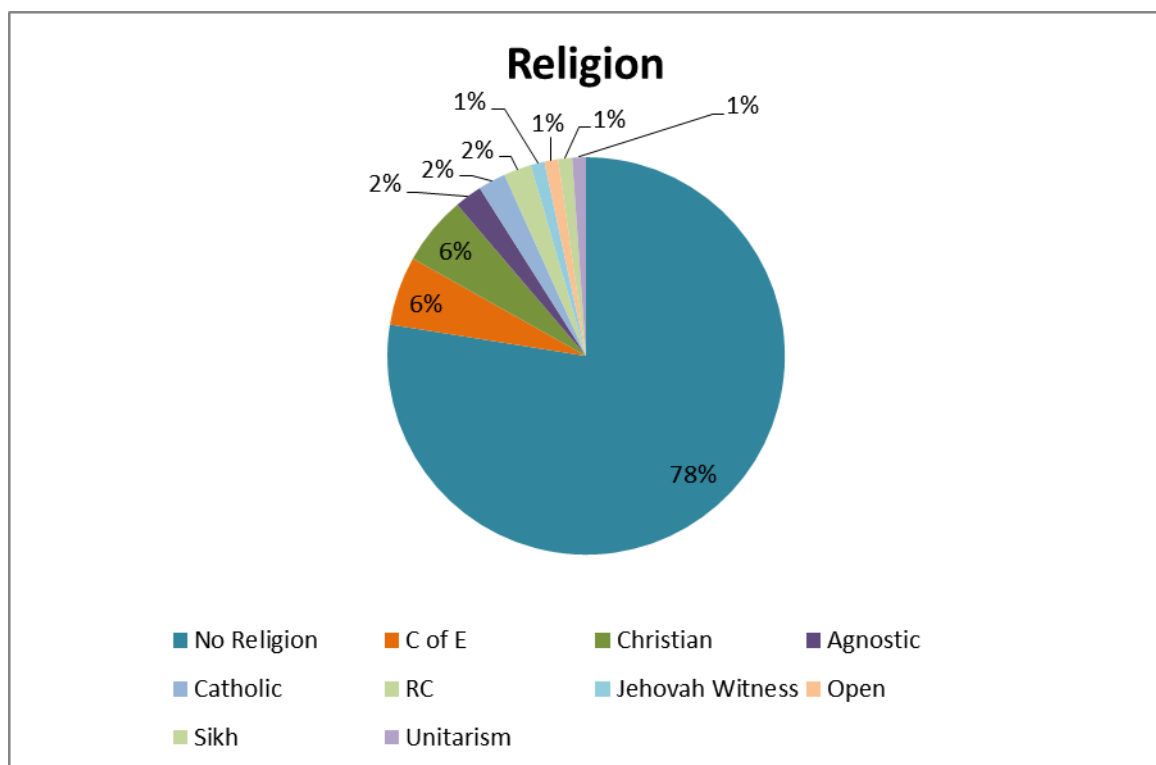
clients who identified as bi-sexual than were seen in 2017. The table below shows the breakdown of client sexuality over the last five years.

Sexuality	2018	2017	2016	2015	2014
Hetrosexual	82	54	79	84	87
Bi-sexual	13	10	10	6	7
Not given	2	3	6	1	4
Gay	2	3	2	4	1
Pan-sexual	0	0	1	0	0
Lesbian	1	0	2	5	1

22% of clients described themselves as having a disability. This is a fairly large increase on 2017 as 13% of clients described themselves as having a disability.

8% of clients described themselves as having a disability as defined by the Disability Discrimination Act. This is a slight increase on 2017 as 4% of clients described themselves as having a disability as defined by the Act.

44% of clients described themselves as having a long term health issue. This is a significant increase on 2017 (18% described themselves as having a long term health issue)



When asked about to describe their religion the majority of clients identified as having no religion. Of those who did identify as having a religion Christianity, and denominations of it, were named by a majority. This continues the trend from 2017 of the majority of clients identifying as having no religion (76% of clients)

The majority of clients identified as being British or English when asked about their nationality, this was the same in 2017. 6 clients did not answer the question and 9 other nationalities were identified with.

Nationality	Total
British	62
English	10
Not given	6
American	2
Italian	2
French-Japanese	1
Scottish	1
European	1
Irish	1
Polish	1
Singaporean	1
Swedish	1

When asked to identify their ethnic origin the majority of clients identified as white (88%). Four clients did not answer the questions, four clients identified as mixed race, one client as Indian and one client identified as Chinese.

Client Feedback

In 2018 we collected 10 completed surveys from those who finished accessing services at the Norwich Centre.

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

How did you hear about us?

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

I thought it worked really well

Waiting time is very long, but this wasn't a problem for me. The reception & appointment system is great.

Very good

The reception and appointments system was very good, the waiting time was excessive, but that is not the fault of the Centre I understand that. But I needed to see someone when in the middle of a crisis and had to wait about 12 weeks for my first counselling appointment.

I felt it worked well. Completing an initial assessment, meant I was matched with the right counsellor for me.

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

Yes they were, evening would have been easier but it worked out well in the end with my work

Very convenient and I always knew that I was able to change days or miss sessions if necessary

Yes they were convenient

I was only offered one, but this was convenient to me.

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

Very good and very comforting.

Excellent

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

It all seems private and welcoming, nice and quiet too

Lovely friendly rooms and comfy waiting area, nice and cool.

The building itself is pleasant and comfortable.

The environment has always been warm, and welcoming. The location is easy to get to, about a ten min walk from Norwich Market area.

Why did you originally come to the counselling service?

I was going through a transitional time and felt that I needed some guidance

I wanted counselling for my anxiety.

Anxiety & depression

Finding it difficult to cope

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

I really liked S, I thought she was calm, easy to talk to and really helped me work through my thoughts

A good, professional friendship.

The counsellor seemed trustworthy, and a good listener, and I felt comfortable and safe

I felt the relationship worked well. I felt my counsellor understood me, and my feelings, sometimes voicing what I was then thinking. When they hadn't fully understood, I was given the space to explain. They were very accepting of what I was bringing.

I found her warm and helpful, she remembered stuff we had talked about. But the approach maybe didn't really suit me, I found the lack of input a little frustrating at times.

Positive... I felt it was a safe and supportive space to explore issues

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

I feel like S has made me feel less guilty about my situation and made me realise it's ok to put myself first

I'm more able to control my anxiety myself.

More aware of my triggers and my limits. Aware of how certain things affect me.

More centred and benefitted from the space to look at my own needs, and identify some of the areas which were worrying me

I've started to be more self-accepting and less critical of myself. I also feel more confident.

I feel more accepting of myself.

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

It naturally came to an end

Was planned, yes had final session.

It was planned, due to counsellor moving on. But I had plenty of notice, and was given opportunity to have another counsellor if needed. We had a final/ending session.

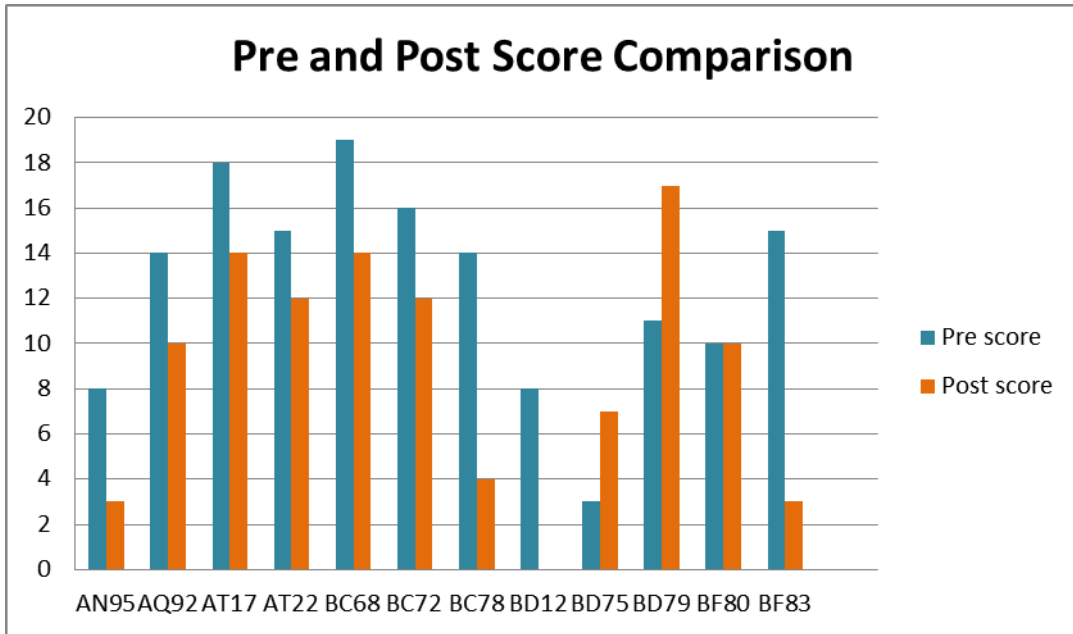
Would you seek counselling again and would you recommend the service to others?

Yes

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.

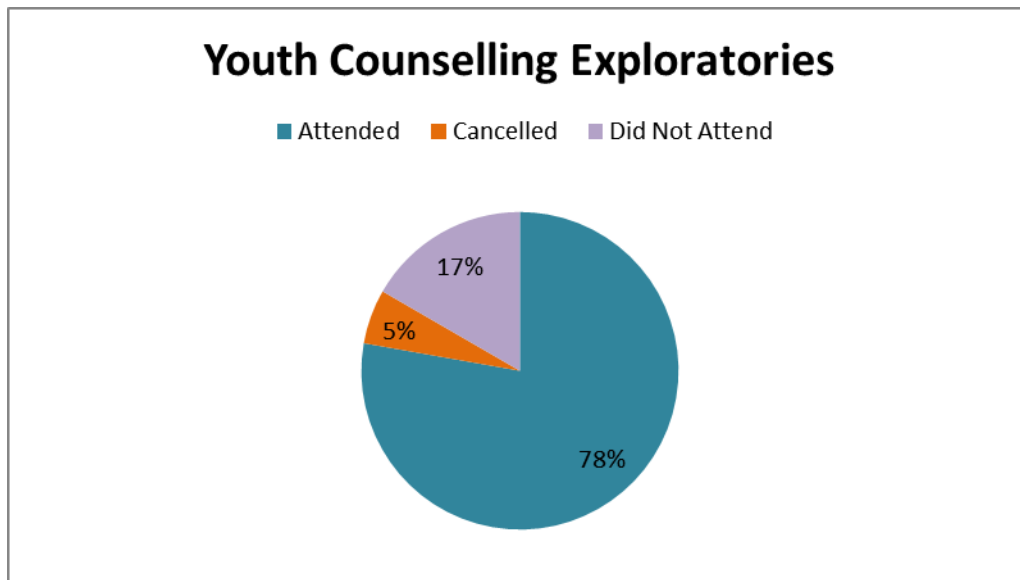
In 2018 12 clients ended counselling and completed PYSCHLOPS forms. The chart below shows their pre and post scores and how they changed. All but two clients showed an improvement, as their post scores are lower than their pre scores. There can be many reasons for clients to have a higher score when they end, but overall the scores demonstrate the effectiveness of the service. We have recently undertaken a research project to look at this over a longer period of time and will be submitting the results for publication.



Youth Counselling Service

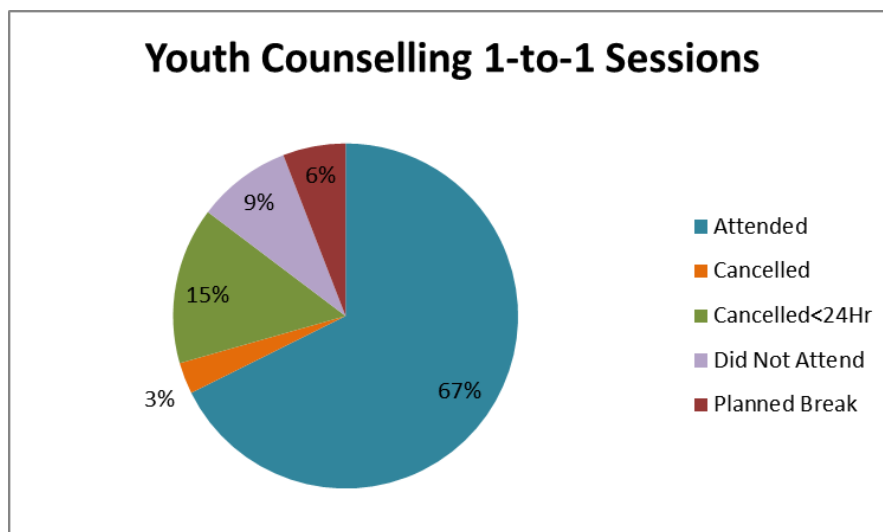
The youth counselling service was a free (at point of access) service for 16-18 year olds.

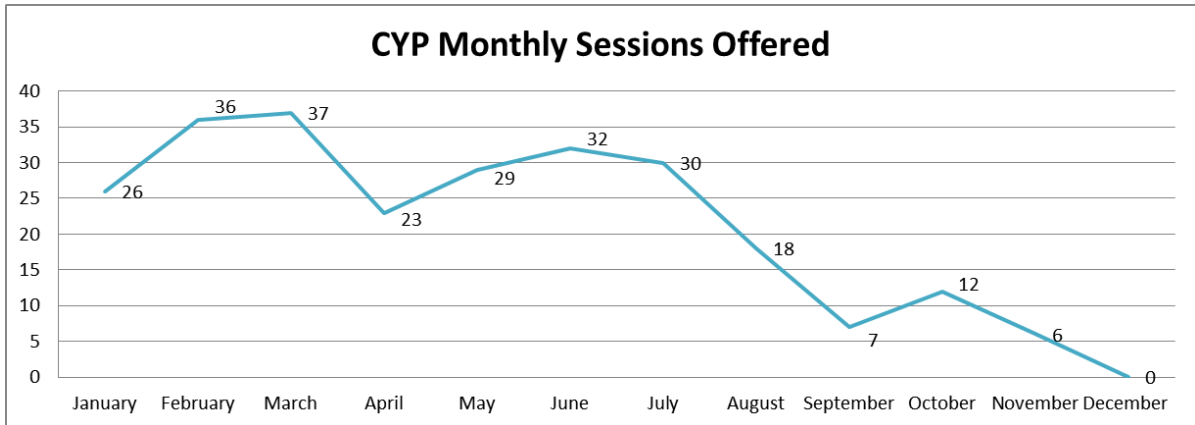
During 2018 there was a decrease in the number of exploratory sessions attended as the service was drawn to a close due to lack of funding (35 attended in 2017).



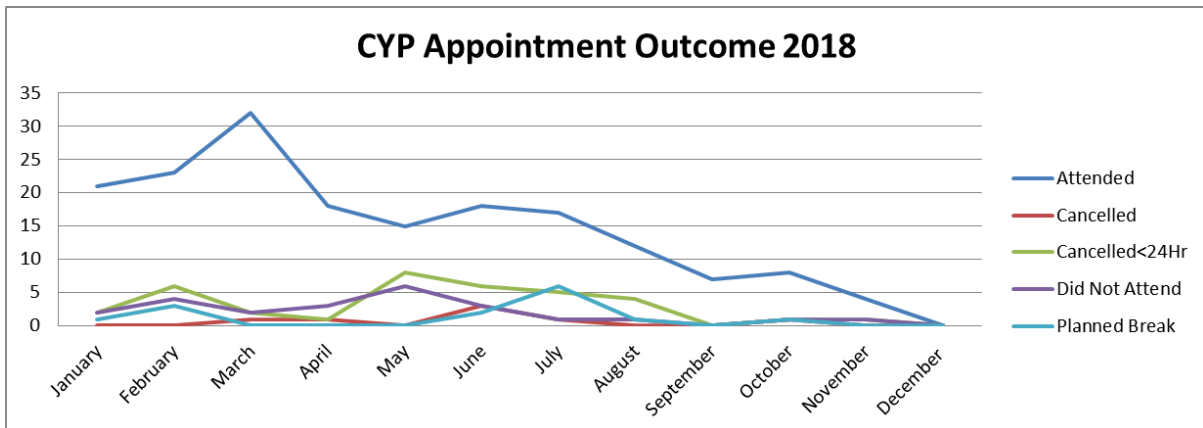
Service	Attendance	
Youth Counselling Exploratory	Attended	14
	Cancelled	1
	Did Not Attend	3
Grand Total		18

The percentage of attended sessions remained the same as 2017 (67%) of all booked sessions. There were fewer sessions booked in 2018 as the service was brought to an end.

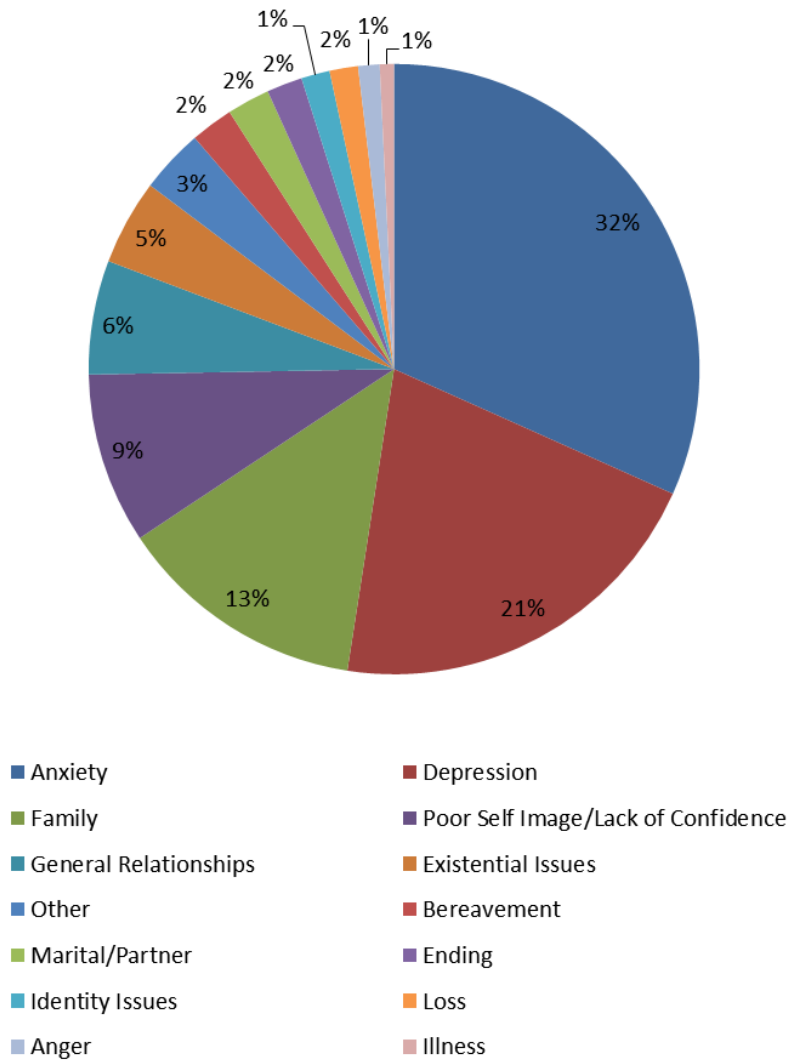




The number of sessions offered fluctuated during the year with a steady decline during the last quarter towards the end of the project. The attendance rate follows the same trend as the sessions offered, with the majority being attended. Appointments that were cancelled with less than 24 hours' notice or were not attended peaked in May, with February also having a high rate of both.

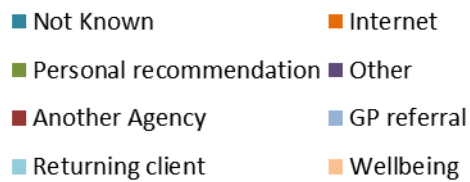
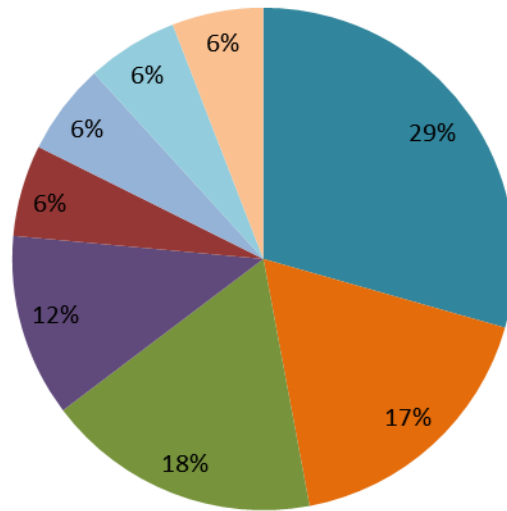


Main Focus of Sessions Youth Counselling Clients 2018



The main focus of youth counselling sessions was anxiety, closely followed by depression. This is similar to both the main issues of Norwich Centre day clients and Norwich Centre exploratory clients as both of these issues feature prominently.

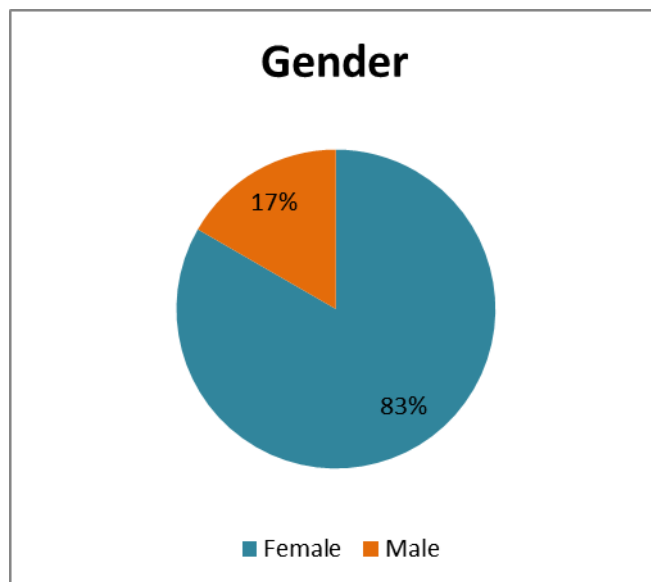
Youth Counselling Sources



In 2018 the main sources for clients to hear about the youth counselling were the internet and personal recommendations jointly. This is different to 2017 where the majority of clients found out about the service from Wellbeing (36%). Wellbeing was one of the less cited sources in 2018 with it only contributing 6%. It is worth noting that 5 clients did not state a source in 2018.

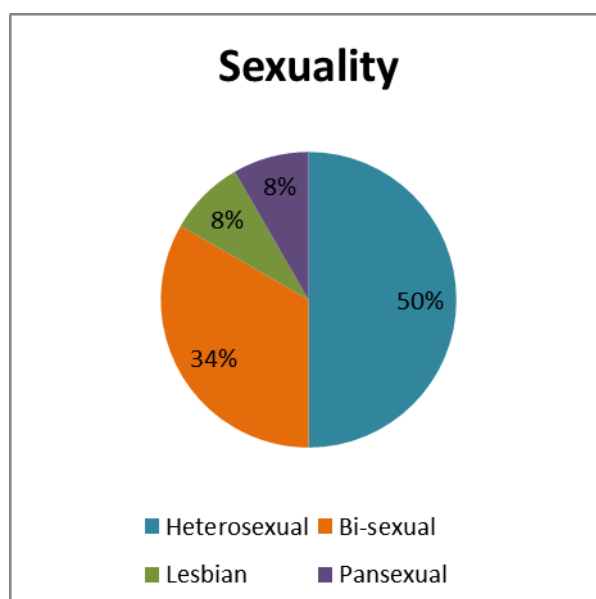
Client Profiles/ Demographics

A total of 12 equal opportunity forms were completed during 2018, this gives us a good overview of those who used the Youth Counselling Service over the year.



Gender	Total
Female	10
Male	2
Grand Total	12

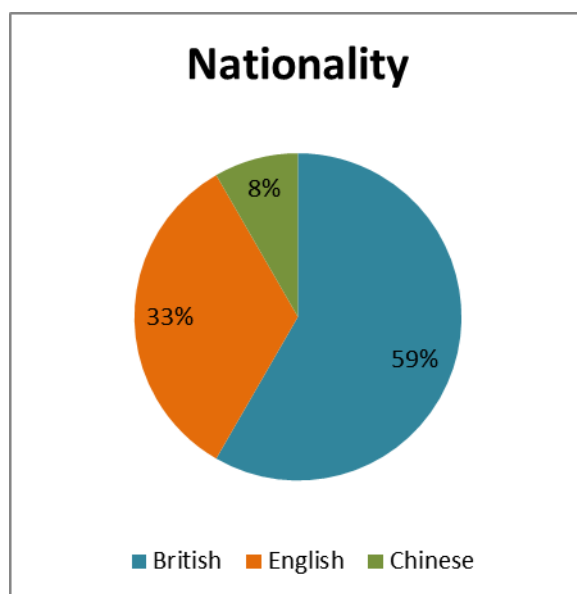
The majority of those who accessed the service were female; this is the same as the make-up of clients who accessed the Norwich Centre, although a higher percentage of female clients compared with the adult service.



Half of clients identified as heterosexual, this significantly lower than the Norwich Centre where the majority of clients identified as heterosexual. In this age group there was a greater percentage of clients identifying as bi-sexual. In 2017 the majority of Youth Counselling Clients identified as heterosexual (82%). Unlike 2017 clients also identified as pansexual and lesbian.

Only one client identified as having a long term health issue and no client identified as having a disability. (One says disability act defined).

83% of clients identified as having no religion and of the 17% who said they were religious no religion was given. In 2017 76% of clients identified as being non-religious. The majority of those who did identify as being religious listed Christianity.



The majority of those who accessed the service identified as British or English (92%). In 2017 88% identified as British or English and one client didn't answer.

The majority of clients identified that their ethnic origin as white (92%) with one client identifying as Chinese. In 2017 94% of clients identified as white, one client identified as mixed race and one client didn't answer.

Youth Counselling Client Feedback

Of the clients who ended in 2018 we collected 4 completed surveys.

Below is a sample of the feedback we received which have been edited and anonymised for confidentiality.

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

Quite a short waiting list which was good. A good system for gaining an appointment

Good, short waiting time personally

Very friendly. Always running pretty much on time

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

Convenient

Always convenient and fitted in perfectly with my busy schedule

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

Good privacy

Really good. Everything was kept between myself and my counsellor

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

Comfortable, if a little "barebones", could add to comfort of patients if waiting area felt a little less professional.

Slightly difficult to find, however only a few minutes waiting, rooms very spacious

Difficult that there isn't any parking but the facilities otherwise were of a good standard

Why did you originally come to the counselling service?

For anxiety and depression

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

Good relationship

Good friendly relationship

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

Learnt to deal with stress better

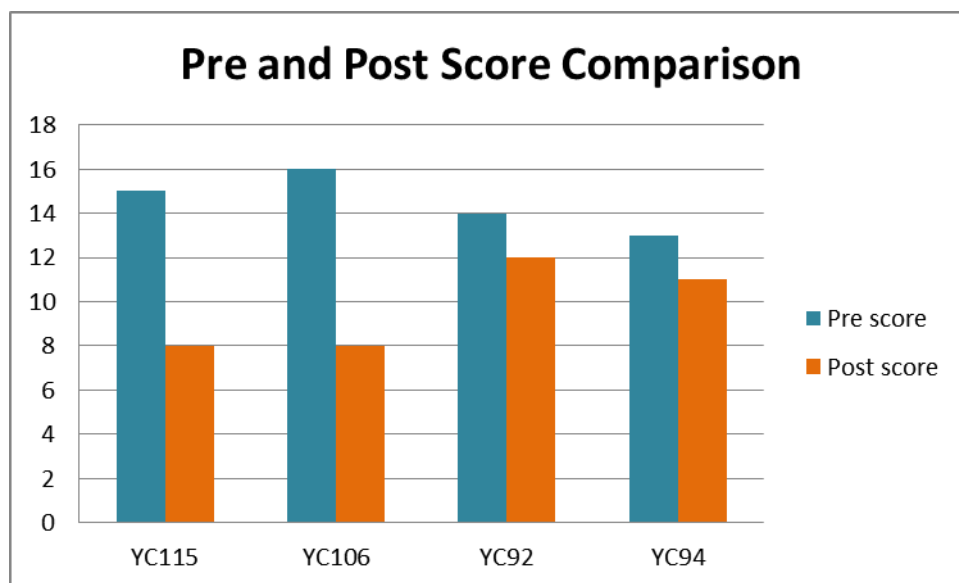
More understanding of myself and more concise introspection, rather than aimless thoughts.

Become more open minded

Understood that other people understand more than I think they do and it's ok for me to be happy

Psychlops

As with Norwich Centre clients we collected PSYCHLOPS forms from our youth counselling clients. In 2018 we collected twelve starting scores for clients, only one of these clients has an ending score in 2018. We also collected three ending scores for clients who had started pre-2018. These four pre and post scores are shown below. All clients demonstrate a positive change in their scores, with two clients showing a larger change in their pre and post score.



Training Courses

The Norwich Centre ran a variety of different training courses in 2018, some of these ran in 2018 whilst others started before 2018 and others will run into 2019 or 2020.

Four Introduction to Counselling Skills ran in 2018. This course has 14 spaces and is the beginning step into counsellor training. The Spring Introduction had fourteen students start the course of whom thirteen finished, the same number of students started and completed the Summer Introduction course. In the autumn due to the amount of interest the decision was taken to run two Introduction courses, one on a Monday and one on a Thursday. Fourteen students started the Monday Introduction course in the autumn, of whom eleven completed the course. Fourteen students started the Thursday Introduction and all of them completed the course. Of those who completed our feedback a majority said they found out about our course online (58%) which was followed by those who cited work as a their source (23%).

The 2017/18 Certificate in Counselling Skills ended in the summer. The course is a requirement for undertaking the Diploma in Counselling and has fourteen spaces, although this was increased for the 2017-2018 course which was run off site. In 2017 the Certificate started with eighteen students, fifteen of these completed the course in 2018. Twenty seven applicants applied for this course. A condensed Certificate ran at the beginning of 2018. Fourteen students started the course and eleven completed it. This course had nineteen applicants. In September the 2018/19 Certificate started with a cohort of fourteen. The course had received twenty three applications. Of those who completed a Certificate course and then completed our feedback 50% of them stated that the internet had been how they found out about our course whilst 40% had completed our Introduction.

The 2017-19 Diploma continued to run in 2018. Twenty students had started the course in 2017 however one of these students dropped out in 2018. The 2018-2020 Diploma started in September 2018 with 20 students. This course received forty one applications. We were pleased that we achieved BACP course accreditation for our Diploma course in 2018.

Conclusion

The Norwich Centre continued to provide a high quality counselling service to the local community in 2018. We were sorry that the difficulties of funding the service for young people meant it was closed. Our courses have grown and demand is high.

As we look forward to 2019 a key aim is to develop a Masters module and gain external validation for the Diploma and a Masters, allowing us to develop our role in the area of research, which is very much needed.

Dr Caroline Kitcatt MBACP (Snr Accred)

Centre Director

July 2019