



ST BARNABAS COUNSELLING CENTRE

Derby Street
Norwich
NR2 4PU

(01603) 625222
counselling@stbcc.org.uk
www.stbcc.org.uk

Website and waiting Room

Counselling for All; What we are doing to make our service accessible to everyone who needs it.

This is a public strategy document - We welcome your comments

Our Mission:

Provision of low-cost counselling and psychotherapy, irrespective of gender, political affiliation, cultural heritage.

Access to our Centre

We have two ground floor rooms and space to get into the Centre for wheel chair users. There is space to park near the Centre for blue badge holders and parking spaces can be reserved right outside the door. If you have any suggestions for improving physical accessibility please talk to your counsellor, a receptionist or contact us by email admin@stbcc.org.uk

1. Strategy: What we do to keep our Centre low-cost

- We ask for clients to make a contribution to their counselling according to their means rather than at the market rate
- We have contracts with employers who pay for their employees to come here for counselling. These companies and institutions pay a rate similar to private therapy. This allows us to fund low-cost sessions for other clients.
- We ask charities for bursaries to fund clients who cannot pay
- Our counsellors all give at least 4 hours a week unpaid to the Centre
- Our paid staff are kept to a minimum and all are part-time
- We aim to cover our costs but not to make a profit

Measurement: How do we make sure we keep our Centre low-cost?

We measure how many clients pay the minimum or below the minimum donation. In our last survey in September 2017 this was 55%. We want this to be 50 - 70% of all clients. We monitor how many clients pay more than the minimum or have their counselling paid by their employers. We welcome these clients because they enable us to help more people who cannot afford to pay. We do not receive any NHS grants or government funding.

Review: At the end of this year (in November) our Trustees will ask us to show them that the majority of clients (we target 50 - 70%) are people who cannot afford to pay more than the minimum donation. They will also check that we are covering our costs by using the money from donations, corporate clients and those who pay more to subsidise those who cannot pay so much. We will publish the results of this analysis.

2. Making our Centre welcoming to all

Whatever your gender, however you identify yourself, whatever your religion, sexuality or ethnic group, we want you to feel welcomed and understood when you come for counselling.

How do we make everyone feel welcomed? How are we doing?

- **Measurement:** Firstly we need to know who uses our service and how they identify themselves. Up to now we have not kept data on people's sexuality, gender, religious or ethnic background. We need to do this in order to check that we are serving the whole population of Norfolk in an unbiased way. From July 2018 we will include a questionnaire in our intake interview to gather this data. Our first analysis will be in November and we will publish the results comparing our client profile with that of the local community as described in the latest census (2011).
- **Awareness:** Secondly we must ensure that our counsellors understand the needs of people of different culture, ethnicity, sexuality or gender to themselves. They should also understand the needs of other 'minorities' such as those who are not 'neurotypical'.
 - Counsellors have periodic training about the needs of LGBT clients. You can see the training offered to counsellors on our website in the 'Counsellors' section. This is not all the training they do, just the 4 sessions a year which we can afford to offer them. Last year one of the 4 available sessions was devoted to transgender clients and their needs. We also have links with Norwich Pride through one of our counsellors who takes responsibility for that area.
 - We can do more to find out the needs of people from various ethnic origins and cultural backgrounds in our area. We plan to address this through our choice of external trainers during the coming year. We will post these training sessions on the website as soon as they are arranged. We are targeting for November, 2018.
 - We will also address the needs of those on the autistic spectrum through a training session to be held this August (See website under 'Counsellors').

Review: We will publish an updated version of this document in November, 2018 so that you can see how we are doing in our efforts to make our Centre welcoming a to all in the local area.