



Assessment Appointments – Information Sheet

Will Counselling help?

- The initial free Assessment Appointment with a senior counsellor lasts about 50 minutes. This is a chance for you to find out what we can offer, and ask questions about different types of counselling and the practicalities of timings and costs.
- In turn you can help us to begin to understand you and what has brought you to us and we can discuss whether this is a service we both feel would be suitable for you.
- If we both agree that counselling is likely to be helpful, we will make every effort to pair you with a counsellor who we feel has the particular skills, personality and approach that will suit you and your circumstances best.
- We hope you will understand that this might mean a wait of several weeks until your personal counsellor becomes available and contacts you to agree appointment times.

General information

- Please note, we are not part of the NHS, therefore not publicly funded. We rely on fund-raising and client fees for our running costs.
- Demand for our service can be very high at times and waiting time for an assessment appointment can be several weeks. We will make every effort to contact you as soon as an appointment becomes available.
- To preserve confidentiality, we can leave messages (voicemail, email or text) for you only if you give us specific permission.

- Unfortunately, because of funding restrictions, we are unable to make regular contact with you while you are on the waiting list. However, you are welcome to phone with any queries – see below for contact numbers, bearing in mind our limited working hours.
- We run for a limited number of hours: Monday, Tuesday and Thursday evenings (6pm – 9pm) plus Saturday morning (10am-1pm). Contact number during these sessions is 07392 612771.
- We are not staffed outside these hours, but messages can be left on 07392 612771. We apologise if our volunteer staff are unable to respond to messages or calls as quickly as you, or we, would like. We are “on duty” during session times only.
- Please note, during the daytime, a separate organisation (with no formal links to ours) is run from the same premises we use for our evening and weekend sessions.