How to access our service and what happens

Whether you get referred to us through another service, your GP, the NHS or you phone us yourself the first step to having counselling is to get an assessment interview.

To arrange an assessment interview we take a few details over the phone and then arrange a day and time for you to attend an assessment, which we can usually offer within a week or two.

If you would like to arrange an assessment interview now, or have any questions, call us on 01424 428300 Monday to Thursday, 10am to 7pm.

An assessment interview is a chance for you to talk about what you want to discuss in counselling, and to see if we are the right service for you. It lasts about 40 minutes and is totally free of charge.

You can bring someone along for support if you wish but they will not be allowed to accompany you into your assessment or further counselling sessions. The same applies to babies and children; and children under the age of 12 cannot be left unaccompanied in the waiting room for safety reasons.

If you are accepted for counselling, we give you a letter confirming your availability and place on our waiting list. Due to the fact we have a high demand for our services, our waiting list is about eight to ten weeks from when you've had your assessment, so don't think we've forgotten about you if you don't hear from us for a while.

When we contact you it will be to offer weekly counselling sessions at the same day and time each week, with the same counsellor.

* Each counselling session is for 50 minutes.
* For counselling to be beneficial we need you to commit to coming for at least the first six sessions consecutively.
* The main aim of counselling is to help you through a difficult time and to help you find the confidence to live happily without counselling.