



## Counselling Service Information

### What happens when I make contact?

Whether you refer yourself to our service or are referred by someone else, we aim to contact you within two weeks to invite you for an initial chat with one of our senior therapists. This is an opportunity for you to share any questions or concerns you may have, and also for us to assess if we are the best service to support you. The counsellor or therapist you speak to at your Initial Assessment may not be the person assigned to you for your sessions.

### How long will I have to wait for my sessions to begin?

There is always a large number of people wanting to access help from our service. As a result, there can be a wait between your Initial Assessment and the start of your counselling sessions. We update waiting times on our website homepage regularly.

### How much will I need to pay?

We are a registered charity and we need client donations to enable us to continue to provide our service. **We ask for a voluntary donation of £10 for an Initial Assessment and a minimum of £20 per counselling session**, depending on individual circumstances. However, we will never turn anyone away for financial reasons and, if you are unable to make a donation towards your counselling sessions, this can be discussed at your Initial Assessment.

### How do I pay?

You can pay your donation directly into our bank account. **Account name: Eating Matters, account no: 71255068, sort code: 30-96-17**. Alternatively, you can pay by card or cash at Chalk Hill Cottage, or through our Just Giving page at [www.justgiving.com/n-e-d](http://www.justgiving.com/n-e-d).

### Where can I park?

We cannot offer any parking at Chalk Hill Cottage, but there is on-street parking available nearby. In addition, Riverside and Rose Lane car parks are an approximate 10-minute walk away. We are also a 10-minute walk from Norwich train station. Please contact us if you are a blue badge holder to discuss onsite parking.

### What if I need to cancel an appointment?

If you need to cancel your appointment, please contact Eating Matters on 01603 665974 or email [eatingmatters@norfolkeda.org](mailto:eatingmatters@norfolkeda.org) as soon as possible. Please do not contact us via our Facebook page or other any other social media platform to cancel appointments, as we cannot guarantee your message will be picked up in time. If possible, **please give at least 48 hours' notice if you need to cancel a session**, so we can offer the appointment to another client. If you fail to show up for a session, or you cancel late 3 times (less than 24 hours), it is our policy to discharge you from our service.

### **Is it confidential?**

Eating Matters is a confidential service. Your counsellor or therapist at Initial Assessment will explain what this means and can answer any questions you may have. You will also be asked to sign a Client Consent Form. If a counsellor or therapist believes you are at risk of harming yourself or anyone else, they may need to contact your GP or other medical advisor, or the centre manager. Where possible, we will discuss this with you first. All our counsellors and therapists have supervision with their own independent supervisor which is a professional requirement and also a confidential relationship. All personal records are kept securely in accordance with the Data Protection Act 2018.

### **Are Eating Matters counsellors and therapists qualified?**

All counsellors and therapists working at Eating Matters on a permanent basis are qualified to Diploma or Post-Graduate Diploma level, and some hold Masters degrees. All are BACP registered, or BACP, BPC or UKCP Accredited. We also have counsellors on placement during their training.

### **If I have an overeating disorder, will you help me lose weight?**

If you're struggling with compulsive eating, emotional overeating or binge eating, we help you explore the psychological and emotional drivers behind your eating behaviour. **We are not a diet and weight loss service** and these will not be the focus of your sessions.

### **What do I do if I have a complaint?**

If you are unhappy with any aspect of the service we provide, please discuss this with your counsellor or therapist. If you feel unable to do so, you can ask to speak to the centre manager or any other member of Eating Matters staff for a copy of our complaints procedure.

### **Are you committed to equality and diversity?**

Eating Matters is dedicated to promoting a culture of respect, equality and inclusivity. We strive to provide an environment in which anyone of any background, age, race, ethnicity, nationality, religion, size, appearance, disability, neurotype, gender or sexuality can feel safe, heard and valued.

*Thank you for taking the time to read this information.  
If you have any questions or concerns, please get in touch.*

**eating matters**

**Chalk Hill Cottage, 19 Rosary Road, Norwich NR1 1SZ  
Registered charity no. 1197442.**