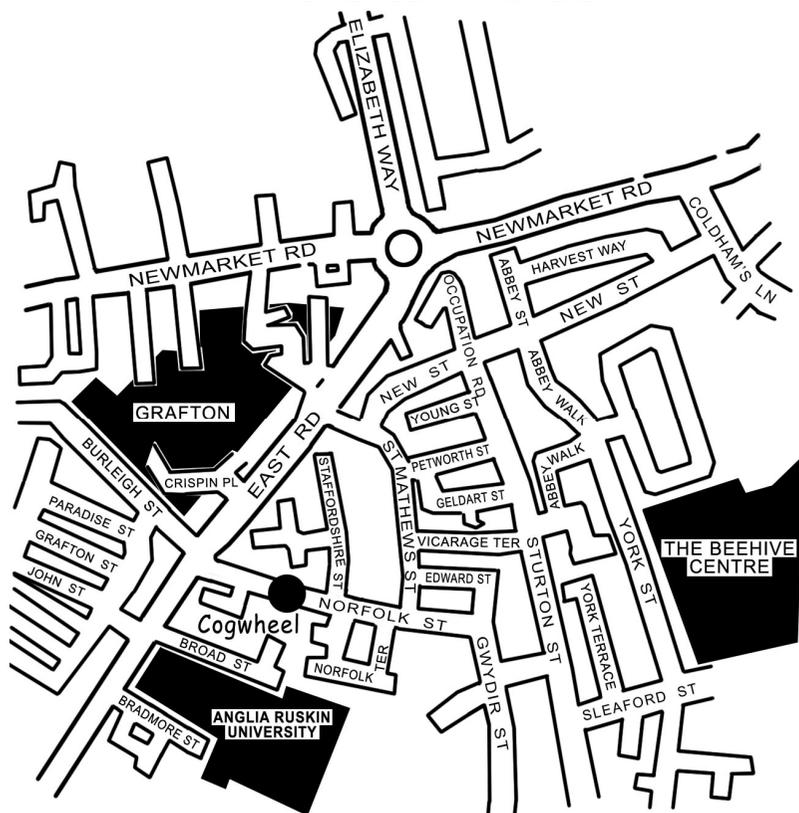


Where to find us



47-51 Norfolk Street, Cambridge CB1 2LD is 5 minutes' walk from the Grafton Centre, across East Rd from Burleigh St. You need to walk in through the gateway signposting Box café, of 47-51 Norfolk St and the entrance to Cogwheel is on the right hand side. Walk into the modern, glass-fronted, ground-floor, entrance hall. Please use the Cogwheel entry-phone, which is on the wall next to the door to the disabled toilet, to notify the Cogwheel office that you have arrived.

Buses: The Park and Ride buses all stop at the Grafton Centre after 9 a.m. Drummer St. Bus Station is within walking distance of Norfolk St.

Parking: Grafton Centre Car Park is nearby. There is metered parking in Norfolk street

The Cogwheel Trust

Counselling in the Community

Client Information Leaflet

The Cogwheel Trust is an established charity which has been providing professional counselling services to people in Cambridge and the surrounding area since 1988

The Cogwheel Trust CIO

47-51 Norfolk Street
Cambridge
CB1 2LD

Tel: 01223 464385

Email: admin@cogwheel.org.uk

Website: www.cogwheel.org.uk

Reg. Charity No.: 1157141

Types of Counselling and Equal Opportunities

Our counsellors are professionally trained or in the final stages of professional training and we offer a variety of counselling approaches. Our services are provided regardless of age, disability, sex, gender reassignment, sexual orientation, race, ethnicity, ability, faith or belief, marriage, civil partnership, pregnancy and maternity and our values of being just and fair are aimed at both our clients and all who work at Cogwheel. While we try to be inclusive, we are not able to provide the kind of specialist help needed for severe mental health issues or crisis intervention and can signpost if necessary. Nor can we work with addictions as there are other agencies who are more experienced to support people whose primary issues are with drug and alcohol abuse. If you have a particular access requirement please do tell us and we will do our best to accommodate you.

On-going Counselling

- Can be short, medium or long-term. The length will be decided between you and your counsellor, depending on need and resources.
- Begins with an Initial Consultation appointment in which you can meet and learn about us and we can get an idea of your particular situation and aims. Sometimes we need a letter of referral from your GP before offering you counselling to ensure you are getting a service appropriate to your needs.
- After the Initial Consultation, you will be matched with a counsellor and offered a regular weekly session.
- There may be a wait before you can see someone. The length of this will vary depending on the waiting list, your availability and matching you with a suitable counsellor.

Commitment

Your counselling is strictly confidential except where there are risks to your or anyone else's health and safety. We need your GP details and reserve the right to contact your GP if we are worried. We are also bound by our Child Protection Policy. Further details will be given to you in the Client –Counsellor Agreement form.

Emergencies

Cogwheel is **not** a 24-hour service. In an emergency, you need to use the Emergency Services (999). Otherwise, try your GP or the GP Out of Hours Service. Advice or support may also be available from NHS Direct on 0845 606 46 47 or the Samaritans on 08457 90 90 90.

Complaints

Cogwheel has a complaints procedure. If you feel you have cause for complaint please discuss this with your counsellor first if possible. If this doesn't resolve the issue or it isn't possible to talk to your counsellor then please contact the office.

Counsellor Feedback

At the end of your counselling you will be sent a short questionnaire. This will give us valuable feedback on our service and whether it has helped you. It also helps us evaluate and improve our service. The questionnaire is confidential and anonymised and emailed to you.

Contribution

Cogwheel is a charity and, while we receive donations and grants, we are mainly dependent upon client contributions. We therefore ask clients to contribute toward the cost of each session, including the Initial Consultation appointment. Your contribution amount would normally reflect your annual household income but this can be discussed on a sliding scale where there is financial hardship. Contributions are collected at each session unless otherwise arranged with your counsellor. We can accept cash or cheques (made out to The Cogwheel Trust). Cogwheel does accept insurance or other third-party payments but arrangements for this must be made before counselling starts.

Cancellations and missed appointments

We need at least two working days' notice of cancellation. This gives us time to allocate the counsellor and room to someone else waiting for an appointment. If we do not have at least 2 working days' notice, we will still request a contribution for the booked appointment. If you need to cancel or change an appointment, please phone or email admin@cogwheel.org.uk. You can leave a message on the answer machine, including after hours or at the weekend. However, the administrator is only available Monday to Friday during office hours.



The Cogwheel Trust CIO

Registered charity 1157141