

Kingston Clinical Commissioning Group

Directory of Counselling Services in Kingston



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This directory contains details of counselling services in Kingston. Most services provide short term counselling for individuals with common mental disorders such as depression or anxiety and the majority are for adults. Some services are for individuals with particular needs; these are described in each entry. These are provided by a range of statutory, voluntary organisations and private businesses.

Services for children and young people include the Emotional health Service, Relate and the Islamic Resource centre as well as services for students at the College and University.

Services for older people include Staywell.

Costs

iCope and the Emotional health Service are free NHS services providing psychological therapies. Some other services are also free, others charge on a sliding scale depending on income.

Languages

A number of services have members of staff who speak different languages. Kingston Interpreting Service (KIS) is also available; this needs to be arranged by the counselling service or a GP and there is a charge. Services can contact KIS on Telephone: *020 8547 5822* Email: *kis@kingston.gov.uk*

Serious mental illnesses

Individuals with more serious mental illnesses should contact their GPs about a referral to South West London and St George's mental health trust.

Crisis

Anyone in crisis because of their mental health should contact the Mental Health Support Line on *0800 028 8000* (5pm- 9am Mon to Fri, 24 hours Sat and Sun) or the Samaritans on *020 8399 6676.*

Self help

Kingston libraries have a collection of self-help books for managing common conditions, including anxiety, stress, sleep problems, phobias and depression. There are different collections for different age groups.

INTRODUCTION (CONTINUED)

Other support available

Many of the organisations listed in this directory also provide a range of other support e.g. help with benefits, housing and employment, parenting as well as peer support groups.

To find out about other local voluntary and community organisations in Kingston go to Kingston Voluntary Action's 'Find a Group' directory at *www.vcconnectsystem.org.uk/kingstononlinedirectory* or go to *www.careplace.org.uk*

To find out about local services for children go to the Achieving for Children 'Find Services' directory at *www.afclocaloffer.org.uklorganisations*

Tips on looking after your mental health

Go to www.kingston.gov.uk/info/200287/health_and_wellbeing

For more information on mental health and wellbeing services in Kingston contact:

Sylvie Ford Joint Mental Health Commissioning Lead Kingston Clinical Commissioning Group / Royal Borough of Kingston

020 8339 8177

sylvie.ford@kingstonccg.nhs.uk

Rachel Rowan

Mental Health Commissioning Manager Kingston Clinical Commissioning Group

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rachel.rowan@kingstonccg.nhs.uk

Liz Trayhorn Public Health Programme lead for Mental Health Royal Borough of Kingston 020 8547 6120 liz.trayhorn@kingston.gov.uk

18 years+ who live/work in Kingston or surrounding boroughs who are:

- Alcohol misusing or drug misusing clients, who are suitable for counselling
- Carers/family members affected by someone else's substance misuse.
- Clients with other addictions e.g. gambling, internet and sex
- Clients with mild to moderate mental health issues under current supervision of a mental health care professional or their GP
- Clients in long term recovery (alcohol and substance misuse) who are experiencing difficulties in their lives

Clients must be:

- in stable accommodation and provide an address and telephone number
- substance free on appointment day
- registered with a GP

There is no using on the premises except persons on a clinically supervised methadone or subutex programme or taking prescription drugs in the prescribed dosage.

What type of mental health related services do you provide?

- One to one assessment
- Advice and information over the phone
- One to one counselling short, medium and long term
- Aftercare e.g. medium/long term counselling and groups
- All service users are offered groups in addition to counselling.

Waiting list times

1 week for assessment, 1-3 weeks for counselling, 1 week for groups

Referral route from/to your service

Individuals can self refer or be referred by GP's, Wellbeing Service, Social Services Children & Families teams, Community Mental Health teams, voluntary sector organisations and other treatment providers.

Operational hours

Kingston - Tues 10am-8pm, Weds 10am-8pm, Thurs 4pm-8pm and Sat 10am-2pm

Richmond - Mon 7.30am-3.30pm, Tues 7.30am-8.30pm, Weds 8am-7pm and Sat 10am-2pm

Location

Kingston - 96 Ditton Road, Surbiton, KT6 6RH

Richmond - 233 Lower Mortlake Road, Richmond, TW9 2LL

NOTE: Service users can access services from both sites

info@addictionsupport.co.uk

www.addictionsupport.co.uk

Fees charged

Contributions towards services Counselling £10-£40, Groups - £5 The contributions are agreed at the assessment appointment with the service user. We do take into consideration personal financial situation.

Languages spoken/interpreting arrangements

English and Slovakian

EACH COUNSELLING

RAPE AND SEXUAL ABUSE SUPPORT CENTRE

Who your service is for

- Women resident or working in the borough of Kingston
- Survivors of domestic and sexual violence
- Women and girls over 14

What type of mental health related services do you provide?

A specialist service providing:

- One to one counselling (up to 16 sessions)
- On-going group support to build confidence and skills
- Signpost you to other relevant agencies.

Referral route from/to your service

This service is available in a number of London boroughs. If you are a resident or working in Kingston contact the EACH main office:

020 8577 6059

infoascent@eachcounselling.org.uk

Who your service is for

The Rape and Sexual Abuse Support Centre provides counselling for female survivors (over 13) of sexual violence.

Referral route from/to your service counselling.coordinator@rasasc.org.uk

Rape Crisis National Helpline 0808 802 9999

For emotional support, free information and guidance helpline.coordinator@rasasc.org.uk

Appointments by arrangement 020 8683 3311 www.rasasc.org.uk info@rasasc.org.uk



Children and young people

What type of mental health related services do you provide?

An early response to children and young people experiencing poor emotional well being and mild -moderate mental health issues that are beginning to disrupt their daily functioning in order to prevent their situation worsening or deteriorating.

Waiting list times

8 week wait to an initial assessment appointment

Referral route from/to your service

For initial advice and guidance telephone young people or parents can contact Kingston Single Point of Access (SPA) Team on *020 8547 5008*

To make a referral to Child and Adolescent Mental health services please complete the secure online form with the consent of the young person or family here: www.kingston. gov.uk/info/200235/safeguarding_ children/473/concerned_about_a_ child/4

Referrals can also be made by GPs, schools etc.

Your referral or enquiry will be considered by a qualified mental health clinician who will decide within one working day on the appropriate next steps. The referrer will be advised on the action taken within 48 hours of the referral being received.

Operational hours

8.45am to 4.35pm Monday to Friday

Location

www.afclocaloffer.org.uk/organisations/ 7822-emotional-health-service

Fees charged None

Languages spoken/interpreting arrangements English



Hillcroft students only. Hillcroft provides a unique educational, residential and supportive environment for women 19+. We specialise in offering residential courses for women with few or no qualifications to help them develop the confidence and skills to fulfil their potential and achieve their learning goals. We also offer courses which can lead to access into University.

What type of mental health related services do you provide?

Enrolled students on campus:

- 1:1 Wellbeing Assessments to ascertain their readiness to learn at a residential college
- 1:1 counselling available on Wednesdays by appointment
- Daily drop-in Welfare service

Waiting list times

Varies depending on time of academic year.

Referral route from/to your service

Self referral once enrolled at Hillcroft via phone, email or attending drop-in sessions.

Operational hours

Hillcroft is open 7 days a week but Monday to Friday 9am-5pm with a skeleton staff at weekends if a weekend course is running.

Location

South Bank, Surbiton, Surrey KT6 6DF 020 8399 2688

enquiries@hillcroft.ac.uk

www.hillcroft.ac.uk

It is advisable to contact the Learning Support team on extension 268 prior to application to discuss any potential support needs.

Fees charged

Free to Hillcroft students.

Languages spoken/interpreting arrangements

English





People 18 years and over who have experienced homelessness and are in the boroughs of Kingston, Richmond, Merton, Sutton or Wandsworth and have recourse to public funds who:

- Have an unmet physical, mental health need or substance misuse issue, or are dissatisfied with the quality of care they are receiving.
- Are not registered with primary healthcare providers i.e. GP, dentist etc.

Clients must be willing to undertake a 45 minute assessment of their health needs.

What type of mental health related services do you provide?

- Facilitate access to relevant services including GP, Primary Care Liaison, Kingston Wellbeing Services, and CMHT.
- All clients can be referred to GOALS, a two day motivational training course incorporating CBT www.goalsuk.org

Waiting list times

Maximum 1 week for response Maximum 2 weeks for assessment Up to 1 month for the GOALS programme

Referral route from/to your service

Individuals can self-refer or be referred by any agencies they are currently working with. *Referral process* - Referrals can be made using our referral form which can be requested via the below communication methods, however we will accept referrals made directly via phone or email where a sufficient amount of information can be gathered with respect to health needs and risk. Phone: 020 8288 6506

Fax: 020 8744 1662

HHLS@spearlondon.org

Operational hours

Monday to Friday 9am-5pm. We have flexible arrangements so we can work outside of normal office hours or weekends when necessary.

Location

SPEAR hub, 89 Heath Road, Twickenham, Richmond, TW1 4AW. However, we tend to work remotely and can work from any location which is deemed safe, and is convenient for clients and referrers.

Fees charged None

Languages spoken/interpreting arrangements

English



iCope - KINGSTON PSYCHOLOGICAL THERAPIES SERVICE

Who your service is for

People over 18 with depression, anxiety or other common mental health problems. You might have a long term condition or medically unexplained symptoms or insomnia.

What type of mental health related services do you provide?

Evidence-based psychological therapies as recommended by the National Institute for Health and Clinical Excellence (NICE).

We can help you learn ways to help yourself so that you feel more able to cope with your problems and we give you the time to talk.

Waiting list times

Short waiting times for assessment

Referral route from/to your service

Self-referral, GP, mental health services, other agencies.

Operational hours

Monday, Wednesday, Thursday 8am-8pm Tuesday 8am-6pm, Friday 8am-5pm

Location

Hollyfield House, 22 Hollyfield Road, Surbiton KT5 9AL

020 8339 8040

cim-tr.kingston-icope@nhs.net

www.candi.nhs.uk/our-services/icopepsychological-therapies-service-kingston www.kingston.icope.nhs.uk

Fees charged

None

Languages spoken/interpreting arrangements

Languages spoken in the service include Korean, Bengali, Italian, French, Greek, and Guajarati. We also use interpreting services where necessary.



ISLAMIC RESOURCE CENTRE KINGSTON

Who your service is for

Anyone except children under 11 years of age. The centre is inclusive of all genders, race, religion, ability and location.

What type of mental health related services do you provide?

Centre provides 1:1, small group workshops, family/couple therapy, and both long and short term therapy. Also Coaching and Solution based therapy. Currently looking at proposals to run a befriending service.

Waiting list times

3-4 weeks

Referral route from/to your service

Word of mouth, posters/leaflets in key places around the borough e.g. local GPs, library, schools other charity organisations etc.

Operational hours

Monday - Thursday 10am-2pm

Location

Cooper House, Acre Rd, Kingston upon Thames KT2 6ER 020 8549 5499

irc59@hotmail.com

www.irckingston.co.uk

Fees charged Sliding scale donation - £10

Languages spoken/interpreting arrangements

English, Urdu, Hindi and Punjabi





ISLAMIC RESOURCE CENTRE

KINGSTON BEREAVEMENT SERVICE

Who your service is for

Kingston Bereavement Service is for children, young people, adults and families who have been bereaved and are working, living or studying in Kingston.

The Saying Goodbye Project (SGP) is for under 18s, please make contact for further details of the service provided.

The Adult Service is for people aged 18 and over and is described below.

What type of mental health related services do you provide?

We offer:

- Individual bereavement counselling for up to 10 sessions.
- A monthly Aftercare Support Group facilitated by a qualified counsellor.
- We provide:
- Home visits for housebound clients.
- Specialist telephone advice on bereavement related issues to the general public.

Waiting list times

Average waiting time for Assessment is 2-3 weeks from receipt of referral.

Average waiting time for first counselling session after Assessment 3-4 weeks but varies greatly depending on time specified by client e.g. evening appointments have longer waiting time.

Referral route from/to your service

Mostly GP referral but can self-refer by phone, email or letter.

Operational hours

The office is staffed 9.30am - 2.30pm weekdays. Counselling takes place day times, evenings and some Saturdays.

Location

Welcare House, 53-55 Canbury Park Road, Kingston upon Thames KT2 6LQ

020 8547 1552

www.kingstonbereavementservice.org.uk info@kingstonbereavementservice.org.uk

We also offer home visits for housebound clients.

Fees charged

The service is free if the client is referred by GP. If self-funding the current fee is £25.

Languages spoken/interpreting arrangements

No interpreter Spanish



KINGSTON CARERS' NETWORK

Who your service is for

Carers aged 18 and over who are supporting someone in the borough who could not manage without their support.

Targeted support is also provided for young carers aged 5-18 however this does not include counselling, see below for more details

What type of mental health related services do you provide?

One-to-one counselling which is initially offered for 12 weeks and then reviewed. In addition, we also run 6 different monthly support groups.

Mentoring and one-to-one emotional support is given to young carers aged 5 to 18.

Waiting list times

6 months +

Referral route from/to your service

Carers may be referred by professionals or self-refer

Operational hours

Monday to Friday 9am to 5.30pm

Location

Noble Centre, 109A Blagdon Rd, New Malden KT3 4BD

020 3031 2751

Surbiton Health Centre Ewell Road. Surbiton, Greater London KT6 6EZ

info@kingstoncarers.org.uk www.kingstoncarers.org.uk

Fees charged None

Languages spoken/interpreting arrangements

English





All college students only.

What type of mental health related services do you provide?

Offer short term pastoral and counselling support and this is in consultation with relevant professionals associated with the student.

Waiting list times

Varies depending on time of academic year.

All students can get face to face contact same day by attending dropin service with Student Engagement Advisor.

Referral route from/to your service

Tutor/ Staff referral Self-referral Student Support Team Referral to external agencies.

Operational hours

Part time Counsellor.

Student Support Centre open 5 days per week during term time.

Location

Kingston Hall Road, Kingston upon Thames, Surrey KT1 2AQ

Fees charged

Free

Languages spoken/interpreting arrangements

Use of college staff as necessary



The service is available to everyone regardless of age, gender, residency or anything else.

What type of mental health related services do you provide?

We provide a listening ear and emotional support to anyone in distress or despair including those with suicidal thoughts. The service is confidential.

Waiting list times

A Samaritan will aim to respond to phone calls immediately if possible, texts within 30 minutes and emails within 12 hours.

Referral route from/to your service

Typically callers will contact us themselves. Sometimes callers' support workers, CPN's or therapist suggest they contact us for support. If a caller is referred by a third party and contact is made the conversation between the caller and the Samaritans is confidential.

Operational hours

The service is available 24 hours a day, 7 days a week every day of the year.

Location

Callers can access the service by calling, emailing or texting. As long as the caller has access to a phone they can access the service from anywhere. National Freecall number: *116 123* (this is free both from landlines and mobiles, and will not appear on bills).

Kingston: 020 8399 6676 (local charge) Texting number: 07725 90 90 90

Details can be checked on the website or by contacting us

www.samaritans.org/kingston

jo@samaritans.org

Fees charged None

Languages spoken/interpreting arrangements

Alternative languages are not offered at this time.





Kingston University students

What type of mental health related services do you provide?

- Wellbeing Assessments
- Brief focused counselling and 1:1 support
- Daily drop-in service
- Weekly workshops including mindfulness and relaxation
- Other workshops such as stress management / time management / exam anxiety
- Online CBT self-help programmes
- Online library of self-help guides
- Further information available at www.kingston.ac.uk/health

Waiting list times

Varies depending on time of academic year.

All students can get face to face contact same day by attending drop-in service.

Referral route from/to your service

Self-referral via phone or attending drop-in

Operational hours

Service available all year round with extended hours during term time Details can be found at: www.kingston.ac.uk/health

Location

Health Centre Penrhyn Road campus, Penrhyn Rd, Kingston upon Thames, Surrey KT1 2EE

Student Services Centre Yorkon Building, Kingston Hill campus, Kingston Hill, Kingston upon Thames, Surrey KT2 7LB

020 8417 2172

health@kingston.ac.uk www.kingston.ac.uk/health

Fees charged

Free to Kingston University students.

Languages spoken/interpreting arrangements

English

Kingston University London

Women aged 18 and above

What type of mental health related services do you provide?

We offer Individual weekly counselling for up to 2 years

Waiting list times

Average waiting time for Assessment is 2 to 3 weeks.

Average waiting time for first counselling session after Assessment: 4 - 12 weeks, but varies greatly depending on client availability. Limited day time availability or evening appointments have a longer waiting time.

Referral route from/to your service

Self-referral preferred, but we do accept written referrals

Operational hours

Limited Reception cover. Tuesday – Thursday 10am - 4pm. Messages will be responded to on these days.

Counselling takes place Monday – Thursday 9am - 9pm

Location

Kingston Women's Centre, 169 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LG 020 8541 1964 / 1941

Fees charged

Fees charged according to a sliding scale from £10-£35

Languages spoken/interpreting arrangements

We do not provide counselling through interpreters

We provide counselling to adults of 18 years and over, male or female, and to people living, working or studying in Kingston; some out of area residents are accepted. We see people who present with moderate mental health issues i.e. depression, anxiety, panic attacks and also work related stress, self-confidence, relationships and other generic issues.

We do not take on people with complex mental health issues or people who are assessed as being at serious risk to themselves or others.

What type of mental health related services do you provide?

Our counselling is short term, up to 12 sessions, individuals only, sessions are on a weekly basis, 50 minutes per session.

Waiting list times

Usually about 3-4 months, sometimes less. Assessments usually take place within two weeks from the initial phone call.

Referral route from/to your service

Self-referral is the majority, but will also accept referrals from GP, Community Mental health teams, Balance and other organisations in the borough.

Operational hours

Monday – Wednesday, 6pm, 7pm, 8pm

Location

Noble Centre, 109A Blagdon Rd, New Malden KT3 4BD

020 8255 3939 www.mindinkingston.org.uk

Fees charged

£20 fixed fee for assessment and between £15 - £35 for sessions depending on income.

Languages spoken/interpreting arrangements

English only





NEW MALDEN COUNSELLING ASSOCIATES

Who your service is for

To provide counselling for individuals and couples (adults) experiencing a wide range of emotional difficulties.

Provision can be extended to young people and those with special access requirement at alternative premises.

What type of mental health related services do you provide?

Face to face counselling by appointment. Short and long term counselling.

Waiting list times

Currently good availability. Initial appointments offered usually within 2 weeks.

Referral route from/to your service

Self-referral and via agencies by following routes: 020 8287 0900

counsellingassociates@outlook.com

www.newmaldencounsellingassociates. co.uk

Operational hours

Monday – Saturday am, pm and evening – all by appointment only

Location

Methodist Church, 49 High Street, New Malden, Surrey KT3 4BY Or other locations by arrangement. No current provision for seeing clients at home.

Fees charged Yes

Languages spoken/interpreting arrangements

English





counselling associates

REFUGEE ACTION KINGSTON

Who your service is for

18 years+. Refugees and asylum seekers resident, working or studying in the Royal Borough of Kingston or surrounding areas.

Conditions treated: mainly RAK counselling service assists people coming to terms with trauma and loss to cope better with the hardship of life in exile; we treat clients with PTSD, depression, anxiety, confidence issues and other mental health issues.

Exclusion: anyone with severe mental health problems in need of psychiatric services.

What type of mental health related services do you provide?

- 1:1, short term and long term;
- mindfulness workshops within the learning centre
- Psycho-educational workshops in the learning centre

Waiting list times

1-2 weeks

Referral route from/to your service

Referrals: Kingston Wellbeing and Kingston Hospital, AFC, UASC Leaving Care Team.

Operational hours

3 days a week. Monday 10.30am – 6.30pm. Wednesday and Thursday 10am – 4pm.

Location

Refugee Action Kingston, Siddely House, 50 Canbury Park Road, Kingston KT2 6LX

020 8547 0115

www.refugeeactionkingston.org.uk

parvaneh.davoudi@ refugeeactionkingston.org.uk

No home visits

Fees charged No fees charged

Languages spoken/interpreting arrangements

The counsellor is a Farsi native speaker, the volunteer speaks French





RELATE

Who your service is for

- Adults (individuals and couples)
- Families
- Children and young people aged 11+ (we soon hope to develop the service for younger children aged 5+)
- Sex therapy (individuals and couples)
- Mediation for divorce and separation

What type of mental health related services do you provide?

Counselling may be with individuals, couples or families and aims to improve relationships in all their forms. Many clients present with stress, depression and anxiety or may be receiving specialist mental health support from other agencies. When appropriate we will also refer or signpost to GPs and other specialist agencies.

Waiting list times

Initial consultation – within 2 weeks Ongoing counselling – average 3 months

Referral route from/to your service

Clients can access our services direct. We also accept referrals from GPs, social workers, schools and other agencies.



Operational hours

Clients arrange appointments with the counsellors concerned on a mutually convenient basis.

Location

Office hours (admin only): 9am - 9pm Monday - Friday 9am - 12noon Saturday

The Kingston centre offers appointments Monday - Thursday mornings and evenings and Saturday mornings.

Appointments can be made via Relate Response on 0300 100 1234 between and 8am-10pm or by emailing counselling@relatelondonsw.org

Fees charged

Relationship counselling – adults: Minimum £60 per session, plus variable contributions according to affordability. Children and young people's counselling is currently provided free of charge. We offer a Payment Assistance Scheme for clients that are unable to pay the full fees. Eligible clients pay £35 per session for evening appointments. Daytime appointments are negotiable and clients may pay between £10 and

£35 depending on eligibility. Languages spoken/interpreting

arrangements

Spanish, Croatian



People who are aged 65 and over, living independently and registered with a GP in Kingston. It provides the opportunity for older individuals who might not usually access counselling because of mobility issues, anxiety in leaving their home or associated stigma, to access free counselling support within their own home.

What type of mental health related services do you provide?

At Home Counselling – counselling can be provided on a one-to-one basis in the individual's own home. Twelve sessions are usually offered, with a review after six.

Bradbury Centre Counselling Service – one-to-one sessions with a counsellor from Kingston Wellbeing Service. The Bradbury also offers non-therapeutic bereavement support through a peer group.

Waiting list times

Varies, usually no longer than four weeks.

Referral route from/to your service

Referrals to the home counselling option are via the Stay Well at Home Service and follow on from an initial holistic home assessment and a subsequent counselling assessment.

Referrals to the Bradbury based counselling service can either be made through Kingston Wellbeing Service or directly through the Bradbury Centre.

Operational hours

Appointments are arranged on a mutually convenient basis.

Location

Staywell is based at Raleigh House, 14 Nelson Road, New Malden KT3 5EA 020 8942 8256

www.staywellservices.org.uk

The Bradbury Centre is at 37B Grange Road, Kingston upon Thames, KT1 2RA 020 8549 1230

Fees charged All counselling services are offered free.

Languages spoken/interpreting arrangements

Currently only English is offered.





Registered charity no. 299988

RELEASE YMCA COUNSELLING SERVICE

Who your service is for

Children, young people, individuals, couples and families, parents and carers.

What type of mental health related services do you provide?

- 1:1
- Group/ family and couple therapy
- Short term (6 weeks) & long term (up to two years)
- Peer support groups from January 2016 in new facilities
- Systemic consultation and systemic reflective supervision offered for professionals.

Waiting list times

2-12 weeks dependant on clients availability

And model they require i.e. CBT/ relational/psychodynamic/personcentred/integrative or systemic

Referral route from/to your service

Direct access via telephone call or email Some referrals for homeless in transition via housing department of YMCA

Operational hours

8am-9.30pm five days per week sessions held Saturdays 9-4pm only

Location

49 Victoria Road, Surbiton KT6 4NG New Life Family Centre, 6 Langley Road KT6 6LN

Release YMCA counselling service www.ymcalsw.org Team.Release@ymcalsw.org 020 8339 7310

07500 050 957

Fees charged

Fee scale dependant on income £20 average For those on benefits £10 Small bursary dependant on current level of grant funding.

Languages spoken/interpreting arrangements

Arranged in consultation with other services where available







