

The Manna House Counselling Service

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Manna House

Counselling Service



Serving the Community

Date:

Dear

APPLICATION LETTER

Thank you for your recent enquiry regarding counselling with Manna House Counselling Service. We hope we may be able to help you.

Please find enclosed the application form and information leaflets about our services. Should you choose to apply for counselling with us, please return the completed application form along with a £15 administration fee (cheque, bank transfer, telephone or by card/contactless at our office).

A copy of our Safeguarding and Data Protection policies can be viewed at, or downloaded from, our website:

www.mannahouse.org.uk

Copies are also available upon request.

Once we have received your completed application form, we will invite you to an initial assessment (identified by us as the F1). This is usually within 2 - 3 weeks. After this, if it is agreed that we can be of help, you will be placed on our waiting list to be matched with a suitable counsellor. Our current waiting times are approximately 4 - 6 weeks.

Also attached here is information about some free wellbeing courses that we run which may be of interest.

Please do not hesitate to contact us for further information.

Kind regards

Manna House Counselling Service.



The Manna House Counselling Service has a Recommended Fee policy for payment of all sessions called – **Pay What You Can Afford**. This is outlined below. If you are able to give more than suggested, this would be hugely appreciated, as it would help us to maintain and expand our service.

Payments can be made by Bank Transfer or by Cheque to:

The Manna House Trust

Sort Code: 08-90-73

Account No: 50136872

Card and Contactless (Apple pay & Google pay) payment is available at our office, or over the telephone.

If this is your initial application, please reference your £15 administration fee 'F1' and include your Surname.

For all other counselling sessions please reference your bank transfer using your client code and the session number (eg: Client Code - Session Number - such as B24-1) or write this information on the back of your cheque.

Pay What You Can Afford.

As a Christian Counselling Charity serving the community of Northamptonshire for over 40 years, we want everyone to benefit from our services, irrespective of background and/or ability to afford the real cost of counselling at £55 per session. However, we have to pay our way and are dependent on the kind generosity of our clients, volunteers, churches and supporters.

For 2024 we have introduced a new simple four tier system called – **Pay What You Can Afford**. This replaces our previous sliding scale based on client household income and is easier to understand, bringing consistency and transparency to the need to ask our clients to pay what they can afford for our services:

Supporter	£55 per session this enables others to be supported
Standard	£45 per session covers most costs and what ideally, we need all adults to pay
Supported	£20 per session for those struggling financially at the moment
Bursary Funded	Thanks to financial backing we do have some bursaries available which can provide up to 12 counselling sessions in total. These can be provided free of charge before then rising to £45 per session. <u>Please do check with us about availability.</u>

At the Manna House Counselling Service, we believe that good mental health care is a universal human right. That's why we offer low-cost counselling and wellbeing services to all who need, as well as low cost training and access courses to those wanting to be future counsellors and pastoral carers.

We are committed to providing excellence in caring for clients. As such we are dedicated to the highest standards of professional practice. To this end we hold close to the Care Quality Commission (CQC) domains and expect our services to be safe, effective, caring, responsive and well-led. With a clear vision:

To be the counselling service of choice available to everyone in Northamptonshire.

