



Counselling Agreement

Thank you for choosing to work with me.

Beginning counselling can feel like a significant step, and I appreciate the trust it takes to reach out. This agreement explains how we will work together, what you can expect from me, and what I ask of you to help create a safe, respectful and effective therapeutic relationship.

Please read this document carefully. If there is anything you would like to discuss or clarify, please let me know before or during our work together.

My Approach

I offer person-centred counselling, providing a safe, compassionate and non-judgemental space where you can explore whatever has brought you to therapy.

I believe that each person is the expert in their own life. My role is not to give advice or tell you what to do, but to work alongside you, helping you understand yourself more deeply and supporting you to move towards the changes that feel right for you.

I offer counselling:

- In person
- Walk and Talk outdoors
- Home visits (where appropriate)
- Telephone
- Online via Zoom

Confidentiality

Everything discussed during counselling will remain confidential.

There are, however, a small number of exceptions where I may have a legal or ethical duty to share information. These include where:

- there is a serious and immediate risk of harm to yourself or another person
- there are safeguarding concerns relating to a child or vulnerable adult

- information is disclosed relating to terrorism or money laundering legislation
- records are lawfully requested by a court.

Wherever possible, I will always discuss this with you first before sharing information. However, there may be situations where this is not possible due to immediate risk or legal requirements.

Record Keeping and GDPR

I keep brief factual notes following each counselling session.

Your personal information and counselling records are stored securely in accordance with UK GDPR and the Data Protection Act 2018.

Client records are retained for seven years following the end of counselling before being securely destroyed.

Please refer to my Privacy Notice for full information about how your personal information is stored and processed.

In the unlikely event of my death or incapacity, access to client records may be provided to my nominated Clinical Executor solely for the purposes of safely closing my practice, contacting clients where appropriate and meeting my professional obligations. Confidentiality will continue to be maintained.

Supervision

As a member of the British Association for Counselling and Psychotherapy (BACP), I attend regular professional supervision.

During supervision I may discuss aspects of our work using anonymised information only. My supervisor is bound by the same standards of confidentiality.

I also undertake continuing professional development and, occasionally, anonymised client material may be used for training or coursework. No identifying information will ever be shared.

Sessions

Standard counselling sessions last 50 minutes.

Longer or shorter appointments may occasionally be arranged where this is clinically appropriate and subject to availability.

If you arrive late, your session will still finish at the agreed time.

Length of Therapy

There is no minimum or maximum number of counselling sessions.

Some people find that only a few sessions are helpful, whilst others benefit from longer-term counselling.

We will regularly review our work together (usually every 6–8 weeks) to ensure that counselling continues to meet your needs and remains beneficial.

You are free to end counselling at any time. Wherever possible, I encourage us to have a planned ending session, as endings can be an important and valuable part of the therapeutic process.

Likewise, if I believe another service or therapeutic approach may better meet your needs, I will discuss this openly with you and support you, where appropriate, with onward referral.

Frequency of Sessions

Sessions are usually offered weekly, although fortnightly, monthly or other arrangements may be agreed depending upon your needs and my availability.

Regular appointments can be reserved, or sessions can be booked more flexibly where appropriate.

Fees and Payment

The fee for a standard 60-minute counselling session is **£60**.

Payment should be made by bank transfer before your appointment or by card payment at the session unless another arrangement has been agreed.

If payment remains outstanding, future appointments may not be confirmed until the balance has been settled.

I offer a limited number of reduced-fee appointments for those experiencing financial hardship. These are subject to availability.

Home Visits

Home visits are available where appropriate and by prior agreement.

Before beginning home-based counselling we will discuss whether your home environment is suitable for confidential therapeutic work.

To help create a safe and confidential space, I ask that:

- we have access to a private room where we will not be interrupted



- televisions, radios and other distractions are switched off where possible
- family members, visitors or carers are not present during the session unless previously agreed
- pets are supervised if they may interrupt the session.

If confidentiality cannot be maintained or I feel the environment is unsuitable for counselling, I may end the session and discuss alternative arrangements.

Home visit fees, including any travel supplement where applicable, will always be agreed in advance.

For my own safety I operate a lone-working policy. A trusted professional will be aware of my appointment schedule and expected return time but will never receive information about what is discussed during counselling.

If circumstances arise that make a home visit unsafe or inappropriate, I reserve the right to rearrange the appointment or offer an alternative format such as online, telephone or in-person counselling.

If you or someone within your household has a contagious illness, please let me know before the appointment so that we can discuss alternative arrangements where appropriate.

Walk and Talk Counselling

Walk and Talk counselling follows a separate agreement covering confidentiality outdoors, weather, accessibility, risk assessments and emergency procedures.

By choosing Walk and Talk therapy you agree to the additional terms outlined within that agreement.

Online and Telephone Counselling

Please ensure you are in a private space where you feel able to speak freely without interruption.

For safeguarding purposes I will confirm your location at the beginning of each session.

Sessions must not be recorded by either party without prior written agreement.

If technical difficulties occur during an online session, we will attempt to continue by telephone where possible.

If technical issues cannot be resolved after approximately 15 minutes, we will rearrange the appointment without charge.

Zoom links will be sent before online appointments.



For telephone sessions, I will call you at the agreed appointment time unless another arrangement has been made.

Contact Between Sessions

Contact between sessions is for practical matters such as:

- arranging appointments
- cancellations
- rescheduling
- administrative queries.

I aim to respond within one working day (Monday to Friday), although this cannot always be guaranteed.

Counselling does not include ongoing therapeutic support by telephone, email or text between appointments.

Emergencies

Please note that I am unable to offer an emergency or crisis service.

If you feel you are at immediate risk of harm, please contact:

- 999
 - your local Crisis Team
 - NHS 111
 - your GP
 - or attend your nearest Accident & Emergency Department.
-

Cancellations

Appointments cancelled with at least 24 hours' notice will not be charged.

Appointments cancelled with less than 24 hours' notice, or missed appointments, will normally be charged at the full session fee.

I recognise that exceptional circumstances do occur and reserve the discretion to waive cancellation fees where appropriate.

If I need to cancel due to illness or unforeseen circumstances, I will provide as much notice as possible and offer an alternative appointment where available.

I will also provide advance notice of planned annual leave wherever possible.



Professional Boundaries

To protect your confidentiality and maintain professional boundaries:

- I do not accept friend or follow requests from current clients on personal social media accounts.
- Emails and text messages should be used for practical communication only.
- Whilst reasonable steps are taken to protect electronic communications, confidentiality cannot be absolutely guaranteed when using email or text messaging.

Professional Membership

I hold the CPCAB Level 4 Diploma in Therapeutic Counselling.

I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and a member of The Person-Centred Association.

I work within the BACP Ethical Framework for the Counselling Professions and undertake regular continuing professional development to maintain high standards of practice.

Concerns or Complaints

If you are unhappy with any aspect of our work together, I encourage you to raise this with me wherever possible so that we can discuss your concerns openly.

If you remain dissatisfied, you may contact the British Association for Counselling and Psychotherapy using the details provided on their website.

Acceptance of this Agreement

By attending counselling sessions with me, you confirm that you have read and understood this Counselling Agreement and agree to work within its terms.

If you have any questions about any aspect of this agreement, please feel free to discuss them with me before or during our work together.

