

## OUR COUNSELLING AGREEMENT

My name is Lorraine Cox, I believe counselling provides an opportunity to talk through anything that is troubling us whether this is from the current situation, something from the past or fears for the future.

**What you can expect from me:** Wherever we meet, I will aim to provide a welcoming, comfortable, environment you can feel safe to unload in. I will not judge you or offer you advice. I will encourage and support you to explore your own thoughts and feelings in a constructive way, as this will enable you to find your own answers. You can also expect me to be at the appointment at the time agreed.

**What I will expect from you:** I expect you to turn up, on time for the sessions. To switch off your mobile phone during our session or, if on call, to put the mobile on vibrate. To allow yourself some time to think about the session after it, in-between sessions and prior to our next session, so you have some ideas on what you would like to revisit or explore this week. To do any homework set for you. To tell me when we are working really well or not so, so we can notice and explore this, before any issues arise.

Counselling sessions last between 50 - 60 minutes, brief reviews may take place every 8-10 sessions.

All counselling sessions are confidential with some exceptions, such as:

- If you reveal you intend to harm yourself or another person
- If you reveal that a child is being or is in danger of abuse
- If you are physically or verbally abusive or threatening to myself
- If I am compelled to reveal information by a court order

**Confidentiality Policy:** The exceptions, in the list above, are not complete or exhaustive. If I have concerns, I will stop the session and we will discuss these and, hopefully, achieve consent for the course of action to be taken which may include speaking to your GP. Please provide details for your GP below

**Your GP's name & contact info is:** \_\_\_\_\_

Brief notes may be made after our session, so I can discuss any concerns, issues etc during my monthly supervision, your anonymity is protected at all times and any notes are destroyed immediately after use.

**Reports:** Sometimes I am asked to confirm the themes arising during counselling but, unless previously agreed with you, I only respond to court order requests. A full session's fee is charged for such reports.

**Payment:** I have a payment at time to booking policy, to confirm the session. If not paid within 24 hrs of agreeing the session, the appointment will be offered elsewhere on a first come, first served basis.

**Cancellation Policy:** If you cannot make your appointment, please make contact as soon as possible as cancellations require a minimum of 48 hours notice or full session fees will be charged.

During the first session we will discuss everything in this agreement but, this is a lot of information so, this written agreement confirms the basis for all our counselling sessions.

**1 To 1 Counselling**  
[www.1to1counselling.co.uk](http://www.1to1counselling.co.uk)

Email: enquiries@1to1counselling.co.uk  
Tel / Fax: 01928 718044

This page is retained by 1 To 1 Counselling for our records

**Complaints**

If you have any complaints about this service, please do not hesitate to speak to me and let me know, as misunderstandings can arise. Or contact BACP - Email: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk) or phone: 01455 883300

**Confidentiality**

1 To 1 Counselling offers a confidential counselling to you. I will not share information about you with anyone outside of 1 To 1 Counselling and supervision unless I have reason to believe that either you or someone else is at serious risk of harm. I will discuss any proposed disclosure with you unless I believe that doing so will increase the level of risk to you or someone else.

Your signature, below, will confirm you have read and have agreed to all the terms set out above

Print Name .....

Signature ..... Date .....

**Privacy / General Data Protection Regulations Policy**

**Secure Storage:** Your data is stored securely and confidentially and used in a safe and ethical manner, in line with EU General Data Protection Regulations May 2018. It is not shared with other people without your consent except, as stated above, in circumstances likely to involve serious harm.

**Right to Access:** You have the right to ask for a copy of your personal information, free of charge, in an electronic or paper format. You also have the right to ask for an amendment or to change any incorrect information about you.

**Right to be Forgotten:** You have the right to ask me to erase any information that I hold about you. This includes your personal information that is no longer relevant to original purposes, or if you wish to withdraw consent. In all cases and when considering such requests, these rights are obligatory unless it's information that I have a legal obligation to retain.

**Data Portability:** As the client, you have the right to receive your personal information which you previously provided, and also have the right to transfer that information to another party. For the purposes of the General Data Protection Regulations (GDPR) 2018, the data "controller" is 1 To 1 Counselling.

If you are happy with the way your personal information is being collected, stored and used, please provide evidence of your consent by signing below. Thank you.

Print Name .....

Signature ..... Date .....