WELLS COUNSELLING

Counselling Agreement

Counsellor: Jenny Wells
Client:

1. Counselling sessions

Following an initial free consultation, if you wish to proceed with counselling, we will agree a regular day and time for your sessions. This will normally remain fixed each week unless we agree a change.

2. Length of sessions

Counselling sessions last one hour. If you are late, the session will still finish at the agreed time. I will wait for 15 minutes; after this the session may be treated as a missed appointment and may not go ahead.

3. Number and review of sessions

Counselling is normally open-ended unless we agree otherwise. To ensure that counselling continues to be helpful and focused on your needs, we will review our work together at appropriate intervals.

4. Cost

The cost of counselling is £50 per one-hour session. A one-off administration fee of £20 is payable before your first counselling session. This covers the administration involved in setting up your counselling arrangements and records.

5. Annual fee review

Fees are reviewed annually each April. I will give you at least four weeks' notice of any change to your session fee.

6. Payment

Payment is due by bank transfer on the day of the counselling session. Payments by cash can also be accepted.

7. Cancellations and missed appointments

If you cancel by email with at least 48 hours' notice, no cancellation fee will be charged. Cancellations made with less than 48 hours' notice will incur a £25 fee. Cancellations made with less than 24 hours' notice, and appointments missed without notice, will be charged at the full session fee. If you have already paid the full session fee and a £25 cancellation fee applies, the remaining £25 will be refunded or credited to your next session, as you prefer. In exceptional circumstances, I may waive a cancellation fee.

If you are more than 15 minutes late, the session may not go ahead and may be treated as a missed appointment.



8. Counselling approach

I welcome clients aged 18 and over. I work integratively, drawing on insights and tools from different counselling approaches according to what is appropriate for you, your needs and your situation.

9. Responsibilities and therapeutic relationship

I will offer a confidential therapeutic relationship, support and encouragement. Counselling can involve exploring difficult thoughts, feelings and experiences. You remain responsible for your own choices and decisions. We will work collaboratively towards the aims we agree for counselling.

10. Qualifications and professional standards

I am qualified to Diploma level and undertake continuing professional development as a professional requirement. I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and work in accordance with its Ethical Framework.

11. Complaints and concerns

If you have any concerns about your counselling, I encourage you to discuss them with me where you feel able to do so, so that we have an opportunity to address them. If you feel unable to discuss your concerns with me, or remain dissatisfied, information about raising concerns or making a complaint is available from the British Association for Counselling and Psychotherapy (BACP).

12. Confidentiality

What you discuss in counselling will normally remain confidential. I discuss my counselling work in regular clinical supervision in accordance with BACP requirements. Where possible, identifying information will not be used.

There are circumstances in which I may need to disclose information without your consent. These may include situations where I believe there is a serious risk of harm to you or another person, safeguarding concerns, or where disclosure is required by law.

Where disclosure is necessary, I will only share information that is relevant and necessary. Depending on the circumstances, information may be shared with appropriate professionals or services, such as your GP, emergency services or safeguarding services.

Wherever possible and appropriate, I will discuss a proposed disclosure with you beforehand. However, there may be circumstances in which I am unable to do so. If I am uncertain about whether information should be disclosed, I may seek advice from my clinical supervisor, professional body, insurer or an appropriate legal adviser.

13. Records and data protection

Your personal information and counselling records will be processed in accordance with UK GDPR and the Data Protection Act 2018. Further information about what information I collect, why I collect it, how it is stored, who it may be shared with, how long it is retained and your data protection rights is contained in the Wells Counselling Privacy Notice, which is available on my website.

Your signed counselling agreement and counselling records will be stored securely and normally retained for seven years after counselling ends, after which they will be securely destroyed in accordance with my retention policy.



14. Contact between sessions

Contact between sessions should normally be limited to practical matters such as appointments and cancellations. I am unable to provide counselling by email, text or telephone outside agreed sessions.

15. Urgent and crisis support

I do not provide an emergency or crisis service. If you need urgent mental health support between sessions:

- Contact NHS 111 and select the mental health option.
- Contact Samaritans free on 116 123.
- If you or someone else is in immediate danger, call 999 or attend A&E.

16. Counsellor holidays, illness and absence

I will give you as much notice as reasonably possible of planned holidays or other absences, normally more than one week.

If I am unexpectedly ill or unavailable, I will let you know as soon as possible before your session. You will not be charged for a session that I cancel. If you have already paid, you may choose either to have the payment credited to your next session or refunded.

17. Ending counselling

You are free to end counselling at any time. Where possible, I encourage you to discuss your decision with me so that we can bring our work to an appropriate therapeutic ending.

There may also be circumstances in which I recommend ending or pausing counselling, for example if I believe that another practitioner or service would be better able to meet your needs. Wherever possible, I will discuss this with you and support you to consider appropriate alternatives.

Counselling may also be ended if your behaviour towards me is threatening, abusive or causes me to feel unsafe or at risk of harm.

18. Recording sessions

Counselling sessions must not be audio-recorded, video-recorded or otherwise recorded by either of us without prior agreement.

19. Letters, reports and third-party requests

If you ask me to provide a letter, report or other information to a GP, employer, solicitor, court or another third party, we will discuss the purpose, content, confidentiality and any limitations before I agree to provide it. If a separate fee applies for this work, I will tell you and agree the fee with you in advance.

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Client agreement

By signing below, I confirm that:

- I have read and understood this Counselling Agreement and agree to the terms set out in it.
- I understand the limits of confidentiality described above and that, in those circumstances, my counsellor may need to contact my GP or another appropriate professional or service. Wherever possible and appropriate, this will be discussed with me beforehand.
- I understand that my personal information will be processed for the purposes of providing counselling and in accordance with the Wells Counselling Privacy Notice.
- I understand that threatening, abusive or unsafe behaviour may result in counselling being ended.

Name (print): Date:

Signature: