

COUNSELLING AGREEMENT

Practitioner: Tracey Langrill PGDip(Psych) AdvDip (Couns) MA MSc MBACP MNCPS (Acc.)

Contact Details: 07762 008799 / tjlangrillcounselling@gmail.com

Please read the information below carefully as it forms an agreement for how we will work together. At our first session I will set time aside for us to discuss it and answer any queries that you may have.

1. Qualifications

As a Registered Member of the British Association for Counselling and Psychotherapy (BACP), I work within the BACP's Ethical Framework for Counselling Professionals. I take working in a safe, ethical and professional manner very seriously. The BACP Ethical Framework is available on the BACP website – www.bacp.co.uk. My dog, Merlin, works with me and has been assessed as having a suitable temperament as a therapy animal, and as such is covered by my insurance. A separate agreement covers sessions with Merlin.

2. Fees & Sessions

Counselling sessions last for 50 minutes and are normally at the same time every week. My fee is £55 per session, by contactless card/phone payment at the start of the session or by bank transfer prior to the session (please request my bank details if paying by bank transfer). If you arrive late, I will not be able to extend the session, as this will affect my other appointments. I reserve the right to terminate this contract with immediate effect in the event of non-payment for sessions. My fees are reviewed on an annual basis in March, and I will give you 2 calendar months' notice of any proposed increase.

3. Reduced Fees

I charge a reduced fee of £40 per session to clients who are claiming benefit or are students in full-time higher education. This arrangement must be agreed prior to our first session, and I will require proof of status. This service is offered for a maximum of 12 weekly sessions. Payment methods are as detailed in para 2.

4. Cancellations

Cancellations will require 48 hours' notice, or the missed session will be charged at half the full rate. If less than 24 hours' notice, then the missed session will be charged at the full rate. I will ensure you are inconvenienced as little as possible if I should have to cancel an appointment and will give you as much notice as I am able, with a minimum of 48 hours' notice excepting unforeseen emergencies.

5. Duration and Notification of Termination of Service

I provide short and long-term therapy, and we can discuss the planned duration of our work together during our initial session. We will review your progress at every 6 sessions, and I need two weeks' notice if you wish

to stop sessions with me. If my circumstances change and I am unable to provide counselling to, or if I feel that the counselling you require is outside my skill set, I retain the right to terminate this contract.

6. Holidays

I need at least two weeks' notice of any holiday arrangements you may make. I will provide you with at least 2 weeks' notice of my holidays.

7. Frequent non-attendance of sessions

I reserve the right to terminate this contract if sessions are missed frequently. If I have not heard from you within two weeks of a missed session, I will assume you no longer wish to continue counselling.

8. Attending Under the Influence

I cannot deliver effective therapy to clients who attend sessions under the influence of non-prescribed medication or alcohol. In this case we can agree a period of abstinence prior to the session from the non-prescribed medication or alcohol and add this period to the contract.

9. Supervision

All members of the BACP are required to have regular supervision to ensure that their work is safe, ethical and effective. Aspects of our work may be discussed during these sessions, but full names will never be used and identifiable details removed. My supervisor is a member of the BACP and are bound by the same confidentiality rules as I am.

10. Confidentiality

As a member of BACP I am bound by their Ethical Framework to protect client confidentiality. Therefore, everything that we discuss is confidential except in certain circumstances (listed below in paragraph 10b).

a. Record Keeping Confidentiality:

As a BACP member I am required to keep accurate and appropriate notes of our work together. I record session notes securely on a device that is used by me only and is password protected. I am registered with the Information Commissioner's Office (Registration ZB876417) and any information that I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation (UK-GDPR). See Information Commissioner's Office <https://ico.org.uk>, BACP's Privacy notice <https://www.bacp.co.uk/privacy-notice> and my Privacy Policy.

b. Exceptions to confidentiality:

- i) I reserve the right to break confidentiality if I think that you have become a danger to yourself or others. I will attempt to discuss this with you first, but this may not be possible.
- ii) I am not bound by confidentiality if I feel that I can assist in the prevention or detection of a *serious* crime; this includes safeguarding issues regarding children or vulnerable adults, crimes regarding substantial financial gains and losses and acts of terrorism.

11. Contact between Sessions

I normally work Monday to Thursday between 9 and 4 and can only see you by prior appointment.

If you require my urgent professional services between sessions, I can be contacted during my normal working hours by email or text. I will try to reply to you as soon as possible, but there may be a delay. If you feel you require emergency or urgent professional assistance outside my normal working hours, please contact NHS direct telephone 111, your GP, the emergency services or the Samaritans (freephone 116123).

12. Letters and Reports

I can write any relevant letters and reports but will require your written permission for me to do this. I charge a fee for writing letters or reports, and this is based on the time it takes me to write the document.

13. Complaints

If there is anything that you do not understand about this contract, or if you would prefer it in a different format, please let me know. Similarly, if you are not happy with any of our sessions or the standard of my work, I encourage you to talk to me. If you feel unable to talk to me or in the event of a serious complaint, please contact BACP's 'Get help with counselling concerns' service, which provides confidential telephone and email guidance on what to do if you have concerns about your therapy or therapist. Phone 01455 883300 or 07811 762114 or 07811 762256 and leave a message, email gethelp@bacp.co.uk, or write to BACP, 15 St John's Business Park, Lutterworth LE17 4HB. If the complaint is about data handling, please refer to my Privacy Policy.

DECLARATION

I can confirm that I have read, understood and agree to the information provided in this agreement.

Client Name: Signature:..... Date:

Counsellor Name: Tracey Langrill Signature: Date:

Signed copies retained by client and Tracey Langrill