

ADULT COUNSELLING AGREEMENT

For clients aged 18 and over

Practitioner: Tracey Langrill BA (Hons) PGDip (Psych) MA MSc GMBPsS MBACP
Practice: TJ Langrill Counselling, sole trader
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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 collaboratively and answer any queries that you may have.

1. Qualifications and Ethics

As a Registered Member of the British Association for Counselling and Psychotherapy (BACP), I am committed to working safely, ethically, and professionally within the **BACP Ethical Framework for the Counselling Professions (2026)**. The BACP Ethical Framework is available at www.bacp.co.uk.

My dog, Merlin, usually works alongside me and has been assessed as temperamentally suitable for therapy work. He is covered by my professional insurance. Please advise if you have any objection to his presence and I will try to arrange suitable sessions for you.

2. Sessions and Fees

Counselling sessions last 50 minutes and will usually take place at the same time each week. If you arrive late, the session will still end at the agreed time.

My fee is £65 per session, payable either by contactless card or phone payment at the start of the session, or by bank transfer before the session. Bank details are available on request.

If you experience unexpected financial difficulty, please let me know as soon as possible so we can discuss options and try to accommodate your situation where feasible. If fees remain unpaid without an agreed arrangement, or I am unable to continue working with you safely and appropriately, I may need to pause or end counselling. Wherever safe and possible, I will discuss this with you first, give reasonable notice and explore suitable support or referral options. If an immediate pause or ending is necessary, I will take reasonable steps to minimise distress and disruption.

My fees are reviewed annually in March. I will provide at least two calendar months' notice of any increase.

3. Reduced Fees

I can offer reduced fees to clients who are on a low income, on a discretionary basis. This arrangement must be agreed before the first session, and evidence of eligibility may be requested. The reduced-fee service is available for a maximum of 12 weekly sessions. Payment arrangements are as set out in Section 2.

4. Cancellations and Attendance

Notice of cancellation must be received at least 48 hours before the scheduled session time. Sessions cancelled with less than 48 hours' notice will be charged at 50% of the session fee. Sessions cancelled with less than 24 hours' notice will be charged at the full session fee.

If I need to cancel a session, I will provide as much notice as possible and normally no less than 48 hours, except in exceptional circumstances.

Repeated missed sessions or persistent non-attendance may result in counselling being reviewed or terminated. If I have not heard from you within two weeks of a missed session, I will assume that you no longer wish to continue counselling and your session slot may be offered to another client.

5. Duration and Collaborative Review

The likely duration of our work can be discussed during the initial session. In line with BACP recommendations on collaborative practice, we will review our progress together approximately every six sessions to ensure the therapy remains effective and aligned with your goals.

If you decide to end counselling, I request at least two weeks' notice where possible. Should difficulties, changes in your needs, or professional concerns arise, I will always aim to discuss these with you collaboratively and accommodate adjustments where safe and clinically appropriate. If I need to pause or end counselling, I will follow the approach to notice, discussion and support described in Section 2.

6. Confidentiality, Safeguarding, and Data Protection

Everything discussed in counselling will remain strictly confidential, except in the specific circumstances set out below.

Any personal information I hold is processed in accordance with UK data protection legislation. Detailed information on how your data is collected, processed, stored, and your statutory rights is set out in my **Privacy Policy**, which should be read alongside this agreement.

Limits to Confidentiality:

- Confidentiality may need to be **broken, or information shared** where I believe there is a serious risk of harm to yourself or others.
- Confidentiality may also be **limited** where disclosure is legally required to assist in the prevention or detection of a serious crime, including statutory safeguarding concerns involving children or vulnerable adults, significant financial crime, or acts of terrorism.
- *Safeguarding Procedure:* Wherever possible and safe to do so, I will discuss any requirement to disclose information with you first, **unless doing so would increase the risk of harm or compromise a legal investigation.**

7. My Clinical Will

In accordance with the BACP Ethical Framework, I maintain a Clinical Will. I have formal arrangements in place with a named Therapeutic Executor (a qualified, trusted colleague bound by strict professional confidentiality). In the event of my sudden death, incapacity or severe illness, my Therapeutic Executor will access my securely stored client contact details solely to inform you and ensure continuity of care or safe referral options.

8. Practitioner Use of Digital Support Tools and AI

In accordance with professional standards regarding digital transparency:

- **Digital Intake Forms & Storage:** Initial client information and intake details are collected electronically via JotForm and stored securely within password-protected Google Workspace cloud infrastructure. Submission records are routinely deleted from JotForm following transfer to ensure data minimisation.
- **Session Notes:** I use a reMarkable Paper Pro device to record handwritten clinical notes. These notes are pseudonymised (identified using a unique reference code rather than your name) and synchronised securely via the reMarkable cloud service.
- **Artificial Intelligence (AI):** I do not use generative AI to transcribe sessions, write clinical notes, assess risk or process your personal data.
- **Client Use of External AI Support:** Some clients choose to use AI-based chat tools for personal support. These applications do not form part of our counselling service and fall outside my confidentiality arrangements. You are welcome to discuss your use of external support tools in our sessions.

9. Supervision

As a member of the BACP, I undertake regular clinical supervision to ensure my work remains safe, ethical, and effective. Aspects of our work may be discussed in supervision: I do not normally use your name in supervision and remove or minimise identifying details as far as possible. My supervisor is bound by the same professional confidentiality obligations.

10. Attending Under the Influence

I cannot provide counselling where a client attends under the influence of alcohol, illicit substances, or any substance/medication that significantly impairs their ability to engage safely and effectively. Where appropriate, we may agree on a period of abstinence prior to sessions.

11. Contact Between Sessions and Emergencies

I work Monday to Thursday (at variable times) and can only see clients by prior arrangement. You may contact me between sessions by email or text during normal working hours for administrative purposes. I will respond as soon as reasonably possible, but I cannot guarantee an immediate response and do not provide emergency crisis support.

If you require urgent emotional or medical support, please contact NHS 111, your GP, emergency services (999), or Samaritans on 116 123.

12. Letters and Reports

I can prepare letters or reports where appropriate, subject to your written consent. Charges apply based on the time required, and current rates are based on the time taken to prepare documents at a rate of £65 per hour.

13. Complaints

If you are unhappy with any aspect of our work together, I encourage you to discuss this with me in the first instance. If you feel unable to do so, or if the matter is serious, you may contact the BACP Get Help with Counselling Concerns service:

- **Telephone:** 01455 883300
- **Email:** gethelp@bacp.co.uk
- **Post:** BACP, 15 St John's Business Park, Lutterworth LE17 4HB

For data protection concerns, please refer to the complaints process in my Privacy Policy (where issues will be acknowledged within 30 days), or contact the Information Commissioner's Office (ICO).

AGREEMENT AND CHOICES

Please tick or initial each relevant choice. Acknowledging the privacy notice is not consent to all processing; the notice explains the lawful bases used.

- ☐ I have read, understood and agree to this Adult Counselling Agreement.
- ☐ I have received or can easily access the Adult Privacy Notice.
- ☐ The digital services used by the practice, and the benefits and risks that can reasonably be identified, have been explained to me. I give informed consent for my information to be entered into the essential systems described in the Adult Privacy Notice. I know I can ask questions and discuss any realistic alternative.

DECLARATION

- I confirm that I have read, understood and agree to the terms of this agreement.
- I consent to Merlin, an assessed therapy dog, being present during counselling sessions (unless alternative arrangements have been discussed).
- I ask for sessions to begin and understand that payment is due before or at the start of each session.

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

Counsellor Name: *Tracey Langrill* Signature: Date:

Signed copies retained securely by Tracey Langrill.