



## **Counselling Agreement**

### **About me:**

My name is Sian-Claire. I am a qualified Counsellor and member of the British Association for Counselling and Psychotherapy (BACP). I work in private practice currently offering both short term and long term 'live' online counselling, telephone counselling and walking therapy. An outline of what is involved in either telephone and online counselling or walking therapy can be found on my website [www.sian-clairecounselling.com](http://www.sian-clairecounselling.com) or provided on request. I have worked with clients from age 18 up to and beyond retirement. I have experience of working with issues including, but not limited to, abuse, anxiety, bereavement, eating disorders, depression, suicide ideation, relationship problems and work-related stress. I have the fullest commitment to offering a service which is welcoming to all backgrounds in a supportive and non-discriminatory manner. My working hours are Monday 10.00am-21.00pm, Tuesday 18.00pm – 21.00pm, Wednesday 18.00pm – 21.00pm and Friday 9.00am – 19.00pm.

### **BACP ethical framework**

As a member of the British Association of Counselling and Psychotherapy (BACP), I work within their Ethical Framework for Good Practice. As such, I will respect your right to be self-governing, will commit to promoting your well-being and avoiding harm, and will strive to treat you fairly and impartially. As a registered member of the BACP, I am subject to its complaint's procedure. In the event that you are unhappy with the service you receive from me, I would encourage you, if possible, to speak with me in the first instance so that we can try to resolve the issue. Details of the BACP complaint procedure can be obtained at [www.bacp.co.uk](http://www.bacp.co.uk), if you wish to file a formal complaint.

### **Confidentiality and Security**

The content of our sessions are confidential to you, the client, and to me, the counsellor, although I will need to discuss our work together with my professional supervisor, as outlined below. This is standard practice and helps me to work as well as I can with you. I keep brief, written notes on our work together and these are stored in a password protected document that only I have access to. Any electronic information I hold is stored on a laptop that is password protected or on a password protected USB stick which is locked in a filing cabinet. Any details stored on my mobile phone, such as phone numbers are filed under client initials rather than names and access to my phone requires thumbprint recognition. Legally and morally there are limits to the confidentiality I can offer as outlined below:

- References to the breaking of any laws, for example; trafficking, money laundering, child protection or acts of terrorism.
- Disclosure that you or someone else is at risk of serious harm.
- A child or vulnerable adult is at risk.

At the end of our counselling agreement any process notes I have made regarding our exchanges will be stored securely for a period of 5 years and then destroyed. I am a registered Data Controller and abide by the regulations imposed by such procedures. My registration number is:ZA774054

Please take time to read through the information on my website regarding privacy and security. It's available by following this hyperlink: [www.sian-clairecounselling.com](http://www.sian-clairecounselling.com)

### **Supervision**

It is a requirement for all members of the British Association of Counselling and Psychotherapy to be in professional, monthly supervision, and to undertake on-going training and self-development. As a qualified member of the BACP, I take this commitment seriously and undertake regular monthly supervision. My supervisor is trained to support me in my work with clients to ensure that I am working ethically and safely, so that you can be offered the best possible service. As part of my supervision I discuss client presentations and issues. However, any details that would personally identify you are withheld and your anonymity will always be protected through the use of a client code rather than your name.



### **Session length**

Sessions will last 50 minutes

### **Fees and cancellations**

I offer an initial free 30-minute online consultation to all new clients where we can assess which counselling medium (online/telephone/walking) is right for you at the moment and ensure that we feel a therapeutic connection which is key for our work together. If you do not want to continue with counselling with Sian-Claire counselling following this consultation, any information you have provided will be deleted/ destroyed immediately.

Each individual session after that costs £40.00, which is payable via online transfer, on the day of the session, either before or after. Cancellations with less than 24 hours-notice will incur a 50% charge for the session unless we have experienced a technological breakdown which prevents us meeting online or communicating by telephone or if either party have had to cancel a walking therapy session due to a Covid-19 risk or severe weather warnings in place. In the event of this occurring, we would discuss how to re-arrange the scheduled appointment. Fees are reviewed once a year, and any change will take place on 1st January.

### **Counselling Process: What to be prepared for**

While the aim of counselling is to work with you through the difficulties you are experiencing and to help you to develop new ways of coping, some people find that they feel worse for a short time before they start to feel better. In these circumstances it is best to discuss how you are feeling rather than abruptly end counselling, in order to have the chance to discuss the decision and to complete the process adequately. The client is always in charge of the decision to continue or to stop counselling, and will not be under any pressure to continue at any point.

### **End of the contract**

Typically, you will know when you are ready to finish counselling, and we will agree together how we will work towards this ending. We will have regular reviews to check how you are experiencing the therapy. There are some circumstances under which sessions will no longer be able to continue, for example if there are conflicts of interest, development of dual relationship or any issues that may affect the ethical boundaries for the relationship. I will always do my best to discuss this with you first and negotiate a safe and positive ending for both of us.

### **About the way I work**

I offer a Person-Centred Approach and will provide a supportive, non-judgmental environment in which you will be given time and space to understand and gain insight into your situation. I will not offer advice or tell you what to do. I will check I have fully understood what you are telling me by repeating back, paraphrasing or seeking clarification. I appreciate that sometimes it is difficult to express our feelings and experiences and so I am also able to offer the Rewind technique, grounding techniques and can work creatively. If I am aware of something which may be helpful, I will offer this to you – you are free to accept or ignore this information. If you are interested in working creatively, please be aware that due to the online nature of the work, you will need to ensure you have resources available to you during the session, for example paper, pens, clay/playdoh etc.

### **What does the service offer?**

We will agree a 'session time'. This is the time agreed to meet on the online platform, Zoom or the time we meet at the walking therapy route start point. If online counselling is your preferred method of counselling, I will provide you with a hyperlink to download the free software which is encrypted. You will need access to a computer with a camera and microphone, as well as a private space where you will feel comfortable and safe to talk. You can choose whether to have your camera on or off. If you are unable to find a private space to be alone during the session the session will not be able to continue.