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Web: www.localcounsellingcentre.co.uk

Welcome to the Local Counselling Centre - LCC

This document is intended to explain the Counselling Agreement between the Counsellor and Client. This may vary slightly according to the Client's needs and will be explained to you by your Counsellor. Please feel free to ask your Counsellor any questions.

The Low Cost Counselling Scheme Financial Details

The Low Cost Counselling scheme is a service offered to people at reduced rates if they are experiencing hardship or are on a low income. Eligibility criteria for the Low Cost scheme are based on individual income and any other relevant factors, and will be discussed on an individual basis.

The minimum fee for a low-cost counselling session is £15 for individuals up to a maximum of £35, calculated on a means tested basis of £1 per £1000 of individual income. This reflects the fact that counsellors who are completing their training service the low-cost provision.

Cancellation Policy

Clients must be aware at assessment, that low-cost counselling is provided on the basis that clients will be required to attend on a once a weekly basis. The room reservation will be held for them each week and the fee will be payable to keep their session whether they attend or not. Only in exceptional circumstances, at the discretion of the counsellor will the fee be waived. Fees are payable one week in advance. Holiday periods are negotiated with the counsellor.

Code of Ethics

All our Counsellors and Trainees adhere to the BACP (British Association for Counsellors and Psychotherapists) code of ethics for Professional Counsellors. Psychosexual and Relationship Therapists adhere to COSRT (College of Sexual and Relationship Therapists) code of ethics. Some therapists may also be members of, and regulated by, BPS (British Psychological Society), UKCP (United Kingdom Council for Psychotherapy) or HPC (Health Professionals Council). All the codes of ethics can be found in more detail on the website of each organisation.

www.bacp.co.uk

www.cosrt.org.uk

www.bps.org.uk

www.psychotherapy.org.uk

www.hpc-uk.org

Insurance

All Counsellors carry professional liability insurance and have been DBS checked.

Confidentiality

The client's personal details, content of sessions and case notes will be kept confidential. Exceptionally, where there is a risk of harm or when required by law, the Counsellor may need to make limited disclosure to a third party. Wherever possible, and if it is considered appropriate, the client will be informed of this. To ensure good practice, the Counsellor's work is regularly monitored in clinical supervision where the same rules of confidentiality apply. This is a professional requirement. You will never be identified by full name. Any information that a supervisor receives is also treated as confidential and subject to the same ethical criteria as counselling. From time to time the Counsellor is required to demonstrate professional competence by writing case studies and informed consent will be sought. This is a very important aspect of their training and development. Client identity and specific circumstances are sufficiently disguised to ensure anonymity. The Coronavirus contact tracing process has been established in the public interest to control the Covid 19 infection rate. If your therapist or anyone they come into contact with develops Covid 19 symptoms they may be required to share details of your name and contact details with the Contact Tracers. No details of the nature of your work together will be shared.

Coronavirus/Covid-19 and In-Person Counselling

You must assess your own personal risk and comfort when deciding to attend in-person sessions. Although LCC is taking every possible precaution to mitigate the risk of Covid-19 contamination or infection, this risk cannot be eliminated. Therefore, LCC cannot be held responsible or liable should any client contract Covid-19 whilst in LCC's premises. Therefore if you decide to attend in-person counselling sessions at LCC, you are acknowledging that you are in agreement to proceed on this basis. In the event that your therapy cannot continue in-person, your therapist may offer online or telephone sessions.

Online Counselling

Should you opt to undergo online counselling, please prepare for remote sessions in the same way as you do for face to face sessions. Please ensure that:

- You are dressed as you would be for a face to face session
- You are in a private room where you won't be interrupted (your bedroom may not be suitable)
- You have adequate internet connection to support the remote session

Online sessions should, as far as possible, replicate in person sessions. This means that there should be no eating and drinking (other than water), no children or other people in the household present and no pets.

Taping

Some of our trainees tape sessions. This is only ever done with your full permission and you will be asked to sign a consent form for this. The counsellor will give detailed information at this time. Clients are not permitted to tape sessions. Recording sessions without the knowledge of the person being recorded is illegal.

CORE

This agency uses a standard evaluations system, which has been developed to help providers of counselling and other psychological therapies to deliver and develop the best possible services to clients seeking help for their difficulties and concerns. As part of the system, all clients are asked to complete a brief questionnaire before and after their contact with the service. These questionnaires assist us in understanding your problems, and ultimately, the degree to which we help you with those problems. Completion of CORE is essential to enter the service.

Contact with Centre, mobile and email use

The Centre can be contacted on 01462 674671 and the Practice Manager, Kathy Freeman, will be able to answer enquiries during office hours. Messages can also be left on this number.

Email contact is: local@localcounsellingcentre.co.uk.

Your Counsellor will invite you to use their mobile phone or email as a way of contact for arranging and re-scheduling appointments etc. Please use this if needed rather than contacting the office. This should only be used for this purpose, and this privilege must not be abused. Contact is in office hours only. Please note that some of the counsellors' numbers may come up as "number withheld".

Please be specific which telephone number you wish your counsellor to use for contact, and indicate whether it is acceptable to leave a message.

Face-to-Face contact outside sessions

Should you meet your Counsellor outside your session please be aware that your Counsellor will not greet you. This is to protect your privacy and maintain confidentiality. This is especially important if you are with other people. If you acknowledge your Counsellor openly, then they will respond in an appropriate professional manner. Should you find yourself in a situation where you and your Counsellor are part of the same group either social or professional, serious consideration will be given to the complications of this

dual role relationship. Where appropriate, and possible, your Counsellor will withdraw.

Facebook, Twitter, Linked in and all social media

Please do not invite your counsellor to join you on any social media. They are not permitted to do so under their strict Codes of Ethics, and refusal cause offense where none is intended.

Exclusions

It is expected that the client does not drink alcohol or take non-prescription drugs before a therapy session.

Counselling is for individuals only; no other person will be permitted in the counselling room at any time or for any reason. The only exceptions to this are family therapy, mediation and relationship/couples work.

The counsellor reserves the right to terminate therapy where the client is not abiding by the agreement, or is perceived to be a threat to the counsellor's wellbeing. Abusive behaviour is unacceptable and will not be tolerated.

Sessions length and fees

Sessions are on weekly basis at a time mutually agreed at the start of the counselling relationship. A counselling session will be fifty minutes long. The fee will be £..... per session as agreed at assessment.

Payment is made online in advance of the session via the following link:-

[paypal.me/localcounselling](https://www.paypal.me/localcounselling)

LCC do not accept cash or cheque payments.

I understand the above statement and agree to the Terms and Conditions contained within it.

Client's signature: _____ Date: _____

Client's name: _____ (Please print)

Counsellor/Psychotherapist's signature: _____ Date: _____

Further negotiations during counselling can be recorded here:-