



COUNSELLING AGREEMENT

Between the Client and Somerset Counselling Centre (SCC)

Ethical Framework

- All our Counsellors and Trainees adhere to the BACP (British Association for Counsellors and Psychotherapists) Ethical Framework for Professional Counsellors. Codes of ethics can be found in more detail on the website: www.bacp.co.uk

INSURANCE

- SCC carries professional and public liability insurance for the services provided

CONFIDENTIALITY

- Somerset Counselling Centre (SCC) is committed to protecting client confidentiality and privacy
- Your counsellor and the Centre will hold confidentiality unless you or someone else is at risk of harm, in which case we would endeavour to speak with you first. If this is not possible, we would have to follow our risk management road map, safeguarding policy and contact the required protection authorities
- SCC has a Privacy Policy, available to view on our website. SCC looks to comply with the requirements of GDPR (25th May 2018)

CANCELLATION POLICY

- All agreed sessions must be paid for according to this agreement with the Centre, via BACs or card payment
- All client missed sessions, including illness, are charged, your counsellor has this time reserved for you
- Any pre-arranged absences require a month's notice to the counsellor and the counsellor will do likewise, please let you counsellor know

COUNSELLING SERVICES DELIVERY

- Face to face at the Centre(s) (Apsley House, Tower Lane, Taunton, TA1 4BH. (Others to be confirmed)
- Online Video (Zoom or agreed other channel)
- Telephone (Mobile or landline to be agreed individually).

SESSION LENGTH

- Sessions carried out on a weekly basis, at a time mutually agreed at the start of the counselling relationship. A counselling session will be fifty minutes long
- If you are an Employee contract client, referred from your employer, the session number will be pre-agreed.

FEES

- The fee per session is agreed at initial assessment. If your circumstances change, please talk to your counsellor
- Arrangements for payment are monthly in advance or weekly by special arrangement
- There will be an annual review and increase in fees
- SCC has a debt recovery policy for all missed payment

ENDING OF COUNSELLING

- If the sessions need to end prematurely, we ask for a minimum of 4 weeks' notice.

EXCLUSIONS

- The client does not drink alcohol or take non-prescription drugs before a therapy session
- The counsellor and Centre reserves the right to terminate therapy immediately where the client is not abiding by this agreement, or there is a perception of or real threat to the counsellor's well-being. The counsellor and Centre will endeavour to arrange an appropriate ending therapy session.

DISCLAIMER FACE-TO-FACE WORK

- SCC has completed the necessary steps to put in place precautions to help prevent spread of COVID 19. We do not allow entry into the building for anyone who displays any symptoms, or is awaiting a test result, or has tested positive in the last 14 days. All personnel entering into the SCC building enter at their own risk, in full compliance with the SCC risk assessment and following COVID safe policies and procedures in place.

PUBLIC INTEREST/PRIVACY IMPLICATIONS

- “In the event that our staff, counsellors, clients or visitors contract COVID 19, we may be required to disclose names and contact details of people we have been in contact with. We will protect your privacy in as much as is possible, whilst giving necessary information in compliance with applicable data protection legislation.”

As a general contact please email info@scctaunton.org.uk or call 01823 337049 and leave a message which we will pick up within 48 hours. You will be given an SCC email address for your counsellor to liaise directly please use this for individual arrangements.

This agreement will take effect on the date of a clients first session with SCC.

Clients will receive a DocuSign email containing a completed copy of their counselling agreement on arrangement of their first session.

I have read and understood the above:

SCC Counsellor

Signature

Date

Client Name

Reference No.

Signature

Date