Our Working Agreement

Counselling sessions and the way we work together

Counsellor: Jane Brown | BACP membership number: 408149

As we begin working together, we will agree how counselling will take place and what you can expect from me. Please read this agreement and ask me about anything that is unclear or does not feel right for you. We can discuss your needs, preferences and any reasonable adjustments that may help, and review our agreement as our work continues. Taking part is your choice. You may pause or end counselling at any time.

About the service and our agreement

I work in accordance with the BACP Ethical Framework for the Counselling Professions, as updated. I will provide clear information about the services I offer and work within my competence. I am a fully qualified counsellor, qualified to work with individuals and couples. I hold a degree in psychology and diplomas in relationship counselling and attachment-based psychotherapeutic practice.

We will agree the service, format, frequency and any fixed number of sessions together. There is no fixed number of sessions, and we will review this together. We will periodically review how the work is going and whether it continues to meet your needs.

Sessions and communication

Ongoing individual counselling sessions last 50 minutes. Ongoing couples counselling sessions last 50 minutes. One-off counselling sessions last 50 minutes. 30-minute voice calls last 30 minutes. We will agree the format, date and time of each session in advance.

Between-session communication is for arranging, changing or cancelling appointments only. It is not a counselling or emergency service, and I may not see or respond to messages immediately. Please do not use ordinary email or text messages to send information that requires an urgent response. You can contact me at destinationcounselling@outlook.com or by phone, text or WhatsApp on 07417 424379. My usual availability is Monday to Friday, 9am to 8pm.

Email counselling is a separate paid service at £45 per email. Before you book, I will confirm in writing the message length, response time, what the fee covers, and the confidentiality limits. Email counselling is not an emergency service.

Online sessions and safety

Sessions are delivered online via Zoom and are not recorded. Please join from a private space where you can speak freely. Zoom and other digital services may process technical or account data to provide their services; the privacy notice explains the relevant providers, data handling and risks. Please avoid shared devices or public Wi-Fi where possible. We will agree how to respond if the connection fails, including a reliable callback number and any safety steps appropriate to the session. I will call you on your mobile number if the connection fails so we can continue or arrange another time.

If I propose using an AI tool or another digital tool with your personal information, I will explain what it does, how information is handled, and the relevant risks and alternatives. I will obtain your

informed consent before entering your personal information into such a tool. You may decline. I remain responsible for my professional decisions and will not delegate them to AI.

Fees, payment and cancellations

The fee for each service is:

- Ongoing Individual Counselling, 50-minute session: £55
- Ongoing Couples Counselling, 50-minute session: £70
- One-off 50-minute session (Individual or Couple): £70
- 30-minute voice call: £45
- Email session or service: £45 per email

Payment for one-off sessions, including email sessions, is made in advance through my website. For ongoing individual and couples sessions, I will send a payment link at least 48 hours before each session. Payment arrangements for text-chat and voice-call sessions will be confirmed before you book. I will give you written notice of any fee change in advance, explain when it would take effect, and discuss it with you before it applies.

At least 48 hours' notice is required to cancel or reschedule a session if you want to receive a refund or avoid a cancellation charge. If you cancel with less than 48 hours' notice or do not attend, the full fee for the booked session becomes due. Please contact me using the agreed method as soon as possible if you need to change an appointment.

If you need to end or pause counselling, please tell me so that we can discuss this together where possible. You may end the work at any time. I may also recommend a pause, ending, or referral if I believe the service is not meeting your needs or is outside my competence; where possible, I will discuss this with you and help you consider next steps.

Planned breaks, unexpected absence and continuity

I will give you reasonable advance notice of planned breaks and, where appropriate, discuss how we will manage them. If illness or another unexpected event means I cannot hold a session, I will contact you using our agreed method as soon as I reasonably can and let you know whether we can reschedule or pause. My supervisor, has confirmed that she agrees to act as executor for my clinical will. If I become unable to contact you or die, she may contact you and help you consider alternative arrangements. She will maintain confidentiality and share only the information needed for this purpose.

Confidentiality and its limits

What you share in counselling is confidential. I discuss my work with a suitably qualified supervisor to support safe and ethical practice. I use thoroughly anonymised information in supervision where practical. If identifiable information needs to be shared, I will do so only with your consent or where there is a recognised legal or ethical justification, and I will limit it to what is necessary.

Confidentiality may also need to be limited where I believe there is a serious risk of harm to you or someone else, where disclosure is required or permitted by law or a court, or where another legal or professional obligation applies. If I consider sharing information, I will usually discuss this with you first and share only what I consider necessary. I may not be able to discuss it first if doing so could increase risk or is otherwise not appropriate.

Information about you and your records

I use information about you to provide counselling, manage appointments and payments, maintain appropriate records, and meet legal and professional responsibilities. I use my website, Zoom and Stripe to deliver services. I keep brief notes relevant to our work and relevant appointment communications. Paper records are stored securely in a locked place; electronic records are held in a secure, password-protected folder. I keep records for five years after our work ends, then securely destroy them, unless I need to retain particular information longer to meet a legal obligation or resolve a claim.

The full Privacy Notice explains what personal information I collect, why I use it, who may have access to it (including relevant service providers), how it is stored and protected, how long it is kept, any foreseeable limits to confidentiality, and your data-protection rights. I will provide it separately with this agreement and ask you to read it before agreeing to work together. The Privacy Notice lists my email, messaging, payment and secure-storage providers.

Explicit consent to process special-category information (Article 9)

Article 9 condition: I rely on your explicit consent to process this special-category information for the purposes described below.

Counselling may involve processing special-category information you share, such as information about your health, sex life or sexual orientation. I ask for your explicit consent to use this information to provide counselling and keep appropriate counselling records, as explained in the Privacy Policy. You may withdraw your consent at any time by contacting me. Withdrawal will not affect processing already carried out, or information I need to retain or may otherwise process under a different lawful basis. If you withdraw consent, I will discuss with you whether counselling can continue and how I will handle the information already held.

You can contact me in writing to ask about your personal information or exercise a data-protection right. The rights available to you depend on the circumstances and the lawful basis for processing. I will respond within the time required by law. You can also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint. My ICO registration number is ZB613773.

If a personal-data breach occurs, I will assess it and notify the ICO and affected people where the law requires. Not every breach is reportable to the ICO.

If we are working as a couple

For couples counselling, the agreement is between me and both named clients. Information shared in a joint session will generally be treated as part of the shared work. If we agree to individual sessions within the couples work, we will discuss and record the confidentiality boundaries for those sessions before they take place. Any information shared in an individual session will be kept confidential to that individual, subject to the confidentiality limits explained above.

Routine messages from one partner about joint appointments or administration may be copied to both clients. Email is not a confidential counselling space. Please do not send sensitive information about the relationship by email or text expecting it to be kept from your partner. If you want to discuss something privately or request individual work, contact me to arrange a conversation first; we will agree how it will be handled before proceeding.

If you need urgent help

I do not provide an emergency or crisis response, and messages may not be read immediately. If you or someone else is in immediate danger, call 999 or go to A&E. For urgent mental-health support in England, call NHS 111 and select the mental-health option, or contact your local crisis team. Samaritans offers emotional support to anyone in distress: call 116 123 free, any time, day or night, or visit samaritans.org.

Safeguarding

I maintain safeguarding procedures for concerns about the safety of children, young people and adults at risk. You can request a copy of my Safeguarding Policy at any time. If you have a safeguarding concern, contact Jane Brown, Counsellor and Safeguarding Contact, at destinationcounselling@outlook.com or on 07417 424379. I may share information where needed to address an immediate serious risk or meet a legal obligation, as explained in the confidentiality section.

Concerns and professional details

If you have a concern about our work, please raise it with me at Destination Counselling by email at destinationcounselling@outlook.com, by phone, text or WhatsApp on 07417 424379, or by post. You can request a copy of my Complaints Policy and Procedure at any time. If we cannot resolve your concern, you can find information about BACP's Professional Conduct Procedure at https://www.bacp.co.uk/about-us/protecting-the-public/professional-conduct/.

I am a BACP registered member (membership number 408149). My professional indemnity insurer is Holistic Insurance Services (policy number HIS101199).