

COUNSELLING AGREEMENT FOR BUPA / EAP / INSURANCE CLIENTS

Welcome, my name is Lorraine Cox. I believe counselling should offer a safe and supportive space where you can explore the past, reflect on the present, or share any worries about the future, all at your own pace. This is your time to talk openly, without judgment, and to work through whatever is on your mind. Together, we can look at what's troubling you, explore options, and find a way forward that feels right for you.

What You Can Expect from Me

I will provide a welcoming, confidential environment where you feel safe and respected. I won't judge you or tell you what to do, but I will support and encourage you to explore your thoughts and feelings so you can make your own choices. You can expect me to:

- Be present and on time for our sessions
- Treat you with warmth, care, and professionalism
- Maintain confidentiality, with some legal and ethical exceptions (see below)
- Review our progress every 8–10 sessions (when appropriate)

What I Ask of You

To help make our sessions as effective as possible, I ask that you:

- Arrive up on time, prepared, for your sessions
- Turn off mobile phones, smartwatches etc, or set them to vibrate if you are on call
- Attend sessions sober and free from the influence of alcohol, cannabis, or other substances
- That you have given yourself some time to reflect after sessions, made notes and / or considered what you'd like to explore next time or maybe revisit.
- Be open and honest, including if something in our work isn't sitting right with you, we can always talk this through

Confidentiality

Everything you share with me is confidential. However, there are some legal and ethical exceptions where I may need to break confidentiality:

- If you share that you intend to harm yourself or someone else
- If you disclose current or past abuse of a child or vulnerable adult
- If you are abusive or threatening towards me
- There is a Ring Doorbell which records visitors but overrides every seven days
- If required to do so by a court of law - where possible, I will always try to discuss any concerns with you first and gain your consent before taking any action.

This may include contacting your GP, whose details I ask you to provide below.

GP name and contact details:

Session Details

- Sessions last up to 55 minutes or up to 85 minutes, if an extended session.
- Brief anonymised notes may be made and shared only in supervision
- Notes are destroyed immediately after supervision use

Reports

If asked to confirm attendance or general themes, I will only do so with your written consent. If a report is requested by a court or if you consent to this, a full session fee is charged for the preparation and writing of that report.

Fees – Excess needs to be paid also any late cancellation or no show fees

- Any excess due, is your liability, this has to be notified to me and then paid in advance - as will be deducted from me by BUPA / Insurance / EAP. Please let me know when your renewal date is, so we can anticipate the amount due.
- You're liable for the full session fee (BUPA / Insurance / EAP will NOT pay for these) if you cancel with less than 48 hours' notice or do not show for the session – payment due **ASAP**

Cancellations

Please try to give at least **48 hours' notice** to cancel or reschedule a session. See above.

If We Meet Outside Counselling

To respect your privacy, if we meet outside of sessions, I will not acknowledge you unless you smile or choose to say hello but please, only do so if I'm on my own.

Complaints

If something isn't working for you or you have concerns, please talk to me first. If you feel unable to do this or are not satisfied, you can contact the BACP directly:

Email: bacp@bacp.co.uk | **Phone:** 01455 883300 | **Website:** www.bacp.co.uk

If your **complaint** relates to **Data or GDPR** – if you have a concern about how your personal data has been handled, please raise it with me in the first instance (enquiries@1to1counselling.co.uk). I will acknowledge your concern within 30 days and respond as promptly as possible. If you remain dissatisfied, you have the right to complain to the Information Commissioner's Office at ICO's Helpline: 0303 123 1113 or Live Chat ICO on <https://ico.org.uk/make-a-complaint/>

Data Protection & GDPR

Your personal information is stored securely, used ethically, and never shared without your consent, unless required by law or where there is a risk of serious harm. In line with the General Data Protection Regulation (GDPR):

- **Right to Access:** You can request a copy of your records at any time
- **Right to Rectification:** You can ask for inaccurate information to be corrected
- **Right to Erasure:** You may request deletion of your data unless there's a legal reason to retain it
- **Right to Data Portability:** You can request your data be transferred to another service.

Agreement

By signing below, you confirm that you have read, understood and agree to all the terms outlined in this Counselling Agreement.

Name (printed): _____

Signature: _____ **Date:** _____

Please note: the signed page is retained by 1 To 1 Counselling for our records