

**Caroline Davey Counselling**

[**caroline@carolinedaveycounselling.com**](mailto:caroline@carolinedaveycounselling.com)

**07548 450336**

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Agreement between Caroline Davey and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_and\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The purpose of this agreement between us is for us know what to expect from our sessions and to keep us safe. It is usual practice for counsellors to have an agreement with their clients. Please ask if you have any questions about this or would like to talk or understand more about any aspects of our counselling relationship.

I shall assume that if we start to work together that we are all comfortable with this agreement, however you may have a signed copy for you records if you prefer.

It is my responsibility to:

* Be available at the agreed time. If I do have to cancel an appointment, I will offer another as soon as possible.
* To start and end the session on time.
* To offer you both as far as possible, a quiet and undisturbed space
* To work alongside you both to maintain safe boundaries; this includes understanding what is healthy and possible within our counselling relationship and what is not.
* To treat everything that is shared between us all as confidential. See my privacy statement below for more detail.
* To work within the NCPS / BACP ethical frameworks
* To set a clear objective for the session
* To encourage and respect your autonomy for example enabling you to make your own decisions without judgement or persuasion from me.

Please where you can,

* Try to be on time for sessions. If we start late, I may not be able to give you your full hour.
* Try to give a minimum of 24 hours’ notice when cancelling or changing an appointment, otherwise I may need to ask you to pay a cancellation fee.
* Talk with me if you feel uncomfortable with any session.
* Be kind to yourselves, especially after the session.
* Where you are comfortable, please let me have details of a suitable 3rd party emergency contact. I will keep these securely and will only use them if there is a serious issue whilst we are working together. This could be a friend, relative or doctor.

**Counselling Sessions**

The counselling process can be as long or as short as it needs to be. I would expect us to meet for at least 6 sessions, but this might extend to longer. It is my experience that you are likely to get more from your counselling if we meet regularly and at least once a fortnight.

We might decide between us that one or two individual sessions might be of benefit to your overall journey as a couple.

We can review on session 6 and see how things are feeling for you. We can meet weekly or fortnightly to suit you and we can meet face to face, on-line, by phone or a mix.

The sessions are for you. I’m not here to advise, diagnose or to judge. This is your space to use as you both wish. Each session can last a full hour.

I will offer appointments to you and confirm by text message or email, whichever you prefer. I can also do this by phone if you’d prefer. Please let me know the best way to contact you.

If at any time you feel you would like to finish counselling, please let me know and we can arrange for a closing session.  It is important to avoid ending abruptly if possible. Endings are an important part of our human experience and I am keen to make sure that whatever the reason, you leave your counselling without too many loose ends.

I review my client list on a regular basis and where we have had no contact for more than 4 weeks, I will contact you to see how you would like to proceed. It might be simply that this isn’t the right time for you for counselling so we can pause and in doing so I can free up space for other clients.

**Communication**

I understand that you might need to contact me between sessions. I will endeavour to be available for one or both of you; I am human and am happy to say hello or to hear your news. But we should try to keep within reasonable hours and to work where we can within the space that we create at sessions. This is designed to help you contain things that might be difficult and to give you both autonomy. I am happy to set up additional sessions online or over the phone if you feel it is needed.

I tend to do my admin at the weekend and early evening. If my sending messages at particular times doesn’t work for you, please let me know and I will make sure I work within your framework.

If we happen to meet outside of the counselling room, I shan’t be the first to acknowledge you. Of course, you are welcome to say "hello", but I feel that should come from you and I will not think anything if you choose not to.

**Insurance**

I hold insurance through The Psychologists Protection Society. This includes Professional Protection and Public Liability Insurance. Please ask if you would like more details.

**Confidentiality**

Everything that we talk about in your counselling space will remain confidential. I won’t be sharing anything with anyone. This includes your doctor or any other referring body unless I feel that you or someone close to you is in danger, in which case I would hope to discuss this with you first. If you were to talk to me about your involvement in serious crime, I would be obliged to raise this directly with a third party.

I will keep notes about our sessions, but I won’t mention your names in those notes and they will be kept securely. I will only hold onto those notes for as long as we are meeting, unless you ask me to keep them.

I might discuss some aspects of a session with my supervisor, but will not share all details and will only mention you by your first names. My supervisor also respects client confidentiality.

Please also read the Data Privacy statement below.

**Professional Body**

I am a member of the National Counselling and Psychotherapy Society and work to their code of ethics <https://ncps.com/about-us/code-of-ethics>

I am also a member of the British Association for Counselling and Psychotherapy. <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/>

I work under controlled conditions and attend one to one supervision regularly.  If you have any concerns about my practice, I would hope that you could raise these with me in the first instance, but if not, then please address your concerns either to the organisation that referred you or you may follow the NCPS complaints process.

**Payment**

Payment for my counselling time is £80 per one hour session face to face, online or by phone, payable in advance or on completion of each session. If you choose individual sessions, these will be charged at £55 for each of your sessions.

I fully understand that this may not be possible for everyone and I don’t want anyone to be excluded or to feel uncomfortable because of costs. We can discuss if there isn’t a way forward to suit you; please be assured that I don’t need explanations or proof.

I may have to charge for a session that is cancelled without sufficient notice (24 hours); I do this because it may be that the session could have been offered to someone else.

Payment can be made by cash, cheque, PayPal or bank transfer.

My bank details are:

Account name: Caroline Davey Counselling

Sort Code: 60-83-71

Account Number: 26185757

I look forward to working with you

Caroline

**Privacy Statement**

Your privacy is very important to me and you can be confident that your personal information will be kept safe and secure and will only be used for the purpose it was given to me. I adhere to current data protection legislation, including the General Data Protection Regulation (EU/2016/679) (the GDPR), the Data Protection Act 2018 and the Privacy and Electronic Communications (EC Directive) Regulations 2003. This privacy notice tells you what I will do with your personal information from initial point of contact through to after your therapy has ended, including:

* Why I am able to process your information and what purpose I am processing it for
* Whether you have to provide it to me
* How long I keep it for
* Whether there are other recipients of your personal information
* Whether I intend to transfer it to another country,
* Whether I do automated decision-making or profiling.
* Your data protection rights.

I am happy to talk through any questions you might have about my data protection policy and you can contact me via my email (caroline@carolinedaveycounselling.com)

‘Data controller’ is the term used to describe the person/ organisation that collects and stores and has responsibility for people’s personal data. In this instance, the data controller is me.

I am registered with the Information Commissioner’s Office.

My phone number is: 07548 450336. My email address is: caroline@carolinedaveycounselling.com.

**My lawful basis for holding and using your personal information**

The GDPR states that I must have a lawful basis for processing your personal data. There are different lawful bases depending on the stage at which I am processing your data. I have explained these below:

When you contact me with an enquiry about my counselling services, I will collect information to help me answer your enquiry. This will include your name and contact details (email and phone). Alternatively, your GP or other health professional may send me your details when making a referral or a parent or trusted individual may give me your details when making an enquiry on your behalf. If you decide not to proceed, I will ensure all your personal data is deleted within 30 days. If you would like me to delete this information sooner, just let me know.

If you are currently having therapy or if you are in contact with me to consider therapy, I will process your personal data where it is necessary for the performance of the agreement between us. The GDPR also makes sure that I look after any sensitive personal information that you may disclose to me appropriately. This type of information is called ‘special category personal information’. The lawful basis for me processing any special categories of personal information is that it is for provision of health treatment (in this case counselling) and necessary for a contract with a health professional (in this case, an agreement between me and you).

If you have had therapy with me and it has now ended, I will use legitimate interest as my lawful basis for holding and using your personal information.

**Whilst you are accessing counselling.**

Rest assured that everything you discuss with me is confidential. That confidentiality will only be broken if someone is in danger. I will always try to speak to you about this first, unless there are safeguarding issues that prevent this.

I will keep a record of your personal details to help the counselling services run smoothly. These details are kept securely on my laptop and are not shared with any third party. I will keep brief written notes of each session, these are kept anonymously in a secure folder on my laptop and will not mention you by name.

For security reasons I do not retain text messages for more than 60 days. Likewise, any email correspondence will be deleted after 60 days if it is not important or up to 6 months after our counselling has finished. If you would like me to retain your notes or delete your information sooner than this, please tell me.

**Third party recipients of personal data**

I do not currently share personal data with third parties, for example, if I were to contract with a supplier to carry out specific tasks. If such cases arise in the future I will carefully select which partners I work with. I will take great care to ensure that I have a contract with any third party that states what they are allowed to do with the data I share with them. I would ensure that they do not use your information in any way other than the task for which they have been contracted

**Use of your data**

I will not transfer your data to another country,

I do not use automated decision-making or profiling,

**Your data protection rights.**

I will be as open as possible in terms of giving people access to their personal information. You have a right to ask me to delete your personal information, to limit how I use your personal information, or to stop processing your personal information. You also have a right to ask for a copy of any information that I hold about you and to object to the use of your personal data in some circumstances. You can read more about your rights at ico.org.uk/your-data-matters. If I do hold information about you I will:

• give you a description of it and where it came from;

• tell you why I am holding its, tell you how long I will store your data and how I made this decision;

• tell you who it could be disclosed to;

• let you have a copy of the information in an intelligible form. You can also ask me at any time to correct any mistakes there may be in the personal information I hold about you.

To make a request for any personal information I may hold about you, please put the request in writing addressing it to caroline@carolinedaveycounselling.com.

If you have any complaint about how I handle your personal data please do not hesitate to get in touch with me by writing or emailing to the contact details given above. I would welcome any suggestions for improving my data protection procedures. If you want to make a formal complaint about the way I have processed your personal information you can contact the ICO which is the statutory body that oversees data protection law in the UK. For more information go to ico.org.uk/make-a-complaint.

**Data security**

I take the security of the data I hold about you very seriously and as such I take every effort to make sure it is kept secure by using encrypted devices that only I have access to.

**Visitors to my website**

When someone visits my website, I do not at present use a third party service to collect standard internet log information. I do not make, and do not allow any 3rd party to make any attempt to find out the identities of those visiting my website. I use legitimate interests as my lawful basis for holding and using your personal information when you visit my website. No user-specific data is collected by me or any third party. If you fill in a form on my website, that data will be temporarily stored on the web host before being sent to me.