



Working Agreement for Individual Counselling (Adults, under 18's and their parents/ guardians)

This Working Agreement is between Lucy Hoskins (the counsellor) and the client

Counselling Venue: Office 1 Lynn House, Ivy Arch Road, Worthing, West Sussex, BN14 8BX. *(Parking is available on Ivy Arch road- restricted to 2 hours. There is also parking on nearby King Edward Avenue- some restrictions apply, please check signs)*

Fees:

The counselling fee per session is £65 (unless agreed otherwise). This is payable 24 hours in advance of/ at the appointment, either by cash or BACS payment - I will provide you with my bank details. Please note that the fees are reviewed on a yearly basis and may increase. You will be notified two months in advance should there be any intention to change your fee, with an opportunity for us to discuss this together.

Sessions:

We can work together initially for a minimum of 6 sessions and then review our work together. This gives us an opportunity to reflect on all aspects of the counselling process. Going forward, we can continue to work together on an ongoing/ open ended basis, with regular reviews. Sessions are generally weekly or fortnightly for 50 minutes. Other session durations and frequencies can be offered and will be discussed on an individual basis.

Late Arrival:

Sessions will begin at the agreed time. Unfortunately, if you are late to a session, it cannot be extended beyond the agreed finish time, unless with prior arrangement.

Cancellations (by Client):

I have a minimum 24-hour cancellation policy, which means that sessions missed or cancelled *within 24 hours* of your appointment, will be charged at the *full counselling fee rate*. There will be no fee payable where you cancel/ rebook a session outside the 24-hour period. Exceptions may be made in unforeseen circumstances/ emergencies.

Cancellations (by Counsellor):

I will do my utmost to provide you with 24 hours notice in the event I need to cancel a session, exceptions may be in unforeseen circumstances/ emergencies. I will endeavour to provide you with an alternate session if required/possible.

Holidays/ Absence (Counsellor):

I will do my best to provide you with as much notice as possible of when I will not be working. Please note that I do tend to take leave and/or condense my working week in line with the school holidays, therefore your session(s) will likely be impacted during these periods. I will always do my best to ensure minimal disruption to your sessions and we will discuss it together to plan for these times.

Contact:

For any changes to our sessions, I can be contacted on lucybethhoskins@gmail.com or mobile 07794 583849 (call or text message)

Confidentiality:

As a counsellor working in guidance with the BACP Ethical Framework, my first responsibility is to you (my client). Personal information about you and your attendance is treated as confidential and remains with me (Lucy Hoskins) with the following exceptions;

- If you request or if you/ we feel it is within your best interests, that certain information be passed on.
- For the purpose of supervision, which is a regular meeting to make sure that I am working safely and in an effective manner. Your personal identity will not be disclosed.
- If I believe you or a third party are in danger/ likely to suffer significant harm, e.g. death
- In certain circumstances I may be under a legal obligation to disclose/ report matters of a criminal nature which includes; money laundering, terrorism, child protection issues, human trafficking.
- ***For under 18's and vulnerable adults*** where I feel there is an immediate and/ or high-level safeguarding risk. *Please refer to the separate confidentiality document.*

In any of these circumstances, you will be encouraged to pass on the relevant information to the relevant person/ agency/ GP/ police/ social services. In some instances, I may need to break confidentiality and pass on the information directly. In either instance, we will discuss this first, so you are aware of the process and what information will be disclosed.

Supervision:

As a professional counsellor and in accordance with the BACP ethical framework and membership guidelines, I have clinical supervision to discuss my work. This is to ensure I am working safely and for the benefit of you (my client). Any client work that I take to supervision is anonymised.

Records/Personal Information:

I may make brief notes after our sessions, which are anonymised. I comply with the GDPR (General Data Protection Regulations) which state that I am required by law to ensure your personal information is kept up to date, confidential, relevant and secure. I may only share your personal information with your written consent. My privacy policy can be found on my website and/ or provided to you upon request.

Professional framework/ membership:

I am a member of the BACP (British Association of Counsellors and Psychotherapists) and abide by their ethical framework. You can view the framework by visiting www.bacp.co.uk.