



Reframe Your Story

07884 776344

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Counselling Agreement

This agreement is between you (the client/parent/caregiver)
and Debbie Strafford (the counsellor).

Sessions & Fees

- Sessions last for 50 minutes and are held at the same time each week unless agreed otherwise.
- Each session costs £55 to be paid before the start of each session.
- Payment to be made by bank transfer (DEBORAH STRAFFORD, Sort Code 11-66-88, Account No. 04080668 – personal account).
- Contact & Communication received between sessions will be responded to in a timely manner.
- On occasion requests can be made for a pre-arranged 15 minute check-in to discuss general wellbeing while maintaining client confidentiality.
- Reports or written summaries are available on request and are subject to an additional fee, agreed in advance.

Cancellations and Late Arrivals.

- Notice of cancellation should be given within a minimum of 24 hours of your pre-booked session.
- Sessions cancelled with less than 24 hours notice, or failure to attend will be charged in full.
- If you are running late, then please inform me as soon as possible. Whilst I will endeavour to give you the whole session, this may not always be possible.

Working Online

- All communication will be conducted through Teams which adheres to industry standards for data privacy, a link will be sent to you within a minimum of 24 hours prior to the start of the session.
- Ensure you can access a secure and private space where you can not be overheard or interrupted.
- Inform me immediately if any technical issues arise that may compromise confidentiality.
- I will offer a quiet, appropriate and undisturbed space and maintain safe, professional boundaries throughout.
- If any technical issues arise before or during the session we will switch to a phone call.

Professional Membership

- Registered Member of the BACP (British Association for Counselling & Psychotherapy) and adhere to their code of ethics to ensure safe and ethical practice. Please see: www.bacp.co.uk/ethical-framework for more information.
- Registered with the Information Commissioners Office and comply with General Data Protection Regulations as a Data Controller.
- Current DBS check

Confidentiality and General Data Protection Regulations

- For the majority of our sessions, all content and discussion will remain confidential between the client and myself.
- Confidentiality will only be broken if there is: 1) an immediate risk of substantial harm to you or others, or 2) due to legal process e.g. a Court Order.
- I am required by professional standards to have regular clinical supervision with my Supervisor who is also a member of a professional body, with an enforceable code of ethics. However, your identity will always remain protected and only the content of the work would be discussed.

Record Keeping

- Records will be kept for five years.
- Thereafter, your case notes and data will be securely destroyed.
- Under data protection law, you have the right to access a copy of these records.
- In the event of my death or incapacity, I have a written 'clinical will' which will allow my Supervisor access to your basic contact information in order to contact you and tell you what has happened. Case notes and data will be securely destroyed.

Consent

☐ I confirm that I have understood the information provided, agree to the terms and conditions and give consent for my records & personal information to be held as described.

Delete as applicable: Client (over 18 or if applicable)
 Parent/Guardian (under 18 or if applicable)

Print name:

Client's name: (if different from above):

Signed: Date:

Counsellor: Debbie Strafford

Signed: Date: