



Contact Details and Consent

Name:	
Address:	
Tel. No.	
Email:	
Gender:	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE <input type="checkbox"/> NON-BINARY
GP'S Name, Address and Tel. No. (PLEASE NOTE THIS INFORMATION IS ESSENTIAL BEFORE STARTING THERAPY)	

www.albcounselling.com

07835 938042

albcounselling@gmail.com

Our Working Agreement

[Data Protection My Privacy Policy](#) sets out details of confidentiality and handling and storage of your personal information.

[Session details](#)

We will meet on a weekly basis (unless otherwise agreed) at my practice in central Faversham ME13, online via Zoom or by telephone and sessions run throughout the calendar year. Our appointment will last 50 minutes and arrival time is at the start of the session. I regret I am unable to extend the session should you arrive late for any reason. If you decide to stop coming, I would like to be informed and, if possible, for us to have an ending session. We may agree in advance how long we will work together and plan an ending.

Practice details

There is on-street parking available at most times. I do not have a waiting area.

Payment

A session costs £72, payable in advance via bank transfer or via my website. This fee is non-refundable and full payment for the session must be received at least 24 hours in advance of your appointment. For an initial session, I ask for payment within 24 hours of booking to secure the time slot. This is payable to

NatWest Bank Account no. 32540116. Sort Code: 56-00-51. Account name: A M Laslett-Borja.

I ask that you include your full name in the payee details. Once payment has been received, your session can take place. Failure to pay for the session 24 hours in advance may result in the time slot being used for another client.

I make an annual review of my session fee and increase it in line with my costs.

Cancellation Policy

I require a minimum of 72 hours' notice in advance if you are unable to make a session (in the case of face-to-face sessions, I offer the possibility of an online or telephone session instead). A full fee of £72 is payable if a session is missed without prior notice. I endeavour to follow the same procedure of advance notice if I need to cancel a session. If I miss a session without prior notice, I will carry the cost of the missed session over to the next session or reschedule the session if possible. If sessions are consecutively missed or cancelled twice, I will consider this as termination of our contract. I take breaks and holidays during the year and will inform you of these as far in advance as possible.

Limits for counselling

It is not okay to attend counselling whilst under the influence of drink or drugs. I would need to be informed if you are prescribed any medication. I do not usually work with a client who is seeing another therapist and this is something we would discuss.

Contact between sessions

Between-session contact is limited to session confirmation and changes only. I do not offer a crisis service and am not available outside office hours of 9am and 5pm, Monday to Friday. I endeavour to reply to texts, emails or answer phone messages within 24 hours (within office hours). In a crisis, contact NHS Direct on 111 or 999 or The Samaritans 24-Hour Helpline on 116 123.

To respect your privacy, if we encounter each other outside the therapy room, I will not acknowledge you unless you acknowledge me first (unless otherwise agreed).

Social Media

To protect the integrity of our client-counsellor relationship, I do not enter relationships on social media.

Code of Ethics and Complaints Procedure

I am an Accredited Member of the BACP and work within their code of ethics. They have their own complaints procedure and details of this are available at www.bacp.co.uk

Privacy Policy

ALB Counselling is registered with the Information Commissioner's Register of Data Controllers (ico.org.uk) and as such is required to be transparent about how and why personal data is gathered, recorded, stored, how and when it is deleted.

The personal information I record

In advance of our initial consultation I will ask you to read and sign a counselling contract (working agreement) and complete forms to collect personal information including:

Name, address, date of birth, telephone numbers, email address, general health, GP details, information relevant to your referral.

Aside from the generic details, this information helps to establish your perception of the situation, how it is affecting you and to discuss what you would like to achieve from sessions.

How I store your personal information

All personal information and session notes are stored in a locked cupboard and retained for the legal requirement of 7 years, after which time they will be destroyed.

Your contact details such as telephone numbers and email addresses may be stored electronically and deleted one month from your last session.

Any emails you send will not be electronically retained and either deleted or printed and placed in your records within one month of sending.

All text messages are deleted within one month of sending.

Your telephone number may be stored in a mobile phone (password protected) and deleted one month from your last session.

Confidentiality

All sessions will be conducted in confidence; the date, time, session number and brief notes will be documented.

Confidentiality, in accordance with the GDPR 2018 and the DPA 2018, will be maintained and applied to all records with the exception of the following:

- For the purposes of supervision (during which I will refer to you by first name only and keep your identity anonymous)
- In cases where I have a duty to share information regarding (but not limited to) the following:
 - When compelled to give evidence by a court of law
 - If it is considered there is a real possibility of harm to yourself or others or in such instances when information is of such a gravity that confidentiality cannot be maintained for example:
 - Safeguarding adults (adult protection)
 - Safeguarding children (child protection)
 - Offences involving children under the age of 18
 - In cases of terrorism, fraud or money laundering

Your permission

I will seek your permission to:

Contact you via your preferred method and will only leave a message with your consent.

Share information outside of the above exceptions.

What I do with the information you provide

I use this information to understand your needs and provide you with a better service, and in particular for the following reasons:

To contact you and assess your needs
Answer any questions you may have
Arrange and send confirmation of your initial consultation

Data Security

Transmission of data and information over the internet is not a secure method for sending your personal data. Your attention is therefore drawn to the fact that any information and personal data carried over the internet is not secure. Information and personal data may be intercepted, lost, corrupted or accessed by other people.

Upon receipt of your personal data I am committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, I have in place appropriate physical, electronic and managerial procedures to safeguard and secure any information collected.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following way:

If you have previously agreed to me using your anonymous personal information for a specified purpose, you may change your mind at any time by writing to Anna at [ALB Counselling](#) at the practice address or emailing Anna at albcoutselling@gmail.com.

I will not sell, distribute or lease your personal information to third parties unless I have your permission, am required by law to do so or where I have contracted with a supplier to carry out specific tasks. I ensure that they do not use your information in any way other than the task for which they have been contracted.

You may request details of personal information which I hold about you under the General Data Protection Regulation 2018 (GDPR). If you would like a copy of any stored personal information, please write to Anna at [ALB Counselling](#) at the practice address.

I aim to keep all personal data up to date. If you believe that any information I hold about you is incorrect or incomplete, please write to me as soon as possible, at the specified address and I will promptly correct any information found to be incorrect.

Amendments and updates

I may amend and/or update this privacy policy from time to time without notice to you, in which case, I will make the amended version available to you in my office. You confirm that I shall not be liable to you or any third party for any changes made to this privacy policy. It is your responsibility to check the policy from time to time to ensure that you are happy with any changes.

Top of Form

Agreement

I confirm that I have read and understood the above information and agree to the conditions for counselling as made clear to me. I give my consent for you to keep records and notes of my visits to [ALB Counselling](#). This agreement can be reviewed and changed by negotiation between counsellor and client

Signed _____

on (date) _____

Please note if you are returning your forms via e-mail, I require you to print your name and date above. This will be accepted as an electronic signature. Please be aware that email is not a secure medium and as such, confidentiality of emails cannot be guaranteed.

Alternatively, you may wish to print your forms and fill them in by hand and then bring them along to your appointment.