

Network Counselling – terms and conditions for clients

1. Confidentiality

Network is committed to offering clients a high degree of confidentiality. The work you and your counsellor do together is kept confidential and your counsellor will not discuss your work together with anyone else without your written consent. In order to carry out a service to you some personal data is shared within the staff of Network Counselling and Training. There are, however, three exceptions to this:

- All Network counsellors are required to have regular supervision of their work, either individual or in a small group. At times your counsellor may discuss aspects of your work in supervision. Care will always be taken to protect your identity and any information the supervisor or the supervision group members has about you will be treated in confidence.
- If your counsellor became seriously concerned about your physical or mental welfare or that of another person, it may be necessary for them to advise or consult with another appropriate professional. Other than in exceptional circumstances, however, they will discuss this with you before taking any action.
- Counsellors are legally required to report disclosure of certain serious criminal activities, such as terrorism, money laundering, and drug trafficking.

As well as keeping records of your contact details, our counsellors also keep brief confidential records of each counselling session. These records are held securely and you can ask to see them at any time. Your identity is protected by use of a code and your contact details are kept separately from your session notes. Notes will be kept for a period of six years under the terms of our insurance and then destroyed.

2. Network counsellors

Our counsellors are trainee counsellors working towards the completion of a three-year intensive training programme. These trainees have all been assessed for their readiness to practice and are in the final stage of their counselling training. In addition to their training, our counsellors have a wealth of life experience that they bring to their work.

3. Use of material for training purposes

Occasionally, a trainee counsellor may seek a client's written permission to use material from their work together, for example, for a case study or for an assignment they are required to complete as part of their ongoing training and professional development. They might request a client's consent to record sessions. You are free to say "no" and this will not in any way affect the service you will be offered. You can also withdraw your permission at any time should you change your mind. If your material is used in this way care will always be taken to ensure your identity is protected and all material will be destroyed once the assessment process has been completed.

4. Cost of counselling

The price of the initial assessment and subsequent counselling sessions is £22.50.

Any sessions not attended or cancelled with less than 24 hours' notice will be charged at the normal rate.

5. Frequency of sessions/Duration of counselling

The counselling we offer is on a regular weekly basis. Sessions are 50 minutes in length. Initially, you will be offered 12 sessions with the possibility of extending up to a maximum of 24 sessions in total. You and your counsellor will review your work together at regular intervals in order to decide the number of sessions that is appropriate for you. The total number of sessions offered would normally include sessions that you did not attend and any cancellations with less than 24 hours' notice.

6. Cancelling sessions

To gain the maximum benefit from your counselling sessions it is important that you commit to regular weekly attendance as far as possible. If you need to cancel a session, we ask that you give your counsellor as much notice as possible and at least 24 hours' notice. If you miss two consecutive appointments without giving notice, further appointments will not be offered until you and your counsellor have had an opportunity to discuss the difficulties you are experiencing in attending regularly. If the counsellor is not able to contact you within a week of your last missed appointment your sessions will be stopped.

7. Planned holidays / breaks in counselling

As discussed above, regular and consistent attendance of counselling sessions is important. Please let your counsellor know about any planned holidays or breaks in your ability to attend counselling. We are usually able to facilitate breaks of 2-3 weeks but no longer than that. If you know you have a break planned – such as working away or a hospital stay – please talk to your counsellor who will refer this to the Head of Counselling for discussion.

Your counsellor will give you as much notice as possible of any breaks that they are taking and will not plan to take breaks of longer than 2 – 3 weeks.

8. Contact between sessions

Your counsellor is not normally available for contact between sessions.

If you need to make contact, to tell a counsellor you need to cancel a session, please do so via the Network office - reception@network.org.uk or 01179507271

Any other instructions you have agreed in how to contact each other:

If you are in distress and need to speak to someone immediately, please contact your GP, health professional or the Samaritans (116 123).

9. Recording and use of material from sessions

Network takes great care to keep your information protected and confidential and we request you do the same in return. Network does not permit clients to record counselling sessions or the posting online of direct information, recordings or verbatim transcripts from counselling sessions. No part of any counselling

exchanges should be circulated to any social or professional forums, or third parties. Please note that such action is a breach of law.

10. Changing counsellor

It is very important to Network that you are comfortable with the counselling you are receiving. If you feel it is not meeting your needs, please raise any concerns with your counsellor so that you can talk them through and hopefully resolve them to your satisfaction. If you are still unhappy, we may be able to transfer you to another counsellor if one is available, but this would only be available once. If you decide to take that route, your current counsellor can initiate that process for you.

Alternatively, if you feel unable to discuss the issue with your counsellor directly, you can make contact with the Counselling team via Reception at Network to talk over your concerns. You are of course also free to withdraw from counselling at any time. We welcome any constructive comments you may wish to make and will always treat any complaints very seriously.

11. Keeping safe

Network will not tolerate aggression directed towards any individual whether over the phone, online or on our premises. We will not counsel you if you are under the influence of drugs or alcohol and the Head of Counselling will reserve the right to terminate the counselling contract if they consider your behaviour to be inappropriate.

12. Ethics and Data Protection

Network Counselling is an organisational member of the British Association for Counselling and Psychotherapy (BACP) and our counsellors adhere to its Ethical Framework for the Counselling Professions: <https://www.bacp.co.uk/events-and-resources/ethics-and-standards/ethical-framework-for-the-counselling-professions/> and the BACP guidelines for online counselling and psychotherapy.

Network adheres to the Data Protection Act (1988) and GDPR (2018). Our privacy policy for clients can be viewed on our website: <https://network.org.uk/privacy-policies/>

Network is a professional counselling and training service with a Christian ethos. Network's Ethos & Values Statement can be found here: <https://network.org.uk/about-network/>

13. Summary of key points

This information sheet outlines the terms under which Network is able to offer you counselling. It is important to recognise that in undertaking counselling with Network, you are committing yourself to the following:

- **Paying £22.50 for each counselling session**
- **Attending counselling sessions on a regular weekly basis**
- **Giving your counsellor at least 24 hours' notice if you are unable to attend a session**

I agree to the terms of counselling outlined above.	
Name: (CAPS)	
Signature	
Date	