

## Our Counselling and Psychotherapy Agreement

My name is Julie Tanner and I am delighted to welcome you to On With My Life counselling and psychotherapy. Here you will find important information about what you can expect from the service I offer. I also invite you to visit my website at [www.onwithmylife.com](http://www.onwithmylife.com) which has further information you may find useful.



### Contacting me

I offer face-to-face counselling at a comfortable and private therapy room in a quiet Stafford location, near to Stafford Hospital. Oakridge Business Centre, Weston Road, Stafford, ST16 3RS.

You can contact me on 07957 234 950 or at [julie@onwithmylife.com](mailto:julie@onwithmylife.com).

### My qualifications and experience

I am a Registered Member of the British Association for Counselling and Psychotherapy (MBACP).

I hold a BA Degree in Psychology and completed my Post Graduate Diploma in Counselling Psychology at Keele University – which is accredited by the British Association of Counselling and Psychotherapy (BACP).

I have up-to-date professional liability insurance.

My counselling experience is broad and includes roles as bereavement and grief counsellor; sexual abuse counsellor; employee support counsellor; alcohol/substance misuse counsellor.

### My professional code of conduct

I will always adhere to the BACP professional ethical code of conduct. You can find it at: [www.bacp.co.uk/ethical\\_framework](http://www.bacp.co.uk/ethical_framework)

### What I would like to offer you:

We will work together to understand the current obstacles to your wellbeing and find realistic and helpful ways for you to overcome these and move towards a more satisfying and fulfilling life. Depending on your own personal preferences and your current situation, we can decide to focus more on the present, future or past.

In 'technical' counselling terms I use a combination of Person Centred Counselling and Acceptance and Commitment Therapy, or ACT.

Person Centred Counselling is an extremely effective form of counselling that focuses on really exploring how you are thinking and feeling. It can be very useful to get to the root of deep-seated issues.

ACT embodies a more active approach that involves:

- Learning skills to handle difficult thoughts and feelings more effectively, so they have less impact and influence over you.
- Clarifying your 'values': what matters to you, what you want to stand for, how you want to treat yourself and others.
- Taking action: to solve problems, and do things that make life better.
- Me sometimes interrupting you from time to time – to sort of 'press pause' for a moment – If I see you doing something that looks like it might be making your problems worse.
- Leaving each session with a plan of action – something that will make a positive difference. This will always be an invitation, you will never be 'obliged' to do this.

ACT is one of the world's fastest growing therapies which has evidence to support its effectiveness from almost 200 randomized controlled trials: the gold standard of psychological research. Person Centred Counselling is statistically and clinically equivalent compared to different therapies such as Cognitive Behavioural Therapy (CBT).

### Our sessions

We will agree times for sessions that fit around your personal circumstances and commitments, and where possible I try to keep a flexible diary. You choose the frequency and number of sessions that you feel you need, and this is something we will regularly discuss in the course of your therapy.

Wherever possible I will give you forward notice of my holidays or breaks to sessions (for example Bank Holidays).

## Cancellation and Non-attendance

Appointments cancelled with less than 24 hours notice or missed appointments are charged at £20 to cover room rental and expenses.

## My fees

My fee for a 50 minute session is £45. I accept payment 24 hours in advance of the session by bank transfer. My account number is 91230691 and Sort Code 51-70-32.

Please state your name or initials as payment reference. If bank transfer isn't possible, I accept cash or cheque at the end of the session.

## Between sessions

If you find yourself in crisis between sessions, you can reach me on 07957 234 950 or e-mail me at julie@onwithmylife.com between the hours of 9am and 9pm.

## Privacy statement and agreement

All of your personal information is managed appropriately with regard to confidentiality: I am registered with the Information Commissioner's Office (ICO) Registration Number ZA281601.

My privacy policy adheres to the General Data Protection Regulation (GDPR) (2018). Here I explain what information I collect, how I use it, and your rights to accessing or erasing this data.

'I', 'me' and 'my' refers to Julie Tanner, counsellor and psychotherapist at On With My Life Counselling and Psychotherapy. I am the Data Controller with sole responsibility for processing data collected by On With My Life Counselling and Psychotherapy.

'You' and 'your' refers to the Data Subject i.e. the counselling client of Julie Tanner.

### 1. The information I collect, how and why: i. Contact details.

Name, address and contact details, together with your preferred / acceptable contact methods. This is so that I can contact you between sessions if required and after your last session to request an evaluation of the service you have received from me. These details are maintained separately from the professional notes I take to support our work – see (ii).

Please indicate your consent for me to collect this type of data

### ii. Professional notes.

My professional notes support my work with you and may typically contain: attendance dates; signed contracts and consents; brief summaries of our sessions relevant to the work of therapy; a record of my therapeutic interventions and actions; copies of our correspondence and any information sheets I give to you; material produced, brought or utilised during a session. I keep these notes to: organise my professional thoughts; provide me with an aide-memoir for

incidental details; to make changes in client material more apparent; to provide evidence of the degree of care I take in my professional practice.

I collect this information through written notes which are not stored electronically and are kept in a secure locked filing cabinet. These notes use a code to preserve your client anonymity and any corresponding inventory are maintained separately from your contact details and held securely.

Please indicate your consent for me to collect this type of data

### 2. Who I will share this information with.

Your confidentiality in our therapeutic relationship is paramount and is balanced against the need to keep you and others safe and to also abide by UK law.

Because I am bound by UK law, and because I want you and others to be safe, under certain circumstances, for example, if I feel you are at risk of suicide, or if I believe you may be harming others, especially children, I may have to break confidentiality and share your information with other health or social care professionals or the emergency services. Wherever possible, I will advise you in advance that I must do this, but this may not always be possible.

There may also be other situations where I could be legally required to disclose information, for example when ordered to do so by a Court of Law or by statutory obligation to disclose information to the authorities; for example, concerning knowledge of acts of terrorism, drug or people trafficking, or the neglect or abuse of a child or other vulnerable individual. In some circumstances I may be asked by the police or solicitors to assist them in a case by releasing your client notes. After receiving such a request I will first seek legal advice from my professional indemnity insurance provider, and if I decide I must release this information I will seek your consent to pass on the information, and I will ensure that any information relating to third parties is removed before releasing the information.

Sometimes I may also wish to share your information in order to consult with another health professional about your wellbeing, such as your doctor. Should this be the case I will approach you to sign a Consent to Third Party Disclosure authorisation form before doing so and involve you in the review of any records held about you, before making the disclosure.

Like other counsellors and psychotherapists, a requirement of my professional registration with the BACP includes attendance for Clinical Supervision on a routine basis to ensure that our practice is safe, ethical and effective. My supervision is undertaken by another qualified and experienced therapist who has received additional training in supervising other therapists. The process is confidential but subject to the same rules about confidentiality as my own client work. Every effort is made to maintain client anonymity during Supervision and your name will not usually be disclosed. My supervisor also adheres to the GDPR (2018) and I can provide you with a copy of my supervisor's privacy policy on request.

### 3. How long I keep your information.

Notes will normally be deleted three months after your counselling sessions have ended. You agree to inform me if notes might be needed for judicial/social services support (i.e. benefits applications, judicial proceedings, RTA, Insurance, etc). Notes will then be kept according to the requirements set by the relevant authorities.

### 4. Accessing and porting your data.

At any time you may request access to the information I hold about you. This should be in writing and I will respond to your request within 30 days. There is no charge for this. You can

request and reuse your personal data for your own purposes across different services – if I receive such a request from you, I will provide it in a structured, commonly used and machine readable form, free of any charge to you.

### 6. Revoking your consent.

You are entitled to withdraw your consent at any time – please ask me by e-mail at [julie@onwithmylife.com](mailto:julie@onwithmylife.com) or in writing.

### 7. Right to erasure.

You are entitled to ask for your personal data to be deleted. Please ask me by e-mail at [julie@onwithmylife.com](mailto:julie@onwithmylife.com) or in writing. I can refuse to comply with your request for erasure: to comply with a legal obligation; for public health purposes that are in the public interest; in the exercise or defence of legal claims.

### 8. Data breaches.

In the unlikely incident of a security incident affecting the confidentiality, integrity or availability of your personal data, whether caused deliberately or accidentally, I will notify the breach to the Information Commissioner's Office (ICO) within 72 hours and if the breach results in a risk to your freedoms and rights, and if there is a high risk, I will also report the breach to you.

### 9. Your right to complain.

You have a right to complain to the ICO if you think there is a problem with the way I am handling your data. You can call the ICO on 0303 123 1113 or visit their website at [www.ico.org.uk/concerns/](http://www.ico.org.uk/concerns/)

## I have read and agree to the terms and conditions set out in this agreement:

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

Julie Tanner (Counsellor)

Name \_\_\_\_\_

Signed \_\_\_\_\_

Date \_\_\_\_\_

