

name is Julie Tanner and I'm delighted to welcome you to On With My Life counselling and psychotherapy. Here is important information about what you can expect from my service. I also invite you to visit my website at onwithmylife.com.

Counselling Agreement

My qualifications and experience

I am an Accredited 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 violence counsellor; employee support counsellor; alcohol/substance misuse counsellor.

Guidelines for emergency contact

I am unable to provide clients with an emergency or crisis service. If you find yourself in a major crisis and are considering self-harm or suicide it is vital to get immediate help. You can contact the Mental Health Access Team South Staffordshire – their urgent mental health helpline covers Stafford, Stone, Rugeley, Cannock, South Staffs, Lichfield, Burton, Uttoxeter, Tamworth, call **0808 196 3002**. A 24 hour service is provided by the Samaritans on 116123 or email jo@samaritans.org (email emergency support). All personal information disclosed will be kept confidential and not used for any purposes other than a counselling record. You could include contacting your GP, or A&E (accident and emergency services) on 999.

My professional code of conduct

I have the fullest commitment to offering a service which is welcoming to all backgrounds in a supportive and non-discriminatory manner. I will always adhere to the BACP professional ethical code of conduct. You can find it at: 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. Depending on your own personal preferences and your current situation, we can decide to focus more on the present, future or past.

I work integratively, which means I combine a variety of counselling approaches. I predominantly use a combination of Person Centred Counselling and Acceptance and Commitment Therapy (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 is a kind of Cognitive Behavioural Therapy (CBT) and 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.

- Potentially 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.

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).

Telephone / video (‘remote’) counselling - is it right for your needs?

Telephone and video counselling (I use Zoom) allows you to access counselling support at a time and in a place which is convenient to you. It can provide support for a broad range of personal difficulties, but there are occasions where it may not be considered suitable. Where I consider that remote counselling would not be the most suitable means of support for you, I will make every effort to assist you in a referral to a suitable alternative source of support.

Security and technical issues relating to online counselling

When using telephone or Zoom, technical interruptions may happen. We will both be active in trying to minimize this. If our session is affected by technology problems then we should both disconnect and I will attempt to re-connect with you. If this doesn’t work then I will contact you by e-mail to arrange a new date and you will be charged pro-rata for the interrupted session if it has lasted less than 25 minutes.

I will be in a quiet, confidential and safe place with a reliable internet connection, where we will not be interrupted, and request that you are also.

My fees

My fee for a 60 minute face-to-face, telephone or video session is £55. I request payment at least 24 hours in advance of our session by bank transfer. My account number is 65318468 and Sort Code 04-00-33.

For existing clients, I offer you 30 minute ‘Urgent Talk’ drop-in slots if you need to talk through a pressing concern or distressing issue that you feel cannot wait until our next session. These cost £25. This is not a crisis support service - please see my [guidelines for emergency contact](#) on page 1.

I also offer therapy top-up sessions if you have completed therapy with me but wish to return for further sessions.

Cancellation, Non-attendance and Lateness

As my counselling psychotherapy practice is my primary source of income, non-attended sessions can create a problem as I still need to pay rent for my room and facilities. Non-attendance also deprives another person of an appointment. **Any non-attended appointments or cancellations with less than 24-hours notice will be charged at £25 and same-day cancellations are payable in full at £50.**

If you attend late and this is not more than 15 minutes after the session start time then I will be happy for the session to proceed, although it will be shorter than planned i.e. 45 rather than 60 minutes. However, the full hour will be charged.

Social Media

It is not permissible to record, publicise the content of our exchanges, or share them with a third party using social media or other aspects of personal and public forums. I'm unable to accept any invitations for contact with current or past clients via social media, and I don't initiate contact with clients via social media sites or forums.

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.

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 I can contact you between sessions. These details are maintained separately from the professional notes I take to support our work – see (ii).

ii. GP Details and Emergency Contact

I collect these details in case I need to seek extra support for you. This is especially important when we are working remotely by phone or Zoom and in the event that we become disconnected and I am unable to subsequently make contact with you and have concerns about your personal safety.

iii. 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 in order to: organise my professional thoughts; provide me with an aide-memoir; to provide evidence of the degree of care I take in my professional practice. I use a professional notes cloud-based system that is GDPR compliant.

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. 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.

I could be legally required to disclose information e.g. by a Court of Law or by statutory authorities; for example, concerning knowledge of acts of terrorism, drug/people trafficking, or the neglect or abuse of a child or other vulnerable individual. I may be asked by the police or solicitors to assist them in a case by releasing your client notes. I will first seek legal advice from my professional indemnity insurance provider, and if I must release this information I will seek your consent to pass on the information, and remove information relating to third parties. 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.

A requirement of my BACP professional registration includes routine attendance for Clinical Supervision 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.

How long I keep your information

Unless specific erasure of your records are formally requested by you, all records pertaining to you will be retained securely for a maximum of 7 years following the ending of the therapy relationship. This is a requirement of my insuring body.

Accessing and porting your data.

At any time you may request access to the information I hold about you. This should be in writing by e-mail to julielouisetanner@yahoo.co.uk 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.

Revoking your consent / Right to erasure

You are entitled to withdraw your consent at any time. You are also entitled to ask for your personal data to be deleted. Please ask me by e-mail julielouisetanner@yahoo.co.uk or in writing. If you require a postal address to write to, then please request this by phone or e-mail. 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.

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

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/

I hereby indicate my agreement to The Counselling Agreement and The Privacy Statement:

Name:

Signature:

Date: