



Woodbridge Therapy Limited (WbTLTD), The Albany Centre, 4 Victoria Street, St Albans, Hertfordshire, AL1 3JD  
Email: [info@woodbridgetherapy.co.uk](mailto:info@woodbridgetherapy.co.uk)  
Web: [www.woodbridgetherapy.co.uk](http://www.woodbridgetherapy.co.uk)  
Telephone: 01727 226920

## Counselling Agreement

This is a mutual agreement negotiated between the Counsellor and the Client prior to the commencement of counselling with Woodbridge Therapy Limited (WbTLTD). It outlines the responsibilities of the Counsellor towards the Client, and also the Client's responsibilities in the counselling relationship.

This contract is between \_\_\_\_\_, Counsellor,  
and \_\_\_\_\_, Client/s.

Dated: \_\_\_\_\_

Client's Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Phone Number(s): \_\_\_\_\_

GP

details: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### The Counsellor;



All our Counsellors are self-employed associates of Woodbridge Therapy Ltd., and adhere to the BACP (British Association for Counsellors and Psychotherapists) code of ethics for Professional Counsellors. Psychosexual and Relationship Therapists adhere to COSRT's (College of Sexual and Relationship Therapists) code of ethics. Some therapists may also be members of, and regulated by, BPS (British Psychological Society), UKCP (United Kingdom Council for Psychotherapy), Human Givens Institute, or HCPC (Health and Care Professions Council). All the codes of ethics can be found in more detail on the website of each organization: [www.bacp.co.uk](http://www.bacp.co.uk), [www.cosrt.org.uk](http://www.cosrt.org.uk), [www.bps.org.uk](http://www.bps.org.uk), [www.psychotherapy.org.uk](http://www.psychotherapy.org.uk), [www.hgi.org.uk](http://www.hgi.org.uk), [www.hpc-uk.org](http://www.hpc-uk.org).

## **Insurance;**



All WbTLTD Counsellors carry their own professional liability insurance, and all Counsellors and administrative personnel have been DBS checked.

## **Confidentiality;**



This is a very important aspect of the counselling relationship. Everything that is discussed with your Counsellor in the counselling session is kept in the strictest confidence. As members of their respective professional organisations, our Counsellors are required to have regular supervision and your Counsellor will need to discuss their work with their Supervisor from time to time. However, they will not disclose your name or anything that would enable you to be identified. Any information that a Supervisor receives is also treated as confidential and subject to the same ethical criteria as counselling. If you are being treated by your Doctor for emotional difficulties, it is important that you inform him or her about your Counsellor, and vice versa. Your Counsellor will not confer with your Doctor without your knowledge and permission. If there is convincing evidence that you intend to harm yourself or others, your Counsellor will need to break confidentiality by informing your Doctor, or in serious cases the Police, emergency services, or other appropriate third party. Wherever possible, and if it is considered appropriate, you will be informed of this. Your Counsellor may keep brief notes after a session, which will be securely stored. Occasionally they might want to make an audio recording of your session for the purpose of monitoring their work, but this would only occur with your prior knowledge and permission. Again these data are securely stored and destroyed after use. Please refer to Woodbridge Therapy Ltd's, Privacy Policy below for further information.

## **Contact with centre, mobile and email use;**



The centre can be contacted by calling on 01727 226 920 during office hours.  
Email contact is: [info@woodbridgetherapy.co.uk](mailto:info@woodbridgetherapy.co.uk).

Your Counsellor will invite you to use their mobile phone or email as a way of contact for arranging and re-scheduling appointments etc. Please use this where possible rather than contacting the office. This should only be used for this purpose, and this privilege must not be abused. Contact is during office hours only. Please be specific which telephone number you wish your Counsellor to use for contact, and indicate whether it is acceptable to leave a message.

WbTLTD is not a crisis intervention service. Should you need support between sessions, please contact your GP or one of the following organisations for help: [www.mind.org.uk](http://www.mind.org.uk), [www.mentalhealth.org.uk](http://www.mentalhealth.org.uk), [www.samaritans.org.uk](http://www.samaritans.org.uk) (Telephone: 08457 909090), [www.depressionalliance.org/](http://www.depressionalliance.org/), [www.depressionanon.co.uk](http://www.depressionanon.co.uk), You may also want to contact your Counsellor to bring your appointment forward.

## **Sessions;**



Sessions last for 50 minutes. You would usually meet with your Counsellor once a week, at the same time and day each week. The whole session time belongs to you, whether you choose to attend or not, and your Counsellor will be present for the entire time of the session. If you arrive part way through your allotted time, your Counsellor will see you for the remainder of the time. If your circumstances change and the session time is no longer suitable, your Counsellor will do their best to accommodate this and offer you an alternative time. Counselling is for individuals only; no other person will be

permitted in the counselling room at any time or for any reason. The only exceptions to this are family therapy, mediation and relationship/couples work.

### **Cancellation and Holidays;**



If you are unable to attend a session, provided you give your Counsellor plenty of notice (and not less than 24 hours), they will do their best to accommodate this and offer you an alternative time or date. However if this is not possible, the full fee will be charged for the missed session. Cancellation of an appointment or failure to show for an appointment will also incur the full fee. Your Counsellor will be available for you with the exception of their holidays and occasional times when they might attend a training workshop or a conference. Your Counsellor will give you as much notice as possible if they are unable to make a session. In the event where your Counsellor needs to miss your session because of illness, they will give you as much notice as possible, and will try to offer you an alternative time. Sessions missed due to your Counsellor's unavailability are not charged for.

### **Fees;**



- Associate Therapist - £XX per session for an individual and £XX per couple
- Director - £XX per session for an individual and £XX per couple

Charges will be reviewed each year and we will give at least one month's notice of any increase. Payment is due at the session in cash or by cheque, or via BACS transfer direct to your counsellor. Please discuss payment arrangements with your Counsellor direct.

### **Duration of Counselling;**



This is something that you will negotiate with your Counsellor. You might agree to work together for an initial period of 6 weeks and then review things. It is important for you to know that it is the Client who has the deciding say on whether or not to continue.

### **Face-to-Face contact outside sessions;**



Should you happen to meet your Counsellor outside of your session please be aware that they will not greet you. This is to protect your privacy and maintain confidentiality. This is especially important if you are with other people. If you acknowledge them openly, then they will respond in an appropriate, professional manner. Should you find yourself in a situation where you and your Counsellor are part of the same group, either social or professional, serious consideration will be given to the complications of this dual role relationship. Where appropriate, and possible, your Counsellor will withdraw.

### **Facebook, Twitter, Linked in and all social media;**



Please do not invite your counsellor to join you on any social media. They are not permitted to do so under their strict Codes of Ethics, and refusal can cause offense where none is intended.

### **Endings;**



You will normally know when you are ready to finish counselling and you can address this issue with your Counsellor within a session. We ask that you give at least one week's notice before finishing so that you can have the chance to discuss your decision, but there will be no pressure on you to continue with counselling. Your

Counsellor will not be able to work with you if you are under the influence of alcohol or other mind-altering substances. If this were found to be the case, they would have to end the session and you would be charged at the normal rate. The Counsellor reserves the right to terminate therapy where the client is not abiding by the agreement, or is perceived to be a threat to the Counsellor's well being. Abusive behaviour is unacceptable and will not be tolerated.

### **General Data Protection Regulations (GDPR) Statement & Privacy Policy;**



To assist us in working effectively with you, Woodbridge Therapy Limited (WbTLTD) keeps confidential records about all clients. These records are kept securely, are only seen by authorised WbTLTD personnel and may be used anonymously in the production of practice statistics. The records held by WbTLTD are subject to the General Data Protection Regulations 2018, which gives clients the right to access personal data held about them. To safely and appropriately provide you with psychosexual and relationship therapy we need to collect personal data from you and we need your written consent to collect this data.

Counselling is a confidential process and we do not reveal your personal data or the content of your sessions to a third party without your express permission. The only exceptions to this would be if you were threatening your own life or the life of another, there was a safeguarding issue or you were involved in a crime that falls outside of counselling confidentiality boundaries. In these cases, we may decide to contact emergency services or relevant authorities without your permission.

This privacy policy explains what information we collect, how we use it, where we keep it, how long we keep it for and the procedures that we have in place to safeguard your privacy.

#### What Information Do We Collect?

When you are referred to our service we collect the following personal details:-

- Name
- Address
- Email Address
- Landline Number
- Mobile Number
- Date of Birth
- GP Name and Address
- Disability status
- Relationship status

During your assessment your counsellor gathers the following information from you:-

- Gender identity
- Preferred pronoun
- Sexual orientation
- Relationship status
- Nationality
- Religion
- Mental health history
- Sexual health history
- Current medications
- Results of relevant medical tests
- Name and contact details of medical or mental health professionals managing your care
- Family history (no names other than your own)

## CORE-OM 34 assessment

During your therapy your counsellor will keep brief notes of each session to record the content of the session and any homework tasks that may have been agreed.

### Your Counsellor

Your counsellor is required to have their own privacy and data protection policy, which they will provide for you during your initial assessment session.

### How do we use this information?

We collect this information for the following reasons:

- To accurately identify you and thereby safely and confidentially process your referral through our service.
- To communicate with other mental health and medical professionals in the support of your care.
- To identify all of the factors that may be contributing to the problem you are seeking help with.
- To monitor and measure the effectiveness of our service.

### Where do we keep this information?

Your referral data is received and stored via password protected word documents. Your referral data is processed via email using password protected word documents.

Your referral, assessment and therapy data is kept together in paper format by your counsellor. **Your counsellor is required to be registered with the Information Commissioners' Office (ICO) and have their own privacy and data protection policy which covers how they control, process and keep your personal data, which they will provide for you during your initial assessment session.**

### How long do we keep your data for?

We store your referral information and client notes in locked filing cabinets for a minimum of 7 years, in line with guidance from our insurers, after which point they are shredded. Your records in our service are not classed as medical records or public records.

### How do we safeguard your privacy?

We receive your referral data via email. We process your referral data via password protected word documents. Other than your original referral information, all other documentation is identified by your initials only.

Our counsellors have regular supervision to ensure that they are providing the best standards of care for you and you are identified in supervision by your first name or initials only. Supervisors may keep records of the guidance they have offered to the counsellor which would not be identifiable to you. Supervisors do not have access to your client notes.

The only people who have access to your data are:

- Our Data Controller
- Our Data Processors
- Your Counsellor

You will not be personally identified in any reports that monitor and measure the effectiveness of our service.

### Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request in writing to our Data Controller and/or your counsellor. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with our insurers and professional bodies. Please be advised that our counsellors will not provide a court report or present as a witness on your behalf at any court case relating to any therapeutic alliance. Counsellors notes are considered to be an aide memoire of reported events and as such are not admissible by the court.

### Data Controllers

- Krystal Woodbridge Clinical Director Woodbridge Therapy Ltd  
[krystal@woodbridgetherapy.co.uk](mailto:krystal@woodbridgetherapy.co.uk)
- Kathy Freeman, Practice Manager, Woodbridge Therapy Ltd
- Your counsellor

### Data Processors

- Krystal Woodbridge Clinical Director Woodbridge Therapy Ltd  
[krystal@woodbridgetherapy.co.uk](mailto:krystal@woodbridgetherapy.co.uk)
- Kathy Freeman, Practice Manager, Woodbridge Therapy Ltd
- Your counsellor

We may also disclose your personal data to contract staff insofar as reasonably necessary for the proper administration of our business and/or the performance of a contract between you and us. The following data processors therefore may have limited access to your non-sensitive personal data:-

- Leadermans Chartered Certified Accountants and Registered Auditors (no sensitive data) - <http://www.leadermans.co.uk>
- Focus 7 Ltd (no sensitive data, although they have signed a non-disclosure agreement (NDA) for extra security should they ever need to access any sensitive data) - <https://www.focus7international.com/privacy-policy/>
- Infusionsoft - <https://www.infusionsoft.com/legal/data-protection-faq>
- Quizmaker (only for those completing the Elemental Conflict Style Quiz) - <https://www.quiz-maker.com/Security-Privacy>
- Click Return Ltd (no sensitive data)- <https://www.clickreturn.co.uk/privacy-policy/>

**Woodbridge Therapy Ltd Registered Address:-**

St Christophers House  
Leadermans  
Ridge Road  
Letchworth Garden City  
Hertfordshire  
England  
SG6 1PT.

**PLEASE READ THIS CONTRACT CAREFULLY**

Check what you and your Counsellor have agreed today. If you wish to negotiate any changes your Counsellor will be happy to do so before you sign.

I understand my rights under the General Data Protection Regulations (GDPR) 2018. I consent to WbTLTD using my personal and sensitive data in accordance with the General Data Protection Regulations (GDPR) 2018 for the purposes of delivering counselling to me and for management of the quality of the service that WbTLTD delivers including fundraising and the commissioning of services. This agreement is fully understood and agreed to and is signed as it stands by:

Client/s' Name:

\_\_\_\_\_

Counsellor's  
Name:

\_\_\_\_\_

Date: \_\_\_\_\_

Further negotiations during counselling can be recorded here:-