Adult counselling contract - Homestart v2.5 30/03/26

This agreement outlines what you can expect from counselling and how you and CFC will work together. Please read it carefully and refer to our website.

Your first appointment

The first appointment will be an assessment session with a qualified counsellor.

During this session:

- You will be asked to complete a short questionnaire about how you are feeling.
- The counsellor will speak with you about what has brought you here.

Together, you will decide if our service is right for you.

Your counsellor

We aim to provide high-quality support. Our counsellors:

- Are trained through recognised counselling organisations.
- Receive regular supervision and ongoing training.
- Are fully qualified

Your counsellor will help you focus on what is important to you and will review your progress with you during your sessions.

Costs and arrangements

The cost of counselling is fully funded by Homestart and there is no cost to yourself.

Counselling is usually offered as **Assessment + 8 sessions.**

If you need more, this may be agreed after discussion between yourself, your counsellor & with the approval of Homestart. Extensions where appropriate will be limited to a further 8 sessions.

Sessions are offered **weekly at the same day and time**. We do not offer any other frequency.

Individual sessions are 50 minutes

Attendance and cancellations

Please arrive on time for your appointment. If you are **more than 30 minutes late**, the session cannot take place. Please discuss your holidays and prebooked appointments in advance with your counsellor.

If you cannot attend for any other reason, please contact us as soon as possible.

Sessions cancelled with less than 24 hours' notice will be lost

If 2 sessions are missed in a row and we cannot contact you, we will assume you no longer wish to continue, and your place may be offered to someone else.

If you attend counselling under the influence of drugs or alcohol, the session will be ended.

Confidentiality and standards

Your information is confidential within CFC. However, there are some limits. We may need to share information if:

- We believe you or someone else may be at serious risk of harm.
- We hear about serious crimes, including terrorism, drug trafficking or money laundering.

Where possible, we will discuss this with you first.

We ask for details of your **GP, and an emergency contact**. By providing these details you consent to us contacting them if necessary.

All counsellors receive professional supervision, where client work is discussed confidentially to support safe practice.

Anonymous reporting will be provided to Homestart.

If you see someone from CFC outside of counselling, it is your choice to acknowledge them.

If you have concerns about your counselling, please speak with your counsellor first. You may also contact the office. Our complaints policy is available at: www.thecfc.org.uk/complaints.

CFC is accredited by the British Association for Counselling and Psychotherapy (bacp.co.uk) and follows their Ethical Framework.

Telephone or video counselling

If your sessions take place online or by phone:

- You must ensure you are in a private and quiet space
- Recording sessions is not allowed
- You are responsible for the security of your devices (passwords, antivirus etc.)
- Please do not to have children around during the session to avoid distractions.

Your data

Your personal information is stored securely and kept for 7 years after which it is destroyed.

We only use your information to provide counselling. Some anonymised data may be shared with funders to show how our service is helping people.

Your counsellor may ask permission to record a session or write an anonymised case study. This is optional and your counselling will not be affected if you decline. Anonymised Case studies may be shared with Homestart.

Homestart do not have access to the notes from conversations within the counselling room. However, Data may be shared directly regarding attendance and completion of counselling.

You have the right to request a copy of the information we hold about you. This will normally be provided within 30 working days, and an administration fee may apply.

If you require a letter or report for a GP, solicitor or tribunal there is a charge for this service. Please contact reception:

- altrincham@thecfc.org.uk
- bury@thecfc.org.uk

Agreement

I have read and understood this information and commit to counselling as above.

Client signature: …….. Client name (print): ……..

Counsellor signature: ……. Counsellor name (print): ……

Date: ……..