

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. If it is, we will then match you with a counsellor who best suits your needs for ongoing sessions. They may be different from the counsellor doing your assessment.

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 or working towards qualification under professional supervision.

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 based on your **total household income**. Some people may be eligible for fully-funded or part-funded sessions. This will be agreed with reception before your first appointment.

Counselling is usually offered in **blocks of 8 sessions**.

- If you are receiving fully-funded sessions these are limited to 8, after which you may move to a further 8 part-funded sessions.
- If you are receiving part-funded sessions these are limited to 16 for individuals and 8 for couples / families.

Charges are reviewed annually. If fees increase, at least 3 months' notice will be given.

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

Individual and couples' sessions are 50 minutes & family sessions are 60 minutes.

After funded sessions end, please wait 3 months before requesting any more funded counselling.

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 charged at the normal cost.
- Missed fully-funded or part-funded sessions are 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.

Family & couples counselling

In family counselling, children under 14 do not attend the initial assessment.

If one member of a couple cannot attend, the session must be cancelled and rearranged when both parties can attend.

If one person decides to stop attending, counselling may continue if agreed with your counsellor.

Where there is **violence or abuse within a relationship**, counselling together may not be appropriate. Your counsellor will discuss alternative support options if necessary.

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.

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.)

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.

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.

For couples or family counselling, written consent from all participants is required before releasing records.

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: