

Polly Royle BA (Hons) MBACP Counsellor & Psychotherapist

Contract and Agreement of Service - Client

Name: Polly Royle MBACP
pollyroylecounselling@gmail.com
07716 917342

Please read the information below carefully as it forms an agreement as to how we will work together and outlines my professional obligations regarding confidentiality. At our first session I will set some time aside for us to discuss this agreement and answer any queries that you may have. I will ask you to email your agreement to me before your first session to show that you understand its contents.

Qualifications:

I am a registered member of the British Association for Counselling and Psychotherapy (BACP) and have completed a BACP accredited Degree course and as such abide by their Ethical Framework. Please see - www.bacp.co.uk/ethical-framework for more information.

Anti-discriminatory practice

I am committed to providing an anti-discriminatory service and strive to ensure that this practice is present in all our work together.

Sessions

Once we agree to work together, your session days and times are reserved exclusively for you. Sessions are typically held weekly, unless we agree to a different schedule such as once a fortnight. Each session is 50 minutes unless otherwise arranged. Days, times and sessions lengths can be adjusted if needed.

In-Person Sessions (Face to face)

We will meet at the agreed time either at the reception area of The Stephenson Centre or at the meeting point for Woodbridge. Recording by any means of the sessions by either myself or yourself is not allowed due to confidentiality agreed between myself (the counsellor) and yourself (the client). Any recording ends this working contract.

Online Sessions

You will require a private space where you will not be disturbed and you will have nobody else in the room with you. I will be within a confidential room with only myself. Recording by any means of the sessions by either myself or yourself is not allowed due to confidentiality agreed between myself (the counsellor) and yourself (the client). Any recording ends this working contract. If in the event we have technical difficulties, I will reach out to you by phone call. Online sessions will be offered using Microsoft Teams, unless we agree otherwise.

The way that I work

There are a variety of approaches to the way practitioners work with their clients. I have been trained in a therapeutic approach called Person Centred approach. Please see - <https://www.bacp.co.uk/about-therapy/types-of-therapy> for more information on different therapeutic approaches.

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Duration and notice of termination

I provide both short and long-term therapy and we can discuss the planned duration of our work together during our initial session. We will review your progress periodically and I require one week's notice if you wish to terminate your therapy with me. It is recommended that once informed of an ending, a last session is conducted to ensure a safe and ethical ending occurs.

Contact between sessions

I normally work (Tuesday-Friday) between (9am-6pm) and I can only see you by prior appointment. If you require my urgent professional services between sessions, I can be contacted during my normal working hours by email or text. I will endeavour to reply to you as soon as possible, but there may be a delay. If you are unable to wait for me to reply or require emergency or urgent professional assistance outside my normal working hours, please contact 999 or NHS direct on 111, or your GP or the Samaritans freephone 116123.

Fees

I charge a fee of £55 per 50-minute session. Payment is required 48 hours before the session starts.

Payment method and details

Payment is preferred via bank transfer.

Bank details

Name: P V Royle

Account No: 00336270

Sort Code: 20-26-23

Block payment of sessions

Block payments can be made in advance for up to 4 sessions at a time rather. When making a block payment, please inform me beforehand.

Block Payment with Cancelled Sessions

If you've paid in advance for a block of sessions and cancel any one of the block sessions with at least 48 hours' notice, the payment can be carried forward or refunded. Refunds are processed via bank transfer within 10 business days and can be arranged by email.

Fee changes

Fees are reviewed annually in April which could increase inline with costs. Any increases will be communicated with one month's notice.

Non-payment for a session

Where payment for a session has not been made, payment will be expected within the same week by Friday 3pm.

Notice of cancellation

I require 48 hours' notice of a cancellation via a text or email when you are not able to attend your session. Where 48 hours or more notice is provided, no charge applies for the session. If less than 48 hours' notice is provided, sessions are still charged at the full agreed rate. Where possible, an alternative slot can be offered. Your appointments are reserved exclusively for you until you decide to end.

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In the unlikely event that Polly needs to cancel your pre-paid session, she will inform you as soon as possible and offer another appointment at no extra charge.

Missed sessions

Missed sessions are charged in full unless you have provided 48 hours' notice. Where possible missed sessions can be rescheduled in the same week at no additional charge.

Late Attendance

If you arrive late unfortunately I will not be able to extend the session, as this will affect my other appointments.

Notice of holiday

I require no less than two weeks' notice of any holiday arrangements you wish to make. I will provide you with at least two weeks' notice of my holidays. My normal working hours are 9am-6pm Tuesday to Friday. I only see clients by appointment, and I am unable to correspond with clients between sessions.

Supervision

All members of the BACP are required to have regular supervision. My work continues to be supervised to ensure that it is safe, ethical and effective. Aspects of our work may be discussed during these sessions, but no full name will be used and identifiable details removed. My supervisor is a member of the BACP as well and as such they are bound by the same confidentiality rules as myself. In keeping with the requirements of the BACP's Ethical Framework I have appointed a trusted colleague to take over the administration of my practice in the event of my death or incapacity, and to deal with my appointments and destroy my notes in a confidential manner. This colleague is also a member of the BACP and is bound by the same professional confidentiality rules as set out in their Ethical Framework

Confidentiality

As a member of the BACP I am bound by their Ethical Framework to protect a client's confidentiality. Therefore, everything that we discuss is confidential except in certain circumstances, which are listed below.

Exceptions:

1. Harm to self or others - I reserve the right to break confidentiality if I think that you have become a danger to yourself or other people. I will attempt to discuss this with you and my supervisor first, but this may not always be possible.
2. For legal and ethical reasons- I am not bound by confidentiality if in good faith I feel that I can assist in the prevention or detection of a serious crime, this includes safeguarding issues regarding children or vulnerable adults, crimes regarding substantial financial gains and losses, and acts of terrorism.

I am registered with the Information Commissioner's Office and any information that I keep is subject to the Data Protection Act 2018 (DPA 18) and United Kingdom General Data Protection Regulation UK-GDPR see Information Commissioner's Office: <https://ico.org.uk> and BACP's Privacy notice. <https://www.bacp.co.uk/privacy-notice>.

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Keep safe policy

In certain cases where you may have declared a clear and definite intention to end your life, or if I have reason to believe this to be true, we may after a careful discussion agree to put in place a 'keep safe policy' where you will agree to take certain measures, such as get in touch with a relative/close friend, your mental health crisis team, or talk to the Samaritans as a way of safeguarding and ensuring your safety. You may also agree, after discussion, that I may phone your relative/close friend or GP. Rest assured I will not make any phone call without prior discussion with you.

Contact

Communication between sessions can occur via text messages, emails or phone calls. Typically, I will respond within a short time but please allow up to 48 hours for a response to any messages or calls outside of our sessions. I will only be able to contact you within my working hours Tuesday to Friday 9am-6pm.

I may need to use the contact information you've provided to send you emails and texts, which may be stored electronically.

Due to the sensitive nature of our work, confidentiality is treated with the utmost importance, ensuring all communications are handled directly by me. If we should happen to see each other in a public place I will not say "hello" or make contact with you as I will not know if the person you are with is aware of you having counselling. If however you do wish to make the initial contact with me then I will be happy to do so.

In the event of an emergency it is recommended that you contact 999 or 111.

Agreement to Contract

By submitting your reply via email to me you are formally agreeing to engage with the services I provide. The contract is a living document, meaning it is subject to change. Any changes will be discussed with you prior to making an amendment or addition to the contract. Some aspects of the contract may be verbal and evolve over time, making it impossible to list all eventualities and possibilities.

Reviewed 16.01.25