



Therapeutic Agreement

This agreement outlines the terms and conditions for counselling provided by Lantern Counselling. It is based on the ethical framework and good practice guidelines of the British Association for Counselling and Psychotherapy (BACP). It is designed to ensure that you understand how counselling works and what you can expect from the therapeutic relationship. It also outlines your rights and responsibilities as a client.

1. The Counselling Relationship

Counselling provides a confidential, supportive space for you to explore your thoughts, feelings, and experiences. The counsellor will work with you in a respectful, non-judgmental and collaborative manner within the BACP Ethical Framework, which includes:

- Acting in your best interests
- Maintaining professional boundaries
- Promoting your autonomy and wellbeing
- Always working safely and ethically

2. Confidentiality

Everything discussed in sessions is confidential. However, there are some legal and ethical exceptions where confidentiality may be broken, such as:

- If there is a risk of harm to yourself or others
- If there are safeguarding concerns involving children or vulnerable adults
- If required by a court of law

Where possible, this will be discussed with you before any action is taken.

3. Sessions

Sessions typically last **1 hour**. Sessions are usually held **weekly** at an agreed time, but **fortnightly sessions** and **monthly check-ins** are also options. Consistency is important for effective therapeutic work, and regular attendance is encouraged.

4. Accessibility

The counsellor will discuss any accessibility needs regarding physical/mental differences and disabilities and adapt wherever possible to make counselling a comfortable and approachable experience. Please refer to the accessibility form.

5. Online and Telephone Counselling



- Online and telephone counselling sessions are offered via 'Zoho Webinar', which is a secure and GDPR compliant platform.
- You are responsible for ensuring you have a private and safe space for sessions
- The counsellor will take all reasonable steps to ensure confidentiality, but you acknowledge that online communication carries some inherent risks
- Sessions will not be recorded by either party without prior agreement
- In the event of technical difficulties, the counsellor will attempt to reconnect or continue the session via an alternative method (e.g. telephone)

For safety purposes:

- You may be asked to confirm your current location at the start of each session
- You agree to provide an emergency contact (see section below)

6. Fees and Payment

- The fee per session is £50
- Payment is due **before each session**
- Payments can be made via BACS to the following details:
 - Lantern Counselling
 - Sort Code 82-19-80
 - Account Number 30345485

7. Cancellations

Cancellations require **48 hours notice**. If less notice than this is possible, the counsellor will offer a reschedule during the same week if there is sufficient availability. If a rescheduled session is not possible, a **50% cancellation fee** will be charged. This policy helps maintain fairness and ensures availability for all clients.

8. Contact Between Sessions

Contact with the therapist between sessions can be done via email or telephone but should be limited to practical matters only. If you require urgent support, please contact:

- Your GP
- NHS 111
- Emergency services (999)
- Lifecraft 0808 808 2121

You and the counsellor may also draw up a safety plan together for times of crisis if appropriate.



9. Emergency Contact

This is the person who will be contacted if an emergency occurs during a session.

Name:.....

Relationship:.....

Phone Number:.....

10. Record Keeping and Data Protection

Brief notes are kept following each session to support the therapeutic process. Records are:

- Stored securely
- Kept in accordance with data protection legislation (UK GDPR)
- Not shared without your consent, except where required (see confidentiality section)

You have the right to request access to your records.

11. Supervision

Work is discussed anonymously in supervision to ensure that the therapist can keep improving their practice, provide sufficient support and be accountable for practicing ethically.

12. Ending Counselling

You are free to end counselling at any time. It is recommended that this is discussed within a session to allow for a planned and supportive ending.

The counsellor may also suggest ending therapy if:

- The work is no longer beneficial
- Your needs fall outside the counsellor's competence
- Attendance becomes inconsistent

Where possible, alternative support options will be provided.



13. Agreement

By signing below, you confirm that:

- You have read and understood this agreement
- You have had the opportunity to ask questions
- You agree to the terms outlined above

Client Name:.....

Signature:.....

Date:.....

Counsellor Name:.....

Signature:.....

Date:.....



GDPR Agreement

1. Data Controller

Lantern Counselling is the data controller responsible for your personal information.

2. What Information Is Collected

- Name, address, date of birth, and contact details
- GP details
- Emergency contact information
- Relevant medical or mental health information
- Session notes (brief, factual notes to support the therapeutic process)
- Payment and billing information

3. How Your Information Is Used

Your information is used to

- Provide safe and effective counselling
- Contact you regarding appointments
- Maintain appropriate clinical records
- Comply with legal and professional obligations

4. How Your Data Is Stored

Records are stored securely (locked or password protected). Electronic data is stored on encrypted devices/accounts. Only the counsellor has access to identifiable information

5. How Long Your Data Is Kept

Your records will be kept for 7 years after your counselling ends (or until age 25 for clients under 18), in line with professional guidelines. After this time, records will be securely destroyed.

6. Your Rights Under UK GDPR

You have the right to:

- Access your personal data
- Request correction of inaccurate information
- Request erasure (where applicable)
- Restrict or object to processing



- Withdraw consent (where relevant)
- Make a complaint to the Information Commissioner's Office (ICO)

7. Data Breaches

In the unlikely event of a data breach that poses a risk to your rights or freedoms, you will be informed, and the ICO will be notified where required.

8. Agreement

By signing below, you confirm that:

- You have read and understood this Privacy Notice
- You consent to the storage and use of your personal data as outlined above

Client Name:.....

Signature:.....

Date:.....

Counsellor Name:.....

Signature:.....

Date:.....