



Standard Form of Agreement for Counselling and Psychotherapy

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Introduction

Purpose of the Agreement

The purpose of this agreement is to outline the arrangement for counselling or psychotherapy services (the “Service”) between you, the client, and me, your professional counsellor or psychotherapist.

This agreement explains what you can expect from the therapeutic process, including its nature and scope, any agreed goals, fees, session frequency, and duration. It also sets out the professional boundaries, responsibilities, and conditions that will apply while the Service is being provided.

This document provides a framework of good practice for counselling or psychotherapy. Together, we can complete and adapt the relevant sections to reflect the specific service being offered. Not all sections must be completed; however, you are encouraged to ask me to clarify any part of this agreement that you do not understand or have concerns about.

At all times, the counselling or psychotherapy I provide—and the terms of this agreement—will be consistent with the ethical code of my professional organisation.

As your therapist, I aim to offer a safe, confidential, and supportive environment in which you can explore whatever is causing you distress or difficulty. This may include, but is not limited to:

- Trauma and loss
- Addiction
- Relationship difficulties
- Loneliness and isolation
- Grief and bereavement
- Depression and low mood
- Anxiety, including panic attacks.
- Eating disorders
- Obsessive–compulsive disorder (OCD)
- Low self-confidence and insecurity
- Post-traumatic stress disorder (PTSD), including Complex PTSD and childhood trauma.
- Public speaking or interview anxiety
- Attachment-related difficulties
- Anger, shame, and guilt.
- Lack of direction or purpose
- Fear and phobias.
- Pain management
- Separation and divorce
- Autism
- ADHD

Part A

What is Person-Centred Therapy?

Person-centred therapy, also known as client-centred counselling, is a humanistic approach that deals with how individuals perceive themselves consciously, rather than how a counsellor can interpret their unconscious thoughts or ideas. Created in the 1950s by psychologist Carl Rogers, the person-centred approach ultimately sees human beings as having an innate tendency to develop towards their full potential. However, this tendency can become blocked or distorted by life experiences, particularly those that affect our sense of value and self. I can provide therapy for individuals, couples, and family groups.

I will seek to understand your experience from your perspective and positively value you, the client as a person in all your aspect of humanity while aiming to be open and genuine. This is vital in helping you feel accepted, and better able to understand your thoughts, feelings, and all aspects of yourself. This approach can help you to reconnect with your inner values and sense of self-worth, thus enabling you to find a way to move forward and progress.

“Growth occurs when individuals confront problems, struggle to master them, and through that struggle develop new aspects of their skills, capacities, views about life.

We cannot change, we cannot move away from what we are, until we thoroughly accept what we are. Then change seems to come about almost unnoticed.” Carl Rogers



The core purpose of person-centred therapy is to facilitate our ability to self-actualise - the belief that all of us will grow and fulfil our potential. This approach facilitates the personal growth and relationships of a client by allowing them to explore and use their strengths and personal identity. The counsellor aids this process, providing vital support to the client assisting them in their journey.

“The person-centred counsellor is not an expert; rather the client is seen as an expert on themselves, and the person-centred counsellor encourages the client to explore and understand themselves and their troubles.”
Counsellor Mary-Claire Wilson

An important part of the self-actualising theory is that in a particular psychological environment, the fulfilment of personal potentials includes sociability (the need to be with other people, and a desire to know and be known by others); being open to experience; being trusting and trustworthy; and being curious, creative, and compassionate. This psychological environment is one where a person feels both physically and emotionally free from threat. There are three conditions believed to help achieve this environment, particularly in the therapy room.

- Congruence** the counsellor must be completely genuine.
- Empathy** the counsellor must strive to understand the client's experience.
- Unconditional positive regard** the counsellor must be non-judgemental and valuing.

2. The benefits of Person-Centred Therapy?

Generally, person-centred counselling can help individuals of all ages, with a range of personal issues. Many people find it an appealing type of therapy because it allows them to keep control over the content and pace of sessions, and there is no worry that they are being evaluated or assessed in any way.

The non-direct style of person-centred counselling is thought to be more beneficial to those who have a strong urge to explore themselves and their feelings, and for those who want to address specific psychological habits or patterns of thinking.

The approach is said to be particularly effective in helping individuals to overcome specific problems such as depression, anxiety, stress and grief, or other mental health concerns. Such issues can have a significant impact on self-esteem, self-reliance, and self-awareness. Person-centred therapy can help people to reconnect with their inner self to transcend any limitations. While person-centred counselling was originally developed as an approach to psychotherapy, it is often transferred to other areas where people are required to build strong relationships, such as teaching, childcare, and client care. This approach is not limited to qualified counsellors; many people will use the approach in some form to help guide them through the day-to-day work and relationships.

3. Eye Movement Desensitisation and Reprocessing (EMDR)

Eye Movement Desensitisation and Reprocessing, usually known as EMDR, is a powerful psychotherapy technique which has been successful in helping people who suffer from trauma, anxiety, panic, disturbing memories, posttraumatic stress, and many other emotional problems. EMDR is a relatively rapid type of therapy, which can provide lasting relief, and is one of the treatments of choice for PTSD in the NICE guidelines (2005).

When would I suggest EMDR for you?

After a distressing or traumatic event, you may feel overwhelmed, which may lead to your memory network becomes 'stuck' or 'frozen' on a neurological level. This can mean that when you recall the event or situation, you can feel as if you are re-experiencing what you saw, heard, smelled, tasted, or felt, and these sensations can be very intense. Sometimes people will do almost anything to avoid experiencing the painful memory, sometimes people are reminded or 'triggered' by something into remembering, and sometimes people are subjected to involuntary intrusive thoughts, in 'flashbacks or dreams. If any of these symptoms persist, they can cause significant emotional distress for you.

What are the symptoms that can be helped by EMDR?

- High anxiety and lack of motivation
- Memories of a traumatic experience

- Fear of being alone
- Unrealistic feelings of guilt and shame
- Poor and disrupted sleep
- Difficulty in trusting others
- Relationship problems

How does EMDR work?

The psychotherapist will collaborate gently with you and ask you to revisit the traumatic moment or incident, recalling feelings surrounding the experience, as well as any negative thoughts, feelings, and memories. This will be contained by the psychotherapist, and manageable for you: you will go at your own pace.

The therapist then holds their fingers/hand, depending on your preference, about eighteen inches from your face and begins to move them back and forth like a windscreen wiper. You track the movements as if watching ping pong. The more intensely you focus on the memory, the easier it becomes for the memory to come to life. As quick and vibrant images arise during the therapy session, they are processed by the eye movements, resulting in painful feelings being exchanged for more peaceful, loving and resolved feelings. Some psychotherapists use other methods of bi-lateral stimulation such as tapping on alternate hands.

In the process the distressing memories seem to lose their intensity, so that the memories are less disturbing and seem more like ‘ordinary’ memories. The effect is believed to be like that which occurs naturally during REM sleep (Rapid Eye Movement) when your eyes rapidly move from side to side. EMDR helps reduce the distress of all the distinct kinds of memories, whether it was what you saw, heard, smelt, tasted, felt, or thought. EMDR therapy can help clients replace their anxiety and fear with positive images, emotions, and thoughts.



Part B

4. The Service

Before starting your therapy, it is important to know what to expect, and to understand your rights as well as my commitments. This consent form is an attempt to be as transparent with you as I can about the therapy process, so you are fully informed prior to starting your journey.

My credentials: I am a Psychotherapist who is registered with the British association of Counselling & Psychotherapy (BACP) and the UK Counsel for Psychotherapy (UKCP). I hold a Masters obtained from the Metanoia Institute in London. I am a registered member of the BACP and UKCP Code of ethics and I have regular Supervision with a qualified Person-Centred supervisor. I also hold a Diploma in Person-Centred Psychotherapeutic Counselling and am qualified as an EMDR practitioner.

What to expect from therapy: Psychotherapy is a process of opening about your life experiences and your genuine thoughts and feelings to increase your self-awareness of psychological and emotional conflicts that keep you stuck in unwanted patterns. My approach to therapy is situated in a Contemporary Person-Centred approach, meaning that I include up to date research in my practice. I will provide a safe space for you to explore whatever you decide to explore.

5. What to expect in the first session.

Before the first session I will ask you how you would like to meet, face-to-face, online or telephone and send you an email outlining these details. Each counsellor has their own way of starting therapy but in a first session I will cover:

Introductions I will spend a few minutes introducing myself and explaining how I work. You can ask me about my qualifications and experience, your therapy or anything you're not sure about. I will want to make sure you feel at ease by sorting out basic things like where you would like to sit, ensure the technology is working and whether you use first names or are more formal.

History I may ask you if you would like to give a history of the problems you're experiencing and I might want you to complete some forms, or go through information I have received about you, such as a letter from your GP. Alternatively, I may just ask you to 'tell your story.' It's important that you feel you've had the opportunity to tell me about what's troubling you.

Contracting We will agree the terms, or contract, and how I can provide those services. This will be either an electronic or printed document that we will sign. This first session is important for making sure that you feel comfortable with me and my way of working. You don't have to continue with me if you can't relate to me or don't feel safe.

6. Time

The normal duration of each session is 50 minutes for talking therapy or 60 for EMDR, although I reserve the right to amend that time for therapeutic reasons. If for any reason you are late for a session, I will see you for the duration of the session but will be unable to work beyond the allotted time as this will disrupt the clinic for other clients who may be waiting.

7. Fees

Individual work £70 /50 minutes

Couples work £90 /50 Minutes.

EMDR £90/ 60 Minutes

I will invoice you for our sessions, with payment expected before our next session. Details of my bank will be provided at the bottom of the invoice.

Fees will be reviewed **annually** to consider inflation with due notice given and a review of your circumstances.

8. Cancellation

It is understood that sometimes sudden events, such as emergencies, happen, that may make it necessary for clients to cancel their appointment last minute or fail to attend and are unable to provide

notification. On these occasions it is at the therapist's discretion if a fee will be charged. In general, however, if you give less than 48 hours notice of your intention to cancel or postpone an agreed therapy session or if there is a repeat pattern of cancellations, I reserve the right to charge in full for that session.

9. Ending Your Therapy

You will normally know when you are ready to finish counselling, and you can address this issue with me in a session. I 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. I will not be able to collaborate 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. I reserve 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.

10. Confidentiality

All the sessions are confidential between the psychotherapist and the client. It is important that during your discussions, you feel you can talk openly with me and that your right to privacy is protected. This generally means that I cannot discuss you or your case with any third parties without your consent.

- There are, however, some limits to confidentiality:
- Psychotherapists regularly present their work in clinical supervision. The aim of this is to monitor and improve the clinical work undertaken. All supervision is done on a confidential basis and only using the client's first name.
- At times, a psychotherapist may need to contact the client's GP or other professional involved. This would normally be done with the client's permission and would be discussed in the session prior to any contact. However, if the client's or another person's safety were severely jeopardised in the practitioner's view, they may contact the external services without the client's permission. However, this is extremely rare.

There are some specific boundaries for **couples counselling**:

- I generally will not meet with the couple individually.
- If one of the couples correspond with me, I will generally reply to both. This ensure that I am even handed in my approach to all those involved. The exception to this will in matters of safeguarding. In these circumstances we will negotiate a way forward that allows for any risks to be reduced.

“In my relationships with persons I have **found** that it does not help, in the long run, to act as though I were something that I am not.”

Carl Rogers

11. Contact Outside of Sessions

My telephone number and email address are for use in the case of cancellations or alterations. I will not enter into email or text counselling except in exceptional circumstances and by prior agreement.

My telephone number is not staffed continually, and messages will only be noticed on an irregular basis throughout the day. My working days are Monday-Friday I will not response to messages outside of these days.

I will reply to all messages as soon as possible usually within 24hrs. I do not initiate or accept Social Networking ‘Friends Requests’ from clients, as this can compromise the confidential and therapeutic nature of the counselling relationship. Please be aware of the privacy settings on your social network platforms.

We shall not meet or have contact outside of the Counselling sessions and I will not make it known that I know or recognise you should we meet in a public space. All this is done to protect your confidentiality.

Our Counselling relationship will remain strictly professional. The boundaries of our engagement will be clearly and thoroughly discussed during our initial meeting and are to be respected equally by you (the client) and me (the counsellor).

“When the other person is hurting, confused, troubled, anxious, alienated, terrified; or when he or she is doubtful of self-worth, uncertain as to identity, then understanding is called for. The gentle and sensitive companionship of an empathic stance... provides illumination and healing. In such situations deep understanding is, I believe, the most precious gift one can give to another.” — **Carl R.**

Rogers.

12. Records and Data Protection

To facilitate effective collaboration with you, I maintain confidential records for all clients. These records are kept securely and are only seen by me. The records held by me are subject to the UK Data Protection Act (UK GDPR) and the Data Protection Act 2018, which gives clients the right to access personal data held about them. Some of this data may be classified as sensitive personal data which includes but is not limited to information concerning gender, sexuality, racial or ethnic origin, political opinions, religious beliefs, physical or mental health, relationships, sexual life, criminal proceedings, and convictions.

I can only use your sensitive personal data with your consent which I ask you to give by signing this form. Both personal and sensitive personal data is used by myself to provide the best possible service to you and to ensure that we continue to offer the highest possible standards in delivery of care to all my clients.

As required by my professional bodies, UKCP and insurers, personal records are kept for the period of seven years after which time they may be destroyed in accordance with guidelines on the destruction of sensitive information.

Under the GDPR, clients have the right to make a subject access request in respect of personal information held by myself. If the application is in respect of couples counselling, the consent of all parties is required before any information can be released.

Should you wish to make a subject access request please put this in writing to Tony Henley. I will also require proof of identity by seeing a copy of your passport or driving licence and proof of address by seeing a utility bill. Once I have this information, I will respond within 30 days. Your signed consent acknowledges that you fully understand and accept the subject access policy for records held by me and gives your consent to use of personal and sensitive personal data for the stated purposes.

I currently use an online database company which complies with the GDPR requirements. An explanation of their compliance can be found here: [Splose Client software](#)

13. Standards

I adhere to the highest standards of professionalism and am bound by the UKCP code of ethics. These can be found here: [UKCP Code of Ethics and Professional Practice](#)

14. Professional Indemnity

I hold professional insurance with Balens insurance. The company details can be found here: [Balens Insurance](#)

15. Complaints

If you have any complaint about my behaviour or work as your therapist, please contact me at the earliest opportunity. If having done this, you are still unhappy please contact my governing body here:

[How to make a complaint | UKCP \(psychotherapy.org.uk\)](#)

Part C

16. Equality

My ethos is that 'Equality, is Care. As a client, I want you to know I care about you and want to help you in your process. It does not matter to me if you are from another country, background, or from a marginalised group due to your ethnicity, sexual orientation, age, abilities, religion, socioeconomic background or gender, health status (HIV for example) occupation, or personality traits.

Diversity means I will respect and deliver high quality care for all. I will treat you with respect, in a professional manner and not tolerate unlawful and unfair behaviours or language. I will ensure that the quality of your care is non-discriminatory, inclusive and this is applicable for everyone without exception.

If I can not provide a service for you, for example due to English being the only language I speak, I will endeavour to assist.

17. Access and Facilities

Should you experience a technical breakdown which prevents you from emailing or skyping as agreed, please contact me by mobile (the number will be given to you before commencement of counselling) so that we can discuss how to rearrange our email exchange. I also undertake to contact you by telephone should I experience a technical breakdown.

I use the virtual video chat platform Zoom to conduct counselling sessions online. I have chosen Zoom due to the many security features it offers, and we feel it is the one of the most secure video platforms available now. We understand that you may have concerns over Zoom's use of your data we direct you to Zoom's Privacy Policy [Zoom Privacy Policy](#)

18. Session Recordings

- Sometimes sessions are audio-recorded to help me reflect on my work and meet professional supervision requirements.
- Your name or identifying details are not included in recordings.
- Recordings are kept secure and deleted once notes have been written.
- I use secure systems (including Splose) to keep clinical notes.

- I may use AI tools to help with admin or professional reflection, but **no identifiable information about you is ever shared**.
- You do not have to agree to recording or AI use and saying no will not affect your therapy in any way.
- You can change your mind at any time.

(Translation: this is about good practice, not surveillance.)

Data Protection and Data Breach Clause

All personal data is stored and processed in accordance with UK data protection legislation and professional ethical standards. Reasonable steps are taken to protect your information from unauthorised access, loss, or misuse.

In the unlikely event of a data breach involving your personal information, I will take appropriate action without delay. This may include securing the data, assessing the risk, and notifying you and relevant authorities where required by law.

19. Crisis

Guidelines for Emergency contact

Counselling and psychotherapy do not provide an emergency or crisis response service. However, appropriate alternatives are available.

If an emergency arises during therapy, or if you experience suicidal thoughts, we will discuss suitable sources of support that you can access. This may include creating or reviewing a safety plan.

Outside of scheduled sessions, if you find yourself in a crisis or are considering self-harm, it is essential to seek immediate help. This may include contacting your GP or attending your nearest Accident and Emergency (A&E) department.

You can also access support through the following services:

- **NHS 111** – for urgent medical advice
- **Samaritans** – free, 24-hour support on **116 123**

This section is intentionally direct. In a crisis, therapy can wait—your safety can't.

Part D

Signature Page



Our agreement shall be construed and governed in all respects in accordance with the law of England and Wales, and any dispute, differences or ethical complaints in relation to this agreement or therapeutic work shall be subject to the exclusive jurisdiction of the English courts.

Check what you and I have agreed in this contract.

- If you wish to negotiate any changes, I will be happy to do so before you sign.
- I understand my right to access personal data held about me by me. I consent to Tony Henley using my personal and sensitive data in accordance with the Data Protection Act 2018 for the purposes of delivering counselling to me and for management of the quality of the service that is delivered.
- This agreement is fully understood and agreed to and is signed as it stands by:

Clients Name:

Signature:

Psychotherapists Name: [Tony Henley](#)

Signature:

Date: