

Leeds Mind Counselling Service: **TERMS AND CONDITIONS**

Counselling is a deliberately undertaken activity and relationship requiring your commitment as well as that of the counsellor. As such, please read the following terms and conditions which lay out what we expect from you and what you can expect from us in relation to your time in the service. You must agree to these conditions prior to receiving counselling.

Cancellations

As a charity, we ensure you can attend all 10 sessions before we assign you a counsellor. This is because we cannot afford for our clients to miss sessions as we do not receive any funding to run this service. We ask you only cancel a session in the very most extreme circumstances. To cancel a session please phone 0113 305 5800 or email counsellingappointments@leedsmind.org.uk as soon as possible.

Counsellors

All counsellors at the Leeds Mind Counselling Service work within the British Association for Counselling and Psychotherapy's (BACP) Ethical Framework for Good Practice. Copies are available on request or directly from the BACP. Counsellors receive regular clinical supervision of their work.

Assessment

You will have an assessment prior to beginning your counselling appointments, which will be charged at the same rate as your regular appointments. This is session 1 of 10. This will give you an opportunity to discuss what you would like to get from your counselling and ask any questions you may have.

Session Attendance

Counselling sessions take place weekly for 10 consecutive weeks and last 50 minutes each. You must be able to attend all 10 sessions before we assign you a counsellor. If you have any planned absences, we will wait to allocate you to a counsellor. Below is the attendance policy for our service:

- All sessions must be paid for **72 hours in advance**.
- If you arrive late to a session, the session will still finish at the normal time and the counsellor retains the right to decide not to go ahead if they feel the time remaining is not enough to conduct a proper session. In either event you will still be charged the full session fee.
- If you cancel a session with **more than 48 hours' notice** this will be classed as a missed session but you will be refunded (as payment is made 72 hours in advance). We allow for one cancellation/missed session. If you cancel or miss any more than this, your therapy will be discontinued.
- If you cancel a session with **less than 48 hours' notice** this will be classed as a missed session and you will be charged the full session fee.
- If you do not attend a session without notifying us at all then this will be classed as a missed session, and you will be charged the full session fee.
- If you anticipate having trouble attending your appointments, or if your regular appointment time becomes inconvenient (e.g. due to work or childcare commitments) then please discuss this with us as soon as possible and we may be able to work around it or make alternative arrangements.
- In the case of a genuine emergency which means you are unable to attend then please contact us to discuss this as soon as possible.
- If we suspect you to be under the influence of alcohol or drugs when presenting for a session, then the session will not go ahead, and you will still be charged the full session fee.

Pricing and Payment

Sessions cost £30 or £60 each and take place weekly. This will be confirmed when you are assigned a counsellor as a result of your referral into the service.

The Counselling Service receives no funding, so it is vital that the service does not lose money with session fees remaining unpaid. The Counselling Service is run as part of the Leeds Mind Charity and therefore does not aim to make a profit.

We aim to offer our sessions at the most affordable and accessible price we can, while ensuring a future for the service. We ask for sessions **to be paid for 72 hours in advance**. Once you have been allocated a counsellor, we will send an invoice for your first session and expect a payment for the first session to be made. A weekly invoice will be sent in advance of your subsequent sessions. If we have not received your payment 3 working days before the session, the session will be cancelled, and you will be notified by email.

In some circumstances, we will accept cash payments although this will need to be paid in advance. For your first session, you will need to arrange to bring a cash payment in at least three days before and for all subsequent session, cash payments need to be made **1 week in advance**.

Confidentiality

The counselling process is bound by rules of confidentiality which means that what you say in therapy is treated as confidential but there are limits to that confidentiality. We may need to break confidentiality if we feel there is a significant risk of harm to you or to someone else, including vulnerable adults and children. Ethical counselling practice also includes your counsellor discussing aspects of your work together within Clinical Supervision sessions and liaising with another member of the counselling team who are all qualified counsellors working directly for Leeds Mind. These sessions are also confidential and are bound by the same limits of confidentiality. All information held by the service is in accordance with the Data Protection Act 2018. Copies of Leeds Mind's policies on Confidentiality, Safeguarding Children and Safeguarding Adults are available on request.

Leeds Mind Client Privacy Statement

Leeds Mind is committed to protecting and respecting your privacy and keeping your data secure. By providing us with your data you are giving us your consent to process your data. We will only process your personal data to provide you with the service that you have requested from us and provide (anonymous) feedback to our commissioners and funders.

To read our full Client Privacy Notice visit: <http://www.leedsmind.org.uk/about-us/your-privacy/>, or contact us on 0113 305 5800 or info@leedsmind.org.uk

Respect and Conduct

Leeds Mind do not tolerate any form of abuse, disrespect or aggravation towards any of our staff or clients, and we reserve the right to discontinue sessions with immediate effect if this is not respected.

The service reserves the right to decline a referral, or to terminate therapy if we feel it is likely to impact negatively on the wellbeing of either the client or the therapist. We will always seek to discuss this with clients with the aim to identify appropriate alternative support in these instances, on a case-by-case basis.