

Client Information Sheet

Tenterden Counselling Service (TCS) is a community counselling service. Our aim is to provide a professional service which supports you in the best possible way. Our work together is not limited to a fixed number of sessions but there will be regular reviews with your counsellor.

TCS can offer in person, online and telephone counselling sessions as appropriate. When conducting remote sessions, the counsellor will ensure that they are in a private room and will not be interrupted for the duration of the session. It is important that the client also finds a space that is private and where they will not be disturbed.

Unless the context indicates otherwise “session” or “sessions” in this Information Sheet refers to consultations whether in person, online or by telephone.

Ethical Code

We abide by the British Association for Counselling and Psychotherapy (BACP) Ethical Framework for Good Practice. You can see a copy on their website at www.bacp.co.uk

Record/Note Keeping and Data Protection

There is a professional requirement on your counsellor to maintain brief records of all sessions undertaken. These notes are stored securely, and you will not be identified by name.

Your counsellor may ask permission to record the sessions and submit written or recorded material for training purposes, such material will be edited to protect your identity and only reviewed by clinicians bound by a suitable code of ethics.

Our counsellors keep their own client information and are the data controllers of that material. Any requests in relation to that must be addressed to your counsellor, although TCS would wish to know if you were dissatisfied in any way. Please contact the TCS data controller in those circumstances. The TCS data controller is the Chair of TCS for the time being.

TCS will collect and process some personal information from you, such as your name, e-mail address and telephone number. We urge you to read our Privacy Policy on our website tenterdencounselling.org.uk for a clear description of what we will do with your data and your rights in relation to it. We are committed to protecting and respecting your privacy.

Confidentiality

All sessions are completely confidential, with the following exceptions:

- Where your counsellor has your express consent to disclose the information.
- Where your counsellor believes you are at risk of harming yourself or others.
- If required by a court of law to give evidence (e.g. in criminal proceedings)
- If following a face to face session your counsellor tests positive for Covid-19, disclosure of your identity will be made to the NHS test and trace service
- If you test positive for Covid-19 following a face to face session, you should disclose the identity of your counsellor to the NHS test and trace service

As required by the BACP, regardless of qualification, all counsellors receive regular clinical supervision to ensure that ethical standards are met and maintained.

Ending the Counselling Relationship

Counselling may be for an agreed period or open ended. However, sessions will be immediately terminated if you attend:

- Under the influence of drink or drugs.
- In a threatening or violent manner.
- If two consecutive sessions are cancelled at short notice.

Donations

You have agreed to make a donation of £ _____ for each 50-minute session and to complete a Gift Aid Declaration (if appropriate). All cheques should be made payable to Tenterden Counselling Service. We also offer payment by PayPal.

Cancellations

If your counsellor needs to cancel a session, they will give you 48 hours' notice wherever possible. If you need to cancel a session, please telephone your counsellor on You will be asked to make the agreed donation to TCS for any missed sessions when you give less than 48 hours' notice.

You have given your counsellor permission to contact you at home or by mobile if they need to.

I understand and agree to all the above

Client _____ Signature _____

Counsellor _____ Signature _____

I also agree to sessions being recorded and transcribed but understand that my identity will not be disclosed.

Client's Signature _____ Date _____