Emily Richmond

Counselling Working Agreement

Advanced Diploma Integrative Counsellor | MBACP (Reg. No. 395302)

Before we begin working together, it's important that we have a shared working agreement, so we both know what to expect. Please read the following carefully. If you agree, sign and date at the end of the form. If anything is unclear, or you'd like to talk through the agreement first, I am happy to answer questions before you sign.

About Me

My name is Emily Richmond, and I am a fully qualified BACP-registered Integrative Counsellor (Iron Mill, UK, 2018). Working integratively means I draw on a range of therapeutic approaches and adapt them to the person I'm working with, rather than applying a single fixed model. As a member of the British Association for Counselling and Psychotherapy (MBACP No. 395302), I work within the BACP's Ethical Framework, and I hold professional indemnity insurance, have completed Safeguarding training, and an enhanced DBS certificate.

I have a particular interest in Acceptance and Commitment Therapy (ACT), and in working with values, self-worth, and self-compassion. I hold a Post-Qualifying Children's and Young People's Counselling Diploma, and I work as a school counsellor at a special educational needs school. I've completed multiple training courses in working with neurodivergent adults and young people. I have worked with parents and carers for over 10 years. I understand that therapy rests on the relationship between counsellor and client, so I would always encourage you to find the counsellor who feels right for you, even if that isn't me.

Sessions

You are more likely to make progress if you can commit to regular appointments. Ideally, sessions would be weekly for the first six weeks, moving to fortnightly or another interval by agreement after that. Sessions last 60 minutes from a pre-agreed start time and are charged per session. If regular attendance is likely to be difficult for you at the moment, it's worth talking this through with me before we begin, so we can decide together whether now is the right time to start.

We'll aim to check in on how the work is going approximately every six to eight sessions, so there's a regular opportunity to review progress and agree whether to continue, change focus, or bring the work to a close.

Confidentiality

My therapeutic work is confidential. The only circumstances in which I may need to break confidentiality are:

- if I believe you are at serious risk of harming yourself
- if I believe you are at serious risk of causing serious harm to someone else
- if I believe a vulnerable adult is at risk of abuse, neglect or exploitation
- if an ongoing situation or risk of child abuse is disclosed
- if you share information about a proposed act of terrorism
- if I am compelled to do so by UK law

If any of these situations arises, I will, wherever it is safe to do so, discuss with you beforehand how and what I need to disclose. If at any point I feel you may need emergency support, I may ask your consent to contact your GP directly.

When working with young people, I require the consent of a parent or carer to begin counselling; signing this contract is taken as that consent. I maintain confidentiality with the young person themselves, as I've found this is vital to creating a safe space, and I work with families only when it's appropriate to our therapeutic

work and with the young person's consent. I discuss any need to break confidentiality with the young person beforehand wherever possible — though safeguarding always takes priority.

My work is fully supervised, but anything discussed in supervision is anonymised. Supervision exists to keep my clients safe and to support my practice and ongoing development.

Please note: I will never knowingly accept a referral from a family member, partner, or close friend of a current or former client, except in exceptional circumstances.

If You Need Urgent Support

Sessions are a protected space, but they are not a crisis or emergency service, and I am not available to respond outside my working hours (see Contact Outside Sessions, below). If you are in crisis or at risk of serious harm at any time — including outside session hours — please use one of the following:

- Emergency services: call 999, or go to your nearest A&E, if you or someone else is in immediate danger
- NHS 111 (select the mental health option), available 24/7
- Samaritans: call 116 123 (free, 24/7) or email jo@samaritans.org
- Shout: text SHOUT to 85258 (free, 24/7 text support)

We can also discuss and agree your own personal safety plan together as part of our work, if that would be helpful.

Data Protection & Records

In accordance with UK GDPR and the Data Protection Act 2018, I collect and store your personal and contact information responsibly and only for as long as is necessary. I keep brief clinical notes after each session to support the continuity and safety of our work; these are stored securely and separately from identifying information wherever possible. You are entitled to request access to the information I hold about you at any time. Full detail on what I collect, how it's stored, how long it's retained, and your rights are set out in the separate GDPR & Privacy Policy provided alongside this contract — please do read it and ask me anything that isn't clear.

Fees and Payment

Individual sessions are currently charged at £60 per session. I will always agree any change to this fee with you in advance, with at least four weeks' notice before it takes effect. Unless we've agreed otherwise in advance, payment is due at the close of each session, by bank transfer or card reader; I'll provide payment details separately from this contract.

Where agreed in advance, a reduced rate may be offered for clients in receipt of Carer's Allowance, PIP, or DLA, subject to the availability of concessionary spaces at the time of enquiry.

Financial challenges can be uncomfortable to discuss, but I would ask you to approach me if this is or becomes the case, though I may not always have a concessionary space.

Cancellation Policy

By me: If I need to cancel a session, I will give you as much notice as possible and we will find an alternative time as soon as we're able. You will not be charged for a session I need to cancel.

By you: Please give as much notice as possible for cancellations — by email, text, or voicemail (details below). Sessions cancelled with less than 24 hours' notice, regardless of the reason, are charged at your normal session rate, though this fee may be waived if the session can be rearranged within the same calendar week. This includes online sessions affected by technical difficulties at your end.

Contact Outside Sessions

I'm reachable by email (Every.Life@outlook.com), text (07938 197845), or voicemail. My working hours are Monday, Wednesday and Thursday, 11am–7pm, and I won't be able to respond outside these times — please see the section above for what to do if you need urgent support in the meantime.

I only accept contact outside of sessions for practical, administrative reasons, or occasionally to pass on information relevant to our work. I won't enter into email or telephone counselling without having agreed on this in advance. I do not accept social media requests or chat with you through those platforms, as I believe it would compromise our therapeutic relationship.

If we happen to meet in public outside of sessions, I will not approach you unless you do so first or have told me in advance that you're comfortable with that. We would not discuss the content of our sessions. We'll talk through your preference for this in our first meeting, or you're welcome to email me about this beforehand if that's easier.

Cover & Availability

If I am unexpectedly unavailable due to illness or another emergency, I will contact you as soon as I can to rearrange our session. If I'm unavailable for an extended period (for example, planned leave), I will give you as much advance notice as possible and, where appropriate and with your consent, can discuss options for interim support.

Reasonable Adjustments

As a neuro-affirming practitioner, I want our space to work for you as an individual, and I'll accommodate what I can, wherever I'm able. This might include curtains drawn or open, sitting on the floor, sitting further apart, fidgets, sensory smells or none, silence or music, and so on. You're welcome to bring items that bring you comfort (please check with me first if this is a pet.) If a walk outdoors would suit you better than sitting in the room, we can arrange that. Let me know your preferences around touch, and I'll increase or reduce the use of sand, clay, or other materials. I don't expect eye contact, and I'm entirely comfortable with silence — you can take the time you need.

Please feel free to correct me if I get something wrong in language or tone — you can raise it in session or email me if that's easier. We can revisit these preferences at any point; they aren't fixed.

Ending Our Sessions

You're entitled to end this contract at any time. If you decide not to continue, I'd ask that you give 48 hours' notice in line with the cancellation terms above. You'll be invoiced by email for any outstanding fees.

BACP Ethical Framework

As a registered member of the BACP, I am bound by the Ethical Framework for Counsellors and Psychotherapists and am subject to its complaint procedure. Please ask if you'd like more information about this, or a copy of the complaint procedure.

Please sign and date below to confirm that you agree to the terms of this working agreement. The signing of this document begins our working agreement.

Client Details

Full name (please include preferred pronouns):

Date of birth:

Address:

Signature:

Date:

Where the Client is Under 18

Parent / Carer details

Full name:

Relationship to young person:

Contact details:

Signature (consenting to counselling on behalf of the young person):

Date:

Young person's details

Full name (please include preferred pronouns):

Date of birth:

Signature:

GP Details (optional, but helpful in an emergency)

GP name:

Surgery address / telephone number: