



# Counselling Contract



June 2026

# About Counselling



Counselling is the opportunity for you to talk to someone non-judgemental in a private and safe space.

**Type of Counselling** - Our counsellors are Person-centred trained, but may also use other approaches and techniques to give you the opportunity to explore your thoughts and feelings.

**Purpose** - To help you to reach the unique goals you wish to set. For example, you may hope to understand yourself more, feel better or find a way through a difficult situation. Your counsellor will work together with you to understand what you would like to gain.

**Creative** - Some of our counsellors may offer creative ways to help you express yourself, including art, activities and games. You can decide if you wish to use these.

**Professional** - All of our Counsellors are either registered members of the British Association of Counselling and Psychotherapy (BACP) or an equivalent Governing Organisation and have agreed to adhere to the BACP Ethical Framework for the Counselling Professions.

**Your Choice** - Counselling is most helpful when it is your choice to attend and when you decide what you wish to share. Therefore, counselling will only be offered if you feel comfortable taking part.

**What to Expect** - While most people have positive experience of counselling, it's important to be aware that the process can sometimes feel difficult, particularly when seeking support for challenging life events or if something about counselling doesn't feel right for you.

**Let Us Know Your Views** - Please let your counsellor or a member of the team know if you are struggling or feeling uncomfortable within your counselling for any reason.

# What to Expect continued...



**A Weekly Appointment** - Up to 50 minutes with the same counsellor, on the same day, time & location.

**Usually up to 10 Sessions** - You may wish to have less. You may also be able come back for a further 10 sessions after a 3-month break.

**Some School Holiday Appointments** - We may be able to offer appointments during holidays at some venues. We will discuss closures with you in advance.

**Qualified Counsellors** - You can work with a Qualified Counsellor or Counsellor in training. You will be given a choice to only work with a Qualified Counsellor if this is important to you.



**Providing Evidence** - Something we cannot provide is information to evidence your difficulties to a 3<sup>rd</sup> party (eg. GP, School or Family Court) except where we are required to do so by law or to aid in safeguarding.

**Professional Boundaries** - You might find it helpful to talk with your counsellor about what you'd like to happen if you see each other outside of Just Drop-In. Your counsellor is likely to have other roles within the charity, so you may see them in different situations around the building or at events. If you ever feel unsure, or have any questions about this, you can talk it through with your counsellor.

# What We Need You To Do



**Read** - our privacy notice and read & sign this leaflet. Your counsellor will be able to help if you have any questions.

**On Time** - Arrive and leave on time for appointments.

**Keep in touch** - Let Just Drop-In know if you cannot come to counselling for any reason. If you do not let us know, then the session that's missed will be taken off the allocated number.

**Attend Regularly** - To get the most from your counselling, you should aim to attend each session. This can help you and your counsellor to build a trusting relationship where you can feel safe and confident discussing your worries.

**Let Us Know What You Think** - You can do this at any point but we will also check in with you at the halfway point and at the end so you can share your feedback.

**Be Aware** - The counselling process benefits from a strong relationship between you and your counsellor and a degree of effort and commitment on your part. Counselling is not a quick fix, and your counsellor will not be able to tell you what to do.

**Consider If You Can Attend** - You will be unable to have a counselling session if you are under the influence of drugs or alcohol. We would also discourage you from attending counselling if you are physically unwell in a way that is affecting your concentration.

**Let Us Know If You Wish To Stop** - You can decide to end sessions at any time. Please do your best to let us know if you want to stop. You can tell us in person, phone, email or via text.

# Confidentiality



The fact that you are having counselling, and what you talk about is private between you, your counsellor and Just Drop-In.

**“Need to Know”** - To make sure the Just Drop-in team can help you in the best and most effective way, the team may share your information with other colleagues at Just Drop-In on a "need to know" basis.

**Supervision** - Your counsellor will also have meetings with an independent supervisor to discuss their work with you. This supports them to work in a safe and ethical way, and they do not share your identifiable information.

**Limits to Confidentiality** - Your Counsellor may need to pass on information you have shared with someone outside of Just Drop-in (with or without your permission) if:

- They have reasonable cause to believe that you or someone else is at risk of significant harm.
- They receive information that relates to a serious criminal offence such as a terrorism, drug trafficking, proceeds of crime or money laundering.

**Next Steps** - We'll always make every attempt to collaborate with you about any safeguarding actions we need to take and share information with appropriate adults and services where absolutely necessary.

**Notes** - Counsellors will make some notes during your sessions. These notes will NOT include identifiable information. HOWEVER, it is necessary to store these notes in a way that links to who you are. You (as the client) are allowed access to these notes and can speak to your counsellor about this at any time.

**You Can Take Home Your Work** - You may choose to take any creative work made during counselling home with you. If artwork is not taken home, we will dispose of these after counselling has ended to keep the work private.

# Concerns and Complaints



Please let a member of the Just Drop-in Team know if you are not getting what you expect from us so that we can do our best to make things right.

You can talk to your counsellor if you have any concerns, or you may feel more comfortable speaking to our Counselling Manager. You can do this in person, or by telephone or email.

**BACP Get help with counselling concerns** – If your counsellor is a member of the BACP, you may prefer to speak directly with this BACP service who work to provide information and guidance to help you make sense of what you think has gone wrong and discuss what to do next.

**You can phone:** 01455 883330 option 2 or 07811 762256 (available from Monday to Thursday, 10am to 4pm. Calls limited to a maximum of 30 mins).

**You can email:** [gethelp@bacp.co.uk](mailto:gethelp@bacp.co.uk)

You can find out more about this service at [www.bacp.co.uk/about-therapy/get-help-with-counselling-concerns-service/](http://www.bacp.co.uk/about-therapy/get-help-with-counselling-concerns-service/)



**Please sign to confirm you have read, understood, and agree to the information in this contract:**

**Your Full Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**If you have any questions, please keep in touch: 01625 665 079 | [hello@justdropin.co.uk](mailto:hello@justdropin.co.uk)**