JUST DROP-IN

HELPING YOUNG PEOPLE FIND THEIR FEET

# Counselling Contract



bacp collective mark | Accredited Service

(12-25 years of age) November 2026 Version

# About Counselling

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

**Type of Counselling** - We use a humanistic approach, which includes Person-Centred Counselling, Art Therapy and Play Therapy. This means your counsellor will support you to lead the sessions and respect you as a unique and valued individual.

**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 take part in 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 a positive experience of counselling, it's important to be aware that the process can sometimes feel difficult. This is particularly when seeking support for challenging life events or when 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.

**Up to 10 Sessions** - If you miss up to 2 appointments, for example because you're on holiday, have other plans, are unwell, or forget to attend, you'll still be able to have all 10 sessions. This means we can offer up to 12 appointment slots in total. If your counsellor or the venue is not available, this will not count as one of your 10 sessions.

**Choice** - You might choose to finish counselling before completing all 10 sessions. Or if you need more support in the future, you may be able to return for a further block of up to 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 venue 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 3rd 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** - **Text 07718 425405** to let Just Drop-In know if you cannot come to counselling for any reason. If you miss 2 appointments in a row and do not contact us, we will close your counselling support and offer the appointment space to another young person. If you are finding it difficult to attend, please let us know so we can discuss your options.

**Attend Regularly** - To get the most from your counselling, you should aim to attend every session. This can help you and your counsellor to build a trusting relationship where you can feel safe and confident to share things about yourself and your life.

**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 benifits 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 their beneficiaries. 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 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 only share information with appropriate adults and/or 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 beneficiary) are allowed access to these notes and can speak to your counsellor about this at any time.

**Creative Work** **-** During counselling, including art therapy, your counsellor can safely store any creative work you make. At the end of counselling, your counsellor will discuss with you whether you would like to take your work home. Alternatively, with your agreement, we will securely dispose of any creative work to protect your privacy.

# 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 883330/07811 762256
(Mon-Thu, 10am-4pm. Calls limited to a max of 30 mins).
**You can email:** 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/

**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:**

**Phone :** 01625 665079
**Text :** 07718 425405
**Email :** hello@justdropin.co.uk