

# Counselling Service Level Agreement (SLA)

Counselling Services Provider: **West End Impact**

Date effective from:

## Statement of Service

Our service is available to all regardless of gender, sexuality, nationality, disability, age, racial origin and cultural or religious beliefs. Counselling is an opportunity to discuss and explore issues that concern the client/beneficiary. This is in the company of a certified counsellor, who offers the time and space to reflect, be heard and supported and not judged. It is not advice. A counsellor will not tell you what you should do, but instead, will work with you to find ways of coping with your difficulties or issues. The therapeutic relationship between a counsellor and their clients is a professional relationship with boundaries and responsibilities.

All counsellors work in accordance with the BACP (British Association for Counsellors and Psychotherapists) ethical framework. The BACP Ethical Framework for the Counselling Professions 2018 is filed in the office for reference or accessed online by visiting [www.bacp.co.uk](http://www.bacp.co.uk).

## 1. Service Description

1.1. This Service Level Agreement (SLA) is between West End Impact (WEI) and the Client (or beneficiary). It recognises the customer as the client who is receiving counselling services, and the service provider as WEI represented by the counsellor.

1.2. The counselling service provided by WEI aims to offer one to one counselling for individuals who are in need and meet the eligibility criteria defined by WEI.

## 2. Scope of Service

2.1. Counselling sessions will be conducted in a professional and confidential manner, adhering to ethical and legal standards. WEI will provide the counsellor (either qualified or whilst completing their qualifying hours) who will offer their expertise and guidance in accordance with their professional capabilities and obligations.

2.2. The client/beneficiary is encouraged to actively participate in the counselling process, attending scheduled sessions, and engaging with the counsellor during the sessions.

2.3. The same depth of engagement and conversation is **not** expected outside of the arranged counselling sessions.

## 3. Confidentiality

3.1. WEI and its counsellors will maintain strict confidentiality regarding their client's information and the content of the sessions, except as required by law or when there is a substantial safeguarding risk to the client or others, and their safety. Some parts of what is discussed in sessions may be discussed (with anonymisation) in supervision.

3.2. During your introductory meeting it may be necessary to disclose some medical information, diagnosis, disabilities, previous therapy accessed and any other necessary information.

## 4. Service Hours and Session Structure

4.1. Counselling sessions will be arranged and scheduled by mutual agreement between the client and the counsellor. This will normally be weekly or fortnightly.

4.2. Most clients are expected to complete their counselling journey within the first 10 sessions, after which ongoing support will be agreed between the counsellor and the client.

In some cases, counselling may continue beyond the initial 10 sessions. A maximum of 30 sessions may be provided, delivered over a period of no longer than one year. A review between the counsellor and beneficiary to discuss their progress and need for further counselling sessions will include the option to take breaks between 10 sessions.

4.3. Alternative arrangements can be made with the counsellor in consultation with the lead practitioner.

## 5. Fees and Payment

5.1. The counselling services offered by WEI are subject to a suggested fee of £5 per session for eligible clients/beneficiaries.

5.2. The £5 fee and additional donations are voluntary contributions and will be used to further support the counselling services, the charity's mission, and its charitable work in mental health and wellbeing.

5.3. One counselling session currently costs WEI between £35 - £95. Therefore, more than 30 sessions may be possible at a suggested fee of £35 for each session thereafter.

5.4. Payments should be made by bank transfer using the charity's bank details: **West End Impact / 51337505 / 40-33-15** using the reference 'Counselling' or CASH payments can be accepted in a sealed envelope addressed to 'West End Impact Treasurer – Counselling'.

## 6. Termination of Services

6.1. Either the client or WEI may terminate counselling services with reasonable notice. If you do not attend and do not communicate with the counsellor or WEI for 3 consecutive weeks, we will usually terminate any further counselling session.

6.2. WEI reserves the right to terminate services if the client's behaviour poses a danger to themselves or others or if the client fails to meet the agreed-upon expectations or guidelines. This decision will be made at the discretion of the counsellor and WEI.

## 7. Records and Data

7.1. WEI will maintain accurate and secure records of counselling sessions in accordance with legal and ethical standards, ensuring the strict privacy and confidentiality of client information as appropriate. The full GDPR policy is available on our website: [www.westendimpact.org.uk](http://www.westendimpact.org.uk)

7.2. West End Impact will keep brief notes of the initial assessment, counselling sessions, and reviews. As well as a record of your contact details, your GP, an elected emergency contact, and other services or agencies you are connected to.

7.3. In accordance with GDPR, clients have the right to request access to their personal data in writing, which we will endeavour to release to you within 4 weeks of the initial request.

7.4 All personal data will be destroyed after 7 years of documenting.

## 8. Complaints and Feedback

8.1. WEI welcomes feedback and is committed to addressing any complaints or concerns from clients promptly and professionally. Communication regarding complaints and concerns or feedback can be made via our office email, [info@westendimpact.org.uk](mailto:info@westendimpact.org.uk).

8.2. Clients are encouraged to provide feedback and report any issues to the charity's designated points of contact: Michael Kohl and Tracy Kohl, the Founding Managers of West End Impact. Or Michael Kohl and Emma Wareing, the Safeguarding leads. Or Mary Gibson our safeguarding Trustee. Via the following respective email addresses: [michael@westendimpact.org.uk](mailto:michael@westendimpact.org.uk), [tracy@westendimpact.org](mailto:tracy@westendimpact.org), [emma@westendimpact.org](mailto:emma@westendimpact.org), [marygibson2001@gmail.com](mailto:marygibson2001@gmail.com).

## 9. Amendments to the Agreement

9.1. Any changes or amendments to this SLA must be made in writing and agreed upon by both WEI and the client before sessions resume.

## 10. Signatures and Contact Information

By signing below, all parties acknowledge that they have read and understood this SLA and agree to abide by its terms and conditions.

Client's Name		Telephone	
Address			
Email			
Date of Birth		Signature	
Emergency Contact		Telephone	
GP's Name		Telephone	

Counsellor's Name		Telephone	
Email		Signature	