



Jenn Taylor - Confusion to Clarity

Working Agreement

Date: 24 September 2026

Introduction

This agreement sets out how we will work together. It applies to counselling, coaching, or an integrated approach that includes elements of both. Its purpose is to make the practical and professional boundaries of our work clear while leaving room for the work itself to be collaborative, responsive and human.

How we will work together

Counselling offers a confidential and supportive space to explore your thoughts, feelings, experiences and relationships. This may include making sense of past experiences, understanding patterns, increasing self-awareness and exploring emotional difficulties.

Coaching is generally more focused on where you are now, where you would like to be and what may help you move towards that. It may include clarifying goals, exploring obstacles, developing confidence and creating meaningful change in your personal or professional life.

Sometimes our work may move naturally between counselling and coaching. We will talk about this together so that you understand the focus of the work and can decide what feels useful to you.

Both are collaborative. I will not tell you what decisions to make or how to live your life. My role is to offer a respectful, reflective relationship in which you can explore what is happening for you and develop your own understanding, choices and direction.

Counselling and coaching do not replace medical, psychiatric, legal or financial advice. I do not diagnose medical or mental health conditions or prescribe treatment. If either of us feels that another service or professional may be better placed to support you, we can discuss this and, where appropriate, I may offer signposting.

Sessions

- Sessions are usually 50 minutes long unless we agree otherwise.
- Sessions are usually online using Google Meet. Telephone sessions are also available. Where we agree to meet in person, the location will be confirmed in advance.
- How often we meet will be agreed upon together and can be reviewed as your needs or circumstances change.

Our sessions will focus on the areas we agree to work on together. If you ask me to undertake additional work outside sessions, such as reports, Access to Work support, document review, attending meetings or

liaising with a third party, any additional fee will be discussed and agreed before I undertake the work.

I may end a session if I believe that you are unable to engage safely or meaningfully at that time, including if you are under the influence of alcohol or non-prescribed drugs.

Fees and Payment

I operate a sliding scale of £40 to £70 per 50-minute session. You choose a fee within that range that reflects your current financial circumstances. If your circumstances change, we can discuss this together and agree on what is sustainable.

Payment is requested within 24 hours of each session and can be made by bank transfer or Stripe. If payment remains outstanding, I may pause future appointments until the balance has been settled. If payment is becoming difficult, please talk to me so that we can discuss it.

Cancellations, lateness and missed sessions

Please give me as much notice as possible if you need to cancel or rearrange a session. I understand that illness, emergencies and unexpected things happen, and I do not charge a session cancellation fee for cancelled or missed sessions.

Regular attendance does, however, help us maintain continuity in our work together.

If an in-person appointment is cancelled with less than 24 hours' notice and I have already paid for the room, the £15 room hire cost remains payable. This is not a cancellation fee, but reimbursement of a cost I have already incurred.

If three consecutive sessions are cancelled or missed, I will suggest that we pause our work and talk about whether continuing at this time is right for you. Where appropriate, we can also discuss other services or support that may better meet your needs.

Sessions finish at the agreed time, even if you arrive late. If you have not arrived within 15 minutes and have not contacted me, I will normally close the session and treat it as a missed session.

If I need to cancel, I will give you as much notice as reasonably possible and offer another appointment where I can.

Contact between sessions

Between-session contact is normally for practical matters such as arranging, cancelling or rescheduling appointments, unless we have specifically agreed on something different as part of our work.

You can contact me by phone, email or WhatsApp. I aim to respond within 24 working hours, although this may occasionally take longer during holidays or periods of leave. Email, WhatsApp and text cannot be guaranteed to be completely secure, so please consider what personal information you send using them.

I do not provide counselling or coaching through social media messages, and I will not accept or initiate friend or follow requests with current clients on my personal social media accounts.

Confidentiality

What you share with me is treated as confidential. Confidentiality is important to our work, but it is not absolute. There may be circumstances in which I need to share information, including where I have serious concerns about a risk of harm to you or another person, where there are safeguarding concerns involving a child or an adult at risk, or where disclosure is required by law or a court.

Wherever it is possible and safe to do so, I will try to discuss this with you before sharing information. If

information does need to be shared, I will aim to share only what is necessary.

Safety and safeguarding

Your safety may sometimes become part of our work together. This might include concerns about abuse, neglect, coercion, exploitation, self-harm, or the safety of another person. You can choose what you feel able to share with me, and we can explore concerns about safety together.

If I become concerned that you or someone else may be at serious risk of harm, or that there is a safeguarding concern involving a child or an adult at risk, I may need to consider whether information should be shared with another person or service. Wherever possible, I will discuss this with you first.

The limits of confidentiality are explained in the Confidentiality section above.

Urgent support

My practice is not an emergency or crisis service, and I cannot guarantee that I will see or respond to messages urgently.

If you are in crisis, feel unable to keep yourself safe or need urgent support, please contact your GP, NHS 111 and select the mental health option where available, your local Mental Health Crisis Team, or Samaritans on 116 123. If you or someone else is in immediate danger, call 999 or attend your nearest Accident and Emergency Department.

Supervision and professional practice

I undertake regular professional supervision as part of safe and ethical practice. I may discuss our work in supervision, but identifying information is kept to a minimum, and the purpose is to support the quality, safety and ethics of my work.

I work within the ethical frameworks of the British Association for Counselling and Psychotherapy (BACP) and the European Mentoring and Coaching Council (EMCC), alongside the requirements of UK law. I maintain professional indemnity insurance, enhanced DBS and undertake continuing professional development.

Your information and records

I keep brief records relating to our work together. These may include your contact details, attendance, session notes, payment information, and any relevant health or medical information that you choose to share with me. Where appropriate for your safety, I may also hold details of your GP and an emergency contact.

Your information is stored securely and handled in accordance with UK GDPR and the Data Protection Act 2018. Records are kept for as long as required by my professional, insurance and legal obligations and are then securely destroyed.

I am registered with the Information Commissioner's Office (ICO) as a data controller. My registration reference is ZC137191.

Further information about what personal information I collect, why I collect it, how it is used and stored, how long it is retained, and your data protection rights can be found in my Privacy Notice.

Online and telephone sessions

For online or telephone sessions, we both agree to take reasonable steps to protect privacy. Where

possible, please join the session from somewhere private and safe where you are comfortable speaking freely.

For safeguarding reasons, I may ask where you are at the start of an online or telephone session.

Sessions must not be recorded, transcribed or processed using AI, automated note-taking, transcription or meeting-assistant tools unless we have discussed this in advance and both have agreed to it in writing. I will not use these tools in our sessions without your knowledge and explicit agreement.

If a video session is interrupted by a technology failure, I will normally try to reconnect and, where we have agreed this is suitable, we may use the telephone or other method as a backup.

If we meet outside our sessions

Because we may live, work or spend time in some of the same communities, there is always a possibility that we might come across each other outside our sessions.

If this happens, I will usually leave it to you to decide whether you want to acknowledge me. This is simply to protect your privacy. I won't tell anyone that I know you through counselling or coaching, or discuss anything about our work together.

There may occasionally be other situations where our lives or communities overlap. If this happens, we can discuss anything that may affect our work together and agree on how best to manage it while maintaining your privacy and the boundaries of our professional relationship.

Feedback and the limits of our work

Feedback is welcome throughout our work. If something feels particularly useful, uncomfortable or unhelpful, I encourage you to tell me. Conversations about what is happening between us can themselves be an important part of the work.

I will work with you professionally and to the best of my ability, but I cannot promise or guarantee a particular outcome. Change is affected by many things, both within and outside counselling or coaching.

Ending our work

Either of us can decide to end our work together. Where possible, I encourage us to talk about the ending and, if appropriate, have a final session so that we can reflect on the work and bring the relationship to a thoughtful close.

I may decide to pause or end our work if:

- fees remain unpaid;
- we are repeatedly unable to work within the arrangements set out in this agreement;
- I believe another service or professional would be better able to meet your needs; or
- continuing our work would no longer be safe, ethical or appropriate.

Where possible, I will discuss this with you and consider appropriate alternatives or signposting. Any outstanding fees remain payable after our work ends.

Concerns and complaints

If you are concerned about any part of our work together, I encourage you to raise it with me where you feel able to. I would like the opportunity to understand what has happened and see whether we can resolve it together.

If you remain dissatisfied, you may use the complaints procedure of the relevant professional body.

- Counselling: BACP Individual Member 01028981
- Coaching: EMCC Member 02119562

The agreement between us

This Working Agreement records the basis on which we have agreed to work together. If we agree to change any of these arrangements, we will discuss the change and confirm it in writing.

If any part of this agreement is found to be invalid or unenforceable, the remainder of the agreement will continue to apply.

Your agreement

By signing below, you confirm that:

- you have read and understood this Working Agreement and have had the opportunity to ask questions;
- you understand whether our work is counselling, coaching or an integrated approach, and that this may be reviewed together;
- you understand the limits of confidentiality described above;
- you understand that counselling and coaching do not replace medical, psychiatric, legal or financial advice;
- you understand that I cannot guarantee a particular outcome;
- you remain responsible for the decisions and actions you choose to take; and
- either of us may end our work together.