

## CROSSWAYS COUNSELLING SERVICE

### GUIDELINES

#### WHAT IS CROSSWAYS COUNSELLING SERVICE?

Crossways is a professional, confidential counselling service which aims to help individuals aged 18 and over, couples and young people aged 11-18 living in the Haslemere area. It was founded in 2000, is a registered charity, and is a member of the British Association of Counselling and Psychotherapy (BACP) and abides by their code of ethics and practice for counsellors.

This leaflet is to help you remember what was agreed at your initial assessment and to understand what counselling offers you and the commitment involved.

#### WEEKLY SESSIONS

Counselling is a shared working process, which asks for commitment from you and your counsellor. Crossways offers you weekly face to face sessions with the same counsellor at the same time and place. The total number of sessions depends on the issues to be worked on and will be decided and then reviewed by you and your counsellor from time to time.

Each session will last for 50 minutes. It will start and finish at the agreed time – and it cannot be changed if you are late, as your counsellor may be seeing someone else following your appointment.

We currently offer appointments on Wednesday mornings and Monday and Wednesday evenings, and we are based at

The Link Community Hub  
Derby Road  
Haslemere  
GU27 1BS

Please ensure that your mobile phone is switched off prior to commencing a session so that we can fully focus on our work together.

#### WAITING LIST

Once we have your signed agreement back, we will provide you with a telephone number to call our intake counsellor to arrange an initial assessment by phone. Following the assessment, we will do all we can to offer you weekly face to face appointments with a counsellor as soon as possible. However, there are times when we have a waiting list and so there may be a gap before regular counselling can begin. The counsellor who will be working with you will contact you to offer a date and time as soon as one becomes available. The more flexible you can be with your availability the sooner we will be able to allocate you – the waiting list is longer for evening appointments than daytime ones.

#### THE COST

Crossways is a charity, and we need your support to meet training and administration costs. Although counsellors give their time freely, each session costs us £45. A normal minimum contribution would be in the range of £15-20. If this is genuinely unaffordable it will be possible to negotiate. We turn no-one away due to lack of funds. Contributions may go up or down if your circumstances change, and you can review your arrangement with your counsellor regularly if this is helpful. You can currently pay by BACS (Lloyds 01489450, 30-93-94 quoting your client reference number) but we will shortly be using a card reader at each session. A fee is charged for the assessment session – it will be the same amount as you negotiate for your regular counselling sessions.

## CANCELLATIONS

As part of your commitment to the counselling process it is important to attend all the sessions (on a weekly basis) agreed with your counsellor. He or she will be making a commitment to be present with you and will tell you in advance if for any reason they are going to be away for a session. It is important that you also negotiate known absences well in advance, and that they are kept to a reasonable minimum. Your counselling hour cannot be used for anyone else whilst it is allocated to you. We recognise that occasionally a session must be cancelled unexpectedly; however, unnegotiated missed sessions will normally incur the full fee. If you need to cancel your counselling session at short notice (on the day or evening of your session), please also leave a message on your counsellor's work mobile which he or she will give you.

## THE COUNSELLORS

Counsellors at Crossways have undertaken a 3- or 4-years training at Post Graduate level, and some have further training. They are accredited or working towards accreditation with BACP or UKCP. In addition, we offer placements to carefully selected students in their final year of training. All our counsellors have themselves experienced long- term therapy and are required to attend regular supervision with a qualified clinical supervisor. They are all DBS (enhanced) checked. We have 12 Counsellors working for us.

## CONFIDENTIALITY

Crossways offers you a confidential service. This means that information given by you will only be shared during your counsellor's supervision sessions. However, you will remain anonymous – you will not be referred to by name.

The only exceptions to this are:

Any breach/proposed breach of the Surrey Child Protection or Vulnerable Adults Procedure that you disclose to your counsellor.  
Any planned serious harm to self or another  
Offences under the Terrorism Act or GDPR

Even in these cases Crossways will work with you and make every attempt to obtain your permission first.

Counsellors are sometimes asked by clients, their solicitors, the police or the courts for access to client records. We are not trained in specialist areas of diagnosis or social work assessment and the notes we take about sessions are brief. They are not suitable as evidence in legal proceedings, and we reserve the right to resist legal requests to produce records in court. This is to protect our duty of confidentiality to our clients, and to protect our reputation as a provider of confidential counselling and relationship support. We can in some circumstances and with client permission provide dates and number of sessions attended.

If you have any questions about your counselling, you may raise them with your counsellor, or by telephoning the Crossways office on 07946596337. You can also write to the Director (Jane Saunders) at:

Crossways Counselling Service  
The Link Community Hub  
Derby Road  
Haslemere  
GU27 1BS

e-mail – [jane@crosswayscounselling.org.uk](mailto:jane@crosswayscounselling.org.uk)

We will always aim to resolve whatever is concerning you as efficiently and courteously as possible, and we request that you respond in the same way.