



Counselling Information

About My Practice

I am a therapeutic counsellor and counselling supervisor offering private clinical work on a subcontract basis. I have 13 years of experience working within agencies and independently with children, young people, young adults and adults across a wide range of ages, genders and sexual orientations. I work both online and face-to-face and I am based in Hucknall, Nottinghamshire.

Type of Work

I provide both short-term and long-term counselling, accepting referrals from agencies as well as individuals who contact me directly. I work with presenting concerns, ranging from low-level concerns to complex cases, including those that other services may struggle to accommodate due to resource limitations, waiting lists, or specialist needs.

As an independent practitioner, I can offer a level of flexibility and responsiveness. This includes bespoke contractual arrangements with agencies and individuals, and the ability to adapt the work to the needs of clients and/or organisations.

Counselling Approach

My core training is in Person-Centred Therapy, a humanistic approach that places the individual at the centre of the therapeutic process. This approach emphasises empowerment, autonomy and freedom of choice, including how clients choose to use their time in therapy.

Short-term counselling can offer a focused introduction to therapy, help clients navigate a specific period of difficulty, or act as a stepping stone into longer-term work. Longer-term counselling allows for deeper exploration and sustained personal development. Counselling does not "fix" problems, but it provides a stable, consistent foundation from which individuals can begin making meaningful changes when they feel ready.

Professional Membership

I am an accredited registrant member of the National Counselling and Psychotherapy Society (NCPS) and the British Association for Counselling and Psychotherapy. I adhere to their professional code of ethics.

NCPS No. NCS22-00211

BACP No. 00716394

Wait Times

I don't like individuals having to sit on waiting lists for support, so I aim to offer an initial appointment and respond to enquiries within two working days. This excludes planned annual leave and public holidays.

Assessments

Depending on the circumstances, an assessment may be required before counselling begins. This may be completed verbally or in written form.

Duration & Cost

The fee that we have negotiated is £25 per 60-minute session, which includes onboarding, administration, and any necessary documentation before, during or after the work.

Bank Account Details

My bank details are:

Name of Bank: **Starling Bank**

Name of Account Holder: **Benjamin Wright**

Sort Code: **60-83-71**

Account Number: **01388473**

I will kindly request that before the session begins that payment is made. Our sessions might not be able to start unless full payment for that session has been made.

Did Not Attend (DNA) Procedure

If a client does not attend a scheduled session, I will attempt to contact them five minutes after the session start time to ensure their wellbeing. In online work, connection issues can occur, and I will take reasonable steps to re-establish contact.

If no response is received and no alternative arrangements have been made within 15 minutes of the session start time, the session will be considered missed.

Between the missed session and the same time, the following week, I will make further attempts to contact you. If I am not successful, I will assume that you do not wish to continue working together and sessions will end. No further contact will be made.

Confidentiality

I maintain a strict level of confidentiality in line with professional and ethical standards set by the National Counselling and Psychotherapy Society (NCPS).

Confidentiality may be extended only when:

- The client poses an immediate risk to themselves or others
- There is a legal obligation to disclose information
- Safeguarding concerns arise

Information is discussed anonymously only within professional supervision, which is independent of any organisation and funded by Wright Counselling and Supervision Service.

Mutual Agreement & Contracting

Clients may choose between a verbal or written counselling contract. Many value the trust and respect inherent in verbal contracting.

Complaints

If you're not happy with the service you've received, I'd really welcome a conversation about what's going on for you. Talking it through together gives us the best chance to understand the issue and make any changes that might support you moving forward.

If you feel unable to resolve the concern with me directly, you are fully within your rights to contact the National Counselling and Psychotherapy Society and share your concerns with them.

GDPR Privacy & Data Protection Statement for Counselling Agreement How your information is used and protected

As part of providing counselling, I need to collect and store certain personal information about you. This statement explains what I collect, why I collect it, how it is stored, and your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

1. What Information I Collect

I may collect:

- Your name, contact details, and emergency contact information
- Relevant background information you choose to share
- Session notes (brief, factual notes to support your care)
- Administrative information such as invoices or appointment records

I only collect information that is necessary for providing a safe and effective counselling service.

2. Why I Collect This Information

Your information is used for:

- Providing counselling and maintaining professional records
- Contacting you about appointments or service updates
- Ensuring safety and fulfilling legal or ethical obligations

I do **not** use your information for marketing or share it with third parties for commercial purposes.

3. How Your Information Is Stored

Your data is stored securely in encrypted digital files and/or locked physical storage. Only I have access to these records. I retain counselling records for the period required by my professional body and insurer, after which they are securely destroyed.

4. When information may be shared

Everything you share is confidential. Information will only be shared without your consent if:

- There is a serious and immediate risk of harm to you or someone else
- I am required to do so by law (e.g., safeguarding, court order, terrorism or money-laundering legislation)
- I discuss my work in professional supervision (your identity is protected)

Where possible, I will approach and discuss this with you first.

5. Your Rights Under GDPR

You have the right to:

- Access the personal data I hold about you
- Request corrections to inaccurate information
- Request deletion of your data (where legally possible)
- Restrict or object to certain types of processing
- Withdraw consent for contact or communication

To exercise these rights, you can contact me at any time.

6. Data Controller

I act as the Data Controller for your information. If you have concerns about how your data is handled, you can raise them with me directly. You also have the right to contact the Information Commissioner's Office (ICO) to which I am a member of.

ICO Reference: ZC065313

(This document is for information purposes only about Wright Counselling and Supervision Service and does not constitute a contract or mutual agreement.)

We can go through any questions or queries that you have relating to this information guide if you need some guidance.

Large print and a recorded version of this document are available.

Counsellor & Practice Information:

Benjamin Wright

Dip.co.MNCPS(Acc), BSc, PG. Dip, MBACP



Company: Wright Counselling & Supervision Service (WCSS)

Counselling Since: 2013

Counselling Membership Body: National Counselling & Psychotherapy Society (NCPS) British Association for Counselling & Psychotherapy (BACP)

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