



Counselling Boundaries Policy

Clear professional boundaries that protect clients, practitioners and the integrity of therapeutic work.

LILYANNE'S WELLBEING POLICY

PROFESSIONAL PRACTICE • SAFETY • TRUST • ACCOUNTABILITY

Live policy

Effective September 2026 • Review by September 2027

Document control

Document owner	Clinical Lead
Applies to	Counsellors, trainees, supervisors, volunteers and anyone delivering one-to-one therapeutic support
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Effective date	September 2026
Next review	September 2027, or sooner if required

This is a live LilyAnne's Wellbeing policy. It applies from September 2026 and should be read alongside the related policies and procedures identified in this document.

Purpose

This policy defines the professional boundaries expected in counselling and therapeutic support delivered for LilyAnne's. Boundaries create clarity, safety and trust; they must be explained in accessible language and reviewed when circumstances change.

Professional role and competence

Practitioners work only within their training, competence, role description, insurance and supervision arrangements. They must not diagnose, prescribe, provide legal advice or present a non-clinical service as specialist treatment.

- Maintain appropriate professional membership or registration where the role requires it.
- Use supervision regularly and seek advice before acting beyond ordinary practice.
- Declare conflicts, limitations and any concern about fitness to practise.

Contracting and informed agreement

Before work begins, the practitioner and client agree the service purpose, session format, duration, frequency, fees if any, confidentiality, records, cancellations, contact arrangements and how either party may end the work.

- Provide information in a format the client can understand.
- Explain that consent is ongoing and may be revisited.
- Record agreed reasonable adjustments and communication preferences.

Time, place and communication

Sessions take place at agreed times and through approved locations, numbers, accounts and systems. Contact outside sessions is limited to practical arrangements, agreed wellbeing checks or a documented safeguarding response.

- Do not offer 24-hour availability or imply an emergency response.
- Do not use personal social-media accounts to connect with clients.
- Use approved organisational channels; avoid personal devices or accounts unless specifically authorised and secured.
- Late arrival, cancellation and missed-session arrangements follow the current attendance policy.

Dual relationships and conflicts

Practitioners should avoid relationships that could impair judgement, exploit trust or confuse the professional role. Where community overlap is unavoidable, the risk is discussed in supervision and managed transparently.

- Do not enter sexual or romantic relationships with current clients.
- Do not use the relationship for personal, financial, political or organisational advantage.
- Gifts are considered cautiously, recorded where appropriate and discussed in supervision if value or meaning may affect the work.
- Physical contact is never assumed and requires clear consent, professional justification and sensitivity to trauma and culture.

Confidentiality and its limits

Client information is confidential within the agreed circle of confidentiality. Before work begins, clients are told about supervision, secure record keeping and foreseeable limits.

- Information may be shared with consent.
- Without consent, disclosure requires a lawful and ethically justified basis, such as safeguarding, serious risk, a court order or another legal duty.
- Share only what is necessary, with the appropriate person, and record the decision and rationale.
- Anonymise material used in supervision wherever practicable.

Records and digital boundaries

Records must be factual, adequate, relevant, secure and stored in the approved client-record system. Practitioners must not place identifiable client information into unapproved AI tools, personal note applications or consumer messaging services.

Supervision and accountability

Supervision is a core safeguard, not a substitute for management or emergency action. Practitioners use it to consider ethics, risk, boundaries, competence, endings and the impact of the work. Supervisors maintain appropriate records.

Endings, referral and complaints

Endings should be planned where possible. Abrupt or practitioner-led endings require a clear rationale, proportionate notice, risk consideration and suitable signposting. Clients are told how to raise concerns or complaints without affecting their right to respectful support.

Related documents and references

- Equality Act 2010 - legislation.gov.uk/ukpga/2010/15/contents
- Data Protection Act 2018 and UK GDPR - ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/
- LilyAnne's Wellbeing Safeguarding Policy and Privacy Notice.
- BACP Ethical Framework for the Counselling Professions - bacp.co.uk/events-and-resources/ethics-and-standards/
- BACP guidance on confidentiality and record keeping - bacp.co.uk/media/20401/bacp-confidentiality-and-record-keeping-crp-gpia065-jan24.pdf