

Starting Point Therapy

A Starting Point for Change

Client Policies and Therapy Agreement

Client-facing policies for email sharing. Please read before assessment or therapy and ask any questions before signing or confirming agreement by email.

Practitioner	Layla Lewis MSc, MSc-qualified CBT Practitioner
Contact	startingpointtherapies@outlook.com
Service	CBT-informed talking therapy for adults aged 18+
Location	Glasgow & online
Version	Version 1.1 8 July 2026

1. Welcome and service scope

Starting Point Therapy offers CBT-informed talking therapy for adults aged 18+. The service is warm, collaborative and evidence-informed, and is designed to support people who may be experiencing mild to moderate anxiety, low mood, stress, burnout, perfectionism, low self-esteem, or feeling stuck during life transitions.

Therapy begins only after suitability has been considered and the therapy agreement has been completed. Enquiries, emails and social media contact do not create a therapist-client relationship.

Important boundary

Starting Point Therapy is not a crisis service, emergency service, diagnostic service or substitute for urgent medical or psychiatric care.

Who the service may be suitable for

- Adults aged 18+ seeking structured, reflective and practical therapy support.
- People looking to understand patterns in thoughts, feelings, behaviours and physical sensations.
- People whose current needs are within the practitioner's scope of competence and can be safely supported privately.

When another service may be more appropriate

- Current crisis, active suicidal intent, immediate risk or need for urgent risk management.
- Need for diagnosis, psychiatric review, medication advice or statutory mental health care.
- High-risk eating disorder, psychosis, mania, severe substance dependence, severe dissociation or complex risk needs that require specialist support.
- Any situation where the practitioner, supervisor or insurer considers referral/signposting safer or more appropriate.

2. Therapy agreement and informed consent

This agreement explains the practical and ethical basis of therapy with Starting Point Therapy. It should be read alongside the privacy notice, confidentiality policy, online therapy policy and fees/cancellation policy.

Sessions

- Initial consultations are free and last around 20 minutes.
- Initial assessments are 60 minutes and therapy sessions are usually 50 minutes, unless otherwise agreed in writing.
- Sessions may be online, Glasgow-based, or a combination, depending on suitability and availability.
- Frequency is usually weekly or fortnightly and will be reviewed collaboratively.
- Therapy goals, focus and progress will be reviewed throughout the work.

Therapeutic approach

CBT-informed therapy may involve exploring the links between thoughts, feelings, behaviours and physical sensations, developing a shared understanding of what may be keeping difficulties going, and testing practical strategies between sessions. Therapy is collaborative and paced around the client.

Scope and professional practice

- Layla Lewis MSc practises as an MSc-qualified CBT Practitioner and does not currently advertise as an accredited therapist, chartered psychologist, HCPC-registered practitioner psychologist, or BABCP-accredited CBT therapist.
- The practitioner works within scope of competence and receives regular clinical supervision.
- Anonymised client work may be discussed in supervision to support safe and ethical practice.
- If a client's needs fall outside the scope of the service, this will be discussed sensitively and signposting or referral options may be offered.
- No guaranteed outcome is promised. Progress varies and depends on many personal and contextual factors.

Client responsibilities

- Attend sessions on time and let the practitioner know as early as possible if unable to attend.
- Provide accurate contact, GP and emergency contact information.
- Let the practitioner know if risk, medication, support needs or circumstances change.
- For online therapy, attend from a private and safe space and confirm current location if asked.

Consent statement

By signing or confirming this agreement by email, the client confirms that they have read and understood the client policies, had the opportunity to ask questions, and consent to therapy on this basis.

Client name

Client signature / email confirmation

Date

Practitioner signature

Date

3. Fees, payment, cancellation and refunds

Fees and payment arrangements are based on the launch fees published on the Starting Point Therapy website and will be confirmed in writing before the first paid session.

Initial consultation	Free - 20 minutes
Initial assessment	£55 - 60 minutes
Therapy session	£60 - 50 minutes
Concession session	£45 - limited spaces for students/NHS staff, subject to availability
Payment method	Bank transfer - payment details are provided securely once an appointment is agreed.
Payment due	Payment is due on or before the day of the session, unless otherwise agreed in writing.
Receipts	Receipts can be provided on request.

Cancellations and non-attendance

- Please give at least 48 hours notice if you need to cancel or rearrange a session.
- Sessions cancelled with less than 48 hours notice may be charged at the full session fee.
- If you do not attend, or arrive so late that a meaningful session cannot take place, the full session fee may be charged.
- The practitioner may waive a fee in exceptional circumstances at their discretion.
- If the practitioner needs to cancel, no fee will be charged and a replacement appointment will be offered where possible.

Refunds and consumer cancellation rights

Clients can stop therapy at any time. Fees already paid for sessions not yet provided will normally be refunded unless they relate to a late cancellation or non-attendance charge under this policy.

If therapy is booked online, by phone or by email, consumer cancellation rights may apply. If you ask for therapy to begin within any applicable cancellation period, you agree to pay for sessions that have already been provided. This does not affect your right to stop therapy at any time.

Unpaid fees

If fees remain unpaid, further sessions may be paused until payment is received. Any concerns about payment should be discussed as early as possible.

4. Confidentiality, risk, safeguarding and crisis support

What you discuss in therapy is treated as confidential. Confidentiality is a core part of therapy, but it is not absolute.

When confidentiality may need to be broken

- There is a serious or immediate risk of harm to you or another person.
- There is a safeguarding concern involving a child or an adult at risk.
- A legal requirement, court order or prevention/detection of serious crime applies.
- There is information about terrorism, money laundering or other situations where disclosure is legally required.
- The practitioner needs to consult a supervisor, insurer or legal adviser to manage safety or a complaint. Client information will be shared only as far as necessary.

How disclosures are handled

Where possible and safe, the practitioner will discuss any disclosure with you first. If urgent action is needed to protect life or safety, the practitioner may contact your GP, emergency contact, NHS services, emergency services, police or social work without your prior consent.

Crisis and emergency support

Not a crisis service

Starting Point Therapy is not monitored 24/7 and does not provide emergency support. Do not wait for an email reply if you are at immediate risk.

- If there is immediate danger or risk to life: phone 999 or attend A&E.;
- For urgent NHS support in Scotland: phone NHS 24 on 111.
- For emotional support at any time: Samaritans 116 123.
- For support in Scotland when feeling low, anxious or overwhelmed: Breathing Space 0800 83 85 87.
- If you already have a GP, community mental health team, crisis team or care coordinator, contact them using the agreed crisis plan.

Safeguarding

If information suggests that a child, young person or adult at risk is being harmed, may be harmed, or is unable to protect themselves, the practitioner may need to share relevant information with appropriate services. Only necessary information will be shared where possible.

5. Online therapy policy

Online therapy can be effective and convenient, but it requires clear agreement about privacy, safety and technology.

Client agreement for online sessions

- Attend from a private, safe and confidential space where you are unlikely to be overheard.
- Do not attend sessions while driving, in public, intoxicated, or in a setting where privacy cannot be protected.
- Use a reasonably secure device and internet connection where possible.
- Tell the practitioner if anyone else is present or likely to enter the room.
- Do not record sessions without prior written agreement from both parties.
- Confirm your current location at the start of a session if asked, especially where risk or emergency response may be relevant.
- Tell the practitioner if you will be outside Scotland or the UK for a session, as legal, insurance and emergency support arrangements may differ.

Technology problems

If the connection fails, the practitioner will wait for a short period and then attempt to contact you. The practitioner will attempt to reconnect and may contact you by email and/or phone if you have provided a phone number. If the session cannot continue, the fee position will be considered fairly depending on the circumstances and how much of the session has taken place.

Online risk planning

Because online therapy can take place away from the practitioner, clients may be asked to confirm their current location, emergency contact details, GP details and a plan for what to do if urgent risk arises during or between sessions.

6. Privacy notice and records

Starting Point Therapy needs to process personal information to respond to enquiries, assess suitability, provide therapy, keep clinical records, manage fees, meet legal/professional responsibilities and protect safety.

Information processed may include

- Name, contact details, date of birth, address/postcode, GP and emergency contact details.
- Relevant health, medication, risk, therapy history and presenting difficulty information.
- Clinical notes, assessment information, goals, outcome measures and correspondence.
- Payment and appointment information.

Lawful basis and special category data

The likely lawful bases include contract, legitimate interests and legal obligations. Health and therapy information is special category data and is processed for provision of health/care-related support, safeguarding, legal claims and professional responsibilities where applicable. This document is general information and should be legally reviewed if required.

Records and retention

Clinical records are kept securely and only for as long as necessary. Adult client records will normally be retained for seven years after therapy ends, unless a longer period is required for legal, safeguarding, insurance or complaint reasons. After the retention period, records will be securely deleted or destroyed.

Client rights

Clients have rights including access, rectification, erasure, restriction, objection and complaint to the Information Commissioner's Office, subject to legal and professional limits. Requests can be made by emailing the practitioner.

Data protection registration

Starting Point Therapy processes personal data in line with UK GDPR and the Data Protection Act 2018. ICO/data protection fee registration details will be added to this document once confirmed.

Security

Information is stored using reasonable security measures. Email is used for enquiries and practical arrangements; clients should avoid sending highly sensitive information by email where possible.

7. Complaints, accessibility, referrals and endings

Complaints procedure

If you are unhappy with any aspect of the service, please raise this with the practitioner where possible so it can be discussed and addressed. If a concern cannot be resolved informally, you may make a written complaint by email. The practitioner will acknowledge the complaint, consider the issues raised and respond as clearly and fairly as possible. Where relevant, the practitioner may seek supervision, insurer or legal advice.

Accessibility and inclusion

- Starting Point Therapy aims to provide a respectful, inclusive and non-discriminatory service.
- Reasonable adjustments will be considered wherever possible within the limits of a small private practice.
- Clients are invited to share communication needs, accessibility needs, cultural or faith considerations, pronouns and any preferences that may support therapy.
- If the practitioner cannot meet a need safely or competently, this will be discussed and signposting/referral may be offered.

Ending therapy

Endings are ideally planned. This may include reviewing progress, identifying useful strategies, discussing future support options and agreeing a relapse-prevention or maintenance plan where appropriate.

Therapy may end because goals are met, by client choice, due to non-attendance or unpaid fees, if needs fall outside the service scope, or if referral/signposting is clinically appropriate.

Referral and signposting

If another service appears more appropriate, the practitioner will discuss this sensitively where possible. With consent, information may be shared with a GP or another service. Where serious risk or safeguarding concerns arise, relevant information may be shared without consent if necessary to protect safety.

Insurance

Professional indemnity and public liability insurance will be maintained before client sessions take place. Insurer details can be provided on request.

8. Client confirmation page

Please complete this page if you are using this pack as a therapy agreement. Alternatively, you may confirm by email that you have read, understood and agree to the client policies.

Client full name

Preferred name

Date of birth / confirm 18+

Email

Phone

GP practice

Emergency contact

Agreed standard session fee	£60 per 50-minute session unless a concession or other fee has been agreed in writing.
Initial assessment fee	£55 per 60-minute assessment.
Payment method	Bank transfer - payment details are provided securely once an appointment is agreed.
Cancellation notice	48 hours unless otherwise agreed in writing.

I confirm that I have received, read and understood the client policies, including confidentiality limits, privacy notice, crisis support information, online therapy policy, cancellation/fees policy and complaints procedure. I consent to therapy on this basis.

Client signature / email confirmation

Date

Practitioner signature

Date

9. Useful urgent support contacts

These contacts are included for safety. Starting Point Therapy is not a crisis service and messages are not monitored 24/7.

Immediate danger or risk to life	Phone 999 or attend A&E.;
Urgent NHS support in Scotland	Phone NHS 24 on 111.
Samaritans	Phone 116 123 free, day or night.
Breathing Space Scotland	Phone 0800 83 85 87.
GP / out of hours	Contact your GP practice or NHS 24 on 111 if your GP is closed.
Existing crisis plan	Use any crisis plan agreed with your GP, CMHT, psychiatrist, crisis team or care coordinator.

If you are outside Scotland or the UK, use local emergency services and local crisis/urgent healthcare routes.