Air Time Counselling

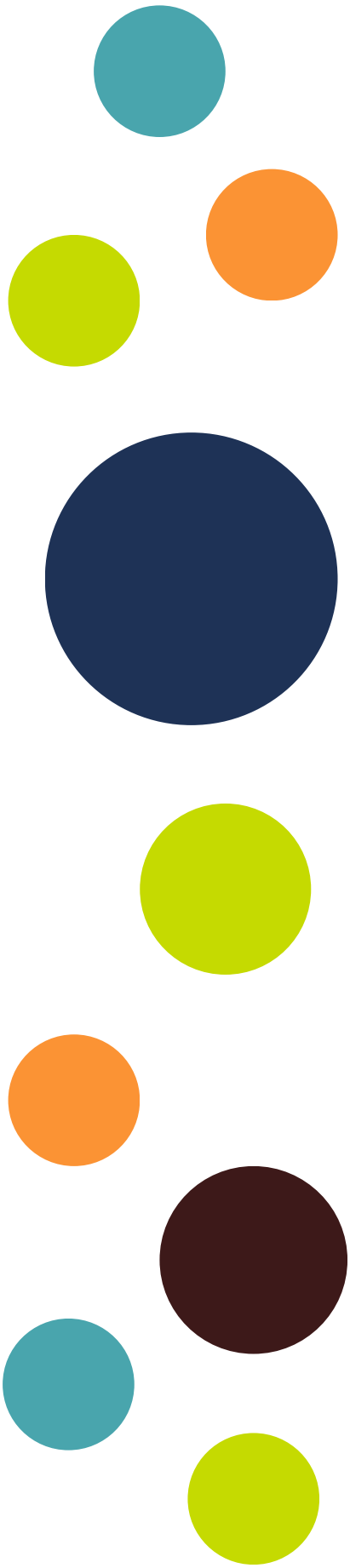
Practice Manual with Easy Read

Version 3.0

“... But to *express oneself honestly, not lying to oneself..., now that, my friend, is very hard to do.*”

Bruce Lee

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Introduction

Andrew Beales MNCPS (Acc.)



My name is Andrew and I am a Psychotherapeutic Counsellor working for Air Time. I am also a Director of Air Time.

I hold the Chrysalis Level 5 Diploma in Psychotherapeutic Counselling and am currently (2026) working towards the Level 6 Diploma - Research in Counselling.

Over the years I have benefitted from counselling so I have experience of being a client.

You can watch a **video introduction to me, and Air Time Counselling** on the Air Time Counselling page of the Air Time website:

www.air-time.org.uk/counselling

You can also find a text-only version of the video on pages 6 and 7 of this Manual.

My Approach

We are all in this together: life, death and everything it means to be human. Our time here is limited, and it makes sense to spend it well.

I believe spending it well starts by re-connecting with our authentic selves and then trusting our understanding of what we need to grow and thrive in our lives.

I’m not talking about getting rich, powerful or famous. I mean knowing and accepting ourselves, the bits we like and the bits we don't like, the bits we can change, and the bits we can't change. I mean enjoying open, honest and intimate relationships with our fellow human beings, the world around us, and all the moments of our lives.

The method of counselling I use is called Person-centred counselling and it works by creating a therapeutic relationship which is genuine, understanding and non-judgemental. In the sessions, this includes me ‘listening to understand’ the world from your perspective.

This relationship then provides the conditions you need to connect with your authentic self and grow, including growing beyond the issues that brought you to counselling.

It sounds simple but it is hard work and, like other processes, you get out what you put in.

Full disclosure, there are things that counselling cannot directly change - practical problems like housing and money matters, and other things, for example what your body looks like, or your physical health. But it can provide the space for you to grow to meet the challenges and opportunities of your life in more effective and helpful ways.

To use a nature-based metaphor - it's a bit like planting a sunflower seed. A sunflower seed needs water, soil and sunlight to reach its full potential. A human being needs empathy and acceptance, in a genuine relationship, with dedicated time and space to grow.

Fees

Air Time offers long and short term, open-ended counselling. We review our fees annually and existing clients will be given 10 sessions notice if fees increase.

£48 per session (50 minutes) payable by bank transfer or online card payment.

Air Time CIC
Account Number: 67345986
Sort Code: 08-92-99

Air Time sometimes delivers funded counselling sessions with reduced or no-fees. If I am able to offer you funded sessions we will discuss this at the start of our work. See page 21 - Community Counselling sessions.

Availability

Sessions are available during the day, in the evenings and at weekends in Horsham and other locations.

Air Time Counselling is closed from 24 December to 2 January.

Contact

Contact between sessions is limited to managing sessions, including rescheduling and cancelling.

Call: 07870 260276

Email: andrew.beales@air-time.org.uk

Please update me if your contact details or communication preferences change.

Arrival

Please avoid arriving more than 5 minutes early for your session as not all locations I work from have a waiting area.

I work at multiple locations, including outdoor locations. Before your first session, I will send you a Location Profile.

The Location Profile will explain any relevant parking, door entry, reception, toilet and access arrangements. The Location Profile will include photographs and can be used to create Social Stories or similar documents.

What to expect

It is **normal to be anxious** about starting counselling sessions, some clients are not sure how they will begin to tell their story or explain their present situation.

It is **normal to feel tired and drained after counselling** sessions too and it might help, if you can, to schedule some free time after your sessions so that you do not have to rush back to your day to day life and responsibilities.

You can expect to **begin to think and feel differently about the issue(s) that brought you to counselling.** You can also expect to feel **more accepting of your whole self** and generally **more able to meet the challenges and opportunities of your life.**

I believe that **personal growth and development is a lifelong process** - and counselling is only part of that journey. **You will decide when it feels right to pause or stop your sessions.**

At the start of the session I will usually ask you, **'Where would you like to start today?**

Client Details Form

Before or during your first session, if we decide to work together, we will complete the **Client Details Form**.

The **Client Details Form** is used to collect and record the following personal information:

- Name
- Address
- Contact details
- Contact preferences
- Emergency contact
- Declarations (Confidentiality, Safeguarding, Data Protection)
- Relevant information about any support needs you may have, for example communication support needs
- Relevant medical information, for example if you carry emergency medication or have any relevant allergies

All personal information is stored in line with Air Time's Data Protection Policy. Your personal information is used for the purpose of providing you counselling sessions.

See page 24 - Session notes and other records

Working Agreement

Before or during our first session we will agree a Working Agreement which will include the following information:

- **Client Details Form**
- **Air Time Counselling Practice Manual**
- Fee for sessions - see page 8 - Fees
- Location of sessions - indoor or outdoor
- Venue/location information, including accessibility
- Time and days of sessions

I expect clients to either turn their mobile phone off or on silent during their sessions. Although this can feel uncomfortable it is important that you, as client, get the most out of the session you are paying for and are not distracted.

You may like to bring a bottle of water with you.

Please do not bring hot drinks or food - unless you need this for medical reasons.

Safeguarding

I have an ethical, professional and legal duty to follow safeguarding procedures if I believe that you, or somebody else, is at risk of significant harm.

Air Time's Safeguarding Policy and Procedure is available on request.

I am Air Time's Designated Safeguarding Lead.

I will usually discuss and seek your consent to start safeguarding procedures, for example a referral to the Local Authority.

In some situations I may be obliged to make a safeguarding referral without your consent.

I have enhanced Disclosure and Barring Service (DBS) clearance for both adults and children. I am also signed-up to the DBS Update service so my DBS can be checked at any time.

Confidentiality

The **content of your sessions, including any session/case notes, and any contact outside of sessions, is confidential**. You can of course discuss your sessions with friends and family if you choose.

There are only three exceptions to confidentiality:

(1) Safeguarding concern, see page 13,
(2) Duty to disclose, see page 15, and
(3) Supervision, see page 25.

If we discover that we have close mutual friends, or another personal or professional connection, we may have to end our sessions in a planned way. If this happens we will discuss the circumstances at the time.

I never use Artificial Intelligence (AI) such as ChatGPT to discuss or inform my work with clients.

We will discuss how to manage bumping-into each other in public when we complete the Client Details Form.

Duty to disclose

I am legally obliged to provide information to the Police and Courts in a number of circumstances, including when there is a risk of:

- Terrorism and related activities
- Money laundering
- Drug trafficking
- Child abuse
- Female Genital Mutilation (FGM)
- Serious crimes

If these situations occur, we will usually discuss, how best to handle them together.

See page 13 - Safeguarding
See page 14 - Confidentiality
See page 24 - Session notes and other records

*I do not routinely take session/case notes.

Assessment and Review

As a Psychotherapeutic Counsellor I am not qualified to diagnose mental health conditions, ADHD, Autism, learning disabilities or learning difficulties.

My approach to assessment and review is person-centred and it will be up to you to decide what you need from the sessions and what you hope to achieve.

I do not usually offer an initial Assessment session but we will decide together, at the start of our work, if what I can offer matches what you need.

Assessment and Review will involve us keeping certain questions in mind, including:

- Have we managed to form and maintain a therapeutic relationship?
- Do we need to review our **Working Agreement**?
- How do you feel about the sessions?
- Do my skills and experience still match what you need from the sessions?
- Have any issues come up that are, or might, affect our work together?
- Is it time to bring our work to a close?

Cancellations

I ask clients to inform me as soon as possible about cancellations.

Cancellation fees are as follows:

- 24 or more hours notice from the start of your next scheduled session - no fee will be payable.
- Less than 24 hours notice (short notice) from the start of your next scheduled session, or non-attendance - 100% of the fee will be payable.

In the unlikely event that I have to cancel a session I will always aim to give more than 24 hours notice and to reschedule your session as soon as possible.

Rescheduling

If you need to reschedule a session please contact me as soon as possible and I will try to offer you an alternative session.

Non-attendance

If you miss an appointment without cancelling I will attempt to contact you using the contact details you provided.

See page 17 - Cancellations and Rescheduling

If you miss a second consecutive session, without cancelling, I will assume that you no longer wish to attend sessions. You are welcome to re-refer for sessions at anytime however any missed sessions would be subject to the cancellations procedure.

Ending Sessions

Sessions at Air Time are offered on an open-ended basis - you can have as many sessions as you think you need.

You are welcome to re-refer for sessions at any time.

I recommend that clients provide at least two sessions notice of ending our work together so that this can be done in a safe and effective way.

Ending counselling can be a powerful experience that motivates clients to discuss things that perhaps they had not been able to up to that point.

I take a flexible approach to endings and do not re-allocate a client's slot until the end of their last planned session. Up to that point, if client's change their mind about their planned ending, the sessions can continue.

Clients aged 11 to 17

I have completed additional theory and practical training for work with children.

I work with children from age 11/school year 7 to 17.

I work with children on a 1 to 1 basis and do not offer family or joint child and parent counselling.

The sessions are talk-therapy based but I also provide arts and crafts materials and sometimes other materials, such as sand trays, play dough or Lego when counselling children.

I have enhanced Disclosure and Barring Service (DBS) clearance for both adults and children. I am also signed-up to the DBS Update service so my DBS can be checked at any time.

See page 13 - Safeguarding
See page 14 - Confidentiality
See page 23 - Clients with care experience

Community Counselling sessions

As part of our mission to address health inequalities, Air Time offers a limited number of Community Counselling sessions. Community Counselling sessions are offered in blocks of up to 20 sessions, free of charge and are managed by a waiting list.

Community Counselling clients must be in receipt of Universal Credit, or similar benefits, and be referred by a professional, for example, a support worker.

Community Counselling sessions are funded by a combination of pay it forward donations, fundraising and volunteereing. Air Time may also receive grant funding to deliver Community Counselling sessions.

<u>Paying it forward</u>

In addition to the standard fee, clients who feel able to make a donation can choose from one of three options:

Pay it forward fee level 1: £50 (includes a £2 donation)
Pay it forward fee level 2: £55 (includes a £7 donation)
Pay it forward fee level 3: £60 (includes a £12 donation)

Nature-based walk and talk

Nature-based walk and talk sessions combine the therapeutuc benefits of nature* with counselling to offer clients an alternative to conventional, indoor sessions.

Nature-based walk and talk sessions take place in risk assessed green spaces including parks and woodland.

Nature-based walk and talk sessions take place in all weathers and clients are responsible for ensuring they wear appropriate footwear and clothing.

We will agree on a location in advance and I wil share a Location Profile with you which includes information about parking and toilets.

In the event of extreme weather, for example an Amber or Red weather warning has been issued, sessions may need to be adapted, rescheduled or cancelled. If Air Time cancels the session, no fee is payable.

*Attention restoration and stress reduction

Clients with Care experience

I currently have limited training and experience related to working with clients who have care experience (adoption, fostering, care leaver).

If you have care experience, and this is likely to be a major part of what you would like to discuss, I may suggest a referral to an alternative counsellor or psychotherapist.

If, at any time during our work together, I think another counsellor or psychotherapist may be able to help you more, we may discuss a referral. Any referral to another counsellor or psychotherapist would only be started with your consent.

Session notes and other records

I do not usually record session/case notes. The only times I might take session/case notes are: (1) if we have discussed something that raises a safeguarding or criminal concern that I am obliged to pass on to a third party e.g., Social Services, (2) the session is part of a research project for which your consent to take notes has already been requested and given and (3) for supervision, but in an anonymised form.

See page 25 - Supervision

I keep anonymised records of the dates on which you attended sessions for billing and accounts purposes.

Any session/case notes, and other records of our work, including the **Client Details Form**, will be treated as confidential and kept in line with Air Time's Data Protection Policy and Procedure. A copy of Air Time's Data Protection Policy and Procedure is available on request.The Client Details Form, any session notes and email correspondence are destroyed/deleted after 7 years (starting at age 18.)

Air Time are registered with the Information Commissioners Office (ICO).

Supervision

I receive regular clinical supervision which is an essential element of ensuring that I work ethically and safely with all of my clients. This is also a requirement of my professional registration.

For the purpose of supervision, I may discuss elements of my work with clients however this will be kept confidential.

See page 14 - Confidentiality

I only work with supervisors who are registered with the British Association of Counsellors and Psychotherapists (BACP), the National Counselling and Psychotherapy Society (NCPS) or some other suitable body.

Continuing Professional Development (CPD)

I complete regular Continuing Professional Development, including completing short courses and reading journals.

Insurance and Registration

I work under Air Time’s Insurance which includes Public Liability, Professional Indemnity and Malpractice cover.

I am a registered member of the National Counselling and Psychotherapy Society (NCPS).

My certificates, insurance and registration documents are available for viewing on request.

Compliments and Complaints

I welcome compliments and complaints from my clients as a way of improving my practice.

To make a compliment, please email me directly on andrew.beales@air-time.org.uk - I am obliged to pass complaints about my practice on to the NCPS (see below).

To make a complaint please email info@air-time.org.uk

If you make a complaint, you can expect to be contacted either by me or by another Director from Air Time. We will acknowledge your complaint and then work with you to try to put things right.

My National Counselling and Psychotherapy Society (NCPS) membership number is NCS23-05123.

I am bound by the NCPS Code of Ethical Practice which can be found here: https://ncps.com/about-us/code-of-ethics

If you are concerned that I have breached the Code of Ethical Practice you should contact NCPS directly to complain.

Health and Safety

Air Time Counselling operates under Air Time's Health and Safety and other polices, including Safeguarding (see page 13) and Data Protection.

Air Time's policies and procedures are available on request.

The sessions are covered by a Risk Assessment which is available on request.

In the event of a fire or other emergency evacuation, please follow my instructions to evacuate to a safe place.

I hold an up-to-date Emergency First Aid at Work certificate and carry a small First Aid kit with me.

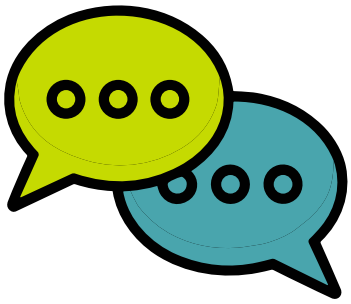
Risk assessments are carried out on the venues and outdoor spaces that I use to deliver sessions.

Clinical Will

In the unlikely event of my sudden death, or otherwise not being able to continue counselling, the following steps will be taken:

1. An Air Time Director will contact you to inform you of the situation as soon as possible.
2. An Air Time Director will manage my records, including your personal details, in accordance with Air Time's Data Protection Policy and Procedure.
3. Air Time may be able to signpost you to other services.

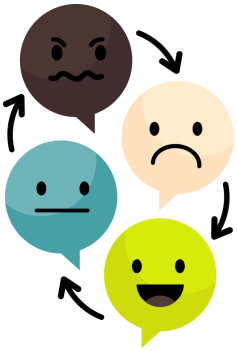
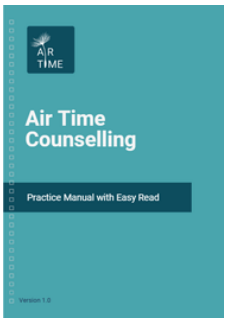
Air Time Counselling Manual - Easy Read 1

	Counselling is a special relationship between a Counsellor and a client. You can talk about your thoughts and feelings and other things that matter to you.
	We will do some paperwork and I will ask for some of your personal details, like your name.
	We will decide the time and place that we will meet for counselling.
	I work with children from the ages of 11 to 17 and adults.
	I can sometimes offer free counselling sessions to clients who get Universal Credit. There is a waiting list for these sessions.

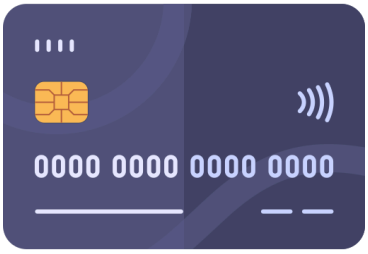
Air Time Counselling Manual - Easy Read 2

	I have insurance. I am also a member of the National Counselling and Psychotherapy Society (NCPS).
	If you are not happy with the counselling you can tell Air Time by emailing info@air-time.org.uk
	If you have care experience, and you want to talk about this, I might suggest that you see a different counsellor who has different skills and experience.
	I keep all the information that I have about you private. I can break this rule if I am worried about your safety, or the safety of somebody else, or if you tell me about a serious crime.
	I work with a Supervisor. When I talk about our sessions this is kept private, unless I am worried about somebody's safety.

Air Time Counselling Manual - Easy Read 3

	My contact details are: 07870 260276 andrew.beales@air-time.org.uk
	It is normal to feel anxious, happy, angry, sad or tired before, during and after your session. Counselling is a safe space for your thougths and feelings.
	If you need to cancel a session, please tell me as soon as possible. I charge a short-notice cancellation fee.
	You choose when to start, pause and stop your sessions. When you are ready to end counselling, please tell me so that we can plan an ending.
	There is more information in the **Air Time Counselling Manual.** I will send you a copy of the Manual before we meet for our first session.

Air Time Counselling Manual - Easy Read 4

	**The sessions cost £48.** **Please pay by bank transfer or online card payment.**
	You can ask me any question at any time.

“I can testify that when you are in psychological distress and someone really hears you without passing judgement on you, without trying to take responsibility for you, without trying to mold you, it feels damn good! At these times it has relaxed the tension in me. It has permitted me to bring out the frightening feelings, the guilts, the despair, the confusions that have been a part of my experience. When I have been listened to and when I have been heard, I am able to re-perceive my world in a new way and to go on.”

Carl Rogers

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Version Control

Date	#.#	Summary
29/07/2026	1.0	First published
30/08/2026	1.1	Change profile photograph AB
03/09/2026	2.0	Added that Community Counselling must be from a professional referral route
04/10/2026	3.0	Added page on Nature-based walk and talk and made minor tweaks throughout to accommodate addition. Added addituonal supporting references and removed unnecessary references.


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