

accord extra

Association of Christian Counsellors and Pastoral Care UK

Financial Remuneration in Agencies

We know that the current situation has placed many counselling agencies into financial difficulties and may mean that they will need to consider changes to income and expenditure models in the future and so we thought it may be helpful to publish some data gathered last year .

We sought to establish data on how counsellors were compensated for their work. There were 28 respondents

Payment to Counsellors

- ◇ 12 (43%) agencies paid counsellors no fees at all. (*On two occasions it was mentioned that managers did receive payment (wasn't clear if this was for counselling or not)*)
- ◇ 10 (36%) agencies paid counsellors an hourly rate.
- ◇ 3 agencies were conducting a review so could not comment in detail.
- ◇ 3 respondents either charged their clients (2) and therefore qualified counsellors received a fee based on the timing, location of the session and counsellor's experience, or based on % of the charge rate. The other respondent was a CIC (Community Interest Company) not a charity, and counsellors pay to become 'affiliates' and help run the business, in return for a nominal fee per client hour and help with supervision.



Where counsellors were paid sessional rates:

- There was in most cases a differentiation based on counsellor experience. Only one agency paid a set fee to all qualified counsellors.
- Most only paid a fee at all when a threshold had been met which was one of more of the following:
 - ◇ X number of client hours (varied between 100 – 450)
 - ◇ Completion of a successful probationary period
 - ◇ Length of time with the agency
 - ◇ 'Experience' which can mean with clients or how well they are known/valued by the team
 - ◇ Complexity of the case (mentioned once)
 - ◇ A couple of agencies didn't specify exact criteria but said they take a number of these factors into account

Accord magazine and membership

Accord magazine is available to Members of ACC, who also receive access to discounts on ACC events nationally and regionally.

Benefits of counselling membership with ACC include:

- Registration with the Professional Standards Authority for Health and Social Care
- Networking opportunities

- Ethical guidance
- Compassionate complaints process (independent support for the counsellor and the complainant)
- Discounts on insurance
- Discounted advertising in Accord
- Free entry in the 'Find a Counsellor' facility on the ACC website

Follow the links below for details about:

- [Counsellor memberships](#)
- [Pastoral Care memberships](#)
- [Friends memberships](#)

- The differentiation sometimes led to a two/multi-tier fee rate
- The hourly rates for counsellors varied from £12.50 - £45.00 – although the £45.00 rate was for the most experienced counsellors in an agency that charged clients on a sliding scale.
- From the data gathered the following are the best estimates of various averages, i.e. the mentioning of various rates was noted, but it was not always easy to establish
 - ◇ the median (the middle range) was “£15 + supervision costs paid”,
 - ◇ the mode (the most common) was £15 (including both where it was just “£15” and where it was “£15 + supervision costs paid”
 - ◇ the mean (the arithmetic average) was £18.60.
- One agency only mentioned a nominal fee of £5 for a last-minute cancellation or DNA.

- **Other Counsellor Benefits**

Where no payment was offered 5 agencies did not mention any financial assistance/benefit for volunteer counsellors, however most offered one or more of the following:

- ◇ Free supervision (sometimes group supervision) or payment towards supervision costs, or both
- ◇ Free CPD
- ◇ Help with mileage/parking fees
- ◇ Course fees (one agency mentioned)
- ◇ Room usage, recruitment, assessment and insurance were also mentioned as benefits by one agency
- ◇ One agency mentioned paying a £5 fee for assessments.

