

Harmony Counselling



A Counselling Service for Employees at Bracknell Forest Borough Council

Why provide a Counselling Service?

There are times in all our lives when we are faced with problems and difficulties and sometimes we find it difficult to cope.

Counselling can provide a safe space in which you are able to talk through your concerns and help you find your own solutions.

Who are Harmony Counselling?

Harmony Counselling Service is a confidential, independent counselling service. The service is designed to help you as an individual deal with difficult or stressful situations which may impact on your personal or professional well being. The Harmony Counsellors are professionally trained and fully qualified under the British Association for Counselling and Psychotherapy.

Who does it cover?

It is open to permanent and temporary employees of the Council who are not Teachers. School based staff should check eligibility with Harmony Counselling or the Children, Young People & Learning HR team. You will be asked to provide your Council ID badge or recent payslip as proof.



Will Harmony help me only if I have a work problem?

The service is about helping you as an individual so counselling and guidance can be related to personal or work situations.

What will Harmony offer me?

This will depend on the level of need and what it is assessed would be the best response. You will receive one to one sessions with one of the counsellors. You will be eligible for up to 6 counselling sessions as needed, at times agreed with Harmony and within normal office hours.

Does my manager need to know?

You can contact Harmony direct (see below) so no-one else has to know if you don't want them to. Either way no information will be given to a manager unless you wish it to be.

Harmony's counsellors will discuss cases only with the professional body who "supervise" Harmony's caseload and provide professional expertise and advice. The "supervisors" are also required to maintain strict confidentiality and will not be in contact with the Council. Harmony lets BFC know how many people it is helping but does not identify them.

What if I've arranged a session and cannot attend?

If an appointment is cancelled with less than 48 hours notice, the appointment will count as one of your sessions. The same will apply if you do not attend an appointment.

How do I make contact?

Individual members of staff can contact staff support in two ways:

E-mail: bfb.harmony@btinternet.com

Or telephone: 01252 712281

There will be the "Call Minder" facility on this line with an answerphone message from Harmony Counselling Service which allows clients to leave a message. Both Counsellors can access these messages and will contact you within 24 hours to discuss your needs.

