



ADHD Coaching Agreement

Version 3.0

Effective from: September 2026

Welcome

Welcome to Insight2Excellence.

I'm pleased that you're considering working with me.

This agreement explains how we will work together and what you can expect from ADHD coaching with me. It is designed to provide clarity, safety and a shared understanding of our coaching relationship.

I don't see this as a document that is set in stone and then forgotten. Coaching is a collaborative process, and our goals, priorities and practical arrangements may change as your circumstances change.

If something in this agreement stops working for either of us, we can talk about it.

The most important thing is that we create a coaching relationship that is clear, respectful, safe and useful to you.

1. About ADHD Coaching

ADHD coaching is a collaborative and forward-looking process designed to help you explore what matters to you and make progress towards the changes you want in your life.

Our work together may include exploring areas such as:

- understanding your ADHD
- identifying your strengths

- developing greater self-understanding
- working with executive functioning challenges
- organisation and planning
- motivation and procrastination
- emotional regulation
- relationships
- work or career
- identity and self-esteem
- creating strategies that work for your individual brain and circumstances.

There is no single formula for ADHD coaching. We will work together to find approaches that are meaningful and useful for you.

You remain the expert on your own life.

2. What Coaching Is — and What It Isn't

Coaching is different from therapy, counselling, medical treatment or psychiatric care.

Although coaching can involve meaningful personal conversations and may sometimes feel emotionally significant, I do not provide:

- psychotherapy
- counselling
- diagnosis
- medical advice
- psychiatric treatment
- crisis intervention.

If it becomes clear that you would benefit from support outside the scope of coaching, we can discuss this openly and consider appropriate options.

You remain responsible for decisions about your health, medical treatment and other professional services.

If you are experiencing an emergency or immediate risk of harm, you should contact the appropriate emergency or crisis service rather than relying on your coach.

3. How We Will Work Together

My approach to coaching is collaborative, respectful and person-centred.

I aim to provide a space where you can think, reflect, explore and experiment without being judged.

You can expect me to:

- listen carefully
- treat you with dignity and respect
- work collaboratively with you
- be honest and transparent
- maintain appropriate professional boundaries
- respect your autonomy and choices
- work in a way that recognises your individual needs and circumstances
- make reasonable adjustments where appropriate
- maintain my professional development and standards of practice.

You can challenge me, disagree with me, change your mind and tell me when something isn't working.

Good coaching is not about you doing what I think you should do.

It is about us working together to help you understand yourself and move towards what matters to you.

4. Your Role in Coaching

Coaching works best when we both participate actively in the process.

You are responsible for:

- deciding what you want to explore
- making your own decisions
- deciding what actions, if any, you wish to take
- letting me know if something isn't working
- attending sessions as agreed where possible
- being honest about anything that may affect our ability to work together safely and effectively.

You are never expected to disclose anything that you do not wish to discuss.

You are also free to change your goals as coaching develops.

There are no guarantees about particular outcomes. Coaching can support change, insight and progress, but the results will depend on many factors, including your circumstances and the actions you choose to take.

5. Our Sessions

We will usually discuss the Coaching Agreement during your free discovery session.

If we both feel that working together would be a good fit, we will agree the practical arrangements for your coaching, including:

- session length
- the likely frequency of sessions
- fees
- how and when we will meet.

I aim to establish a **rolling appointment arrangement** where possible, so that you have consistency without having to repeatedly negotiate a new appointment from scratch.

An appointment is considered agreed once we have mutually confirmed the date and time.

Our arrangements can be reviewed and changed as your needs or circumstances change.

6. Fees and Payment

My current coaching fees are:

£65 for a 60-minute session

£95 for a 90-minute session

Unless we agree otherwise, payment is due **before** the coaching session.

Payment can be made via BACS:

Account Name: insight2excellence Limited

Sort Code: 82-19-74

Account Number: 70018685

If you experience a difficulty that may affect payment, please let me know as soon as possible so that we can discuss the situation.

Any changes to my fees will be communicated to you in advance and will not be applied retrospectively to sessions already agreed.

7. Cancellation and Rescheduling

I understand that life can be unpredictable, and this can be particularly true when living with ADHD.

If you need to cancel or rearrange a session, please give me **at least 24 hours' notice** wherever possible.

Where less than 24 hours' notice is given, the full session fee may normally be charged.

I will always aim to be reasonable where exceptional circumstances arise, and I encourage you to speak to me if there is a particular difficulty.

If I need to cancel a session, I will offer an alternative appointment. You will not be charged for a session that I cancel.

8. Confidentiality

What you share with me during coaching will normally be treated as confidential.

There are, however, limits to confidentiality.

I may need to share information in circumstances including:

- where you give me permission to do so
- where there is a significant safeguarding concern
- where there is a serious risk of significant harm to you or someone else
- where disclosure is required or permitted by law
- where information needs to be discussed appropriately within professional supervision.

Where possible, and where it is safe and appropriate to do so, I will discuss a significant disclosure with you before sharing information.

Full details are available in my **Confidentiality & Privacy Policy**.

9. Safeguarding and Safety

Your wellbeing matters to me.

Coaching is not a crisis or emergency service, but I take safeguarding responsibilities seriously.

If I become concerned that you or another person may be at risk of significant harm, I may need to take appropriate action or share information with relevant services or authorities.

I will always seek to handle such situations as openly and respectfully as possible.

Further information is available in my **Safeguarding Adults Policy**.

10. Professional Boundaries

A clear professional relationship helps create safe and effective coaching.

I will maintain appropriate professional boundaries throughout our work together.

This includes being clear about:

- the nature of our coaching relationship

- communication
- confidentiality
- social and personal relationships
- conflicts of interest
- the appropriate use of professional power and responsibility.

You can find further information in my **Professional Boundaries Policy**.

If you are ever unsure about a boundary or something that happens within our coaching relationship, I encourage you to raise it with me.

11. Communication Between Sessions

We will agree the most appropriate ways to communicate with one another.

Communication between sessions may be used for practical matters such as:

- arranging appointments
- rescheduling sessions
- administrative questions.

Coaching by email or message outside our agreed sessions is not normally included unless we specifically agree otherwise.

I will aim to respond to communications within a reasonable time, but I am not an emergency or crisis service and cannot guarantee an immediate response.

12. Online Coaching

Coaching may take place online or in person, depending on what we agree.

For online sessions, I will use appropriate technology and take reasonable steps to protect privacy and confidentiality.

I encourage you to join online sessions from a place where you feel able to speak privately and comfortably.

Sessions will not normally be recorded.

If either of us wishes to record a session, this must be discussed and agreed in advance.

13. Your Personal Information

I collect and use personal information only as necessary to provide and manage my coaching service and meet relevant professional, legal and business responsibilities.

This may include information relating to:

- your contact details
- appointments
- payments
- our coaching relationship
- information you choose to share that is relevant to coaching.

I take appropriate steps to protect your information and respect your privacy.

Full information about how Insight2Excellence processes personal information is available in the **Privacy Notice**.

14. Professional Supervision

Professional supervision is an important part of maintaining safe and ethical coaching practice.

I may discuss aspects of my coaching work with my professional supervisor.

Where possible, I will minimise or remove identifying information.

My supervisor is also expected to maintain appropriate professional confidentiality.

Further information is available in my **Confidentiality & Privacy Policy**.

15. Changing Our Coaching Arrangements

Coaching is not a rigid process.

Your goals may change.

Your circumstances may change.

The frequency or length of sessions may change.

We may discover that a different approach would be more useful.

We can discuss and agree reasonable changes to our arrangements as coaching develops.

Where a significant change affects our practical or financial arrangements, we will make sure that we are both clear about what has been agreed.

16. Ending Coaching

Either of us can decide to end the coaching relationship.

Where possible, I encourage us to discuss ending coaching openly so that we can bring our work together to a thoughtful and appropriate close.

There may also be circumstances in which I believe that coaching is no longer appropriate or is outside my professional competence. If this happens, I will discuss this with you and, where appropriate, suggest that you consider other forms of support.

You remain responsible for deciding whether to take up any suggestion or referral.

17. Concerns or Complaints

I hope that you will feel comfortable raising any concern directly with me.

If something isn't working, I would much rather know about it so that we can try to understand and address the issue.

You also have the right to make a formal complaint.

Details of how to do this are available in my **Complaints Procedure**.

Raising a concern or complaint will be treated seriously and respectfully.

18. Your Consumer Rights

Nothing in this agreement is intended to remove or reduce any rights you have under applicable UK consumer law.

If you have any questions about this agreement or your arrangements for coaching, please ask.

I would always prefer us to clarify something at the beginning rather than make assumptions.

19. The Policies That Support Our Work Together

This agreement is supported by a number of policies that explain particular aspects of my professional practice in greater detail.

These include:

- Confidentiality & Privacy Policy
- Privacy Notice
- Safeguarding Adults Policy
- Professional Boundaries Policy
- Complaints Procedure
- Lone Working Policy, where relevant
- Data Protection Policy.

These documents are available through the Insight2Excellence website.

20. Our Agreement

By beginning coaching with Insight2Excellence, we are agreeing to work together within the framework described in this document.

I see this agreement as the beginning of a conversation rather than the end of one.

We will continue to communicate openly about what you need from coaching, what is working well and anything that needs to change.

My commitment is to provide coaching that is professional, ethical, respectful and grounded in a genuine belief in your capacity to understand yourself and create meaningful change in your life.

Client

Name: _____

Signature: _____

Date: _____

Coach

Andy Robinson

Insight2Excellence Ltd



Signature:

Date:

Insight2Excellence Ltd

Registered in England and Wales

Company Number: 16163219