

## Cogwheel Counselling Service Agreement (CYP Counselling)

We hope that your child or young person's experience at Cogwheel will be positive and beneficial. You are signing this document on behalf of your child or young person (CYP).

### What you can expect from your CYP counsellor

- All Cogwheel counsellors are fully qualified or in the final stages of their training. Counsellors continue to train and research throughout their careers to make sure that they are working to the best of their abilities for their clients.
- All counsellors working at Cogwheel will behave respectfully towards their clients by adhering to the time boundaries, ensuring clients are informed if they are delayed or unwell and by giving advance notice of absences such as holidays or their intention to leave Cogwheel.
- All Cogwheel counsellors are expected to work ethically and professionally in accordance with their respective professional body such as BACP (British Association for Counselling and Psychotherapy), UKCP (United Kingdom Council of Psychotherapists), or PTUK (Play Therapists United Kingdom).
- All counsellors are obliged to attend supervision on a regular basis to ensure that they are practising safely and professionally. All supervisors are qualified and experienced practitioners who support the work of the counsellors to ensure that a professional service is delivered.

### What your CYP counsellor expects from you

- For your child or young person to attend sessions regularly and on time. Counselling takes place at the same time each week for a mutually agreed number of sessions.
  - Please inform the office by emailing [admin@cogwheel.org.uk](mailto:admin@cogwheel.org.uk) if your child or young person is going to be late or cannot attend, giving as much notice as possible. We would appreciate at least two days' notice of any cancellations.
  - Sessions which are cancelled without two days' notice will count as part of your agreed number of sessions. You will be asked to make your usual contribution, and will not be given additional sessions to make up for them.
  - If your child or young person does not attend for two consecutive sessions without letting Cogwheel know in advance, their file will be closed and your session time will be re-allocated to another client. You will be emailed or sent a letter to let you know.

There is great demand for our services and we have to prioritise people in need.

- Please inform your CYP counsellor in advance of planned breaks such as holidays and unavoidable appointments which clash with your counselling sessions. You will not be asked to contribute for these sessions where at least two days' notice is given.
- Please note that the Cogwheel does not allow smoking, alcohol or other non-prescribed drugs on the premises. This also applies to parents who are dropping off and collecting children and young people from their appointments.
- Please inform your counsellor if you consider your child or young person undertaking any other form of therapy while they are receiving counselling at Cogwheel as this may impact on the relationship with their present counsellor.
- You have agreed to contribute £\_\_\_\_ for each session of counselling. Should your circumstances change and you wish to alter your contribution please discuss this with your CYP counsellor.



**Information if your child or young person is coming for counselling**

- Collecting your child or young person: please arrive in good time at the end of each session as we cannot take responsibility for children left on their own in the building.
- If parents have a meeting with their CYP therapist, we do not have the facilities to look after any other children. It will be important for you to have space and freedom to talk about any issues in such a meeting, so we would ask for parents to make alternative childcare arrangements.

**Confidentiality**

Your child or young person's counselling is confidential within Cogwheel. We take this commitment very seriously. Counsellors may be legally and/or ethically obliged to breach confidentiality in the following circumstances:

- If the counsellor believes there is a danger that your child or young person may cause serious harm to themselves or to another person.
- If a child protection issue emerges during the course of counselling.
- If you or your child/young person disclose information relating to acts of terrorism or money laundering. We are legally bound to report any disclosures to the relevant authorities without consultation.

Please be assured that, wherever possible, the counsellor will endeavour to discuss matters with you and where appropriate your child or young person in order to establish an appropriate course of action. However, in exceptional circumstances, where there is a life-threatening issue, a counsellor may act without consulting you. In relation to CYP counselling, our primary responsibility lies with the child or young person. If you are not happy with the service

- The first thing to do is to tell the counsellor if you feel that counselling is not meeting your child or young person's needs, and try to address your concerns with the counsellor. Please do not just leave and abandon the counselling process without first talking it through with your CYP counsellor.
- If you are concerned about the professional practice of your counsellor and wish to make a formal complaint, please contact the main office at [admin@cogwheel.org.uk](mailto:admin@cogwheel.org.uk). • If you still do not feel that your issue has been resolved satisfactorily, contact the office and leave a message, which will be brought to the attention of the Trustees.
- At the end of your counselling you will be sent an evaluation form which will ask you for feedback on the service your child or young person has received. I have read, understood and accept the above terms of the service agreement. I have read the privacy policy and understand that, in order for Cogwheel to provide a professional service to my child or young person, their personal information will be held as explained and in line with the General Data Protection Regulations 2018.

Parent/Guardian:

Date:

Counsellor:

Date: