



TRANSFORM
COUNSELLING SERVICES

Transforming Youth Information Pack



Transform Counselling Services C.I.C.

Company No. 9471436



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1 – Mission Statement

Transforming Youth is a project run by 'Transform Counselling Services C.I.C.' (TCS) to offer Person-Centred Counselling and Emotionally Focused Play to children and young people aged 4-25 years old. This project is designed to be utilised by organisations and the community in the East Midlands and surrounding areas; with an aim to facilitate emotional growth and development and to promote improved mental health for children and young people who have experienced hardships, trauma and are struggling to cope with changes in their lives.

TCS are committed to the view that the provision of counselling and therapy services for children and young people during their critical organisation years is beneficial for their academic achievement, ability to build positive relationships, their ability to understand their own feelings and feelings of others; therefore providing them with an opportunity to develop positively within their education and their personal lives.

All Counsellors that will be placed within an organisation or work at our community base will be suitably qualified and experienced; TCS will ensure that all Counsellors are members of a recognised professional body and as such are covered by the guidelines and ethics of these organisations (E.g. BACP, UKCP, BAPCA).

Counselling is a skilled way of helping people with personal and development issues and difficulties. Counselling gives individuals an opportunity to explore their thoughts and feelings, helping them to become clearer about their behaviour and the choices they make in their lives. It also offers the person the opportunity to increase their self-awareness, develop their personal resources and an understanding of their own problems as well as developing strategies to cope with change.

TCS aims to provide a competent and efficient counselling service to children and young people in the local community; our professional service guarantees quality and experienced Counsellors who are supported by professional counselling supervision and regular relevant training. Our vision is to develop an increased awareness, responsibility and then an 'active' attitude for parents/carers, professionals and all those that are involved in supporting the emotional wellbeing and mental health of the children and young people in their community.



2- Guidelines for Mobile Counselling at an Organisation

These are guidelines for both the organisation and the counsellor

- The maximum number of referrals per counsellor per day is 4
- The length of each session is 50 minutes (maximum- counsellors are not responsible for a shortened session if the child or young person (CYP) does not arrive on time or has to leave early)
- Counsellors can be placed short- term or long term depending on the needs of the CYP
- The organisation will agree to the number of CYP a counsellor will work with in advance.
- CYP will attend weekly, usually this being at the same time and in the same place
- Counsellors will be based at the agreed site only and will not leave site with the child, or for any other reason
- We feel appropriate referrals for counselling intervention would include issues such as:
 - Bereavement
 - Family break up
 - Peer difficulties
 - Bullying
 - Children not achieving their full potential
 - Special education needs
 - Confidence / low self esteem
 - Prolonged absence
 - Young careers
 - Timid / isolated
 - Identity EG: sexual orientation, gender, pregnancy, young parents, disability, issues relating to cultural diversity.
- The following needs are more complex, in these cases advice may be given on specialised additional support services for the CYP:
 - Children with difficulties relating to sexual abuse, self harm and eating disorders
 - Children with issues relating to adoption
 - Children involved in complex current and ongoing family issues
 - Children whose families are involved in ongoing legal disputes / issues
 - Children who are on the Child Protection Register

If you have any reservations around referrals you can contact the Service Manager who will be available to conduct initial assessments and make a final decision on the appropriate therapeutic intervention for the child or young person.



Transform Counselling Services- Aims and Objectives

The successful delivery of this service entails a clear understanding of roles and responsibilities.

TCS will

- Provide regular ongoing clinical supervision and hold clinical responsibility for all clients
- Recruit Counsellors who are experienced and knowledgeable about working with children
- Liaise with organisations regarding all aspects of placing Counsellors
- Induct Counsellors into the policies and procedures of Transform Counselling Services
- Provide all necessary standard paperwork relating to the counselling process, from referral to closure (except that relating to safeguarding where the organisations own policy will take precedence)
- Pay due regard to current legislation and guidance. E.g. UN Convention on the Rights of the Child 1989 / Education Act 2002 / Children Act 2004 / Data Protection Act 1988 / Safeguarding children in Education: the role of local authorities and governing bodies under the Education Act 2002.
- Offer confidentiality within usual ethical and safeguarding limits
- Work with and alongside other services and agencies in a collegial manner, whilst maintaining appropriate levels of confidentiality
- Provide Counsellors who are members of a professional body and as such have an established ethical framework and complaints procedure
- Provide Counsellors whose personal qualities will mean that they are approachable, have good listening skills and a manner that encourages a climate for safe and trusting relationships.
- Offer Organisation staff training as necessary and share information about how the counselling process works
- Provide ongoing support to the Link Person
- Collate information regarding the efficacy of counselling provision
- Ensure all Counsellors have an up to date DBS check for practising within the child and adult workforce; and, all have satisfactory references.



The Organisation will

- Provide a named Link Person (LP) to liaise with the Counsellor and TCS
- Inform the Counsellor of any significant events which may impact on CYP (as individuals or as groups)
- Ensure the LP is available to meet the Counsellor at agreed times on a regular basis
- Ensure all records, referrals, reports etc are accessible to both the organisation and the counsellor (whilst recognising counsellors clinical notes are confidential)
- Make sure the Counsellor is aware of the organisations safeguarding procedures
- Provide an appropriate room which is safe, private and accessible to CYP, available at agreed times and in accordance with Health and Safety at Work policies
- Provide a safe lockable cabinet solely for the Counsellor to keep confidential records
- Ensure an adequate referral system is established and all relevant staff are aware of the procedures
- Ensure good communication by keeping the Counsellor informed of cancellations / changes due to illness, appointments etc.
- Make appropriate referrals in line with TCS's guidelines
- Ensure written consent has been given by the parent / carer
- Complete outcome measures (Goodmans SDQ) before and after counselling with children, parents and staff
- Ensure parents / carers are a part of the referral process
Parents / Carers would usually be involved in the counselling process; however we recognise that the young person has a "right to access counselling without their parents' or carer's consent or against their parents'/carers' wishes if they are considered to be "Gillick Competent"



The Counsellor will

- Enable the client to focus on their concerns, giving them a vehicle to explore specific problems, make choices, cope with crises, work through feelings of conflict and improve relationships with others
- Provide a counselling service to young people who are registered with the organisation
- Make sure their practice adheres to the ethics of their training body, professional body and the guidelines of TCS
- Make themselves aware of Child Protection procedures within the organisation
- Organise and administer the counselling service in conjunction with organisation's LP (Link Person)
- Communicate and liaise with organisation staff, in the best interest of the young person, whilst within the limits of client confidentiality
- Encourage the engagement of the young person's family when appropriate
- Act as a resource to organisations staff by offering an insight into counselling and promoting the service where possible
- Maintain accurate counselling session records and the write brief reports as and when required
- Maintain and develop professional practice through regular and ongoing clinical supervision and training
- Make a commitment to continue working within in their allocated organisation for the duration of the booking which is made in advance

3 - Organisation based Counselling Service

The success of most organisation based counselling services depends upon adequate funding, which must be sustainable in order to ensure positive personal, social, health and educational outcomes for children and young people and adults.

The service is a universal service and must be available to all organisation pupils giving them confidence that their needs will be heard and addressed. This will complement the range of approaches already available in organisations that help to support the health, emotional and social needs of pupils and lead to a healthy organisation culture.

The counsellor must be aware of, and involved in the needs, demands, policies and practices within the organisation, and be a supportive part of the organisation community. The counsellor must also be seen as independent, this is particularly important when dealing with pupils alienated from organisation, and with parents who may feel uncertain about approaching the organisation to discuss difficulties.

Success of an organisation-based counselling service depends upon a good working relationship between the counsellor and a senior member of staff with responsibility for working in partnership with the counselling service. This person is likely to be responsible for the organisational aspects of setting up the service in any partnership the roles and responsibilities of all involved must be clear and understandable.



4 - Working within an Ethical Framework

It is expected that all counsellors will adhere to an ethical code, underpinned by guiding principles.

Ethical Principles for Counsellors

The following principles are adopted in an attempt to support organisation counsellors when making ethical decisions. These are a simplified version of the ethical principles (IN ITALICS) held within the British Association for Counselling and Psychotherapy's Ethical Framework for Good Practice in Counselling and Psychotherapy.

TRUST - (FIDELITY)

Organisation counsellors will understand that for their work to be successful, young people will need to trust them not only as individuals, but the service(s) that they provide. Counsellors will work in such a way that encourages and builds a trusting, confidential relationship with young people within the usual limits of necessary child protection disclosures.

RESPECTING THE WISHES OF YOUNG PEOPLE - (AUTONOMY)

Counsellors will only work with young people who enter into a counselling relationship voluntarily; counselling is not likely to be successful if the young person concerned is "sent" for counselling against their wishes. The organisation counsellor will inform the young person about the services they offer in a language that they understand and check that they fully comprehend what counselling is, and what it can and cannot offer. The counsellor will explain that confidentiality is an important part of their counselling relationship, but also will be very clear about when confidentiality cannot be guaranteed, the reasons for this, and what might happen if the confidentiality agreement needs to be broken.

WORKING TO A PROFESSIONAL STANDARD FOR THE BENEFIT OF THE YOUNG PERSON – (BENEFICENCE)

The organisation counsellor should always work professionally and competently with young people. They will have adequate training and supervision, and will continually monitor their work in order that their young clients will receive the best possible provision of counselling. The organisation counsellor will pay particular attention to providing services that are appropriate to the developmental needs of their young client group.

AVOIDING HARM TO YOUNG PEOPLE - (NON-MALIFICENCE)

The organisation counsellor will endeavour to work at all times to ensure that no physical or emotional harm is caused to young people by their counselling services, either intentionally or unintentionally.

This will include being sure that they are fit to practice in organisations; for example, in terms of their health and personal circumstances. The organisation counsellor will need to have a clear understanding of organisation systems and the organisation environment, and be aware of potential conflicts of interest between their clients and others (for example, organisation staff and parents). The organisation counsellor will need to be aware, and consider the consequences for the young people concerned, of their communications with others.

FAIRNESS - (JUSTICE)

Organisation counsellors will endeavour to ensure that their work with young people (including young people who may become clients in the future) is fair and that they are treated with respect. Counsellors will need to consider their legal responsibilities, alongside ethical considerations and contractual obligations. Organisation counselling services ought to be accessible to all and cater for the diverse nature of a organisation's population. Requests for the counselling service, in terms of number of referrals and waiting lists, will need to be managed in such a way that competing demands can be prioritised in a manner that is fair and just.

PERSONAL AND PROFESSIONAL SELF RESPECT - (SELF RESPECT)

Organisation counsellors have a personal responsibility to ensure that they work ethically, and competently, and are professionally equipped for their role in the organisation environment. They are responsible for ensuring that their initial training, ongoing supervision, continuing professional development and self management (both within and outside of organisation) are appropriate in order to offer the best possible services for young people.

5 - Role of the Link Person

It is the organisation's responsibility to work with the counsellor to raise awareness of the counselling service with all relevant people connected to the organisation.

Each organisation will have in place a Link Person (LP) who will take responsibility for and be a point of contact for the organisation-based counselling service. This link may or may not be the designated Child Protection Officer (CPO). If the link person is not the CPO, the counsellor must ensure that they liaise with the CPO and report child protection issues to them directly.

The LP will liaise with the counsellor over any concerns regarding the well-being of pupils who are currently receiving counselling, any relevant child protection issues, appointments, referrals and waiting lists for organisation pupils.

The counsellor will refer and inform the CPO any disclosures of alleged significant harm to self or to others and will work with the CPO in relaying any relevant information received to the appropriate agencies who have a statutory duty and powers to investigate and intervene when necessary.



6 - Confidentiality

There is no such thing as absolute confidentiality when working with young people; at all times child protection concerns will take precedence over normal confidentiality codes.

The contract entered into with the young person at the beginning of the counselling relationship will spell out what this means in a way that is relevant to the young person's maturity and level of understanding.

Good practice dictates that at the beginning of a counselling relationship the young person and the organisation counsellor enter into a contract. This clearly sets out what boundaries exist in the context of an organisation based counselling service. The young people will not be offered levels of confidentiality that cannot be kept.

Absolute confidentiality therefore cannot be guaranteed. The welfare of the young person will, at all times, take precedence over confidentiality. At the beginning of a counselling relationship, the counsellor will explain confidentiality and its limitations to the young person. Two of these limitations would include:

- When a young person is at risk of significant harm to self or others
- When the counsellor presents their cases anonymously in clinical supervision.

All counsellors are expected to discuss difficult ethical and moral decisions of reporting disclosures with their clinical supervisor. However, if a disclosure is made that requires the counsellor to break confidentiality; they are legally bound to report this within 24 hours.

Should a counsellor think that a young person is at risk of significant harm, and this needs to be reported to the designated Child Protection Officer, the counsellor will at all times attempt to gain the young person's permission to do so, and only disclose relevant information.

The Counsellor should treat with confidence all personal information about young people, whether obtained directly, indirectly or by inference. Such information includes names, addresses, biographical details and other descriptions about the young person's life and circumstances that might result in identification.

All information about the young person's organisation will also be treated as confidential. Counsellors will not discuss case details outside the service.



7 - Diversity and Additional Learning Needs

'Children and Young People's Rights to Action' sets out a commitment to promote equality and tackle discrimination.

Organisations have a responsibility to ensure that young people are able to access counselling support with due regard to their needs.

There is also a commitment to ensure that all children and young people with Additional Learning Needs* have their needs met. This is pertinent e.g. for disabled young people.

*Additional Learning Needs (ALN) includes persons who, for whatever reason, require additional learning support because they are struggling to learn in comparison with their peers. An organisation's CYP may therefore require additional learning support if they have difficulty in learning because they have, for example:

- special educational needs
- a disability
- medical needs
- gaps in their knowledge or skills due to prolonged absences from the education system e.g. organisation refusers, organisation phobic's or young offenders
- difficult family circumstances e.g. due to bereavement
- accessed education inconsistently e.g. Gypsy and Traveller CYP or
- Their first language is not English, e.g. Asylum seekers/refugees/children of migrant workers
- They are underachieving due to care responsibilities e.g. young carers
- They are pregnant or a young parent
- They are being bullied by their peers or other persons, due to their sexual orientation
E.g. lesbian, gay, bisexual and transgender CYP
- They are CYP who perform or who have employment



8 - Record Keeping / Sharing of Information

Record Keeping

Counsellors must keep all records locked in a secure cabinet within premises that are secure. These records will help in both evaluating the service and monitoring take up of counselling and issues raised during the counselling sessions.

The counsellor will keep notes about what has been discussed in the sessions and present their work to a counselling supervisor every month during clinical supervision. This will enable effective monitoring of the counselling provision taking place. Information which could identify the organisation or the young person is not provided to the external supervisor.

The counsellor will need to negotiate with the Organisation or LP a clear framework for recording attendances by CYP with a coded recording system.

Each young person's records are kept under an anonymous ID number and stored securely. Statistical data on output data will be available on an annual basis; no CYP will be identified within the data collated by the Local Authority or TCS.

It is a legal requirement to protect sensitive data, and Data Handling Procedures in Government sets out measures that organisations should adopt to maintain data security. The Data Protection Act 1998 came into force on 1st March 2000; the purpose of the Act is to protect the individual rights and freedoms of individuals, especially their right to privacy with respect to the processing of personal data. The Act applies to personal data whether it is held on a computer system or on paper. There are particularly stringent rules surrounding "sensitive" data such as CYP characteristics, SEN, health, religious beliefs, ethnic background, sexuality etc. Further information may be obtained from <http://becta.org.uk>

Consideration will need to be given as to the retention and disposal of organisation counselling records and with whom the prime responsibility for this lies.

- Client records can only be accessed if subpoenaed by court
- Client records remain the property of TCS
- In keeping with Information Commission Office (data protection) Principal 5 – client session notes will not be kept longer than is necessary; will be confidentially disposed of on completion of a final written report. The written report will be kept for as long as the child is attending the organisation at which counselling was provided. An exception to this would be when there is a request from another counselling provision for the final report to extent further counselling provision. This would only happen if prior consent has been given by client / parent.

Sharing of Information

While the organisation link person may have a general overview of the presenting reason for referral, the content of sessions will remain confidential unless the welfare and safety of the young person and / or another is considered to be at risk of significant harm.

In these instances the organisation child protection policy will be activated.



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The counsellor will not pass on any detailed accounts of sessions, but may communicate periodically with organisation staff about general progress with the young person's agreement. Organisation staff should understand the young person's right to confidentiality in counselling, and will respect this in their dealings with the counsellor and the child. This is crucial with regard to a counsellor's involvement with multi-agency meetings where individual children's needs are discussed.



9 - Supervision

Supervision is a formal arrangement for counsellors to discuss their work regularly with someone who is qualified and experienced in counselling and supervision.

All counsellors will engage in regular clinical supervision to maintain and monitor standards and to comply with their ethical code. Counsellors will use time in a supervisory relationship to anonymously consider their cases with the outcome being offering the highest standards of ethical practice to their clients.

Clinical supervision is separate and different from line management supervision.

Organisation counsellors will undertake counselling supervision with a supervisor who has experience and understanding of children and young people and of the organisation setting.



10 – References and Appendices

References

BACP – British Association for Counselling and Psychotherapy

www.bacp.co.uk

UKCP – The United Kingdom Council for Psychotherapy

www.psychotherapy.org.uk

Appendices

Appendix 1- **Possible contents of a Counselling Room**

Appendix 2- **Consent form**

Appendix 3- **Counselling Referral Form**

Appendix 4- **Counselling Booking Form**



Appendix 1

Possible contents of a Counselling Room

Puppets
Soft toys
Animals- farm, dinosaurs, jungle etc
People- to include cruel, aggressive, loving, warm characters- also superheroes, family members,, professions
Toy food, plates, cups etc
Games
Paints, finger paints, felts, crayons, paper etc
Creative resources- feathers, glitter, fabric etc etc
Construction- large, small bricks, eg lego
Stories, books
Transport inc emergency services
Playdoh, clay
Monsters
Dressing up
Medical kit
Sand tray(s)
Buildings- eg dolls house, fort, prison + furniture
Outside: manufactured- fences, gates, roads etc
Outside: natural- trees, flowers, stones, shells etc

Aprons
Table
Sink access
Storage boxes
Lockable cabinet

TCS staff have their own counselling toolkit; however if you have any of the above you would like to offer we would also appreciate this during our time working with you, as some larger items can be difficult to move from session to session.



Appendix 2



Parent/Carer Consent Form for Counselling (16 and under)

I give consent for my Child (Name).....

D.O.B:/...../.....

To take part in counselling sessions offered by Transform Counselling Services C.I.C.

Please tick which of the following apply:

- Sessions offered in partnership with.....Organisation.
- Sessions offered as an independent service as requested by Parent / Carer.

NAME:

SIGNED:

DATE:

VERBAL CONSENT (Organisations only)

(To be completed by member of organisation staff responsible)

I can confirm that I have received verbal consent from

..... (Parent/Carer) and that he/she gave permission for

..... (Child) (D.O.B:...../...../.....) to take part in the counselling sessions with TCS.

NAME: {.....}

SIGNED: {.....}

DATE: {.....}

Please note the terms and conditions of this agreement will be discussed further in the initial consultation (For children aged 16 and under, this consultation will be held with the child and a parent/carer/organisation representative present before counselling begins).



Appendix 3



TCS- Confidential Referral Form (16 and under)

To access counselling with TCS, please complete the referral form below. If you are the parent/carer, please complete this form with/for your child who you wish to refer to this service. This information is strictly confidential and will be stored carefully in accordance with the Data Protection Act 1998.

1. Personal Details

Name: [.....]	DOB: [..../..../.....]
Gender: [M/F]	Ethnicity[.....]
Address: [.....]	
Postcode: [.....]	
Tel: [.....]	
Email Address: [.....]	
Parents/Carers: [.....]	
Siblings: [.....]	
Other significant adults: [.....]	

2. Details of Referral

Date of referral: [.....]
Referred by: [.....]
(Position)[.....]
Agreement given (please circle): Adult- [Yes/No] Child- [Yes/No]
Other agencies involved: [.....] [.....] [.....] [.....]



3. Assessment of the child's needs

Brief history/description of difficulties (including any current concerns):

[]

Brief description of current/past relationships:

[]

Brief Description of disability, inc.medication/treatment (if applicable):

[]

Please describe academic progression:

[]

Please describe the child's strengths, abilities and special interests:

[]

Any Other information:

[]

4. Parent/Carer: Aims/Expectations of Counselling...

[]

Referral completed by:

Name:

Relationship to child:

Date:



Transform Counselling Services- Confidential Referral Form

To access counselling with TCS, please complete the referral form below. You may self-refer or be a parent/carer, professional agency or school to complete this on the client's behalf. This information is strictly confidential and will be stored carefully in accordance with the Data Protection Act 1998.

Personal Details

First Name/s: Surname:
Date of birth:
Address:
Post code:
Telephone number:
Email Address:

Details of Referral

1. Please briefly describe the reason/s for which you require counselling:

.....
--

If you are referring for family mediation or couples counselling please give details of the other member/s (i.e. Name/s, age and relationship to you):

.....
--

How did you hear about this service?

|.....|

Are you asking for help for yourself? (Please tick). If no, please complete referrer details below:

Yes **No**



2. Referrer Name: |.....|
Referrer Organisation: |.....|
Referrer Position: |.....|
Organisation Address: |.....|
Post Code: |.....|
Organisation Type (please circle):
Parent /Carer/Family GP Social Services Health Professional School Psychiatric /
Health Services Youth / Community Group |
Other (please specify): |.....|

GP Name: |.....|
GP Address: |.....|
Post Code: |.....|
GP Telephone Number: |.....|
GP Email Address: |.....|
Are you currently taking any medication that you consider would have a significant impact
on the counselling process? If so, please state below:
|.....|
|.....|
|.....|

Following receipt of this referral form, TCS will contact you to arrange an initial assessment.



Appendix 4

Counselling Services for Organisations- Booking Form

- **Individual Counselling Sessions**

Number of CYP	Cost per CYP / per weekly session	Discount
1	£35 pws	0%
2-3	£35 pws	5%
4-5	£35 pws	10%

Individual Counselling Sessions can be booked short term or long term depending on the needs of the child/young person. This means that the counsellor will agree to provide individual counselling on a weekly basis for the agreed length of time.

In order for discounts to be applicable, the responsible person within the organisation must agree to a number of CYPs that will require this service on a weekly basis, with a maximum of 4 CYP to be referred per counsellor per day; this cannot be altered until the agreed time is complete, however the responsible person can alter actual referrals if counselling has ended with a CYP during that period using a waiting list on a needs assessed basis.

Your organisation will be required to pay mileage for Counsellors that travel by car further than 4 miles outside of TCS Base at 45p per mile; this will be included on your monthly invoice.

Sessions must be cancelled 24 hours before the date and time, however the full cost will remain payable as per usual routine. Counsellors may take holidays during counselling period where agreed by TCS and the organisation; the cost of these sessions will be deducted from the monthly invoice and will not exceed two weeks at any one time.

For individual counselling sessions an invoice will be sent on commencement of counselling and then monthly, and will be payable at the end of each calendar month.

.....

Please complete the table below to confirm your booking:

Number of CYP	No of sessions/weeks	Counselling to commence (Date)	Day	Time

Print Name: _____ **Signed:** _____

Position: _____ **Date:** _____

Finance Department/Name Contact Person: _____

Email Address for Invoices: _____



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11 – Contact information

Rachel Edinborough MBACP – Services Manager / Registered Counsellor

Email: rachel@transformcounselling.co.uk / info@transformcounselling.co.uk

Tel: 0786013313

Website: www.transformcounselling.co.uk

Office Base:

Transform Counselling Services C.I.C.

New Generation Community Hub

Basford

Nottingham

NG6 0JU

Company No. 9471436