

This leaflet details what to expect from counselling at Just Drop-In. It also details what we will need from you to support the counselling process. Finally, it details what to do if you're not happy about the service you are receiving.

YOUNG PERSON COUNSELLING CONTRACT

ABOUT COUNSELLING

- Counselling is the opportunity for you to talk to someone neutral and non-judgemental in a private and safe space.
- Our counsellors are Person-centred trained, but may also use other approaches and therapeutic techniques, to give you the opportunity to explore your thoughts and feelings. This is with the aim of helping you to reach the unique counselling goals you wish to set. For example, you may have a goal to understand yourself more, feel better or to find a way through a difficult situation.
- Some of our counsellors may offer creative ways to help you express yourself during counselling, including activities and games. You can decide what feels helpful within your sessions.
- All of our Counsellors are either registered members of the British Association of Counselling and Psychotherapy (BACP) or an equivalent Governing Organisation. In either case, they have agreed to adhere to the BACP Ethical Framework for the Counselling Professions.
- Counselling is most helpful when it is your choice to attend and you can choose what you want to share. Therefore, we will only offer counselling if you are comfortable in taking part. Your counsellor will work to understand what you would like to gain from attending.

WE OFFER:

- A weekly counselling appointment of up to 45-50 minutes with the same counsellor, on the same day, time and location each week.
- Usually up to 10 sessions but you may wish to have less. You may also be able come back to us for a further 10 sessions if you wish to return, after a 3-month break.
- For young people in education, we may be able to offer the option of counselling during the school holidays at some of our venues.
- The opportunity to work with a Qualified Counsellor or Counsellor in training. You will be given a choice to only work with a Qualified Counsellor if this is important to you.

STORING PERSONAL INFORMATION

- We have to store some personal information about you to make sure we can keep in touch with you and to understand what your needs are. This will include contact and identifying information, such as your name, date of birth, address or email. We will also ask for general information such as gender, ethnicity and sexuality but you can choose whether you wish to share these with us.
- You will be provided with a separate Privacy Notice to sign to consent to us gathering and storing your personal information. We cannot offer a service without this consent.
- As part of our funding, we are required to share information with the NHS, including your postcode and date of birth . If you would like to opt out of this, please let us know when signing the Privacy Notice.
- In summary, all of your personal information is stored securely in a data base, only seen by Just Drop-In workers. In line with GDPR law, your information is destroyed 2 years after you have stopped working with Just Drop-In.
- We may get in contact with you before the end of the 2 years about the quality of our service.
- We cannot provide information to evidence your difficulties to a 3rd party (eg. GP, School or Family Court) except where we are required to do so by law or to aid in the safeguarding of those at risk.

CONFIDENTIALITY

- What you talk about in counselling is private between you, your counsellor and Just Drop-In.
- Sometimes Counsellors share things you tell them with colleagues within Just Drop-In, to make sure we can help you in the best way possible. This only ever happens on a "need to know" basis.
- Counsellors have meetings with a Supervisor to talk about their work and to support them in working in a safe and ethical way, but they don't mention identifiable information.
- Your Counsellor may need to pass on information you have shared during counselling to someone outside of Just Drop-in (with or without your permission) if:
 - They have reasonable cause to believe that you, a child or vulnerable adult is at risk of significant harm. This includes if you pose a risk to yourself or someone else.
 - They receive information that relates to a terrorist threat or money laundering.
- We'll always make every attempt to speak with you about any action we need to take, including sharing information, and will only ever share this information with appropriate services (or parents / carers) where absolutely necessary.
- Counsellors will make some notes during counselling. These counselling notes will NOT include your name or information that could identify you. HOWEVER, it is necessary to store these notes in a way that links to who you are. Your notes will be kept in a locked filing cabinet or on a password protected database. You (as the client/young person) are allowed access to these notes and can speak to your counsellor about this at any time. These notes and the rest of your record will be destroyed after 2 years of your counselling ending.
- You may choose to take any creative work made during counselling home with you. If artwork is not taken home, we will dispose of these after counselling has ended to keep the work private.

WHAT WE NEED YOU TO DO

- Read this information and sign the necessary privacy notices.
- Arrive and leave on time for appointments.

- Please let Just Drop-In know if you cannot come to counselling for any reason. If you do not let us know, then the session that is missed will be taken off the allocated number of sessions.
- To get the most from your counselling sessions, you should aim to attend each session. During your counselling experience, your counsellor will aim to build a trusting relationship with you so that you feel safe and confident discussing your worries.
- It's also worth remembering that counselling is not a quick fix, and that your counsellor will not be able to tell you what to do. The counselling process requires a strong relationship between you and your counsellor and a degree of effort and commitment on your part - together these two elements can support you through the counselling process.
- We ask that you make yourself available to feedback your views at the counselling half-way and end point.
- You will be unable to have a counselling session if you are under the influence of drugs or alcohol. We would also discourage you from attending counselling if you are physically unwell in a way that is affecting your concentration.
- You can decide to end sessions at any time. Please do your best to let us know if you want to stop counselling. You can tell us in person, phone, email or via text.

CONCERNS AND COMPLAINTS

- Please let a member of the Just Drop-in Team know if you are not getting what you expect from us so that we can do our best to make things right.
- You can talk to your counsellor if you have any concerns, or you may feel more comfortable speaking to our Counselling Manager. You can do this by telephone or email using the details below and asking for the Counselling Manager.

BACP – If your counsellor is a member of the BACP, you may prefer to speak directly with BACP's 'Get help with counselling concerns' service who can provide information and guidance to help you make sense of what you think has gone wrong and discuss what to do next. You can telephone or email:

- **01455 883330 option 2, or 07811 762256** (please leave a voicemail message with your name and number and a member of the team will return your call within three to five working days. This service is available from Monday to Thursday, 10am to 4pm. Calls are limited to a maximum of 30 minutes).
- gethelp@bacp.co.uk

You can find out more about this service at www.bacp.co.uk/about-therapy/get-help-with-counselling-concerns-service/

Please sign to confirm you have read, understood, and agree to the information in this contract:

Your Name: _____

Signature: _____

If you have any questions, please keep in touch:



Call: 01625 665079



Email: hello@justdropin.co.uk