



Client contract to be read and agreed to by all clients prior to receipt of *Survive* Counselling or Support Work. Copy to be retained by both parties.

Name:

Survive client No:

Our commitment to you		Your commitment to us
Intro	<ul style="list-style-type: none"> •Introduce our services, our role, and skills or qualifications to deliver those services. •Deliver services to individuals who live in York or North Yorkshire or East Riding of Yorkshire 	<ul style="list-style-type: none"> •Tell us what brings you to <i>Survive</i>. •Tell us if others are pressuring you to be here.
Values	<ul style="list-style-type: none"> •Offer unconditional positive regard, empathy and respect for you, your values and your belief system. •Value you as an individual and put your needs first. 	<ul style="list-style-type: none"> •Show us respect •Follow our Equity, Diversity and Inclusion (EDI) principles.
<p><i>Our Values: Trustworthy; Inclusive; Personal Growth; Hope; Courageous Advocacy.</i> Further information on Our Values and a copy of our EDI policy can be found at survive-northyorks.org.uk.</p>		
Contract – agreement to provide structure for our work. Renegotiated or amended, as required.	<ul style="list-style-type: none"> •Help you identify goals; work with you to achieve goals; discuss risks; amend/review goals; •Explain importance of ethics and boundaries; confidentiality, data protection and information sharing; and cancellation/DoNotAttend (DNAs) as below; •Explain what tools we use and when to measure changes (e.g. CORE10, IES-R trauma scale; Wellbeing Wheel); •In order to respect your privacy, agree how we would respond to a chance meeting; •Offer services free of charge, however, inform you of ways to make voluntary donation/s; •Agree any other matters such as tasks or practices between sessions; •Ask for and respond to constructive feedback about our work. 	<ul style="list-style-type: none"> •Tell us about the noticeable difference/s you want to see after support from <i>Survive</i> (e.g. less flashbacks, able to cope etc); •Agree to ethics and boundaries; confidentiality, data protection and information sharing; and cancellation/ DoNotAttend (DNAs) as below; •Complete measurement tools when required •In order to protect our privacy, agree how we would respond to a chance meeting; •Make voluntary donation/s, to help <i>Survive</i> help more survivors if you want; •Commit to completing tasks between sessions; •Offer constructive feedback.
<p><i>Support work – 1-1 appointments every 2-4 weeks for up to 6 months; Counselling – initial assessment plus weekly 1-1 counselling sessions; Trauma therapy/EMDR – weekly 1-1 sessions. In rare circumstances, additional sessions may be offered where there is clinical justification and capacity and funding to do so.</i> Further information about all services on website including ways to Donate.</p>		
Ethics and boundaries	<p>Respect boundaries including:</p> <ul style="list-style-type: none"> •no physical contact; •no contact between agreed appointments, unless to cancel or rearrange appointments; •no befriending including on social media. <p>Work to British Association of Counselling and Psychotherapy (BACP) Code of Ethics</p> <p>We will conduct dynamic risk assessments throughout our contact with you and act on, and record, any concerns in line with <i>Survive</i>'s Safeguarding and Public Protection Policies.</p>	<p>Respect boundaries including:</p> <ul style="list-style-type: none"> •no physical contact; •no contact between agreed appointments, unless to cancel or rearrange appointments; •no befriending including on social media. <p>Show respect the team at <i>Survive</i></p> <ul style="list-style-type: none"> •Do not attend appointments under the influence of drink or drugs; •Understand that bullying, harassing, intimidating or aggressive behaviour will not be tolerated and could lead to services being denied.

Confidentiality, data protection and information sharing	<p>Maintain accurate and appropriate records; make summary notes to guide sessions; ensure information stored securely; and delete/destroy data seven years after last contact with you meaning we will not have any record of contact between you and <i>Survive</i> seven years after your last contact with us and will not be able to respond to disclosure requests from you, the Police and prosecutors.</p> <p>Ensure information you share remains confidential within <i>Survive</i> unless:</p> <ul style="list-style-type: none"> •it is assessed that you are at risk of seriously harming yourself or others; •there is a legal duty to share information (e.g. to protect children or adults at risk or to comply with a court order). <p>We may also share information with our sub-contractor, Community Counselling or with the contractor, Supporting Victims Team. (supporting victims is the name of the service it doesn't need team)</p> <p>Where information must be shared, we will always seek to discuss with you first and jointly agree a way forward.</p>	<p>Ensure you make any requests for access to your records within seven years of your last contact with <i>Survive</i> - before they are destroyed/deleted. This is important if you think that you might report the incident/s to the Police at a later date and might want <i>Survive</i> to share information contained in them with the Police and prosecutors.</p> <p>Inform us of relevant changes to your circumstances (e.g. contact details, change of GP, changes to health/mental health or any other changes which may affect your ability to access or commit to our services such as employment, housing or care commitments).</p> <p>Inform us if you have moved house and no longer live in York, North Yorkshire or the East Riding of Yorkshire.</p> <p>In order to keep you safe, where you have accessed the Community Mental Health Team (CMHT) in the last 12 months, tell us the name of your care coordinator and, if you feel able, share a copy of your safety plan with us.</p>
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A link to the BACP ethical framework and copies of our Safeguarding and Public Protection – Adults at Risk; Safeguarding and Public Protection – CYP; Confidentiality, Data Protection and Information Sharing can be found at survive-northyorks.org.uk

How to cancel and/or rearrange appointments. How we respond to Do Not Attends (DNA).	<p>To be punctual. If you do not show after 15 minutes, we will treat the appointment as a DNA.</p> <p>To give you 48 hrs notice of any cancellations (where possible) by:</p> <ul style="list-style-type: none"> •Email; or •Voicemail (where permission to do so); or •Text via Charity Log database. <p>If you do not give 48 hrs notice of a cancellation, we will treat the appointment as a DNA.</p> <p>To give as much notice as possible of planned breaks (e.g. holidays).</p> <p>If you cancel/DNA a scheduled appointment, we will contact you to check whether you are planning to attend your next appointment or want to exit the service.</p> <p>If you cancel/DNA two consecutive appointments, we will exit you from the service and offer your place to another client unless there are extenuating circumstances (e.g. court case).</p> <p>Any appointments cancelled or rearranged by us will not come out of your allocated allowance.</p>	<p>To arrive on time for appointments (incl telephone/online)</p> <p>To give us 48 hrs notice of any cancellations (where possible) by:</p> <ul style="list-style-type: none"> •Email survive@survive-northyorks.org.uk; or •Email direct to counsellor/support worker; or •Leave a voicemail on 01904 638 813. <p>To give as much notice as possible of planned breaks (e.g. holidays).</p> <p>You can cancel/rearrange/DNS:</p> <ul style="list-style-type: none"> •up to 1 in 10 counselling sessions for self-referrals or up to 2 in 10 counselling sessions for Supporting Victims Unit referrals; •up to 2 in 20 trauma therapy / EMDR sessions; •up to 1 in 6 support work sessions. <p>Any further missed sessions will count towards the total number allocated to you.</p> <p>To tell us if you can no longer commit to sessions so that we can arrange a planned break and offer your sessions to another client in need of support.</p>
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I agree to the terms set out above, have been invited to ask questions and give informed consent:

Client Signature: (incl verbal or email consent)	Print Name:	Date:
Counsellor / Support Worker Signature (On behalf of <i>Survive</i>):	Print Name:	Date:
<i>If you have a concern regarding any aspect of the service, please discuss with your counsellor or support worker in the first instance. You can also send Feedback, Comments or Complaints via survive-northyorks.org.uk</i>		