



**Calm Little Minds Agreement and Consent**

Good practice dictates the use of verbal and written agreement which explains clearly and periodically to the client (child or young person) about the boundaries of confidentiality that we can offer. Upon starting with our service, basic personal information will be collected for contact and identification reasons. Clients are assured that the best decisions regarding confidentiality will be made in the interest of safeguarding and promoting their welfare or that of the child or young person who is receiving the service, preferably with their knowledge and consent.

This agreement is between, Calm Little Minds and ..... Parent/carer

Dated: .....

Clients Name: .....

Clients Address: .....

.....Postcode: .....

Phone Numbers: .....

Email: .....

**About Calm Little Minds**

We are committed to providing a safe, confidential environment for our clients. Our private service enables children, young people, parents, carers and families to gain a better understanding of themselves and the situations facing them and to develop strategies to cope better going forward. Whilst it is always advisable to talk to your General Practitioner about any issues affecting their child, we offer an additional private service to help children and their families build stronger resilience.

## **Sessions**

We will meet with you for an initial chargeable assessment (£50) to understand your specific needs. We will provide a proposal specifying the number of sessions and the cost. We believe that children have the right to choose where they feel they comfortable to work with us. If this is in the home environment, we request to have a quiet, confidential space. The parent or carer must be in the home environment at all times. If this is not possible then the session will not be able to go ahead or continue. Calm Little Minds are engaged to work with you and your child on a professional level.

## **Confidentiality and records**

Ensuring confidentiality between a child and young person and Calm Little Mind's worker is crucial to the success of the relationship and outcomes of our sessions. Child protection concerns and the welfare of children and young people will at times need to take precedence over confidentiality. While we will always work within confidentiality codes. Clients must be aware that there is no such thing as absolute confidentiality when working with children and young people as safeguarding will always be the priority. Only in very exceptional circumstances would we be unwilling to share concerns with the parents or carer.

## **Clients Rights**

A client has rights relating to the information held by Calm Little Minds and can verify the accuracy or to ask for the information to be supplemented, deleted, updated or corrected. A client has the right to request a copy of the information. A copy of some or all of a client's personal information can be made available by emailing Calm Little Minds and information will be provided within 30 days.

## **How long information is kept for - data retention**

A client's information is kept for the time necessary to provide our service. However outside of this Calm Little Minds will hold client's details and end of service letter for a period of 7 years following the ending of our work. This complies with legal obligations that are placed on Calm Little Minds by their insurers. In the case of a child under 13 years of age then records will be kept for 7 years after they reach the age of majority (18) after this date all data will be securely deleted.

## **Sharing of data**

There may be times where a client's information needs to be shared with third parties. Calm Little Minds will explicitly ask consent before doing so, and the data will be sent to third parties securely.

## **Security of your data**

Information will be kept securely and confidentially in line with Calm Little Mind's data retention policy - as above. The information is kept in a locked filing cabinet.

## **Lawful basis for processing your information**

The lawful basis for holding and using a client's information to deliver our service is consent. By consenting, you agree to the processing of information for the purposes detailed in this agreement.

## **Terms and conditions**

### **Payment**

On acceptance of our proposal to work with your child and family, Calm Little Minds will send an invoice to you via email. **Full payment** for the course of sessions is required upon receipt of invoice. We can arrange a payment plan if this suits you better, but we will not be able to work with you and your family if payment has not been received as per invoice terms.

### **Travel Costs**

If we are required to travel to you the travel charges are as follows.

Up to 5 mile radius from HP11 Free of charge

5-10 Miles - £5

11-15 Miles - £7.50

16 miles + - £10.00

Please note these charges are per appointment.

### **Session Times**

We allow up to an hour for the initial assessment session with parents or carers. We will tailor a package of sessions to suit your needs and usually offer a package of six 1:1 weekly sessions. We will propose session durations and they are up to an hour which includes feedback time to you. Generally 45 minutes with the child/young person and then 15 minutes feedback to yourselves. Feedback can be face to face if we are in your home, over the telephone or via email. Please note additional calls are chargeable.

### **Parental Consent**

It is best practise for Calm Little Minds to have consent from both parents with whom have parental responsibility. Occasionally there may be a disagreement with consent usually between parent/carer and therefore we request that this is resolved between yourselves. We will use our professional experience to act in the best interests of the child/young person with regards to their Emotional Well-Being and advise as appropriate. We can continue our work with consent from one parent and would hope that you could come to a conclusion thinking of

the child and their needs. If we feel it is necessary we will seek advice from other professionals such as school, GP, other professionals involved and Social Services.

**Cancellation notice**

Our cancellation policy is as follows.

Providing 14 days notice will ensure you get a full refund.

Providing 7 days notice will ensure you get a 50% refund

We are unable to refund with less than 7 days notice.

If Calm Little Minds for whatever reason cannot deliver the service a full refund will be issued.

**Changes to Terms and Conditions**

Calm Little Minds may review and vary the Terms and Conditions of their service from time to time. Any changes will be published on our website [www.calmlittleminds.co.uk](http://www.calmlittleminds.co.uk). By entering into this agreement you consent to any amendments.

**Safety**

Our staff are all DBS checked and have attended up to date safeguarding training. Our staff are also Paediatric first aid trained. We identify wearing logo uniform and will at all times be wearing an ID badge. We are not able to be in sole charge of your child while we are working with them, when in a school they are still the school's responsibility and within the home environment a parent or carer must be present in the home.

Please read this agreement carefully

For our work to proceed, we require consent for your personal and sensitive information to be held and used as described in this agreement.

This agreement was fully understood and agreed to and is signed as it stands by

Name: ..... (Parent/carers)

Date: .....

Name: ..... (Calm Little Minds)

Date: .....