**Name of Young Person:**

**Referral ID:**

**Service Agreement for Parents or Guardians and Young People**

We support children and young people that are experiencing mild to moderate anxiety, low mood or are displaying challenging behavior because of an underlying mental health difficulty.

We typically offer an assessment, after which it is likely we will then book in further sessions with the assessing therapist. However, there are times when the assessment finds that another option would be better, and we will talk this through with you.

For example, one of our other teams or therapists might be better placed to provide support, or even a different service within the Norfolk and Waveney mental health provision.

Where adolescent interventions are offered, an essential feature of the work is that sessions are treated confidentially. It enables the young person to open up and share feelings without fear of blame or reprisals. It is also a time when it is acceptable to talk about concerns without fear of them being discussed elsewhere. We acknowledge that this isn’t an easy situation for parents, and it is quite natural for you to feel anxious about what may be being said in the sessions but ensuring the confidentiality of the work is crucial for establishing trust so that the young person feels confident to speak openly and freely about what is concerning them.

Although the contents of the sessions will typically be confidential within the service, we require the right to breach confidentiality in some specific circumstances:

* The young person requests, and feels that it is within their best interest, that certain information be passed on.
* Circumstances where the Practitioner has sufficient grounds to believe that the young person is suffering or is likely to suffer significant harm.
* If the young person discloses that they are aware of significant harm of another person.

Where parent led interventions (primarily younger age groups) are offered, parents or carers are required to attend every session and the primary focus of the clinical work will be on helping you to better understand and support your child. However, we also recognise the extremely important role parents and carers play in young people and children’s support systems across all age ranges. Parents and carers are encouraged to be an active part of treatment where possible, whilst balancing the confidentiality needs of the child or young person in treatment, even if this is only an occasional ‘check in’ at the start or end of sessions with older children, where the young person consents to do this. Equally where confidentiality around therapeutic sessions content applies, this does not prevent or stop parents and carers sharing information relating to the young person within treatment with practitioners, counsellors and the wider service when needed.

If the young person is under a care order, or when child protection issues arise, the practitioner, with the permission of the young person, may attend case conferences and continue to honor the Therapeutic Agreement.

However, if they appear to be at risk of significant harm, it may be appropriate to seek help from other agencies to keep them safe; if appropriate you will be informed of this. The practitioner would discuss this first with the young person concerned.

Our experience shows that the most helpful thing a parent can do is to show an acceptance of therapeutic work as a normal and useful activity, and to show an interest if their child/young person wishes to talk about it, but not to press them if they don’t.

If you and/or your family use an Ormiston Families service, you can be assured that we are committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation 2016/679 (GDPR).

This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it in order to discharge our responsibilities to you safely and effectively, and for the purposes of compliance. The GDPR also gives you specific rights with respect to the information we hold about you/or your family.

Further details about your rights and the information we hold about you/or your family and how it is used can be found in the Service Privacy Notice provided.

If you have a concern regarding any aspect of the service you receive, please let us know. We will do all that we can to resolve your concern to your satisfaction both promptly and professionally in accordance with complaints, concerns and compliments policy provided.

Cancellation Policy: In the event of being unable to attend a session please ring 0800 977 4077 as soon as possible. If you do not attend without prior notice or, give less than 24 hours’ notice this will constitute a DNA (Did not attend) and we reserve the right to cancel future sessions after 2 of these.

Your first signature, below, confirms you have read and agreed to the terms set out in the Therapeutic Agreement and our cancellation policy.

Name: ……………………………………………….. (Parent / Guardian)

Signature: ………………………………………………..

Date: ………………………………………………..

Your second signature, below, confirms that you have freely given specific, informed and unambiguous agreement to the processing of you/or your family’s personal data by Ormiston Families’ Supporting Smiles Service.

Name: ……………………………………………….. (Parent / Guardian)

Signature: ………………………………………………..

Date: ………………………………………………..