



Local
Counselling
Centre

**Local Counselling Centre (LCC)
Counsellors in Training
Placement Handbook**



Welcome to Local Counselling Centre (LCC)

LCC was established in 2011 with the aim of bringing a high quality, accessible counselling service to local communities in Herts, Beds and North London. We provide therapy for all psychological difficulties for adults, teenagers and children. We also have a specialised sex and relationship therapy team who work with sexual function and behaviour difficulties and with the challenges of relationships.

LCC is founded on strong ethical principles and professional standards. We have brought together a team of highly qualified therapists who all work to LCC's exacting standards, ensuring that everyone who uses our service is safely and appropriately supported. Every LCC therapist, including our trainee counsellors on placement, is fully insured, DBS checked, holds professional body membership and undertakes regular supervision and continuous professional development.

LCC offers an excellent placement opportunity for clinical trainees in counselling, psychotherapy and psychology in our Low-Cost Service at our Letchworth premises, Venture House.

Equality and Diversity Policy

LCC is committed to social justice and is actively opposed to discrimination in society. We are committed to providing services on a fair and equitable basis to those who fit our remit, regardless of race, ethnicity, religion, lifestyle, sex, sexuality, gender identity, age, physical/mental disability, offending background or any other factor. No person requiring services from LCC will be treated less favourably than any other person on any grounds.

Please note that LCC supports the Memorandum of Understanding preventing conversion therapy of members of sexual minorities [MoU Conversion Therapy](#). If you are selected for a placement, you will be expected to abide by this document and the findings and guidance of the Memorandum of Understanding working group. LCC is committed to ensuring that there is no prejudice or discrimination in any aspect of the services provided to the community, in the way we work with other organisations and each other.



In trainee placement selection we actively seek to recruit the right mix of talent, skills and potential, promoting equality for all, and welcome applications from a wide range of candidates. We select all candidates for interview based on their skills, qualifications, experience and commitment to the values and purposes of the organisation. We aim to ensure that no applicant receives less favourable treatment on the grounds of sex, gender identity, sexual orientation, relationship status, race, colour, nationality, religion, ethnic origin, disability or age.

Entry to a position in the service is determined by personal merit and ability relevant to the purposes of LCC, subject to our child protection policy, conflict of interest and any current legal requirements.

LCC aims to ensure that people with disabilities are given equal opportunity to work within the service. In doing so, it will fully consider reasonable adjustments to working practices, equipment and premises to ensure equality of opportunity.

Introducing Training Placements at LCC

Thank you for your enquiry about a placement within LCC. This handbook guides you through the application process for a placement and an explanation of how the LCC Low-Cost Service operates.

To ensure continuity for our clients and an opportunity for trainees to work with clients on both a long- and short-term basis, a commitment of up to two years is required from anyone applying for a training placement within the service, unless this has been agreed otherwise.

Trainees are allocated a room slot, which is the same day and time every week, and they are expected to work with a minimum of three clients. Senior trainees may be allocated longer time slots and will be able to work with up to five clients. Clients accessing LCC for low-cost therapy are usually assessed by our team of qualified counsellors prior to allocation to a trainee counsellor, until such time that the trainees are competent at conducting their own assessments.

We use e-mail for much of our internal communication with counsellors so we require our trainees to have access to e-mail on a regular basis as well as a mobile phone with a messaging facility. A separate mobile is recommended for client work.



We look for applicants who share our ethos and whose course and background reflect the needs of the service. As this is an integrative service we take trainees from a wide range of training institutions.

Supervision

Internal supervision is mandatory so that we can monitor and fulfill the clinical responsibilities that we have to our clients. We will allocate an appropriate supervisor who meets the requirements of your training institution where possible. All of our supervisors are very experienced and have undertaken, or are in the process of undertaking, a supervision diploma. Supervision is charged at £50.00 per session and should be maintained at a ratio of one hour of supervision for every 6 hours of client work.

You may be expected to seek additional supervision externally to comply with your training organisation and you will be responsible for this cost. You are responsible for checking that the supervisory provision of LCC meets the requirements of your training institution.

You will be asked to sign an LCC supervision agreement (Appendix 6) when you start supervision as well as an individual supervision agreement with your supervisor, which will set out the boundaries of the relationship.

Attendance at supervision is a condition of the placement. Failure to attend without adequate notice or explanation could be grounds for ending a placement. Supervisors are required to inform the LCC Director if any counsellor misses more than two supervisions in 12 months without good reason. Supervisors also provide a monthly report to the LCC Director on the progress of their supervisee.

Should a trainee counsellor have any difficulty with the supervisor that has been allocated, they should raise this with the supervisor in the first place. Should the trainee be unable to resolve the issue, this should then be raised with the LCC Director.

If a client is high risk or a case is very complex, the frequency of supervision may need to be increased. The supervisor will assist, either by giving the trainee more time individually, or referring them to another LCC supervisor and/or the LCC Director for extra individual help with the case. Clients who have active suicidal ideation are not



considered to be suitable for the low cost service, and are referred out of the service to the care of their GP/Community Mental Health Team.

If a trainee counsellor has any concerns, they must contact their supervisor immediately, do not wait for the next arranged supervision session.

Extra supervision may also be required where the supervisor has concerns about the quality of the trainee's work.

Personal Therapy

Ongoing personal therapy is a requirement of the placement, the minimum being two hours per month, evidenced on completion of Appendix 8, Personal Therapy Form.

Finances

The work that we undertake in this service is very serious and complex and we have a duty of care to our clients to offer an unbroken professional service. We fully understand that counselling and psychotherapy training is very costly for the trainee and we ask you to honestly appraise your position and ensure that you have the necessary finances in place to allow for supervision and personal therapy before you start your placement, as we cannot reduce these fees or make any allowances, and refusal of such requests can cause embarrassment to both parties.

LCC Personnel

Krystal Freya Munn is LCC's Director and she is responsible for the overall running of the service.

Julie Sale is our External Clinical Advisor and provides consultancy and independent audit to the service.

Kathy Freeman is the Practice Manager and she manages the client referral process and trainee counsellor induction.

Our profiles are all available on the LCC website under "Meet The Team". LCC also employs additional administrative and marketing support from time to time through



external contractors.

Application Process

To apply for a placement with LCC your first step is to send a CV and 1000-word essay detailing your personal journey into counselling to our Practice Manager, via email <mailto:kathy.freemam@localcounsellingcentre.co.uk>

Please make sure you send a full CV covering all of your professional life, even if this is not relevant to counselling.

If you are selected to proceed with your application you will be invited to attend an interview with Krystal Freya Munn, LCC Director and Kathy Freeman, Practice Manager. This is a relatively informal process during which we hope to get to know more about your personality, experiences and approach to therapy.

If successful at interview you will be offered a placement, subject to two satisfactory references, a clear enhanced DBS check, DBS registration, via <https://secure.crbonline.gov.uk/>, evidence of professional membership (BPS, UKCP, BABCP, BACP, COSRT) and professional indemnity insurance. LCC will process the DBS check for you at a fee of £65. This simply covers the cost of the DBS application process. If you are already DBS registered and your last DBS check was within 12 months of application, you will not need to complete a new DBS.

You will also be required to submit a copy of your Clinical Will.

You will then be invited to attend an induction to prepare you to start in the service and you will be allocated a supervisor. Training placements at LCC are subject to a three-month probationary period.

Dress

We believe that dress is an expression of individuality, which we welcome. However, at all times we expect a standard of professional dress commensurate with your role (see Appendix 9). We reserve the right to ask you to change your manner of dress if it does not fit the criteria set or benefit professional status.



Taping of Sessions

Many counsellors request to tape sessions as part of their training requirements. LCC does not automatically permit taping as part of the placement offer and you will need to ensure that every client who agrees to taping signs the relevant form from your training institute, as well as those of LCC, see Appendix 13). No client will be disenfranchised if they refuse taping. We will require specific information from your training organisation in regard to tape management. It is imperative that tapes are held securely and destroyed or given to the client after they have been used. They must not be labeled, or contain anything that will identify the client. Neither must any transcript. Clients are not permitted to tape or record sessions. Taping or recording sessions without the consent of the parties is illegal.

Client Notes

Trainee counsellors need to take and keep a record of sessions in line with their training organisation requirements and/or member organisation. Please note that clients have the right to access notes kept of sessions. Records should concentrate on factual material and exclude comments on the trainee counsellor's own process or speculation on diagnosis. This record should include accounts of letters sent, telephone messages received and telephone conversations and risk related conversation, i.e. when a client expresses suicidal thoughts or plans and the actions you took in response. It is, of course, understood that the trainee may want to keep process details for their work but they should be kept separately and anonymously. LCC keep individual client notes within the client packs. Trainee counsellors will be shown how to use these on induction.

The Low-Cost Counselling Service

LCC holds clinical responsibility for all clients on the Low-Cost Counselling Service. This fact underpins all elements of the contract between the service and trainee counsellors.

Our assessment team completes a comprehensive assessment of each client accessing the Low-Cost Counselling Service before they are allocated to a trainee counsellor on placement. The completed assessment is sent to our supervisors, who consider the suitability of the client for their trainees. Once both the supervisor and



the trainee are happy to take a client forward, the trainee counsellor becomes responsible for contacting the client to arrange an initial appointment. Client care is then under that of the trainee counsellor and their supervisor. Senior trainees will be required to undertake their own assessments when and if deemed suitable by their Supervisor and the LCC Director.

Provided there are no concerns, supervisors will give the go ahead for a second client to be added to the case load after approximately six weeks, a third client being added at around three months. The client caseload may be increased more quickly if the counsellor has gained extensive experience elsewhere and/or is seen to be capable of undertaking more client work. This will be decided on a case-by-case exploration with the supervisors and the LCC Director.

Contact with Clients

Trainee counsellors are advised to have a dedicated mobile phone for client work. This number can be given to the client so that if needed they can cancel appointments but is for no other use. This is made clear in the client agreement, but we advise that the trainee counsellor reinforce this. Any breach of this by a client should be discussed with the supervisor. Trainee counsellors must contact the client as soon as they have been given the assessment pack complying with any contact instruction. If the trainee counsellor cannot make contact with the client their supervisor must be informed and the client pack returned to the Practice Manager.

Beginning with Clients

Prior to the client appointment time, trainee counsellors must check that their allocated room is ready for use, and set the room up, ensuring that the temperature is ambient; this may mean trainee counsellors need to arrive early to heat or cool the room.

A counselling filing cabinet is located in each room at Venture House and trainee counsellors' folders must be kept there and not leave the site. Allocated client packs will be put in each trainee's personal folder and must be returned there at the end of every session. Once a therapy project has been completed the trainee must notify the Practice Manager and they will collect the completed packs from the trainee's folder.



Ongoing Client Care

If a client misses a session without notice, standard email E1 must be sent, (see Appendix 10). If the client further fails to attend without notice/contact, standard email E2 must be sent, (see Appendix 11). Trainees must discuss the sending of these emails in full with their supervisor, as they may want to make modifications to them to suit the client. If contact is not resumed the ending procedures should be followed:

- Discuss in supervision
- Hand in ending summary via the supervisor
- Inform the Practice Manager what has happened
- Archive notes

Occasionally, the trainee counsellor may feel that a referral is inappropriate because the client is manifesting behaviour or thought processes that indicate more specialist interventions are required, which are beyond the trainee's competence. e.g. for active drug misuse, suicidal ideation, mental illness or specialist, intensive therapy. In this instance, the trainee counsellor needs to:

- Discuss this with their supervisor and if the supervisor agrees, discuss with the client at the next session
- Hand in an ending summary via the supervisor
- Inform the Practice Manager
- Arrange the referral

In exceptional cases, if the trainee counsellor is not comfortable doing this, the supervisor will see the client and conduct an ending. An example of this may be if the trainee feels their personal wellbeing is compromised. If the client decides to end their counselling the trainee counsellor needs to:

- Discuss with their supervisor
- Hand in an ending summary via the supervisor
- Inform the Practice Manager
- Archive the client pack

If it transpires that there is a client/counsellor mismatch and the client would like to



continue counselling with a new trainee counsellor, the above procedure should be followed and the notes returned to the Practice Manager for re-allocation to another counsellor. If this happens a second time, the LCC Director will meet with the client to ascertain what the issues are.

If the client approaches the Practice Manager to change counsellor but has not spoken about it to the counsellor, they will normally be asked to go back to discuss the issue with the counsellor, if they feel able to. If not, the Practice Manager will refer this to the LCC Director, who will speak to the client.

If a client advises the counsellor they do not wish to take up counselling after all, counsellors need to do the following:

- Inform the supervisor and Practice Manager that the client has decided not to take up counselling
- Request to be put back on the availability list for a new client
- Archive the pack

Online therapy: Please prepare for remote sessions in the same way as you do for face-to-face sessions. Please ensure that:

- You are dressed as you would be for a face-to-face session
- You are in a private room where you won't be interrupted (no sessions can be held with you in your bedroom)
- You have adequate internet connection to support the remote session
- You have adequate facilities to store client notes securely.
- You have the appropriate secure, encrypted software with which to carry out online sessions.
- You have received the appropriate training in online therapy.

Online sessions should, as far as possible, replicate in person sessions. This means that there should be no eating and drinking (other than water), no children or other people in the household present and no pets.

Contact with GPs or other professionals

Clients' written permission must be obtained before any contact may be made with their GP or other professional. Letters to GPs or other professional must be written



under the guidance of the supervisor and must be checked by the supervisor and LCC's Director before being issued. Where there is concern for the client and they have not, or will not, consent, then contact must be made with the supervisor and the confidentiality policy must be followed. The LCC Director must be informed when this procedure is implemented. The trainee counsellor, under the direction of their supervisor and/or LCC's Director and in accordance with LCC's Confidentiality Policy, must write to GP in the case of clients with acute suicidal ideation, reported suicide attempts, self-harm or risk-taking behaviours.

Please note that our client agreement states that our therapists do not provide court reports or appear as witnesses for any court case our clients may be involved in before, during or after a therapy project.



LCC Low-Cost Service Fees

Clients pay a minimum of £15 per session for one-to-one therapy and £20 for couples' therapy. Thereafter, the calculation is £1 for every thousand pounds of household income up to a maximum of £35 for one-to-one therapy and £45 for couples. Trainee counsellors are responsible for agreeing, renegotiating and requesting the client fees. Clients are required to pay for their sessions using the following PayPal link:

paypal.me/localcounselling

Cancellation Policy

Clients are made aware at the assessment session that low-cost counselling is provided on the basis that clients will be required to attend on a once a weekly basis. The session reservation will be held for them each week and the fee will be payable to keep their session, whether they attend or not. Only in exceptional circumstances, at the discretion of the trainee counsellor, will the fee be waived. The collection of cancellation or DNA fees is the responsibility of the trainee counsellor. Holiday periods are negotiated with the trainee counsellor.

Confidentiality

Confidentiality is a central part of the containment offered by the LCC. All clients should be referred to by code names, initials or first names in supervision.

No client related information obtained from the assessment or counselling can be passed to a GP or anyone else, other than your supervisor, without the clear written permission and co-operation of the client. The permission form is normally signed at assessment. There are very few exceptions to this (see BACP code of ethics) and these must be discussed fully with the supervisor before any action is taken.

Privacy Notice and GDPR (General Data Protection Regulation)

LCC is registered with the Information Commissioners' Office (ICO), registration no: A8487577. Trainee counsellors are covered by, and must work within, LCC's client Privacy Policy - see Appendix 16. Trainee counsellors are responsible for ensuring that they are working within LCC's GDPR policy at all times. Additionally, the trainee



counsellor must ensure that the following safeguards are in place when dealing with clients directly:-

- Client notes/packs are not to be removed from LCC premises under any circumstances.
- If client contact details are stored in the trainee's mobile phone, the client's full name should not be used. Instead they should be allocated a code.
- Client confidentiality must be maintained at all times.
- Written client notes or details that need to be passed by the trainee counsellor to LCC personnel or the supervisor, should not be sent via email for security reasons, unless a specified encrypted email system, approved by LCC, is used. Instead, all client material should be passed via sealed envelope marked "Private and Confidential" and left in LCC's premises in a specified, locked filing cabinet.
- Trainee counsellors are not permitted to keep copies of client notes or records on their own personal computers, laptops, iPads or IT Cloud software for security reasons.
- Client registration details and assessment reports are passed to the trainee counsellor and their supervisor by LCC via email with a password protected document, or via an encrypted email system. The trainee is not permitted to save copies of the registration form or client report to their own computer/laptop/iPad or any form of memory stick or IT Cloud software, and these should not be printed out.

Absence and Holidays

Clients should be seen weekly and trainee counsellors should normally give at least one month's notice of absences to the client. Clients should not be taken on directly before taking leave, as this does not facilitate the development of a therapeutic alliance. If the trainee counsellor has concerns for ongoing clients during a planned absence, these should be raised with their supervisor. LCC is not a crisis intervention service and the administration is not full time so clients must be given the numbers of appropriate sources of help in a crisis (see the Crisis Support hand-out in the client pack. A copy of this hand-out is given to the client at assessment).

If a trainee counsellor requires prolonged leave i.e. more than two weeks for any reason, a formal application must be made and permission sought from both the supervisor and LCC Director. The priority is that clients remain contained and LCC's



clinical responsibility is maintained.

All holiday must be notified to the Practice Manager and Supervisor using the Holiday Form, (see Appendix 11).

Ending with Clients

CORE 34

You must ask your clients to complete the CORE 34 form at the end of therapy. A copy is included in the client pack. It is very important that this is carried out as these statistics are used in funding applications and also to demonstrate the effectiveness of our client work.

Case Ending Summary

At the end of the work, you must complete the Case Ending Summary form, which is included in the client pack. This offers an opportunity to reflect upon the work undertaken with the client and, as such, is a valuable self-reflective tool. This should be given to the LCC supervisor who will write a comment about the work on the form. This should then be filed with the client pack and put in the archive folder. No further clients will be allocated until the ending summary is received in the office. Trainee counsellors are required to submit these in a timely manner.

An 'Ending Report' should contain the following:

- Any discussions about the client continuing in therapy that have taken place with the supervisor
- Comment by and signature of the supervisor
- A brief account of the therapy so far
- Why the work is ending
- The impact of ending on the client
- Reflection on therapy by the trainee



Ending due to counsellor incapacity

If the counselling is abruptly ended due to any sudden serious/debilitating changes relating to the life of a trainee counsellor, the client will be sent a priority appointment with the trainee's supervisor to discuss with the client what has happened and how the client wishes to go forward. A new trainee counsellor will be found, if that is what the client wishes. The supervisor will provide a case ending summary or comment if the trainee counsellor is not in a position to supply one.

Changes in Circumstances

Trainee counsellors should inform the office of any changes in circumstances relating to the contract e.g. changing address, external supervisor, lowering frequency of external supervision, and ending personal therapy whilst still in training. The supervisor will discuss such changes to see how things can be resolved so that the trainee counsellor continues to meet LCC practice requirements.

Leaving the Service

Trainee counsellors must give **three months'** notice of their intention to leave the service to the director and supervisor as well as their clients. Once a trainee qualifies we expect that they will be willing to continue to work with clients to the point of a natural ending. If the client is not ready to leave counselling, the counsellor should discuss this in supervision and refer the client back to the service for re-allocation.

Our placements are training placements and it is expected that upon qualifying trainee counsellors will finish with our service to make space for new trainees. We do invite some qualified trainees to stay on with us where we feel specialist skills that they have will be of value, but this is dependent on capacity. Trainees who feel that they might have complementary skills and wish to join the service will need to approach the LCC Practice Manager and make a formal application.

Private Work

It is a condition of a clinical placement with LCC that trainee counsellors **DO NOT** undertake private work anywhere, however negotiated, until fully qualified. This is for the safety of the clients and also the trainee who does not yet have the



experience or knowledge at this stage of their development. The only exception to this rule is qualified counsellors who are undertaking postgraduate training. We do permit private work for these counsellors upon consultation with the LCC Director and subject to satisfactory supervisory arrangements. Also, on the proviso that they fully inform their clients of any training that they may be undertaking which will influence the work they are engaged in.



Appendices

Appendix 1: Training Institution Letter

This is the letter that you send to your training organisation.

Appendix 2: Agreement between the Training Institution and LCC

This is the agreement which should accompany the letter in Appendix 1 and which should be completed by your training organisation following your receipt of an offer of placement.

Appendix 3: Trainee Agreement

This is the agreement that you need to sign and return after reading the main service handbook.

Appendix 4: Placement Agreement between LCC and the External Supervisor

This is for those trainees who need external supervision and is the letter that you need to give to your external supervisor.

Appendix 5: Placement Agreement between LCC and the External Supervisor

This agreement should accompany Appendix 1 for your external supervisor to complete.

Appendix 6: Supervision Agreement between LCC and the Trainee

Appendix 7: Trainee Details

These both need to be completed by you and returned to the office before starting your placement. A copy of Appendix 7 also needs to be given to your supervisor when you attend your first supervision.

Appendix 8: Personal Therapy Form

This must be completed by your personal therapist.

Please note you cannot start client work until all these forms are completed and you additionally have:

- A clear enhanced DBS



- Professional indemnity insurance
- Professional membership of a recognised counselling professional body

Appendix 9: Dress Code

Appendix 10: Standard Email 1

Appendix 11: Standard Email 2

Appendix 12: Holiday Form

Appendix 13: Consent to Taping Form

Appendix 14: Clinical Will

Appendix 15: Example of a Clinical Will

Appendix 16: Client Privacy Policy



Appendix 1

Training Institution Letter

Your trainee:

Date:

The above trainee has applied for a training placement at Local Counselling Centre (LCC).

We have interviewed this candidate and would like to offer them a placement.

There are a number of conditions that need to be met before we finally accept a placement. Our procedures are strict, to protect standards of practice. One of those conditions is your completion and return of the attached form to LCC: **Appendix 2 Agreement between the Training Organisation and Local Counselling Centre**. Without this we cannot proceed with the offer of a placement.

The trainee is responsible for attending supervision with their LCC allocated internal placement supervisor in line with a ratio of 1:6. All LCC supervisors are either professionally qualified supervisors or accredited counsellors in the process of completing a supervision diploma. Where possible we allocate a supervisor appropriate to the modality requirements of the training institution. If this is not possible then the trainee must arrange additional external supervision. In house supervision will remain mandatory. Failure to attend regular placement supervision is regarded as a breach of placement terms and appropriate action will be taken.

All new placements are accepted on condition of satisfactory completion of a three-month probationary period. A review of the trainee's work will be undertaken at this time and in the event of any concerns the training institution will be informed in writing.

Thank you for your co-operation. Please do not hesitate to contact me if you have any queries or need further clarification.



Yours Faithfully,

**Krystal Freya Munn
LCC Director**



Appendix 2

Agreement between the Training Institution and the Local Counselling Centre (LCC)

Please fill in and return to LCC as soon as possible. Please keep a copy for your records.

Name of Trainee:

Name of Institution/Training Organisation:

Name of Course:

Year of study:

Length of course and qualification/accreditation awarded:

Accrediting Institution:

Name and position of respondent:

1. We* will ensure that we will contact LCC for verification if we have any concerns about the number of client contact hours the trainee has submitted to us.
2. We* will inform the LCC if the trainee discontinues their training.
3. We* will inform the LCC if we* have any ethical or professional concerns relating to the trainee's practice with the trainee's knowledge.
4. LCC will inform the Training Organisation if it has any ethical or professional concerns relating to the trainee's practice with the trainee's knowledge.
5. By signing this agreement we* confirm that the student has been cleared by our Institution/Training Organisation to commence client work.

**"We" in each of these clauses refers to the Training Organisation.*



Signature:

Print Name:

For and on behalf of Institution/Training Organisation:

Date:



Appendix 3 Trainee Agreement

I have read and agree to uphold and abide by the BACP Ethical Framework for Good Practice in Counselling and Psychotherapy (The Ethical Framework).

I understand and agree the following responsibilities:

1. Any breach of practice and ethics or failure to comply with the placement criteria may result in my placement being terminated, and the breach being reported to my training institution and accrediting bodies. This will be done in writing.
2. If for any reason my training is suspended I will cease client work at LCC. I will do this under the guidance of my supervisor and the LCC Director.
3. I agree to provide up to date professional indemnity documentation, organisation membership evidence and submit to an enhanced DBS check.
4. I understand the nature of the commitment that I am undertaking. I agree not to attend LCC under the influence of alcohol or non-prescribed drugs. I understand it is important to at all times be appropriately dressed and professional in manner.
5. I agree to see a minimum of three clients per week, subject to satisfactory completion of my probationary period, at the discretion of my supervisor. I am responsible for booking appointments, for accurate time keeping and, if for any reason delayed or unable to attend a session, letting my client know.
6. I am responsible for keeping records and filling in the supervision log. I understand all records must be anonymous and kept in a place of safety. All tapes must be anonymous and destroyed after use. Any letters to other professionals or third parties should be copied and logged within the client file.
7. I understand that it is mandatory to attend the supervision as agreed. Where supervision offered in the placement does not meet my training institution's demands, I understand that I will need to have an external supervisor in



addition to having internal supervision, and I am responsible for organising this and meeting the cost.

8. I agree to attend any LCC meetings. Where this is not possible I will send my apologies to the Practice Manager.
9. I agree to complete an induction under the direction of the Practice Manager.
10. In the event of my having to take an extended break from client work, LCC will hold clinical responsibility and be responsible for containment of the client. All extended breaks must be discussed fully with the LCC Director and supervisor. I understand that trainees are not allowed to take breaks of over two weeks in duration without prior written permission from the LCC Director.
11. I will give three months' notice in writing when I decide to leave the service. During this period I will not take on any further clients and will arrange the completion of my caseload under the guidance of my supervisor.
12. Any complaints about my work may be referred to the External Clinical Consultant.
13. If I have any complaints, I will take these to my supervisor in the first instance. This may then be referred to the LCC Director and if I am not satisfied, to the External Clinical Consultant.
14. Failure to comply with any of the conditions of the Trainee Agreement may lead to my dismissal.
15. I am responsible for familiarising myself with all the policies, procedures and safety and fire regulations, by signing this document I confirm that I have read them.



Name of student:

Signature:

Date:

LCC Director/Practice Manager:

Signature:

Date:

This agreement is binding in honour only, is not intended to be a legally binding contract between us and may be cancelled at any time at the discretion of either party. Neither of us intends any employment relationship to be created either now or at any time in the future.



Appendix 4

Placement Agreement between Local Counselling Centre (LCC) and the External Supervisor: Letter

(This part to be retained by the External Supervisor)

Date:

Dear Colleague,

Your supervisee has applied for a placement as a trainee counsellor at LCC.

(N.B. The term counsellor is used generically to denote both counsellors and psychotherapists)

We have interviewed them and would like to offer a conditional placement. There are a number of conditions that have to be fulfilled before we accept a practitioner with an external supervisor. External supervisors are required for trainees when LCC does not have a suitable placement supervisor for the theoretical approach being studied. To ensure rigorous standards we need to be clear about our responsibilities. We offer internal integrative individual supervision. This is compulsory in order to monitor our clients, ensure good practice, to give the trainee professional support, and establish a line of accountability. Our trainees are expected to see up to 3 clients a week. All of our supervisors are professionally qualified supervisors or are accredited counsellors in the progress of undertaking a supervision diploma.

We do not take responsibility for supervising in a particular theoretical approach. We therefore need to have an agreement with the external supervisor supervising LCC's client work, about supervision responsibility. LCC is the primary supervisor and the external supervisor is the secondary. If the need arises and would be of benefit to the trainee and/or the client, the LCC supervisor and the external supervisor would communicate.

If you are in agreement, please sign the attached agreement and return it to us having kept a copy for yourself. Please do not hesitate to get in touch with me if you have any queries or need further clarification. In our experience we find the liaison between LCC supervisors and external supervisors a rewarding one for us and very supportive of the trainee and their clients.



Yours sincerely,

Krystal Freya Munn
LCC Director



Appendix 5

Placement Agreement between the External Supervisor and Local Counselling Centre (LCC): Agreement

(Please complete and return to LCC keeping a copy for your records)

Name of Supervisee:

Name of External Supervisor:

Theoretical approach of Supervisee:

1. I agree to supervise_____in their practice approach.
2. I agree to be the secondary supervisor and in that capacity have a share in supervision responsibility with LCC, who hold responsibility as the primary supervisor.
3. I will inform LCC if I have any ethical or professional concerns about my supervisee's practice with my supervisee's knowledge.
4. LCC will inform me if it has any ethical or professional concerns about my supervisee with my supervisee's knowledge.

External Supervisor Details

Address:

Tel & Email:

Approach:

Qualifications /Accreditation /Memberships:

No. of Years Supervision Experience:



Please attach a copy of your insurance document

Signed:

Date:



Appendix 6

Supervision Agreement between LCC and the Trainee

Supervision is an essential aspect of professional counselling, a resource for all counsellors. Supervision is a working alliance: it is a space for the interchange of ideas for resource and education, collegiality, support and professional development. Above all supervision should help inform client work. You may be required to sign your individual supervisor's agreement in addition to this document.

1. I understand that LCC has a duty to exercise due care, as well as a clinical responsibility for any clients that I am referred, and as a trainee I share in that responsibility.
2. I understand and agree that I must attend supervision at the ratio of 1:6. If my supervisor is external because of my theoretical approach, I agree to monthly internal integrative supervision in addition.
3. I agree to contact my supervisor if unforeseen circumstances prevent me from attending.
4. I understand that failure to attend supervision on a consistent regular basis will be referred to the Practice and Ethics Committee and may result in (i) my institution and accrediting bodies being informed on the basis of ethical concerns (ii) my relationship with LCC being discontinued.
5. I understand in these circumstances that I would need to end with my LCC clients, that LCC would inform them as to why and that other trainees will be found for them.
6. I understand and agree to bring all clients assigned to me by LCC to my placement supervision.
7. Confidentiality is core to the success of good counselling. However, there are circumstances where confidentiality is difficult to sustain. E.g. The Terrorism Act 2000, The Children's Act 1989, The Road Traffic Act 1988 and The Drug Trafficking Act 1986. I agree to discuss all issues of confidentiality that may arise with clients with my supervisor.



Signature:

Print Name:

Date:



Appendix 7 Trainee Details

Please fill this in and give one copy to the Practice Manager and one copy to your supervisor.

Date:

Name:

Address:

Tel.Nos:

Email:

Theoretical Approach:

Training Institution:

Course Title/Qualification:

Year of Training:

Previous relevant experience (briefly):

Other previous/current placements:

Any client group you feel currently uncomfortable with at this stage of your training/life (You do not need to give reasons or feel uncomfortable in anyway about stating this):



Appendix 8 Personal Therapy Details

Name of Trainee:

Name of Therapist:

Address and contact details of Therapist:

Professional membership body (BACP, BPS, UKCP etc.) and membership/
accreditation number:

Qualifications:

Date Therapy Commenced:

I confirm that I am seeing the above named trainee for personal therapy for a
minimum of 2 hours a month

Signed:

Date:



Appendix 9 Dress Code for Trainees

Please remember you are a professional and that professional dress must be worn at all times while engaged in client work. Dress should be clean and smart. We ask you to consider the impression you make on clients and their expectation of a professional service here at LCC. Within this boundary however, we welcome and enjoy individuality.

Items that cannot be worn while engaged in client work:

- Holed Jeans
- Leggings with only a t-shirt
- Extremely short skirts
- Shorts
- Bare midriffs
- Logo T-Shirts
- Laddered or holed leggings or tights
- Spaghetti strap tops
- See through tops where the bra is visible
- Tops which reveal cleavage
- Overly tight clothes

We reserve the right to ask you to amend your dress if it fails to meet professional standards.



Appendix 10 Standard Email 1

Dear

I'm sorry you were unable to attend our appointment at The Local Counselling Centre on

I hope nothing too serious prevented you from coming.

I have made another appointment for you.

Day.....Time.....Date.....

Place.....

On/at.....

Please confirm by telephone, email or in writing that you will attend for your session.

With kind regards,

Yours sincerely,

.....

Counsellor

LCC

Copy for File



Appendix 11 Standard Email 2

Date:

Dear

I am sorry you were unable to attend our appointment again.

Unfortunately, due to the high demand on the service I cannot keep this space for you indefinitely. If you would like to continue please ring the Centre and confirm this by We can then arrange a new appointment date.

If I do not hear from you, I will assume that you no longer require our service and re-allocate your appointment time.

If we do not get the opportunity for an ending session, may I wish you well for the future.

With kind regards

Yours sincerely

Name:.....

Counsellor

LCC

Copy for File



**Appendix 12
Holiday Leave Form**

NAME:

PERIOD OF ABSENCE REQUESTED:

SIGNED TRAINEE:

SIGNED SUPERVISOR:

If you need prolonged leave i.e. more than two weeks for any reason you must discuss this with, your supervisor and the LCC Director so your clients can be contained.



Appendix 13

Client Consent to Taping Form Local Counselling Centre

I have been asked to give my permission to have my counselling sessions taped by my Local Counselling Centre trainee. My counsellor has explained that this is a requirement of their training institute and course and is for the sole purpose of the counsellor's professional development.

I understand that my counsellor will be responsible for the tapes and will keep them safely and securely stored so that nobody else will have access to them.

The tapes may be used only for clinical supervision purposes or occasionally for examination purposes.

I understand that my name, or people about whom I might talk about during counselling, will never be disclosed or revealed. The counsellor agrees to the tapes being erased after completion of the counsellor's course at the latest.

I am aware that I am under no obligation to agree to taping and can withdraw consent at any time. This may include during a session that is being taped.

I have been reassured that declining taping will not impact on my counselling.

I confirm that I have not been put under any pressure whatsoever to consent to taping.

I hereby give my consent to the tape recording of my counselling sessions:

Client's name:

Client's signature:

Trainee Counsellor's name:

Trainee Counsellor's signature

Date:



Appendix 14 Clinical Will

It is expected that all Counsellors, Clinicians and Trainees working at LCC will have made a clinical will. This should consist of detailed arrangements to be carried out in the event of your death or incapacitation with regard to managing the closure of your client, supervisor and student commitments, as well as managing the ending of any ongoing professional work.

A named person should be appointed to be the executor and you should ensure that they know the whereabouts of all the relevant information to your practice. Your next of kin should be aware of this arrangement so that any documentation can be given to the executor.

Students' executors will be their supervisors, and they should make arrangements to inform their supervisor of the whereabouts of any client notes that they may keep so that they can be destroyed.

The details of your executor should be given in to the Practice Manager so that a record can be held in your file.



Appendix 15 Clinical Will example

Counsellor Name and Address:

Holder of will's name and address:

Date:

Dear [Supervisor's Name],

Clinical Will

In your role as my supervisor I appoint you as executor of my clinical will in the event of my death or incapacitation.

In addition to the notes on clients held at the Local Counselling Centre I hold in my office at my home.

Hard data

Client notes are locked in a cabinet in my office labelled client notes.

A second red ring binder containing copies of CBT materials, has a sheet with clients' telephone numbers. It is labelled " admin".

Electronic data

There are electronic copies of process notes on my computer under "documents" in folders each named by an initial eg S or L.

These are backed up on a memory stick which is in the filing cabinet.

I have informed my family of the clinical will arrangement so that they understand that in the event of my death you will need to obtain and destroy the above data.



Kind regards,

Signature



Appendix 16

Client Privacy Policy

To safely and appropriately provide you with counselling we need to collect personal data from you and we need your written consent to collect this data.

Counselling is a confidential process and we do not reveal your personal data or the content of your sessions to a third party without your express permission. The only exceptions to this would be if you were threatening your own life or the life of another, there was a safeguarding issue or you were involved in a crime that falls outside of counselling confidentiality boundaries. In these cases, we may decide to contact emergency services or relevant authorities without your permission.

This privacy policy explains what information we collect, how we use it, where we keep it, how long we keep it for and the procedures that we have in place to safeguard your privacy.

What Information Do We Collect?

When you contact our service via email, we collect the following information on our online Enquiry Submission Form:

- Name
- Email address
- Mobile number
- Reason for your enquiry

When you contact our service via the phone and when you choose to proceed from a phone or online enquiry, we collect the following information on our Registration Form:

- Name
- Address
- Email address
- Landline number
- Mobile number
- Date of birth
- GP name and address



- Next of kin
- Reason for your enquiry

If you opt to access our low-cost service, we will complete an assessment, during which we will gather the following information from you:

General Counselling

- Mental health history
- Family history
- Current medications
- Name and contact details of medical or mental health professionals managing your care
- Family history
- CORE-OM 34 assessment

Psychosexual and Relationship Therapy (in addition to the above)

- Gender identity
- Preferred pronoun
- Sexual orientation
- Relationship status
- Nationality
- Religion
- Sexual health history
- Results of relevant medical tests
- PQ Form

During your therapy your low cost counsellor will keep brief notes of each session to record the content of the session and any homework tasks that may have been agreed.

If you opt to access our full cost service, your counsellor will complete their own assessment and will need to inform you of their Privacy Policy.



How do we use this information?

We collect this information for the following reasons:

- To accurately identify you and thereby safely and confidentially process your referral through our service.
- To identify all of the factors that may be contributing to the problem you are seeking help with.
- To monitor and measure the effectiveness of our service.

Where do we keep this information?

Your Enquiry Submission Form and any emails relating to your referral within the service are kept on the password protected computer of our Data Processor. Your Registration Form and Assessment Form are processed via email using password protected word documents and stored in the password protected computer folders of our Data Processor. Our Data Processor's computer is stored in a locked office to which only the Data Processor and Data Controller have access.

In the low cost service, your referral, assessment and therapy data is kept together in paper format in what we refer to as a client pack. Your client pack is kept in a locked filing cabinet in the location in which you have your therapy. When your therapy is over, our Data Processor collects and transfers your pack, using a portable locked filing box, to their office, where it is kept in a locked filing cabinet within a locked office.

Your counsellor will keep your mobile number stored in their mobile phone, which is password protected.

How long do we keep your data for?

We destroy computer records of your enquiry, registration and assessment forms on completion of your therapy. We store your client pack in locked filing cabinets for a minimum of 7 years, in line with guidance from our insurers, after which point they are shredded. Your records in our service are not classed as medical records or public records.



How do we safeguard your privacy?

We receive and store your enquiry, registration and assessment data via password protected word documents on a password protected computer, kept in the Data Processor's locked office. Other than your enquiry and registration information, all other documentation is identified by your initials only.

The only people who have access to your data are:

Our Data Controllers
Our Data Processors
Your Counsellor

You will not be personally identified in any reports that monitor and measure the effectiveness of our service.

Our counsellors have regular supervision to ensure that they are providing the best standards of care for you. You are identified in supervision by your first name or initials only. Supervisors may keep records of the guidance they have offered to the counsellor which would not be directly identifiable to you and which would be stored in line with their individual Privacy Policies. Supervisors do not have access to your client pack.

Subject Access Request

Should you wish to access your data or have it destroyed before 7 years have elapsed you may submit your request in writing to our Data Controller. Each application will be considered on an individual basis and any decision to provide access to or destroy your personal data will be reached only after consultation with our insurers and professional bodies.

Website and Cookies

Please see our website for our separate Cookie Policy.
www.localcounsellingcentre.co.uk



Data Breaches

LCC strives to do its utmost to protect your data. However, in the event of a personal data breach the following actions will be taken.

- All breaches will be reported with 72 hours to the data protection officer where deemed necessary.
- If the breach is likely to result in a high risk of adversely affecting individuals' rights and freedoms, LCC will inform those individuals without undue delay.
- A record of any personal data breaches will be kept.

Data Controllers

Krystal Munn, Director, Local Counselling Centre Ltd
krystal@localcounsellingcentre.co.uk

Kathy Freeman, Practice Manager, Local Counselling Centre Ltd
kathy.freeman@localcounsellingcentre.co.uk

Smart PA - <https://www.smart-pa.com>

Data Processors

Krystal Munn, Director, Local Counselling Centre Ltd
krystal@localcounsellingcentre.co.uk

Kathy Freeman, Practice Manager, Local Counselling Centre Ltd
kathy.freeman@localcounsellingcentre.co.uk

Leadermans Chartered Certified Accountants and Registered Auditors (no sensitive data) - <http://www.leadermans.co.uk>

Click Return Ltd (no sensitive data)- <https://www.clickreturn.co.uk/privacy-policy/>

Dropbox - https://www.dropbox.com/en_GB/security/GDPR

Smart PA - <https://www.smart-pa.com>



LCC Ltd Address

2, Venture House,
Fifth Avenue,
Letchworth Garden City,
Herts
SG6 2HW

I have read and understood this Privacy Statement. I give LCC Ltd permission to collect, store and use my personal data as detailed in this document in the provision of my therapy.

Name: _____

Signed: _____

Date: _____