**Counselling Referral Form**

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| **Child’s Details** | |
| Name: | Date of Birth:       Age: |
| Address: | Gender: Male  Female: Other: |
| Child Ethnicity and Religion: |
| Disability: |
| First Language: |

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| **Parent/ Carers Details** | |
| 1. Name: | Gender: Male  Female  Other |
| Address (If different from Child): | Contact Number: |
| Email: |
| Religion:      Ethnicity: |
| Parental Responsibility: Yes No | Disability: |
| First Language: | Is an interpreter required? Yes  No |

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| **Parent/ Carers Details** | |
| 1. Name: | Gender: Male  Female  Other |
| Address (If different from Child): | Contact Number: |
| Email: |
| Religion:      Ethnicity: |
| Parental Responsibility: Yes  No | Disability: |
| First Language: | Is an interpreter required? Yes  No |

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| **Significant Others/ Siblings** | | | | |
| **Name:** | **Address:** | **DOB** | **Relationship to Child:** | **Gender** |
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| **School Details** | |
| School Name: | Year Group/Class: |
| Teacher/Main Contact Name: | School Contact Number: |

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| **Other services involved with the child/family** | | | |
| **Name of Organisation** | **Contact Name** | **Contact Number / Email** | **Details of service carried out with child/ family** |
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| **Reason for referral** |
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| **Please give details of any specific risks identified** |
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**The Counselling service can only start once the:**

* **Vista Counsellor Agreement has been signed by a parent/ guardian**
* **Vista Counsellor – GDPR Policy has been signed by a parent/guardian**

Please email this completed form to: [**referrals@vistastalbans.org.uk**](mailto:referrals@vistastalbans.org.uk)

The form must be completed in a Word Document- Only the Vista agreement page is to be scanned separately.

For help and assistance filling out this form please call: **01727 519128**

All Vista staff are DBS checked and attend regular safeguarding training as well as their relevant qualifications.

Vista is GDPR compliant. Our ICO registration number is ZA354653.

**Vista Counsellor – GDPR Policy**

The General Data Protection Regulation (GDPR) is primarily concerned with ensuring that your personal information is protected. This document explains how Vista do that. Please read and sign the last page to indicate that you agree with Vista’s procedures.

Vista St Albans CIC ICO number is ZA354653

**Personal information Vista will collect:**

* Name
* Gender (or preferred identity)
* Age
* Date of Birth
* Child’s relationships including parents, carers, siblings and significant others
* School information
* School year group
* Address
* Telephone numbers of parents/carer (plus permission to send SMS and leave voice message).
* Email address of parent/carer
* Medical conditions related to counselling
* Presenting issues
* Underlying learning difficulties and diagnoses
* Ethnicity
* Religion
* Language
* Session summary
* Other services involved with child/family

**How Vista store your personal data**

*Storage methods*

* Paper written notes (described below) are stored in locked cabinets.
* Smartphone: This allows Vista to contact school/parents/carers
* Vista use a bespoke CRM system (Customer Relationship Management) and is only accessed by authorised people within the organisation. All counselling documents stored on the CRM system are password protected and only the assigned Counsellor can access those documents.
* Email/SMS/WhatsApp: parent/carers email address and correspondence by nature of you contacting Vista. Telephone numbers may be stored in Vista Counsellor’s work phones should messages be exchanged in this way. Electronic correspondence will also be held by the corresponding app (Email, phones SMS, WhatsApp).

*Email – Privacy, Security and Confidentiality*

* Vista use Microsoft email which Microsoft assure us is GDPR compliant and encrypted. However, please be aware that all emails are retained in the logs of Internet Service Providers, ISP’s. If you are concerned about the confidentiality of your emails, you may prefer to contact Vista by telephone.
* Emails are vulnerable to viruses, unintended forwarding, replication or human error. For this reason, it is best to only use email for non-confidential communications like setting up appointment times etc.

*Documents which may or may not be held on Paper*

* Contact sheet
* Contract agreement
* Brief session notes
* GPDR agreement
* Permission to disclose form
* Safeguarding form
* Creative consent form
* Referral form

*Documents which may or may not be held electronically*

* Contact sheet
* Contract agreement
* Brief session notes
* GPDR agreement
* Permission to disclose form
* Safeguarding form
* Creative consent form
* Referral form
* Contact name and telephone number
* Email/SMS/WhatsApp

**How Vista process and share information**

* Vista Counsellors receive supervision with another qualified therapist. The supervision process is for the Counsellor’s practice (rather than seeking on instruction on working with you). To protect your privacy, the supervisor will not know you/your child personally or professionally. The Counsellor’s will refer to the child/young person by their first name and may refer to the child/young person verbally when it’s helpful to their personal processes.
* Cloud printing over Vista network that passes through GDPR compliant servers.
* Information may be shared with Vista Management if required.

**Erasing Information**

When Vista has finished working with a child/young person, they will store paper and electronic records for up to seven years. This is so that Vista have a reference of their work in situations such as the child/young person returning to counselling in the future. After this time has passed, Vista will shred the written information and delete electronic records.

**Your rights**

You have the following rights:

* To be informed of what information Vista hold
* To rectify any inaccurate or incomplete personal information
* To withdraw consent for Vista to use personal information

I agree to Vista holding the above data about the child/young person.

Parent/carer to sign below.

Signed………………………………………………………………Date...................................

Name…………………………………………………………………………………………

**Vista Counsellor Agreement**

Counselling contract for: Click or tap here to enter text. (Child/ young person’s name)

receiving therapy within a school setting with a Vista Counsellor.

**A Vista Counsellor will:**

* Offer a safe place within the school premises for the child/young person to share their experiences and difficulties.
* Support the child/young person and help them work through their experiences but will not give advice or tell them what to do.
* Keep all information (called data) safe – see GDPR policy.
* Schedule weekly sessions within the school environment on the same day and time.

**Parent/Carer understands the following:**

* Commitment to the process is extremely important. It’s vital for the young person to attend **ALL** sessions where possible.
* Parent can notify the counsellor is the child is unable to make a session due to illness or unforeseen circumstances.
* All counselling sessions are confidential. Vista Counsellor’s will not share information about sessions to parent/carers without the young person’s consent. However, if risk is involved, parents/carer will be notified either by the Counsellor and/or the school.
* Full payment is required in advance if privately funded.
* To cancel or reschedule your session please contact your counsellor directly this can be done via their email, mobile or call 01727 519128. Failure to give 24 hours’ notice will result in your session still being charged.

I agree with the above agreement.

Parent/carer to sign below.

Signed………………………………………………………………Date...................................

Name…………………………………………………………………………………………