evolve

Community Counselling Charity

Evolve was first formed in 1978 as Cambridgeshire Consultancy in Counselling (CCC).

Finally in March 2021, CCC rebranded to become Evolve Counselling. Same charity, same excellent services, a new name!

We work in 3 main areas; private clients, organisational clients and counselling membership.

Our Values – People, Principles and Professionalism

equality – enabling equal access to service for clients and equal development opportunity for members, showing respect for all as individuals, empowering people to make choices for their lives

empathy – championing the wellbeing of individuals and treating everyone with kindness, compassion and dignity

integrity – working honestly, openly and with respect

accountability – being fully accountable for all aspects of our service

Our Clients

There are two types of client - private and organisational. All Evolve clients are above the age of 18 and we do not offer couples therapy.

Organisational: These can be companies, schools or hospitals who hold agreements with us. We agree to meet with clients (their employees) for time-limited therapy (the number of sessions vary according to the agreement made), that are invoiced directly to the organisation. These clients come with a code and an agreed number of sessions.

The code and number of sessions agreed will be entered onto Charitylog by Reception before counselling commences. Please use the Organisation Directory for information on session allocation, and other information regarding our agreements with organisations. Counsellors do not contact the organisations directly. Their work is with the client only. If you have any queries to resolve with an organisation, please contact the CSC.

Private: Private clients are self-referred, signposted by their GPs and of course there is word of mouth. These clients are offered sessions based on their ability to pay and they are offered 13 sessions. The fee scale is explained on our website: Counselling Fees for Individuals – Evolve Counselling

Clients we do not work with at Evolve include perpetrators of domestic or sexual abuse or other violent crimes, anyone under 18 years of age, couples or families.

Sharepoint

This is where all information you may need is stored including blank documents, organisation information, Evolve information and Governance.

CharityLog

This is where all client and counsellor information is stored. All clients have a client number, and case number, to be updated as required. The case will be opened when a client enquiry comes through and will move through stages “enquiry”, “allocation”, “counselling in progress”, “extension request”, “counselling case closed”.

Counsellors will each have a profile on CharityLog, please ensure your “Counsellors Skills” and “availability” are up to date.

Enquiries and referrals

Clients make contact with Evolve through our CSC (Clinical Services Coordinator) via our website, telephone or email. The CSC then contacts the client for additional information and to ensure they are suitable for our service.

All enquiries are recorded on CharityLog, regardless of whether they move through to counselling or not.

Allocations

Once we have the relevant information, the client has been triaged and deemed suitable for our services, they will be allocated to a counsellor. This is done via CharityLog (it will appear in your “action” list) and an email will be sent to the client and counsellor informing them of the allocation. It is then the responsibility of the counsellor to contact the client and arrange an initial session.

If you cannot accept a referral that is made to you, please advise us immediately so that the client can be reallocated.

All appropriate measures are taken at the enquiry and referral stage to ensure suitability, but if you feel that the client allocated to you is not suitable, please let the CSC know as soon as possible.

Clients have been triaged at enquiry and allocation stage, however other issues may come up when a counsellor undertakes an assessment with clients. If an issue or concern arises during assessment or later during sessions, these should be raised immediately with you supervisor and or the CSC. After assessment, if you feel the client would benefit from more specialist or alternative support, please let the CSC know as soon as possible.

Contacting a client

The following forms should be sent to clients: Contract, complaints procedure, client data collection form, client privacy notice. These, and email templates to use when sending the above to your new client in the Counsellors Sharepoint area.

Client Contract - between counsellor and client All contracts can be found in the counselling paperwork section of the members' area.

When working face to face, the contract is signed at the assessment session and a copy is given to the client. If you are working remotely the contract should be sent to the client before the first session. There are three options: the client may sign and return before the assessment session if they wish or (as with face to face) or you can talk through the contract at assessment and verbally agree. Alternatively, the client can email their acceptance of the contract.

Client Data Collection form. It is not mandatory for the client to complete this. If they wish to, they can return this to you along with their signed contract. Alternatively, the client can return this to Admin, address on the form. Please explain to clients that completing this form is voluntary. If a client emails you this form, please enter it into Charitylog, don't upload to the client record. (see Charitylog training guide).

Complaints Procedure

Client Privacy Notice

Assessment session

Sessions are 50 minutes duration. An assessment session can take longer, up to a maximum of 90 minutes, in which case you can claim for the additional time spent directly with the client and excludes any admin time. When allocated a client, details of the initial allocation and fee (for private clients) will be set up against the client record.

Assessment record – this template can be used to make notes of the assessment session before you enter the information onto CharityLog.

<u>Counselling in Progress</u>

All counselling sessions are 50 minutes in duration. Please keep a record of all sessions in the relevant section on CharityLog.

Note taking – please keep notes brief, factual and anonymous. Counsellors should be aware that clients can request sight of their notes, or they may be requested by a court and notes cannot be changed or amended once written. Notes must not contain any names, opinions or process thoughts. If you wish to make process notes for supervision, these must also remain confidential, not contain identifiable information and be stored correctly. For guidance on note taking, please see the BACP "Confidentiality and record keeping in counselling and psychotherapy"..

Cancellations and DNA's. If a session is to be missed or cancelled, clients are required to give 48 hours notice. If less than 48 hours notice is given, the client will not be entitled to a replacement session. For organisational clients – Evolve can be paid for 2 missed sessions. After this, permission will need to be granted from the organisational lead to continue the offer of sessions. For private, fee-paying clients – If a client gives more than 48 hours notice, 2 sessions can be cancelled or rescheduled. If less than 48 hours notice is given, the session fee will need to be paid before another session can be booked.

Attendance and payment record – please update this for every session including information on session location, attendance, payment etc.

Extensions. If you, and your client, feel that an extension to the allocated sessions would be beneficial, an extension request can be made. Please complete the extension request form found in the Counsellors Sharepoint, detailing reasons for the extension request, upload the request on to CharityLog. The request will go to the CSC who will contact the relevant organisation and will update CharityLog when a decision is made. The extension process can differ between organisations.

Transferring to a fee-paying client. If clients wish to continue their counselling outside of the allocated session (or an extension has not been granted), they can transfer to being a fee-paying client for up to 13 sessions (inclusive of organisational sessions already attended).

Endings

Policies

Please familiarize yourself with the following:

- o At risk procedure
- o Safeguarding policy
- o Data Protection policy
- o Health and Safety policy (including returning to in the room protocols)
- o Equality and Diversity policy

Risk Assessment/ Safeguarding

If you identify any risk with a client, please notify the CSC. We have a central At-Risk register where details of the issues, who is involved, and actions taken are recorded. Information about the process is also in the Health and Safety section of the Counsellors Sharepoint area.

Finance

Private, fee-paying clients pay counsellors directly for their sessions.
Organisational client payments come from Evolve.
Counsellors are paid based on the sessions logged the previous month on Charitylog minus any payments made to them by Evolve fee-paying clients.
Please advise accounts@evolvecounselling.org.uk of your bank details when you start with us. Any surplus owed to Evolve from the balance of session fees due and monies collected from clients should be returned to Evolve by bank transfer.
Please email Accounts to let them know you are doing this. The bank details can be obtained from accounts@evolvecounselling.org.uk . Any monies owed to the counsellor will be paid directly into the counsellor's bank account, by the 25th of the following month. The timetable each month is as follows:

	Deadline following month end
Counsellors to complete records for previous month on Charitylog	Working day 2
Extract of previous month sessions from Charitylog	Working day 3
Payments to counsellors	25th

As counsellors are self-employed, there are limited expenses that can be claimed, provided these are agreed in advance with the CSC. These would be submitted using the claim form that can be found in the members area.

Membership

Membership renews every 12 months. We will require all up-to-date paperwork in order to maintain your membership with Evolve. This includes BACP/ UKCP membership, ICO, Liability and Indemnity insurance, DBS, payment, supervisory details, proof of training and proof of counselling hours.

Premises

If you are working "face to face" from your own or rented premises, please provide details of your therapy room, including pictures.

Please also confirm that you have read the Contractor, Self-Employed Duties and Responsibilities document. (Health & Safety requirement) found here:. https://cambsconsult.sharepoint.com/:f:/r/sites/counsellors/Shared%20Documents/Evolve%20 Counsellors/2.%20COUNSELLING%20%20PROCESS%20%26%20PROCEDURES/5.%20Health% 20%26%20Safety?csf=1&web=1&e=O32IWC There's some other information in that folder also, that we are asked to send out to counsellors also, for information.

We will then confirm that your premises are OK to use for Evolve client work.

Working practice

All counsellors working at Evolve must work within professional codes of practice. A copy of the "Ethical Framework for Good Practice in Counselling and Psychotherapy" must be read and understood before commencing work with clients.

Professional safety

It is ESSENTIAL that the following points are adhered to at all time;

Always keep accurate records of sessions on CharityLog

Speak to the CSC about referring a client to a more appropriate service if you feel the client would benefit

Attend supervision regularly. Contact your supervisor and/ or CSC if you have any concerns after a session

All Evolve documents held outside of CharityLog must be kept securely in accordance with GDPR and Data Protection

All information about counselling clients and organisational clients is the property of Evolve

All information is confidential and limited to the sole use of Evolve members only on a need-to-know basis.

In the event of ending your membership with Evolve, please arrange for electronic and/ or paper records that you hold to be returned to Evolve.

<u>Other valuable information</u>

We offer several related services to organisational clients, such as group sessions, workshops, and on-site counselling. These are ad-hoc and would be arranged in advance through the organisation's named contact and the BDM. You may be invited to help to provide these from time to time. It is important to state capability in these diverse provisions on your Skills record so that Evolve can turn to tried and tested competence for such services.