



## **Terms and Conditions**

**By agreeing you are consenting to the following:**

### **Your Child's Input**

- The client will receive services from a speech and language therapist acting on behalf of Beyond Speech. This may include assessment, therapeutic intervention, and/or advisory input in relation to the client's speech, language, and communication needs.

### **Sharing Information**

- The therapist will share relevant assessment, and therapy reports with other professionals involved in the client's care, including but not limited to school staff, Educational Psychologists, General Practitioners (GPs), and allied health providers, where appropriate and in line with consent procedures.
- In cases where parents or guardians are separated or divorced, it is the policy of Beyond Speech to share all assessment findings and therapy-related information with all individuals who hold parental responsibility, ensuring transparency and equitable access to information
- The appointed therapist will liaise with any relevant external providers involved in the client's care, as appropriate. This may include sharing copies of initial assessment reports and subsequent review documentation to support coordinated service delivery.

### **Initial Assessment and Reports**

- The initial assessment will include gathering information from parents/carers (both directly and indirectly), assessing the client, and producing a written report when requested. This report will outline the therapist's clinical decisions regarding diagnosis, advice, and potential intervention targets (where required or requested). We aim to complete all clinical reports within 10 working days. However, this timeframe cannot always be guaranteed, and delays may occur in exceptional circumstances.
- The final report represents the clinician's professional judgement and must remain their own work to ensure clarity, integrity, and informed decision-making. Edits are generally limited to minor corrections. Content changes are only made



in exceptional cases, such as correcting misquotations, and must never compromise the accuracy or integrity of the clinical findings.

## Video

- At times, the client may be videoed or photographed for therapeutic purposes, for example to record speech before and after therapy.
- These recordings form part of the child's medical file and, in line with professional liability insurance requirements, will be securely stored for 7 years after therapy concludes.
- For children under the age of 18, records will be retained until they reach the age of 25

## General Data Protection Regulation 2018

Client data is stored and managed in accordance with our Privacy Policy, outlined below.

## Privacy Policy

Your privacy is important to us. At Beyond Speech, we follow these key principles:

- **Minimal data collection:** We only request personal information when it is necessary to provide our services.
- **Controlled sharing:** Personal information is shared only to comply with legal requirements or, with your consent, with other professionals involved in your child's care (e.g. GPs, Educational Psychologists, school staff).
- **Secure storage:** All personal information is stored in encrypted, password-protected systems and removed from hardware and email servers.
- **Easy updates:** We aim to make it straightforward for you to amend or update the details we hold.
- **Relevant communication:** We will only contact you regarding therapy, invoicing, or occasionally to inform you about upcoming speech and language therapy clubs or training courses. You will always have the option to unsubscribe from non-essential emails.

## Legal Basis for Processing



- Beyond Speech processes data under the legal basis of **legitimate interest** in delivering speech and language therapy services and associated training. Processing is carried out with appropriate safeguards and relates solely to clients, members, or former clients/members who have regular contact with us.
- Personal data will not be disclosed outside of our organisation without the consent of the data subject.

### Policy Updates

- Our Privacy Policy is available on our website. Minor changes may be made from time to time at our discretion, and we encourage you to check the policy regularly for updates

### Client Privacy

- All clients are required to confirm that they have read and understood our Terms and Conditions and Terms of Service.
- The information collected is necessary to provide a safe and competent Speech and Language Therapy service.
- Personal details will not be shared without your consent.
- You will only be contacted in relation to assessment, therapy, or essential service matters.
- Your email address will be stored securely and will never be used for spam.

### Gathering of Personally Identifying Information

- Information is collected through our **Case History Questionnaire**, which must be completed and signed before a client is formally taken into our Duty of Care.
- We do **not** store any financial information or card details.
- All invoice payments are made securely via **Bank Transfer**

### Storage of Personally Identifying Information

- All personal information collected from clients forms part of their official health record and is securely stored using encrypted, cloud-based software.
- In compliance with **Health and Care Professions Council (HCPC) guidelines**, records are retained for **7 years after treatment**. For paediatric clients, records are kept until the client reaches the age of **25**. After this period, records are permanently deleted.



- Beyond Speech complies with the **Data Protection Acts 1998 and 2003** and the **EU General Data Protection Regulation (GDPR)**. Personally identifying information will not be disclosed or shared without prior consent.
- We take all reasonable measures to prevent unauthorised access, use, alteration, or destruction of personal data, ensuring the highest standards of confidentiality and security.

### **Request for Information**

- Clients and their legal representatives have the right to request access to all information held about them within our systems.
- Beyond Speech will respond to such requests within **30 days**, in line with data protection requirements.

### **Data Amendments**

- All clients have the right to request corrections to any data we hold, including personal details contained in reports or other documents.
- Requests for corrections must be submitted in writing to the treating therapist.
- It is the client's responsibility to ensure that Beyond Speech has up-to-date address and contact details, and to notify us immediately of any changes

### **Data Protection Officer**

- Beyond Speech acts as the **Data Controller** for all client information.
- **Cassie Humphries** is the appointed **Data Protection Officer**.
- Complaints regarding the control of your information can be directed to: **cassie@beyondspeechslt.com**.
- You also retain the right to raise a complaint with the **Information Commissioner's Office (ICO)**

### **Parental Responsibility**

- Only parents or carers with **parental responsibility** may provide consent for treatment.
- By signing our consent form, you confirm that you hold parental responsibility.
- Parental responsibility refers to the legal rights, duties, powers, and authority a parent has in relation to a child and the child's property.
- A person with parental responsibility has the right to make decisions about the child's care and upbringing.



- Important decisions in a child's life must be agreed upon with all others who hold parental responsibility

**BIOLOGICAL MOTHERS** - Automatically have parental responsibility for their children.

**MARRIED FATHER/PARTNERS** - Automatically have parental responsibility and do not lose it, even on divorce.

**UNMARRIED FATHERS/PARTNERS** - Do not have automatic parental responsibility but may obtain it by marrying the mother; having their name registered or re-registered on the birth certificate (see below); making a parental responsibility agreement with the mother; obtaining a parental responsibility order from the Court; obtaining a residence order from the court, or becoming the child's guardian.

**UNMARRIED FATHERS** will, after December 2003, have automatic parental responsibility for their children if they have registered as the father (Children's Act 1989, s.4 and Births and Deaths Registration Act 1953, s.10). If a child was born before 2003, and the father was not named on the birth certificate, that child can be re-registered and the father named.

Once this has been done, the father will automatically have parental responsibility.

***In the case of separated or divorced parents/guardians: it is our company policy to share information concerning assessments and therapy with all parents or guardians who have parental responsibility. Please advise your therapist of the name and address of any parent that also holds parental responsibility but does not live in the same home as the client.***

**Where one parent/guardian has had parental responsibility removed by the court**, you will need to provide evidence, such as a court order.

- Only the person with parental responsibility can legally give consent for your child's therapy.
- When someone other than the person with parental responsibility takes your child to an appointment (i.e. grandparent, childminder), we need to be assured that they have parental consent to do so. A note signed by the person with parental responsibility or giving verbal consent at the previous appointment would be required.



<b><u>Our Prices</u></b>	<b>Price</b>
<b>Type of Service</b>	
<b>Short Phone/ Online video call</b>	
This is to help you work out if therapy is the right option for you and to find out more about what can be achieved.	<b>FREE</b>
<b>Standard Initial Assessment</b>	
Sessions last up to 1.5 hours in one setting, such as school or home, with specific written targets to support speech, language and communication development. Please note that travel costs are additional*.	<b>£140</b>
<b>Complex Initial Assessment</b>	
Sessions can last up to 2.5 hours and may occur in two different settings, such as school and home, with specific written targets to support speech, language and communication development. Please note that travel costs are additional*.	<b>£180</b>
<b>Standard Report</b>	
This full report provides a detailed assessment of your child's speech, language and communication development, including observations, advice, and targets to support progress	<b>£90</b>
<b>Review Assessment</b>	
1 hour to review previous targets of known children and set new targets to support their progress in speech and language therapy. Travel costs are additional*.	<b>£90</b>
<b>1:1 Therapy</b>	
45-minute 1:1 therapy supporting your child's speech, language and communication development, available in the comfort of your home or at settings such as schools or nurseries. Travel costs are additional*.	<b>£80</b>
<b>Further Therapist Time</b>	
This may include clinical administrative tasks, such as creating individualised intervention plans or resources, referral letters, liaising with others, setting visits,	<b>£90</b>



and attending meetings. Any work requested that results in additional fees will be mutually pre-agreed. Travel costs are additional\*.

*\*Travel costs £0.45 pence per mile for a return journey from the nearest Beyond Speech Therapy base (NN6 or NN14). Travel distance over 10 miles (a 20-mile round trip) will incur an additional travel fee. This will be charged at the session rate, pro rata.*

**Payment:** individual clients

- Clients will be invoiced **5 working days in advance** of scheduled assessments.
- Clients will be invoiced on the **final working day of the month** following completed therapy sessions.
- All invoices must be paid by **Bank Transfer** within **3 working days** of receipt.
- Late payment may result in therapy sessions being **temporarily paused** until the outstanding invoice is settled.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com)

**Cancellation:** individual clients

- If you need to cancel a paid appointment, refunds are not available.
- We will, however, offer to **rearrange the appointment up to two times**.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com).
- Diarrhoea and vomiting can spread quickly. To protect staff and other clients, please notify us if your child has experienced sickness or diarrhoea within the last **two days**.
- If **you or your child is not well enough** to carry out normal daily activities, please **cancel your therapy session**, remain at home and avoid contact with others until you/your child is fully recovered.
- In cases of cancellation due to illness, our **cancellation policy** (as outlined above) will apply.

**Payment:** local authorities and settings (schools and nurseries)

- Clients will be invoiced on the **final working day of the month** following receipt of services.



- Invoices must be paid by Bank Transfer within **3 working days** of receipt.
- Late payment may result in services being **temporarily paused** until the outstanding invoice is settled.
- For any queries or concerns regarding your invoice, or if you are unable to attend your appointment, please contact us at [enquiries@beyondspeechslt.com](mailto:enquiries@beyondspeechslt.com)

**Cancellation:** local authorities and settings (schools and nurseries)

- We require **1 term's advance notice of cancellation of services**.
- If the therapist needs to cancel a planned school day (e.g. due to sickness) we will attempt to reschedule this to another day within the term in the first instance. If this is not possible, we will reimburse the costs of any sessions cancelled by the therapist.
- If we need to cancel our input with the school, we will provide 1 term's advance notice.

**Confidentiality**

- Information shared during assessment and therapy will be used solely for the purpose for which it is provided and will not be released to other agencies without prior consent.
- If at any time there are concerns regarding the welfare of a child or vulnerable adult, we are obliged to follow our professional code of conduct. In such cases, information may be passed to relevant agencies strictly on a **need-to-know basis**.
- For further details on how data is held and managed under the **General Data Protection Regulations (2018)**, please refer to our **Privacy Policy**.

**Home visit environment**

- The wellbeing and safety of our therapists is of utmost importance.
- When therapists make home visits, it is your responsibility to ensure the working area is **clean, tidy, and hygienic**.
- Please ensure that **dogs are kept securely in a separate area** during the session.
- **Smoking or drinking alcohol** while the therapist is present will not be tolerated.
- If the therapy environment does not meet these requirements, the session may need to be **cancelled but will still be charged**.

**Zero Tolerance Policy**





- Beyond Speech operates a **zero tolerance approach to sexual harassment** in the workplace, including incidents involving customers or their family members/carers.
- Any report of sexual harassment will be taken seriously, investigated thoroughly, and appropriate action will be taken. Where claims are substantiated, Beyond Speech reserves the right to **withdraw services with immediate effect**.
- We also maintain a **zero tolerance policy towards bullying, harassment, or verbal abuse**. This includes behaviour that is intimidating, threatening, discriminatory, or offensive.
- Individuals engaging in such behaviour will face immediate action, which may include **termination of services** or reporting to the relevant authorities.
- We believe everyone deserves to be treated with **dignity and respect**, and we are committed to maintaining a **positive, safe, and professional environment** for all.

## Complaints

- We hope you will be satisfied with the service you receive. However, if you do have a complaint, please first raise the issue directly with your therapist.
- We will make every effort to resolve your complaint promptly and to the best of our ability.
- For very serious complaints, where you believe professional standards have been breached or fitness to practise is impaired, you may report the matter to the **Health and Care Professions Council (HCPC)**.
- Guidance on how to raise a concern with the HCPC can be found here:  
<https://www.hcpc-uk.org/globalassets/resources/guidance/how-to-raise-a-concern.pdf>

## Technology

- At Beyond Speech, we embrace new technology responsibly to improve service efficiency and enhance the client journey.
- Your therapist may use a medical note scribe, **Heidi Scribe**, during sessions.
- All data recorded is **securely protected**, and only your therapist has access to it.
- If you do not consent to the use of Heidi Scribe, please inform your therapist before or during the session.



## Beyond Speech - Safeguarding Policy

### 1. Policy Statement

Beyond Speech is committed to safeguarding and promoting the welfare of all children and vulnerable adults who access our services. We believe that every child has the right to feel safe, protected, and respected. Safeguarding is central to our practice and underpins all aspects of assessment, therapy, and client interaction.

### 2. Scope

This policy applies to:

- All therapists employed or contracted by Beyond Speech
- Students, volunteers, and administrative staff
- Parents, carers, and legal representatives engaging with our services

### 3. Principles

- **Child-centred practice:** The welfare of the child is paramount.
- **Zero tolerance:** We do not tolerate abuse, neglect, harassment, or exploitation in any form.
- **Transparency:** Information is shared only on a need-to-know basis, in line with GDPR and HCPC guidance.
- **Accountability:** All staff are responsible for recognising, responding to, and reporting safeguarding concerns.

### 4. Responsibilities

- **Data Protection Officer (Leanne Hewson-Smith)** oversees safeguarding compliance and acts as the designated safeguarding lead.
- **Therapists** must remain vigilant, record concerns accurately, and escalate issues promptly.



- **Parents/Carers** are expected to provide accurate information and collaborate in safeguarding processes.

## 5. Recognising Concerns

Staff are trained to identify signs of:

- Physical, emotional, or sexual abuse
- Neglect or inadequate care
- Bullying, harassment, or exploitation
- Situations where a child or vulnerable adult may be at risk of harm

## 6. Responding to Concerns

- Concerns must be documented clearly and factually in the client's record.
- Immediate risks must be escalated to relevant safeguarding agencies (e.g., local authority, social services, police).
- Parents/carers will be informed unless doing so places the child at further risk.
- All actions taken will follow HCPC professional standards and local safeguarding procedures.

## 7. Confidentiality and Information Sharing

- Information shared during therapy is confidential and used only for therapeutic purposes.
- Where safeguarding concerns arise, information may be disclosed to external agencies on a **need-to-know basis**.
- All disclosures will be compliant with GDPR (2018).

## 8. Training and Review

- All therapists receive safeguarding training appropriate to their role.
- This policy is reviewed annually or sooner if legislation or HCPC guidance changes.

## 9. Complaints and Whistleblowing

- Concerns about safeguarding practice within Beyond Speech can be raised with the Data Protection Officer.



- Serious concerns about professional standards may be reported to the **Health and Care Professions Council (HCPC)**.

#### **10. Contact Information**

- **Designated Safeguarding Lead (DSL):** Leanne Hewson-Smith
- **Email:** [leanne@beyondspeechslt.com](mailto:leanne@beyondspeechslt.com)
- **External Authority:** Local Safeguarding Children Board / Social Service