

Terms of Service Contract

Focusing Minds will:

- Provide weekly or fortnightly sessions at the agreed time and day for either 40 or 50 minutes.
- Deliver a bespoke 1:1 service based on the needs, wants or requirements of the individual child or young person.
- Provide a safe and secure environment, free from judgement, for all child and young person clients.
- Retain confidentiality in all matters except for any disclosure which significantly threatens the safety of the child, young person or others.
- Update parents of any concerns raised by the child or young person which may fall outside the wider safeguarding policy/procedure where the child or young person provides consent.
- Follow safeguarding procedures to promote the positive welfare of the child or young person where any disclosure is made, including referrals to the NSPCC or local children's services where required.
- Update parents/carers on a monthly basis with regards to the child or young person's engagement in sessions.
- Communicate in good time with parents where any session must be cancelled or re-arranged except for in emergency situations.
- Ensure all information collected is stored safely in accordance with GDPR legislation and policy.


Parents/carers will:

- Support the child or young person in arriving in good time for their session. Sessions cannot be extended in the event of lateness for any reason.
- Ensure the child or young person is collected at the end of the session or has shared alternative arrangements with Focusing Minds for the safe journey of the child or young person home.
- Update Focusing Minds on any additional agency involvement merely for information sharing purposes.
- Communicate in good time where sessions may need to be cancelled or re-arranged. Any session which requires cancelling within 48 hours of the agreed date/time will incur the full cost for that session.
- Communicate an end date, in writing (email, message or letter), providing 7 days' notice of service termination. Any sessions within the 7 days will be charged at the usual rate but can still be accessed by the child/young person.
- Make payment at least by the end of the day of which the child or young person's session is being held. Payment due dates are issued on session invoices. Payments can be made by cash or online bank payment/transfer.

The child/young person will:

- Be at the heart of the work undertaken and offered a judgement-free, confidential environment.
- Only share in sessions what the child or young person is comfortable in sharing, understanding that where significant risk is present to self or others, confidentiality cannot be maintained by Focusing Minds
- Arrive in good time for the commencement of sessions.
- Not contact Focusing Minds outside of the agreed date and time of sessions. Any queries or comments can be raised via contact with parents through email, phone, or messenger services. Where online sessions (Zoom/Teams) occur, invites will be sent to a parent/carer's email address.
- Not use any gadgets or devices, including phone and/or camera or recording devices, to record any part of sessions.

Parent/carer signature: Child/young person signature:.....

staff signature:  Date:.....