



Information sheet for parents and carers

Place2Be counselling

Frequently asked questions by parents and carers

1. Why do we ask for parent/carer agreement to offer our counselling service?

We believe it is important to work in partnership with parents and carers to achieve the best outcomes for children and their families. We also have an ethical responsibility to ask for agreement to provide counselling support for children.

2. Why do we ask for information about your child?

Information from parents, carers and teachers is essential in helping us to understand your child better. It enables us to gain a good picture of your child's needs.

3. What is Place2Be counselling support?

One-to-one counselling

These sessions are offered once a week for about 50 minutes and will be on the same day and at the same time in school every week. These sessions give your child the opportunity to express their feelings using play and art. One-to-one sessions usually continue for 2 to 12 months depending on each child's needs.

Brief counselling (secondary schools only)

Children are offered 6 sessions, 1 session per week for about 50 minutes, to explore the issues that are concerning them and we aim to support your child in coping with these issues.

4. Who conducts the Place2Be counselling sessions?

The Counselling sessions are conducted by Place2Be Counsellors who are committed to the highest standards of personal, professional and ethical practice. This means they have to keep their skills up to date. Some of our counsellors have already completed their qualification as adult or child counsellors and some are at a stage of their training where they need to have a work placement. All are offered a thorough programme of Continuous Professional Development training and support through Place2Be as part of their placement.

5. **Who will your child's counsellor talk to about the sessions?**

Parents and carers will have the opportunity to meet with the Place2Be School Project Manager before, during and after counselling. The child's counsellor will share information with the School Project Manager, who will give parents, carers and teachers some feedback on how their child/pupil is using the sessions and any general themes arising from them. Place2Be also has a responsibility to keep children safe and to follow safeguarding procedures as and when required.

The School Project Manager may share information and consult with educational psychologists at Place2Be to inform a personalised approach for your child.

6. **Are the sessions recorded?**

Sometimes, the counsellor working with your child may need to present a report of the counselling they have been doing as part of their training or professional development. This written or taped report will be **completely anonymous** and it will not be possible to identify your child or your family. The report will remain confidential to the training college and will only be seen by a tutor and examiner.

Place2Be's evaluation

7. **What is Place2Be's evaluation and why is it important?**

Place2Be's evaluation provides an **overall picture of children we support – your child cannot be identified in any report.**

Place2Be collects information to evaluate our effectiveness and learn about how to give the best possible service to children and families. For Place2Be to work well, we need to find out how the support we provide helps children's emotional wellbeing and their learning and academic progress and so we can learn and develop our service.

Every year Place2Be reports on the numbers of children supported through its services, the needs of the children who come to Place2Be and the impact the service has made on children's wellbeing and learning. These reports are published on our website:

<http://www.place2be.org.uk/impact-evidence/our-impact/>

8. **What information about your child is included in Place2Be's evaluation?**

Place2Be collects information about your child from the school including their name, date of birth, year group, gender and ethnicity. We also collect information about your child's wellbeing and learning and attendance at school. From this, we provide a summary of parents/carers', children's and teachers' views about how children feel and behave in different situations, how they feel about learning and their attendance at school. You can see full details of the sort of information we collect on the GDPR section of our website www.place2be.org.uk.

We keep the information for 6 years and it is then destroyed.

Place2Be will record your child's Unique Pupil Number/Scottish Candidate Number (see 12). This helps us look in the National Pupil Database to evaluate children's progress over time to see how Place2Be helps over the longer term.

9. Is your *child's information confidential*?

Yes. Your child's name will *not* be in our research data. Your child's information will be stored securely.

10. What is the Data Protection Act and the General Data Protection Regulation (DPA)?

The new DPA 2018 gives people control over their personal information (data) and requires organisations who have people's personal information to act in a lawful and transparent way. It brings the GDPR into UK law, in order to enhance people's control over their personal data. Place2Be works within the DPA 2018 and the GDPR to ensure that personal details, for example, name or date of birth, are lawfully collected, kept securely and not passed to other people or agencies.

11. Will your child's information be shared with anyone?

To understand how Place2Be compares to other services and to learn how we can improve, Place2Be sometimes shares data with research partners, including universities and their students. It will never be possible to identify you or your child in the data we share or in any reports that are written.

12. What is the Unique Pupil Number (UPN)/Scottish Candidate Number (SCN)?

The UPN/SCN is a number that identifies each pupil in school. This number remains with the child throughout their school career, even if they change school. UPN/SCNs are designed to track pupil progress and are part of the procedures used for target setting and monitoring in each school.

13. How do we safeguard your child's information?

We care about protecting your child's information. Our policies and systems make sure that the information cannot be accessed by anyone who should not see it. They also protect against loss or misuse of the information.

We are committed to taking all appropriate steps to protect the personal information that we hold. We do this by having in place a range of measures, including the information being held in a secure, password protected database that can only be accessed by those who need to see the information to deliver the service for your child.

14. Why haven't we asked for consent to collect information about your child?

We aim to have a service that any child in the school can access when they are referred. Any child whose parent/carer has agreed that their child can come to one-to-one counselling can attend. In those circumstances, parental consent is not required to record or store or assess a child's information, because other legal safeguards kick in to ensure the minimal information is collected and used in a way that respects and protects the children who use the service.

15. Is this legal?

Yes. Under the DPA 2018 and the GDPR, parental consent for using children's personal information is not needed in the context of counselling services provided direct to a child (see our website for more details). The GDPR imposes strict safeguards on the use of children's information. We can record, store and assess information about your child if they come to counselling sessions for two reasons:

- we are protecting the interests of your child in accessing counselling support and only necessary information is collected (this is called the “legitimate interests” legal basis for processing personal information); and
- recording the information means your child can access a service for their Health and Social Care (this is a further lawful basis for any sensitive or “special category” personal information).

This is in line with the guidance from the Information Commissioner, the UK’s information and privacy watchdog. It is also in line with guidance from the British Association of Counselling and Psychotherapy (BACP).

Place2Be is an organisational member of the BACP. This means our SPMs work in line with its Ethical Framework and Ethical Guidelines, so they will make sure your child’s information is confidential. In addition we are also able to use some of your child’s information for research and statistical purposes, as we use coded information and remove your child’s name and we use some of the information for equality of opportunity and monitoring their counselling.

16. How can you withdraw your agreement for your child to attend Place2Be counselling sessions?

You can withdraw your agreement at any time by speaking to the Place2Be School Project Manager at your school, or by sending an email to privacy@place2be.org.uk.

Once we receive your email, we will cease to carry out counselling support.

17. Can you request for the information held about your child?

You may ask us to confirm what information we hold about your child at any time, and request us to modify, update or delete such information. This is known as a Subject Access Request.

It is important to note that even if a child is too young to understand the implications of subject access rights, data about them is still their personal data and does not belong to anyone else, such as a parent or guardian. In the case of young children these rights are likely to be exercised by those with parental responsibility for them. If you request your child’s data, proof of parental responsibility will be required.

We will consider whether the child is mature enough to understand their rights. If they are considered to be competent we will respond to or consult the child or seek the child’s consent for disclosure to you (with parental responsibility).

You can make a Subject Access Request by speaking with the Place2Be School Project Manager who will ask you to complete a form or by sending an email to Privacy@place2be.org.uk

18. What can you do if you are unhappy with our service?

If you are unhappy with any aspect of our service, you can make a complaint in writing addressed to the Data Protection Officer at Enquiries@Place2be.org.uk.

If you are unhappy with how your child’s data is handled, you may complain to the Information Commissioner via Office of the Information Commissioner, Wycliffe House, Water Lane, WILMSLOW, SK9 5AF, or phone: 0303 123 1113.