



Information sheet for parent/carer

A Place for Parents counselling

Frequently asked questions by parents and carers

1. What is a Place for Parents counselling support?

A Place for Parents is a place for you to come and talk about the things that are concerning you with a qualified counsellor. Counselling sessions will be held at the same time and in the same place each week, for 50 minutes. Initially you will be offered 8 sessions. Following a review together, the work can be extended for up to a year. Counselling sessions are usually during school term time.

2. What if I cannot attend?

It is important that you are able to come each week. There may be times when you are unable to attend due to illness or an emergency. If this happens, please ring or text your counsellor as soon as you can. If you miss two sessions and do not let your counsellor know there is no guarantee that your place will be held for you. If your counsellor cannot attend a session you will be contacted by your counsellor or by Place2Be.

If you arrive under the influence of alcohol, un-prescribed drugs or even prescribed medication in such a way that it is affecting your ability to make use of the counselling your counsellor may end the session. If you become violent they will end the session that day to keep everyone safe.

3. Are the sessions recorded?

Sometimes, the counsellor working with you 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 you 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

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

Place2Be's evaluation provides an **overall picture of the families we support – you 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 parents' emotional wellbeing and their families and so we can learn and develop our service.

Every year Place2Be reports on the numbers of children and parents supported through its services, the needs of the children and families who come to Place2Be and the impact the service has made on children's *and parents' wellbeing and children's learning in school*. These reports are published on our website: <https://www.place2be.org.uk/impact-evidence/.aspx>

5. What information about you is included in **Place2Be's** evaluation?

Place2Be collects information about you including your name, date of birth, gender and ethnicity. We also collect information about your wellbeing and concerns. From this, we provide a summary of parents/carers' views about how they feel and behave in different situations, and also what their main concerns are, including those that relate to their children. 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.

6. Is the information you provide confidential?

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

The content of your sessions will remain confidential to Place2Be. If you are being seen in a school it is sometimes helpful for your counsellor to think together with the Place2Be School Project Manager about your family and how we can best support you. This helps Place2Be look after you and your children. To make sure that your counsellor is giving you the best possible service, the work you do together is overseen by a Place2Be supervisor.

If there are things going on for you that mean there is a risk of harm to yourself, your children or anyone else then it will be important for your counsellor to make sure the people concerned are kept safe. When this happens your counsellor will pass on the information you have shared to the person in the school or children's centre that deals with these situations. Your counsellor will usually talk to you about who needs to know first.

When circumstances become or feel particularly difficult for you it may be helpful for your counsellor to let your GP know how you are. Your counsellor will usually ask your permission to be in touch with your doctor when this happens.

7. What is the Data Protection Act 2018 (DPA) and the General Data Protection Regulation (GDPR)?

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, date of birth or address, are lawfully collected, kept securely and not passed to other people or agencies.

- 8. Will your 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.

9. How do we safeguard your information?

We care about protecting your 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 you.

10. How can you withdraw your consent to attend A Place for Parents counselling sessions?

You can withdraw your consent at any time by speaking to your counsellor, or by sending an email to privacy@place2be.org.uk.

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

11. How can you withdraw your consent for the information to be used for evaluation?

You can withdraw your consent at any time by sending an email to Privacy@place2be.org.uk. Please ensure you include your name, date of birth and school in order for us to easily locate your details.

Once we receive your email, we will cease to use your data in our evaluation. You can still receive counselling.

12. Can you request to see the information held about you?

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

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

13. 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. Office of the Information Commissioner Wycliffe House Water Lane WILMSLOW SK9 5AF Phone: 0303 123 1113