



## Information Sheet: Confidentiality Statement

CCL works within the Ethical Framework of the British Association for Counselling and Psychotherapy (BACP), offering a confidential service to its clients. Confidentiality is an essential part of our service and will only be broken:

- When the client gives consent in writing for the confidence to be broken;
- When CCL is compelled by a court of law or under the terms of The Children Act (2004);
- When information relates to the prevention or detection of serious crime;
- When the client is a danger to him/herself or to others, or where someone else is believed to be at risk of serious harm.

In the event of a counsellor having a cause for concern, the counsellor will, wherever possible, discuss any plans to break confidentiality with the client before any action is taken.

### It is the policy of CCL to:

- Keep client records (including progress notes of counselling sessions) which are accurate, respectful of clients and colleagues and protected from unauthorised disclosure. These records remain the property of CCL and not of individual counsellors.
- Keep records securely and adequately protected from unauthorised intrusion or disclosure.
- Require all counsellors to receive external supervision in line with the general obligation of the BACP for all counsellors to receive supervision/consultative support independently of any managerial relationships. Counsellors may discuss issues arising from their work with CCL clients. However, counsellors must not identify clients to the supervisor i.e. information is shared on an anonymous basis only.
- Monitor the service by means of statistical and qualitative reports, which are shared with third parties e.g. RVA Trustees. However, CCL will not identify individual clients to third parties in such reports.
- Inform the client's GP that the client is at risk of medium or high risk of self-harm or harm to others if the client is unwilling or unable to do so. This communication will be in the form of a letter to the GP.
- Provide information as requested by an employer (where CCL has entered into a contract to provide an Employee Assistance Programme) but only where the client has signed a Release of Information form.