5. SCS Working agreement and consent

5.1 Privacy statement
The Student Counselling Service and the University need to collect and process personal data in order to function effectively as an educational institution and to provide you with the support you require while undertaking your studies. Personal data is processed for a variety of reasons as set out in the Student personal data fair processing notice.

What information does the Student Counselling Service keep?
We keep administrative and clinical records of all contacts with you, all liaison with services and all supervisory processes.

How long do we keep information for?
We keep records for 6 years following data protection legislation.

What does the Student Counselling Service use my information for?
To inform and direct counselling and the support you receive. Anonymised data is used in reports to the University and others to account for service use, impact and effectiveness of counselling.

Why do we ask for your consent to liaise with others?
In order to offer joint or multidisciplinary care and joint working to support students with multiple needs your consent is needed for us to liaise with other services. Other services or staff in the University will use information we provide to inform the support they provide for you.

What do we share with others?
We will always share information on a need to know basis, only sharing what is needed.

How long is consent given for?
Consent is given for the duration of your time at University. You can change your consent at any time by emailing the service on student-counselling@bristol.ac.uk.

You can decline consent to liaise at any stage, but this may affect the support we can offer. We advise you to explore and discuss consent in your initial consultation.

There are limitations to privacy and confidentiality due to statutory duties where the law requires disclosure, if there is imminent risk of harm to self and others (to protect your vital interests or those of another person) or in the event of serious illegal activities. The Student Counselling Service will follow BACP guidelines, Mental ill health emergency response protocol and the Student Emergency Contact Procedure.

Questions or comments
If you have any questions or comments regarding this notice or you wish to exercise any of your rights (as set out in the Student personal data fair processing notice), you should contact the duty manager in the Student Counselling Service and the University Data Protection Officer by email at data-protection@bristol.ac.uk or by phone on ext. 41824.
5.2 Working agreement

Having registered with the Student Counselling Service (SCS)

I agree:

- To give 48 hours’ notice where possible should I wish to cancel any appointments or group sessions offered. If I cancel a session SCS are not able to re-book these sessions to allow them to see other students.
- To contact the office by phone +44 (0)117 394 0123 or email: student-counselling@bristol.ac.uk should I wish to cancel any appointments or group sessions offered.

I understand that:

- I will lose any cancelled sessions. SCS are not able to re-book these sessions to allow them to see other students.
- The SCS works according to the guidelines and Ethical Framework for Good Practice in Counselling and Psychotherapy produced by the British Association for Counselling and Psychotherapy, of which the SCS are a member.
- I can work in consultation with SCS staff in choosing group or 1:1 sessions and reviewing what is appropriate to my needs.
- If I wish to change counsellors I will speak with my counsellor about this in the first instance. If this is not possible I will email the service at student-counselling@bristol.ac.uk. A duty manager will then explore this with me and if needed change my counsellor.
- SCS will always endeavour to give me good notice if for any reason my session needs to be cancelled or re-arranged.
- If I have any concerns about the counselling I have received I should raise this with my counsellor or group facilitator in the first instance and then, if necessary, with the Head of Service by email to student-counselling@bristol.ac.uk. The SCS will respond quickly to any complaints made and seek to correct any errors on their part.
5.3 Consent form

I confirm that I have read and understood the ‘SCS Confidentiality and Data Protection Policy’.

I confirm that I give the Student Counselling Service my consent to liaise (share information about me) with the following services if necessary, on a confidential basis, for my time at university. *I understand that I can withdraw my consent at any time.*

(Please tick)

Yes □ No □ Student’s Health Service/or my GP

Yes □ No □ Student Services (Student Wellbeing Service, SHERPA, Disability Services, Multifaith Chaplaincy, Residential Life Service, Students’ Health Service and the Student Inclusion Service)

Yes □ No □ Sports Exercise and Health (for Healthy Minds programme)

Yes □ No □ Academic Department (i.e. for extenuating circumstances or welfare issues)

Have you given the University consent to contact an emergency contact if you are in a mental health crisis? Yes □ No □

Yes □ No □ Other appropriate professionals within and outside the university on a confidential basis, such as NHS mental health teams, SU-advice centre, 3rd sector services, or any others that may arise.

Please add any names of individuals that are supporting you, or any further information around consent.

I understand that there are limitations to privacy and confidentiality due to statutory duties where the law requires disclosure, if there is imminent risk of harm to self and others (to protect my vital interests or those of another person) or in the event of serious illegal activities.

Print Student full name

Sign by student date

Sign by counsellor date

Print counsellor full name