

## 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](mailto: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](mailto: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.
- To contact the office by phone +44 (0)117 394 0123 or email: [student-counselling@bristol.ac.uk](mailto:student-counselling@bristol.ac.uk) should I wish to cancel any appointments or group sessions offered.

#### I understand that:

- During the first session of a 'Block of Counselling' I will have the opportunity to schedule my counselling sessions with my counsellor.
- For 'One at a time Sessions' If I need another appointment, I will schedule this next appointment with my counsellor in the session if possible.
- After this process of agreeing appointment times I will lose any cancelled sessions.
- 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](mailto: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](mailto: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 Statement’.

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.*

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)

Opt in ‘The University of Bristol strongly supports working closely with families. Obtaining information from, and listening to, the concerns of families can be key in determining risk. We recognise however that some people do not wish to share information about themselves or their care with family, or with certain individuals. Practitioners should therefore discuss with people how they wish information to be shared, and with whom. Wherever possible, this should include what should happen if there is serious concern over suicide risk.’

Do you consent for opt in to be used? Yes  No

Please record the student's wishes regarding sharing information with their emergency contact. Please add a date by any information you add or updates you make.

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

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

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