



## The Ladder Group

We rise by lifting others.  
Robert G. Ingersoll (1833–1899)

[www.theladdergroup.net](http://www.theladdergroup.net)

### Client Contract

1. Our support is person-centred and is bound by the same professional standards as education and health professionals, as such our team adheres to the best practice and professional standards of the BACP and BPS.
2. To ensure the quality of our service and ensure the safety of our clients and staff our support sessions are randomly recorded. These recordings are strictly confidential and used for training purposes and quality assurance only. In addition all of our staff have regular supervision to quality assure their work and ensure that you receive the best possible support. Unfortunately we can't work with clients who don't want us to keep everyone safe and help us improve our service by adhering to the above.
3. In our first session we will agree how you would like us to work together and the goals you wish to work towards.
4. We will review our support to you regularly. You have the right to end your support at any time. Similarly, if we feel our work together is not helping you we may discuss changing the way we work or concluding our work together.
5. If you miss your appointment, we will text or ring you to check you are OK and if you want to reschedule your session. Please let us know if you don't wish us to do this and how else you'd like us to stay in touch and check your safety if you don't attend.
6. If for some reason you need to cancel or reschedule a session, please ring or email at the earliest opportunity. If you give us, minimally, 48 hours' notice of any cancellation before the agreed session time, we can reallocate your appointment to another client and are then able to reschedule your session at no additional cost.
7. If you give us less than 48 hours' notice we will have to charge you for the full session as it is unlikely we will be able to arrange for another client to use your appointment time at such short notice.
8. If, for any reason our staff are unable to make a session we will endeavour to give you as much advance notice as possible and rearrange at your convenience and our cost.
9. Our service is bespoke and confidential. However please be aware that if you disclose something that suggests that you or someone you are involved with might be at risk, we have a professional obligation to seek the appropriate advice and if necessary, break confidentiality and refer the matter on. Wherever possible this would not be done without your prior knowledge.
10. During each session we might occasionally make brief notes. These are coded to ensure confidentiality and securely kept. Our notes remain the property of the Ladder Group but can be viewed by you when requested (in accordance with Data Protection guidelines).
11. We are happy to work alongside other professionals if they agree to work alongside us. If you are receiving help from any other service, we do need to clarify that your

practitioner feels that our support is appropriate for you. Please let us know the details and how you would like us to do this.

12. If you cannot attend a face-to-face session we can arrange for a phone or video conference (Zoom) session. Please let us know in advance if and how you would like to do this.
13. Sessions should be paid for in advance. Please add your name to any payment so we know who it is from. Our bank details are:

*Account **Lee Whitworth**. Sort Code **11 03 91**. Account No. **02232627***

14. Please remember to secure your forthcoming session by electronic payment 48 hours beforehand otherwise your session time will become available to other clients should it be requested. If a session remains unpaid, in the first instance clients will be electronically invoiced by email/WhatsApp.
15. If you miss your session, for your safety, we will message you to check you are OK and if you would like to reschedule your session.

<b>Name (Client1/carer/parent)</b>		<b>DOB</b>	
<b>Address</b>		<b>Postcode</b>	
<b>Email address</b>		<b>Mobile</b>	
<b>Signed:</b>		<b>Date:</b>	
<b>Name (Client 2/child/young person)</b>		<b>DOB</b>	
<b>Signed:</b>		<b>Date:</b>	
<b>Ladder Group representative</b>			
<b>Signed:</b>		<b>Date:</b>	