



Working with Schools and Organisations Policy

Business Name: Guided by... Adelle

Practitioner: Adelle Northall

Professional Membership: Registered Member of the National Counselling and Psychotherapy Society (NCPS)

Role: Counsellor

Effective Date: 13 July 2026

Review Date: 13 July 2027

1. Purpose of this Policy

Guided by... Adelle provides counselling services to children, young people and adults through private practice, schools, organisations and community settings.

This policy outlines the arrangements for working collaboratively with schools, employers, charities and other organisations to ensure counselling services are delivered safely, ethically and professionally.

This policy explains:

- How referrals are made.
- Roles and responsibilities.
- Communication arrangements.
 - Consent requirements.
 - Information sharing.
 - Confidentiality.
- Safeguarding responsibilities.
- Professional boundaries.

The aim is to ensure that all parties understand their responsibilities before counselling services begin.

2. Scope of Services

Guided by... Adelle may provide counselling services within:

- Schools and educational settings.
- Colleges and training providers.
- Charities and community organisations.
- Employers and workplace wellbeing programmes.
- Other agreed organisational settings.

Counselling may be provided:

- Face-to-face.
- Online.
- In a private counselling room.
- Within an agreed organisation setting.

3. Referral Process

Referrals may be made by:

- Schools.
- Organisations.
- Parents or carers (where appropriate).
- Employers.
- Healthcare professionals.
- Individuals seeking private counselling.

Before counselling begins, the referring organisation and Guided by... Adelle will agree:

- The purpose of the counselling referral.
 - The intended client group.
- The number and frequency of sessions.
 - Practical arrangements.
- Fees and payment arrangements.
- Communication processes.
- Safeguarding procedures.
- Confidentiality expectations.

Where appropriate, an initial assessment will take place to consider:

- Suitability for counselling.
- Presenting needs.
- Risk factors.
- Any accessibility requirements.
- Whether another service may be more appropriate.

Guided by... Adelle reserves the right to determine whether counselling is appropriate within the limits of professional competence and available support.

4. Roles and Responsibilities

Guided by... Adelle

Guided by... Adelle is responsible for:

- Providing counselling in accordance with NCPS ethical standards.
 - Maintaining professional boundaries.
 - Maintaining confidentiality within legal and ethical limits.
 - Keeping appropriate counselling records.
 - Following safeguarding procedures.
 - Raising concerns where there is a risk of harm.
 - Maintaining appropriate professional insurance.
- Maintaining safeguarding training and professional development.
 - Communicating professionally with the organisation.

The School or Organisation

The school or organisation is responsible for:

- Providing appropriate referral information.
- Obtaining any required organisational permissions or consents.
- Identifying a suitable space for counselling where required.
 - Maintaining their own safeguarding responsibilities.
 - Providing relevant safeguarding contacts.
- Identifying a Designated Safeguarding Lead (DSL) where applicable.
- Informing Guided by... Adelle of relevant policies and procedures.
- Supporting communication regarding practical arrangements.

Parents and Carers (Where Applicable)

Where counselling involves children and young people, parents or carers may be responsible for:

- Providing consent where required.
- Supporting attendance.
- Providing relevant information regarding wellbeing and safety.
- Understanding the limits of confidentiality.
- Supporting the child or young person's engagement with counselling.

5. Consent

Consent requirements will depend on the age, understanding and circumstances of the individual receiving counselling.

Before counselling begins:

- Consent will be obtained where required.
- The purpose and nature of counselling will be explained.
- Confidentiality and its limits will be explained.
- Information sharing arrangements will be discussed.
- The individual will be encouraged to ask questions.

For children and young people, consent arrangements will be discussed with the relevant school, organisation, parent or carer as appropriate.

Children and young people will be supported to understand their own involvement in the counselling process in an age-appropriate way.

6. Communication Arrangements

Clear communication arrangements will be agreed before counselling begins.

Communication may include:

- Arranging appointments.
- Confirming attendance.
- Discussing practical arrangements.
- Managing cancellations or changes.
- Addressing safeguarding matters.

Routine communication between Guided by... Adelle and organisations will be limited to information necessary for the effective delivery of counselling services.

Counselling content will remain confidential unless:

- The client provides consent to share information.
 - There is a safeguarding concern.
 - There is a serious risk of harm.
 - Disclosure is required by law.

7. Confidentiality and Information Sharing

Counselling is a confidential service.

Guided by... Adelle will respect client confidentiality and will not provide details of counselling discussions, progress or personal information without appropriate consent.

However, confidentiality may be limited where:

- A child or adult is at risk of harm.
- There is a serious risk of harm to the client or another person.
- There are safeguarding concerns.
- Disclosure is required by law.
- Information sharing is necessary to protect someone's safety.

Where possible and appropriate, clients will be informed before information is shared.

Information shared with schools or organisations will be:

- Relevant.
- Necessary.
- Proportionate.
- Shared securely.

8. Safeguarding Responsibilities

Guided by... Adelle recognises that safeguarding is a shared responsibility.

When working with schools and organisations:

- The organisation's safeguarding procedures will be followed alongside Guided by... Adelle's safeguarding responsibilities.
- Safeguarding concerns will normally be reported to the organisation's Designated Safeguarding Lead (DSL) where appropriate.
- Immediate risks may require contact with emergency services or statutory agencies.
 - Accurate safeguarding records will be maintained.

The organisation remains responsible for its own safeguarding duties, policies and procedures.

Guided by... Adelle remains responsible for responding appropriately to safeguarding concerns identified during counselling.

9. Record Keeping

Guided by... Adelle maintains appropriate counselling records in accordance with:

- UK GDPR.
- Data Protection Act 2018.
- Professional requirements.
- The Data Protection and Record Retention Policy.

Records may include:

- Referral information.
- Consent information.
- Appointment details.
- Counselling notes.
- Safeguarding information where relevant.

Records will be stored securely and only shared where there is a lawful basis.

10. Professional Boundaries

Guided by... Adelle maintains clear professional boundaries when working with organisations.

This includes:

- Maintaining an independent counselling role.
 - Avoiding conflicts of interest.
 - Maintaining client confidentiality.
 - Communicating professionally.
- Working within professional competence.

Counselling is separate from:

- Teaching.
- Mentoring.
- Disciplinary processes.
- Assessments of academic performance.
- Organisational investigations.

11. Ending or Reviewing Services

Counselling services may end when:

- Agreed sessions have been completed.
- The counselling goals have been met.
- Further support is no longer required.
- Another service would be more appropriate.
- Professional boundaries cannot be maintained.

Where appropriate, endings will be managed collaboratively with the client and organisation.

12. Complaints and Concerns

Any concerns about counselling services should be raised with Guided by... Adelle in the first instance.

Concerns will be managed in accordance with the Complaints Policy.

Where concerns relate to professional conduct, individuals may also contact the National Counselling and Psychotherapy Society (NCPS).

13. Policy Review

This Working with Schools and Organisations Policy will be reviewed annually or sooner if there are:

- Changes to legislation.
- Changes to professional guidance.
- Changes to services provided.
- Changes to organisational working arrangements.

Policy Approval

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Approved by: Adelle Northall

Signature: Adelle Northall

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