



CREATE HOPE'S TERMS AND CONDITIONS:

SERVICES WE OFFER:

Create Hope offer therapeutic services to children, young people, and families. Offering an integrative creative and play therapy approach we support families impacted by different environmental issues such as domestic abuse, family separation, bereavement, drug, and alcohol addiction, bullying etc.

Our services include both 1-1 work and work with the whole family together. In some cases, we might offer services to several members of the family with different workers involved to meet their needs.

We use different creative and play equipment in our sessions to aid the therapeutic process, but this is led by the client. The purpose of our sessions is to provide a safe space for a client to explore and express their emotions, develop self-awareness and understanding about themselves and others and develop resilience. These are measured through our RESTORE questionnaires pre, review and post sessions.

Where a client is under 16 years of age, we require information from their parent/carer

All our staff and volunteers complete our accredited training programmes. They also all hold a professional qualification, and are DBS checked. They adhere to BACP's ethical framework for working with clients and receive regular clinical supervision.

We offer a range of therapeutic services including:

- Therapeutic Play
- Play therapy
- Family systemic sessions
- Adult therapy
- Non-violence resistance therapy
- Family support
- Emotional education programmes for parents

- Training for schools, parents, and professionals.

For more details, please see our website.

As an organisation we are registered with BACP, we are also members of NCP.

REFERRAL AND ASSESSMENT:

We provide therapeutic services for both adults and children. Where a child is under 16 years old, we require consent from parent/carer.

We also work with schools and will take referrals for children as long as parental consent is also sought.

As part of our referral process, we require clients and/or referrer to complete our referral form and RESTORE outcomes questionnaire pre , review and post therapy.

We use this information to make an assessment on which service we can provide and if none of our services are suitable provide signposting to other services.

PRICING OF SERVICES:

Costings for each service:

Service	Price per session	Initial number of sessions offered	Review after
Therapeutic play	£25-£35	12	6
Play Therapy	£40-£50	12	6
Adult therapy	£40-£50	12	6
Non-violence resistance therapy	£30-£40	8	4
Family support	£20	12	6
Emotional education programmes for parents	£10	8	
Systemic family sessions	£55	8	4
Couples Therapy	£55	12	6

PAYMENTS:

Sessions are invoiced monthly, and Clients have up to 30 days to settle the invoice. Payment is usually by BACS, cheque, or cash.

We do have a limited bursary funding available for those families who can't afford the full cost of sessions. However, we do request that all families pay a 10% contribution to all sessions.

Our costs are reviewed yearly and subject to a 1% increase annually in September.

CONTRACTS WITH SCHOOLS AND OTHER AGENCIES:

If our workers are attending school settings and/or other organisation premises to deliver the therapeutic services an SLA agreement MUST be completed.

All contracts with schools are for a minimum of 2 children for 12 sessions (one school term). We can see a maximum of 5 children a day. Contracts might include more than one worker to meet the needs of a school.

Schools MUST confirm the minimum number of referrals as part of their SLA agreement. Once this is confirmed if schools fail to complete referral paperwork by the start of the contract, sessions will still be charged. It is the responsibility of the schools to arrange initial parent meetings and complete all the referral paperwork needed to commence the therapy.

We will give priority to schools who can commit to longer term contracts with us offering continuity of services.

SLAs can be reviewed termly to respond to the needs.

INSURANCE:

Create Hope has insurance through Towergate insurance for public liability and indemnity.

ATTENDANCE AT SESSIONS:

Sessions will take place weekly or fortnightly depending on the agreed service.

They will usually take place at the same time and day each week unless otherwise agreed.

Due to the therapeutic nature of our work, we ask for clients to commit to attending their sessions regularly to get the best out of the services. Individual contracts will be agreed with clients as part of the therapeutic service.

For sessions taking place at our centre in Bracknell, parents/carers of children under 16 MUST remain on site during the session as part of our safeguarding policy.

CANCELLATION:

If a client is unable to attend a session the worker must be informed – at least 24 hours before the session - this will not incur a charge.

If the client fails to attend their session and doesn't inform the worker, the session will still be billed.

If the client misses two sessions in a row without prior agreement or communication the worker will review the contract with the client and may choose to terminate the sessions.

If the worker is unable to attend the session they will notify the client/school with as much notice as possible. The client/school will not be charged for these sessions. If possible, the session can be rearranged for another time convenient for client and worker, or will recommence at the agreed time when the worker returns to work.

TERMINATION OF CONTRACT:

The contract length will be agreed with the client and/or referrer at the start of the service.

The service will be reviewed halfway through with the client and/or referrer to agree an ending or continuation of services.

If the client chooses to finish the service early, we ask that they inform the worker and agree to a final ending session as part of the therapeutic process.

If the worker feels that the sessions need to be terminated due to disengagement from the client, safeguarding or another unforeseen circumstance, again an ending session should be planned.

EXPECTATIONS FROM SERVICE:

Client and/or referrer will complete our RESTORE questionnaire at the beginning and end of the therapeutic work. This will help us monitor and evaluate the impact of the services.

Workers will complete an ending report on request from the client/referrer.

CONFIDENTIALITY AND DATA PROTECTION:

Everything we discuss in our sessions together is confidential except:

1. for the purposes of supervision
2. where, in my opinion, there may be a danger to yourself or to others

Supervision sessions are to allow me to gain support and guidance in my work and to check that I am working ethically and competently. When I discuss the work that I am doing with you, I will only refer to you by your first name (if this felt okay for you, otherwise we could find an alternative) and any other distinguishing details will be altered to keep your identity anonymous.

All information gather through our referral and assessment process is stored on our inhouse database and used to help us monitor the impact of our services. Any data used for this purpose is anonymised.

We hold records on the sessions completed with clients and any themes which were discussed. These records will be stored for 7 years and accessible under the freedom of information act by request from the client.