

# Renewal Listening Service

## Welcome to Renewal Listening Service.

This document will give you some information about how we work. Our procedures follow BACP code of ethics (British Association of Counselling and Psychotherapy).

### Confidentiality

Confidentiality is an integral part of the Listening Service. The only time that we would share any information given would be:

- If a client or third party is at risk of harm
- If a client is involved in criminal actions
- At the specific request of the client.

### Supervision

Every Listener meets with a supervisor to receive personal and professional monitoring. This ensures that you get the best possible service. This is a professional requirement of the BACP.

### Notes

Listeners keep notes of the sessions to keep a record of the topics discussed. The Listener will agree with you the sentence they will use to record the session. All information is kept securely on our filing system. Only the Listening service team have access to this.

### Sessions

Please be aware that lots of people use the listening service. This means that we need keep appointments to a set time. Your listener will make you aware of the length of your session (usually 50 minutes to 1 hour)

### Late or cancelled sessions

Please let us know, in plenty of time, if you are unable to make an appointment. If you are delayed, the Listener will wait for 20 minutes after the agreed starting time before the session is cancelled. If we do not hear that you are unable to make an appointment, there will be a cancellation charge of £10 and it will be noted as a missed appointment. If two consecutive appointments are missed without a reason, your access to the Listening Service will be suspended.

## **Training**

All Listeners are expected to engage in continuous professional development or training. Often it is required that the Listener uses case examples to support their learning. By signing this agreement you are agreeing for material from your sessions to be used in this way. Your name and identity will be completely protected. If you do not agree to this, please indicate on your contract.

## **Boundaries**

Your Listener will not be discussing the Listening relationship with you outside of the session. If the Listener sees you in a setting other than within the Listening Service, they will not acknowledge or approach you. This gives you the option of whether you would like to approach them and puts you in control of who knows that you are using the Listening Service. Contact between sessions will only be about practical elements such as appointment times.

## **Costs**

There is no charge for using the Listening service. However there is a cost to Renewal incurred by the ongoing training and supervision needed for the Listeners. If you would like to contribute to the Listening service to help cover these costs you can do so anonymously by placing an envelope in the offering basket on a Sunday clearly marked Listening service. This is voluntary only, please do not feel that you have to make a donation.