

## DRAFT SERVICE LEVEL AGREEMENT FOR THE PSYCHOLOGY SERVICE AT CAPITAL CITY ACADEMY (CCA)

**Introduction:** The Psychology Service at CCA is an independent service, embedded in the pastoral services of Capital City Academy (CCA) and provides evidence-based psychological therapy to students, and consultancy to the Academy on psychological well-being and mental health. Additionally, the Lead Psychologist delivers psychological therapy to staff at CCA as part of the Employee Assistance program.

The service provides young people with safe and supportive thinking spaces where they can work through what may be troubling them and aims to reduce levels of distress and stress, to empower them to better manage their challenges and ultimately to develop their resilience and confidence.

This agreement has been devised to outline the roles and responsibilities of Capital City Academy and the Psychology Service.

### CAPITAL CITY ACADEMY - ROLES AND RESPONSIBILITIES

*Capital City Academy will promote and support the Psychology service in a way that allows the service to flourish and establishes trust between the service, staff and students.*

**Liaison and Communication:** CCA will nominate a member of CLT [VP Behaviour and Welfare] to liaise with the Lead Psychologist and to have regular meetings to review progress. This is a collegiate relationship, as distinct from a line-management role, as the Service is line managed by the Lead Psychologist. Together, these colleagues will set aside time during which they can discuss individual cases and will review the work of the Psychology Service, as well as discussing service development and any other consultancy needs at the Academy.

CCA should provide a tray or pigeon hole for the Lead Psychologist as means of communication at a central point, e.g. in the school reception office. CCA should ensure that the Lead Psychologist and her team of trainees are able to log-in to email and SIMS and any other relevant systems.

CCA will run a weekly intervention meeting to discuss students which the Lead Psychologist will attend or a representative.

**Recruitment:** CCA is responsible for carrying out relevant DBS checks for the Lead and trainee Counselling Psychologists.

**Induction:** The Academy should provide all relevant information on the Academy's policies and procedures appropriate for the appointment (e.g. signing in, identification, a school map with Fire Exits, etc., Safeguarding Policies and procedures etc.).

**Referral:** Before referring to the Psychology Service, the CCA referrer must obtain the young person's consent for the referral. Additionally, at an intervention/ pastoral meeting, the Lead Psychologist, safeguarding team, behaviour mentors and SENDCO should consider whether the young person would more appropriately be referred elsewhere, e.g. Educational Psychology, the BEST team, Child and Adolescent Mental Health, Social Services, etc. Referral forms should be completed for each young person. It is the responsibility of the referrer to identify any other interventions that the young person is receiving, to list other professionals and to ensure contact details are available on the referral form. The referral form will also identify whether a young person is on the SEND register, and the SEND team will liaise with the Psychology Service to ensure that there is consistency and co-ordination of services for the young person.

**Beyond the scope of the Psychology Service:** There are occasionally situations, where the level of risk and/or nature of a young person's needs are beyond the scope of the Psychology Service, and it is unsafe for them to remain in school e.g. the young person has self-harmed in school, has disclosed that they are feeling suicidal or has had a

psychotic break. In this instance, the safeguarding team will be contacted about how best to proceed and will also liaise with relevant professionals and parents as appropriate. Where the Lead Psychologist for the Psychology Service at CCA decides that the service can no longer hold clinical responsibility for the young person concerned, it is essential that the young person is seen by their GP, or at an Accident and Emergency Department, or a specialist psychiatric service, so that the level of risk can be assessed and managed.

**Provision of a consistent private room:** This room should be available for the sole use of the psychologist on the day that s/he is in school. Within the room should be: -

Furniture – comfortable chairs

Clock

Desk/table

Access to a telephone for confidential calls (or access to a suitable room for same)

Curtains/blinds/some sort of sound proofing if possible (in order to allow for appropriate privacy).

CCA needs to provide a lockable space for the safe keeping of records and other materials that are confidential.

**Payment:** CCA will pay monthly 1/12 of the annual cost of the service (£35,000) by BACS. This annual cost provides for 800 hours of counselling provision plus supervision for the counsellors/psychologists including the Lead Psychologist. Any additional provision for students must be agreed in writing in advance and signed off by the Director of Finance before being provided. Support for staff will be invoiced separately and paid on top of the annual cost of the service but must be agreed in advance and signed off by the Director of Finance and HR before provision begins. These services will be invoices with payment terms of 30 days.

## THE PSYCHOLOGY SERVICE - ROLES AND RESPONSIBILITIES

**Service Delivery:** There will be the equivalent of a 5 day/week delivery of 1:1 psychological therapy to the young people at CCA with a minimum of 800 individual sessions of therapy. This would be provided as 25 hours per week for 32 weeks per year. The Psychology Service has the flexibility to work with parents, as well as the Behaviour, Safeguarding and SEND teams, including whole classes/year groups, and external professionals at CAMHS and Social Care. Its primary aim will always be directed towards individual psychological therapy with the young people who attend CCA.

**Staffing and Recruitment:** The Lead Psychologist will be on site 2 days/ week in term time and on-call daily for safeguarding discussion with the trainees on placement.

The Lead Psychologist will advertise and recruit a team of trainees from BPS accredited doctoral level Counselling Psychology training programs at City, Roehampton, East London Universities, as well as the New School, Regents College and Metanoia Institute. All trainees will have enhanced DBS checks and have 2 references. The Lead Psychologist will liaise with [VP Behaviour and Welfare] regarding potential appointments. Interviews will be carried out by both the Lead Psychologist and [VP Behaviour and Welfare] (or delegated CCA representative) and appointments will be made by mutual agreement. Trainee psychologists can reasonably be expected to see 4-5 clients per day as well as attend clinical supervision.

The Lead Psychologist will support the academy with the advertising and recruitment of a successor and will bear 50% of the recruitment costs.

**Clinical Responsibility and Supervision:** The Lead Psychologist, holds clinical responsibility for all therapeutic work carried out by trainees on placement at Psychology Service. Therefore, she will provide clinical supervision to individual trainee psychologists and will ensure similar and consistent working practices and standards for service users. Supervision arrangements are in line with the requirements of training institutions and commensurate with the complexity and size of their caseloads. Trainees in their 2nd year of training are usually required to attend weekly supervision. 3rd years will usually attend fortnightly unless they are offering 2 days on placement at the Psychology Service. The Lead Psychologist will attend her own clinical supervision of her clinical caseload and her own supervisory work.

**Multi-Disciplinary Team Working:** As an independent service and because of the unique role of the Psychology Service, the Lead Psychologist will decide on a case by case basis whether it is appropriate to attend other meetings related to clients, e.g. IEP (Individual Education Plan), CIN meetings and reviews. Where it is not appropriate for a trainee Psychologist to attend, the Lead Psychologist will usually attend or provide a report. This will be in discussion with CLT Liaison. Where a service user is on the SEND register the Lead Psychologist will inform the SENDCO of the time and day of sessions. The Lead Psychologist will attend the weekly CCA Intervention Meeting.

**Consent:** The Psychology Service will only accept a referral if the young person has agreed to attend sessions. Depending on the nature of the referral, the referrer should also seek parental consent for their child to attend sessions. Under the Gillick ruling, parental consent is not required, however where safe and appropriate to do so, it is best practice to seek it. If parental consent is unreasonably withheld, this may indicate safeguarding concerns.

**Referrals and Sessions:** Prior to referral, any member of staff can contact the Lead Psychologist to discuss the appropriateness of a young person being referred to the Psychology Service or strategies around how best to support a student. Young people can also self-refer. After an initial assessment with one of the Psychology Service team, an agreed course of action is initiated by the allocated Psychologist and is subject to half-termly review with the young person and where appropriate, YTL and parents. The number of counselling sessions each client receives will vary from 1 or 2 sessions to open ended work. Any proposal for a client to exceed one term of counselling will be discussed with the young person, and in clinical supervision as well as with the referrer. Where appropriate parents will also be invited to give their perspective. Each session usually lasts between 40-50 minutes.

**Confidentiality and Safeguarding:** The Psychology Service team will maintain confidentiality in line with the codes of Ethics, Practice and Conduct laid out by the BPS and the Health and Care Professionals Council (HCPC). Information regarding individual casework of the service can only be shared with the written consent of the young person, unless there are issues of risk. The team are also required to work within local and national safeguarding guidelines as well as the policies and procedures at CCA, and will liaise with Susie Herman and the safeguarding team when issues of risk arise.

Young people attending the service are made aware of the confidentiality policy and are asked to sign an agreement to the effect that, if they disclose that they are at risk, or that they are aware of another young person at risk, that information may need to be discussed with the Lead Psychologist and subsequently with one of the safeguarding team. Decisions about how to proceed are always made in partnership with the young person concerned.

The Lead Psychologist will ensure that [VP Behaviour and Welfare] is apprised of the caseload of young people that the service is holding and highlight any that are particularly complex or presenting high levels of risk. She will also offer strategies as to how to proceed where appropriate.

**Record-keeping:** In line with Data Protection legislation notes are kept for each young person attending the service. These notes remain the property of the Psychology Service and the young person and are destroyed 3 months after their final session. These notes can only be shared with the written consent of the young person. These notes are kept in a locked cabinet in the locked Psychology Service office.

**Absences:** The Lead Psychologist will keep [VP Behaviour and Welfare] and HR informed about any absences.  
**Team meeting:** The Lead Psychologist will provide the space and coordinate termly psychologists' team meetings where the team can discuss relevant clinical and practical matters with their peers as well as hear from relevant members of the CCA community, to enhance communication, service development and to raise awareness of the work of the Psychology Service.

**Review:** The Lead Psychologist will arrange termly reviews that will be discussed and signed by both the Lead Psychologist and [VP Behaviour and Welfare].

**Payment:** The Lead Psychologist will send monthly invoices to [VP Behaviour and Welfare] for any additional services provided and to the accounts department at CCA.



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**Notice period:** This contract can be terminated on the anniversary of the commencement date by either party giving, a minimum of two terms' notice in writing. This notice period is required for the professional and clinical implications of such termination. We advise that a Lead Psychologist reviews their capacity to continue leading the service after 3 years.

Annual Service Level Agreement between Capital City Academy and The Psychology Service at CCA:

Signed .....  
Lead Psychologist

We agree to adhere to this Service Level Agreement.  
Signed .....

CLT Liaison, [VP Behaviour and Welfare] for Capital City Academy

Annual contract agreed from  
Date .....