The Listening Path - Confidentiality Policy

(a service within Best Foot Forward)

---

1. Statement of Confidentiality
The Listening Path provides a safe and private space where children, young people, and families can feel heard and supported.
Confidentiality is a central part of counselling and helps build trust. Information shared in sessions will be treated with respect and care.

---

2. How Confidentiality Works
Information shared in counselling sessions will:

- Remain confidential between the counsellor and the client
- Not be shared with others without consent
- Be recorded in brief, factual notes stored securely

For children and young people, confidentiality is explained in a way that is appropriate to their age and understanding.

---

3. Limits of Confidentiality
Confidentiality is not absolute.
Information may need to be shared if:

- There is a risk of harm to the child or young person
- There is a risk of harm to others
- There are safeguarding concerns
- There is a legal requirement to disclose information

In these situations:

- The Listening Path will follow Best Foot Forward safeguarding procedures
- Wherever possible, this will be discussed with the young person and/or parent/carer

---

4. Working with Parents and Carers
When working with children and young people:

- Parents/carers will usually provide consent for counselling
- The young person's privacy will still be respected
- General progress may be shared, but session content remains confidential

Information will only be shared with parents/carers if:

- The young person agrees, or
- There is a safeguarding concern

Sarah Gaiger: +44 7824 903282
Email: sarah.gaiger@bestfootforward.org.uk
Website: www.bestfootforward.org.uk

5. Information Sharing with Other Professionals

The Listening Path may work alongside:

- Schools and SENCOs
- Health professionals
- Other services involved in the young person's care

Information will only be shared:

- With consent, or
- Where safeguarding concerns require it

6. Record Keeping

- Brief session notes are kept for professional purposes
- Records are stored securely in line with GDPR
- Access to records is restricted
- Records are retained in accordance with professional guidelines

7. Supervision

Counsellors engage in professional supervision to ensure safe and effective practice.

- Client work may be discussed in supervision
- No identifying details are shared

8. Online and Digital Confidentiality

Where sessions are delivered online:

- Secure platforms are used
- Privacy is maintained as far as possible
- Clients are encouraged to find a private space for sessions

9. Questions About Confidentiality

Clients, parents, and carers are encouraged to ask questions about confidentiality at any time.

Understanding how confidentiality works is an important part of feeling safe and supported.

Sarah Gaiger: +44 7824 903282
Email: sarah.gaiger@bestfootforward.org.uk
Website: www.bestfootforward.org.uk