



Registered Address: *Evolve, c/o Bulley Davey, 6 North Street, Oundle, Northants, PE8 4AL*
Registered Charity No 1181861 www.cambridgeshirecounselling.org.uk

Proposal to Organisations Bereavement and Critical Incident Counselling Service

Objectives of Service

Critical Incident Counselling is a service Evolve will provide on request from an organisation should a traumatic situation arise. Examples of this could be death of a colleague, accident at work/out of work, store/office raid, the terminal illness of a colleague, suicide, fire, road traffic accident, violence, natural disaster and abuse in or out of work.

The objectives of the service are to enable the organisation to provide support to staff members who may have been impacted by a traumatic situation or event. The service would enable individuals to understand and manage their response and assist them in understanding the process they can expect to go through and whether they may benefit from further support from colleagues or professionals.

Scope of Service

Evolve can provide either a Group Service where a counsellor would work with up to eight individuals (ideally who are already a close peer group) and/or a 'Drop in' Service where counsellors would be available for individual consultations with staff members. The service provided would depend on the requirements of the specific situation/event and would be provided on site usually one to two weeks after the incident has happened. Please notify Evolve as soon as possible after the incident to maximise the availability of counsellors to provide this service. The organisation would be required to provide a suitable quiet/private room(s) in order for this work to take place effectively and safely and to provide a suitable briefing for the counsellors or sessions can take place online.

Depending on the nature of the incident, it may also be appropriate for Evolve to provide group or individual sessions to line managers in order to help them to support affected members of staff.

Terms and Conditions

Should an incident occur, the organisation would contact either the Evolve Business Development Manager (bdm@evolvecounselling.org.uk) to discuss the most appropriate solution and possible dates.

Details of the service should be agreed and confirmed in writing via email no less than three working days prior to the first appointment. Once a booking is confirmed, a booking reference number will be provided after which the organisation will be liable for all charges in full, even if the service is later cancelled. Changes to or cancellation of the service will be required in writing via email to bdm@evolvecounselling.org.uk.

Please note whilst every effort is made to fulfil a request, provision of critical incident counselling cannot be guaranteed as this depends on the availability of Evolve counsellors.

Bereavement and Critical Incident Counselling Service Resources and Costs

Group Counselling

Evolve Counselling would provide one or two counsellors for group sessions of up to two hours for up to eight people.

An appropriate meeting room should be provided for the number of attendees to the group and chairs should be arranged in a circle or semi-circle. Online sessions can also be provided via Zoom.

Fee

For one or two counsellors working for two hours at a time in groups of up to eight individuals, the Group Service fee would be as follows:

£150 per hour per counsellor + £25 per hour travel time and 42p per mile fuel allowance

'Drop in' Service

Evolve would provide a counsellor(s) to work on site with individuals to provide counselling either on a 'drop in' basis (whereby the counsellor(s) would work with individuals for flexible periods depending upon their need rather than a specific time period) or to provide sessions for pre-booked appointments (whereby the organisational contact would allocate and arrange the appointments in advance for either 45 or 60 minutes). Counsellors attend on-site sessions for a minimum of three hours and a maximum of five hours in one day with appropriate breaks between sessions, time for which will also be chargeable. Online appointments are also available.

Fee

For one counsellor to provide sessions to individuals, the service fee would be as follows:

£100 per hour per counsellor + £25 per hour travel time and 42ppmile fuel allowance

Facilities

*Appropriate counselling rooms should be provided. These must be:

- Comfortable: Two comfortable chairs or sofas
- Quiet: Whilst in the room, users of the counselling room must not be disturbed by noise from outside the room or from neighbouring rooms.
- Discreet: Discussions from within the room must not be able to be heard by passers-by or inhabitants of neighbouring rooms. There should be a suitable waiting area in a separate room, so that staff leaving and waiting for their session do not encounter each other or other staff
- Extras: Drinking water, tissues and hand sanitiser should be available in the counselling room

**Under the Health and Safety at Work Act 1974 Section 4, there is an expectation by the Health and Safety Executive (HSE) that relates to your responsibility to provide a workplace that is safe and without risks to health. As part of Evolve's Health and Safety management, our team are requested to gain feedback on any health and safety concerns in relation to your premises that may prevent them from carrying out their duties safely. We will discuss with you in the first instance if a concern is raised.*

Invoicing

Payment is within 30 days of invoice

Professional Standards

Evolve counsellors are required to work to BACP codes of ethics and standards of practice and have reached the required standard of training and experience to become members of Evolve. All Evolve Counsellors are subject to regular satisfactory enhanced DBS checks, safeguarding training, data protection training, ICO registration, undertake regular clinical supervision and CPD.