

# GATEWAY TRUST COUNSELLING

## VOLUNTEER HANDBOOK FOR COUNSELLORS

2024



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Updated November 2024

To be reviewed October 2025.



This handbook has been prepared for the exclusive use of Ribble Valley Gateway Trust and is not to be made available for use within any other organisation.

# Welcome

## Welcome to Ribble Valley Gateway Trust!

Thank you for donating your time and support to our organisation. The work of Ribble Valley Gateway Trust (RVGT) would not be possible without the help of our volunteers.

This Volunteer Handbook is yours to keep as a reference to help you during your time as a volunteer with RVGT. Our aim in producing this document is to create a one-stop information point where you should be able to access all the information you are likely to need in relation to your volunteering with us, your role as a volunteer, and the necessary guidelines you need to be aware of. We know there is a lot to take in all at once and hope this makes it easier for you!

You may find that some of this document sounds a bit formal and official. On a day-to-day basis we're not like that at all. We are proud of the strong, friendly relationships that exist across volunteers and staff at RVGT.

Nevertheless, volunteering for any organisation comes with responsibilities underpinned by clear processes, so that in the unlikely event of things going wrong, both you and RVGT have a clear arrangement that both have signed up to.

As a volunteer, you are joining a team of people from all walks of life, who contribute not only a great deal of time, but bring skills, knowledge, and individuality. If you have any problems or queries, the staff are more than happy to help so please feel free to approach us. We look forward to a long and happy working partnership with you.

With very best wishes,

**Ruth Haldane**  
Chair of Trustees



**ABOUT  
RIBBLE VALLEY  
GATEWAY TRUST**

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# Introduction

The Ribble Valley Gateway Trust was constituted as a Charitable Incorporated Organisation (CIO) on 13th May 2016.

The objects of the CIO are for the benefit of people in the area, currently administered by the Ribble Valley Borough Council:-

- To prevent or relieve poverty, including, but not exclusively by the provision of food parcels, guidance, and support;
- To relieve those in need by reason of youth, age, ill health, disability, financial hardship, or other disadvantage;
- To advance Christian faith and practice including, but not exclusively, to promote collective and personal training, outreach services, and ecumenical worship and mission.

The Trust has established an inclusive organisational structure based on active and enduring links with Christian churches in Clitheroe and Longridge. This is reflected in strong levels of volunteering, donations of food and finance, and promotion of the Trust's services within the Ribble Valley communities.

The Trust has practical links with around 40 referral agencies and two local authorities.

The Trust has adopted formal policies regarding safeguarding, risk management, and health and safety and keeps broader policies including staff and volunteer handbooks under regular review.

## Projects

**Gateway Trust Counselling** – weekly or fortnightly one-hour counselling sessions offered by professionally qualified persons to individuals who are referred by doctors, churches, and other care agencies.

**Ribble Valley Foodbank and Olive Branch Advice café** – providing food parcels and offering guidance and encouragement through the Olive Branch Advice café. Individuals and families experiencing financial constraints are helped through teams of volunteers in Clitheroe and Longridge, led by a manager accountable to the trustees.

**Ribble Valley Art4All** – weekly art classes led by a retired art teacher and volunteers for students with learning difficulties and other special needs.

Each service is provided to the public-at-large, subject to the recipient's need for the specific service being clarified on referral in line with Charity Commission guidance.



# Projects

## Gateway Trust Counselling

### Mission Statement:

To spread the love of Jesus by serving the people of Clitheroe and the surrounding area through the provision of a quality and affordable counselling service in a God-centred environment.



### Defining Principles

Our Christian Faith:

- That an overt Christian ethos will be demonstrated within the centre.
- That anyone working in the centre will either be a Christian or be sympathetic to the Christian faith.
- That all people, of all faiths and none, will be treated with respect and non-judgmental acceptance.
- Meetings may include prayer.
- Our organisation will be managed in an ethical and caring way.
- We maintain close links with the churches of Clitheroe.

### Professional expectations:

- A high standard of counsellors will be ensured by only using students or qualified counsellors of Level 4 and above being accepted to work at the centre. There will also be a requirement that they are members of a professional body, e.g. Association of Christian Counsellors or British Association of Counsellors and Psychotherapists.
- Gateway Trust Counselling will be a member of a professional body as an organisation and adhere our practice to those standards.
- All welcoming staff will be trained to a high standard, to interact with the clients and fulfil administration tasks effectively.
- All staff will be DBS-checked and receive regular safeguarding training where required.
- Gateway Trust Counselling will support this high standard through mentoring, training, and supervision.
- We are an affiliated member organisation of BACP (British Association of Counsellors and Psychotherapists).
- All necessary policies and insurances will be in place and kept up-to-date.



# Projects

## Care for the Community:

- We offer counselling without discrimination.
- We seek to work co-operatively and sympathetically with other helping agencies.

## Working as a team:

- Respecting, supporting, and encouraging one another is non-negotiable.
- Team meetings will happen regularly where the building of the team is of great importance, so attendance is important.
- A happy and positive team attitude which supports the team and our ethos through care, humour, flexibility, and dependability are appreciated.
- We seek to work co-operatively and sympathetically with other helping agencies.



# Projects

## Ribble Valley Foodbank

Ribble Valley Foodbank is part of a national network of Foodbanks across the UK run by Trussell (formerly The Trussell Trust). Trussell was started in 1997 by Paddy and Carol Henderson using money willed by Carol's mother, Mrs Trussell, to help children living rough on the streets of Sofia, Bulgaria's capital city.

In 1999, Paddy and Carol were promoting their Bulgaria work in Salisbury when they were challenged by a local mum who was struggling to afford food for her children. While helping this family it became clear that there were many other people living in the same way, with just enough money to cover the bills but vulnerable to any crisis such as job loss, long-term illness, or family break-up.

Trussell then developed the Salisbury Foodbank to meet this need.

The first Foodbank was in the summer house in their garden. In 2004, the UK Foodbank Network was launched, teaching churches and communities nationwide how to start their own Foodbank. Paddy and Carol now live in New Zealand having retired in 2007.

Today, there is a rapidly expanding network of Foodbanks throughout the UK, and Trussell continues to work with vulnerable young people in Bulgaria.

To find out more about Trussell and the expanding network of Foodbanks across the UK, please visit their website: [www.trussell.org.uk](http://www.trussell.org.uk)



# Projects



Every day people in the Ribble Valley go hungry for reasons ranging from redundancy to receiving an unexpected bill on a low income. Ribble Valley Foodbank provides a minimum of three days-worth of emergency food and support to people experiencing crisis in our local community.

Ribble Valley Foodbank relies on the support of the local community through volunteering, food donations, and fundraising. Almost all food is donated by the community through churches, schools, businesses, and supermarket collection days. Our clients are referred to us by over 50 front-line care agencies, who identify people in need and give them a voucher they can exchange for a food parcel containing three days-worth of nutritionally-balanced food at our Foodbank centre. We can also provide toiletries and items such as baby food and nappies.

Volunteer drivers also deliver parcels, if required, and some agencies hold emergency boxes for us in the local area making sure that people can still access emergency food even if they can't get to our Foodbank centre.

Our volunteers help in the Foodbank warehouse sorting food donations as well as at the Foodbank centre where they chat with clients, pack food parcels, and prepare refreshments. They also help signpost clients on to other agencies who can help with their specific problems in the hope of helping them find their way out of their current emergency.

Our goal is to make the Foodbank centre an informal and friendly place, where clients feel welcome. More information about the Ribble Valley foodbank can be found at [www.ribbonvalley.foodbank.org.uk](http://www.ribbonvalley.foodbank.org.uk).



# Projects

## Art4All

Art4All delivers art classes free-of-charge to adults from the local area who are disadvantaged or have special needs.

The classes help the students develop their confidence and social connections, give them a sense of achievement, and increase their general well-being. The classes promote the use of art as a means of therapy.

Art4All was started by Frankie Freeman-Ruddock in September 2018 after securing initial grants and donations. It operates within the Ribble Valley Gateway Trust.

Frankie runs the group with the support of a team of volunteers. The classes provide instruction and inspiration to the students who are disadvantaged or have special needs.

Projects are varied and focus on learning one or more techniques (e.g. use of watercolour, drawing, printing, clay modelling, etc.) They may be inspired by a particular artist (e.g. Kat Button, Georgia O'Keeffe, Andy Warhol) or seasonal events (e.g. Remembrance Sunday, Autumn Leaves). Examples of the work that we've done can be seen on our Facebook page - Ribble Valley Art4All.



The group is funded via donations and grants from a range of organisations.

Classes take place at the Salvation Army building in Lowergate, Clitheroe on Fridays during regular school term times. There are two classes each Friday, one in the morning from 10am until 12 noon and one in the afternoon from 1pm until 3pm.



One happy girl..thankyou.x

We have a positive impact on the students, their families, support workers and our volunteers

# Meet our Project Managers



## **ALI GROVES: Gateway Trust Counselling Manager**

Having escaped from teaching after 30 years, I retrained as a counsellor and knew from the beginning that there was a need for an affordable counselling service in the Ribble Valley. Once I had completed training and gained some experience in counselling I approached the RVGT and asked if I could open a counselling service under the umbrella of the RVGT charity. In 2018 this became a reality and it has grown ever since. We serve all people and offer high quality counselling for affordable donations.



## **FRANKIE FREEMAN-RUDDOCK: Art4All Manager**

I am an independent Artist living in Clitheroe, having worked for 15 years at Broadfield Specialist School in Oswaldtwistle as an Art Teacher working with students with special needs. My passion is to make art accessible for everyone, not just those that can afford classes: it gives pleasure, develops confidence, builds self-esteem, and helps with mental health. I started Art4All in 2018 after gaining a grant from The Ribble Valley Arts Development Council. I provide an Art experience for adults who are disadvantaged or with special needs and who normally would not have the opportunity due to cost or accessibility.

## **AWAITING APPOINTMENT: Foodbank Manager**

# Meet our Trustees

Trustees are the group of people (also called the Board of Trustees) are appointed to oversee the running of a charity. They are responsible for the governance and general oversight of the organisation to ensure it operates effectively, is adequately resourced, financially sustainable, and legally compliant. As such, governance is not necessarily about doing the work or carrying out the day-to-day running of the charity – it is about making sure that things are done. For example, it is about ensuring that an organisation is well managed, but not necessarily about managing it, or making sure that the organisation has clear aims and priorities, policies, and procedures, but not necessarily about forming them.

The Charity Commission outlines the six key duties of a trustee as follows:

- Ensure your charity is carrying out its purposes for the public benefit
- Comply with your charity's governing document and the law
- Act in your charity's best interests
- Manage your charity's resources responsibly
- Act with reasonable care and skill
- Ensure your charity is accountable

**Each RVGT project has a link trustee who you will hopefully meet soon after you begin volunteering. The trustees can be contacted at [contact@rvgt.org.uk](mailto:contact@rvgt.org.uk)**

## Sue Dugdale



Sue is a lifelong member of All Hallows' Church, Mitton, where she is currently the treasurer.

She has always lived in the Ribble Valley and has two grown up children and six grandchildren.

She loves music and choral singing, and has been a volunteer at the Food Bank.

## Ruth Haldane (Chair and Foodbank link trustee)



Ruth was the first manager of the Ribble Valley Foodbank, setting it up in Clitheroe in 2013.

She left her role as Warden of Lay Ministry in the Diocese of Blackburn in Spring 2024, and is a Licensed Lay Minister in the Church of England. She also chairs the Board of Whalley Abbey.

## Norman Ivison (Communications)



Norman was ordained in 1982 and worked as a *BBC* religious producer for 20 years. In 2005 he joined *Fresh Expressions*, which encourages churches to engage with people often on the margins of society.

Now a retired Anglican minister, he is passionate about working alongside those in need and has had links with RVGT since its inception.

## Alan Meyer (Health and Safety)



Alan has lived in Clitheroe for 20-plus years and worships at Clitheroe Community Church.

Since he retired from the Health and Safety Executive, he has been keeping himself busy studying theology and chairing Clitheroe Christians in Partnership. He loves to see the churches in the community joining together in gospel mission.

## Nick Shelley (Gateway Trust Counselling Link Trustee)



Nick has worshipped at St James' Church for the past 10 years, where he serves on the PCC and is the Parish Safeguarding Officer.

As a Child Clinical Psychologist, he specialises in working with children exposed to early-life trauma. He lives with his wife and three children in Wilpshire.

## Diane Steer (Company Secretary and Art4All link trustee)



Born and bred in Clitheroe, Diane is married to Terry and has two grown up children. With 40 years' experience as an Insurance Broker, she now owns Diane Steer Training Solutions, specialising in lecturing in Insurance and Law. She is Church Warden at St Paul's, Low Moor, and a volunteer at the Foodbank. Her interests are Pilates, walking her dog, and baking.

**BEING A  
GATEWAY TRUST  
COUNSELLING  
VOLUNTEER**

**2**



# Being a volunteer

## Making a difference

The aims of RVGT, as previously stated, can only be fully accomplished through the work of volunteers. We are committed to involve volunteers in the day-to-day life of the organisation, and we value the contribution of their time, energy, and skills, without payment.

We acknowledge that volunteers make a positive and valuable contribution to our organisation and the community we serve and they are vital to our work. Volunteer help is greatly appreciated and really does make a difference. We aim to recognise, value, and celebrate our volunteers.

Volunteering is not intended to be a substitute for paid employment. The role of volunteer complements but does not replace the role of paid staff, and volunteers will not be considered to be employees of RVGT. Any arrangement with a volunteer is binding in honour only. No enforceable obligation can be imposed on volunteers to attend or give a minimum

time commitment; nor is the organisation under any duty or obligation to provide regular tasks, payment, or other benefit for any volunteering activity undertaken. However, there is a presumption of mutual support and reliability which underpins the arrangement.

We recognise that people may have one or several motivations for volunteering, including philanthropy, personal development, or career development.

Volunteers will be treated fairly and consistently.

RVGT welcomes volunteers to a wide range of roles within the organisation, from delivery driving to professional counselling. We recognise the fantastic contribution volunteers make in helping us fulfil our aims.

In line with our charitable aims, RVGT seeks to involve volunteers to:

- ensure our services meet the needs of our community
- provide new skills and perspectives
- increase our contact with those we serve



# Being a volunteer



## Why volunteer?

There are a number of reasons why people choose to become a volunteer and these include:

- Using talents and experience to help others
- Learning new skills
- Trying something different
- Being a valued member of a team and making a real difference by helping others
- Having a sense of personal achievement
- Having the satisfaction of seeing results
- Meeting new people, making new and lasting friendships, and sharing experiences with others

Our hope is that some, if not all of these reasons for you becoming a volunteer with us will be fulfilled.

## What is a volunteer?

Volunteers are people who are unpaid, and of their own free-will contribute their time, energy, and skills to benefit others. At RVGT, we work to the following definition of volunteering:

- Volunteering is an activity that someone does freely, by choice
- Volunteering is unpaid (except for reimbursement of expenses incurred whilst volunteering, e.g. food, drink, travel, or any equipment you need to buy)
- Volunteering is not contractual (volunteers can have a volunteering agreement and a role/task description to clarify expectations on both sides, but not a contract of employment and a job description)
- Volunteers can receive training and development appropriate to their role



# Being a volunteer

## Expectations

RVGT expects its volunteers to be realistic in their commitment and volunteers are expected to give as much or as little as they consider is appropriate to them. Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Once a commitment is made, RVGT expects its volunteers to fulfil this unless negotiated otherwise.

There will be a specified range of tasks that volunteers can undertake. All volunteers will be given clear guidelines and task descriptions. Volunteers will be required to work within the boundaries described in these guidelines. Each volunteer will be given an individual 'Volunteer Agreement' and 'Volunteer Task Description' (see appendices section) which outlines

and formalises the commitment made. However, this is in no way intended to be seen as a 'contract' or a binding obligation.

Some volunteers give a set amount of time per week. Others offer small periods of time, perhaps in the run-up to an event. It is completely up to you! Either way, all that we ask from you is that you are able to honour the time that you offer. However, we do realise that everyone's circumstances can change, and so, if you find that you can no longer make a longer-term commitment, or you cannot make an agreed time, we just ask that you keep us informed. And if you're planning to go on holiday, please just let your supervisor know that you'll be unavailable for certain dates and when you plan to return.

## What you can expect from us

We want to make sure that you enjoy your role and get the most out of it.

RVGT seeks to offer all its volunteers a worthwhile volunteering experience and you can expect the following from us:

- to be treated with respect, consideration, and appreciation
- to know what is (and what is not) expected of you
- to have adequate support in your volunteering
- to volunteer in a safe environment
- to be insured
- to know your rights and responsibilities if something goes wrong
- to receive relevant out-of-pocket expenses
- to receive appropriate training
- to be free from discrimination
- to be consulted with, and kept informed of possible changes

## What we can expect from you

RVGT expects volunteers to be realistic in their commitment and they are free to give as much or as little time as they wish. Although volunteers offer time freely and willingly without obligation, once a commitment has been made there is a presumption of mutual support and reliability.

To ensure you get the most out of your role, RVGT asks you:

- to be reliable (providing as much notice as possible if you are unable to fulfil your volunteering commitments, or if you wish to finish)
- to be honest
- to respect confidentiality
- to make the most of training and support opportunities
- to carry out tasks in a way that reflects the aims and values of RVGT
- to carry out tasks within agreed guidelines
- to respect the work of RVGT and not bring it into disrepute
- to comply with appropriate RVGT's policies and procedures



# Being a volunteer

## Recruitment and selection

Volunteers are recruited in accordance with RVGT's Equal Opportunities Policy. We believe that volunteering should be open to all regardless of gender, race, disability, religion, or belief, sexual orientation, or age.

Volunteering opportunities will be promoted using publicity methods suitable for the roles that need to be filled, whilst ensuring that they are accessible to all members of the community. Potential volunteers may also apply speculatively.

All prospective volunteers will be asked to complete an application form and provide the names of two referees. Once these have been received, the prospective volunteer will be invited to attend an informal interview. This will help identify how best their skills, suitability, and potential may be matched to appropriate volunteering opportunities.

If the volunteer will be carrying out activities with vulnerable groups (children and/or adults) there may be other safer recruitment procedures carried out including asking a volunteer to undergo an enhanced Disclosure and Barring Services (DBS) check. More detailed information will be made available specific to legislative requirements and to the particular volunteer position. All volunteers will be asked to provide two references, which will be taken up.

RVGT will develop a role/task description for each voluntary opportunity – an example can be found in the appendices section of this handbook. Prospective volunteers will be offered a trial period, after which they will be confirmed as an established volunteer.

Volunteers may be required to undergo other checks relevant to their prospective role (e.g. health OR eligibility to volunteer.) If permission for such checks to be carried out is not given by a volunteer, that volunteer will not be placed.

## Induction and probation

RVGT recognises that joining a new workplace, whatever the size and whatever the role to be undertaken, can be daunting. All volunteers will receive an induction when they begin voluntary work with us. An induction will include:

- information about our vision, mission, and future plans
- information on our aims and principles
- the role of the volunteer

- introduction to other volunteers and staff
- tour of the facilities/premises
- copies of other relevant policies, e.g [*this Volunteer Policy, Health and Safety Policy, Expenses Policy, Equal Opportunities Policy, Safeguarding, Data Protection Policy*]
- clear information on what is expected of volunteers and what training, support, and ongoing learning opportunities are available
- essential procedures, including timekeeping and documentation requirements



# Being a volunteer

## Training

Training in the supervision and support of volunteers will be provided for all those who have direct responsibility for volunteers. All volunteers will have a named person to whom they can take their volunteering concerns and seek guidance and support.

- Training will be offered to help volunteers develop in their role.
- Volunteers are actively encouraged to undertake any training courses, or to attend any seminars or conferences, which will help them to better perform their roles.
- A volunteer may request reimbursement of the cost of such a training course (by seeking approval OR via RVGT's Expenses Policy).
- Only training specific to your volunteering role will be paid for, for example, supervision/Continuous Professional Development of our counsellors.

## Support and recognition

RVGT recognises the important contribution volunteers make to our organisation. We believe we should invest in our volunteers, and so will provide regular and ongoing support, supervision, and training to enable volunteers to develop their skills. We want to ensure that all volunteers benefit from their voluntary work. Volunteer support will be provided through:

- formal training opportunities
- informal advice and information sharing
- work reviews
- one-to-one supervision
- peer mentoring

Volunteers will be assigned a named contact who will provide regular support throughout their time volunteering with us. Regular support sessions will provide the opportunity for ongoing dialogue about the development of the role and any advice and guidance as needed.



# Being a volunteer

## Expenses

Volunteers give their time and skills free-of-charge. The cost of volunteering should never discourage those on low incomes. We acknowledge this and offer to reimburse all reasonable out-of-pocket expenses incurred whilst undertaking voluntary work. It remains the decision of the volunteer as to whether they wish to reclaim expenses or not.

What can be reclaimed from RVGT and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. Normally, expenses should be claimed on a monthly basis on the 'volunteer expenses form' which is then paid by cheque/BACS.

Expense claims must be supported by original receipts or other evidence of payment and should be claimed in accordance with RVGT's Expenses Policy.

## Insurance

Insurance is provided by RVGT to cover all volunteers working on behalf of, and at the direction of the organisation.

RVGT does not insure a volunteer's personal possessions against loss or damage.

Any volunteer using their own vehicle whilst undertaking their volunteering role must ensure that the vehicle is appropriately covered by insurance. Any volunteer who is required to drive as part of their volunteering role must hold a current driving licence.

## Confidentiality

During your volunteering role with us you may have access to confidential information in relation to the organisation or our clients. Volunteers are responsible for maintaining the confidentiality of such information.

- We expect all volunteers to adhere to a duty of confidentiality. This duty continues even after you cease to be a volunteer with us.
- You will be provided with a copy of the RVGT's Confidentiality Policy.
- Our guidelines, including those relating to volunteers' personal information held by the organisation, will be explained to you during induction.

## Data protection

RVGT will handle personal information relating to volunteers in accordance with its Data Protection Policy.

Volunteers are also expected to comply with the obligations set out in our Data Protection Policy and other relevant policies, including in relation to internet, email, and communications, information security, bringing your own device (BYOD), to help us meet our data protection responsibilities to other individuals. (Please see the additional policies section).



# Being a volunteer

## Health and safety

Volunteers will be given a copy of the RVGT Health and Safety Policy.

RVGT will take all reasonably practicable steps to ensure volunteers' health, safety, and welfare while at work in accordance with our Health and Safety Policy.

Volunteers will receive training to ensure that your health and safety is protected. We will ensure you are aware of our procedures for accidents and emergencies. The relevant First Aiders will be made known to you.

Any activities carried out on a voluntary basis are covered by the same health and safety legislative requirements as those carried out by employees. It is therefore important that you understand and accept your personal responsibility towards promoting and maintaining health and safety standards in order to

provide a safe working environment for all. It is important that you:

- Carry out your own duties without endangering either your own health and safety, or that of colleagues, third parties and/or the general public
- Comply with all relevant instructions and procedures relating to safety and follow RVGT guidance
- Inform your supervisor of any personal health and safety requirements that you have.

If you have any doubts regarding your health and safety role or responsibility, please speak to your supervisor as soon as possible.

All volunteers are asked to read and familiarise themselves with the RVGT Health and Safety Policy (Please see the additional policies section).

## Equal opportunities

All our volunteers are entitled to be treated with dignity and respect, regardless of gender, race, disability, religion or belief, sexual orientation, or age.

We are committed to promoting diversity and equality. Everyone has an opportunity to be considered for the role of volunteer. As a volunteer, the RVGT Equal Opportunities Policy applies to you as much as to members of staff.

Volunteers are treated as equally and fairly as paid staff. We will consider everyone as a potential volunteer. Individuals must, however, demonstrate a commitment to the aims of the organisation and will only be placed if the needs of the volunteer match the

needs of the organisation. No person who has a conflict of interest with any aspect of the organisation will be accepted as a volunteer.

When representing us as a volunteer, we expect you to support our commitment to promoting equality and to follow our Equal Opportunities Policy.



# Being a volunteer



## Problem solving

RVGT aims to treat all volunteers fairly, objectively, and consistently. We seek to ensure that volunteers' views are heard and acted upon. We aim for positive and amicable solutions.

We hope that you will have an enjoyable and rewarding experience volunteering with us. If you find that your role as a volunteer with us does not meet your expectations or if you feel we have not fulfilled our commitments to you, you are encouraged to let us know by speaking to your named supervisor. If there is an issue with your named supervisor, please contact the link trustee or Chair of Trustees. Many problems can be sorted out through discussion. We will do our very best to try to resolve any issues or concerns and to remedy any shortfall.

## Ceasing to volunteer

Deciding to finish volunteering will depend on a number of factors. Volunteers may wish to leave volunteering to take up paid work, to retire, to step down from volunteering with us, or to move on to a different volunteering opportunity. Volunteers are obviously free to leave RVGT at any time.

However, if at all possible, volunteers are encouraged to give their supervisor reasonable notice of their intention to finish. Volunteers are not subject to any set notice period if they wish to cease volunteering. However, when volunteers move on from their role, we encourage reasonable advance notice so that we can plan and make alternative arrangements accordingly.

When a volunteer moves on from their role, they will be asked to provide feedback. This may be by way of an exit questionnaire. Volunteers may also ask for a reference.

If a volunteer is found to have done anything that would be grounds for immediate dismissal for a member of staff (see our Disciplinary Policy), for example, theft, or being under the influence of drink or drugs, we will ask the volunteer to cease volunteering with immediate effect.

## Monitoring and evaluation

We will systematically monitor and evaluate our use of volunteers with reference to this Volunteer Policy which will be reviewed on an annual basis to ensure that it is still appropriate to RVGT.



**OTHER  
GATEWAY TRUST  
COUNSELLING  
POLICIES**

**3**



# Other Policies

## Attendance Policy

This policy statement is to be applied with discretion, taking each case as individual and based upon the knowledge of, and relationship with individual clients.

### Assessment Responsibilities

- Please inform all clients of attendance policy
- Explain the importance of regular attendance
- Advise clients that 24 hours' notice is expected if they are unable to attend an appointment, unless an emergency arises.

### Welcomers' responsibilities

- Always ask for a reason for the cancelling of an appointment
- Always be courteous but don't give the impression it doesn't matter
- Tell the client that you will inform their counsellor
- Inform the counsellor of the missed appointment
- Positively re-book for the next week

- Remind clients that their counsellor is giving their time freely

### Counsellor's responsibilities

- Take care when contracting - the client must understand the need for regular attendance.
- Give the client a copy of the contract
- Be pro-active when a client has poor attendance
- Make attendance a subject for discussion in counselling sessions
- Seek out reasons for non-attendance
- Take the matter to your supervisor
- A new time or less frequent appointments may be negotiated
- Client may need to be returned to the waiting list for another counsellor to be allocated to them.
- Maintain confidentiality, if you contact the client by telephone always check client details to ensure a phone call is acceptable to them.
- It may be appropriate to ask the welcomer on duty to contact the client for you, please be clear about what you want them to say.



# Other Policies

## **New clients who do not attend (DNA)**

If a client does not attend for a confirmed first appointment without reason, a text or email will be sent to explain that, as they have not attended the appointment, they will be removed from our waiting list unless they contact us for a new appointment.

## **Existing clients who do not attend (DNA)**

If an existing client fails to attend an appointment without reason, we will contact them by phone, text, or email to explain that counselling will cease unless they have a reasonable explanation. This contact will require that they get in touch with us to confirm a new appointment. This offers the client the opportunity to attend the following week's appointment, but they are asked to confirm they will attend. If no confirmation is received the appointment is reallocated to another client. The client is informed of this.

Two DNAs will result in this policy being applied:

- Further occasions of DNA during any period of counselling sessions need to be referred to the Gateway Trust Manager.
- Counsellors have the main responsibility to discuss attendance issues when contracting and at the six-week counselling review.



## **Existing clients who are unable to attend (UTA)**

Some clients may plan not to attend an appointment following discussion with their counsellor, perhaps for holidays or hospital appointments. This is perfectly reasonable and it is the counsellor's responsibility to arrange the next appointment and write it in the diary.

If a client is regularly unable to attend appointments, an assessment needs to be made about whether the client continues in counselling. This is mainly the counsellor's decision and is based upon what is known of the client. See counsellor's responsibilities above.

- If a client misses 2 out of 6 sessions, the counsellor must raise this as an issue with the client.
- If a client then misses a further 2 out of 6 sessions this must be discussed with the Gateway Trust Manager and an appropriate client specific letter sent.



# Other Policies

## Code of Conduct

At Ribble Valley Gateway Trust (RVGT) we wish to provide the best counselling service possible and to ensure that at all times this is delivered in a caring and professional manner. In order to promote confidence and trust in the organisation, all employees and volunteers are required to comply with this policy.

### Statement of Policy

This code of conduct applies to all employees and representatives of RVGT. A representative of RVGT refers to all connected with delivering the counselling service and includes, trustees, employees, temporary, agency, volunteers, and students.

### Purpose

The purpose of this policy is to provide guidelines of what is considered acceptable and unacceptable behaviour. This code sets out the expectation of RVGT with regard to behaviour standards in delivering the counselling service we provide.

### Responsibilities

Each employee and representative of Gateway Trust is responsible for observing the highest standard of professional boundaries and ethical behaviour in the course of their work. This is to ensure the safeguarding of our clients, the provision of excellent service, and to uphold the reputation of the organisation.

All staff are responsible for challenging behaviour that is not consistent with the code of conduct. The managers and trustees are responsible to deal with any breaches of this code.

RVGT operates within the ethical framework of the BACP, of which we are organisational members.

### Appropriate conduct and behaviour

Appropriate conduct and behaviour includes, but is not limited to:

- Adherence to policies, practice and procedures of RVGT.
- Maintenance of professional boundaries.
- Prompt and regular attendance at work or to allocated voluntary hours.
- Courtesy and respect for co-workers, clients, visitors, and any other person who deals with RVGT.
- Promoting the safeguarding of clients by ensuring that no act or omission places them at risk or in harm's way.
- Maintaining confidentiality in accordance with service policy and procedure
- Wearing suitable and appropriate clothing to maintain the professional standards of the service, ensuring a tidy and clean appearance at all times.

### Inappropriate conduct and behaviour

Inappropriate conduct and behaviour includes, but is not limited to:

- Inconsistent and or disrespectful treatment of clients or colleagues.
- Leaving work early without permission.
- Using obscene or abusive language.
- Spreading malicious gossip or rumours.
- Harassing, threatening, intimidating or coercing any person at any time.
- Reporting to work or working under the influence of alcohol, drugs, or prohibited substances.
- Excessive personal use of telephones or computer facilities.



# Other Policies

## Unacceptable conduct and behaviour

Unacceptable conduct and behaviour includes, but is not limited to:

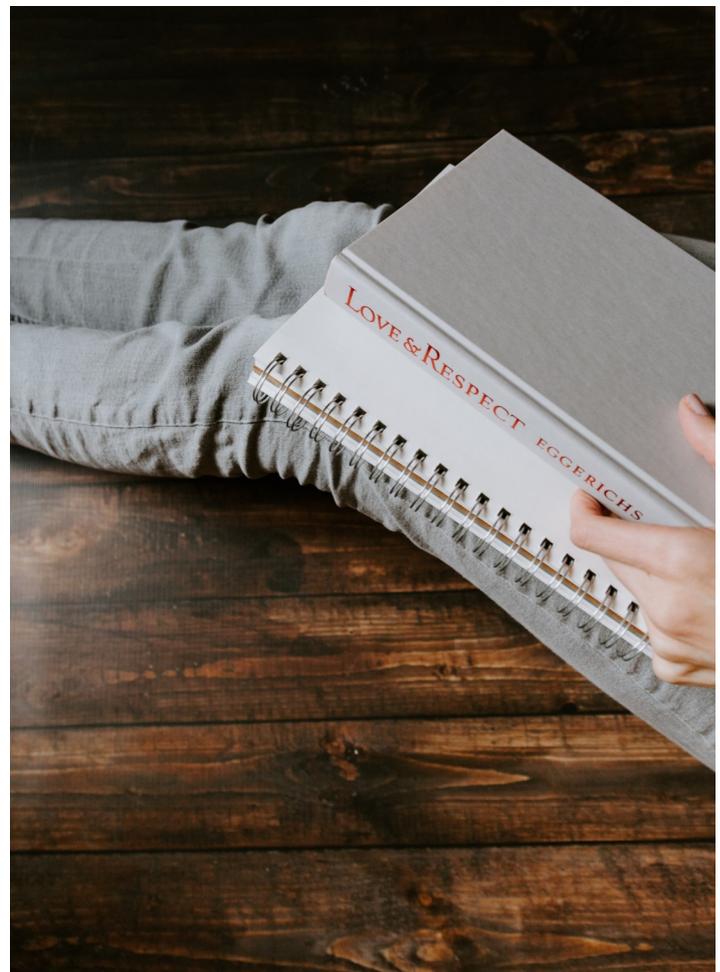
- Perceived inappropriate comments directed at an individual related to the person's sex, race, religion, sexual orientation, or physical ability.
- Behaving outside of work in such a way to bring yourself or the organisation into disrepute. This may include use of illicit substances, committing a crime, and general anti-social behaviour.
- Possession or consumption of alcohol or illicit substances whilst on the premises.
- Wilful breaches of health and safety procedures.
- Wilful neglect or misuse of the organisations equipment.
- Theft or falsification of records.
- Threat or actual physical violence towards another individual.
- Sexual harassment of any kind, which includes sexual remarks or jokes, comments about a person's sex life, derogatory or degrading remarks, and the display of sexually suggestive material in the workplace.
- Indecency.
- The commencement of any personal relationships with a client of Gateway Trust. This may include friendship, romantic relationship, pen pal, or via any social networking site. If a client has left the service, consideration must be given to the impact on professional boundaries, client vulnerability, and organisational implications.
- The viewing of inappropriate websites/online material; this includes pornography, sex sites, sites with violent or demeaning images, or jokes which contravene equal opportunities and standards of professional working.

Inappropriate and unacceptable conduct could result in disciplinary action, up to, and including termination of employment, student placement, or volunteer position.

## Required Action

If a breach of this code of conduct is witnessed or suspected, initially the RVGT staff member should be informed. If this is not possible then a Trustee of RVGT should be made aware of this breach and a decision made on how to proceed, in line with other policies of RVGT.

We will endeavour to maintain anonymity of the person reporting the breach of conduct, although this may not be possible in all cases.



# Other Policies



## Supervision of counsellors

### Purpose and Scope of the Policy

Gateway Trust Counselling is fully committed to deliver the highest quality of counselling to its clients and to work within the code of practice as described by the BACP, the professional body of which we are a member organisation.

To this end, all counsellors will be required to receive supervision, in order that their practice may be monitored and safeguarded.

Policy requirements:

Each member of staff will receive one hour of supervision per month.

### Gateway Trust Counselling's responsibility:

- Since counselling hours are given on a voluntary basis by counsellors, Gateway Trust Counselling will undertake to contribute £30 towards the cost of counselling supervision for each counsellor.
- Gateway Trust Counselling will provide an in-house supervisor which the counsellor may work with, if they feel that they can work with that supervisor.

### Counsellor responsibilities:

- To make contact with the centre's supervisor or find a supervisor of their own and undertake supervision once each month as a minimum.
- To submit supervision invoices if working with their own supervisor after each monthly supervision so that costs do not build up.
- To work with the supervisor with integrity and professionalism.

# Other Policies

## Client Assessment

### Purpose and Scope of the Policy

Clients will come to Gateway Trust Counselling through a number of means. Since we are an affordable counselling centre, it is our privilege to offer counselling to all who come providing they can benefit from the therapeutic process. If they are in need of greater than the Centre can provide within its counselling remit, Gateway Trust Counselling will endeavour to signpost them to other agencies that are more able to help.

### Client referral and request procedure

- Most clients will self refer, having been given our details by their doctor, a friend, through Christians Against Poverty debt agency or Foodbank.
- They may request counselling over the phone, by email, or message through the website.
- At the first contact over the phone, the client will be asked a series of questions regarding personal details, their age (only people of 18 years and older will be seen) and a very brief reason for counselling. This may be carried out by a welcomer or the manager. At this point an appointment for assessment will be arranged.
- The assessment will be carried out by a trained counsellor (either the centre manager or a senior counselling member). At this point, the suitability of the service we offer to the client will be assessed. If their needs are greater than we are qualified to

work with we will signpost them to statutory services.

- Once assessed, the client will be allocated a counsellor or put on a waiting list if there are no immediately available counselling sessions.
- Since we are a Christian-based counselling centre listed on the Association of Christian Counsellors' accredited list, we will have counselling requests of a faith-based nature; clients may therefore request overt Christian counselling, which will influence the counsellor allocated to fulfil their request.

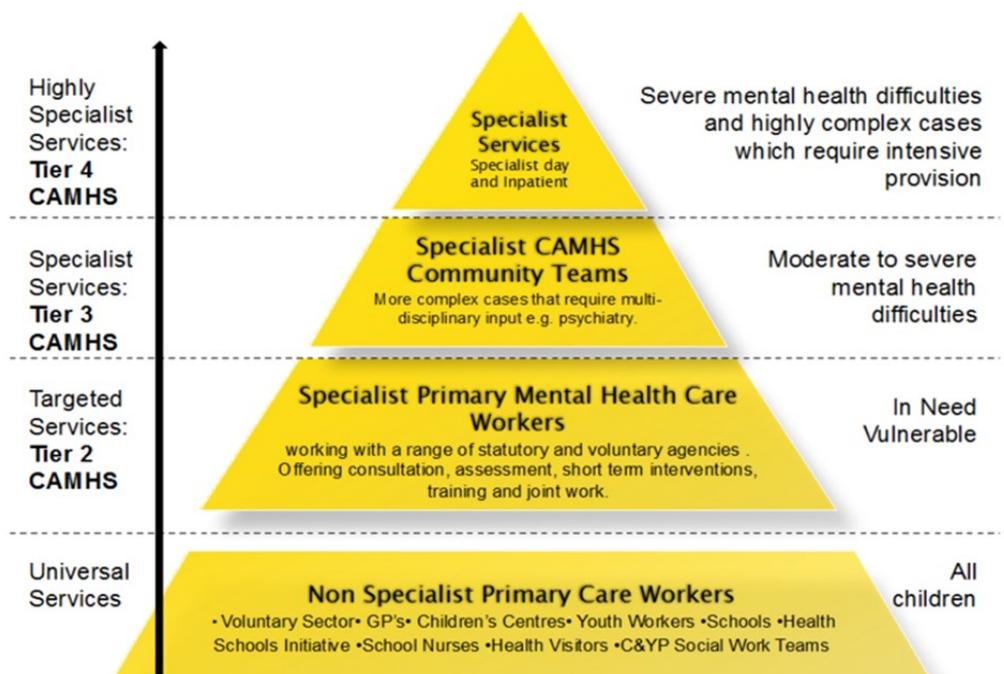
### Referral Agencies for moderate to severe mental health needs

Crisis Team Lancashire: 01282 657222

Blackburn Royal Infirmary (Mental Health):  
01254 736999

### Referral to other agencies:

- Active suicidal plans
- Present danger to self and others
- Diagnosed personality disorders which require a multi-disciplinary teams' intervention as signified



# Other Policies

## Health and Safety

In compliance with the Health & Safety at Work Act 1974 (HASAWA) and all relevant Health and Safety Regulations, it is the policy of Gateway Trust Counselling Centre to seek to provide a safe and healthy place and work environment for all staff. This includes:

- Employees
- Volunteers
- Those engaged by Gateway Trust Counselling Centre to carry out business on its behalf whilst in the process of carrying out that business, e.g. persons on placement
- Visitors to Gateway Trust Counselling Centre premises in connection with Gateway Trust Counselling Centre work
- Centre users

To achieve this effectively, Gateway Trust Counselling Centre will provide, so far as is reasonably practicable:

- Safe premises and systems of work
- Safe access to, and exit from a place of work and procedures for evacuation in an emergency
- Information, instruction, training, and supervision in safety matters
- All relevant risk assessments where necessary

### Duty of all staff

The Health & Safety at Work Act also lays down certain duties on all individuals operating within the Centre, from the most senior to the most junior.

In particular, individuals have a duty to:

- work safely, efficiently and without endangering the health and safety of themselves, their colleagues, the general public, or any other person who has a right of access to the Centre's premises at any time.

- Adhere to the safety procedures laid down by the Centre
- Report all accidents, near miss occurrences, and hazardous situations to the centre manager.
- All members of staff shall avoid using hazardous substances at all times if at all possible. Where substitute materials are available they should be used (e.g. water-based markers, correction fluid, etc). If there is no way of avoiding use of a hazardous substance, then staff must use the substance in an enclosed, ventilated environment away from other workers, and use proper protective equipment, which shall be made available in line with the St James' Health and Safety Policy, as below.

***For full details, please see The Centre's Health and Safety Policy (This is the St James Health and Safety Policy whilst we are using their building) and procedures which are filed with this Handbook.***



# Other Policies

## Safeguarding information

THE SAFEGUARDING POLICY IS STORED SEPERATELY WITH THIS HANDBOOK AND KEPT UP-TO-DATE IN ACCORDANCE WITH ANY NEW DIRECTIVES.

### KEY CONTACTS

**If someone is injured or in imminent danger, call 999.**

Safeguarding Officer: Alison Groves, Gateway Trust Counselling, 07849 047479

Deputy Safeguarding Officer: Jane Chitnis, Foodbank Manager, 07489 534431

Manager: Alison Groves, 07849 047479

Lancashire County Council Adult Social Care: 0300 123 6721

Lancashire County Council Children's Social Care: 0300 123 6720

### Other National Advice Providers

The Action Elder Abuse Confidential Free phone helpline: 0808 808 8141 - 9am-5pm

NSPCC Child Protection Helpline: 0808 800 5000

ChildLine: 0800 1111

NSPCC 24/7 Helpline: 0808 800 500 or [help@nspcc.org](mailto:help@nspcc.org)

### If you think a crime has taken place

Local Police: 101

Lancashire Police Constabulary: 101

### Care Quality Commission

Helpline: 03000 616161

### The Regulation and Quality Improvement Authority

Helpline: 028 9536 1990

### England and Wales - Disclosure and Barring Service

PO Box 181, Darlington, DL1 9FA

03000 200 190

[customerservices@db.gov.uk](mailto:customerservices@db.gov.uk)

<https://www.gov.uk/find-out-dbs-check>

Police Child Protection Team: 0845 125 3545

### Local Authority Designated Officer Lancashire

01772 536 694

LADO.Admin@lancashire.gov.uk

Duty Telephone Number: 01282 471253

### Lancashire Safeguarding Children Board

Concerns about a child should be reported on 0300 123 6720 or out-of-hours 0300 123 6722 (8pm - 8am).

### Children's Social Services

(Office Hours): 0300 123 6720

(Out-of-hours/Emergencies): 0845 602 1043

### Adult Social Services

(Office Hours): 0845 0530028

(Out-of-hours/Emergencies): 0845 602 1043



# Other Policies

## Counselling protocols

### 1. Assessment

- a. Emergency contact form, assessment form
- b. Donation policy information given
- c. Agreement for donation made

### 2. 1<sup>st</sup> session

- a. **Shared agreement** completed
- b. **GDPR Data Privacy Information** read and signed
- c. **Donation** and **Gift Aid** reconfirmed. Details filled in
- d. **Core 10** filled
- e. Score recorded on **tracking chart** after session
- f. Create **client number on form in the clip folder**
- g. Place **personal details, shared agreement, emergency contact form, GDPR in plastic wallet**, in alphabetised clip folder, **in separate cabinet from notes**
- h. Keep anonymous notes, **Core 10, tracking chart** in plastic wallet **in your hanging folder**

### 3. 6<sup>th</sup> session, 12th, 18th

- a. **Core 10** given and discussion of how counselling is helping, setting of goals for forthcoming sessions
- b. **Core 10** score recorded on tracking chart.

### 4. Last session (If unplanned)

- a. **Core 10**
- b. Discussion of their journey and how counselling has helped
- c. Reassurance that they can return
- d. Ask for a testimonial and permission to use if appropriate with client
- a. Fill in **End of Therapy** form.
- b. Collect **personal details** from alphabetised folder and place **with all notes** and other paperwork in **End of Therapy folder**.
- c. **New Client Request folder** - write your name and when you can be available for your new client.

**ANY PERSONAL DATA FROM SECTION 1 &2 MUST BE SECURELY STORED SEPARATELY FROM CLIENTS ANONYMOUS NOTES AND CORE SCORES**

#### Attendance:

- a. Write next appointment in diary and number of the session.
- b. Absence: to be recorded on your notes
- c. PA: planned absence
- d. UTA: Unable to attend
- e. DNA: Did not attend, no reason given
- f. Please write a number after each of the following to show how often this has happened and flag up any attendance issues.
- g. If the client misses two sessions, please read the attendance policy and send appropriate text to the client. Also let the manager know, if appropriate.

#### Supervision:

One hour of supervision is required for counsellors each month, £30 of the cost of which will be funded by the agency. An accredited supervisor is available through the agency, should you choose to use them.



## GATEWAY TRUST COUNSELLING

# Suicide Risk Policy

The 'Association of Christian Counsellors' and the 'British Association of Counselling and Psychotherapy' ethical framework express that as counsellors we have a duty of care for our clients and a commitment to promoting their wellbeing.

Confidentiality is essential to the counselling process; however, in order to complete a suicide assessment this may have to be broken. This should be spoken of when completing shared agreement with a client. It is the counsellors' responsibility where possible to inform the client of any referrals that need to be made.

It is essential that you always inform the manager of Gateway Trust regarding any suicide assessment which could prove to be a high risk. Wherever possible speak to your supervisor so that you have support during the process.

Always write fully in your client notes of any assessment that has been carried out, providing as much detail as possible, especially if you need to make an emergency referral. Always remember that any client related documentation may be required in a Court of Law.

### **What to do when a level of risk is established:**

## **High Risk**

This is when a client has frequent suicidal thoughts. They have the intention, means and they have planned when and how to carry out suicide. Any prevention factors have diminished significance or do not exist.

- **Inform their Doctor. See client details on Assessment form or emergency numbers on the notice board.**  
**Inform Minds Matter 01200 420499 or**  
**INITIAL RESPONSE TEAM 24/7 0800 013 0707**
- **or NHS Mental Health team 0800 9154640.**
- Fully document all action taken in clients' notes.
- Inform the Gateway Trust Centre Manager who is also the Safeguarding Officer
- Inform your supervisor of the situation.
- Discuss with client then possibly inform their next of kin/emergency contact.

**If you are concerned that your client is at immediate risk of suicide and you are unable to speak to their Doctor or the Initial Response Team, ring 999 and call an ambulance.**

You may need to stay with your client until the ambulance arrives to explain the risk factors.

Do not prevent a client from leaving the premises but encourage the client to stay on site until help arrives.

Should a client leave the premises in distress and with intent to act immediately upon suicidal thoughts, it may be necessary to contact Police by ringing 999.

Always keep the client informed of what your intentions are (unless you feel they are not able to process what you are saying).

The Manager is available by telephone outside of their normal working hours if you wish to discuss anything relating to this policy. See staff contact file for phone numbers.



# GATEWAY TRUST COUNSELLING

## Medium Risk

This is when a client is speaking about having suicidal thoughts and may have intention or plan, but may not have the means to carry it out or has significant prevention factors.( ie: a child that needs them, or another dependant figure)

- Document fully all action taken in clients' notes.
- Inform the Clinical Manager
- Consider writing to or speaking to the client's doctor.
- Offer your client the Mental health Helpline or Samaritans number
- Inform your supervisor of the situation.

## Low Risk

This is when a client is speaking about suicidal thoughts but has no intent.

- Document fully all action taken in clients' notes.
- Inform the Manager as soon as possible
- Inform your supervisor of the situation.

## Useful Contact Numbers:

**INITIAL RESPONSE TEAM 24/7**

**0800 013 0707**

**Blackburn Royal Infirmary (Mental Health): 01254 736999**

Policy Adopted Date:	2018	Author	Alison Groves
Policy review Date:	2023	Reviewed By:	Alison Groves
Policy review Date:			



## GATEWAY TRUST COUNSELLING

# Suicide Risk Policy Remote Sessions

The 'Association of Christian Counsellors' and the 'British Association of Counselling and Psychotherapy' ethical framework express that as counsellors we have a duty of care for our clients and a commitment to promoting their wellbeing.

Confidentiality is essential to the counselling process; however, in order to complete a suicide assessment this may have to be broken. This should be spoken of when completing shared agreement with a client. It is the counsellors' responsibility where possible to inform the client of any referrals that need to be made.

It is essential that you always inform the manager of Gateway Trust regarding any suicide assessment which could prove to be a high risk. Wherever possible speak to your supervisor so that you have support during the process.

Always write fully in your client notes of any assessment that has been carried out, providing as much detail as possible, especially if you need to make an emergency referral. Always remember that any client related documentation may be required in a Court of Law.

**What to do when a level of risk is established:**

### High Risk

This is when a client has frequent suicidal thoughts. They have the intention, means and they have planned when and how to carry out suicide. Any prevention factors have diminished significance or do not exist.

- **Inform their Doctor. See client details on Assessment form or emergency numbers on the notice board.**  
**Inform Minds Matter 01200 420499 or**  
**INITIAL RESPONSE TEAM 24/7 0800 013 0707**
- **or NHS Mental Health team 0800 9154640.**
- Fully document all action taken in clients' notes.
- Inform the Gateway Trust Centre Manager who is also the Safeguarding Officer
- Inform your supervisor of the situation.
- Discuss with client then possibly inform their next of kin/emergency contact.

**If you are concerned that your client is at immediate risk of suicide and you are unable to speak to their Doctor or the Initial Response Team, ring 999 and call an ambulance.**

**You may need to stay online/on the telephone with your client until the ambulance arrives to explain the risk factors and ask the client's emergency contact to be with the client.**

Do not prevent a client from leaving the premises but encourage the client to stay on site until help arrives.

Should a client leave the premises in distress and with intent to act immediately upon suicidal thoughts, it may be necessary to contact Police by ringing 999.

Always keep the client informed of what your intentions are (unless you feel they are not able to process what you are saying).

The Manager is available by telephone outside of their normal working hours if you wish to discuss anything relating to this policy. See staff contact file for phone numbers.

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Charity no: 1167261



# GATEWAY TRUST COUNSELLING

## Medium Risk

This is when a client is speaking about having suicidal thoughts and may have intention or plan, but may not have the means to carry it out or has significant prevention factors.( ie: a child that needs them, or another dependant figure)

- Document fully all action taken in clients' notes.
- Inform the Clinical Manager
- Consider writing to or speaking to the client's doctor.
- Offer your client the Mental health Helpline or Samaritans number
- Inform your supervisor of the situation.

## Low Risk

This is when a client is speaking about suicidal thoughts but has no intent.

- Document fully all action taken in clients' notes.
- Inform the Manager as soon as possible
- Inform your supervisor of the situation.

## Useful Contact Numbers:

**INITIAL RESPONSE TEAM 24/7**

**0800 013 0707**

**Blackburn Royal Infirmary (Mental Health): 01254 736999**

Policy Adopted Date:	2023	Author	Alison Groves
Policy review Date:	2025	Reviewed By:	
Policy review Date:			



## **Aggressive Visitor Protocol**

What to do if a client or person connected to a client turns up to the building in aggressive state.

**Make sure that you are not alone.**

**Ask any other staff member to be with you even if that means interrupting a counselling session.**

If the person will not calm down let them know that you will call the police and do so if they do not begin to calm down.

**If the person is outside of the building, do not open the door to them.**

Ask them to leave. Again, say that you will call the police if they do not leave or calm down.

Let the manager know.

Let any church member of staff know what has happened since you share the building and they might need to interact with the person at another time.

Write a report of events in the Safeguarding file in the LC cupboard.

## HELPFUL NUMBERS IF YOU ARE IN A CRISIS

- YOUR DOCTOR
- INITIAL RESPONSE TEAM 24/7  
0800 013 0707
- Blackburn Royal Infirmary (Mental Health): 01254 736999
- HARV  
01254 879855 10-4 Mon to Fri
- SAMARITANS 116 123
- 85358 SHOUT  
Texting the word 'SHOUT' to 85258 to start a conversation with a trained Shout Volunteer, who will text you back and forth.

**IMPORTANT EMERGENCY NUMBERS**

**PENDLESIDE MEDICAL PRACTICE**

**Tel: 01200 401680**

**CASTLE MEDICAL GROUP**

**Tel: 01200 408920**

**WHALLEY SABDEN MEDICAL GROUP**

**Tel: 01282 772045**

**INITIAL RESPONSE TEAM 24/7**

**0800 013 0707**

**HARV**

**01254 879855 10-4 Mon to Fri**

**Blackburn Royal Infirmary (Mental Health):**

**01254 736999**

**Emergency number in the client's records**

APPENDICES  
AND  
SAMPLE FORMS

4



# VOLUNTEER APPLICATION (Gateway Trust Counselling)

Thank you for your interest in volunteering with us.  
In order for us to process your application please answer the following questions:



(If you have any questions about your application or would like help to complete this document please contact Ali Groves.

<b>Vacancy Applied for:</b>			
First Name:		Surname:	
Contact Address:			
		Postcode:	
Telephone No.:		Mobile No. (if we can use this):	
Email Address:			

How did you hear about the volunteer opportunity at Gateway Trust Counselling?

## REFEREES:

Please give the names and addresses of two people who have agreed to be approached on your behalf for a reference. (They do not have to be professional people, but they should be people you have known for at least two years but not a family member or Gateway Trust Counselling volunteer).

First Referee:		Second Referee:	
Name:		Name:	
Address:		Address:	
Postcode:		Postcode:	
Phone No:		Phone No:	
Email address:		Email address:	
How do they know you?		How do they know you?	
For how long?		For how long?	

Next of Kin:		Contact in case of emergency:	
Name:		Name:	
Phone No:		Phone No:	
Relationship:		Relationship:	

## ABOUT YOU

### Work and skills experience/development (paid or voluntary):

Please give us brief details of your work experience:

### Special skills or qualifications (if relevant):

Skills that you would like to offer to Gateway Trust Counselling:

If you are a counsellor, please include your working model:  
This may be sent as an attachment, including copies of qualification certificates.

Skills that you would like to offer to Gateway Trust Counselling:

### Personal data:

Do you have any health issues relevant to the role?      Yes       No   
Details:

Do you have any criminal convictions (except those 'spent'  
under the Rehabilitation Offenders Act)?      Yes       No   
Details:

Do you have any additional needs you feel we should know about? (Access, etc)

### Your Availability:

I would be interested in helping as:      a Counsellor       a Welcomer

Day/s:

Times:

Number of hours:

# ABOUT YOU

## Reasons for Applying:

Please give us a brief account of your reasons for offering your help as a volunteer and what you hope to gain from this:

How long do you expect to volunteer for? Please tick ✓

Up to 1 month	Up to 3 months	Up to 6 months	Up to 12 months	More than 12 months	Not sure

Any other information you think may be useful to us

**Thank you for taking the time to fill in this form.**

**Please sign below:**

I certify that the information given on this form is accurate to the best of my knowledge. I understand that Ribble Valley Gateway Trust/Gateway Trust Counselling will store this information confidentially in line with the EU General Data Protection Regulation ('GDPR').

**Signed:**

**Date:**

Please return this form by email or post it to Ali Groves at the address shown below.

Thank you.

**Gateway Trust Counselling, St James Church, St James Street, Clitheroe, BB7 1HH**

Charity No. 1167261

T: 07849 047479

E: [gatewaytrust18@gmail.com](mailto:gatewaytrust18@gmail.com)

W: [www.gatewaytrustcounselling.co.uk](http://www.gatewaytrustcounselling.co.uk)

# Reference Form: CONFIDENTIAL



<b>Name of applicant:</b>	
<b>Volunteer opportunity applied for:</b>	

The above-named person has expressed an interest in becoming a volunteer with us, and has given your name as a referee. We would be grateful if you could complete this reference form and return it as soon as possible to the email address below, marked 'Private and Confidential' using the contact details below.

**How long have you known this person and in what capacity?**

**What do you believe to be their main strengths and weaknesses?**

**How suitable do you think they are for the task for which they are applying?**

**Is there any further information of which we should be aware?**

NAME	
ADDRESS (Incl. Postcode)	
Tel	
Mob:	
Email	

To the best of my knowledge, the information I have given on this form is current and accurate.

**Signed:**

**Date:**

**Please return this form to: Gateway Trust Counselling, St James Church, St James Street, BB7 1HH**  
gatewaytrust18@gmail.com; www.gatewaytrustcounselling.co.uk; 07849 047479

# Volunteer Agreement

We appreciate your commitment to us and we will do our best to make your volunteer experience with us positive and rewarding. To make sure you have the best possible experience, we have created this agreement which sets out our commitment to you and what we hope you can contribute.



## Commitments to volunteers

### We will:

- ensure you are valued part of Ribble Valley Gateway Trust
- be responsive to your requirements and do our best to help you develop your volunteering role with us
- be flexible in relation to your volunteering hours, recognising your need for holiday time and other commitments
- honour the time commitment you have agreed to give us and not expect more from you unless offered and agreed
- provide you with an induction explaining how we operate and how your volunteering role fits in and provide appropriate training
- provide support throughout your volunteer experience
- explain the appropriate standards we expect and encourage and support you to achieve and maintain them
- provide a named contact/supervisor during your volunteering with whom you will have regular meetings to discuss your volunteering and any concerns you may have or any problems you may be experiencing
- reimburse reasonable out-of-pocket expenses incurred in connection with your volunteering for us following the procedure set out in our Expenses Policy
- ensure your health and safety and provide adequate training under our Health and Safety Policy
- provide adequate insurance cover for volunteers whilst undertaking volunteering approved and authorised by us
- ensure that all volunteers are treated in accordance with our Equality Policy
- handle your personal information in accordance with our Data Protection Policy
- listen to any concerns, and endeavour to resolve fairly any problems or difficulties you may have whilst volunteering with us
- follow up on any feedback or questions you may have regarding your involvement as a volunteer



# Volunteer Agreement

## Expectations of volunteers

### We ask you to:

- perform your volunteering role to the best of your ability
- work as agreed in your volunteer role/task description
- follow, where applicable, the organisation's policies and procedures, including in relation to health and safety, equal opportunities, and anti-bribery and corruption
- familiarise yourself with what to do to stay safe whilst volunteering
- although not committed to any set or minimum working hours, volunteer with us for at least the time agreed with your supervisor so that both of us will get the most out of the experience
- give as much notice as possible if, due to illness or other reason, you are unable to attend to volunteer at a time you are expected, so that alternative arrangements can be made
- give as much notice as possible if you intend to stop volunteering
- provide references and agree where necessary to criminal records checks and immigration checks
- comply with the data protection principles and obligations as a data processor
- consent to the processing of your personal data including sensitive personal data
- maintain the confidential information of the organisation and its clients and agree not to use or disclose such information whilst you are volunteering for us and at any time in the future
- return any loaned equipment when ending your volunteering

This agreement is binding in honour only and is not intended to be a legally-binding contract between us. It may be cancelled at any time by either party.

### SIGNED:

.....

[Volunteer name]

.....

[Volunteer manager name]

.....

[Volunteer signature]

.....

[Volunteer manager signature]

**Gateway Trust Counselling, St James Church, St James Street, BB7 1HH**

gatewaytrust18@gmail.com; www.gatewaytrustcounselling.co.uk; 07849 047479



# Qualified Counsellor Agreement

Gateway Trust Counselling has offered you a voluntary role as a counsellor. This is offered on the basis that this agreement is signed by yourself and a representative of Gateway Trust Counselling (GTC).



## Gateway Trust Counselling will:

- Practice within the BACP ethical framework and maintain organisational membership of the BACP.
- Always seek to offer a professional and respectful environment in which to work.
- Provide professional civil liability insurance cover for all volunteer counsellors.
- Provide public liability insurance cover for all clients, staff, volunteers, and visitors.
- If working face-to-face, we will provide a regular weekly counselling time and room as detailed below for the sole use of the Counsellor.
- Provide opportunity for mentorship of students placed in GTC.
- Signpost any recommended training opportunities.
- Meet monthly as a team.
- Provide secure storage for all client records when working face to face.
- Provide policy and paperwork for online and face-to-face counselling.
- Provide safeguarding training.
- Pay up to £30 of supervision fees.

## The counsellor will:

- Practice within the BACP ethical framework.
- Maintain professional membership of the BACP, ACC, or other.
- Demonstrate professional working practice and respect for clients, staff, and volunteers.
- Respect the Christian ethos of GTC.
- Familiarise themselves with selected GTC policies (e-copies sent by manager) and agree to familiarise themselves with all GTC policies and procedures.
- Complete all client notes accurately and as soon as possible following client session.
- Complete all GTC monitoring (CORE10/End of therapy) paperwork as soon as possible.
- Store confidential notes as per GTC policy in the locked cabinet provided or in a secure place at home, keeping notes and named paperwork in two separate secure locations.

# Qualified Counsellor Agreement

- Return all paperwork and client notes to secure storage at GTC. These records remain the property of GTC and are kept securely for three years in line with BACP and insurance company guidelines and then destroyed securely.
- Ensure any personal process notes or tape recordings made are fully anonymised and stored securely. All such notes and recordings should be fully destroyed in line with BACP guidelines.
- Observe the confidentiality of the client, excepting exclusions in client shared agreement.
- Be responsible for arranging personal clinical supervision and recording attendance appropriately.
- Dress appropriately for the counselling environment.
- Always attend in good time for the allocated counselling slot.
- Endeavour to be available to carry out counselling commitments as regularly as possible to avoid a disjointed counselling experience for the client.
- Always inform GTC of any illness or absence in good time for clients to be informed.
- Inform the manager of any difficulties or issues with clients, staff, or volunteers and work towards a resolution.
- Make every effort to attend team meetings.

**SIGNED:**

.....

[Volunteer name]

.....

[Volunteer manager name]

.....

[Volunteer signature]

.....

[Volunteer manager signature]

**Gateway Trust Counselling, St James Church, St James Street, BB7 1HH**

gatewaytrust18@gmail.com; www.gatewaytrustcounselling.co.uk; 07849 047479

**Charity No. 1167261**



# Sample task description

## Welcomer

A welcomer is the first face of Gateway Trust Counselling as they will answer the entry phone and go down to answer the door to clients. So, this role is primarily to offer a warm welcome to our clients and help to put them at their ease. The following are key aspects of the role:

- To observe strict confidentiality for all clients
- To be reliable in attendance and time-keeping
- To prepare drinks for clients (and counsellors, if convenient)
- To wash up and tidy the work area at the end of your shift
- To keep the diary entries for clients attending, and for their next appointment
- To fulfil office jobs such as photocopying and collating paperwork
- To answer the phone and take messages
- To replenish tea and coffee supplies using the petty cash

## Counsellor

At Gateway Trust Counselling we are committed to providing a professional and accessible counselling service for whoever comes. As such, the following points are key to your responsibilities:

- To follow Gateway Trust Counselling (GTC) policy and handbook best practice
- To provide counselling appointments which will last 50-60mins
- To keep short, factual notes about your clients for legal purposes
- To arrange and receive regular supervision which will be subsidised by GTC
- To be reliable and professional in all conduct relating to GTC
- To work with the welcomer to organise diary dates and client attendance
- To maintain professional membership with a recognised body such as BACP or ACC, and maintain required development and training
- To dress and behave appropriately (smart casual)
- To be in the counselling centre 15 minutes before your client arrives
- To be diligent in keeping confidentiality and securing any documents relating to clients

**THE FOLLOWING FORMS  
ARE DISPLAYED IN THE  
FORMAT IN WHICH THEY  
ARE TO BE USED.**



# GATEWAY TRUST COUNSELLING

## Counselling Request Assessment Form

Date: .....

Name: ..... Date of Birth: .....

Address: .....

.....

..... Postcode: .....

Mobile: ..... Email: .....

May we post items? YES/NO\* May we phone? YES/NO\* May we text/leave a message? YES/NO\* \*delete as appropriate

Name/Address of GP: .....

GP phone no:.....

Any other information (re: Disability/access to building).....

How did you hear about Gateway Trust?: .....

Brief reason for seeking Counselling: .....

.....

.....

.....

.....

.....

.....

.....

.....

Form completed by: .....

Referral agencies type and numbers:

Initial Response Team: 0800 013 0707

Blackburn Royal (Mental Health): 01252 736999

HARV domestic Violence: 01254 879855

Notes for Counsellor



# GATEWAY TRUST COUNSELLING

Record of action taken and appointments given					
ASSESSED		APPTS ARRANGED	EMAIL	TEXT	CALL
COUNSELLOR		DATE ARRANGEMENT MADE			
		Forms returned completed for ONLINE CLIENTS			
START DATE		END DATE			
NOTES					
<b>Previous mental health intervention</b>		<b>Previous counselling, type and effect.</b>			
<b>Any illnesses that need to be declared</b>	Diabetes Asthma Other:	<b>Are you dependent on any substances?</b>			
<b>Relevant Medication</b>		<b>Suicidal thoughts/ plans</b>			
<b>Face-to-face</b>		<b>Availability? Working? TIMES</b>			
		Mon			
<b>Online</b>		Tues			
		Wed			
<b>Christian Counsellor Preferred</b>		Thurs			
		Fri			
NOTIFICATIONS TO CLIENT					
Attendance policy		Donation policy			
Data protection and disposal policy		Any questions or issues raised by client			



**GATEWAY TRUST COUNSELLING**  
**FOR EMERGENCY USE ONLY**

CLIENT'S NAME: (print).....

I give my permission for Gateway Trust Counselling to contact the following person in an emergency.

**Confidentiality**

We would like to assure you that what we talk about with your counsellor will not be discussed. This is purely for emergency use i.e. if you are unwell on the premises or we are worried about your safety.

Name of emergency contact.....

Relationship to contact .....

Contact phone number.....

Signed (client) .....

Date .....



# GATEWAY TRUST COUNSELLING

## Client and Counsellor Shared Agreement

The purpose of this informed consent document and shared agreement is to make you aware of your rights and responsibilities as a client, your counsellor's rights and responsibilities whether meeting in person or accessing counselling via remote means.

- We will meet once a week or fortnightly on the agreed day and each session will last 1 hour. Should you arrive late for a session, it will not be possible to extend this time. Please note that our counsellors will be expecting another client after you.
- Counselling sessions will be based upon a cycle of 6 sessions, with the aim of completing within 18 sessions. A review and CORE10 questionnaire will be carried out after six sessions.
- Gateway Trust Counselling has a strict attendance policy and therefore, if you are unable to attend a session, please inform us prior to your appointment, giving as much notice as possible. Failure to attend 2 sessions within any 6-session cycle may result in cancellation of further appointments.
- Should problems arise where you consider ending counselling, please discuss this with the Manager who allocated your counsellor so that we may have the opportunity to explore alternatives.
- The content of our sessions is confidential; however, under the British Association of Counselling and Psychotherapists (BACP) and/or The Association of Christian Counsellors (ACC) guidelines I am required to discuss our work with my supervisor, and if necessary, will be offered support from the Managers.
- The counsellor will keep brief unnamed records of our sessions which will be stored securely. You are entitled to see any information kept about you. This must be requested in writing.
- These records will be kept for a period of three years after counselling has ended for the following reasons:
  1. As an organisational member of the British Association of Counsellors & Psychotherapists (BACP), should you make a complaint against your counsellor or [Gateway Trust Counselling](#), the BACP may want to access your records. After the three-year period, the BACP will not investigate a complaint.
  2. This is on the advice of the Insurance Company engaged by Gateway Trust Counselling for the same reasons as above.

After **three years**, your details will be confidentially shredded by the managers at Gateway Trust.

All of the above pertaining to clients records is in accordance with the General Data Protection Regulation (GDPR May 2018)

We are required by law to disclose the following:

1. Acts of terrorism
2. Treason
3. Concerns regarding safeguarding issues
4. Concerns regarding vulnerable adults
5. Drug or people trafficking
6. Money laundering

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Charity no: 1167261



# GATEWAY TRUST COUNSELLING

- **During our counselling sessions please switch off mobile phones or put them on silent unless otherwise agreed.**
- Gateway Trust Counselling or the counsellor shall not be liable to the client for death or injury or any loss or damage to the client's property, unless due to negligence.
- **Given the nature of working online or by telephone, there are considerations to be made which include.**
  1. Your counsellor will work in a private, quiet, and uninterrupted space which is confidential, and you are requested to do the same. It is also advisable to find a comfortable seating position for the duration of the counselling session with your device on a stand. Please ensure other devices such as Alexa or TVs switched off to minimise distractions.
  2. The online counselling will be undertaken on a secure online platform. Arrangements for your online session will be discussed with you by your counsellor when they make contact.
  3. Your counsellor will ensure that all platforms, operating systems for online work are kept up to date and we ask that you do the same. This ensures that security measures are up to date.
  4. We ask you to initiate the session by calling or inviting your counsellor to the meeting, since this is like walking into a face-to-face session and is your responsibility.
  5. In the case of using a telephone for your counselling the counsellor will ensure their telephone is fully charged we ask that you have your phone fully charged prior to your counselling appointment.
  6. If there are any technology issues the session may have to be postponed.
  7. The client and counsellor will agree to delete each other's contact information i.e., mobile number and email address, at the end of their therapy sessions.

Gateway Trust Counselling is a charity. To provide the counselling you are receiving we ask all clients to make a donation where possible. You will receive information detailing how to donate.

**Should we meet in the street how would you like to be acknowledged?**

## Client and Counsellor Consent

We agree to undertake counselling following the terms outlined in this shared agreement and I have been given a copy of this agreement.

Client's Name.....Client's Signature.....

Counsellor's Name.....Counsellor's Signature.....

Date.....

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Charity no: 1167261



# GATEWAY TRUST COUNSELLING

## Data Privacy Information

This notice details what information we collect from you, who we share it with, and what we do with it. It should be read and signed by you at the same time you sign your shared agreement.

**CONTROLLER'S NAME:** Alison Groves (Gateway Trust Counselling manager—contact details below)

### INFORMATION WE WILL GATHER

Information to be gathered will be used to get in touch with you or your doctor should the need arise. It will also be used to apply for Gift Aid, if you have signed a Gift Aid agreement.

**WE WILL NOT SHARE YOUR DATA WITH ANY OTHER PARTY.**

### STORAGE

We will store personal data in a locked cabinet, separate from the notes that will be written by your counsellor, which will be anonymous.

It will only be stored in hard copy, never on a computer. Contact details will not be stored on the centre phone under your name or client number.

### HOW LONG WE WILL KEEP IT?

Under GDPR we are required to keep all data and records for a maximum of three years at the end of which all data and notes will be shredded.

This is in accordance with guidance from ICO (Information Commissions Office)

Please tick, sign, and date the appropriate statement below.

Thank you for your co-operation.

**I consent** to the collection and use of my data as laid out above:

**I DO NOT consent** to the collection and use of my data as laid out above:

Signed ..... Dated.....

-----  
**I withdraw consent** to the collection and use of my data as laid out above as of date:.....

Signed:.....

If you wish to remove your agreement to our use of your data at any point please let Gateway Trust Counselling centre manager, Alison Groves, know by phone on **07849 047470** or email **gatewaytrust18@gmail.com**

If you have any concerns about how I have handled your data, you can complain to the Information commissioners office at <https://ico.org.uk/>



# GATEWAY TRUST COUNSELLING

## CLINICAL OUTCOMES in ROUTINE EVALUATION

## CORE-10 Screening Measure

Site ID <input style="width: 40px;" type="text"/>	<b>Stage Completed</b> S Screening R Referral A Assessment F First Therapy Session P Pre-therapy (unspecified) D During Therapy L Last therapy session X Follow up 1 Y Follow up 2
Client ID <input style="width: 20px;" type="text"/> / <input style="width: 40px;" type="text"/> <small>letters only    numbers only</small>	← YOUR INITIALS AND CLIENT NUMBER
Sub codes <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> <small>Therapist ID    numbers only (1)    numbers only (2)</small>	
Date form given <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> / <input style="width: 20px;" type="text"/> <small>DD    MM    YY    YY</small>	Gender <input type="checkbox"/> Male    Age <input style="width: 20px;" type="text"/> <input type="checkbox"/> Female

← GTC

← YOUR INITIALS AND CLIENT NUMBER

### IMPORTANT - PLEASE READ THIS FIRST

This form has 10 statements about how you have been OVER THE LAST WEEK.  
 Please read each statement and think how often you felt that way last week.  
 Then tick the box which is closest to this.  
 Please use a dark pen (not pencil) and tick clearly within the boxes.

### Over the last week...

	Not at all	Only occasionally	Sometimes	Often	Most of all of the time
1 I have felt tense, anxious or nervous	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
2 I have felt I have someone to turn to for support when needed	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
3 I have felt able to cope when things go wrong	<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2	<input type="checkbox"/> 1	<input type="checkbox"/> 0
4 Talking to people has felt too much for me	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
5 I have felt panic or terror	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
6 I have made plans to end my life	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
7 I have had difficulty getting to sleep or staying asleep	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
8 I have felt despairing or hopeless	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
9 I have felt unhappy	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
10 Unwanted images or memories have been distressing me	<input type="checkbox"/> 0	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

Total (Clinical Score\*)

• Procedure: Add together the item scores, then divide by the number of questions completed to get the mean score, then multiply by 10 to get the Clinical Score.  
 Quick method for the CORE-10 (if all items completed): Add together the item scores to get the Clinical Score.

**Thank you for your time in completing this questionnaire**





# **GATEWAY TRUST COUNSELLING**

## **Counselling Review Form**

A review is carried out to ensure that you are getting what you hoped for out of counselling. To help with this, would you please give some thought to the following questions and we can have a chat about this next time I see you. Thank you.

1. Try and remember what you initially came to counselling for.
2. Have your expectations been met? If no, that's perfectly ok, we'll talk about that next time I see you.
3. If you don't feel that you've made progress, why do you think that is? Be as honest as you can.
4. What has been the most significant thing you have gained from counselling?
5. Which areas would you like to do more work on?
6. Is there anything you're choosing to avoid in counselling when the opportunity arises?  
It's ok to feel like this but it might be helpful if you could talk about it.
7. Do you have any questions or concerns?

# GATEWAY TRUST COUNSELLING

## End of Therapy Form

Site	Gateway Trust Counselling	Core 10 on entry	
Client number		Final Core 10	
Date started			
Date ended		Number of DNA	
Sessions attended		Number of UTA	

Description of ending of therapy			
Unplanned		Planned	
Due to crisis		Planned from start	
Loss of contact		Agreed during therapy	
Other		Agreed at end of therapy	
		Other	

Session conducted	In person	Online	
-------------------	-----------	--------	--

Other Comments

Counsellor: \_\_\_\_\_



# GATEWAY TRUST COUNSELLING

## COUNSELLING & PSYCHOTHERAPY COURSES CLIENT RECORDING CONSENT FORM

Counsellors Name:.....

Clients Name:.....

College/University Attended:.....

I understand that any recording will be kept in a secure place and will be completely anonymised. They will only be used for training and supervision purposes. They will be stored securely by the student until completion of the course and then securely destroyed.

**The recordings are for the assessment of the student** and not the client. You will not be referred to by name and no information will be given that could identify you. Every effort will be made to protect your identity.

If any recordings have to be submitted to the external moderator they will be uploaded using an encrypted pen drive to the restricted area of the University/College Network and once assessed will be securely deleted in line with Data Protection Act 1988.

I understand that I may withdraw my consent to record at any time.

I give permission for the recordings to be listened to for the purpose of:

**Please tick each permission category:**

- Counsellors assessment of the session
- Counselling Supervision
- University or College Tutor Assessment
- External Moderator
- Peer Group Supervision

**Clients Signature:**

**Date:**



# GATEWAY TRUST COUNSELLING

## Donations Policy

Gateway Trust is a voluntary organisation and is only funded from donations received. All our counsellors work voluntarily.

Gateway Trust is affiliated to the British Association of Counsellors and Psychotherapists (BACP), which is a professional body and we adhere to its code of ethics and practice. This is for the safety and wellbeing of both clients and counsellors.

All donations however small help us to maintain the service.

A suggested guideline for your giving would be, for every £10,000 you earn, you might donate £10 at each session.

However, finances should never be a cause to question whether you come to see us and whatever you can afford is what we will gratefully receive.

Please make donations via our website: [www.gatewaytrustcounselling.co.uk](http://www.gatewaytrustcounselling.co.uk)

or

***BACS payment to Gateway Trust Counselling sort: 30-96-26 acc: 52658668***

***Please include name as reference.***

**If you are a UK taxpayer and would like to 'Gift Aid' your giving, please fill in the form on the back of this page, it will make a huge difference.**

**Thank you!**



# GATEWAY TRUST COUNSELLING

## Gift Aid Information

**Boost your gifts/donations by 25p of Gift Aid for every £1 you give!!**

Gift Aid can be reclaimed by Gateway Trust Counselling from the tax you pay for the current tax year.

Your name and address are needed to identify you as a UK tax payer.

**TO GIFT AID YOUR GIFT/DONATIONS YOU MUST TICK THE BOX BELOW.**

I want to Gift Aid my donation of today, and any that I make in the future to Gateway Trust Counselling. I am a UK tax payer and I understand that if I pay less Income Tax or Capital Gains Tax than the amount of Gift Aid claimed on all gifts/donations in that tax year, it is my responsibility to pay any difference.

<b>Title</b>		<b>Surname</b>	
<b>First Name</b>		<b>Postcode</b>	
<b>Address</b>		<b>Email</b>	
		<b>Date</b>	

Please notify the charity if you want to cancel this declaration; change your name or address; or no longer pay income tax at the higher or additional rate, and want to receive the additional tax relief, you must include all your gift aid donations on your self-assessment tax return or ask HMCR to adjust your tax code.

**Signed:**

**© 2018 Gateway Trust Counselling (part of Ribble Valley Gateway Trust) Charity no: 1167261**



# Room use Protocols



# Welcomer Role Specifics

## ENTERING AND LEAVING THE BUILDING

If church is open, please enter through the main entrance. You will find this check in/out board just outside the office. Please slide the tabs to IN for Nazareth, Bethany, Gateway Trust Counselling and Galilee, if required. As you leave, please slide them to out.



### If church is locked.

Locking and unlocking- Your key will get you in through the right-hand entrance, where the alarm is situated. Type in the alarm code then press enter. This is the same for disarming and setting the alarm.



Once in, please lock the outside door with the keyless thumb key at the top of the door, not with a key (this fulfils fire regs)



You may also check to see if the in/out board has been adjusted to show that we are in the building. This is just outside the church office door.

# Welcomer Role Specifics

Once in the building and upstairs, you may need to unlock upstairs rooms.



This is the key safe with a key that unlocks all upstairs rooms. Please make sure you replace the key and spin the dials round to other numbers after use.



Once inside the office (Nazareth room) the key safe, on the far wall, holds the keys for the office.



Our key fobs: D: under table desk drawers.

- 1: filing cabinet 1
- 3: filing cabinet 3
- LC: large cabinet
- SC: small cabinet

We are leaving the water heater on but here is a pic of the switch at on.



# Welcomer Role Specifics



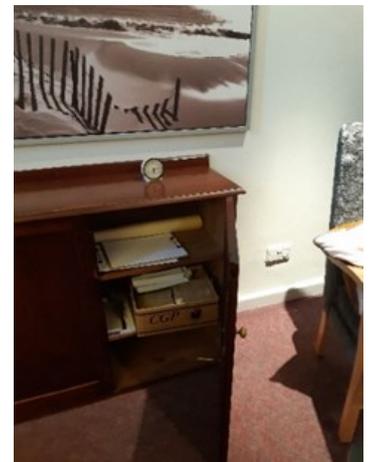
Here is a pic of what is required on the counselling table in Bethany room.

There are tissues, envelopes and a small clock in the large cupboard, in the office, that go on the table in the Galilee room when it is used.

Please try to get in the room early since it may need a tidy up before we can use it.

Extra brown envelopes can be found in the cupboard under the large picture.

And boxes of tissues are in the opposite brown cupboard, open with the twist knob.



Answering the GTC entry phone.

When the phone trills, the client will mostly say who they are, if they don't, please ask to make sure you are giving entrance to an expected person. Then go down to the entrance door in the side of the tower and let them in.

Mobile phone pin is 1962

Photocopy code is 1111

**PLEASE KEEP THIS INFORMATION SECURE!!!**





**Ribble Valley Gateway Trust**

**St James' Church**

**St James' Street**

**Clitheroe**

**BB7 1HH**

[contact@rvgt.org.uk](mailto:contact@rvgt.org.uk)

[www.rvgt.org.uk](http://www.rvgt.org.uk)

Registered Charity No. 1167261