

We weren't very clear at the outset how many sessions we were going to have and for how long/how it all worked

To address this we have created two documents: **Initial Assessment Information for Clients** and a **Client-Practitioner Agreement**. These describe what you can expect from us including usual no. of sessions and how some of the main approaches work. We also have put more info on our website. We hope this will make clearer what we do and how we do it.

Utilising technology and keeping in touch more frequently

## You Said, We Did!

### About Communication

I have been asked to repeat information and suffered a lack of communication

It's really important to us that you know what is happening with your case. We are currently assigning every case to a practitioner so you have a named person monitoring your referral who you can reach out to for updates.

Our initial assessment aims to gather as much information about your child's situation as possible to help us identify the right type of support, from the start. This may mean that you are asked to expand on different things during our work with you.

As part of therapy, we provide young people with a safe, confidential space where they are heard and validated; with the exception of issues relating to risk or safeguarding. This means our clients are largely in control of what information is shared with parents.

We appreciate this can be frustrating for parents who want to support how they can, so if needed, you can ask for an appointment with your child's practitioner to discuss strategies that will complement the sessions.

No interaction with parents on child's progress and no validation of facts given by the child... Parents are completely out of the loop.

Sometimes clients feel they would benefit from more sessions straight away, but it's often useful to spend some time applying strategies learnt from sessions and building confidence in their ability to look after their own wellbeing. We make contact 12 weeks after finishing treatment to check-in and see how things are going. Services such as Kooth and Childline, or apps like MindShift and Calm provide self-help advice and support.

If more is needed following this period, a new referral can be made to our service.

People needing further referrals.

## You Said, We Did!

### About Accessing support

Shorter wait times (but to be honest, that's not really your fault)

We review our waiting times monthly and do everything we can to keep these as short as possible. Please bear in mind that the nature of the referral (the type of difficulties being experienced and the impact of these) is also factored in when organising our wait lists.

Young people with an Education, Health and Care Plan (EHCP) who are still in education or who are Looked After by their local authority can access our service until 25yrs. More information about this can be found on [bromley.gov.uk](http://bromley.gov.uk) under Bromley Local Offer.

Health and wellbeing services are also available for over 18s such as Talk Together Bromley, as well as online services such as Kooth and Young Minds.

Offer services to people up to the age 20

Poor internet connection is frustrating at the best of times, but can be particularly difficult during a therapeutic session when you may be discussing personal topics or trying to learn a new strategy. At our end, practitioners' computers are being upgraded and boosters are being installed where appropriate to improve the connection and quality of your sessions.

Poor connection

I think face to face is more special; there's more connection and feels easy to talk instead of talking to a phone.

## You Said, We Did!

### Therapeutic experience

Slightly longer sessions as sometimes it felt rushed

Although remote sessions may not suit everyone, we've had positive feedback about working this way. Where possible, we offer video sessions so you can 'meet' your practitioner which hopefully feels more personal. However, we know not all families can access this, so do tell us so we can take this into account.

A standard therapy session is 50 mins (workshops and groups may last 90 mins). If there are particular topics you would like to discuss, please let your practitioner know at the start of the session so they can make time for this. If you feel like there is too much information to take in during a session, please explore this with your practitioner.

Our practitioners are trained to consider a range of possible factors that may have contributed to a client's difficulties and what may be keeping them going. We try to be as open-minded as possible and regularly review working theories as we learn more about the case.

We acknowledge our perspective might be challenging for families at times, but this can also be a part of the therapeutic process. We aim for sessions to provide clients with a safe space in which they are able to tell the practitioner when they disagree with them so you can explore this together.

I feel that assumptions were made about our family and why my daughter was having problems that were incorrect