

Additional terms of business for Strength Based Cognitive Assessments

Please note that these terms of business should be read in conjunction with the general terms of business for Changing Chances CIC.

Changing Chances CIC hopes that its services will be received positively, providing, wherever possible, answers to questions along with suggestions on how to move forward. The assessment and screening exercises are key elements to an individual better understanding their strengths and neurodifferences and be empowered to plan and action appropriate future support, with the help of the adult professionals and parents / carers around them. The focus of the overall process is always the individual and it is this person's interests that will be put first.

In order to obtain a balanced picture, it is helpful to have background information from home, school, and other professionals. However, no contact will be made with others without the prior permission from parent/s/carer/s / adult with parental responsibility. Generally, young persons aged 16-17 are entitled to the same duty of confidence as adults, and we believe it is important for young children to have voice and decision-making in any process. Therefore, parent(s)/carer(s) should explain and discuss with the child/young adult in advance the reason for requesting the background information and obtain their agreement to proceed. As explained in our data protection statement, no information will be released without prior permission.

Assessments of children under 18 are only carried out with the consent of parents, carers or those with parental responsibility. As with requests for background information, parent(s)/carer(s) should explain and discuss with the child/young person in advance the reason for the assessment and obtain their agreement to proceed within the conditions of the above Terms and Conditions. Where children do not have the capacity and understanding, decisions to share information may be taken by a person with parental responsibility in consultation with any professional involved.

Assessments normally take between 2.5 and 3.5 hours, with breaks as needed. Assessments take place at a venue nominated by Changing Chances CIC and agreed with the client and the parent/carer. If the consultant is required to travel to the client's home or a school, travel rates will be charged separately at half the hourly agreed consultant fee. Travel fees will be agreed at the time of booking the assessment.

Generally, the consultant will provide provisional, verbal feedback on the day. In instances where this is not possible for one or both parties, we will provide verbal feedback on behalf of the consultant within a few days of the assessment. Written reports will be sent out within 3 weeks of the final elements of the assessment being completed (there are occasions when additional assessments and information gathering take place subsequent to the main in-person assessment) or on payment of fees, whichever is later.

Reports may highlight the child/young adult's cognitive strengths and neurodifferences, offer advice on appropriate learning, strategies and scaffolds and give information on sources of appropriate teaching and advice/support etc, where relevant. Once the final report is submitted to clients and their parents/carers, only factual information can be updated. No evidence-based information will be altered.

Reports will be circulated to the parent/carer, and, where appropriate, directly to the young person. Reports will not be sent to any other party without the permission of the consenting parent/adults with parental responsibility. If a report is required at a date prior to 3 weeks after the assessment, this must be agreed at the time of booking the assessment.

Fees

The parent/carer is responsible for full payment of fees which are to be paid prior to the assessment being carried out unless otherwise agreed. The assessment fee and full payment details are provided on the written appointment letter emailed to clients. Please be aware that no reports will be sent out prior to full payment of fees.

Confidentiality, Storage of Records and Personal Information

The information held on clients will be held in confidence and in accordance with Changing Chances CIC's Data Protection Policy, which is available on request. In exceptional circumstances Changing Chances CIC may be required to disclose information if instructed by a Court of Law or other statutory duty such as child protection obligations, in which case we cannot refuse to cooperate without risking serious punishment. Information will not be shared with schools and other professionals without permission from the client or their parent/carer.

Information will not be shared with schools or other professionals without the consent of the parent/client. Cases may be discussed on an anonymized basis as part of professional supervision sessions, as required by the professional regulatory body (HCPC).

Reports will be kept on file in a secure place for a minimum period of seven years, after which they may be destroyed. Clients should ensure that they store their report in a secure place in case it is needed at a future date.

Clients are entitled to see all information held on them and their child. A small charge may be made to cover the cost of photocopying.

Changing Chances CIC reserves the right to terminate, or not to accept, a referral, or not circulate a report, if:

- The referral appears to be outside its area of expertise.
- There is an apparent conflict of interest between relevant parties, for example if any relevant parties are in, or intend to be in, dispute.
- Changing Chances CIC's status and reputation could be compromised if there are current legal or tribunal proceedings that may be affected by Changing Chances CIC's involvement.
- The fee has not been paid at the required time.

- The assessment is for tribunal or medico legal purposes.
- The client being assessed or their parent/carer fails to comply with any of the conditions stated in this document where such failure could compromise the validity of the assessment.

In the case of termination or non-acceptance of a referral or non-circulation of a report, if a fee has already been received, the assessment fees shall be returned to the parent/carer less with a 15% administrative fee for administrative services provided up to termination of appointment.

The parent/ carer / adult with parental responsibility will:

- Complete and return relevant questionnaires, or other pertinent information, when requested to do so.
- Use reports for the sole purpose of attending to the needs of the client being assessed.
- Pay fees when requested to do so by Changing Chances CIC and agree to pay the full fee for appointments cancelled without notification of prior warning or good cause.
- Respect the confidential status of reports and conform to the regulations of the Data Protection Act 1998.
- Where the child / young adult has the capacity, explain in advance of the assessment the reason for referral to Changing Chances CIC and obtain their agreement to proceed with the assessment and subsequent distribution of reports.
- Provide appropriate supervision (if required) for the child / young adult being assessed whilst their parents are in discussion with the consultant.
- Be punctual for the assessment. If a client is running late, the consultant needs to be informed. Where a client is more than fifteen minutes' late, additional waiting charges may need to be charged. If the lateness is likely to impinge on another assessment scheduled for that day, it may be part of the assessment has to be postponed and continued on a different date. In the case of this needing to happen, an additional consultant charge will need to be paid.
- **Confirm with the consultant performing an assessment if any confidential information given verbally or through relevant questionnaires should not be divulged in the report.**
- Inform Changing Chances CIC prior to the assessment if the young person has received any assessment in the past or any personal, health or other factors that may have a bearing on the assessment to be performed.
- Bring with them any hearing aids, prescription spectacles/coloured overlays or any other support scaffolds they use as their normal way of working.

Payments and Cancellation

- **Parents/carers will pay the fee when requested to do so by Changing Chances CIC and agree to pay 50% of the full fee for appointments cancelled (without good cause) within 14 days before the appointment.**
- **Reports will not be released until full payment is received, except under exceptional circumstances agreed in advance.**