

Appendix 2 - SLA for Counselling/Mediation Service

HOUSING COUNSELLING

Service Level Agreement between Gloucestershire Counselling Service and Gloucester City Council Housing Advice Team

Gloucester City Council – Corporate Aim

Objective

To prevent homelessness by providing a Talking Service* financed by Gloucester City Council to households experiencing personal difficulties in their homes.

This includes (but is not limited to):

- Couples experiencing relationship breakdown
- Young people experiencing relationship breakdown with their parents/carers
- Other individual cases where Counselling/Mediation may be appropriate to prevent homelessness

Statement of work, roles and responsibilities

The referral to this Counselling Service may form part of the process for an application for rehousing or may be as a result of a telephone enquiry prompted by advertising in the public domain.

In both cases:

- The Housing Advice Officer/Homelessness Prevention Officers will brief the applicant on the referral process.
- A referral will be made to the Counselling Service.
- The Counsellor will contact the applicant direct to arrange a mutually convenient appointment.
- The Counselling Service on occasion may receive self referrals for households who meet the criteria outlined in this document. On these occasions contact will be made with a Homelessness Prevention Officer who will confirm via email whether funding can be drawn down for these cases. Applicants who self refer will be made aware by Gloucestershire Counselling Services that data may be shared with Gloucester City Council for outcome monitoring.
- Counselling interview/s held with the applicant. Counsellor to explain the boundaries of confidentiality.
- Counsellor and applicant to determine the best course of action in relation to the type of service received. This may include counselling for individuals and mediation between parties.
- The Counsellor will provide Gloucester City Council with a statement of outcome relating to the applicant's housing needs.

Agreed Performance Monitoring Information

- | | |
|---|---------------|
| • Number of counselling referrals | Glos CS – GCC |
| • Number of 'No show' | Glos CS - GCC |
| • Number of applicant only interviews | Glos CS – GCC |
| • Number of interview with both parties | Glos CS – GCC |

Statement of details

Agreed cost of Counselling Service

- GCC will pay to Gloucestershire Counselling Service **£50** per initial session and **£40** per further session up to a maximum of 6 sessions in total.
- GCC will pay to Gloucestershire Counselling Service **£20** for each session booked where the applicant(s) does not show.
- Gloucestershire Counselling Service will contact GCC if an applicant fails to attend 2 consecutive booked sessions to determine whether further sessions for these applicants will be funded.

Additional Sessions

- Additional sessions outside of the above criteria (Youth Counselling/Couples Counselling) will be negotiated between Gloucester City Council and Gloucestershire Counselling Services on a case by case basis.

Payment

- Invoices to be sent for payment to GCC on completion of counselling sessions.

Venue for Counselling

Gloucestershire Counselling Service will provide a private counselling room.

Review of Service

This services provided as outlined in this document will be reviewed after 6 months of commencing by Gloucestershire Counselling Services and Gloucester City Council.

Period of Notice

If this agreement is terminated by either party, there will be a period of one month's notice given.

Signed on behalf of Gloucester City Council

Name

Position

Signature

Date

Signed on behalf of Gloucestershire Counselling Services

Name

Position

Signature

Date