



**banish the crows**

independent

**counselling psychotherapy**

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# **Pre-Therapy Information & Therapeutic Agreement**

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## Purpose of the Pre-Therapy Information and Therapeutic Agreement

### At a glance -

1. Describes how I work and that I am competent in what I do.
2. Provides an offer of therapy to you, which we can/will both agree to.

3. Explains your rights, by law and the ethical code I subscribe to.

4. Tells you all the things the document describes are a normal thing for a therapist to do.

It's also about us respecting each other and treating us fairly.

5. I will need some information from you to help me if the need arises.

This document tells you about the what's and whys.

6. You will be asked to sign to say you agree with the things that I describe.

You will also be signing to say that I can store information about you and our sessions together.

### In more detail –

To outline the approach to therapy and scope of support, and to clarify my competence to offer both, through academic qualification, professional membership, and experientially.

To set out an 'offer of therapy' for mutual consideration by both client and therapist. Here the client is you and the therapist is me, **Jeremy Boughey**. Opportunities will be made to talk through the content of this Agreement and for me to answer any questions that you may wish to ask.

To communicate the terms of therapy, your rights to privacy, confidentiality, and data security in line with European Union (EU) data protection legislation and the rights of us both (client and therapist) - in advance of our work together.

The provision of pre-therapy information and a therapeutic agreement is an expected practice in the counselling and psychotherapy profession. It seeks to demonstrate my respect for you, the client, by setting out information about how we will work together and to encourage understanding about the therapy, our relating, and the terms of our working together.

If you agree with the terms set-out you will be asked to provide some brief information prior to therapy or any other form of support commencing. Such information will include the name and contact number of a friend or family member who can be contacted if the need arises. More information about the reasons for providing this information is provided later in this document.

An 'Agreement' results from your acceptance of the 'offer of therapy' and the terms of our working together, including fees and any charges resulting from non-attendance or short-notice cancellation. Your formal agreement to the offer of therapy and my terms are contained in my [Privacy Statement and Agreement](#), which annexes this document.

## Types of therapy and support provided

### At a glance -

**7. I am fully qualified and registered with a recognised professional and accredited body.**

**8. I am an integrative therapist, which means that I use different psychotherapy approaches to achieve the best outcome for you.**

**9. All integrative therapists have a 'grounded' style, which means one particular approach is more obvious in the way that I work.**

**My grounded style is 'existential', which is primarily about how we live in the world that we are part of, how we form meaning in our life, and how we make sense of ourselves and**

### In more detail –

I am a qualified **integrative psychotherapist** and a [Registered Member of the British Association of Counsellors and Psychotherapists](#) (BACP). Through my BACP registration I am included in a public register that is accredited by the [Professional Standards Authority](#) (PSA) - an independent body, accountable to Parliament that accredits registers of people working in a variety of health and social care occupations and settings, including those practitioners offering counselling and psychotherapy. Members of the public are now encouraged to choose a practitioner who is included in a publicly available Register that has been vetted and approved by the PSA. This effort seeks to ensure that the public are able to choose safe, ethical and competent professionals to help meet their health and social care needs.

**Integrative therapy** is a combined approach that brings together different counselling psychotherapy theories, rather than being restricted to practising using a single approach. Integrative therapists take the view that there is no single approach that can treat each client in all situations. The most common type of structured integration is called 'assimilative integration' – this is where the therapist has a **grounded therapy style** in one theoretical approach, which is accompanied by a willingness to carefully incorporate techniques from other therapeutic approaches.

Click [here](#) to read about different approaches to counselling psychotherapy. It should be noted that I have experience and knowledge of some but not all of these approaches and depending upon your specific needs I might use a single or combined, integrated approach. I will always talk to you about any plans to do either.

I describe my **grounded therapy style** as 'humanistic-existential'. Existential therapy operates from the belief that inner conflict within a person is due to that individual's confrontation with the givens of existence and their so-called 'being-in-the-world'. The way in which I think and work means that there are strong elements of a particular type of existential therapy incorporated into my style –

others.

**10. I usually see people face-to-face, in my office, but I am prepared to provide therapy using the internet once we know each other a bit better and if this is the only way that we can easily talk to each other.**

**I provide therapy to couples and people in twos, such as a mum or dad and their son or daughter, as well as seeing people on their own.**

**11. Once you decide to be a client you can arrange to see me between sessions, sometimes at short-notice to talk about things that have come up or might have upset you.**

this is called 'logotherapy' and is concerned with finding and making meaning in our lives where we feel there is **none**; where meaning may have been **lost**, or life's meaning is **obscured** by things that have happened to us. This regardless of age or stage of life.

Click on these links for further information about my [therapeutic style](#), and [my social and professional values](#).

My counselling psychotherapy practice is typically orientated towards face-to-face consultations, whether this is one-on-one or in couples. It is possible for me to offer therapy in other forms; for example, via telephone or web-based mediums, such as SKYPE or Google Hangout and this can be particularly useful for clients who live remotely or have other circumstances preventing them travelling to a physical space for consultation and/or treatment. Therapy that takes place in this way can have advantages as well as drawbacks but requires full and rounded consideration by both client and therapist before being entered into. The contents of this pre-therapy information and therapeutic agreement are equally applicable for telephone and web-based counselling arrangements that are being explored and/or entered into.

Please click [here](#) to access additional, more Specific Terms and considerations for 'couples' or where there is more than one client involved in the therapy relationship.

'Urgent Talk' drop-in slots are offered for existing clients. The term 'urgent' in the context of the 'drop-in' services is defined as meeting to talk through a pressing concern or distressing issue that the client feels cannot wait until their next scheduled therapy session. The 'drop-in' facility is not a crisis support service that might otherwise be responded to by, for example, emergency services or, a self-referral or referral by another person to the local NHS mental health Access Service (or an equivalent crisis response service). The Access Service in North Staffordshire can be contacted at: 0300 123 0907 (option 1). Clients wishing to access this service should call on the day for availability and times.

**12. I offer supplementary sessions for clients, after their course of therapy has ended. This is usually limited to one or two sessions though.**

Therapy 'Top-Up' sessions are available for individuals and couples who have completed therapy but wish to return for one or two sessions to resolve interim or consequent issues or difficulties.

**13. I also offer coaching to people who do not obviously need therapy but are seeking to make changes in their life.**

In addition to traditional counselling psychotherapies Banish the Crows is able to offer one-on-one existential coaching to address life changes and challenges to emotional, psychological, and mental wellbeing – this being underpinned by a psychotherapeutic style. The need for other types of support may be something that becomes apparent during a consultation or following therapy commencing. Some people find it useful to engage with therapy initially and then subsequently, to address making practical life changes using a coaching approach.

## **Competence**

**At a glance -**

**14. I am a qualified counsellor psychotherapist who trained at a local University.**

**As part of my training I had to practice my skills and knowledge extensively.**

**In more detail –**

I qualified as an integrative psychotherapist in 2017. My training took four years and was completed at Staffordshire University. My qualification is a postgraduate diploma in psychotherapeutic counselling. I was awarded a Professional Distinction overall and my academic tutors awarded me Best Student Performance in my first and final year of training. As part of my training and portfolio submission I have provided extensive counselling psychotherapy through an NHS placement (2015 – 2017).

**15. Before I did what I am doing now I studied at postgraduate level at Birmingham University.**

In 2007 I graduated with a Masters Degree in health care policy and management, achieving a merit overall and I was awarded a distinction for my dissertation.

**16. I have worked directly with people in a supportive role for over 6 years. This includes working with young adults at a local University.**

I have worked in client-facing roles since 2012, including independent mental health advocacy and most recently in a higher education counselling and mental health service at Keele University. I possess wide-ranging experience in mental health care (1993 onwards), including managing a range of specialist mental health services in a large local NHS mental health trust.

**17. I am required to keep learning as part of my**

As part of my professional registration with the BACP I am required to participate and evidence

**professional registration. I keep a full list of what I learn about and make it available to my clients and the public on my website.**

continuing professional development (CPD). CPD is about therapists and other professionals working in care settings demonstrating their commitment to 'lifelong learning'. This can be about accessing formal training or training updates in particular areas of therapeutic practice but learning can also take place through a wide-range of activities in various contexts, and may include experiential learning activities.

Information about my own CPD during the past year can be accessed by clicking [here](#).

## **Ethical Considerations**

**At a glance -**

**18. I am flexible in how long I work with people for. It will always be based upon need and we will always talk about what is best for you rather than what suits me.**

**In more detail –**

Both short and long-term therapy work is offered and any provision will always be negotiated with you, the client. If a point is reached where either you or I are of the opinion that the work we set out to do is complete then a sequence to formally end the relationship will be initiated. Ending the therapeutic relationship, like ending other life relationships, can be challenging and therapy endings are therefore considered to be as important as other stages of the therapeutic process.

**19. We can both end the therapy – not just me.**

**I will always remind you that you are in control even though you might see me as the expert. You will know when it is enough or you need a break or if you need to stop the therapy.**

If at any time during the therapy relationship, you the client feel that the relationship is unsuccessful, for any reason, then you are free to initiate its ending without being liable for further fees, unless your communication to this effect is within 48 hours of the next scheduled appointment. In line with the [BACP Ethical Framework for the Counselling Professions](#) (2018), I am committed to promoting your wellbeing and avoiding harm, and as such will never encourage or overextend the therapy relationship beyond that which it set out to achieve.

**I will always listen to you even though I might have a different opinion.**

**20. If I do not think that I can help you then I will say so.**

**If I think somebody else can help you better than I can then I will tell you about them and how to get in touch with them.**

If during an initial consultation or during therapy, counselling psychotherapy (or existential coaching) is regarded as being unsuitable to meet your needs or the level of therapy and support needed falls outside of the level of expertise being offered by me, then signposting to another professional or agency, which might be better placed to help, will be recommended.

**21. It is important that everything we talk about during your therapy is kept private and confidential. This means that you as well as**

Therapy sessions will not be recorded (audio or visual) by either party without the other person's prior consent and a clear and appropriate purpose

me will need to be mindful about sharing things, whether you mean to, or not.

I am also entitled to my own privacy so sessions must never be recorded unless we agree that it might be therapeutically beneficial. Importantly - our conversations and meetings together must never be shared online or via social media.

being conveyed. Additionally, the broadcasting of a consultation via social media, or, for example, a web-based medium, such as SKYPE or Google Hangout, is not permitted by either party. As such, clients are reminded that unless they need to keep their mobile phone device switched on for emergency purposes (work or home situation) they should switch devices off prior to entering the therapy room. This will help to avoid interruptions but also any opportunity for inadvertent, accidental recording of therapy sessions that might compromise both the client and Banish the Crows.

## Other considerations

At a glance -

**22. You should not drink alcohol or use other substances before coming along for therapy – I want you to get the most from our time together and being under the influence can affect your participation but also how you might experience what we talk about.**

**23. Generally, it is not a good idea to see more than one therapist at the same time. It is not ethical for the therapist(s) to work with the same client, knowingly at the same time.**

I will explain to you times when it might be appropriate or acceptable, when we first meet.

**In more detail –**

It is not appropriate or conducive to attend for therapy whilst under the influence of alcohol or other substances. This is not intended as a value judgement but is offered, instead, as a safeguard, ensuring that you always get optimum benefit from the therapy being offered.

There are good reasons not to see two therapists at the same time, although there are some exceptions to this principle - see below. Ethically, it is not appropriate for therapists to treat a person for individual therapy while they are being treated individually by another therapist without their knowledge. Dual relationships of this type can compromise the treatment plan set out by both therapists and could worsen the symptoms that brought you, the client, into therapy. As such, I ask clients who are contemplating therapy with me to disclose any concurrent therapeutic relationships, specifically where they are already working with another therapist or clinician.

**Exceptions** to this principle include:

- a) One-time consultation sessions whilst you are deciding on which therapist to see, although this too can cause confusion.
- b) Sometimes it can be advisable to see two different therapists for different purposes, so long as both therapists are informed. For example, a parent involved in family therapy or a person involved in couples or relationship therapy, which is separate from the issues being explored and treated by individual therapy.

If you are already engaged with another counsellor or psychotherapist at the time of your referral please discuss this with me at the earliest opportunity in the referral process so that we can establish the most appropriate and beneficial course of action for you.

**24. It is important that we are clear about how we manage the contact between us when we are not together – this is to make sure that the therapeutic relationship is beneficial for you and does not become confused with being something different and which might be less helpful.**

The terms of this Agreement discourage routine or crisis contact between you and I, in-between individual therapy sessions. This principle is offered positively, to ensure appropriate boundaries are maintained in the professional relationship between client and therapist, and thus avoid any inadvertent harm. In this sense befriending through, for example social media, is discouraged and similarly, any email or telephone contact outside of organisational matters, such as the making or changing of appointments. Alternative sources of support, if and when crisis is experienced outside of the therapy setting, will be discussed with you.

### Keeping of records and their storage

**At a glance -**

**25. The notes that I need to keep about our sessions have to comply with a professional code of practice and the storage and access of any records has to meet legal requirements. Both are important to ensure that your rights are upheld.**

**In more detail –**

The keeping of professional notes about the therapy provided will adhere to the [BACP Ethical Framework](#), and the principles outlined in the EU General Data Protection Regulations (GDPR) (2018), including those relating to their storage and retention. More information about GDPR, which has replaced the UK Data Protection Act 1998 can be obtained from the UK's [Information Commissioner's Office](#) (ICO).

**26. The records that I keep are electronic with safeguards to ensure that only I can access them.**

So-called 'Process Notes' made on paper during the therapy session will be destroyed following any transfer to electronic medium (scanning) or the professional notes system that I use, which is a secure cloud-based system. Under GDPR you can view or request copies of any records that I keep about our work together.

**27. I use codes as well as names to help keep records private.**

Professional notes will use a code to preserve client anonymity and any corresponding inventory will be maintained separately and held securely.

**28. Any information you give to me and the things that you tell me about are just for us and no one else. I won't share or sell your information to others.**

Information provided by you, the client, will only be created for the purpose of assisting therapy and will never be shared with a third party commercial or other similar organisations. Client confidentiality is discussed further in points **31-34**, below.

**29. I am registered with the Information Commissioner's Office (ICO) – anyone who handles and stores other peoples personal information has to do this.**

**I can be fined if I mishandle or misuse your information.**

**30. In 2018, the ICO made more rules for people like me, who hold personal information about our clients. We now have to work even harder to keep information secure and to always have your explicit permission to store and handle it.**

**You have even more rights now – my Privacy Statement summarises these rights in more detail.**

GDPR requires every data controller who is processing personal information to register with the ICO, unless they are exempt. The ICO's role is to uphold information rights in the public interest, including maintaining a register of Data Controllers (in this case, me), handling concerns and taking action where the principles of (GDPR) is not upheld. Details of my registration with the ICO are contained with the Credentials section of this document.

In May 2018 reforms to the UK DPA 1998 came into force and 'data controllers' and 'data processors' are required to demonstrate their compliance with a set of additional Regulations and communicate the rights of 'data subjects' (here, clients) to them explicitly. The Regulations are for all EU states and are called 'General Data Protection Regulations' or GDPR and a summary of the requirements of these (regulations) on counsellors, psychotherapists and counselling and psychotherapy services (as the 'data controllers'), and your rights as the 'data subject' is contained in our [Privacy Statement and Agreement](#). A printed copy will be provided to you during your initial therapy session but it is recommended that you read the document linked here, beforehand as you will be asked to sign your agreement to your data being used in the way outlined. You will also be confirming your overall agreement to the terms and conditions outlined in this Therapeutic Agreement.

## **Confidentiality**

**At a glance -**

**31. Ordinarily, I will never disclose ANY information about you to ANYONE ELSE unless you make an expressed request for this to happen - or give signed permission.**

**There ARE exceptions but it would be just that – an 'exception' and a decision never taken lightly by me. More about this below...**

**In more detail –**

The relationship between client and therapist is based upon the values of trust, respect, and privacy. Knowing that confidences can be maintained and that any records of therapy are made and held securely is a significant consideration for clients entering into a therapeutic relationship. As such, generally I will not release or disclose any information about you unless you, the client, make an expressed request for this to happen or give permission for such action. There are however, some universal exceptions to this principle that I am duty bound to abide by. See points **32-34**, below.

## Exceptions to Confidentiality

At a glance -

**32. From time-to-time I might need to talk to my clinical supervisor, who is another qualified therapist, about you and our work together.**

All counsellors and psychotherapists are required to have an independent clinical supervisor (including clinical supervisors themselves!) as part of our professional registration.

Being supervised is nothing to do with my level of qualification and experience. It's what we have to do to stay registered.

Sometimes the therapy we offer can get 'stuck' and my clinical supervisor can help me to problem-solve a way forward for us. My supervisor is also important in helping me to keep a clear, objective head and to look after myself as part of me looking after my clients.

**33. If I have significant concerns for either your safety or less commonly, the safety of others, then I am professionally bound to share my concerns with somebody else rather than to hold on to it myself.**

It's best that you know this even though it would be very rare that it would happen in practice.

**34. I am also required by law to disclose information with or without your agreement if I believe that there is a public safety concern.**

In more detail –

Like other counsellors and psychotherapists, a requirement of my professional registration with the BACP includes attendance for **Clinical Supervision** on a routine basis. Clinical Supervision is an mandatory activity for therapists to reflect upon their client work to ensure that our practice is safe, non-abusive, and effective. Supervision is also used to help the therapist problem-solve difficult or challenging client issues and for the Supervisor, together with the therapist, to establish new perspectives on particular dilemmas faced by the therapist and their client.

Supervision is typically a one-to-one process with another qualified and experienced therapist who has received additional training in supervising other therapists. The process is confidential but subject to the same rules about confidentiality. Every effort is made to maintain client anonymity during Supervision and your name will not usually be disclosed unless there is a serious risk or concern being discussed.

In the rare event that confidentiality cannot be maintained; for example, where I form the opinion that there are **serious concerns for either your safety or the safety of other members of the public**, it may become necessary for me to break our Agreement. Generally, I will discuss this with you, in the first instance, and negotiate the need to share relevant information but there may be times when gaining your permission is neither possible nor practicable. In such circumstances, in the first instance, I would consider contacting your GP or another medical practitioner that you have informed me has responsibility for your health, wellbeing, or welfare.

There may also be situations where I could be **legally required to disclose information**, for example when ordered to do so by a Court of Law or by statutory obligation to disclose information to the authorities; for example, concerning knowledge of acts of terrorism, drug or people trafficking, or the neglect or abuse of a child or other vulnerable individual.

## Appointment Bookings & Cancellations

At a glance -

**35. You can book a block of appointments on a regular day and time, in advance, once we have agreed to work together. I usually guide the first four sessions to be weekly and then review.**

**36. Ordinarily, there is a cancellation charge applicable for appointments that are cancelled less than 48 hours in advance of a session.**

**37. Being on time for appointments and me keeping time during the session is important. If you are more than 15 minutes late for your appointment then, ordinarily, it will not be possible to proceed but you might still be charged by me.**

**Try and talk to me or message me in advance if something beyond your control is going to make you late.**

In more detail –

To enable consistency of appointments – days and times, it will be possible for you to book a number of appointments in advance. At the start of the therapy relationship it is usual for people to book up to four slots and in the event that the therapy needs to become a longer-term arrangement and thus more open-ended it will be possible to book a regular appointment slot.

As my counselling psychotherapy practice is a primary source of my income, non-attended sessions can create a problem as I still need to pay rent for my room and facilities. Non-attendance also deprives another person of an appointment, generally at a time of great need. Sometimes there are very good reasons for people not turning up for an appointment; for example, a personal emergency at home or on the way to the appointment, but occasionally people forget or decide to do something different on the day of their appointment.

For the reasons given above any non-attended appointments or cancellations outside of a 48 hour period **will** need to be charged for. In return, I agree to provide notice 48 hours in advance of cancelling an appointment that we have made, unless I experience my own personal emergency at home or on the way to our appointment, in which case short-notice cancellation might become necessary.

Being punctual and running to time is an important part of the therapy process. Typically, it is my responsibility to ensure that we keep to time and I will make you aware of when we are nearing the end of your session. It is the responsibility of both of us to ensure that your session starts on time. In this regard I would recommend you attempting to arrive for your appointment 10 minutes before it is due to start – allowing enough time for travel and delays that are within your control, such as busy times for traffic. If you attend late and this is **not more than 15 minutes** after the session start time then I will be happy for the session to proceed, although it will be shorter than planned i.e. 45 rather than 60 minutes. However, the full hour will be charged. If you are **more than 15 minutes late**

then you will be charged for the session at the full amount and will need to reschedule your appointment, in the event that a further session is not already diarised.

## Charges

**At a glance -**

**38. These are my charges for different types of work and the time we spend together. My standard sessions are a full 60 minutes.**

**I also explain when to pay and ways that you can pay me.**

**I am registered with HMRC for tax purposes. All of my work is invoiced and tax payable whether you pay me by cash, cheque, card, or bank transfer.**

**As a responsible citizen I am committed to paying tax on my income.**

**In more detail –**

- I charge £48 per 60 minute session for one-on-one sessions and £64 per 60 minute session for couples. Individual sessions between couples consultations are £48.00. You can negotiate with me if you have circumstances that challenge your ability to pay the full amount, initially or during the therapy episode.
- Initial consultations will always be conducted face-to-face and are generally guided at 90 minutes - charged pro-rata.
- 90 minute regular or 'ongoing' sessions are also available, charged pro-rata.
- 'Urgent Talk' drop-in (existing clients only) is charged pro-rata - minimum 30 minutes. Subject to daily availability.
- Therapy 'Top-Up' (previously 'ended' clients only) is charged at £48 per 60 minute session; couples at £64. 90 minute 'top-up' sessions are available - charged pro-rata. Top-up's are defined as one or two ad-hoc sessions, rather than a block e.g. of 6.
- Session payments are taken on the day at the via cash, card, cheque, or bank transfer (BACS). I will provide you with banking details if you decide to pay by BACS and invoice receipt if requested. Card payments will show as 'Banish the Crows' on banking transactions and BACS payments will show as Mr J Boughey.
- Currently, I am not registered for private health insurance schemes.

## Evaluation

**At a glance -**

**39. I evaluate my work to help improve it and the experiences of my clients. You will be asked at or shortly after therapy ends to consider completing an evaluation form.**

**In more detail –**

As part of my commitment to continuous quality improvement of the services that I offer to members of the public, at the end of our work together I will provide you with either a hard-copy evaluation document or email you a link to one. It will greatly assist my work by you providing honest

and constructive feedback. It will also assist future prospective clients.

**40. Testimonials are important to me as part of reaching a wider community of people looking for help. You are not required or expected to provide one though.**

If you have a particularly positive experience then you may wish to offer a testimonial that, with your expressed permission, I can then publish online or in other advertising. If you wish to do this, please talk to me at the end of your therapy or at any time thereafter. If preferred, any testimonial that you offer can be suitably anonymised; for example, using your initials or just a first name.

As part of this Agreement you are not obliged to complete either an evaluation or to provide a testimonial.

## Concerns and Complaints

**At a glance -**

**41. You can address concerns or complaints about me and my work directly to me or via my professional body, the BACP.**

**In more detail –**

It is hoped that your experience of Banish the Crows will be a positive and productive one, which might inspire you to make a compliment, perhaps in the form of a client testimonial. In the unlikely event that you experience my services negatively or feel disappointed or dissatisfied with your experience of therapy then I would encourage you to address concerns with me directly, in the first instance. Even if this is by telephone or email. We may be able to resolve or contextualise your concerns.

Particularly worrying concerns such as poor, unethical or abusive practices by a BACP member are typically addressed by the BACP's Professional Conduct Procedure and clients are always free to pursue any serious concerns that they have, via this route. The BACP's Professional Conduct Procedure is a confidential service, which can answer any questions you may have and offer guidance on what to do next. If you have any concerns about my practice or your therapy you can also contact the BACP's [Ask Kathleen service](#).

## PROFESSIONAL CREDENTIALS

**British Association of Counsellors and Psychotherapists (BACP).**

**Information Commissioners Office (ICO).**

**Disclosure and Barring Service (DBS).** A mandated requirement for all care staff working in the caring professions, DBS involves a rigorous police check that is undertaken to prevent unsuitable people from working with vulnerable groups of people, including children.

### **Business Insurances.**

- Public Liability.
- Professional Indemnity.

**Registered Member.**

**Membership No: 311978**

Check the Register: [bacpregister.org.uk/](http://bacpregister.org.uk/)

**Data Protection Registration.**

**Registration Reference: ZA263104**

Check the Register: [ico.org.uk/register](http://ico.org.uk/register)

**Enhanced Certificate.**

**Certificate Number: 001626790689**

Issued: 17 August 2018

More information:

[gov.uk/government/organisations/disclosure-and-barring-service](http://gov.uk/government/organisations/disclosure-and-barring-service)

Oxygen Insurance

12 Trevor Foster Way

Bradford, BD5 8HB