Good Practice in Action 071
Legal Resource

Ownership and storage of client notes and records in the context of the counselling professions

bacp | counselling changes lives

Good Practice in Action 071
Legal Resource

Updated October 2025

Copyright information:

Good Practice in Action 071: Legal Resource: *Ownership and storage of client notes and records in the context of the counselling professions* is published by the British Association for Counselling and Psychotherapy, BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB.

T: 01455 883300 **E:** bacp@bacp.co.uk **www.bacp.co.uk**

BACP is the largest professional organisation for counselling and psychotherapy in the UK, is a company limited by guarantee 2175320 in England and Wales, and a registered charity, 298361.

Copyright © 2018-2025 British Association for Counselling and Psychotherapy.

BACP and the BACP logo are registered trademarks of BACP.

Permission is granted to reproduce for personal and educational use only.

Commercial copying, hiring and lending are prohibited.

Design by Steers McGillan Eves.

Contents

Context 4

Using the Legal Resources 4

Introduction 5

1 Legal principles relevant to ownership of records 5

1.1 Counselling services in the context of government organisations 5

1.2 Counselling services in the context of private practice 6

1.3 Counsellors who work in other legal jurisdictions 6

1.4 General legal issues relevant to counselling records 7

2 Distinction between ownership of the record itself and ownership of the content of the record 10

3 Negotiating an agreement with clients and others about the ownership of records and the content of records 11

3.1 When the practitioner or their organisation controls the ownership and use of the records 11

3.2 Clients wishing to record their sessions or make their own notes 11

4 How long should I keep my records? 13

5 How should I store my records? 15

About the author 17

References and useful sources of information 17

Useful organisations and resources 19

Context

This resource is one of a suite prepared by BACP to enable members to engage with the current BACP *Ethical Framework* in respect of working with confidentiality and record keeping, and explores the ownership and storage of counselling notes and records.

Using the Legal Resources

The membership agreement with BACP establishes a contractual commitment by members to abide by the *Ethical Framework for the Counselling Professions*, which includes a responsibility for members to keep the skills and knowledge relevant to their work up to date. Please note the *Ethical Framework* (BACP 2018) is currently under review, and will be replaced in autumn 2026. Members should watch for the publication of the new *Ethical Framework*, and note its implementation date when this is announced by BACP, after which members will be required to abide by the new *Ethical Framework* (BACP 2026).

The Legal Resources cannot constitute legal advice or guidance in specific cases, nor are they sufficient on their own to resolve legal issues arising in practice. The Legal Resources do not give a full statement of the law. They are solely intended to support good practice by offering general information on legal principles and policy applicable at the time of writing. The Legal Resources are intended for information purposes only and are not a substitute for professional advice. BACP and the author accept no responsibility and no liability as a result of any person acting or refraining from acting on the basis of the Legal Resources.

Practice issues and dilemmas are often complex, and may vary depending on clients, particular models of working, the context of the work and the therapeutic interventions provided. We therefore strongly recommend consulting your supervisor, and also, wherever necessary, a suitably qualified practitioner or lawyer. Some professional insurers will provide legal advice as part of their service.

BACP and the author make no representation or warranty as to the completeness or accuracy of the information contained in the Legal Resources.

References in this resource were up to date at the time of writing but there may be changes in particular to the law, government departments, government policies and guidance, websites and web addresses. Organisations and agencies may also change their practice or policies, so please be alert for any changes that may affect your therapy practice.

In this resource, the words 'counselling,' 'therapist' and 'therapy' are used to refer specifically to counselling and psychotherapy.

The terms 'practitioner', 'counselling professional', and 'counselling related services' are used generically in a wider sense, to include the practice of the counselling professions, including counselling, psychotherapy, coaching, professional mentoring and pastoral care.

This resource should help you to:

- understand the legal principles relevant to ownership of records
- distinguish between ownership of the record itself and ownership of the content of the record
- negotiate with clients the ownership and the content of records
- identify situations where legal or other professional advice should be sought in relation to information sharing and which advice would be appropriate.

Introduction

Questions often arise in workshops about who actually is the legal owner of our client notes and records (irrespective of whether they are created and stored physically or electronically); how our records should be stored, and for how long they should be kept. Often the questions expose some popular myths held by professionals about this topic. This resource is intended to provide a clear account of the law and guidance that applies to record ownership, keeping and storing client records, and to defuse some of the mysteries that exist around these themes.

1 Legal principles relevant to ownership of records

1.1 Counselling services in the context of government organisations

When counselling and psychotherapy services are provided as part of the NHS, or another state-run and/or government-funded service such as education, they will have their own internal policies and regulations regarding ownership and storage of client records. As these will each be based on the specific law and government guidance relevant to that particular service, these specific internal arrangements are not addressed in this resource.

As those state-run and/or government-funded services are governed by specific regulations, practitioners employed in these services will be contractually bound to comply with the policies and procedures of their employing organisation or authority. Counsellors working in schools and further education may wish to refer to GPiA 002 *Counselling children and young people in school contexts in England, Northern Ireland and Wales*; or GPiA 026 *Counselling children and young people in school contexts in Scotland* for information on the various possible arrangements regarding record keeping in an education-specific context.

1.2 Counselling services in the context of private practice

In private practice, the provision of professional counselling services are regarded in law as a business activity, and therefore subject to all the legal provisions applicable to the running of business activities, including the law of contract, tax, professional and public liability, data protection, etc. This law will apply in various ways to the counselling and psychotherapy records that we keep.

1.3 Counsellors who work in other legal jurisdictions

As a business activity, the counselling professions are subject to all the general law which applies in the relevant jurisdiction(s) in which they practise.

This requirement is becoming more complex where practitioners work either from a jurisdiction abroad, or with clients who are in other legal jurisdictions. There is insufficient space here to discuss such complex law, but practitioners who are working in other legal jurisdictions (or working with clients who are in other legal jurisdictions) should be aware that they will need to consult their insurance company to ensure that their professional work is adequately covered, and also ensure that, as practitioners, they are complying with the legal requirements applicable to the relevant countries. See Ethics Hub international working checklist at: www.bacp.co.uk/events-and-resources/ethics-and-standards/ethics-hub/are-you-considering-working-online-with-clients-outside-the-uk.

1.4 General legal issues relevant to counselling records

The making and keeping of counselling records are subject in particular to the law of contract i.e. the law relating to agreements between people, legal entities (such as limited companies or formal business partnerships) or other forms of legal organisation.

Record keeping is also subject to the law of tort (the law relating to legal wrongs, including personal injury and professional negligence), and the law relating to data protection, including the United Kingdom General Data Protection Regulation (UK-GDPR), for more on this, please see GPiA 105 LR: *the United Kingdom General Data Protection Regulation (UK-GDPR) legal principles and practice notes for the counselling professions*.

Contracts: A contract is an agreement containing terms which are understood and agreed by all parties. For more detailed information on the law of contract and tort, see (Mitchels and Bond 2010, 2012).

As practitioners in the counselling professions, we will inevitably enter into a number of legal contracts enforceable in law – for example each client agreement, supervision agreement, lease of premises, and of course our membership of BACP, are all contracts.

If we work for an organisation, we may also have a contract of employment or other form of contract (sometimes referred to as a 'service agreement'), or we may have a contract for the provision of our services as self-employed practitioners, reflecting our terms of work (including those who are volunteers), and these contracts will usually bind us to abide by the policies and procedures of the organisation(s) with which we are working. It is therefore important to ensure that the terms of these various contracts are ethical (e.g. compliant with the law applicable to the service provided; BACP's current *Ethical Framework*, and other relevant professional standards).

In entering into a contract with a client for the provision of therapy, we need to ensure that the client's contract terms are mutually compatible with our organisational policies, ethical requirements, etc, so that we are not faced with any possible conflicts of interest. As professionals we commit to keeping records appropriate to the service provided (see the current *Ethical Framework*). Part of our client contract will therefore necessitate reference to our records and our procedures for making, keeping and storing the client notes and records.

As part of negotiating our client contract, we should discuss the issues relevant to confidentiality, which will include the boundaries of confidentiality in the making, storage and sharing of our client records. For more detail on confidentiality and record-keeping issues see GPiAs 014, 069; and Mitchels and Bond 2021.

BACP's *Ethical Framework* and those of other professional bodies, for example the *IACP Code of Ethics and Practice 2018* and UKCP's *Professional standards and policies*, require us to be open and transparent in our dealings with clients and other professionals, and so we must be explicit in our negotiations with clients about the terms on which we work, including the limitations of confidentiality.

The data protection law also requires us to be clear with our clients about our terms of privacy, which will include our record keeping, storage, and ownership of our records – for more detail on the provisions of the United Kingdom General Data Protection Regulation (UK-GDPR as amended), see GPiA 105 Legal Resource: *the United Kingdom General Data Protection Regulation (UK-GDPR) legal principles and practice notes for the counselling professions.*

In discussing records with a client, remember that if the practitioner (or their employing organisation) is registered as a data controller under the Data Protection legislation or if the data protection legislation otherwise applies to the records (i.e. a structured filing system), then, subject to certain statutory exceptions, the client has a statutory right of access to their records. For a list of those exceptions, or if in doubt about other UK-GDPR disclosure issues, see the guidance at www.ico.org.uk. For more discussion of this, see also (Mitchels and Bond 2021; GPiA 014; GPiA 069).

Contractual relationships in the counselling professions:

Remember that the contractual relationships may be complex, and certain situations require multi-way contracts, so all the contracts need to be compatible with each other and embody all the mutually agreed relevant policy, ethical, legal and guidance requirements.

Examples of possible contractual arrangements:

These contracts may stand alone, or be multi-way agreements, but in any event their terms must be compatible

Qualified practitioners

Contracts for qualified practitioners may involve any combination (or all) of the following parties, and all the contract terms must be compatible:

- Business contracts both personal and professional, including professional insurance, hire of therapy rooms etc
- Professional organisation(s)
- Supervision arrangements
- Employer/placement/commissioning body etc
- Practitioner agreements with their client(s).

Practitioners in training

Contracts for student practitioners may involve any combination (or all) of the following parties, and all the contract terms must be compatible :

- training body
- student's placement organisation
- student's professional organisation
- practitioner's supervisor
- student practitioner's client(s)
- insurance and other necessary business contracts.

2 Distinction between ownership of the record itself and ownership of the *content* of the record

This area of law is one which often causes confusion among practitioners. Put simply, the law provides that the 'owner' of a record is either:

- the person who has agreed to own it in accordance with a contract (for example, an employing, voluntary or placement organisation may contract to legally own all its records, which may also include control of where the records are held or stored); or

- in the absence of any other explicit agreement, the owner is the person who physically owns the medium on which the record is made or kept for example, the paper on which it is written, the disc, tape or other form of recording medium, or the computer, tablet, laptop, mobile, or the cloud storage in which it is stored.

As an example, apart from the counselling practitioner's record, some clients might also wish to make a record their own sessions, in which case if they supply their own recording equipment or the tape, the client would legally own the physical or digital record that they have made.

However, the ownership of the *content* of the record is different. Legally there are no assumptions here, and in the case of the counselling professions, the *content* of the counselling record is governed solely by the terms of the therapy contract, i.e. the agreement made between the practitioner and the client, and subject to the law and applicable policies and guidance for the context in which the counselling service is provided, see 3.

3 Negotiating an agreement with clients and others about the ownership of records and the content of records

Part 2, describes the difference between the technical legal ownership of the physical, electronically or cloud stored client record, and the agreement that may be reached about the content of the record, and how it is to be used and shared.

3.1 When the practitioner or their organisation controls the ownership and use of the records

The content of the counselling record is subject to mutual agreement between the counselling practitioner and the client, and where applicable, the organisation providing the counselling service. Where a practitioner is in private practice they may decide on their own terms to be agreed with the client within legal limits, but where the practitioner is employed or working for a voluntary service, the organisation may wish to negotiate or set the terms of the agreement.

The agreement about how the counselling record is to be used should comply with all relevant law and government guidance, for example this will include data protection, safeguarding, child protection, and the general overarching law of the relevant jurisdiction.

3.2 Clients wishing to record their sessions or make their own notes

Some clients might wish to record their own sessions, in which case, if they supply the recording equipment or the tape, the client may legally own the physical or digital record so made, or if the tape is supplied by the practitioner, then the practitioner will own the physical or digital records. In all cases, however, both the client and practitioner will need to negotiate *how the records will be used and who will have access to them.*

It is here that the limits of confidentiality must be explained to the client and mutually agreed, for the protection of both the client and the practitioner.

Therefore, the therapy contract will be governed by overarching law such as data protection and may also be regulated by government or organisational policies and procedures with which both the practitioner and the client must comply.

So, although the practitioner might own the actual record, the practitioner will also need to consider all these other issues carefully and then agree with the client explicitly and clearly how the content, i.e. the information contained in the client record is to be used. That agreement with the client must be compatible with all the law, policies, procedures and compulsory guidance, which is applicable to the therapy work.

Data subject requests under the UK-GDPR: If a client were to request a physical or electronic copy of their record, the therapist and the client might need to discuss and consider carefully what the client would then do with that copy, as the content of the client record is subject to the contractual agreement between them both, and disclosure of the client record to the client and/or to others is subject to the law, ethics, public interest, and also includes considerations of any potential risk of serious harm to the client or others. *In some cases, it may be necessary to refuse disclosure*, see the guidance on exemptions at www.ico.org.uk and information given in GPiAs 014 and 105.

Practice Note: In any case where records are requested by a client, consider:

- How does the data protection legislation apply to these client records? (See GPiA 105; GPiA 097.)

Where the United Kingdom General Data Protection Regulation (UK-GDPR as amended) applies, the client has a statutory right of access to their records, with certain essential safeguards under the Data Protection Act 2018 for refusing disclosure in order to protect children and vulnerable adults at risk of harm. For details of these exceptions, see www.ico.org.uk.

- If in doubt on this issue, consult a legal advisor or suitably qualified or experienced practitioner, or see the guidance from the Information Commissioner, at www.ico.org.uk

- Would disclosure of the records to the client (or in the case of a child client, disclosure to the child or to a person with parental responsibility for that child) be likely to harm the client's mental health or place the client or others at risk, or jeopardise a criminal or social care investigation?

  If disclosure could generate any form of risk to the client or others, then practitioners need to be aware of the exceptions to disclosure in the data protection law, see the list at www.ico.org.uk, and GPiAs 014, and 105.

If in any doubt about whether to disclose client records, discuss these issues and the relevant law and guidance in supervision and, where necessary, consult a legal advisor or suitably qualified or experienced practitioner, or the Information Commissioner's guidance, see www.ico.org.uk.

In cases where there is a concern about the legal issues of disclosure of client records, the practitioner's professional insurance company will often provide free legal advice and assistance as part of professional cover. The Data Protection Act and UK-GDPR may be amended in the future by the Data (Use and Access) Act 2025 when its provisions are brought into force.

The therapy contract should also include the length of time that records will be retained by the practitioner/organisation. This time may vary but, for the reasons set out (see 4), the client should be aware of the agreed length of time they will be kept.

4 How long should I keep my records?

Clients need to know how long their records will be retained. Records may be required by the client through an access request under data protection legislation, or in accordance with an agreement with the client; or records may be required by the police or others under statutory powers (e.g. terrorism, etc.) or under a court order.

Sometimes a therapist or client is aware that a police investigation and/ or court proceedings are pending or likely. In other situations, they may not know that a police investigation or a court case is likely to take place, and this happens unexpectedly. In cases of therapy with a client who may be (or become) the 'victim' of certain alleged sexual or other serious criminal offences, and the criminal investigations or charges arise, or emerge into awareness during the course of the therapy, please refer to the *CPS Guidance on Pre-trial Therapy* and the attached *Note for Therapists* (CPS 2022). Part 2 of the Police, Crime, Sentencing and Courts Act 2022, will be accompanied by a code of conduct (yet to be finalised and implemented) that will make additional rules governing the requests and disclosure of counselling records.

A request for notes might happen at any time during therapy, or after the ending of the therapeutic alliance. If the records contain information which is material (i.e. highly relevant) to the issues in a court case, the court may issue an order directing the records to be produced in evidence (see Bond and Sandhu 2005). Such an order must be obeyed, as disobedience of a court order may constitute the offence of contempt of court.

If the records are destroyed, then so, of course, is any potential evidence, but practitioners may not want to retain their clients' records for an indefinite period in case they are required, and so usually will negotiate an agreed period with the client. This time limit may be governed by relevant law, policies and procedures appropriate to the type of therapy work undertaken.

For example, therapy in the context of healthcare, social care, or education may be subject to specific rules relevant to the context of that work, to which both therapist and client will have agreed to be contractually bound.

The private practitioner and their client may decide for themselves in negotiation how long the client records will be kept. In private work, it is ethically and legally important that the client has the opportunity to discuss and/or negotiate this with their practitioner and that the client knows and agrees how long their records will be kept. In all the contexts of our practice, the therapy contract should reflect the policies and procedures under which the therapist and client are working together.

In some types of service (e.g. NHS, education, social care, etc.) there may be time limits set by government guidance, which should be reflected in the therapy contract, and will then bind both the therapist and the client.

Different types of legal proceedings have set time limits for bringing an action in court, as set out below, and this may influence the decision about how long client records will be retained.

Time limits for different types of legal proceedings:

- Contract – six years
- Tort – (civil wrongs such as professional negligence) – three years but this time limit may be extended by a court, e.g. in historic sexual abuse cases
- Criminal Injury Compensation – two years
- Crime – no time limit
- Professional organisations: Disciplinary proceedings for professional misconduct – BACP, three years from the end of the professional relationship or three years or 'a reasonable time' from the realisation of the alleged professional misconduct (BACP 2018).

5 How should I store my records?

The data protection law and ethics require that records should be stored in a way that respects client confidentiality.

Paper records

It is usually professionally accepted that physical records (papers, tapes, etc.) should be stored in a locked and secure cabinet. Some insurers may require the cabinet to meet certain technical specifications, so it is best to check.

To maintain confidentiality, access to the cabinet key should be limited. It may be a professional decision as to who, in addition to the therapist might need urgent access to the records (e.g. in the event of a police or court request, therapist illness or death). Access arrangements should also maintain compliance with the law and professional expectations of the boundaries of confidentiality, i.e. the extent of who will have access to the records. This should be discussed, negotiated and agreed between client and therapist.

'Structured filing systems' of paper records and any records that are electronically stored are subject to the data protection legislation, see GPiA 105 for further discussion.

Electronically stored records

Electronic storage will include not only computers, laptops, tablets, mobile telephones, external storage equipment, internal storage drives, etc., but may also include other forms of electronic data processing and storage such as cameras, or external 'cloud' storage facilities. These include facilities provided for the counselling practitioner individually or by an organisation using the counselling practitioner's services (see GPiAs 069, 105, 014; Mitchels and Bond 2021). If in any doubt concerning the law relating to how and where your records are processed and stored, check with the Information Commissioner's guidance at www.ico.org.uk.

Electronically stored data should be secure, which means at the very least, password protected, using a secure password system, with an automatic device-locking facility, and ensuring that the device is locked whenever it is not in immediate use, or whenever it is left unattended on a desk, etc.

Encryption is used by many practitioners as an added security. Emails can be encrypted, but both sender and recipient need to use the same system.

For messaging and other online communication with clients and information sharing for other professional purposes, check whether your electronic or online communication system has 'end to end' encryption for communication security. Documents and records uploaded into 'cloud storage' should be similarly securely protected as far as possible, at the very least with a password.

There is also the possible 'double' security of an initial access to a data storage facility via a password, followed by 'two step' identification by a further separate text message, email or other means, in order to gain access to the material. Banks, some shops, and many other organisations are now using this system widely for online security.

When emailing information including confidential client notes and records across to another person, confidential documents may be first password protected and sent out by email, and the necessary password should then be transmitted completely separately via another device (e.g. send the document from your computer or laptop, and separately text the password by mobile phone).

When electronic devices are lost, or taken into a repairer, remember that the finder or the repairer may gain access to data held on that device, and that any sensitive information identifiable to a client which is held on the device is therefore vulnerable unless it is safeguarded in some way, e.g. encryption or passwords.

If a device containing sensitive personal data is submitted for repairs, upgrading, or other purpose, it is important to consider how to take appropriate steps to safeguard the confidentiality of any identifiable client information stored on it. Client records and data should also be preserved for the length of time that has been agreed in the client contract.

For more information, see GPiA 065 *Confidentiality and record keeping within the counselling professions*; GPiA 066 *What do we mean by records and record keeping within the counselling professions?*; GPiA 068 *Record keeping within organisational settings in the counselling professions*, and GPiA 067 *Practical aspects of record keeping within the counselling professions*.

About the author

Dr Barbara Mitchels, PhD, LL.B, BACP Registered and Accred, is a practising psychotherapist and Fellow of BACP. Formerly a solicitor and now retired from legal practice, Barbara combines her experience of therapy and law in writing practice resources, CPD workshops, and providing a professional mentoring and consultancy service for therapists at: www.therapylaw.co.uk.

References and useful sources of information

References and useful sources of information

Note:

- *UK Government* publications available from the Stationery Office (TSO, www.tsoshop.co.uk), PO Box 29, Norwich NR3 1GN. Tel: 0870 600 5522; Email: customer.services@tso.co.uk.
- *The Department for Education* (www.education.gov.uk), formerly Department for Children Schools and Families, publishes policy regarding children's services in England.
- *The Ministry of Justice* (www.justice.gov.uk) publishes policy regarding the courts and tribunals in England and Wales.
- *Northern Ireland Government* publications are available from the Department of Health, Social Services and Public Safety (www.dhsspsni.gov.uk).
- *Welsh Government* publications, see (www.wales.gov.uk).

British Association for Counselling and Psychotherapy (BACP) (2018) *Ethical Framework for the Counselling Professions.* Lutterworth: BACP.

BACP (2018) *Professional Conduct Procedure.* Lutterworth: BACP.

BACP GPiA 128 Legal Resource: *Working with the Crown Prosecution Service Pre-trial Therapy Guidance (CPS 2022) in therapy with adult and child witnesses in the criminal courts in England and Wales.* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 105 Legal Resource: *the United Kingdom General Data Protection Regulation (UK-GDPR) legal principles and practice notes for the counselling professions.* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 039 CAQ: *Making the contract within the counselling professions.* (Dale, H.). Lutterworth: BACP.

BACP GPiA 031 Legal Resource: *Safeguarding children and young people.* (Mitchels, B.). Lutterworth: BACP.

BACP (2018-2025) GPiA 014 Legal Resource: *Managing confidentiality in the counselling professions.* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 065 Clinical Reflections for Practice: *What do we mean by records and record keeping within the counselling professions?* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 066 CAQ: *Record keeping within organisational settings in the counselling professions.* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 067 CAQ: *Practical aspects of record keeping within the counselling professions.* (Mitchels, B.). Lutterworth: BACP.

BACP GPiA 068 Fact Sheet: *Record keeping within organisational settings in the counselling professions.* (Mitchels, B.). Lutterworth: BACP.

Crown Prosecution Service (CPS) *Legal guidance online facility* at www.cps.gov.uk

Crown Prosecution Service (England and Wales) *Pre-Trial therapy Legal Guidance* (26 May 2022) www.cps.gov.uk

IACP (2018) *Code of Ethics and Practice* (Information Sheet 7). Wicklow: Irish Association for Counselling and Psychotherapy. Available at https://iacp.ie/iacp-code-of-ethics-and-practice (accessed 20 September 2025).

Information Commissioner's Office https://ico.org.uk

ICO *Guide to the General Data Protection Regulation.*

Available at: https://ico.org.uk.

Mahmood, S., Doughty, J. (2019) *Child Care and Protection* (6th Edition). London. Wildy, Simmonds and Hill.

Mitchels, B., Bond, T. (2021) *Confidentiality and Record Keeping in Counselling and Psychotherapy.* 3rd Edition. London: Sage.

Mitchels, B. (2016) *Children and Vulnerable Witnesses in Court: Handbook.* London: Wildy, Simmonds and Hill.

Mitchels, B. and Bond, T. (2011) *Legal issues Across Counselling and Psychotherapy Settings.* London: Sage.

Mitchels, B. and Bond, T. (2010) *Essential Law for Counsellors and Psychotherapists.* London: Sage.

UK Council for Psychotherapy (UKCP) *UKCP professional standards and policies. London: UKCP.* Available at: www.psychotherapy.org.uk.

Useful organisations and resources

British Association for Counselling and Psychotherapy
BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB. Tel: 01455 883300, Email bacp@bacp.co.uk. www.bacp.co.uk

British Medical Association
Tavistock Square, London WC1 9JP. Tel: 020 7383 6286, www.bma.org.uk

British Psychological Society
St Andrews House, 48 Princess Road East, Leicester LE1 7DR. Tel: +44 (0)116 254 9568, Fax: +44 (0)116 227 1314, Email: enquiry@bps.org.uk
www.bps.org.uk

Children and Families Advisory Service (CAFCASS)
www.cafcass.gov.uk

Department for Education
Castle View House East Lane, Runcorn, Cheshire WA72GJ
Tel: 0870 000 2288 Website: www.education.gov.uk

DH
(2010) Caldicott Guardian Manual, 2010, available from DH Publications Orderline, PO Box 777, London, SE1 6XH. Available from www.dh.gov.uk

Information Commissioner's Office
www.ico.org.uk

Hands On Scotland
A new NHS website resource for anybody working with children and young people www.handsonscotland.co.uk

Northern Ireland Courts Service
www.courtsni.gov.uk
Belfast: (Laganside Courts), Oxford Street, Belfast, BT1 3LL; Tel: 0300 200 7812; Fax: 028 9041 2283 Email: csmlaganside@courtsni.gov.uk
(Old Townhall Building), 80 Victoria Street, Belfast BT1 3GL
Tel: 0300 200 7812; Fax: 028 9072 4555
Email: BelfastFamily&Domestic@courtsni.gov.uk

The Northern Ireland Guardian ad Litem Agency
https://nigala.hscni.net
Centre House, 79 Chichester Street, Belfast BT1 4JE
Tel: 028 90 316550; Fax: 028 90 319811; Text: 028 90 329674
Spencer House, 14-22 Spencer Road, L' Derry BT47 6QA
Tel: 028 71 329909; Fax: 028 71 329908; Text: 028 71 343461
Dobbin Centre, Dobbin Street Lane, Armagh BT61 7QL
Tel: 028 37 528840; Fax: 028 37 518357; Text: 028 37 518640

NSPCC
www.nspcc.org.uk

Ofsted
Piccadilly Gate, Store Street, Manchester M1 2WD
Tel: 0300 123 1231; Textphone: 0161 618 8524
Email: enquiries@ofsted.gov.uk
www.ofsted.gov.uk

Official Solicitor
81 Chancery Lane, London, WC2A 1DD; Tel: 020 7911 7127
www.gov.uk/government/organisations/official-solicitor-and-public-trustee

Public Guardianship Office
Archway Tower, 2 Junction Road, London N19 5SZ; Customer service helpline: 0845 330 2900; Enquiry Line: 0845 330 2900
www.gov.uk/government/organisations/office-of-the-public-guardian (accessed 20 September 2025)

Royal College of Psychiatrists Publications
www.rcpsych.ac.uk.