**How we keep your information Private**

**Giving your agreement for accessing services at The Lighthouse**

**The Service**

Staff in the Lighthouse will help, support and advise you following the abuse you have experienced. They are from University College London Hospitals NHS Foundation Trust, The Tavistock and Portman NHS Foundation Trust, NSPCC and Solace Women’s Aid.

* The Lighthouse offers a joined-up approach where if required you can get access to all medical, practical, social care, police, and therapeutic support in one place
* Our aim is for you to get justice, support and therapy in a timely manner
* Staff in The Lighthouse include advocates, doctors, therapists, and police and social care link workers.

**Agreement to the service**

We will work with you only with your agreement and your understanding of what information we will record about you and how we will keep this safe. Your Lighthouse worker will explain the process to you and this form outlines how we will do this and asks for your agreement to proceed with the work.

**Why do we collect information?**

Accessing support from The Lighthouse is voluntary. However, if you do decide to, you need to be aware that we record the care you receive on our case management system. We do this to monitor your care and to ensure it’s of good quality.

**Confidentiality**

Any information you share with the Lighthouse will be kept confidential but we may need to share some of your information with other agencies.

We have a legal duty to keep children and young people safe. This means that if you tell us anything about yourself, or another person, being hurt or at risk we might need to tell someone who can help (such as a social worker, parent or teacher).

We also have a legal duty to share information if the court orders us to.

If another agency, (for example Children’s Social Care, Metropolitan Police, CAMHS, doctor, your school) has asked us to work with you we will seek to gain information from them about you.. While we are supporting you we will let them know the outcome of our work, and send you a copy.

Sometimes we might want to tell your carer or someone else about how things are going while you are working with us, but we will always let you know first, unless we think it is not safe to do so.

**Fairness**

We always aim to be fair and treat everyone as an individual. If at any time you feel this isn’t happening, please talk to any member of staff you feel comfortable with about it. If you feel unable to do so or you are still unhappy you can access the Lighthouse complaints procedure. We have given you a leaflet that explains our complaints procedure.

**Keeping a record**

We will make notes of the work we undertake with you and keep these on a secure electronic file (the case management system). Examples of where we could gather information about you are during:

* Our initial meeting with you
* Video recorded interview
* Follow up appointments, phone calls or support sessions
* Meetings where we may discuss your case

We will discuss your needs when you are first referred to us and at our Lighthouse team meetings to ensure you are getting the best help from us. The discussions will also be noted on your case file, and you have a right to access your case file at any time.

Individual case notes will be only seen by staff in the teams that are working directly with you.

We keep your records for 25 or 75 years depending on the nature of our work and your circumstances. On occasion, we may be asked to keep records for a longer period.

You have the right to access your records and have been given a leaflet explaining how this works. You can ask to see your records at any time. You can talk to your Lighthouse lead professional about this or you write to the Lighthouse service manager **by emailing thelighthouse.ask@nhs.net**

**Information about you**

As well as notes about the work we have done with you we may ask for and hold other information about you. This information will only be used by the Lighthouse team. It might be things like your contact details and how you would like to be contacted and who we can contact in an emergency; or information about your health so we can ensure we can support you with this within the service. This information will be held within our electronic system and kept safe and secure.

Some information also helps us better understand the backgrounds and differences of people who use our services (information like ethnicity, religious beliefs, etc). This is important to us as it helps ensure that how we are working meets the needs of the children, young people and families we are working with. We sometimes bring this anonymised information all together into a report.

**What if you change your mind?**

You can withdraw your consent for this service at any time by informing your Lighthouse worker and we will ensure the work is ended in a way that is suitable for your needs.

**Right to be forgotten**

* You may have the right to have some of your information we hold on you deleted. However, The Lighthouse may be legally required to retain records even after we close your file.
* If you believe the information we hold on you is incorrect, tell us and we will put it right.

**If you have any questions about any of these things you can always talk to your Lighthouse worker again.**

## YOUR AGREEMENT

I give my agreement to access the Lighthouse services as outlined above and I understand what information the Lighthouse will hold about me and how this will be protected. I understand that my information will be kept confidential but that some information about me may have to be shared with other organisations where necessary to prevent someone coming to harm.

I understand the Lighthouse needs to talk to other professionals about me and I give permission for my Lighthouse worker to contact the following agencies:

* My Social Worker from the borough of
* My school
* My GP, including viewing my Summary Care Record

* My CAMHS worker
* My Police Officer
* Other (please specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signed  …………………………………………………………Young person. Date………………………………

Signed  ………………………………………….. Carer (where appropriate). Date………………………………

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***For the Lighthouse Practitioner***

* *I have assessed the child able to provide their own informed consent*
* *I have assessed that the child is not able to provide informed consent and that agreement from the adult(s) with parental responsibility for the child has been obtained..*

*Signed ……………………………………………………. Lighthouse Practitioner.*

*Date ………………………………*