



CONTRACT

Action for Young Carers is a service which offers support to young carers and their family where a caring role has been identified. Before we work with young carers a contract between both the service and the family must be signed. This will then give permission for workers to work on an individual/group basis with young carers and their family. Before signing this contract please ensure you understand the following information:

YOUR FILE

Once a contract has been signed a file will be opened which will contain all personal information (i.e. contact details, letters, consents forms etc) in relation to you and your family. Only the following people will have access to your file:

- The Action for Young Carers Project Manager
- The Carers Federation Deputy/Chief Executive
- Action for Young Carers Support Workers, including Admin Workers
- Nobody outside of the Carers Federation Ltd is able to access your file or personal details without consent other than the Police and/or Court of Law.

We will add information in relation to you and your family onto our computer database, which is password protected and only accessible by the people listed above.

At any time you are entitled to access your file. When you no longer access the service and your case is closed you can either ask for your file to be returned to you or destroyed on your behalf. Where neither of these requests have been made Action for Young Carers will save and store any file for up to ten years in accordance with Nottingham City Council Retention and Disposal Schedule.

WHAT WE CAN DO

- Offer you and your family support
- Give your family information about other services and help you to access these services
- Act as an Advocate (speak to people on your behalf)
- Offer activities during school holidays

WHAT WE CANNOT DO

- Provide services to the person cared for ourselves, e.g.: Personal care, shopping
- Provide financial support
- Become involved in anything we believe to be dangerous, illegal or oppressive

PROTECTION OF VULNERABLE PEOPLE

- Action for Young Carers follows the Nottingham City Area Safeguarding Childrens Board guidelines and is compliant with Section 11 Standards for the Safeguarding and Promotion of Child Welfare.
- If during our work with you and your family, staff are made aware of, or have concerns regarding both child protection and/or vulnerable adult safeguarding we have a responsibility to act on that information.
- In the unlikely event of this happening we will keep you informed wherever possible.

COMPLAINTS

- Attached to this contract is a copy of our complaints procedure.

ADDITIONAL INFORMATION

Please indicate your permission by ticking the boxes below:

- Do you consent to your child being texted by workers?
- Do you consent to photos of your child being taken for the promotional purposes of the service?
- Do you consent to your child being filmed and involved with any media promotions to help raise awareness of the service and young carers?

Do you require this information in a different format? Yes? No?

If yes, please state what format you need

I consent to Action for Young Carers contacting other agencies in contact with my family when appropriate.

Please sign this contract if you understand and agree with all the points above.

Young Carer Signature **Date**

Name (please print).....

Parent/Guardian Signature **Date**

Name (please print).....

Support Workers Signature **Date.....**

Name (please print).....

Any queries please contact:

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