

## **Action for Young Carers Service 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 agreed and signed. The contract gives parental and young carer permission for Support 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, letters, consents forms etc) in relation to you and your family. Only the following people will have access to your file: AYC Support Workers & Admin Staff, AYC Project Manager and Carers Federation Deputy/Chief Executive. Nobody outside of the Carers Federation Ltd can 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 has been made Action for Young Carers will save and store any file in accordance with Nottingham City Council Retention and Disposal Schedule and data protection policies.

### **DATA PROTECTION**

Carers Federation, Action for Young Carers will use only the Young Carers ID number when corresponding with you via email; we will also only use the Young Carer ID number when corresponding with external agencies where you have permitted us to do so. You can read or download the Carers Federation Data protection Policy by visiting the website: [www.carersfederation.co.uk](http://www.carersfederation.co.uk).

If you would like a copy sent to you or in a different format please do not hesitate in making the service aware of this by either emailing: [aycservice@carersfederation.co.uk](mailto:aycservice@carersfederation.co.uk) or calling 0115 9629351.

**WE CAN**

- Offer a Young Carer Statutory Assessment which includes a needs assessment for the cared-for person
- Offer you and your family information and support in relation to your caring role and help you to access services
- Act as an Advocate (speak to people on your behalf)
- Offer activities during school holidays

**WE CANNOT**

- Provide personal care, shopping or 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** - Please see our separate complaints procedure.

**CONSENT** - Please circle yes or no to give your permission for us to text you and the young carer, use of you and your families photo/filming for promotional and awareness raising purposes.

**You can change your consent at any time by contacting a member of the team.**

<u>Text by an AYC Worker</u>	<u>Filming</u>	<u>Photo</u>	<u>Social media e.g. Facebook, Instagram, Twitter &amp; website</u>
Yes / No	Yes / No	Yes / No	Yes / No

Young carer Signature ..... Print ..... Date .....

Young carer Signature ..... Print ..... Date .....

Parent/Guardian Signature ..... Print ..... Date .....

Support Worker Signature ..... Print ..... Date .....

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