



Support Agreement - Confirmation of Completion

Dear XXXXX

Thank you for taking the time to speak to me today about the enclosed Future Pathways Support Agreement. During our call we discussed how your personal details will be safely stored and used, and your rights in relation to any information about you that we hold on your behalf in our confidential electronic database.

After you provided your consent during the call, I added your details to the attached document. As you can see, I have put a tick in the box on the second page to confirm what you told me – that you understand the information contained within the Support Agreement and are satisfied with it. I have also recorded your choices about data protection and confidentiality permissions on the last page of the attached document. Please do contact me on any of the numbers shown below if any of these have changed since we spoke.

If you wish to confirm the consent you gave in writing, please do sign and return the Support Agreement and we will add that to your notes. I have included a pre-paid envelope for you to do that should you so wish. If anything remains unclear or if you have any other questions whatsoever about the attached documents, please call me on either of the numbers below.

Once again, thank you for talking to me today.

Kind regards

XXXXX

| | |
|------------------------|-------------------------------|
| Date of call | |
| Time of call | |
| Carista ID | |
| Staff member calling | |
| Staff member title | |
| Contact Numbers | XXXX XXX XXXX / 0808 164 2005 |
| Staff member signature | |

A copy of this letter and the attached support agreement has been added to Carista and sent to XXXXX to retain in their own records. Tick box to confirm



FUTURE PATHWAYS

Scotland's In Care Survivor
Support Fund

Support agreement

This agreement confirms that you wish to receive support from Future Pathways. Future Pathways supports anyone who experienced abuse or neglect as a child (up to age of 18) whilst living in care in Scotland. 'In care' means whilst living in residential care, foster care, boarding school (state, private or independent), during a long-term hospital admission or a stay at Young Offender's Institutions.

What you can expect from us

The staff team will work to the values and principles of Future Pathways. This means that:

- We will listen to you, respect your opinions and always work with you as an individual with unique needs.
- We will review your support with you regularly to make sure it is making a positive difference for you.
- We will strive to meet you in a place of your choosing but we can't always guarantee that this will be possible.
- We will be honest, supportive and welcoming.
- We will strive to provide an environment where you feel valued, safe and believed.
- We will not make promises we cannot keep.
- We will keep in regular contact with you for as long as you need it.

What we would like from you

- To attend appointments we have agreed upon or to let us know if you are unable to
- Please sign this form to confirm that we can securely hold your personal information in an electronic database*, including sensitive information that you choose to tell us (for example, information about your health is considered sensitive).
- Let us know how Future Pathways is working for you and how it can be improved.
- Let us know of any changes in your personal circumstances.
- Be open to exploring new opportunities for support.

Keeping in touch

We will contact you regularly to review your support in order to make sure that it is meeting your needs and desired outcomes - and to explore alternatives if it is not. You can tell us at any time if you want to take a break from Future Pathways - you will remain registered with us and can contact us again when you feel the time is right for you. You can also tell us at any time if you want to leave Future Pathways permanently: we will de-register you and store your records securely, and you can re-register with us at a later date should you wish.

Future Pathways complies with UK data protection legislation, and according to this you can ask to see the information we hold about you and, if necessary, correct any errors. You should contact any member of the Future Pathways team if you wish to do this.

Your consent to support

Please tick this box to confirm you understand the information overleaf and are satisfied with these arrangements.

| | |
|--------------------------------|--|
| Your name | |
| Signature | |
| Date | |
| Carista* ID for your reference | |

*Carista is the computer database in which we securely store information you share with us.

Your emergency contact

| | |
|------------------------|--|
| Emergency contact name | |
| Phone number(s) | |

Can we contact this person in the event of an emergency? Yes No

Future Pathways contact info

| | |
|-------------------------|------------------------------------|
| Future pathways contact | |
| Signature | |
| Email Address | registration@future-pathways.co.uk |
| Phone number | 08081642005 |
| Date | |

Data Protection & Confidentiality Agreement

Your information and Future Pathways

Future Pathways is an alliance made up of Health in Mind, the Mental Health Foundation, NHS Greater Glasgow and Clyde, Penumbra and the Scottish Government. **Collectively we operate as Future Pathways.**

Future Pathways stores information securely to help us understand your needs and arrange services for you. This includes personal data such as the name you use and your contact details. Future Pathways complies fully with all UK data protection legislation (including GDPR and the Data Protection Act 2018). More information about your rights under this legislation can be found here: <https://ico.org.uk/>

Future Pathways can only share your information if you give us permission to do so. To arrange support we will ask for your permission to share your contact details and other personal information with a support provider (e.g. a Counselling service). Even within Future Pathways your information will only be shared within the team on a 'need to know' basis. We will not share your information without your permission unless a person (including yourself) is believed to be at risk of harm – and we will discuss this with you first, where possible. We will ask you for your consent to share information when you first register with Future Pathways and at six monthly intervals thereafter.

Many of our staff receive clinical supervision to help them perform as well as they can in their job. During clinical supervision a staff member may discuss the work that they do with you. This discussion remains confidential and the supervisor is bound by the same UK confidentiality legislation.

We will not hold your data for longer than is required. We will archive it when you ask us to (we cannot delete it completely because of legislation that requires us to keep certain information for 20 years). We will correct any errors promptly and make any changes you request (e.g. if your mobile number changes). We will keep the data securely and treat it as confidential unless you instruct us otherwise.

We will record your name and contact details, IROC outcomes and reviews. We will also gather and analyse anonymised service delivery information (for example, "how many people and what kind of support received?") to ensure we meet our own quality standards and meet our funding obligations to the Scottish Government.

Please confirm your permission for us to store your information:

- Please tick this box to give permission for Future Pathways to record and securely store personal information; including sensitive information that you provide, which is necessary for coordinating the services you may wish to access. You can be registered with Future Pathways using any name you choose and a single method of staying in touch (e.g. a phone number). You will always remain in control of what information you share with us and when you share it.
- Please tick this box to give permission for the Future Pathways to keep you up to date about the service.

I give Future Pathways permission to contact me in the following ways: (please tick all that apply)

- Phone
- Can we leave a voicemail?
- Text / SMS
- Email
- Mail
- All Methods (phone, voicemail, text, email and mail)

Your details

| | |
|-------------------------|--|
| Name and preferred name | |
| Address | |
| Postcode | |
| Phone number(s) | |
| Email address | |
| Signature | |
| Date | |

We will store this completed form securely, along with your records, in keeping with this data protection and confidentiality agreement.