



Future Pathways is open to adults who were abused or neglected as a child while in care in Scotland. This includes people who no longer live in Scotland. This agreement confirms that Future Pathways' service criteria are met and you would like support.

### What you can expect from us

- We will listen to you, respect your views and work with you in line with your own needs.
- We will be honest, supportive and welcoming. We will do our best to make sure you feel valued, safe and believed.
- We will not make promises we cannot keep.
- We will review how support is working for you regularly and make changes if it isn't working or your needs change.
- We will ask for your consent to share your information with others if we need to do so to get the right support for you.
- We will agree with you how and when Future Pathways will contact you and how you would like us to communicate with you.

### What we need from you

- To keep calls or meetings we have agreed or to let us know if you are not able to make them.
- To be open to thinking about different types of support.
- To participate in regular conversations about how support is progressing.
- To agree that we can safely store your personal information (see the Future Pathways Privacy Notice for more information).
- To agree to provide us with receipts if you accept funding for items or support, or allow us to purchase the item for you.
- To let us know of any changes in your personal circumstances.

### Keeping in touch

A support coordinator will be in contact with you. They will help you to think about what you would like to work towards. We call this your 'goals' or 'outcomes'. Together we will put a plan in place. We call this your 'support plan'. Your support coordinator will be in regular contact with you to review your support plan and check it is working well. If it is not working well, you can look at other areas or types of support.

If you are not working towards any goals or outcomes, a support coordinator will not be in regular contact with you.

## Your consent to work with Future Pathways

Signing below means that you understand the information given about how Future Pathways works and agree to working with us in this way.

Your signature also means that you allow Future Pathways to record and safely store your personal information, in line with UK law.

Your name	
Signature	
Date	

To ensure the privacy of your personal information, we use a unique reference number that is linked to the computer database we use to safely store your information. Your reference code is: 20 .

## Your details

Name	
Address	
Postcode	
Landline Phone Number	
Mobile Phone Number	
Email address	
Emergency Contact Name	
Relationship to person	
Emergency Contact Phone Number	

If you want to take a break from Future Pathways, you can let us know at any time. You will stay registered with us and can contact us again at a later date. You can also tell us if you want to leave Future Pathways altogether. We will un-register you and store your records securely. You can register with us again at any time.

Our contact information:

Email Address	<a href="mailto:registration@future-pathways.co.uk">registration@future-pathways.co.uk</a>
Phone number	0808 164 2005

# Future Pathways Privacy Notice

## Your information and Future Pathways

At Future Pathways, we safely store the information you give us to help us understand your needs and get the right support for you. This includes your contact details and other information that you choose to share with us, for example, information about your health.

Future Pathways follows UK law on keeping your data safe. This includes the Data Protection Act 2018 that covers general data protection regulation (GDPR). For more information about your rights under this law, go to [www.ico.org.uk](http://www.ico.org.uk) or call 0303 123 1113. If you have questions about how Future pathways stores or uses personal information, or would like a copy of our Privacy Policy, please email [engagement@future-pathways.co.uk](mailto:engagement@future-pathways.co.uk).

You can register with Future Pathways using any name you choose. You also only need to give us one way of contacting you, for example, a phone number. Note that more information may be needed from you to access other supports and services.

We will tell you when we are contacting other people or services on your behalf. We will not share your information without your consent, that is checking with you first that it is OK for us to do so. This is unless we believe that a person (including yourself) is at risk of harm. If this is the case, we will always try to discuss this with you first before contacting anyone else. We will record when we have contacted you and any updates or relevant information from you and the supports you access.

We also gather and look at information on how the service is delivered. This information is needed to show that we are working in the best way possible. For example, we look at the number of people who get support and what kind of support they are getting. This information is anonymised. This means that it does not include anyone's name or personal details.

You have the right to ask to see the information we hold about you. Please let us know if you would like to do this. If we have any of your information wrong, we will correct it quickly and make any changes that you ask to be made.

We will only keep your data for as long as we need it to provide you with support and services. You can ask us to erase your personal data, but some data we must keep for up to 20 years, according to our records management policy. However, if you ask us to, we can 'archive' it so that it is stored away.