



## **Hear to Help Safeguarding and Privacy Statement**

### **When you call Just'B'**

Your call with the Just'B' Support Worker is confidential.

However there are some limitations to this, below are more details of what this means.

### **If you are 17 years old or younger**

You can tell us as much or as little as you want to. We will always aim for the call to be confidential. However, there are some times when this may not be possible.

If you tell us that you or another young person is in a dangerous situation or that you are worried about your or their safety, this might be one of those times we'd need to tell someone.

Our main aim would be to help you.

Things we'd do:

- ask you questions about your situation and try to find the best way to keep you safe
- help you to think about the best way to keep yourself safe or get support
- If you give us your details, get support for you.

It may be that we become very concerned and need to break your confidentiality, either by calling the police or Children's Social Care, we will always try to tell you if we are planning on doing this, but that may not be possible.

### **If you are over 18 years old**

When we are worried about your safety or that you are being hurt either by your own actions or by someone else, we want to help you to find the best way to keep yourself safe.

We'll do this by listening and by talking to you about what you want to do. Most of the time whatever you tell us will stay between you and Just'B'.

However, if we feel that you are unable to make decisions for yourself sometimes we might need to tell someone else what you've told us to be able to help you.

For example, this would apply to adults where we are concerned you are not able to make a decision about your own safety because you don't understand the risks. Such as, if you cannot remember the situation you are in, or if you lose consciousness whilst you are on the phone to us.

If you share information with us which identifies a child or vulnerable adult who is at risk of harm, after discussion with you, we may contact other relevant services.

It is important to know that you can decide what information you choose to share with us. Even if you have told us identifying information, it does not mean we will automatically tell someone else.

We would always want to help you to explore your feelings about your situation and to help you make the decisions that are right for you. We will ask you questions when talking to you to help you do this, and to make sure we understand what you are telling us.

If we determine that we do need tell someone else these are of some of the things that might happen:

- Your details may be passed to people who'll be able to get help to you, like the ambulance service.
- If you're in immediate danger of being hurt by someone else, we may ask the police to come and check, or do something to make sure that you're safe.
- If you've told us that a child is in danger, we may need to get them help. Or if you've told us something that makes us concerned for the public, such as the location of an explosive. Sometimes the only way of doing this will be to contact you and ask you for more details. It may be the police that help us with this.
- We might ask Social Care to arrange to speak to you and see how they might be able to help you.

We take your confidentiality very seriously and will only consider speaking to someone else if we are really worried about what you have told us and we feel that you are unable to make decisions.

### **Known clients to Just'B' and Talking Spaces**

The Hear to Help line is operated by Just'B' and Talking Spaces. If you are currently receiving support, or have been a client of one of these services, it is likely that we already have identifying personal details about you, stored in line with GDPR.

If during your Hear to Help call we became very concerned about you, and are aware that you are known to Just'B' or Talking Spaces, we may use these details in order to get you help. We would endeavour to discuss this with you, following the same procedures outlined above.

### **Your data**

By calling Just'B', we will not know any of your details or be able to see your telephone number.

At the end of the call, your Support Worker is asked to log some details about you.

The data we collect includes the nature of the call, if there has been a safeguarding incident or any signposting that the Support Worker does. Collecting this information helps us to improve our services.

**North Yorkshire Hospice Care is a registered charity in England and Wales (518905) with a family of services operating as Herriot Hospice Homecare, Just 'B', Saint Michael's Hospice and Talking Spaces.**

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