

Hear to Help

Safeguarding and Data Statement January 2021



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.

How we safeguard vulnerable children and adults

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.
- Sometimes the only way of doing that 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.

If you do not share your details with us, we are unable to contact you other than via the phone number you called us on. This number is not automatically visible to us, but if our concern met our safeguarding threshold, then we could access it from our system, where it is stored for a limited time.

If you chose to call us from a withheld number, we would not be able to use this number, pass it on or call you back.

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.

Your data

As described above, when calling Just 'B', the Support Workers do not have access to your phone number. It is only accessible by a systems administrator and only when a safeguarding threshold is met.

Our system stores this data electronically for a short period of time. After this it will automatically be erased.

At the end of the call, your Support Worker is asked to log some details about you. None of these are identifiable.

The data includes, the nature of the call, what your area of work is and any signposting that the Support Worker does.

Collecting this information helps us to improve our services.

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.

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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