

## Hear to Help and Hospice UK Calls

### Safeguarding and Data Statement

#### When you contact Just'B'

When you contact Just'B' Hear to Help or the Hospice UK Service by phone, email or text message, you will need to provide your name and contact details to action a call back. These details can be accessed by our Hospice and Client Services Team and Just'B' support workers.

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

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

#### If you are 12 years old or younger

We are keen to support you but will need to have a quick chat with a parent or carer before beginning our work together. They will need to be in the room during our call.

Calls are confidential unless we are worried about you or another child, and we would speak to your parent or carer about this.

#### If you are 13-17 years old

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 you or another young person are in a dangerous situation or you are worried about your own 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 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 it may not always be possible.

## **If you are 18 or older**

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 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 you are unable to make decisions for yourself, we might need to tell someone else what you've told us in order 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.

If we determine we do need to 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 you're safe.
- If you've told us a child is in danger, we may need to get them help.
- Sometimes the only way of doing this will be to contact you and ask for more details. It may be the police who help us with this.
- We might ask Social Care to arrange to speak to you and see how they might be able to help.

If the concern met our safeguarding threshold, we would contact you using the details you provided when accessing the service.

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.

## **Your data**

Your contact details will only be used to action a call back at your request or shared when a safeguarding threshold is met.

At the end of the call, your telephone number will be deleted from the system.

If our work with you involves communicating via email, this data will be stored within GDPR and will never be shared with any third party.

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 personal information such as recording ethnicity, gender and sexuality, the nature of the call, and any signposting that the Support Worker does.

Collecting this information helps us to improve our services. If you would rather this information wasn't recorded, please inform your Telephone Support Worker.

### **Known clients to Just'B'**

The Hear to Help helpline and Hospice UK Service are operated by Just'B'. If you are currently receiving support or have been a client of one of these services, it is likely we already have identifying personal details about you, stored in line with GDPR. If during your Hear to Help or Hospice UK call we became very concerned about you and are aware you are known to Just'B', 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.

### **Limiting or withdrawing access to our services**

If we believe you are abusing our service or are abusive towards staff, we may use our system to block your calls or messages from getting through.

If we take the decision to limit your access to our systems, we will make every effort to inform you of the reason for this. We may ask you to give us a contact number so a member of our Team can call you to talk about your support needs.

### **Nuisance callers**

We define nuisance callers as those using the service inappropriately for their own gratification (including sexual) and to get a response from the call handler.

We may block known numbers who do this.

#### Document Control

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