

## Accessing Just 'B' children and young person services – information for parents and carers



### Involvement of parent/carer

Here at Just 'B' we aim to offer the best bereavement support we can for your child in a safe and caring environment that respects your family's confidentiality.

We believe that bereavement support is most effective if parents/carers are involved in the work, including being present at the assessment stage and for the reviews. Your worker may also contact on the phone between sessions to update you.

### General Data Protection Regulation – Protecting your child's information

Just 'B' is a service provided by charity North Yorkshire Hospice Care, and together we take the confidentiality and the security of yours and your child's data very seriously. Robust policies are in place to secure and support the processing, storage and retention of all personal information. Further information about how Just 'B' process and store yours and your child's personal information, please refer to our privacy notice (attached/enclosed).

We use this information to help provide a good service and to help us understand how well our services are working. Sometimes, to understand more about how our services are working, we remove information that could identify someone. This is called anonymisation. Then we can share the general information that is left with researchers like the national Childhood Bereavement Network at the National Children's Bureau (NCB) so that they can help us understand what can help across a variety of different services.

### Sharing information

Sometimes it may be appropriate to talk about your child and their involvement with Just 'B' with other professionals, such as their teacher, a GP, or a member of the CAMHS team (Child and Adolescent Mental Health Service) in order to support you and your family in the best way. We ask for your consent to do this. The majority of the time you would always know if we had contacted another professional involved, and will always try to keep you informed of contact and any outcomes from this.

### Safeguarding

Just 'B' follows the organisation's safeguarding policy for children and young people. This means that Just 'B' has a duty of care to all clients that access the service.

Like all agencies that work with children and young people, if you or your child discloses something that causes your worker concern, or if your child is deemed to be at risk, we may need to break confidentiality and follow our safeguarding procedures. We will always strive to be supportive and informative in the event of this occurring.

### Other

Unfortunately you cannot leave another sibling or child in the waiting area or leave the child alone in the waiting area at Just 'B'. Please make alternative arrangements for any siblings to ensure your child is not left unattended in the waiting area.

Please feel free to contact the team if you would like any further information.