

**PE1596/EE**

Petitioner submission of 13 December 2019

The petitioner has provided a blank copy of the support agreement that survivors are required to fill in should they wish to receive support from Future Pathways.

The petitioner has offered comments on the information requested in the support agreement. These comments have been added, in bold and highlighted in yellow.



**FUTURE PATHWAYS**

Scotland's In Care Survivor  
Support Fund

# Support agreement

This agreement confirms that you wish to receive support from Future Pathways. Future Pathways supports anyone who experienced abuse or neglect as a child (up to age of 18) whilst living in care in Scotland. 'In care' means whilst living in residential care, foster care, boarding school (state, private or independent), during a long-term hospital admission or a stay at Young Offender's Institutions.

## What you can expect from us

The staff team will work to the values and principles of Future Pathways. This means that:

- We will listen to you, respect your opinions and always work with you as an individual with unique needs. **How regularly?**
- We will review your support with you regularly to make sure it is making a positive difference for you.
- We will strive to meet you in a place of your choosing but we can't always guarantee that this will be possible.
- We will be honest, supportive and welcoming.
- We will strive to provide an environment where you feel valued, safe and believed.
- We will not make promises we cannot keep.
- We will keep in regular contact with you for as long as you need it.

## What we would like from you

- To attend appointments we have agreed upon or to let us know if you are unable to
- Please sign this form to confirm that we can securely hold your personal information in an electronic database\*, including sensitive information that you choose to tell us (for example, information about your health is considered sensitive). **Where does the Information go, and who will see it?**
- Let us know how Future Pathways is working for you and how it can be improved.
- Let us know of any changes in your personal circumstances.
- Be open to exploring new opportunities for support.

## Keeping in touch

We will contact you regularly to review your support in order to make sure that it is meeting your needs and desired outcomes - and to explore alternatives if it is not. You can tell us at any time if you want to take a break from Future Pathways - you will remain registered with us and can contact us again when you feel the time is right for you. You can also tell us at any time if you want to leave Future Pathways permanently: we will de-register you and store your records securely, and you can re-register with us at a later date should you wish. **Where will the records be stored?**

Future Pathways complies with UK data protection legislation, and according to this you can ask to see the information we hold about you and, if necessary, correct any errors. You should contact any member of the Future Pathways team if you wish to do this. **Does this mean any of the team can see the personal information (administration staff etc).**

## Your consent to support

Please tick this box to confirm you understand the information overleaf and are satisfied with these arrangements.  **"You understand," What if survivor(s) understand but don't accept?**

Your name	
Signature	
Date	
Carista* ID for your reference	<b>Who monitors this database?</b>

\*Carista is the computer database in which we securely store information you share with us.

## Your emergency contact

Emergency contact name	
Phone number(s)	
Can we contact this person in the event of an emergency? <input type="checkbox"/> Yes <input type="checkbox"/> No	

## Future Pathways contact info

Future pathways contact	
Signature	
Email Address	
Phone number	
Date	

# Data Protection & Confidentiality Agreement

## Your information and Future Pathways

Future Pathways is an alliance made up of Health in Mind, the Mental Health Foundation, NHS Greater Glasgow and Clyde, Penumbra and the Scottish Government. **Collectively we operate as Future Pathways.**

Future Pathways stores information securely to help us understand your needs and arrange services for you. This includes personal data such as the name you use and your contact details. Future Pathways complies fully with all UK data protection legislation (including GDPR and the Data Protection Act 2018). More information about your rights under this legislation can be found here: <https://ico.org.uk/>

**Future Pathways can only share your information if you give us permission to do so.** To arrange support we will ask for your permission to share your contact details and other personal information with a support provider (e.g. a Counselling service). Even within Future Pathways your information will only be shared within the team on a 'need to know' basis. We will not share your information without your permission unless a person (including yourself) is believed to be at risk of harm – and we will discuss this with you first, where possible. We will ask you for your consent to share information when you first register with Future Pathways and at six monthly intervals thereafter.

Many of our staff receive clinical supervision to help them perform as well as they can in their job. During clinical supervision a staff member may discuss the work that they do with you. This discussion remains confidential and the supervisor is bound by the same UK confidentiality legislation.

We will not hold your data for longer than is required. We will archive it when you ask us to (we cannot delete it completely because of legislation that requires us to keep certain information for 20 years). We will correct any errors promptly and make any changes you request (e.g. if your mobile number changes). We will keep the data securely and treat it as confidential unless you instruct us otherwise.

### Who are IROC?

We will record your name and contact details, IROC outcomes and reviews. We will also gather and analyse anonymised service delivery information (for example, "how many people and what kind of support received?") to ensure we meet our own quality standards and meet our funding obligations to the Scottish Government.

"Other personal information." If survivors do not consent to providing, other personal information, will there be a reduction in services they can receive, or no services provided?

"shared within the team" Who are they, what are their names?

Please confirm your permission for us to store your information:

- Please tick this box to give **permission** for Future Pathways to collect and securely store personal information; including sensitive information that you provide, which is necessary for coordinating the services you may wish to access (No service can be provided without this box ticked).
- Please tick this box to give **permission** for the Future Pathways to keep you up to date about the service.

How do you want us to keep in touch with you (please tick all that apply)?

- Phone
- Email
- Mail
- All methods (phone and email and mail)

## Your details

Name and preferred name	<b>This should be optional (a choice to give one or the other)</b>
Address	<b>This should be optional (a choice to give one or the other)</b>
Postcode	<b>This should be optional (a choice to give one or the other)</b>
Phone number(s)	
Email address	
Signature	
Date	

We will store this completed form securely, along with your records, in keeping with this data protection and confidentiality agreement.

Please confirm your permission for us to store your information:

**Questions:**

**If this Support Agreement document was a collaboration between staff at Future Pathways, Survivors and others, did the Survivors agree that, “No service can be provided without this box ticked?” I do not wish to know the identity of the survivors.**

**Are Future pathways giving survivors an ultimatum?**

**Is this fair to survivors who want to keep some of their personal information to themselves? And then to be denied services if they do not consent?**

**Are FP aware that they are denying survivors a choice on what they choose to disclose?**