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**Consent to Receive a Service & for Information to be Recorded & Shared**

1. **What we will record about you**

We may keep paper files or electronic files on our computer system. These may include; photographs, videos and other personal information. All our records will be factual but may sometimes contain a workers opinion. Any contact we have with you, or with someone else about you, will be recorded including; phone calls, text messages and letters sent/ received. Notes and minutes from meetings, will also be saved onto the file.

1. **The reasons we record the information about you**

A record is held about you so we can:

* Decide how we can best help you
* Show the people that fund us, how we have helped you.
* To evidence how much progress you have made and in which areas
* Identify which bits to focus on (where you need more support).

We also record any compliments and complaints in order to quality assure and improve our services.

1. **If you want to see your record**

If you would like to see your record you can speak to a member of staff and they will contact a manager and ask for your records for you.

1. **Who will have access to your information and who may it be shared with**

The JAMES staff team have access to records. Staff will sometimes share relevant information from your record with their managers and occasionally with funders and inspectors. Our Families data is secured and only keyworkers and their managers have access to this information. All computer files can only be accessed with a password and all paper files are locked in a cabinet. Staff who carry files are provided with a lockable box to ensure your paperwork is kept as securely as possible and only leaves the office when necessary.

1. **What will happen to your record when we no longer work with you**

After we finish working with you we still have to keep the records for as long as is stated in our ‘Record Retention Policy’ (usually about 10 years) and will do so in our locked archive. Sometimes our funders are classed as ‘data controllers’ and in cases such as this paperwork needs to be returned to the data controller and they will keep it safe and secure and only for as long as they need to.

1. **Publicity**

At some activities, workers may ask to take photos or videos to showcase the sessions. These are really helpful to evidence the progress you are making as we and our funders know; a picture paints a thousand words! Please speak to your worker or the manager of the service if you do not want pictures/ video taken.

1. **Confidentiality**

The information recorded about you will not be shared with anyone, apart from people like those listed above, without your consent, unless this is considered by JAMES to be needed to protect yourself or others, to stop, or help the police with a crime, or because we have to by law, for example due to a Court Order.

**If I have any questions about the information recorded about me I understand that I can discuss this with my worker or the manager of the service.**

**I agree to JAMESrecording and sharing information about me, as explained above.**

**Name of person receiving the service:**

**Date of birth:**

**Signature:**

**Signature of worker:**

**Date:**