



Transition Service Agreement

This agreement is to make sure you are clear as to what to expect from accessing the Re:Start Service. However, if you have any questions or concerns then please speak to your worker to enable us to support you.

What is the Re:Start Service?

The Re:Start service supports young people who have had a history of mental health difficulties in childhood transition into adulthood. This includes the move into adult mental health services (AMHS) or navigating other county support services. We also support and advocate for young people on any issues they have alongside their mental health for example with housing, debt management or benefits, work and education etc in order to enable them to thrive.

Who is the Re:Start Service for?

The service is for young people aged between 16 and 25 years old that have been involved with CAMHS (whether they engaged or not) and require support moving into adult support services. If you have already made that move into adulthood but require support navigating the different services available to you, we can also support you.

How will I receive support?

Once a referral is received, you will be asked in for an assessment to get to know you and discuss the specific support you require. Following the assessment, you will be allocated a Support worker who will contact you and arrange your first meeting, which is when you and the support worker can decide how you will communicate, how often you will meet, what areas of your life you would like support with and what that support might look like.

How confidential is the service?

We understand the importance of confidentiality, therefore conversations with your support worker will remain confidential and stay between yourself and the worker, the exception to this is if we need to share your personal details in order to organise support you require or in order to keep you or those around you safe including:

- Our support worker might discuss your situation within the Re:Start team and to other organisations to ensure you can receive the right help and support. They will only share information that is relevant to receiving the support. You will be asked for written consent in order for us to do this.
- If you give us information to believe that either you or someone around you is in danger or at significant risk of harm we have to ensure that everyone is safe. This may mean contacting other agencies to ensure this happens.
- If we are obliged by law to report information given such as involved in incidents of money laundering, drug trafficking or terrorism or ordered by court of law to disclose information about us.
- Your support worker may have supervision which helps them think about the work they do with you and to ensure they are working ethically and safely, which does not involve identifying you.

Where possible, you will be made aware of any concerns your worker has and any plan of action to deal with the situation.

Note taking.

Notes for any service accessed within the agency are kept on the same database system. Should you access multiple Lowdown services these notes may be visible to a Lowdown worker; however, staff are ethically and legally obliged only to access notes where there is a relevant and appropriate reason to do so including, but not limited to: appointment booking, recording support and for safeguarding purposes. Staff's access to notes is recorded via an

internal audit log that is routinely monitored; they are also bound by organizational confidentiality policies. Should you wish for your notes to be kept separate please email aislingkellygee@thelowdownnorthampton.co.uk

How long can I access the service for?

Accessing the Transitions Service is completely voluntary, and you can leave the service at any time. We will continue to offer support as long as you are engaged and actively working with the service and your mental health difficulties remain at a level that means our support is required.

Ideally you will reach a point where you feel you no longer require support as reviewed with your worker. If you leave the service at this point you will be able to re-enter the service should you feel you need support again in the future.

What you should expect from us.

- Your support worker will be open and honest about how they are able to support you, without giving false promises and to do what they say they are going to do.
- You should expect your support worker to arrive to your appointments on time and to let you know in good time if, in exceptional circumstances, they need to cancel the appointment. They will try to let you know with as much notice as possible and contact you on your agreed ways.
- Your worker will respond to you when they are working. If you need support at any other time please contact the office or use crisis services.
- You should expect your support worker to actively listen to you about how you would like to be supported.
- If your support worker sees you outside of your sessions they will not acknowledge you unless you acknowledge them to ensure your confidentiality.

What we expect from you.

- We expect you to be open and honest about your situation and how you are feeling so we can understand the support you would like from us.
- To keep to your appointments, please be on time and if you can't make an appointment contact your support workers soon as possible. This is best done by phone call or text / WhatsApp. Your support worker will then contact you to arrange an alternative meeting.
- We will not work with you if you are under the influence of drugs or alcohol and will not tolerate violent or aggressive behaviour.

What if there is something about the service I am not happy with?

If you are not happy with the service you receive, please try and speak to your support worker in the first instance. Following this if you feel unable to speak to your worker directly then please contact the service lead at aislingkellygee@thelowdownnorthampton.co.uk or 07398 838034.

If you are not happy with their response, please refer to the REACH collaborative complaints procedure or email Sharonwomersley@thelowdownnorthampton.co.uk.

We also understand there may be occasions you wish to get in touch to let us know about positive experience you may have had or to contact the Transition service or leave message for staff members you can contact us on restart@youthworksnorthamptonshire.org.uk or aislingkellygee@thelowdownnorthampton.co.uk

How is my data stored?

Data is stored securely and used ethically in line with General Data Protection Regulation guidelines and the Data Protection Act 2018. It is not shared outside of the agency without your consent, except as stated above. You can ask for a free hard/electronic copy of your personal information. You can ask for an amendment if anything is incorrect (see website for full policy). Service-user statistics may be required for reporting and funding purposes. Brief sessional records are securely stored, encrypted and archived on a cloud database. These are kept until: 8 years after your last session date or your 26th birthday –whichever is later. Where an issue has been logged as a safeguarding concern (whether internally or escalated and reported externally) the record will be securely retained for 40 years (or the agency's operational lifetime, if shorter). Clients may give written permission for destruction of these records either: 8 years after their last session date or their 26th birthday - whichever is later.