

PARTICIPANT AGREEMENT

The Coalfields Regeneration Trust's CRT Together service aims to improve the health and wellbeing of people living with cancer in local communities by formalising care plans using information gained from the completion of Holistic Needs Assessments (HNA). The service is non-clinical and completely free. We offer a combined approach which ensures participants are supported fully to break down barriers and overcome personal struggles. Our support is participant led and focuses on issues arising from completion of the eHNA.

OUR OFFER

CRT Together is an impartial and accessible support service, open from 9 am to 5 pm (Monday – Friday), which is focused on your needs. Our offer includes one to one support. We will support you to complete the eHNA and to form a care plan of essential needs.

We may direct you to specialist advice or services when discussing financial issues, benefits, health, wellbeing or welfare services. We will not pass your contact details on without your consent.

We offer:

- A friendly and welcoming service which reflects your present and future needs, and will encourage and support you by enabling you to access support and use information.
- Openness and transparency. *We will discuss with you how we propose to work within your boundaries.*
- Support to make informed decisions.
- Professional and skilled staff. *Staff supporting you will have the relevant skills and knowledge to provide appropriate advice and guidance.*
- Relevant information to be clearly publicised.
- A service that reflects diverse needs.

Please note we are not a crisis service and are unable to respond outside of our working hours. Please find attached a crisis support page for immediate assistance.

As a valued participant we hope to see you:

- be prompt for each appointment and notify us if you are unable to attend
- be polite and treat everyone with respect and courtesy
- take responsibility for your own behaviour
- talk to a member of staff about anything that worries or concerns you
- feedback on support received from us and other support agencies

The programme is not mandatory for participants and you can choose to leave at any time. The support provided is also not time bound, participants are not restricted to a set time on the programme.

EQUALITY, INCLUSION AND DIVERSITY

We aim to provide a service which recognises the diversity of its participants and ensures equality of opportunity is embedded in our offer.

GRIEVANCE PROCEDURE

If you are unhappy with any aspect of the service, please discuss this with your Link Worker. If you wish to discuss the matter in private with someone else at CRT then please ask to speak to the Development Manager – CRT Together (sian.salkeld@coalfields-regen.org.uk). All complaints and grievances received will be handled in accordance with our Complaints Procedure. A copy of this procedure can be requested at any time.

RESPECTING OUR COLLEAGUES AND VOLUNTEERS

We understand that being affected by cancer can sometimes mean being angry, frustrated, or scared. You have the right to express these feelings however; our colleagues and volunteers also have the right to carry out their role without being treated badly. We have a duty of care towards our staff and volunteers. We won't accept aggressive behaviour while helping you, for example:

- Shouting and/or swearing at staff and volunteers or being abusive towards them
- Any form of discrimination, for example, racism, sexism, or homophobia
- Sexual harassment
- Threatening violence.

If there are any incidents staff will follow the code of behaviour which we will share with you at that point and discuss the next steps with you.

If you turn up under the influence of alcohol or illegal substances you will be turned away from the appointment/activity.

DATA PROTECTION / CONFIDENTIALITY

We comply with data protection legislation. All information and paperwork is handled and securely stored in accordance with legislation. It is maintained confidentially and is not disclosed to any third party unless authorised by you or referenced on the registration form. We can provide you with copies of all paperwork, associated with your registration/referral, upon written request.

Information supplied on this agreement is required to sign you up to the service. Further information can be found on your registration/referral form (available on request) and in our Privacy Policy, available on our website (www.coalfields-regen.org.uk).

DISCLOSURE

Your personal and others' wellbeing is paramount to the service. By signing this agreement you agree that should you disclose information or safeguarding concerns that raise the possibility of harm to you/others, we are entitled to bring this information to the attention of appropriate agencies. We have a legal obligation for confidentiality however privacy may be justifiably invaded to prevent crime and disorder, to protect health and to protect the freedoms of others.

By signing this agreement you:

- agree to the information detailed in this agreement;
- confirm the information and consent (if applicable) provided on your registration/referral form is correct (you can remove consent by emailing gdpr@coalfields-regen.org.uk);
- confirm you understand that if you turn up under the influence of illegal drugs/substances or alcohol you will be turned away from the appointment/activity; and
- acknowledge you can leave the service at any time by informing your Link Worker.

Participant Name:

Signature:

Date:

CRISIS SHEET/SUPPORT SERVICES

CRT Together operates during the hours of 9am- 5pm, Monday – Friday.

- Where someone is seriously ill or injured and their life is at risk, call **999**.
- NHS 111 can help if you need urgent medical help or you're not sure what to do

Please see below a table of support organisations - should you find yourself needing crisis support.

Organisation	Support offered	Contact details
Samaritans	Free emotional support, 24/7 to anyone in distress, despair or emotional crisis or having thoughts of suicide. Call backs to anyone you're worried about.	<ul style="list-style-type: none"> - Free call: 116 123 - Welsh Language: 0808 164 0123 (open 7pm-11pm) - Email: jo@samaritans.org - Website: www.samaritans.org
Papyrus (Prevention of young suicide)	Confidential suicide prevention advice for under 35s. 9am-midnight every day.	<ul style="list-style-type: none"> - Free call: 0800 068 4141 - Text: 07860 039967 - SMS: 07786 209 697 - Email: pat@papyrus-uk.org
CALM (Campaign Against Living Miserably)	A helpline offering emotional support for anyone in crisis. HOPELINE247 is a free and confidential call, text and email service, which is available 24 hours a day, every day of the year (weekends and bank holidays included),	<ul style="list-style-type: none"> - Free call: 0800 585 858 Mon-Fri 1pm-11pm - Webchat: 5pm-midnight www.thecalmzone.net
The C.A.L.L. Helpline	A dedicated mental health helpline for Wales, providing confidential listening and emotional support. 24/7.	<ul style="list-style-type: none"> - Free call: 0800 132 737 - Text 'help' to 81066. - Website: https://www.callhelpline.org.uk/
Mental Health Innovations	Mental health support by text Free, confidential, 24/7 text messaging for mental health support. Does not appear on your phone bill. <i>This is not an NHS service.</i>	Text "SHOUT" to 85258 for free, from all major UK mobile networks. You'll then be connected to a volunteer for an anonymous conversation by text message.
<u>SANEline</u>	Out-of-hours telephone helpline offering practical information, crisis care and emotional support to anybody over 16 years old affected by mental health problems.	<ul style="list-style-type: none"> - Call: 0300 304 7000 - Website: www.sane.org.uk
MEIC	Helpline service for children and young people up to the age of 25 in Wales. Meic is confidential, anonymous, free, and just for you. It's open 8am to midnight, 7 days a week.	<ul style="list-style-type: none"> - Free call: 080880 23456 - Text: 84001 - Website: https://www.meiccymru.org/
The Silver Line (run by Age UK)	Confidential helpline for people aged 55+ experiencing feelings of isolation, worry or loneliness. Friendship, conversation and support is provided 24 hours a day, 7 days a week.	<ul style="list-style-type: none"> - Free call: 0800 4 70 80 90 - Website: https://www.thesilverline.org.uk/
Macmillan	Confidential support to people living with cancer and their loved ones. If you are worried about money, work or treatment. Open 7 days a week 8am to 8pm.	<ul style="list-style-type: none"> - Free call: 0808 239 9397 - Website: https://www.macmillan.org.uk - Webchat via the website: www.macmillan.org.uk
Help Me Quit (NHS Wales)	Information on all NHS stop smoking services in Wales.	<ul style="list-style-type: none"> - Website: https://www.helpmequit.wales/service-in-your-area/

Organisation	Support offered	Contact details
We are with You	Help and support for alcohol, drugs and mental health. Also for those who may be worried about someone.	- Webchat via the website: www.wearewithyou.org.uk
Dan 24/7	Free Bilingual Drug and Alcohol Helpline.	- Free call: 0808 808 2234 - Text DAN to 81066 - Website https://dan247.org.uk/
FRANK	24/7 information and advice about drugs and information on local services. The service can take calls via a three-way call with a translator.	- Call: 0300 123 6600 - Text: 82111 - Email: frank@talktofrank.com - Website: https://www.talktofrank.com/
Drinkline	Free national alcohol helpline providing confidential counselling, support, advice and information. Available on weekdays from 9am – 8pm and on weekends from 11am – 4pm.	- Call: 0300 123 1110
Beat (Eating Disorders) <i>UK charity</i>	Support for people with eating disorders and their families. Helplines are open 365 days a year from 12pm – 8pm on weekdays and 4pm – 8pm on weekends and bank holidays.	- Call: 0808 801 0677 (adult-line) - Email: help@beateatingdisorders.org.uk (adults) - Website: https://www.beateatingdisorders.org.uk/
No Panic	Support for people who experience panic attacks & obsessive-compulsive disorder.	- 24hr crisis line: 01952 680835 - Website: https://nopanic.org.uk/support-services/
Citizens Advice Bureau	National Advice Line Consumer Advice Webchat	- Free call: 0800 144 88 48 - Call: 0808 223 1133 - https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/contact-us/
National Debt Line	Free, impartial, expert debt advice.	- Free Call: 0808 808 4000 - Website: https://nationaldebtline.org/

Apps for Phones

SelfHelp App	Samaritan's App with useful resources. Accessed via their website - https://selfhelp.samaritans.org/
Hub of Hope	Finds services, local to you using geolocation technology, to help with mental ill health. Available on Google Play or App store – links on their website https://hubofhope.co.uk
Stay Alive	Pocket suicide prevention resource with useful information to help you stay safe. Available on Google Play or App store – links on their website https://www.stayalive.app/
Mood Tools	Useful tools in an App; Thought diary, activities, safety plan, videos, test and information. Available on Google Play or App store – links on their website https://moodtools.org/
CalmHalm	Providing useful tasks that help you to resist or manage the urge to self-harm. Also useful for anyone having negative and suicidal thoughts or mental ill health. Available on Google Play or App store – links on their website https://calmharm.stem4.org.uk/
distrACT	Aims to increase knowledge about self-harm and give practical advice and ideas for suicide prevention and safer alternatives to self-harm. Available on Google Play or App store – links on their website https://www.expertselfcare.com/health-apps/distract/
Headspace App	Accessible mental health support. Can be purchased on their website (free trial available) - https://www.headspace.com/

CRT TOGETHER

How we handle your personal data and how you can see your personal information.

What personal data is captured throughout the CRT Together service?

Personal information is captured at different stages.

- **Enquiry/Referral (generally via website)** – name & contact details
- **Registration Form** – name, contact details, gender, ethnicity, GP practice, DOB, cancer, support needs and referral partner.
- **Participant Agreement** – name and signature.
- **Holistic Needs Assessment** – name, contact details, health data, physical/practical/family concerns, referral details and actions.
- **Publicity** – photos/videos and case studies maybe used.

Why do we ask for this information?

- Contact details are obtained to ensure staff can easily contact you to provide support.
- GP details are requested in case we need to make a referral (with your consent).
- Type of cancer & stage is requested to assist in offering you the right support and for reporting purposes.
- Support needs are required to assist us in providing/recommending the right support.
- Information collated for holistic needs assessments is required to create your personalised care plan.
- Publicity photos/videos and case studies are requested to publicise the impact we have had.

How do we use the personal information captured?

Any personal information captured is used to deliver and manage the service.

Information captured is stored on our client database (currently Joy App) & programme folder, Macmillan's holistic needs assessment tool (e-HNA) and if emailed may also be saved in Microsoft Outlook/Egress (Egress is used to securely send sensitive information).

In addition we use Legalsign to complete agreements and obtain signatures etc.

As part of the funding agreement we may contact you regarding publicity. Photos/videos & case studies created maybe shared internally, on our website/social media accounts and with the media and our partners.

Who do we share your information with?

- Personal information will not be disclosed to any third party without your consent unless for the safety/wellbeing of yourself or others.
- Where activities are delivered/funded in partnership with external organisations, we may share information with them. For a list please contact gdpr@coalfields-regen.org.uk

How long will we keep your personal information for?

Your information will be kept for at least 7 years or as the service is externally funded information will be kept as per the funder's requirements (e.g. Macmillan), whichever is longer.

Images (photos/videos) will be kept for 5 years and then destroyed but may be in publicity previously created.

Your right to access

You have the right to access information we hold about you. This information may be held in files, on computers or video recordings.

How you can get access

You can request access to your personal data by emailing gdpr@coalfields-regen.org.uk.

When you think a mistake has been made

If you realise that something, such as an address or email address, has been wrongly recorded it can easily be corrected. If you disagree with an opinion or version of events please tell us:

- what you disagree with; and
- your opinion or account of what happened.

This will be recorded and included in the records, together with the original entry.

What you cannot see

We will give you as much information as we can, however we have to protect other people's privacy. You will not be able to access personal information:

- about someone else unless they have agreed
- from another person who gave it in confidence, or where it's confidential to another person
- that might lead to a child or another person being harmed
- that may be concerned with crime, or is protected by legal professional privilege.

For further information, please see the CRT privacy policy on our website.