



SENSES Talking Hub

Information and Consent

Provider	SENSES Learning Hub - JOHN FOX
Childs name	

How we use your information

SENSES Talking Hub is a service that is part of SENSES Learning Hub Ltd. The Talking Hub offers a children's service, therefore the information set out below is for individuals or those that have parental or legal responsibility for children and young people.

Collectively we are committed to protecting your privacy. This document explains how we collect and use the personal information you and/or your child may provide us with via phone, e-mail, online, face to face, by letter or other correspondence. By using our services you agree to your and/or your child's personal information being collected and used in the manner set out below.

If you have any queries about how we use your and/or your child's information, please contact The Talking Hub on 07516878632 or info@senseslearninghub.co.uk

Who we are

SENSES Talking Hub is an extension of SENSES Learning Hub that offers private 1:1 counselling/wellbeing talking sessions for children and young people aged 11-16. For young people, navigating the world they live in is difficult and for some, they require additional opportunities for emotional support beyond parents, carers and teachers. There are numerous reasons why a young person may want to access talking therapies and the Talking Hub is experienced in understanding those complex issues.

The Talking Hub's practitioner is John Fox

(BA (Hons), MA, [ACCPH Accredited Member](#))

Statement from John!



Working with young people has been the most rewarding experience I have ever had in life to date. Every young person has their own unique strengths, challenges and story and I love being able to be a small part of their journey in life. My career and education has already provided me with a vast amount of experience and knowledge. Alongside my undergraduate degree in Physical Education and masters degree in Education, for the last 7 years I have worked primarily in secondary schools within a non-teaching pastoral and SEN capacity. More recently, I have fine tuned my knowledge on counselling practices by completing the Level 4 Counselling Children and Young People course. Find my ACCPH Accredited Member profile on the link above. The biggest learning experience I have taken away from my roles is the importance of having positive relationships with young people, if that can be achieved then the results are incredible. Positive

relationships are easier to build if the young person likes Marvel films, Manchester United or country music!

Why would your child be suitable for The Talking Hub?

- A young person's first opportunity in experiencing talking therapies/ counselling
- Bridging the gap between specialist intervention. Nationally, young people are experiencing long waiting times for specialist intervention. At The Talking Hub, we are not specialists but we feel we can give young people a space to be heard and understand their experiences.
- Relationship building with trusted adults
- A safe space to talk
- An insight into why a student struggles with learning, school and emotional regulation.
- Learning to accept and normalise emotions and build coping strategies.

How we obtain your information

We collect information in the following ways:

- **When you tell us directly**

We collect personal information about you and/or your child when you interact with us (e.g. by email, referral, phone, online or post), enquire about or access our services, interact with us online, communicate with us, visit our website or otherwise provide us with your personal information.

- **When you give it to us indirectly**

This is when your information and/or your child's personal information is given to us by third parties, for example a family member or a friend may contact us on your behalf. There may also be times when your information is passed on to us by other professionals involved in your care and/or the care of your child.

What are the types of personal information we may collect

Personal information is information that can be used to identify you and/or your child. At the point of enquiry, we may collect your and/or your child's name, date of birth, age, email address, postal address, telephone numbers and reason(s) for referral. At the point of making a referral to the

service we will collect your and/or your child's religion, ethnicity, language, how you heard about service, current or previous involvement with community mental health, and the name of the organisation/worker if applicable, suicidal concerns, other organisations involved in your and/or your child's care or support, disabilities and/or communication difficulties and emergency contact name and telephone number.

In addition, for referrals to SENSES Talking Hub we will also process and store parent(s)/carer(s) contact details, which includes addresses, telephone numbers and email addresses, the name of the child's school or education provider and information about other agencies involved in your child's care.

Data protection law recognises that certain categories of personal information are more sensitive. This is known as special categories of personal information and covers health information, racial or ethnic origin, religious beliefs or other beliefs of a similar nature, political opinion and trade union membership. We may also note down other special categories of personal data, if you choose to tell us.

We may also collect health or other sensitive information about you. We will make it clear to you when collecting this information as to what we are collecting and why.

How we use your information

We may process personal information about you and/or your child for a number of reasons such as

- To identify you and/or your child
- To make contact with professionals involved in your care, this may include but is not limited to your GP, community mental health teams, social workers, drug and alcohol services or other relevant organisations involved in your care. In addition to this, for children and young people we may contact CAMHS, family support workers and school staff
- For safeguarding procedures for children, young people and adults at risk using any information deemed necessary for the concern to be escalated
- To provide you with services, products or information that you have requested
- To provide further information about our work, services, activities or products
- To register and administer participation in events you and/or your child have registered for


- To invite you and/or your child to participate in surveys or research or share your experiences in other ways
- To look into, and respond to, feedback, complaints, legal claims or other issues
- To provide data for statistics and carry out statistical analysis and research in order to help us to understand how we are performing and how we can improve our services (including our website). Data can be taken from referral forms or validated measurement tools. Data may include but is not limited to name, gender, DOB, age, postcode, ethnicity, referral pathway, how did they hear about service, mental health involvement, other agencies involved, and reasons for referral. Where applicable, we may also collect the date of death, diagnosis, type of bereavement and relationship to client
- To monitor use, administer and keep our website safe and secure
- To improve our website by making sure that content is relevant to users
- For reporting purposes when fulfilling contractual obligations
- Where required or authorised by law, eg arising from contracts entered into between you and us or in relation to regulatory government and or law enforcement bodies

We collect this information to provide you and/or your child with support and to ensure that we discharge our contractual requirements. We collect this data and store it in the main with consent from you and/or your child to do so. However, there may be occasions where you and/or your child are unable to give consent. In these circumstances we may continue to process your and/or your child's data as a public task, because we find you have a legitimate interest or in line with other statutory obligations. The lawful grounds we use will depend on the purpose for which your information is processed and the type of data concerned.

For all Talking Hub services, children under the age of 13 years old cannot consent for their personal and sensitive information to be processed and stored. Explicit consent needs be gained from their parent(s)/carer(s). For children 13 years old and above, they are able to consent for their personal and personal sensitive information to be processed and stored. However, at The Talking Hub, our practice is that consent for referrals for all CYP up to the age of 16 years old should be gained from the parent/carers.

Who we share your information with

Only appropriately trained staff can access your and/or your child's information. It is stored on secure servers with features to prevent unauthorised access.



We may share your information to make contact with professionals or professionals involved in your and/or your child's care, this may include but is not limited to your community mental health teams, social care, drug and alcohol services or other relevant organisations involved in your care. For children and young people, we may share information with CAMHS, family support workers and school staff.

If we think there is a risk of serious harm or abuse to you, your child or someone else, or if you or your child discloses information regarding historical abuse with identifying information, we may/will contact the emergency services. We will contact the emergency services to protect the rights, property and safety of SENSES Talking Hub. There may also be instances where we are subpoenaed by a Court of Law for any information we hold about you or your child.

We also reserve the right to disclose your and/or your child's personal information if substantially all of our assets are acquired by a third party, personal information held by us may be one of the transferred assets.

When we collect your personal information we use strict procedures and security features to prevent unauthorised access. However, no data transmission over the internet is 100% secure. As a result, while we try to protect your and/or your child's personal information, The Talking Hub cannot guarantee the security of any information you transmit to us and you do so at your own risk.

How we store your information

We promise to keep your and/or your child's information safe and secure. We have appropriate and proportionate security policies and organisational and technical measures in place to help us do this.

Physical notes will be anonymised and each young person will have a reference number which is identifiable on a protected electronic database.

No transmission of your and/or child's personal information over the internet can be guaranteed to be 100% secure.

We will keep your information for as long as required to enable us to operate our services but we will not keep your and/or your child's information for any longer than is necessary. When we no longer need to retain your and/or your child's information we will ensure it is securely disposed of.

The Talking Hub retention periods are as follows:

3 years from the date of the closure session

If your and/or your child's personal information is collected as part of a service enquiry, following which you decide not to proceed with a referral, the information you provide will be deleted after a period of 7 days.

If your and/or your child's personal and personal sensitive data is collected as part of the referral process, following which you decide not to proceed with support the information you provided will be deleted after a period of 6 months.

However, please note special rules apply for certain information, e.g. safeguarding records, as these are retained for seven years for adults and until the date of their 25th birthday for children and young people.

We aim to ensure that all information we hold about you is accurate and, where necessary, kept up to date. If any of the information we hold about you is inaccurate and either you advise us or we become otherwise aware, we will ensure it is amended and updated as soon as possible.

Data we use for statistical purposes, which helps us to understand how we are performing and develop our services, will be fully anonymised, accurate and, where necessary, kept up to date. We will collect data which includes but is not limited to name, gender, DOB, age, postcode, ethnicity, NHS counselling, referral pathway, how you heard about service, mental health involvement, other agencies involved and reason for referral, This anonymised data may be used to support applications for funding or feedback to funders.

Lone working

In order to ensure that your young person and staff are protected during these times, all enhanced DBS checks have been conducted and cleared. SENSES Talking Hub also has the appropriate public liability insurance. Parents/carers are welcome to wait in the downstairs seating area for the duration of the sessions. SENSES Talking Hub sessions occur in the upstairs area where there is a large window that can be seen from all indoor areas of the premises. For the confidentiality of the young person's session, the side door will be closed.


Your rights

As part of your relationship with The Talking Hub you and/or your child have the following rights

Right to be informed

You have the right to be told how your and/or your child's personal information will be used. This notice and other policies provide you and/or your child with a clear and transparent description of how your and/or your child's personal information may be used.

Right of access



You can write to us to ask for confirmation of what information we hold on you and/or your and to request a copy of that information.

Provided we are satisfied that you and/or your child are entitled to see the information requested and we've successfully confirmed your identity, we'll give you your and/or your child's personal information (subject to any exceptions that apply).

Right of erasure

You and/or your child have the right to ask us to erase your personal information at any time when specific circumstances apply. We will always endeavour to carry out your request where it is possible for us to do so.

Right of rectification

If you believe our records of your and/or your child's personal information are inaccurate, you have the right to ask us to update those records.

You can also ask us to check the personal information that we hold about you and/or your child if you are unsure whether it is up to date.

Right to restrict processing

You have the right to ask us to restrict the processing of your and/or your child's personal information if there is disagreement about its accuracy or legitimate usage.

Right to object

You and/or your child have the right to object to processing where we are:

- processing your and/or your child's personal information on the grounds of legitimate interest
- using your and/or your child's personal information for direct marketing or
- using your and/or your child's personal information for statistical purposes
- where we rely on your and/or your child's consent to use your and/or your child's personal information, you and/or your child have the right to withdraw that consent at any time

Right to data portability

Where we are processing your and/or your child's personal information:

- Because you and/or your child gave us consent

- Because such processing is necessary for the performance of a contract to which you and/or your child are party or to take steps at your and/or your child's request prior to entering into a contract, and the processing is carried out by automated means

Rights related to automated decision-making

Where we make automated decisions (i.e. with no human involvement) in relation to your and/or your child's personal information, you have the right to ask us for human intervention or to challenge any such decision. We do not currently undertake automated decision-making.

To exercise any of these rights, please send a description of the personal information in question using the contact details below. We reserve the right to ask for: personal identification and further information. Please also note that you may only use/benefit from some of these rights in limited circumstances. For more information, we suggest you consult guidance from the Information Commissioner's Office (ICO).

How to exercise your rights

- To exercise any of these rights, please send a description of the personal information in question using the contact details in this document. We reserve the right to ask for:
 - personal identification
 - further information.
- Please note that you may only use/benefit from some of these rights in limited circumstances. For more information, we suggest that you consult guidance from the Information Commissioner's Office (ICO) or please contact us.
- You have the right to make a complaint. Please see the SENSES Learning Hub Complaints Procedure Policy at www.senseslearninghub.co.uk

Changes to the way we use your information

We keep our information notice under regular review and we will place any significant updates on this website. This privacy policy was last updated on 12th September 2024.

Payments

The parent/carer will be invoiced via email after each session. Because invoices will be regular depending on number and frequency of sessions, invoices will not be attached as a document, it will simply be outlined in the email. The reason for sending an email after each session is for

record keeping purposes. If the parent/carer would prefer, although not required, to pay for sessions in a bulk payment then please notify John Fox.

No show and cancellations

We are committed to providing the highest level of care and support during your counselling journey. To ensure fairness and respect for both your time and ours, we have established the following No-Show Policy:

1. **Missed Appointments**
If you do not attend your scheduled counselling session and have not provided advance notice as outlined in our cancellation policy, you will be required to pay the full session fee.
2. **Reason for the Policy**
 - Your session time is reserved specifically for you. A missed appointment prevents other clients from receiving support during that time.
 - Counselling is most effective when sessions are attended consistently. Regular attendance ensures that we can work together to achieve your goals.
3. **Payment Terms**
 - Payment for missed sessions is due before the next scheduled session.
 - Future appointments may not be booked until the outstanding balance is settled.
4. **Cancellations and Rescheduling**
We understand that emergencies happen. If you need to cancel or reschedule, please notify us at least 24 hours before your session to avoid the full fee charge.

By signing consent below, you agree to the terms of this No-Show Policy. Thank you for your understanding and cooperation.

Parental/carer consent

Dear Parent/Carer,

This letter is to confirm that you would like to refer your child/young person to receive support from The Talking Hub.

The Talking Hub is an emotional wellbeing support service in which young people can be supported on any issue they may be struggling with. We have an allocated support worker, John Fox.

In order to go ahead with this referral, the Talking Hub requires your written consent.

Please can I draw your attention to the leaflet you have been supplied with which relates to the new regulations with regards to information and data. Please can you ensure you have read this.

Yours sincerely

Signature:



Print Name: John Fox

Position: Counsellor and Director

Date:

Signed on behalf of the parent/carer

Signature:

Name:

Position:

Date:

Provider: SENSES Learning Hub

Unit 6, Jebb Lane, Barnsley, S75 4BS

Lead: Dawn Oughtibridge and John Fox

E-mail: info@senseslearninghub.co.uk



Web:

www.senseslearninghub.co.uk