

REACH Young People

CQC Compliance Pack

Registered Charity No: 900565 Registered Company No: 2497437



ypreferrals@edasuk.org
www.edasuk.org/yp

EDAS REACH CYP – How We Use Your Information

(Privacy Notice for Young People)

We know your personal information is important – and we want you to know how we look after it.

Who are we?

We're EDAS – a charity that supports people with things like drugs, alcohol, mental health, and learning and we provide the REACH CYP Specialist Substance Use Service.

We're responsible for looking after any personal information you give us. This might include things like your name, date of birth, contact details, or information about the support you're getting.

Where is your information stored?

- If you're getting support from EDAS REACH CYP, your information is stored safely in a secure system called HALO (used across Dorset).

All of this is done in line with data protection law to keep your information safe and private.

Who can see your information?

Only people who need to see your information will have access to it – like your support worker.

- If you're getting support, we may share some information with other trusted services in Dorset if you've said it's okay.
- Some anonymous (non-personal) data is shared with NDTMS nationally to help improve services, but this can't be traced back to you.
- We never sell your information or use it for advertising.

Why do we need your information?

We only collect what's needed to:

- Give you the right support
- Help you with learning or qualifications
- Meet legal or funding requirements

We'll always let you know why we're asking for something and whether you can choose not to give it.

Your rights – What you can ask us to do:

- **See your info** – You can ask what information we have about you.
- **Correct your info** – If something's wrong or missing, we can fix it.
- **Delete your info** – In some situations, you can ask us to delete your data.
- **Move your info** – You can ask us to send your data somewhere else.
- **Say no** – You can say no to your data being used in certain ways (like marketing).
- **Ask us to stop** – You can ask us to pause using your info while something is being checked.

Some requests can't be done straight away (for example, if you're still working with us or we're legally required to keep records), but we'll always explain why.

How can you contact us?

If you want to ask about your data or use any of your rights, you can contact:

 **Mindy** (Data Support & Data Protection Officer) – mindy.bartlett@edasuk.org
(please write “DPO” in the subject)

Not happy with how your data is handled?

If you're worried or upset about how your information is being used, please talk to us. You also have the right to make a complaint to the people who make sure data laws are followed (they're called the Information Commissioner's Office – or ICO for short).

Live Chat on our website

We use a safe chat system on our website called Click4Assistance. If you use live chat, your messages and some basic info (like your IP address) are stored securely.
<https://edasuk.org/contact/>

Will this notice change?

Sometimes we may update this privacy notice. The latest version will always be on our website. If we make big changes, we'll let you know.

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EDAS & REACH YOUNG PEOPLE

Meet Our Team



Dr Mindy Bartlett

Dr Mindy Bartlett makes sure REACH CYP service is safe and effective. Mindy has been working in addiction services for the past 30 years and is passionate about helping young people and adults improve their wellbeing. She is a proud Barry Manilow fan and loves being by the beach.



Emilio Crespi

Emilio is the Therapy Lead at EDAS. He's a qualified counsellor with a Master's Degree in the Psychology of Mental Health and Wellbeing. He cares deeply about how people feel and think, and knows how to help when things get tough. His job is to ensure that the therapy we offer is effective for the people we support.



Hayley Long

Hayley is the REACH CYP Senior Practitioner and Development Officer. You might spot her at a range of events, supporting the team, and developing exciting new groups for REACH clients to enjoy. Outside of work, Hayley is a big fan of romantic comedies, and loves swimming in the sea (whatever the weather!).



Ewelina Nowakowska

Ewelina is one of Reach CYP keyworkers. She has experience in counselling and addiction therapy of young people, adults and families. In her free time Ewelina enjoys spending time with her kids, DIY and looking after her chickens in the garden.



Jen Rowland

Jen loves supporting others and being a positive part of their journey. Outside of work, she's all about staying active; she's a CrossFit enthusiast and has to hit her 10,000 steps a day. She has a cheeky sausage dog called Rodney who keeps her on her toes.



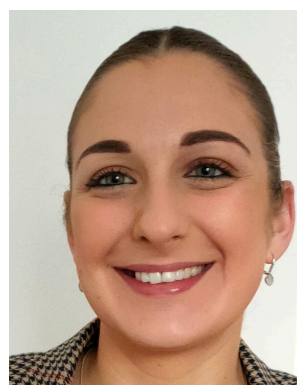
Libby Vibert

Libby supports young people through the REACH CYP service, helping them with drug and alcohol use. With a background in SEN education, she's passionate about empowering young people and helping them through life's challenges. She's also a karaoke queen.



Becky Cowie

Becky Cowie works with young people in the REACH CYP service, bringing her experience from the care sector. She's dedicated to helping young people overcome challenges and build confidence. Fun fact: her cousin appeared on Clarkson's Farm—quite the claim to fame!



Chloe Oakwood

As the Governance Officer, Chloe makes sure everything runs smoothly behind the scenes at EDAS and REACH Young People's Service, looking after all the important data, policies and keeping things organised. She's been part of the EDAS team for over 10 years and is a qualified counsellor.



REACH Young People's Service

Consent Pack for Young People

Confidential | Respectful | Supportive

What's Inside

1. Welcome Letter
 2. What You Can Expect from REACH CYP
 3. Your Rights and Responsibilities
 4. Consent to Work with REACH CYP
 5. Confidentiality and Information Sharing
 6. Parent/Carer Consent (if required)
 7. Media and Data Consent (optional)
 8. Equality and Inclusion Commitment
 9. Emergency Contact Information
 10. Feedback and Complaints
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1. Welcome Letter

Welcome to **REACH Young People's Service**. We're really glad you're here.

We know that talking about things like drugs, alcohol, or your mental wellbeing might not be easy — but you're not alone. REACH CYP is here to help you feel supported, heard, and respected every step of the way.

This pack explains what you can expect from us, your rights, and how we'll work together. You're in control of your journey, and we'll support you in a way that works for you.

Thank you for taking the first step.

Warm wishes,

The REACH YP Team

☎ 0800 0434656 (Option1)

✉ hello@edasuk.org

🌐 www.edasuk.org

2. What You Can Expect from REACH CYP

💡 At REACH CYP, we'll work with you to understand your goals and needs. You can expect:

- A named worker who supports you 1:1
- Friendly, private sessions (online, in person, or wherever you feel safe)
- Honest information about drugs, alcohol, and mental wellbeing
- Help to reduce harm or make positive changes
- Respect for your choices and identity
- A safe space with no judgment

3. Your Rights and Responsibilities

✅ Your Rights:

- To be treated with respect, dignity, and kindness
- To be heard and involved in all decisions
- To ask questions or stop at any time
- To have your privacy respected
- To feel safe

✅ Your Responsibilities:

- Be respectful to staff and others
- Let us know if you can't attend
- Try your best to engage honestly
- Speak up if something doesn't feel right

4. Consent to Work with REACH CYP

Name:

Date of birth:

Preferred Pronouns (if any):

I understand what REACH CYP offers and agree to take part in support, which may include:

- 1:1 sessions to talk about drug/alcohol use, mental health or other worries
- Harm reduction and wellbeing support and Support to work towards my goals
- Referrals to other services (with my agreement)

☐

I understand I can stop or pause support at any time

☐

I know I can ask questions at any point

Signed (Young Person):

Date (DD/MM/YYYY):

5. Confidentiality & Information Sharing

What we talk about stays private — unless:

- We are worried about your **safety**, or someone else's
- We are **legally required** to share information
- We need to talk to other professionals to support you (we'll always try to talk to you first)
- We upload anonymous data to the National Drug Treatment Monitoring System (NDTMS) every month to help improve services and monitor national trends.

- ☐ I understand how confidentiality works
- ☐ know when REACH CYP may need to share information
- ☐ I know I can talk to staff about this at any time

6. Parent/Carer Consent (if required)

To be completed by a parent or carer (if the young person is under the age of legal consent or service policy requires it):

I give permission for _____ to access REACH support services.

Parent/Carer Name:

Relationship to Young Person:

Signature:

Date:

- ☐ I would like to be kept informed (where appropriate and agreed)
- ☐ I understand the support is confidential between REACH CYP and the young person

7. Media and Data Consent (Optional)

We sometimes use stories, quotes, or anonymised data to improve our service or promote awareness (e.g. in reports or posters). This is always optional.

Please tick anything you're happy to agree to:

- ☐ I agree to anonymised data being used for service reporting
- ☐ I agree for my feedback or story to be used anonymously
- ☐ I agree for my photo to be used (only with separate permission)
- ☐ I do not give permission for media/data use at this time

8. Equality and Inclusion

REACH is committed to treating everyone fairly and without discrimination, regardless of age, gender identity, sexuality, ethnicity, disability, religion, or background.

If you ever feel we've got this wrong, please let us know.

9. Emergency Contact Details

In case of serious concerns about your safety, we may need to contact someone you trust.

Emergency Contact Name:

Relationship to You:

Phone Number:

10. Feedback and Complaints

We always want to improve.

If you have feedback — good or bad — talk to your REACH worker or contact our team:



Ask to see our full Complaints Policy if needed.

EDAS REACH CYP Service - Feedback form

Tell Us What You Think!

We want to make REACH the best it can be – and your voice matters. Please take a few minutes to tell us about your experience. Your answers are confidential and will help us improve the service for you and others.

 **About You** *(You don't have to give your name unless you want to)*

• **How old are you?**

- ☐ Under 13 ☐ 13–15 ☐ 16–17 ☐ 18–25

• **What gender do you identify with?**

- ☐ Male ☐ Female ☐ Non-binary ☐ Prefer not to say
☐ Other: _____

 Your Experience with REACH

1. How did you first hear about REACH?

- ☐ School or college
☐ A friend
☐ A professional (like a teacher or social worker)
☐ Online
☐ Other: _____

2. Has REACH made a difference for you?

- ☐ Yes, a big difference ☐ Yes, a little
☐ Not sure yet ☐ Not really ☐ No

3. Do you feel safe and respected when you meet with REACH workers?

- ☐ Always ☐ Most of the time ☐ Sometimes ☐ Never

4. Do you feel listened to and involved in decisions about your support?

- ☐ Yes ☐ A bit ☐ Not really ☐ Not at all

5. What kinds of support have helped you most?

(Tick all that apply)

- ☐ 1:1 sessions
☐ Group work
☐ Harm reduction advice (e.g. staying safer)
☐ Family support
☐ Mental health support
☐ Something else: _____

6. What could we do better?

(Write as much or as little as you like)

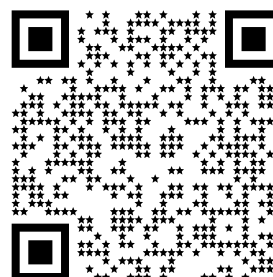
7. Anything else you want to share with us?

(A message, idea, or suggestion?)



Scan to Fill in Online

Want to do this on your phone or tablet?
Just scan the QR code!



**Please complete this form and return to your REACH CYP Keyworker
or email to hello@edasuk.org**

YOUR RIGHTS at REACH Young People's Service



Confidentiality - Your Right to Privacy

- **What this means:** When you talk to us, most of what you share is private.
- **Who sees your information:** Only the REACH team members involved in supporting you.
- **When we might share:** If we believe you or someone else is at serious risk of harm, we may need to share information with other professionals (like social services or health workers) to keep you safe.
- **You'll know first:** Wherever possible; we'll talk to you before sharing anything.



Consent - Your Choices

- You can usually decide for yourself whether to get help from REACH if you're able to understand what's involved.
- We'll always explain things clearly so you can make your own informed choices
- You can:
 - Agree to or refuse support
 - Ask to attend appointments alone, with a trusted friend, or with a chaperone
 - Choose who you'd like us to talk to about your support
- Parents or carers may sometimes be involved, but your privacy will still be respected.
- We'll explain at what age you can see your own digital health records and when parents can no longer access them.



Who Can You Talk To?

If you ever feel unsure or want extra support, you can also talk to:

- Your school nurse
- A teacher or trusted adult
- Other helplines or services we can signpost you to