

# Consent forms

In order to access our services we must hold a completed consent form for each service user. This will ask for consent for photos, offsite activity and data storing so please take the time to read this. Over 13's are able to consent to accessing our services and holding their data on their own (which does not cover trips or pictures). If we do not receive a signed consent form we may have to refuse access to our services.

## What do we do?

We have lots of information available on our website, you can find our annual reports, our strategic plan, staff profiles, our individual projects and lots more by visiting [youthcommission.gg](http://youthcommission.gg).

**For more information please  
get in touch**

### Did you know?

You can sign up for our newsletter or join our mailing list for playscheme by emailing [info@youthcommission.gg](mailto:info@youthcommission.gg)



## Child and Parent Handbook

Information for children, young people and families accessing our services



01481 226099



[info@youthcommission.gg](mailto:info@youthcommission.gg)



[www.youthcommission.gg](http://www.youthcommission.gg)



[youthcommgysald](https://www.facebook.com/youthcommgysald)

We are delighted to welcome you and your child to the Youth Commission. We are sure they will have a positive experience accessing our wide range of services or projects for children and young people across the Bailiwick. When you choose to access our services there are some things it would be good for you to know straight away.

## **BEHAVIOUR**

Our provisions are safe & inclusive spaces for young people. Anyone who displays behaviours that cause a risk to staff, other young people, our property or display discriminative behaviours such as racism, homophobia in our projects will be asked to leave and engage in education before returning. We will inform you if this happens.

## **INJURIES**

If you or your child are injured during their time with us: our first aid trained staff will assess any injuries and act accordingly. We will always inform you of any injuries and if first aid was administered. In an emergency, we will call an ambulance if required and contact the emergency details you have provided us with. The Youth Commission will not meet the cost of any medical care needed as a result of injury at our provisions unless it is as a direct result of our negligence.

## **GDPR**

The General Data Protection Regulation (GDPR) legislation is aimed at the protection of data. It applies when data is being processed by any organisation. It covers information that can be used to identify you. In Guernsey, the Law (The Data Protection (Bailiwick of Guernsey) Law, 2017) details legal rights and responsibilities and specifically aims to strengthen individuals' rights. Under the legislation, you have various rights, including, but not limited to: a right to information for personal data collected from data subject, the right of access, a right to erasure and a right to data portability. We requires parental consent to process any data relating to children ages 13 and under. You can view our privacy notice on our website for more information on how we hold/process your data.

# **SAFEGUARDING**

You are trusting us with your, or your child's safety. Here is what we will do if we feel your child is at risk and needs safeguarding:

- If they tell us something which makes us concerned, then we will speak with them about who we need to pass this information onto and why.
- The worker will speak to their manager about who needs to be told and what support can be offered
- In most cases, any concerns for a child's safety will then be passed onto the parent/carer or their next of kin.
- We will offer support and guidance around next steps which need to be taken to keep your child safe.

## **COMPLIMENTS, COMMENTS & COMPLAINTS**

We hope that you will find our service exceeds your expectations. We would love to hear if this happens, but we would also love to hear any other comments you have about our service. We hope that you never need to make a complaint, but if you do, it is really important to us that you tell us.

Simply call 226099 or email us and speak to a member of the team. Your complaint will be investigated by a member of our Leadership Team and we will meet with you within 5 days.