



CHISVA Service Agreement- Parents/Guardian/carer

We understand that you are acting on behalf of _____ who is under the age of 13. The information on the agreement is about them and so we use the word 'you' as if we were referring to them.

This agreement sets out what you can expect from your CHISVA and how we can work together to ensure you receive the best support through this challenging time.

- The CHISVA will make an assessment of your needs and any risk that you feel you are facing and will work with you and those **adults** looking after you to develop a support plan to address needs and risks.
- The CHISVA will explain the Criminal Justice Process (CPS) and support you in making contact with relevant agencies, including the police and Crown Prosecution Service (CPS), should you chose to disclose the incident/s to them.
- The CHISVA will also support you to access any health provisions required.
- The CHISVA will work with you to ensure appropriate referrals are made to other agencies where required, for example housing, education or counselling services.
- Your CHISVA may attend meetings with you/for you and with **parents/guardians/carers** such as at school or with social care where other adults including will ask how you are and look to see if there are any other support you may need. Your CHISVA will share information about you to make sure that your voice is heard when adults are making decisions in how best to support you and make sure that you are safe.

There are limitations to what support we can offer and it is important that we are clear about these:

- The CHISVA service is NOT an emergency service. Core hours are 8am till 5:00pm Monday to Friday. If you are concerned about your own, or someone else's safety or wellbeing contact the police by dialling 999 for emergencies and 101 in a non-emergency.
- The service is not a befriending, counselling, or therapy service; though we will help you access these services if needed.

- We cannot discuss details of the incident/s if the case is still under police investigation. This is to ensure that the evidence remains uncompromised.

Confidentiality and safeguarding

Although our meetings are confidential, there may be times when it is necessary to breach confidentiality in order to protect your own or someone else's safety.

If you tell an CHISVA something that indicates there is a risk or threat to your safety or wellbeing, or to anyone else's, then we have a responsibility to report that information to the Police, emergency services, and/or local safeguarding authorities. However, before doing this we would try to discuss with you, **your parent, carer or guardian**.

There may also be times when information is disclosed by you or that you have recently remembered that is relevant to the police investigation or court proceedings and that may influence the criminal justice outcomes. In these circumstances, we will encourage you to share this information with the police or CPS. However, we are obliged by law to pass this information to the police or CPS if you do not. For further information visit DRASACS site [Safeguarding and confidentially](#)

Meetings/Visits

Your CHISVA will discuss how contact will work best for you including where to meet including time and venue. Core service hours 8am until 5pm are **flexible** to meet individual needs. If a meeting has to be rearranged your CHISVA will let you know as soon as possible, and request that you will do the same if you are unable to meet or no longer require support. Should you decide to end support we may ask you the reason for this so that as an organisation may can identify areas for improvement.

If you miss appointment without notice will contact, you to confirm that you still wish to receive CHISVA support.

The CHISVA if requested can arrange a meeting for professionals and parents/guardian/carers to discuss their concerns about a you. The aim of which is to develop a shared understanding of the issues faced as a family and identify support as appropriate. This ensure that all those involved in your care and wellbeing are fully aware of what is happening for you and around you.

Attendance

If you attend under the influence of any non-prescribed drugs or alcohol, we reserve the right to cancel the session. The safety of staff and clients is paramount and any actions which may compromise this will not be tolerated.

Contact between Session/Visits

Contact between arranged meetings /visits is allowed. Your CHISVA will provide you with a mobile number for this purpose. If your CHISVA does not answer your call, the CHISVA will ring you back as soon as they are able. Out of hours (8am - 5pm) text or messages will be responded to the next working day, unless this is agreed in the contact plan.

Holidays and Bank Holiday Entitlement

Your CHISVA will provide you details of their holiday and other days where they may be attending training or events along with contact details of my colleague who will support you during these times.

Ending CHISVA Support

You have the right to end CHISVA support at any time. We may ask the reasons why; as we are always looking to improve our service. It would be really helpful if you could complete our electronic feedback link below. **Your opinion matters.**

<https://www.surveymonkey.co.uk/r/SYCHISVA>

You can also provide feedback via e-mail admin@drasacs.org.uk for the attention of 'CHISVA Manager'.

Exiting CHISVA support

Your CHISVA will completed an exit form when you agree to end support and to make sure that the time is right for you. This will include checking that you have contact numbers for helplines and other support should you require help in future.

Notes

We are constantly striving to improve our service it would be helpful if you completed a feedback form at the end of support (reports available at , however we welcome feedback at any time via The complaints process is outlined below should it be needed.

The safety of staff and clients is paramount and any actions which may compromise this will not be tolerated.

Notes

The CHISVA will make brief, factual notes of our contact. These are stored securely in our computerised database as per data protection regulations and files in a locked cabinet in our office. Access to notes is generally restricted to Doncaster Rape & Sexual Abuse Counselling Service (DRASACS) staff as required. However, the police or CPS may request to have sight of the notes or they may be called as evidence (subpoena) by the courts. We will discuss this with you if such a request is received.

Privacy Policy, Subject Access Request and Data Protection

Available at www.drasacs.org.uk/dataprotection

Taking care of your CHISVA

Your CHISVA has a high level of competency and is qualifications to provide specialist bespoke independent support to children and their families. Copies of qualifications can be provided upon request. They have **Police Vetting clearance and DBS checks** in line with [Safeguarding Vulnerable Groups 2006](#) .Level 1 safeguarding is refreshed each year by all members of staff.

Our CHISVA service is accredited by Limeculture meeting the quality standards for an ISVA service.

Our CHISVA workers have regular line management, clinical supervision and continued professional development to ensure they are skilled and supported to deliver the best for clients.

Complaints, should you wish to complain please follow the link

Available at www.drasacs.org.uk/how-can-i-complain

Confirmation

I confirm that I have read, understood and agreed with the above. I consent to my child receiving CHISVA support.

Signed parent/carer/guardian _____ Date_____

Signed on behalf of DRASACS

K Hill

K Hill (CEO)