



Willow Young Carers



Information Pack

What is Willow?

How can Willow help me?

Can I trust Willow?





What is Willow?

Willow is a support service that aims to help young carers all over Leeds. We support children and young people aged 5 to 17 who are affected by living with a poorly family member.

Willow is a voluntary service so you have to be happy to work with us. If you choose not to work with Willow right now you can always come back to us in the future and we will be happy to work with you and help in any way we can.

How can Willow help?

At Willow our main aim is to work with you and others to make things better. To make sure that we achieve this aim we work in a really flexible way to help us to meet your needs and expectations whenever possible.

Willow can offer one 2 one, group and activity based support. You will be in charge of everything you do with Willow (with a little guidance from your worker!), so you won't be expected to talk about things you don't want to or do anything you're not happy to do. You will develop your own action plan with your worker, who will then help you to achieve your goals. Once you've achieved your goals you will review them with your worker and decide what the next step should be.



Can I trust Willow?

The simple answer is YES! You can trust Willow and your worker. Your relationship with Willow will be confidential, that means that everything you tell your worker will be between you, your worker and the Willow manager. The only time your worker will pass on anything you say is if you ask them to or if your worker thinks that you or any another young person is in danger. If your worker is going to tell someone else what you've said they will, wherever possible, tell you first so that you can be prepared.

How do I get to Willow?

If you are coming to Willow to see your worker or take part in a group we will organise for you to be picked up from home and dropped off afterwards. Sometimes a worker will pick you up and sometimes a taxi will come to get you. We will always let you know who's picking you up. We will try and encourage you to use public transport as you get older to help make you more independent, you don't have to worry paying for the bus though, we'll cover the costs! If you have any concerns about travelling alone you can always give us a call and we'll support you find a solution.

What do Willow do with the information I share?

The details Willow has are all stored on a safe computer system. Your worker will add information about all your meetings to your folder to make up a diary of your time with Willow. Only you, your worker and Barnardo's managers can see the details kept here. We also welcome your contribution to your recordings and will help you to include your comments and work on your file.



Comments, Compliments and Complaints...

Your opinions on how well we are helping you are really important to us. Your opinions will help us to make Willow better, giving us the chance to give better support to you and all the other young carers in Leeds.

You shouldn't feel nervous or embarrassed about telling us that you like or don't like the work we are doing. Also if you have any ideas about new things we could be doing we'd love to hear them.

If you feel a bit uncomfortable about talking to your worker if you're not happy with Willow you can speak to the manager at Willow, Brent Lumley or someone from the Barnardos head office in Leeds. The contact details for both are at the bottom of this page.

Brent Lumley
Service Manager
Willow Young Carers
c/o Anglers Club
75A Stoney Rock Lane
Leeds
LS9 7TB
Tel: 0113 2408368

Barnardos Regional Office
Four Gables
Clarence Road
Horsforth
Leeds
LS18 4LB
Tel: 0113 3933200

Help us to improve Willow, let us know what you think!
Remember you can speak to your worker or use the
contact details above!



PARENT/CARER/CHILD OR YOUNG PERSONS COPY DATA PROTECTION ACT 1998

As stated in the Willow Young Carers Information Pack, the information relating to each individual family member that we work with is stored on our secure computer system and in written files.

The information provided by you will enable the Willow Young Carers Service staff to offer appropriate support and maintain accurate, relevant and up to date records of the work carried out.

Every young person has a right to look at their file and contribute to it. All the information is treated as confidential and not communicated to others without prior permission from the individual. However, where there are concerns of child protection or crime, this information will be passed immediately to the appropriate services in line with our policies and procedures.

Closed case files will be archived and in most cases destroyed after the young person's 24th birthday*.

I understand the information above and am aware that Barnardo's will be keeping computerised and written records on the work carried out with individual members of my family. I give permission for my records to be kept on computer and written file.

Signed:

Date:

Signed:

Dated:

* If a young person is the subject of a child protection plan or accommodated by the local authority, after their 75th birthday.



DATA PROTECTION ACT 1998

BARNARDOS COPY

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PARENT/CARER/CHILD OR YOUNG PERSONS COPY

TALKING TO OTHER PEOPLE ABOUT YOU

I give permission for the Barnardos family support workers to contact the following agencies if appropriate:

1. (Agency)

Contact Name:

2. (Agency)

Contact Name:

3. (Agency)

Contact Name:

4. (Agency)

Contact Name:

5. (Agency)

Contact Name:

Signed:

Date:

Signed:

Date:



BARNARDOS COPY

TALKING TO OTHER PEOPLE ABOUT YOU

I give permission for the Barnardos family support workers to contact the following agencies if appropriate:

6. (Agency)

Contact Name:

7. (Agency)

Contact Name:

8. (Agency)

Contact Name:

9. (Agency)

Contact Name:

10. (Agency)

Contact Name:

Signed:

Date:

Signed:

Date:

