# Changing Futures Programme Sussex:

Client Swimlane & Journey Map Information & Consent Form

Version 1: December 2024

This document has been created to describe the Changing Futures Programme Sussex Swimlane & Journey Maps process. The intention is that is a tool that can be used between a client and an allocated worker to clarify the purpose and process of this important work.

|  |
| --- |
| What is a Swimlane & Journey Map? |
| We would like to use your story to help inform services and systems and other in the future. To do this the Changing Futures Programme Sussex has developed a process called SwimLane & Journey Mapping. This process focuses on your current and past experiences of when you may have received help and support from a range of services and / or providers spanning across the health, care, and criminal justice system.  We would like to evidence your journey through the system and to do this we will need to access your data and case records. When we have this information, we will then separate this out into categories and find out how much each intervention cost as well as identify and track where things went well and things that did not go well. anon  This is fully pseudonymised, so no one knows who you are, and we keep all our data secure and protected.  When we have finalised the Swimlane & Journey Mapping we can then share what we find with people that make decisions within the health, social care, and criminal justice systems to demonstrate to them in a clear way what works and what does not. This then opens up further opportunities to collaborate with providers and services to deliver better services that are less traumatising and more beneficial to you and other clients.  The Changing Futures Programme Sussex wants to assure our clients that all of the Swimlane & Journey Maps produced and the story that they will tell will be developed and used with your experience and needs at the centre and that we will treat them with sensitivity. |

|  |
| --- |
| **Giving Consent** |
| By signing this document you are consenting to your data being used for the purposes outlined above.  Please noted that you can withdraw your consent at any time by notifying your allocated Changing Futures Worker, their Manager or via the Changing Futures Sussex Programme team inbox: ChangingFuturesSussex@westsussex.gov.uk |
| **\*Client:**    Name……………………………………………………………………..  Date…………………..  Signature ………………………………………………………………..  **Changing Futures Worker:**  Name……………………………………………………………………..  Date…………………..  Signature ………………………………………………………………..  *(\*If verbal agreement given, worker only is to sign and date)* |