

Informed Consent

For Children's Services

Contact us

You can contact the Children's Hub by letter, telephone, Relay UK, or e-mail. If you want to speak to someone in person, come in to reception at the Civic Centre and ask to see a duty social worker. If English is not your first language, we will find an **interpreter**. An interpreter is someone who can speak in your chosen language and find out what you need to know.

To contact the Children's Hub:

Telephone:	01429 284284
Relay UK:	(18001) 803074 www.relayuk.bt.uk
Email:	childrenshub@hartlepool.gov.uk
Post:	Children's and Joint Commissioning Services Hartlepool Borough Council Civic Centre Victoria Road Hartlepool TS24 8AY

Our opening times

We open at 8.30 am every weekday. We close at 5 pm Monday to Thursday. On Fridays, we close at 4.30 pm.



Your right to withdraw your consent

Please keep this booklet safe as it contains information about your rights and where to find further information.

We respect your right to withdraw your consent to us sharing and storing your information as explained in this booklet. We want to make it as easy for you to withdraw your consent as it was to give it. Therefore, if at any time you wish to withdraw your consent, please complete the information below and give this to your lead worker. You may be contacted to discuss the implications of withdrawing your consent so that you can make an informed choice.

Name of family member (List names of all family members inc. children)	Address & telephone number	Date of birth (or expected date of birth)	Relationship (e.g. mother, father, child)	Signature (all adults <u>must</u> sign for themselves)

I no longer want to hear about Family Hubs services (please tick) Post Text Email

I no longer want to be contacted to help maintain Family Hubs UNICEF accreditation (please tick)

Yes No

Which service/person do you not want us to contact or share your information with?

Date withdrawal form completed _____

Please be aware that in some circumstances although you do not consent to us holding and sharing your information, we may still need to do so to perform a task in the public interest or because we have a legal obligation such as when a child or vulnerable adult is a risk or to prevent or detect a crime. If you do withdraw your consent it may limit how we can support you. This is explained further in this booklet.

How we aim to support you

Children's Services refers to a wide range of services across many different organisations (not just the Council) that help children and families make the most of their life chances and are safe in their homes and communities.

There are different types of support available:

- Universal Services (e.g. Family Hubs, Health Visiting, School Nursing)
- Early Help Services (e.g. Family Support, Hartlepool Carers)
- Child in Need Services
- Child Protection
- Children in our Care and Care Leavers
- Youth Justice Services

Whether you have requested support or if another professional has requested support for you, you will be offered an assessment which will better identify which type of support you need and from which services. You may need support from more than one service. In that case, you will have a 'lead worker' who will co-ordinate that support through what is known as your 'team around the family'. By sharing your information with your lead worker and team around the family, they can make sure that:

- Only workers that need to be involved with your family
- We try to limit the number of visits you receive from workers and/or the number of meetings you and your family need to attend
- You are asked as a family what your goals are
- You only have one, clear plan to help you achieve those goals

Why do we need to share information?

Hartlepool Borough Council and its partners want to make sure that you and your family receive all the services you need, when you need them. Being able to access and share your information will help your lead worker provide the best support quickly when you need it. This means sharing the information we hold about you with other services and other services sharing information they hold about you with us.

For Universal and Early Help services, we will ask for your consent to access, hold, process and share your personal and sensitive information, the exception being Family Hub services where we have a statutory duty to provide services to improve the wellbeing of young children in Hartlepool as required by the Childcare Act 2006. For Child in Need services, we need your consent to access, hold, process and share your information, however, if it is not possible or appropriate to obtain your consent we may have a lawful basis to do so to perform tasks in the public interest and for our official functions.

In the case of Child Protection and services to Children in our Care, we have a legal obligation to investigate any child protection concerns and to provide accommodation and services to children in the care of the Local Authority. You can get more information about this from our privacy notices at: <https://www.hartlepool.gov.uk/privacy-notice>. Even so, we must still ensure that our sharing of your information is necessary, appropriate and proportionate.

We will only access and share your personal information for the purposes mentioned in this leaflet where you have given consent unless there is a clear basis in law to share your information to perform a task in the public interest or for our/our partner organisations' official functions or if there is a legal obligation to do so.

Your information may be shared for the purposes of multi-agency audit, in order to learn and improve on practice. We may also need to share your family's personal data with other

Government and intergovernmental bodies for statistical and research purposes e.g. The Ministry of Housing, Communities and Local Government, the Ministry of Justice, the Department for Education or Ofsted. This information is only used for research purposes and will not be used to identify you or make any decisions affecting you or your family.

If you agree to be contacted to help maintain the Family Hubs UNICEF accreditation, UNICEF may contact you by telephone to ask a series of questions regarding the infant feeding support you have received.

We may, if it is in the best interests of you and your family, pass your personal details to a third party commissioned by Hartlepool Borough Council or its partners to deliver a service on our behalf. We would always discuss with you whether a commissioned service would be appropriate to you before passing on your information. Commissioned services must comply with the law and with the terms of their contract and with the Health and Care Professionals Council (HCPC) Standards of Conduct and all relevant regulations, codes of practice and standards relating to the service.

Please see our privacy notices for more information <https://www.hartlepool.gov.uk/privacy-notices>.

Your personal information will be stored securely by Hartlepool Borough Council on electronic systems which only those people who are involved in delivering services to you will be able to access.

What information will be shared?

The following are examples of the type of personal and sensitive information that might be shared between our partners.

- Benefits that you are getting or may be entitled to. For example information about when your benefits are due for review, any conditions of your benefit and when these may change, qualifications, work history and career aims to support you in finding work.
- Transport issues such as access to transport.
- Housing matters such as your tenancy type, rent arrears and any housing related anti-social behaviour orders.
- Family matters such as relationships, children and step-children, family routines and environment.
- Health information such as disabilities, illnesses, mental health problems, addictions or dependencies and any support you receive.
- School attendance and qualifications.
- Relevant Police, Probation and Youth Justice information such as any conditions you are under, current or previous convictions, police involvement at your address.

We will only ever access and share the minimum amount of information needed to deliver services to you, to keep you and your children and family safe and to meet our legal duties.

We may need to process what is known as 'special category data' which is particularly sensitive personal information that requires higher levels of protection. We need to have an additional justification for collecting, storing and using this type of personal information. We may process special categories of personal information in the following circumstances:

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations and in line with our data protection policy.
- Where it is needed in the public interest.

How will we share your information?

Information will usually be shared during meetings which you, your family and any other services working with you will be invited to. Sometimes we will request information about you from other services outside of these meetings. We will let you know when we are doing this.

There may be times when we need to access or share information without your knowledge and where the law allows us to do so, for example, if we suspect a child or vulnerable adult is not safe or to prevent or detect a criminal offence.

You can withdraw your consent at any time; however, this may limit how we can support you. For example, we may not be able to refer you to a specialist service that could help you or your child because you do not want us to share your information with that service. This will be discussed with you at the time. If you do withdraw your consent, we will securely store your personal information for as long as the law says we must and in line with our record retention policy at www.hartlepool.gov.uk/retention-schedules.

You have a number of rights, including the right to see information we hold about you and to have information that is not accurate changed. For further information visit www.hartlepool.gov.uk/rights-under-gdpr. If you would like to see your information you can contact:

Laura Stones, Legal & Data Protection Officer
Hartlepool Borough Council
Civic Centre
Hartlepool
TS24 8AY
dataprotection@hartlepool.gov.uk

You have the right to make a complaint at any time to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues.

Hartlepool Borough Council and Our Partners

Internal Services

- Family Hubs & Youth Support Services
- Early Help Services inc. Health Visitors, School Nurses and Staff Nurses
- Children's and Adult Social Care including the Children's Hub and Multi-Agency Child Exploitation Team
- Revenues and Benefits
- Community Safety
- Drug and Alcohol Services
- Youth Justice Service
- School Attendance & Admissions teams

External Partners

- Nurseries, Schools, Academies, Colleges and other childcare and education providers.
- Health providers e.g. Hospital and community based health services, GPs, Midwives, Mental Health and Emotional Wellbeing services including CAMHS, Drug and Alcohol Services, North East Ambulance Service
- NHS England and Child Health Information System (CHIS)
- Relationship and Domestic Abuse services
- Food banks, Credit Unions, DWP, Job Centre Plus
- Thirteen Housing Group and other social and private landlords
- Cleveland Police, including Protecting Vulnerable Persons Department, Probation Services
- Cleveland Fire and Rescue Service
- Hartlepool Carers
- Other services commissioned to deliver a service on behalf of HBC or its partners

These are all third-party data controllers and will rely on your consent, where consent is required, to share your information with other services.

Informed Consent

Please read this leaflet BEFORE signing the consent form. If there is anything you are unsure of, please ask.

I have read and understood the Informed Consent booklet. I understand that I am giving consent for Children’s Services to access information held by other services/departments. I consent to my information being shared and stored as explained in this booklet. I have parental responsibility for a child under the age of 18 and I consent to my child’s information being shared and stored as explained in the booklet.

Children of any age can give their consent if they are ‘competent’ to do so. This means they fully understand what is involved in giving consent.

Date consent form completed _____

Full Name <small>(List names of all family members inc. children & mother’s maiden name)</small>	Address & telephone number	Date of birth <small>(or expected DOB)</small>	Gender	Relationship <small>(e.g. mother, father, child)</small>	NHS number	Signature <small>(all adults <u>must</u> sign for themselves)</small>

I would like to register my child(ren) with Family Hubs (please tick)

We will hold your information electronically so that you can access any Family Hubs service e.g. childcare, education, health advice and immunisations, family support, benefits advice, training and volunteering opportunities.

If you would like to receive service information such as appointment reminders via text message (where this is available) please tick here

I would like hear about Family Hubs services (please tick) Post Text Email Email: _____

I am happy to be contacted to help maintain Family Hubs UNICEF accreditation (please tick) Yes No

Is there any service/person you do not want us to contact or share your information with?

Your data will be processed in accordance with the GDPR and the Data Protection Act 2018. HBC are registered with the Information Commissioners Office and agree to treat your information as confidential and will not share with other organisations without your consent unless you or another person may be at risk of harm or the law requires us to do so.