

Your information, your rights

How we share your information
fairly and safely



About this leaflet

Children’s Safeguarding and Social Work (CSSW) have a duty to safeguard children by providing support and assistance to families. To do this, we have to find out information about the child and their family.

If you are receiving a service from us, your social worker will record information about you and your family in an electronic case file. The information is treated as confidential and the file is kept safe and secured.

In order to meet the needs of your children, and to make sure they are safe, we will at times have to share information with other professionals working with your family. Your information may also be used for research purposes. This leaflet explains the rules we follow. It tells you:

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- why we keep information

 - what kind of information we keep

 - how we use the information

 - how, why and with whom we share information

 - how we keep the information safe and how long we keep it

 - your rights on the information we keep.

Our duties

The General Data Protection Regulation and the Data Protection Act 2018 allows us to hold information about children and families as part of our duty to support families. However, the law says we must:

- only hold information that we need to help families
- only use the information for that reason
- make sure the information we hold is accurate
- keep the information only for as long as it is needed
- make sure we only use the information lawfully and not breach your rights as the owner of this information
- keep the information secure at all times.

Your rights

As a data subject, you have certain rights over your information. To find out more, visit **www.ico.org.uk**

What information we hold

CSSW holds a wide range of information on families, including:

- personal details of family members
- a record of the referral, giving details of what concerns were held about the child
- assessments carried out by social workers and other professionals, relating to children and parents
- records of reviews of children's plans
- details of social workers' contacts with family members and the professional network
- records of meetings and visits with the family and professionals
- information from other professionals about the family
- where applicable, documents prepared for court applications.

Sharing information with others

Usually CSSW will only share information with professionals if we have your consent. The only time we will share information without your consent is when:

- we have reason to believe that your child may be suffering or is at risk of suffering significant harm
- we have to because the law says we must or can.

Your social worker will consult with you on what information will be shared, with whom and why so that you can make an informed decision about consenting. You also have the right to withdraw your consent for us to share information with a particular agency at any time but we hope that this won't have a negative affect on how we work with you.

On rare occassions, we may not consult with you to ask for your consent, but this will only be when we think asking for your consent may:

- put your child at further risk
- interfere with a criminal investigation
- cause undue delay in safeguarding your child.

The reason that we need to share information with other professionals working with your family is to provide a better service.

Why we share your information

More and more professionals are working in groups and sharing information allows the right help to be provided to families early. We have found that if support and services are provided to families early this leads to more positive outcomes and prevents problems turning into a crisis.

With your consent, we may share information with:

- GPs and health professionals
- Education (including early years)
- Police
- Early help services
- Probation
- Housing
- Youth offending service
- Mental health services
- Drug and alcohol services
- Voluntary organisations
- Other local authorities.

Information we need to share

We will only share relevant social work information needed to provide a social work service that safeguards children and only with people who need to know. With your consent, we will share the following documents:

- child and family assessments carried out with regard to your family
- records of the review of any plan made in respect of your child
- the closing summary prepared when CSSW closes your case and refers you on for another service.

Sharing information for research purposes

Camden Council aims to help families to find solutions to problems so that they can become stronger and are able to cope with problems. To do this, we may share your information with other organisations such as the Department for Communities and Local Government so that we can get a better understanding of how to support families. All the information we share is anonymous so your identity will not be known and will be kept secure at all times. We will always ask for your consent before we do this. This will not affect the services or support that you receive.

For more information on this and how we use your information generally see our privacy statement at: www.camden.gov.uk/privacy

Keeping your information safe

We understand how important it is for you to have complete trust in us to keep your information safe and maintain confidentiality. Because we value your trust, we will always make sure that:

- all the information you give us is kept safe on computer records that can only be seen by staff who work with you and your family
- we only share information with your consent (except in the circumstances listed)
- we only share information about court proceedings if a court has ordered that we can.
- we only provide anonymised data for research purposes and that this information is destroyed once the research has finished.

Retention of records

We are required by law to keep case records for a certain period of time depending on what sort of service we have provided. The general rules are:

- Children in need cases – 25 years
- Child protection cases – 30 years
- Looked after children cases – 100 years.

If we look after a child, we keep the case records for longer, so that as children grow up and want to know why they were looked after, they can see their records.

Accessing your records

The law says you have the right to see your case record (known as 'subject access request') and to ask CSSW to consider making changes if you think the information in the record is wrong.

If you have a social worker, they will share information with you on a regular basis about what goes on your record so that you are kept informed about why we are working with you and how decisions on your case are made.

Your social worker should provide you with copies of key documents such as assessments, minutes of meetings or reports they have written.

If your case is closed to CSSW, you will need to contact the Council's information and records management team and make a request to see your records. They can be contacted at:

dpa@camden.gov.uk

If you want information on your rights about your data you can look at **www.ico.org.uk**

Consent to information sharing

Name of family:

Children's details:

Name	Gender	Date of birth

Address:

Name of person giving consent:

Relationship to child/ren:

Parental consent: Yes No
 Young person's consent: Yes No

Please tick the relevant box to indicate your consent to CSSW sharing information with the following agencies:

- | | |
|---------------------------|-----------------------------------|
| Health | Education (including early years) |
| Police | Early help service |
| Probation | Housing |
| Youth offending service | Mental health services |
| Drug and alcohol services | Voluntary organisations |
| Other local authorities | |

I also consent to CSSW approaching the following agencies for information:

- | | |
|---------------------------|-----------------------------------|
| Health | Education (including early years) |
| Police | Early help service |
| Probation | Housing |
| Youth offending service | Mental health services |
| Drug and alcohol services | Voluntary organisations |
| Other local authorities | |

Please note that where we have concerns about your child's safety we may need to approach some agencies, for example the police, in order to get the information we need to protect your child.

The following information has been explained to me:

- what information will be shared
- why the information will be shared
- with whom the information will be shared.
- the consequences of sharing or not sharing information
- how information will be kept secure
- I can ask to see case records under the Data Protection Act 2018
- I have the right to withdraw consent at any time.

I give consent for CSSW to provide copies of the following documents to other agencies:

Assessments	Yes	No
A record of reviews	Yes	No
Closing summary	Yes	No

Signature of person giving consent:

Name:

Parental consent: Yes No
Young person's consent: Yes No

Date: / /

Once signed, this form should be scanned and uploaded to the service user's record.