

Referral/Initial Visit Form for Self Referrals



(for all other referrals please use Referral and Initial Visit Forms)

Section A

Home-Start Family No.: _____

Scheme code: _____

Organiser/Co-ordinator name: _____

Who is answering the questions: Mother/Father/Other (please identify)

Name of family:	Date:	Tel No:	Mobile No:
Address:		Post Code:	E-mail:

Please give details of adults caring for the children:

I consent for Home-Start Harwich to give information to Health Visitor/or other agency that Home-Start is providing this service :

	Name	Main carer please tick	Resident in household please tick	Relationship to child/ren if applicable.
Mother/partner				
Father/partner				
Other main carer[s]				
Other main carer[s]				

How did you hear about Home-Start?

1= Friends/family/neighbour 2= Health visitor 3= Social worker 4= other

	Name	Phone number
Family GP		
Health Visitor		

Please all that apply to this family's circumstances: See Guidance for definitions *

Lone parent *	substance abuse	domestic abuse	mental health issues	learning disabilities	post natal depression	interpreter required	teenage pregnancy 19yrs or younger *	Other please specify
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Are there any Health and Safety issues that we need to consider when placing a volunteer with your family:

.....
.....

Please add any background information that you think we would find useful (if necessary attach an extra sheet)

Details of other members of the household with responsibilities for caring for the children (Please ensure all details are completed)

	Gender		Date of birth	Immigration status			Consider themselves to be disabled	Asian or Asian British				Black or Black British			Chinese or Other Ethnic Group		Mixed	White		
	Male	Female		Asylum seeker	Refugee	Pending		YES?	Indian	Pakistani	Bangladeshi	Other Asian	Caribbean	African	Other	Chinese		Other Ethnic	Any mixed	British
Main Carer																				
Partner living in household																				

Details of children (please include details of all *dependent children) See Guidance for *definition

Child's name Eldest first NB Refer to guidance when allocating nos. for new babies/children	Gender		Date of birth	Immigration status			Considered to be disabled by main carer? ✓	Asian or Asian British				Black or Black British			Chinese or Other Ethnic Group		Mixed	White			Subject to assessment of needs e.g. CAF/ UNOCINI (✓)	Child in need ✓	Child care/ protection plan (✓)	
	Male	Female		Asylum seeker	Refugee	Pending		YES?	Indian	Pakistani	Bangladeshi	Other Asian	Caribbean	African	Other	Chinese		Other Ethnic	Any mixed	British				Irish
C1.																								
C2.																								
C3.																								
C4.																								
C5.																								
C6.																								
C7.																								
C8.																								
C9.																								
C10.																								

Please complete those boxes which apply to any of the children

Note: the terms above are nation-specific - not all will be relevant in your area - **TO BE COMPLETED WITH A MEMBER OF STAFF**

Section B Date of Visit Interpreter used Yes/No Who is answering the questions: Mother/Father/Other (please specify)

Needs identified	✓ needs identified	Please complete the 4 Section headings for A, B, C & D. Level of coping today 0 = not coping very well 5 = coping very well							Outcome: What would it be like if it was better?	Please record below & code for the online system. How Home-Start can help me achieve this? Please code: 1. Practical support 2. Activities with children 3. Emotional support 4. Support to use other service 5. Other (specify).
		0	1	2	3	4	5	NG		
A. PARENTING SKILLS										
1. Managing children's behaviour										
2. Being involved in the children's development/learning										
B. PARENTING WELL-BEING										
3. Coping with physical health										
4. Coping with mental health										
5. Coping with feeling isolated										
6. Parent's self-esteem										
C. CHILDREN'S WELL-BEING										
7. Coping with child's physical health										
8. Coping with child's mental health										
D. FAMILY MANAGEMENT										
9. Managing the household budget										
10. The day-to-day running of the home										
11. Stress caused by conflict in the family										
12. Coping with extra work caused by multiple birth/children under 5										
13. Use of services										

<u>Needs identified</u>	✓ needs identified	Please complete the 4 Section headings for A, B, C & D. Level of coping today 0 = not coping very well 5 = coping very well							Outcome: What would it be like if it was better?	Please record below & code for the online system. How Home-Start can help me achieve this? Please code: 1. Practical support 2. Activities with children 3. Emotional support) 4. Support to use other service 5. Other (specify).
		0	1	2	3	4	5	NG		
14. Other (specify).....										
15. Parents own learning needs										

Use of Services _____	Which services are the family currently using? Please ✓	Service availability Please code: service needed but:- 1 = does not exist 2 = recently closed 3 = too far away	How can Home-Start help the family to make better use of available services?					
			Signposted - provided address and contact details	Transported to service	Accompany family to appointment	Discussed the service prior to or after use	Looked after children while family attended appointment	Other: please specify
1. Family GP								
2. Health Visitor								
3. Social worker								
4. Mother & Baby Clinic								
5. Children's centre								
6. CAMHS								
7. CPN/Mental health								
8. CAB								
9. Debt counselling								
10. Turn2Us online and/or helpline services								
11. Housing advice/support								
12. Benefits department								
13. Legal support								
14. Job Centre Plus								
15. Adult education								
16. Parent & Tots group/ Nursery/Schools								
17. Parenting programme								
18. Dentist								
19. Other statutory services (specify)								
20. Other voluntary services (specify)								
21. Other (specify)								
22. Speech & Language								

Housing (✓ tick all appropriate)					
Privately Owned	Private rented	Household in social housing [owned by local authority or housing association]	Family in temporary accommodation (B and B, hostel)	Overcrowded housing [defined as more than 2 people per bedroom]	Other Please specify:

Transport (✓ tick all appropriate)

House with available car	Household with no available car	On public transport route	Not on public transport route	Public transport too expensive/difficult to access with children under 5	Other Please specify:
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Employment Is anyone in the household in paid employment If 'Yes', which family member? _____

Is any household member employed by the armed forces Is any main family carer in prison

Has the family received Home-Start support previously? YES / NO If yes, when did Home-Start support end? Date:

Is support offered? YES / NO **Date:**

If no, or family declines, what is the reason? (please ✓ one):

- Family declines support** **Support postponed** **Other**
- HS not appropriate for family** **Inappropriate referral**

If yes, what support will be offered? (please select any appropriate) Home-Visiting Group Paid Worker Social Activities

If **Group** is a preferred option please continue: Is transport needed **Yes/No**

Hardiker level of need: please circle the appropriate level for this family: Level 1 Level 2 Level 3 Level 4

The following written information was given to the family (please tick box):

- Scheme information
- Information on confidentiality
- Information sharing
- Complaints procedure
- Family group information
- Safeguarding information
- Other information (please specify):

The family has also been informed that Home-Start retains essential information about their support which is used by the scheme and

Home-Start UK for monitoring and evaluation purposes. These records are kept securely and are subject to the provisions of the General Data Protection Regulation (GDPR) policy and procedure and an Information Governance policy and procedure.

Organiser's/ Co-ordinator's signature:

Comments:

The following written information was given to the family (please tick box):

- Scheme information
- Information on confidentiality
- Information sharing
- Complaints procedure
- Family group information
- Safeguarding information
- Other information (please specify):

The family has also been informed that Home-Start retains essential information about their support which is used by the scheme and

Home-Start UK for monitoring and evaluation purposes. These records are kept securely and are subject to the provisions of the General Data Protection Regulation (GDPR) policy and procedure and an Information Governance policy and procedure.

Family Consent Summary

Personal details held

In the course of your time with Home-Start Harwich we will have some of your personal details kept securely on a file and in electronic format. This information will be what you have consented to send us on our initial referral form to us, and includes:

- Your address and contact details.
- The names and date of births of your children.
- You and your partner's date of birth, gender and ethnicity.
- Details of other professional involved in your family i.e. health visitor, GP, social worker.
- The needs of your family i.e. any medical or social issues.

Through your time here with us may also collect the following (in anonymised format), which will be:

- How you are feeling about being supported by us.
- Your levels of coping on key areas of your family life.
- Other areas of coping, development or issues which are directly related to a current project or funder.
- Changes to your health and social needs.
- What your volunteer has been doing during his or her time with your family.
- A risk assessment to highlight any potential risks to us or our volunteers e.g. on-going neigh dispute, dogs, possible parking issues etc

Be assured that we only keep what is necessary in order for us to support your family. As much as possible we limit what we keep and transfer your details into an anonymised number format.

Referrals

It may be that you require assistance from another outside organisation, such as the local food bank, taxi service etc. We will ask your permission before giving them your personal details. We will check that this organisation is compliant with the new data protection procedures before passing your information on.

Our funders' requirements

We are a small self-funded local charity and rely solely on donations from grant providers. In turn for their funding they ask us to provide them with data to prove that we are doing what we said we would do. At **no time** are your personal details shared. All information given is in data format for example, we may say that we have supported, 70% of families who suffer with mental ill-health, 60% who feel isolated etc. On occasion, to show our work, we provide an anonymised case study of a family. No names or identifiable information is given, but this is an important way to show what a difference our support can make.

Within Home-Start Harwich

To ensure that we support your family to the best of our ability, your co-ordinator and volunteer will hold regular meetings to discuss our role within your family. To ensure that we are doing all we can to help you, your co-ordinator is supervised every three months and your situation and support will be discussed. At no time is your information shared with anyone else.

Social Care

If your family is involved with Social Care then we must share information with them and the other professionals involved. Please see your "**welcome sheet**" for more details.

Destruction of personal data

Any emails or information that you provide to us will be destroyed as soon as we have used them. Personal details that we keep will be securely destroyed 12 months after your time with us has ended. This increases to 10 years IF there have been formal concerns about the safety of you or your children.

What you can request and what you can expect

- With identification and 30 days notice, you can request access to your information. This does not include any documents that we have not written. You will not be charged for this.

- That we make any changes to your personal information immediately.
- Object to us sending you anything that you have not requested.
- Request that we delete any information that we hold on you if there is no compelling reason why we have it, or the reason we collected it no longer exists.
- We are required to request renewal of your consent to keep your details every 24 months

There are many other rights now related to your personal data (please see www.ico.org.uk/for-the-public). Home-Start [Scheme] has always been very protective of privacy i.e. we have never passed details to third parties without consent nor have we used automated mail shots, and we do not intend to start now!

If you are not satisfied

Please do tell us if you are not satisfied with the way we have processed your personal data. We will aim to resolve any query or issue you have as soon as possible. If you are still not happy, or wish to raise a further query or complaint you can contact the Information Commissioners Office at <https://ico.org.uk/concerns> or phone them on 030 123 1113.

If you would like to discuss this form in more detail, please do call the office and ask to speak with Wendy Taylor on 01255 556230

PLEASE TICK BOXES THAT YOU CONSENT TO:

I confirm that I have read and understand the contents of this privacy notice relating to my personal data as held and processed by Home-Start Harwich	yes
I consent to my family’s personal details being held in line with this document and understand that only relevant and in-date information should be held.	yes
I consent to my anonymised data being collected and used to meet the requirements set out by the funders who enable me to receive Home-Start Harwich support.	yes
I understand that I can withdraw my consent at any time.	yes

PRIVACY NOTICE and CONSENT STATEMENT

In the course of the scheme and Home-Start UK (“we”/“us”) providing support and friendship to your family and monitoring and evaluating your needs, we collect and hold certain personal information about you. We will only do so with your explicit consent and in accordance with all applicable data protection legislation, including the General Data Protection Regulation.

Information collected

The personal information collected by us will be limited to that which is essential to allow us to provide the support you require and deserve. This will include:

- Names, genders, addresses, telephone numbers and e-mail addresses.
- Employment, immigration statuses, disabilities (such as physical or learning disabilities) and racial/ethnic origins.
- Data concerning health and sex life (such as substance abuse, domestic abuse, mental health, depression and pregnancy).
- Details of any ancillary support servicesw/agencies being used by the family (such as family GP, health advisors, social workers, mother & baby clinics, children’s centres, CAMHS, CPN/mental health, debt counselling, legal support, employment, housing support, education and dentistry).
- In the case of children, additional information as to whether the child is subject to assessment needs (such as TAF/JAF/CAF/UNOCINI) or a child care/protection plan, or is a child in need.

We may also collect information from any individual/agency that has referred your family to us.

How we will use your personal information and who it will be shared with

Internal

Our volunteers discuss your support with the appropriate organiser/co-ordinators, who in turn discuss your support with their line managers. Discussions take place in a confidential setting, for the purposes of supervision and to ensure the best possible support to your family. Volunteers meeting together for peer support do not share information that may identify, or breach the confidentiality of your family.

All information provided to our board of trustees for the purpose of assessing the level of referrals, local trends or case studies shall be anonymised.

External

We will, on an anonymised basis, use your personal information to demonstrate the impact of our services. Any case study information shared will always be on an anonymised basis unless we have further explicit consent from you.

We will inform funders and your health visitor (and other agencies involved with your family) that you have sought support from us (including the nature and level of such support) and provide them with statistical and general information. In the event your family has been referred to us, we shall share the same information with your referrer (this will include any changes to the support and informing the referrer when the support comes to an end).

We may share your personal information with Home-Start UK for the specific purposes of statistical analysis and the promotion of our work nationally as well as any reporting requirements for funders who support the network on a national level. This will be on a pseudo-anonymised basis (meaning that we will take steps to limit the ability to for your personal information to be identified. This will normally include the anonymization of names and full addresses).

We may share your personal information with our external auditors for quality auditing purposes but only in the presence of your organiser/co-ordinator and only after the auditors have providing us with all necessary written undertakings to preserve the security and confidentiality of your information.

We will share personal information with law enforcement or other authorities if required by applicable law (including, in line with our Safeguarding and Promoting the Welfare of Children/Safeguarding Adults at risks policies, where there are concerns about the safety or wellbeing of a child or adult at risk and it is considered necessary for their welfare and protection).

We will not share your personal information with any other third party without first obtaining your explicit consent.

How long your personal information will be kept

We will keep your personal information after we have finished providing our support to respond to any questions, complaints or claims made by you or on your behalf, to show that we treated you fairly and/or to keep records required by law. We will not keep the information for longer than necessary. We keep different types of information for different lengths of time (further details can be found in our Information Governance Policy which is available on request).

Keeping your personal information secure

We have appropriate security measures in place to prevent your information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

Your Rights

You have a number of important rights which you may exercise in relation to your personal information free of charge. In summary, those include rights to:

- access your personal information and to certain other supplementary information that this Privacy Notice is already designed to address;

- require us to correct any mistakes in your information which we hold;
- require the erasure of personal information concerning you in certain situations;
- receive the personal information concerning you which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to a third party in certain situations;
- object at any time to the processing of personal information concerning you for direct marketing
- object to decisions being taken by automated means which produce legal effects concerning you or similarly significantly affect you
- object in certain other situations to our continued processing of your personal information; and
- otherwise restrict our processing of your personal information in certain circumstances.

For further information on each of these rights, including the circumstances in which they apply, visit the Information Commissioner’s Office (“ICO”) website at <https://ico.org.uk/for-the-public/>.

If you would like to exercise any of the rights, please email, call or write to us using the details in ‘How to contact us’ below, let us have enough information to identify you, let us have proof of your identity and address, and let us know the information to which your request relates.

How to complain

Please report any complaint to the details set out in ‘How to contact us’ below. We hope we can resolve any query or concern you raise about our use of your information. You also have the right to lodge a complaint with the ICO who may be contacted at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113.

How to contact us

Please contact us if you have any questions about this Privacy Notice or the information we hold about you as detailed below:

By signing this form you confirm you have read and understood the contents of this Privacy Notice and Consent Statement and consent to us processing your personal information in accordance with this Privacy Notice. You may withdraw your consent at any time by using the contact details set out in ‘How to contact us’ above.

Parent(s) signature: **Date:**

..... **Date:**

Organiser’s/ Co-ordinator’s signature:

Comments: