

(For office use only)	(Referrer to complete)	Please
Family number: ROC	<b>Support required</b>	Tick ✓
Date form received:	General support	
Initial Visit:	Support with Autism & ADHD	
Volunteer/Paid Worker:	Support with PIMHS	
Coordinator:	Support with emotional wellbeing	
Support Started:	Readiness for School support	
Support Ended:	Group Support	
	Other (please state)	

**REQUEST FOR SUPPORT from Home-Start Rochdale Borough**  
*Helping families under stress in Rochdale, Pennines, Heywood & Middleton*  
 Arrow Mill, Office OP2, Fourth Floor, Queensway, Rochdale, OL11 2YW  
 Charity Registration No. 1107258



**PLEASE TICK AND CONFIRM:~**

The family have given consent to this referral  You have visited the family at home

The children are at EHA level or below  (Please speak to us first if they are not)

**Thank you for taking the time to provide this information which will help us to process the referral**

We are unable to process your referral until we have received this form.

We will try to respond to the family within two weeks to tell you about progress with this referral.

We will contact you when the support begins and ends.

If you have any issues or concerns about the referral process or the support for the family please

contact:~ Tel: 01706 629651 or Email: [info.homestartrochdale@gmail.com](mailto:info.homestartrochdale@gmail.com)

Date: ..... Name of main carer: ..... DOB of main carer: .....

Relationship to children: ..... Ethnic origin of main carer: .....

Language spoken: ..... Does the main carer have a disability? Y/N

Name of other members of the household with caring responsibilities: .....

Do they live in the household? YES/NO

Ethnicity: ..... dob:..... Gender: M/F Main Carer/Partner/Other (please delete)

Address:.....

Post Code ..... Phone number.....

**PLEASE NOTE: THE FAMILY MUST HAVE AT LEAST ONE CHILD PRE BIRTH TO 12 YEARS OF AGE**

**Please include all names of children under 18 years of age**

Names of all child(ren) in the family	Gender M/F	Date of birth	Please state the disability/need	Immigration status	CP/CIN	Ethnicity

**Has an Early Help Assessment been completed? YES/NO – if yes, please attach the notes**

**Lead Professional:..... When? ..... Who for?.....**

**\*\* Please note: We do not have funds to pay for interpreters and may not be able to support in some cases.**

**Do the family struggle to speak or understand English? Yes/No**

<b>Referrer Name:</b> ..... <b>Self: Yes/No</b> Agency: Address: Phone number: email:	<b>Other Agencies Involved</b> <b>Please note: If the family currently receive help from Family Support/Key Worker, we will not be able to help at this time.</b>
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<b>H.V. Name:</b> ..... Address: Tel No: <b>G.P. Name:</b> ..... Address: Tel No: <b>Schools/Nurseries Attending:</b>	<b>Other agencies involved:</b>
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**Family support Needs**

So that we can offer the family the most appropriate support and match the most suitable volunteer or paid worker, please complete the following table. Please note that we do not operate a 'points' system. Families will not be prioritised on the basis of how many categories are ticked. This information, together with information provided by the family, will be used to monitor how our support meets the family's needs. **I hope that Home-Start will help meet the needs the family has in the following areas:~**

	✓	<b>PLEASE TELL US WHY THIS IS A NEED AND HOW A VOLUNTEER OR PAID WORKER COULD HELP</b>
1 Managing child's behaviour, listening to children and respecting their rights		
2 Being involved in the child(ren)'s development/early learning and socialisation		
3 Coping with own physical health		
4 Coping with own emotional health		
5 Coping with feeling isolated		
6 Parent's self-esteem		
7 Coping with child's physical health		
8 Coping with child's mental health		
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 the extra work caused by multiple/multiple children under 5		
13 Use of services		
14 Other (please describe)		
15 Parents own learning needs		

<b>Please tell us if the family has issues relating to (please circle):</b>		
Post Natal Depression	Learning/disabilities	Teenage pregnancy
Lone Parent	Drug/Alcohol Dependency	
Domestic Abuse	Post-Natal Depression	Mental Health
Other (please specify)		

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

- Do the family have pets? **YES/NO**
- Do the family smoke? **YES/NO** (This info is for allergies/phobias etc)
- Are there any Health & Safety issues we need to consider when placing a volunteer with this family?

**I can confirm that I have permission from my secondary data subject/family named on this referral form, for permission to share data for the purpose of support from Home-Start Rochdale Borough.**

**Referrers Signature:**

**Date:**

**To be completed by the parent or carer: (Delete as appropriate)**

I/we understand, agree and give permission for Home-Start to keep a record of the information provided, and have been made aware that we are able to access this information at any time, under the Data Protection Act.

I/we understand, agree and give permission for relevant information about my family will be shared between the volunteer and Coordinator.

I/we understand, agree and give permission for Home-Start to contact the referrer, Sure Start and any other agencies that are currently supporting my family including TAFS, in order to share relevant information.

I/we understand, agree and give permission for Home to send letters to your home address from Home-Start Rochdale Borough.

I/we understand, agree and give permission for Home-Start Rochdale to take photograph's of my family, and give permission for these photograph's to be used for publicity, social media and web site purposes.

**Please note:~ You can opt out of sharing your information at any time  
by contacting us on 01706 629651.**

**Parent signature:**

**Date:**

**The form will be held in confidence but will be shown to the family if requested.  
(Form updated June 2019)**

## **Family Consent Summary**

### **Personal details held**

In the course of your time with Home-Start Rochdale Borough 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 neighbour 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, Children's Centre 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 Rochdale Borough**

To ensure that we support your family to the best of our ability, your Coordinator 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 Coordinator 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.

### **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](http://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 Donna Arden-McKenna.

**PLEASE TICK BOXES THAT YOU CONSENT TO:**

<b>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 Rochdale Borough</b>	
<b>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.</b>	
<b>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 Rochdale Borough support.</b>	
<b>I understand that I can withdraw my consent at any time.</b>	
<b>I consent to the use of photographs for Social Media and reporting to funders.</b>	
<b>I consent to receive marketing information by email, text and telephone for example products and services available to you</b>	

## **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 services/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 Coordinators, 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 Coordinator 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.
- 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:

Donna Arden-McKenna

Scheme Manager

Arrow Mill, Office OP2, Queensway, Rochdale, OL11 2YW

Tel 01706 436141

Email: donna.homestartrochdale@gmail.com

**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: .....