

Referral form

Please note that all referrals must be made with the consent of the family. Have you discussed this referral with the family prior to completing the form?
YES / NO

Date referral is being made:

For Office use only

Family no:

Date received:

Co-Ordinator Allocated:

Project code(s):



Family Names				
Address (including town)				
Postcode				
Telephone number				
Mobile number				
Email				
	Mother/Main Carer		Father/Partner	
Name and Surname				
Date of birth				
Relationship to Children				
Ethnicity				
Resident in household	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Main carer	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Consider themselves to be disabled	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Names of children with eldest first <i>(at least one child must be 11 years or under)</i>	Date of birth	M / F	Ethnicity **	Considered to be disabled by main carer Y / N	Is child undergoing CAF / TAC procedures ?	Who is lead professional	Child in Need ✓	Child protection ✓

** Ethnicity codes	(1) Indian	(2) Pakistani	(3) Bangladeshi	(4) Other Asian	(5) Black Caribbean	(6) Black African
(7) Black Other	(8) Chinese	(9) Other Ethnic	(10) Any Mixed	(11) White British	(12) White Irish	(13) Other White

FAMILY INFORMATION

Any other agencies involved

Background information or any health & safety issues (please use separate sheet if necessary)

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✓ all that apply to this family

Lone parent	substance abuse or history of substance abuse	domestic abuse	mental health issues	learning disabilities	post natal depression
interpreter required	teenage pregnancy 19yrs or younger		School readines	Limited access to transport	Finance Issues

So that we can offer the family the most appropriate support, and match the most suitable volunteer, please complete the following table. Please note there is **not** a 'points' system. Families will not be prioritised on how many categories are ticked.

	Please tick	Please tell us why this is a need
1. Managing children's behaviour		
2. Being involved in the children's development/learning		
3. Coping with own physical health		
4. Coping with own mental health		
5. Coping with feeling isolated		
6. Parents self esteem		
7. Coping with child's physical health		
8. Coping with child's mental health		
9. Managing the household budget or debts		
10. The day to day running of the house		
11. Stress caused by conflict in the family		
12. Coping with multiple birth/ multiple children under 5		
13. Use of other services		
14. Other		
15. Parents own learning needs		
Would Family Group Support be beneficial?	Yes/No	
Does the family have any connection to the Military?	Yes/No	Details:

Referred by Role

Agency & Address

.....Postcode

Telephone no:.....Email address:.....

Referrers signature Date

Parents signature (where possible).....Date.....

Please return to Home-Start Mid & West Suffolk via email or post:
office@homestartmidsuffolk.org.uk or The Principal's House, Kerrison, Thorndon, Eye IP23 7JG

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.

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 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 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 **[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:

Home-Start Mid & West Suffolk
The Principal’s House
Kerrison
Thorndon
Eye
Suffolk IP23 7JG

Email: office@homestartmidsuffolk.org.uk

Telephone: 01379 678552

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:

Referrer’s signature:

Date: