**Medway Small Steps Service Referral Form**

Please complete & and send to medwaysmall[steps@family-action.org.uk](mailto:steps@family-action.org.uk) Please complete All sections If unsure on any areas please do call the Small Steps Coordinator for a friendly discussion and can support the completion of the form. We will need your consent in writing for the Service to support you and your family.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Details of your Child/Young Person that you would like to refer to Small Steps for support:** | | | |  | | | | |
| Full name: | | | |  | | | | |
| D.O.B: | | | |  | | | | |
| Gender: | | | |  | | | | |
| Ethnicity: | | | |  | | | | |
| Address: | | | |  | | | | |
| Contact Number: | | | |  | | | | |
| Email Address (Parent/Carer): | | | |  | | | | |
| Please give your consent for this referral as the Parent/Carer/or individual /young Person | | | | Yes  No | | | | |
| Interpreter Needed? | Yes  No | | | Language spoken? | |  | | |
| **2. Family Composition:** | | | | | | | | |
| Name | | Relationship to individual referred | D.O.B | | Ethnicity | | Disability? | Contact Numbers & email: |
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| **3. Details of services/agencies that are currently support your family (please include all)** | | | | | | | | |
| GP: | |  | | | | | | |
| SENCO/School: | |  | | | | | | |
| Children’s social Care: | |  | | | | | | |
| CAMHS/Paediatrician: | |  | | | | | | |
| Other: | |  | | | | | | |
| **4. Referrer Details:** | | | | | | | | |
| Name: | |  | | | | | | |
| Agency/Service: | |  | | | | | | |
| Contact Number: | |  | | | | | | |
| Email Address: | |  | | | | | | |
| **5. Reasons for Referral:** | | | | | | | | |
| *Reasons for referring:*  Family Relationships  Behaviour at Home  Behaviour at Nursery/School/college  Self Esteem  Other  *Please describe current situation, current concerns and current needs*  *Include:*   * *Has the child been diagnosed with ASD/ADHD?* * *How would you describe the behaviours that are a cause for concern within the home or at school?* * *Details of any specific concerns about relationships within the family* * *Details of any specific concerns relating to the emotional wellbeing of the referred child or family members* * *Details of the barriers the child/family face in accessing support?* * *Any other information* | | | | | | | | |
| **6. What changes as a family are you wanting to make with the Support from Medway Small Steps Service?** | | | | | | | | |
| *Include:*   * *What has the family tried, what has worked and what has not?*   *What changes would you like to see for the child/family following support from Medway Small Steps service?* | | | | | | | | |
|  | | | | | | | | |
| ***Do you have any other information you can share with us that will support us to consider any risks that Medway Small Steps need to be aware of for staff safety & lone working*** | | | | | | | | |
|  | | | | | | | | |
| **Referrers to ensure that the following information is shared with carers prior to signature:**  Under the Data Protection Act (2018), Family Action is registered with the ICO (Reg. Z8294490) to process personal information. Family Action will only process information for the purpose for which it was provided and in accordance with the regulations in the act and our Data Protection Policy.  Data collected on this form will be used for the purpose of processing referrals for Medway Small Steps Project under the legal basis of consent and Performance of a Contract.  Where special category data is processed we will seek your explicit consent. You have the right to withdraw your consent at any time, however, if consent is withdrawn this may affect the services which we are able to offer you and your child. | | | | | | | | |
| As part of the operation of the Medway Small Steps Service we are obliged to share information with relevant regulatory bodies and agencies and your referrer or relevant agencies. These may include:   * Family Action * School * GP * **CAMHS** * Community Hub’s * Children’s Services * Medway Local Authority * Other   I agree to the sharing of data between the services listed above. Please tick or all boxes to indicate consent to use:  Parent/Carer A signature: ­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_                                    Date: ­­­­­­­­­­­­­­­­­­­­­­­­  All data shared will be relevant to the support that we offer you, to ensure the very best outcomes for you and your family.  All personal information (data) will be processed and stored securely using systems based in the UK and your data will be retained for seven years, after which time it will be securely destroyed.  **BY SIGNING THIS FORM YOU ARE ACKNOWLEDGING AWARENESS OF THE ABOVE AND AGREEING TO CONSENT PRIOR TO REFERRAL BEING SUBMITTED. IF IN DOUBT OF ANY CRITERIA, PLEASE CALL US ON 01634 829128 OR EMAIL US.**  You have a number of rights relating to the information you provide which include the right to access and may include the right to correct, restrict processing of or request erasure of your data. Should you wish to exercise your rights, or have any questions about how we process information please contact our Data Protection Team at [DataProtection@Family-Action.org.uk](mailto:DataProtection@Family-Action.org.uk).  If you are unhappy with the way in which your data is handled, you have a right to complain to the Information Commissioners Office <https://ico.org.uk>. | | | | | | | | |
| *Office use only:*  Date received: Date Accepted: Date allocated: | | | | | | | | |

Consent – please read the following document carefully and complete the below:

**I have read the privacy notice above and am aware of my/my child(s) rights:**

# Consent

I consent to Family Action:

* Processing and storing my information in accordance with The Data Protection Act 2018 and General Data

Protection Regulation 2016/679 (GDPR).

* Processing and storing the personal data I have provided and any supporting information that is required.
* Sharing information with Family Action, School, GP, CAMHS, Community Hubs, Children’s Services, Other Medway LA (programme funder) and or for evaluation purposes and perspective future funders for evidence of programme impact

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Name (Adult): |  | Signed (Adult): |  | Date: |  |
| Name  (Young Adult): |  | Signed  (Young Adult)  **If over 13** |  | Date: |  |

Medway Small Steps Service - Data Privacy Notice

# About Us

For the purposes of the data processing described in this statement and compliance with the Data Protection Act (2018), the Perinatal Support Service operate as Controllers of the data.

# Commitment

Family Action is committed to making sure that any information we hold about you will be collected, stored and used in accordance with The Data Protection Act 2018 and General Data Protection Regulation2016/679 (GDPR).

This means that we adhere to the data protection principles of only holding information about you that is relevant to our work with you, that we make sure the information that we hold is accurate, up to date, secure, and only kept for as long as we need it.

To keep things simple, we have arranged a single point of contact for all data protection issues. Should you have any questions relating to this notice or our processing of personal data, please email [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or contact us at the address below.

# Where do we collect your information?

We may collect information about you at a number of stages in your use of our services.

**Registration/ Referral**

When you register your child or yourself for one of our services, we will ask you to complete a registration form with details about you and your child.

**During your and your child’s engagement with us**

Throughout you and your child’s engagement with us, our service team will record information about the service provided to you, including reporting, and reviews.

# What Personal Information Do You Record?

The type of information (including personal information) that we collect and use and what we do with it will depend upon your relationship with us.

We collect only the personal data that we require to provide you with services, fulfil contracts or keep in touch.

|  |  |
| --- | --- |
| **Information about you:** | **Information about your child(ren):** |
| Name & Address | Name & Address |
| Contact Information (email / telephone) | Contact Information (email / telephone) |
| Date of Birth | Date of Birth |
| **\***Ethnicity | **\***Ethnicity |
| **\***Health Information - Medical Conditions (medication requirements) | **\***Disability Information (Special access) |
| **\***Disability Information (Special access) | **\***Health Information - Medical Conditions (medication requirements) |

**\* Special Categories of Data**

Due to the nature of the services we provide, some of the data we collect is sensitive.

Information relating to Health, any particular requirements you or your child may have. These are considered to be Special Categories of Data and we are required to take extra care when handling this information.

# How Do We Use Your Information?

We will only use your information in a fair and transparent manner and where we have a legal basis for doing so.

**To Provide the Services You Have Agreed To**

In order to provide the services that you/your child have registered/ referred for, we will need to communicate with you to arrange meetings and visits and discuss aspects of your requirements.

This communication may be via Mail, Email, Telephone or SMS.

Legal Basis: Performance of Contract/Consent

Special Category Condition: Explicit Consent

**To provide reports to our funders and commissioners**

Our service is funded by Medway Local Authority. They will require us to provide reports about the performance of the service and the groups of people who have benefited.

**For Safeguarding and Where Legally Obliged to Do So**

In certain, limited conditions we may use or disclose your personal information in order to comply with a legal obligation, in connection with a request from a public or government authority, in connection with court proceedings or to prevent loss of life or injury. Where possible and practical to do so, we will tell you in advance of such disclosure.

# Sharing & Disclosure

Your information will only be accessed by people who need to do so as part of their role. This could include:

Within Family Action:

* Staff working at the service that you use;

Outside Family Action

* Relevant Staff working across Medway including: schools, GP’s Paediatrics and Medway Local Authority on whose behalf and in partnership we may be running the service you use. The service will also share your data should there be an evaluation undertaken of this pilot Service for service evaluation purposes.

# Rights

The GDPR legislation provides you with a number of rights in relation to your personal data.

**Right to Withdraw Consent**

Where you have consented to our processing of your data, you have the right to withdraw that consent at any time. To do so, please contact [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or write to us using the details below.

**Right to Access**

You have a right to obtain copies of the information that we hold about you.

To request access to any data, please email [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or write to us at the address below explaining which data you require. In the interest of security, you will need to prove your identity before any information can be shared with you.

Under certain circumstances we may not be able to disclose all of the information you request, for example if it contains information about other people or there are legal reasons for us to withhold the data.

**Right to Rectification**

We would like to ensure that the data we hold about you is accurate and up-to-date. If you believe the data we hold is inaccurate, please tell one of our service staff who will make any necessary amendments. However, you may also ask us formally to correct your data by emailing [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or writing to us at the below address.

**Right to Erasure or the Restriction of Processing**

In certain circumstances you can ask us to remove your data from our systems by emailing [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) or writing to us at the below address. If there is a legal reason for us to continue holding the data we will let you know, otherwise we will make efforts to comply with your request. You may ask us to restrict our processing of your data if:

* We are using the data for marketing
* You believe that our processing of the data is unlawful
* You object to us using your data (pending investigation)

In these circumstances, we may continue to store your information, but will otherwise only process it with your consent or where we have a legal reason to do so.

**Right to Complain**

If you are concerned about the way we have processed your personal information, you have the right to complain to the Information Commissioners Officer (ICO). To do so please refer to the ICO website <http://ico.org.uk>

# Changes

The partnership reserves the right to make changes to our privacy policy from time to time. Where we do so, we will publish the new policy on our website [www.family-action.org.uk](http://www.family-action.org.uk) and where appropriate notify you by email.

# Contact

Should you wish to contact us, our registered address is:

Family Action

5a New Road Avenue

Chatham

Kent

ME4 6BB

Or you can contact our data protection team on [data.protection@family-action.org.uk](mailto:data.protection@family-action.org.uk) .