**Pembrokeshire Families Support Network-**

**Professional Referral Form**

This form is to be used by professionals only for contacting Pembrokeshire Families Support Network when you have concerns about a child or young person aged 0-25. Young people and families in need of support should contact the service directly by telephoning 01437 770023.

The ‘Pembrokeshire Families Support Network’ launched in 2022. It provides the opportunity for our family support teams, along with local voluntary and community sector groups, to work together and help families in Pembrokeshire thrive.

Some of the support services available:

* TAF (Team Around the Family)
* Flying Start
* Action for Children
* Springboard
* NHS Health Visitors
* Parent Partnership Service
* PAVS Community Connector
* Jigso
* Emotional Health and Wellbeing Team
* Youth Workers

Our aim is to provide families with the right support at the right time, providing a quick response to those who need help to access specialist support services and give families the confidence to make positive changes independently.

The PFSN (Pembrokeshire Families Support Network) has been designed to provide families in need of support with the help they need to remove practical barriers to positive change. Families must be aware that all referrals will be shared within a multi-agency panel to ensure the right support is provided to the family, by the right service and at the right time. If you require help in completing this form please telephone 01437 770023.

* Panel meets daily so all referrals will be discussed and allocated to a team within 24 hours. All young people / families referred for support will be contacted within 48 hours.
* For urgent enquires outside of these hours please contact the Emergency Duty Team on 0300 333 2222.
* If you are worried about an immediate risk of significant harm to a child, call 999. For other child protection concerns please contact Child Care Assessment Team on 01437 776444.

# **Section 1 - Consent**

**Name of professional who is making this referral?:**

If you do not have parental responsibility for the young person being referred please be aware that the parent/ carer will need to give consent for this form to be completed on behalf of the family.

**Name of person giving consent for referral:**

# **Section 2 – Child and Young Person’s details**

**Child or Young Person’s Surname:**

**Child or Young Person’s Forename:**

**Name Child or Young Person likes to be known as:**

**Date of birth:**

**Gender:**

**Present address:**

**Present post code:**

**School/pre-school/nursery/college:**

**Does the child have a disability or additional learning needs?**

**Yes/No**

**If yes, please provide detail**

# **Section 3 – Parent/Carer details**

**Parent/Carer’s Surname:**

**Parent/Carer’s Forename:**

**Name Parent/Carer likes to be known as:**

**Relationship to child:**

**Date of birth:**

**Parental responsibility:**

**Does the parent have a disability or additional learning needs?**

**Yes/No**

**If yes, please provide detail**

**Telephone number:**

**Email address:**

**Present address:**

**Present post code:**

# **Section 4- Please tick all current risk factors relevant to families**

1. Alcohol misuse by child/young person
2. Alcohol misuse by parent/carer/adult in household
3. Anti-social behaviour
4. Child exploitation (sexual and criminal)
5. Domestic abuse
6. Child to parent abuse
7. Drug misuse by child/young person
8. Drug misuse by parent/carer in household
9. Emotional abuse
10. Fabricated illness
11. Family in acute distress
12. Female genital mutilation
13. Forced marriage
14. Offending
15. Homeless young person
16. Honour based violence
17. Learning disability of child/young person
18. Learning disability of parent/carer in household
19. Missing from home
20. Missing from school/education setting
21. Mental health of child/young person
22. Mental health of parent/carer in household
23. Neglect
24. Physical disability or illness of parent/carer/adult in household
25. Physical abuse
26. Physical disability or illness of child/young person
27. Private fostering
28. Radicalisation
29. Sexual abuse
30. Self-harming
31. Suicidal ideation
32. Trafficking
33. Unaccompanied asylum seeking child (UASC)
34. Young carer
35. Social isolation
36. Unpaid carer
37. Parental carer
38. Other (please write in):

# **Section 5 – Tell us about what life is like for this child/children/young person and their family**

Please note that the more detail that can be provided is likely to result in the family receiving the right support required.

**Reason for referral. Why are you worried about this child/family?**

Does the family share your worries? Please describe facts including frequency, severity, and impact. What are the specific behaviours of the parents/child/young person that may pose a risk to their welfare or safety? How is this affecting the child’s health, education, development or wellbeing? What are you worried will happen if nothing changes?

**What help or support is currently in place for this family?**

Please can you detail any professionals or agencies that you are aware of who are currently supporting the family?

**What support are you and the family hoping to receive as a result of this referral?**

# **Section 6 – Your details as the professional completing the referral form**

**Your name:**

**Your organisation/referring agency:**

**Your role:**

**Date:**

**Your telephone number:**

**Your email address:**

# **Section 7 – Data Protection and Submission**

I confirm that I have informed the person with parental responsibility that their child’s needs will be shared at the Early Intervention and Preventative Services multi-agency panel to ensure that the right support is provided to their family at the right time. I have also informed the person with parental responsibility that data will be stored and shared in accordance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

Please tick:

# **Fair Processing Notice – Child Care Services**

## 1. Why do we collect and keep your personal information?

We collect and use your personal information so that we can:

* assess your needs to decide what support or services may be required
* provide you with access to the relevant support and services
* share information with other internal departments, and external organisations such as health and social care providers to ensure that the support and services are tailored to meet your individual needs
* meet our safeguarding obligations
* meet legal obligations when ordered by a court of law, such as provision of assessments, report, other legal documents and information
* meet our obligations as a result of a contract
* commission the appropriate services for you

The Processing of your data is:

* necessary for the performance of a contract to do so
* because we have a legal obligation to process in accordance with:
* Social Services and Well-being (Wales) Act 2014
* Children Act 2004 and the All Wales Child Protection Procedures 2008
* Mental Health Act 2007 and Mental Capacity Act 2005
* Local Government Act 2000
* may be necessary in order to protect someone's vital interests
* evaluate the effectiveness of our service provision (in certain circumstances this may include us providing an evaluation of our intervention to the referrer)
* necessary for the performance of this task to do so in line with the above Acts and other relevant legislation covered by Social Services and Well-being (Wales) Act 2014; for example further details are available on request.

## 2. How Information about you is used

The information that you provide will be processed according to the General Data Protection Regulation 2016, Data Protection Act 2018 and in line with the legislation above.

We may share relevant information about you with the internal departments and/or external organisations in order to deliver services and subject to the reasons for processing your data as listed in point 1 above.

Internal departments may include:

Children's Services Teams - Child Care Assessment Team, Child in Need Team, Corporate Parenting Team, Family Placement Team, Family Intervention Team, Edge of Care, Integrated Family Support Service, Neyland Contact Centre, Team Around the Family, Families First, Flying Start and Designated Officer for Managing Professional Abuse Allegations.

Other departments may include Adult Safeguarding Team, Mental Health Team, Community Drug and Alcohol Team, Education including Inclusion Team, Children with Disabilities Team, Housing, Environmental Health, Learning Disabilities and Transitions, Joint Discharge Team, Community Care including Occupational Health Team.

External Organisations may include:

Dyfed Powys Police and other Police Forces, Mid and West Wales Fire and Rescue Services, Ambulance Service, Mid Wales Adoption Services, CAFCASS, Other Local Authorities, Health Boards, organisations delivering Advocacy Services and other health and well-being services, commissioned services, third sector organisations delivering relevant support services, Care Providers, including independent Fostering Agencies and Workers.

All organisations with whom we share your information also have to ensure compliance with the General Data Protection Regulations 2016.

We have a duty to protect the public funds we administer and may use the information provided by you on this form for example to carry out data matching or to detect and prevent fraud. We may cross check the information with other relevant bodies, organisations or other sections of Pembrokeshire County Council and other Councils.

We will also make any disclosures required by law and we may also share this information with other bodies responsible for detecting/preventing fraud or auditing/administering public funds to ensure money is targeted and spent in the most appropriate and cost effective way. In order to achieve this, information may be shared with other internal departments within Pembrokeshire County Council such as Finance and Audit and with The Auditor General for Wales.

We will not make any disclosures to third parties for marketing unless you have provided explicit consent for us to do so.

Your data will be secure and confidential at all times and we will only collect the personal information that is required to provide you with our service.

## 3. How long do we keep hold of your information?

We will retain the information provided to us for 75 years from 18th Birthday or for a period of 15 years after date of death for Looked after Children, Children and Young People Subject to Supervision Orders or in relation to Child Protection.

Your information will be securely disposed of once it is no longer required.

## 4. Access to my personal information?

You can find out if we hold any personal information by making a subject access request under the General Data Protection Regulation 2016. To make a request for any personal information we may hold please contact:

Access to Records Team

Pembrokeshire County Council

County Hall

Haverfordwest

SA61 1TP

## 5. Your Rights.

Under the General Data Protection Regulation 2016, you have rights as an individual which you can exercise in relation to the information we hold about you, not all rights will apply it will depend on the legal basis for processing your data.

* The right to be **Informed** – Individuals have the right to be informed about the collection and use of their personal data. This is a key transparency requirement under the GDPR
* The right of **Access** – you are entitled to request access to and a copy of, information we hold about you
* The right to **Rectification** – you have the right to ask to have your information corrected.
* The right to **Erasure** – this is not an absolute right and will depend on the reason for processing your personal information
* The right to **Restrict** processing may apply – you may request that we stop processing your personal data however, this may delay or prevent us delivering a service to you. We will seek to comply with your request but may be required to hold or process information to comply with our legal duties.
* The right to **Object** – this is not an absolute right and will depend on the reason for processing your personal information.

## 6. Complaints or Queries.

Pembrokeshire County Council endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this seriously. We encourage people to bring to our attention if they believe that our collection or use of information is unfair, misleading or inappropriate.

This privacy notice does not provide exhaustive detail of all aspects of our collection and use of personal information. However, we are happy to provide any additional information or explanation needed. Any requests for this should be sent to the address below:

Data Protection Officer

Pembrokeshire County Council

County Hall

Haverfordwest

SA61 1TP

Email: [dataprotection@pembrokeshire.gov.uk](mailto:dataprotection@pembrokeshire.gov.uk) Telephone: 01437 764551

If you want to make a complaint about the way we have processed your personal information, you can contact the Information Commissioner’s Office as the statutory body which oversees data protection law:

Information Commissioner’s Office

Wycliffe House

Water Lane

Wilmslow

SK9 5AF

Email case [worker@ico.org.uk](mailto:worker@ico.org.uk) Telephone No: 0303 123 1113

## 7. Changes to this privacy notice.

We keep our privacy notice under regular review.