

Home-Start Orkney
7 Main Street
Kirkwall
Orkney
KW15 1BU

postmaster@homestartorkney.org.uk
01856 870770



Referral Form

Date referral received (scheme use):

Have you discussed this referral with the family prior to completing this form:

Please note that referrals MUST be made with the consent of the family.

Family information:

Name of Family:

Family number (scheme use):

Address:

Postcode:

Telephone and/or mobile:

Email address (primary):

Referred by:

Other Agencies Involved in Health and Care of Child[ren]:

Name: Role: Agency: Address: Postcode: Email: Telephone:	Family Doctor:
	Tel:
	Health Visitor:
	Tel:
	Email:
	Other agencies involved:

Parental Information

NAME (FORENAME/SURNAME)		
ROLE IN HOUSEHOLD (MOTHER, FATHER ETC.)		
RESIDENT IN HOUSEHOLD	YES ☐ NO ☐	YES ☐ NO ☐
ADDRESS LINE 1		
ADDRESS LINE 2		
TOWN/POSTCODE		
LANDLINE NO/ MOBILE NO.		
EMAIL ADDRESS		
PREFERRED METHOD OF CONTACT		
DATE OF BIRTH		
GENDER / MARITAL STATUS		
ETHNICITY (SEE CODES AT BOTTOM OF PAGE)		
EMPLOYED	YES ☐ NO ☐	YES ☐ NO ☐

Children/s Information

GIRFEC Information

[illegible]

C6	☐	☐	☐	☐	☐	☐	☐	☐	☐	
C7	☐	☐	☐	☐	☐	☐	☐	☐	☐	
C8	☐	☐	☐	☐	☐	☐	☐	☐	☐	

REASONS FOR REFERRAL/REQUEST FOR SUPPORT		If yes, please tell us <u>why</u>
Managing child's behavior	☐	
Being involved in the child's development	☐	
Coping with own physical health	☐	
Coping with own mental health	☐	
Coping with feeling isolated	☐	
Parent's self-esteem	☐	
Parent's own learning needs	☐	
Coping with child's physical health	☐	
Managing the household budget	☐	
The day-to-day running of the house	☐	
Stress caused by conflict in the family	☐	
Coping with multiple birth/multiple children under 5	☐	
Use of services	☐	
Other (<i>please describe</i>)	☐	

Any further relevant information:

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

Please note:

- We are unable to process your referral until we have received this form
- We will try to respond to you within two weeks to tell you about progress with this referral.
- We will remain in touch while supporting this family and will contact you when the support ends

If you have any issues or concerns about the referral process or the support for the family, please contact Senior Co-Ordinator; Erika Copland.

Referrer's Signature:

Date:

PLEASE ENSURE THAT YOU HAVE THE FAMILY'S CONSENT TO FILL IN THIS FORM, PREFERABLY ALONGSIDE THE FAMILY.

PLEASE ALSO ENSURE THAT PRIOR TO MAKING A REFERRAL THAT THE PARENT/S READ AND SIGN THE PRIVACY STATEMENT INCLUDED WITH THIS FORM.

THANK YOU

PRIVACY NOTICE

In the course of Home-Start Orkney 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 in accordance with all applicable data protection legislation, including the UK General Data Protection Regulation and the Data Protection Act.

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, 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 other support services/agencies being used by the family (such as family GP, health visitors, social workers, mother & baby clinics, Child and Adult Mental Health Services, Community Psychiatric Nurse 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 Child in Need/Child Protection Register) or a child care/protection plan.

Some of the information we collect and use includes personal data and sensitive data (known as ‘special category data’ in data protection law), for example information about your health, ethnicity, religion, or sexual orientation.

We may also collect information from any individual/agency that has referred your family to us, such as:

- professionals and other support agencies, such as health visitors, social care professionals, other voluntary organisations or charities
- members of your family who are using Home-Start services

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

Internal

Our staff will create records about you while delivering services, for example by way of notes added to your case file

Our volunteers discuss your support with the appropriate 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 explicit consent from you to share it.

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 relevant 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 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 provided 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 share your personal information with third parties working on our behalf (for example, to support our IT systems, or to send you mailings). However, when we use these third parties, we disclose only the personal information that is necessary to deliver the service they are providing to us and we have a contract in place that requires them to keep your information secure and prevents them from using it for their own purposes.

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

We will only share special category (sensitive) information with other organisations where that is necessary for legal reasons, or where there are other substantial public interest grounds.

Lawful Processing

Data protection law requires us to rely on one or more lawful grounds to process your personal information. We consider the following grounds to be relevant:

Legitimate interests

Where it is reasonably necessary to achieve our or others' legitimate interests (as long as what the information is used for is fair and does not duly impact your rights).

We consider our legitimate interests to be running Home-Start as a charitable organisation in pursuit of our aims and ideals. For example to:

- provide our services to support you and your family;
- send postal communications which we think will be of interest to you;
- conduct research to better understand our customers and supporters and to improve the relevance of our fundraising;
- understand how people choose/use our services and products;
- determine the effectiveness of our services, promotional campaigns and advertising;
- monitor who we deal with to protect the charity against fraud, money laundering and other risks;
- enhance, modify, personalise or otherwise improve our services /communications for the benefit of our customers; and
- better understand how people interact with our website.

When we legitimately process your personal information in this way, we consider and balance any potential impact on you (both positive and negative), and your rights under data protection laws. We will not use your personal information where our interests are overridden by the impact on you, for example, where use would be excessively intrusive (unless, for instance, we are otherwise required or permitted to by law).

Specific Consent

Where you have provided specific consent to us using your personal information in a certain way, such as to send you email, text and/or telephone marketing.

Legal obligation

Where necessary so that we can comply with a legal or regulatory obligation to which we are subject, for example where we are ordered by a court or regulatory authority like the Charity Commission, or we are required to report a crime.

Vital interests

Where it is necessary to protect life or health (for example in the case of medical emergency suffered by an individual) or a safeguarding issue which requires us to share your information with the emergency services.

Our lawful grounds for processing Special Category data

When we use special category (sensitive) personal information, we require an additional legal basis to do so under data protection law. Our basis for using such information is normally to provide our services of counselling, social care, and safeguarding children and individuals at risk of neglect or physical, mental or emotional harm and for protecting their economic well-being. Sometimes we may use another route available to us at law (for example, if we need to process it for social protection purposes, vital interests, or, in some rare cases, if it is in the public interest for us to do so).

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 Data Protection 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 to our continued processing of your personal information on the basis of our legitimate interest; 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. Telephone 01856 870770 or email postmaster@homestartorkney.org.uk

By signing this form you confirm you have read and understood the contents of this Privacy Notice.

PARENT'S SIGNATURE		DATE	
PARENT'S SIGNATURE		DATE	