



Information Sharing: A Guide for service users, parents and carers.

Trafford CYPS brings together council and health services to improve outcomes for children, young people, their families and schools.

Information Sharing

This leaflet is to help service users, parents and carers in Trafford become more aware of what information is collected, stored and shared about them and their family.

What kind of information does Trafford CYPS have about me?

There is a variety of information which we collect about people who live in Trafford, and it usually falls into one of the following categories:

- Basic personal Information – e.g. name, address, DoB, telephone number, email address
- More sensitive information – e.g. racial or ethnic origin, physical or mental health, religious or political beliefs, membership of a trade union, sexual life and criminal offences
- Third party – information which doesn't come directly from the person it is about
- Statistical – numbers of things e.g. the total population of Trafford, number of pupils achieving 5 GCSEs; such information doesn't identify individuals

Staff will also usually fill out forms, take notes about the meetings they have with or about you/your children, and they may also write letters to e.g. refer you for another service.

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What do you do with information about me?

We collect and keep information about you to help us understand better who lives in Trafford, so we can plan and organise services which support our residents in the best way.

We also need to share information about you.

This may be done with other authorities, local government agencies and central government. The main reason for sharing information is to enable you/your family to receive better integrated services from us.

ContactPoint

Trafford Council will disclose information to the Department for Children, Schools and Families (DCSF) for inclusion on ContactPoint. ContactPoint will help authorised practitioners to quickly find out who else is working with the same child, making it easier to deliver more coordinated support.

ContactPoint will only hold identifying information for a child (up to their 18th birthday), and contact details for their parent/carer and for services working with a child. By law, ContactPoint cannot hold any case information (such as medical records, school records, case notes or assessments).

Section 12 of the Children Act 2004 and the supporting Regulations provide the legislative basis for ContactPoint. ContactPoint will begin operating in 2008. For further information please see www.everychildmatters.gov.uk/contactpoint

How do I know the information about me is kept safely?

All the information we collect is stored securely on our IT systems and manual filing systems. We have strict procedures for the way this is done. Any and all information about you is treated as confidential and with respect. There are also clear rules and guidance about storing, recording and sharing information which staff receive training on.

We take information sharing very seriously. Appropriate CYPS and health staff are CRB checked. Any member of staff who is found to be breaking the rules will be dealt with through appropriate disciplinary procedures.

Information Sharing

Are the records confidential?

All Trafford Council employees including CYPS staff have a duty of care in accordance with our Data Protection policy. This includes respecting that right to confidentiality.

For how long are records held?

There are different rules for different aspects of Trafford Children & Young People's Service. We are required by law to keep records for varying lengths of time depending on individual circumstances.

Don't you need my permission to keep and share information about me?

We need your written agreement (consent) to share information about you. When we need to share information, we will ask for this from you directly or on behalf of a child for whom you have responsibility.

Although your information is confidential, it doesn't mean it is secret and sometimes we have to share information about you/your family without your permission. These reasons are:

- To protect you from harm, neglect, abuse or significant threat
- When you may need urgent medical treatment
- To prevent or detect a crime

We will always do our best to tell you if we have to share information about you/your family under these circumstances, unless doing so puts you/your family in danger.

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Are there any laws which protect me and the information about me?

There are lots of laws which do this, such as:

- The Common Law Duty of Confidence
- The Data Protection Act 1998
- The Human Rights Act 1998
- NHS Guidelines - Caldicott Principles, which govern the sharing of patient identifiable information.

Can I see the information you have collected about me/my family?

Yes, in most circumstances you can. Under the Data Protection Act 1998, you can request to see this information. For help and advice as to how to do this, please contact the Corporate Information Officer on 0161 912 1324 or email: data.protection@trafford.gov.uk.

There is strict guidance on how Councils should do this – you won't be able to see your information immediately and in some cases there may be a small administration fee.

You have the right...

- To ask Trafford CYPS if it holds personal information about you
- To ask what it uses the information for
- To be provided with a copy of the information
- To be given details of the purposes for which we use the information and other persons/organisations to whom it is disclosed
- To ask for incorrect data to be corrected.



If you need a version of this leaflet in large print or in a language other than English, please telephone the number below.

Telephone:
0161 912 2000

Minicom/Textphone:
0161 912 2102

What should I do if I want more information or have any concerns about the information being shared about me/my family?

You can contact:

Trafford Council and Trafford Children and Young People's Service:

Corporate Information Officer
0161 912 1324
Email data.protection@trafford.gov.uk

Trafford Primary Care Trust (PCT)
Caldicott Guardian
0161 873 9500
www.trafford.nhs.uk

The Information Commissioner
Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
01625 545745

Greater Manchester West Mental Health NHS Foundation Trust
www.bstmht.nhs.uk


ContactPoint
because every child matters