

SUGGESTED LEARNING OUTCOMES FOR TARGET GROUPS

In training and development for inter-agency work to ensure effective sharing of information

Context:

Practitioners and those in contact or who work regularly with children, young people and adults who are parents/carers

Administrators who support the work of services to children, young people and families.

KEY OUTCOMES

- Understand statutory requirements governing consent, confidentiality and information-sharing.
- Understand the necessity for information-sharing and accurate recording within the context of safeguarding and promoting the welfare of a particular child.
- Provide appropriate, succinct information to enable other practitioners to deliver support to the child and family.
- Know the boundaries of personal competence and responsibility, when to involve others and where to seek advice and support.
- Understand when they are required to consult with a manager/designated person.
- Be able to identify concerns about possible maltreatment arising from completion of a Common Assessment Framework
- Know who to share information with, when and how to record information related to assessment, planning, intervention and review.
- Be able to write clear evidence based and outcome focused reports/case notes.
- Be able to assess the relevance and status of information and to pass it on when appropriate.

- Understand the purpose and use of the Information Sharing Guides

SUGGESTED TRAINING TOPICS

4.1 The legal context and framework

4.2 Different types of information

4.3 Why effective sharing information is important

4.4 Refer to any procedures on Information Sharing within your home organisation and the DFES Guidance for IS

4.5 Sources of further advice & use of other guides for Parents/carers and Young People

4.6 Distribution of Staff Guide

- Scenarios covering threshold criteria and when consent should be bypassed, and partnership working/relationships and how they impact on IS. – enable use of Staff Guide
- Recording and sharing information – quality, quantity and purpose
- Present protocol framework & matrix and explain purpose and availability

Context:
Those who supervise practitioners, administrators and volunteers

KEY OUTCOMES

- Understand statutory requirements governing consent, confidentiality and information-sharing.
- Understand the necessity for information-sharing and accurate recording within the context of safeguarding and promoting the welfare of children and have the knowledge and skills to advise practitioners.
- Be able to offer advice, guidance and support in line with national and local guidance to practitioners who have concerns about safeguarding and promoting the welfare of a child.
- Be able to make judgements about ways in which practitioners should act to safeguard and promote the welfare of a child in line with *What to do if...*
- Be aware of LSCB Inter-agency policies, procedures and protocols.
- Know who to share information with and when and how to record information and be able to advise practitioners accordingly.
- Know what to do when there is an insufficient response from other organisations and agencies, while maintaining a focus on safeguarding and promoting the welfare of the child.
- Be able to assess the relevance and status of information and ensure staff manage this information appropriately.

SUGGESTED TRAINING TOPICS

4.7 The legal context and framework

4.8 Different types of information

4.9 The barriers to effective information sharing and how these can be resolved

- 4.10 Presentation of the IS Toolkit
- 4.11 Sources of further advice & use of other guides for Parents/carers and Young People
- 4.12 Distribution of Staff Guide
- 4.13 Identification of procedures/induction materials in your home organisation
- 4.14 Case recording – managing quality, quantity and purpose for which information is gathered and shared – for current and future use
 - Scenarios covering threshold criteria and when consent should be bypassed, and partnership working/relationships and how they impact on IS, challenging/managing information requests/transmission, professional abuse scenario, risk to staff, staff training need identification – enable use of Staff Guide, protocols and matrix
 - Role of PMR in managing training needs regarding information sharing

Context:

Those who have strategic responsibility for commissioning and providing services to children and young people, including members of the Trafford Safeguarding Children Board:

KEY OUTCOMES

- Understand statutory requirements governing consent, confidentiality and information-sharing and the implications for developing and maintaining intra and inter-agency systems and protocols.
- Understand the statutory requirements of the LSCB under sections 13-16 of the Children Act 2004 and the LSCB regulations.

SUGGESTED TRAINING TOPICS

- 4.15 The legal context and framework
- 4.16 Why effective sharing of information is important
- 4.17 Present IS Toolkit
- 4.18 Procedures/induction materials in your home organisation
- Scenarios covering partnership working/relationships and how they impact on IS, IS protocols in practice

COMMON CORE COMPETENCIES TO COVER IN ALL TRAINING ACTIVITIES

SKILLS

Information handling

- Make good use of available information, for example whether a common assessment has been completed – appraise content and assess what else might be needed.
- Be able to bring together relevant information about clients either by completing paperwork or using IT skills.
- Be able to assess the relevance and status of information (for example, whether it is observation or opinion) and to pass it on when appropriate.
- Be able to identify gaps in information.

Clear communication

- Be able to use clear language to communicate information unambiguously to others including children, young people, their families and carers.
- Listen carefully to what is said and check understanding.

Engagement

- Create an environment of trust, by seeking consent where possible and appropriate, and in this way emphasising respect for the child or young person and their family or carer. Respect the skills and expertise of other professionals.
- Encourage children, young people and their families to share information where appropriate, ensuring that they understand why it is important to do so.

- Engage with children, young people and those caring for them and involve them in decision-making.

KNOWLEDGE

Importance of information sharing

- Understand the importance of sharing information, how it can help and the dangers of not doing so.
- Understand that consent is not always necessary to share information; even where information is confidential in nature, it may be shared without consent in certain circumstances (for example, where the child is at risk of harm or there is a legal obligation to disclose).
- Know that inference or interpretation can result in a difference between what is said and what is understood.
- Understand that it is not always necessary to collect information directly from children, young people and families as it may frustrate them if they are being asked to provide the same information repeatedly. Be aware that information can often be gathered from other sources.

Role and responsibilities

- Know who to share information with and when; understand the difference between information sharing on individual, organisational and professional levels.
- Know how to share information – in writing, by telephone, electronically or in person.
- Know what to record, how long to keep it, how to dispose of records correctly
and when to feed back or follow up.
- Be aware of own (and others') professional boundaries.
- Know about the Common Assessment Framework for Children and Young People (CAF) and, where appropriate, how to use it.

Awareness of complexities

- Be aware that different types of information exist (for example, confidential information, personal data and sensitive personal data), and appreciate the implications of those differences.
- Appreciate the effect of cultural and religious beliefs; refrain from making assumptions about certain cultures or backgrounds.
- As far as possible, make clear to the child or young person, parent or carer how the information they provide will be used.

Awareness of laws and legislation

- Have awareness and basic knowledge of current legislation and the common law duty of confidentiality.
- Have awareness of any legislation which specifically restricts the disclosure of certain information.
- Know that the Data Protection Act can be a tool to enable and encourage information sharing.
- Understand legislation governing own profession; different policies and procedures surrounding confidentiality issues.
- Understand the principles governing when young people are considered sufficiently mature to give consent to their information (in particular, taking into account the Fraser Guidelines).
- Understand the difference between permissive statutory gateways (where a provision permits the sharing of information) and mandatory statutory gateways (where a provision places a duty upon a person to share information) and their implications for sharing information.
- Know that the website www.everychildmatters.gov.uk provides further information about Children, Young People and Families services and practice.

