INFORMATION SHARING PROTOCOL FOR WANDSWORTH FAMILY RECOVERY PROJECT

ABOUT THE FAMILY RECOVERY PROJECT

Wandsworth Family Recovery Project (FRP) will consist of a multi-agency team who persistently intervene and support families who are at risk of losing their children, their home or their liberty. The FRP Team will consist of professionals with the following expertise:

- Adult mental health
- Anti-social behaviour
- Employment support
- Domestic Violence
- Education
- Health visiting
- Police
- Housing
- Substance misuse
- Children’s social work
- Probation

The FRP Team will work through the Team Around the Family (TAF) approach where all relevant agencies (including the FRP Team) will work together as a TAF to deliver better coordinated interventions and therefore outcomes for the entire family. The key to the work of the FRP is that these professionals will work as a single, unified team. They will be based in the same office at the Town Hall and, despite their varied ‘home’ agencies, will report directly to a single Family Recovery Project Manager.

With the combined expertise of all its members, the FRP Team will support the TAF to devise a single care plan, expected to last between 6 and 12 months, that takes into account the varying needs and problems of each family member. The care plan, which will complement rather than replace existing care plans, also forms the basis of the “contract with consequences” families sign to formalise their cooperation and consent with the process. Families are invited to attend the meeting which sets the care plan and are engaged with the process throughout.

A key feature of the FRP model is an ‘Information Desk’ which will collect data, information and intelligence from the council and relevant partner organisations and collate that which is relevant to offer briefings to members of the FRP. The underlying principle is that multi-agency information sharing and analysis leads to a more comprehensive understanding of the issues in the family thereby informing better care plans and ultimately more positive outcomes.

The information received by the Information Desk from all agencies involved with the family can be used to produce maps of family relationships (family network charts) and family timelines (chronologies) which are used in discussions with the families. It will also monitor progress against care plans on an ongoing basis, for example incidents of anti-social behaviour, or improved attendance at school.

FRP operates on explicit consent-based model. There are two stages to this consent:

1. Explicit informed consent to sharing information is sought from each family (and family member) at the outset
2. After the initial Team Around the Family meeting (iTAF), the family’s consent to the care plan and ongoing involvement with FRP is sought.
Families involved in FRP will benefit from improved information sharing as it will mean they do not have to repeatedly explain the same information to multiple services. They will also benefit from an integrated service which looks holistically all of their needs and addresses these needs in a more joined-up way.

This Data Sharing Protocol which follows has been agreed by those agencies who will be sharing data and information about families who are engaged with the FRP project.
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GLOSSARY

FRP – Family Recovery Project – Multiagency service focussed on improving outcomes for those families with the most complex needs.

Family Intelligence Report – an up-to-date and accurate summary of all relevant family information which highlights presenting risks, issues and flagging any intelligence gaps. It is used to inform the iTAF and the resulting Care Plan and is put together by the Information Desk using information shared across agencies.

iTAF – the Initial meeting of the Team Around the Family – all professionals working with the family or members of that family are invited to attend the first meeting, chaired by the FRP Manager, with the purpose of developing a shared Care Plan for that Family.

Care Plan – Jointly agreed between the iTAF and the family, the Care Plan contains phased and specific interventions targeted at both the adults and children’s needs in the family. The Care Plan is also clear about the potential consequences for that family of the Care Plan not being implemented (“contract with consequences”).

TAF – Team Around the Family – team of professionals from a variety of agencies working towards developing and implementing a shared care plan for the whole family.

BACKGROUND

Why share information?
The purpose of information sharing for the Family Recovery Project (FRP) is to:

- Comprehensively assess the extent of the evidence of harm and risks of harm for each family.
- Devise a wide-ranging care plan in response to these assessments in order to protect against the evidenced harm and mitigate the risk of further harm.
- Ensure that those working with families as part of the Team Around the Family (TAF) have access to necessary information relating to the problems that family face to enable the most effective interventions to be delivered.
- Ensure those providing services to the families have access to necessary information to ensure the safety of their staff.
- To track case progression, monitor performance and evaluate the success FRP.
PARTIES TO THIS AGREEMENT

The following organisations have been invited to adhere to this agreement to support the delivery of the FRP for Wandsworth. These organisations are considered highly likely to hold both personal and sensitive information relating to the needs of those families identified as having the most complex needs in the borough. Many of these organisations are also supporting the FRP with the direct support of staff and/or resources (subject to a separate Memorandum of Understanding):

- Metropolitan Police – Wandsworth Borough
- London Borough of Wandsworth
- South West London and St. George’s Mental Health NHS Trust
- London Probation Trust
- HM Prison Wandsworth
- Jobcentre Plus
- St George’s Hospital – Community Services Wandsworth

This FRP Data Sharing Protocol should be signed by that organisations’ Chief Officer, Data Controller or other relevant person with delegated responsibilities for that organisation in accordance with the Data Protection Act 1998. All signatories shall ensure that the protocol will be fully implemented within their organisation.

Signatory agencies (see Appendix 2) are considered to have accepted the protocol and be committed to compliance with its principles and procedures. This includes those professionals from these agencies who may work with families as part of the TAF and FRP.

DECIDING WHETHER PERSONAL AND/OR SENSITIVE INFORMATION CAN BE SHARED

Can we share information?
Yes. But different types of information have different rules that must be followed when sharing. Non-personal information can be shared. Although we must be aware that if several sets of depersonalised data were merged or compared to each-other, there is a risk that an individual could be identified and this would also be deemed as personalised information.

For personal and sensitive personal information certain rules apply when sharing information.

The following chart below shows the steps that will be taken when deciding whether or not to share information. These steps and rules as they apply to FRP are explained in further detail below.
Is the information “personal”?  
Personal information - information which relates to a living individual who can be identified from that data. For example, data identifying the name of a family member, or their address.

Is the information “sensitive”?  
According to the DPA 1998, sensitive personal data means personal data consisting of information as to -

(a) the racial or ethnic origin of the data subject,
(b) his political opinions,
(c) his religious beliefs or other beliefs of a similar nature,
(d) whether he is a member of a trade union
(e) his physical or mental health or condition,
(f) his sexual life,
(g) the commission or alleged commission by him of any offence, or
(h) any proceedings for any offence committed or alleged to have been committed by him, the disposal of such proceedings or the sentence of any court in such proceedings.

The threshold for sharing sensitive information is generally higher than for sharing other personal information. This is because the unnecessary or inappropriate sharing of this sort of information is more likely to cause damage, distress or embarrassment to the individual(s) concerned.

It is the responsibility of the agency who owns the information about a family or individual to decide on a case-by-case basis whether there is a need for other practitioners to be made aware of any personal and/or sensitive information. If it is considered that there is a need to share this information, explicit consent must be sought from the individual who it concerns.

The information cannot be shared without the individual’s consent for the sharing of this particular sensitive personal information, unless one of the following conditions under Schedule 3 of the DPA 1998 applies:

- Processing is required to comply with employment legislation;
- Processing is necessary to safeguard the vital interests* of the data subject or another person;
- The information has already been made public by the data subject;
- Processing is necessary in connection with legal proceedings;
- Processing is necessary for the administration of justice;
- Processing is necessary for medical reasons;
- Processing is necessary for ethnic monitoring.

* ‘vital interests’ of the data subject or another person refers to life or death situations.

Obtaining explicit consent and definition of a “family”
Consent is a pre-requisite for the family to be accepted onto the FRP programme. Families who decline consent at the outset, or who withdraw cannot be engaged with by the FRP Team.
Consent to share information and data should be gained for every adult family member aged 16 and over and by the parents/carer for children under the age of 16.

However, by definition, families accepted for FRP are likely to be chaotic, unstable and in a state of flux. A professional judgement will be made in conjunction with the referring agency and the FRP manager as to the composition of the family from whom explicit consent will be sought. This will need to be kept under review. If, at subsequent TAF meetings the care planning process would benefit from the engagement of a further family member, specific consent will need to be sought.

Consent must be a specific, informed and freely given agreement. In obtaining consent, each individual must be made aware of:

- why we want the information;
- how it will be used;
- who it will be shared with;
- the consequences of giving consent; and,
- the consequences of withholding or withdrawing consent.

Consent of the family is sought after referral and prior to the engagement of the family in FRP. Following referral and initial acceptance to FRP, the family will be visited by a “Consent Worker” from within the FRP Team nominated by the FRP Manager.

The Consent Worker will attend the family alongside another professional already working with that family (likely to be a representative from the referring agency already known to that family).

A specific Consent Form is used for this process. See Appendix 1 for the consent form which will be used in all cases for FRP work.

Consent withdrawal
Consent can be withdrawn by the family/family member at any time. Family members will be made aware that they have the right to do this (see Appendix 1). However, they will also be made aware this will have consequences for the engagement of that family in the FRP as FRP relies on inter-agency information sharing.

The extent to which the withdrawal of one of more family members’ consent affects the ongoing operation of the FRP due to the inability to share information relating to that person will require a professional judgment by the FRP Manager or TAF Chair, if different.

If consent is withdrawn, but it is considered that a statutory exemption applies concerning that family and/or family member, then it may be appropriate for professionals within or outside the FRP Team to share relevant information on the need to know basis.

Capacity to provide consent
All people over the age of 16 are presumed, in law, to have the capacity to give or withhold their consent to sharing of confidential information unless there is evidence to the contrary. The *Mental Capacity Act 2005 Code of Practice* will be followed when it is considered by a relevant FRP worker or other relevant professional that a family member does not have the capacity to make decisions.
How to decide whether or not there is a “need for another professional to know”

Need to know within the context of FRP is determined on a case-by-case basis. Need to know is determined by assessing whether the sharing of the information with another professional in the FRP Team (or other professionals from agencies that constitute the TAF) will have an impact on the level and type of support and intervention that can be used for the family, and the reduction of crime and disorder in the community.

Need to know for the purposes of delivering an FRP means that the sharing of personalised information will likely be restricted to the individuals that assess the families, deliver the care package, and track the case progression. In practice this means the TAF, the Information Desk staff, the FRP Manager and the TAF Chair (if not the FRP Manager).

If, after a care plan has been devised and is being implemented, it is felt that the services of a particular professional of FRP or the wider TAF will not be required for the delivery or tracking of the case plan, then that professional does not have a need to know the personal information of that family.

Conversely, if the Care Plan is modified and new or additional professionals are required in order to deliver it, then these professionals have a need to know the personal information of this family.

How to decide “Protect People from harm”

This is determined on a case-by-case basis.

Consider:
- Is there evidence that a person is suffering or is at risk of suffering significant harm?
- Is there reason to believe that a person is suffering or is at risk of suffering significant harm?
- Will sharing the information prevent significant harm arising for that person?
- Will sharing the information prevent other people or the public from experiencing harm?

There are no absolute criteria on which to rely when judging what constitutes significant harm. Sometimes, a single traumatic event may constitute significant harm, for instance a violent assault. More often, significant harm is a compilation of significant events, both acute and long-standing, which interrupt, change or damage a persons physical and psychological development. Harm does include impairment suffered from seeing or hearing the ill-treatment of another.

To understand and establish significant harm for a child, it is necessary to consider:
- The family context;
- The child's development within the context of their family and wider social and cultural environment;
- Any special needs, such as a medical condition, communication difficulty or disability that may affect the child's development and care within the family;
- The nature of harm, in terms of ill-treatment or failure to provide adequate care;
- The impact on the child's health and development; and
- The adequacy of parental care.

The key factor in deciding whether or not to share personal and/or sensitive information where consent has not been sought is proportionality. In making the decision you must weigh up the risk of what might happen if the information is shared against what might happen if it is not. Consider the interests of protecting people against the interest in
maintaining public confidence in the confidentiality of public services, an erosion of personal privacy, or the likelihood of damage, distress or embarrassment being caused to individuals.

**How to decide “Prevent crime and disorder”**
This is determined on a case-by-case basis.

Consider:
- Will sharing the information prevent crime and disorder?
- Will sharing the information assist in detection or prosecution of crime and disorder?
- Is the intended disclosure of information proportionate to the intended aim?

The key factor in deciding whether or not to share personal information where consent has not been sought is proportionality.

**Is sharing the information a proportionate response to the need to protect the public interest in question?**
Proportionality is one of the key factors in deciding whether or not to share confidential information without consent i.e. when disclosing information without consent one must limit the extent of the disclosure to that which is absolutely necessary to achieve the aim of disclosure (e.g. child protection).

In making the decision you must weigh up the risk of what might happen if the information is shared against what might happen if it is not. Consider the interests of e.g. preventing crime and disorder against the interest in maintaining public confidence in the confidentiality of public services, an erosion of personal privacy, or the likelihood of damage, distress or embarrassment being caused to individuals.

**PROCESSES FOR INFORMATION EXCHANGE**

**FRP Information Exchange Process**
The FRP Team will work with up to 30 families who meet agreed criteria established by the FRP Project Board. These criteria will be applied to incoming referrals. A specific FRP referral form will be used for this purpose.

The referral form will contain basic personal information sufficient to robustly identify the family.

On the basis of the information contained in the referral, the family are provisionally (pending the iTAF) accepted on the FRP by the FRP Manager, or rejected.

If provisionally accepted to FRP, Consent is obtained from the individual members of the family (see section above) through the signed Consent Form (Appendix 1). The Consent form also gathers information from the family on the key services that they receive (e.g. schools, GP, etc – see Appendix 1).

The signed Consent Form is hand delivered to the Information Desk Analyst(s) who should scan the form and file the original in a secure cabinet. All members of the FRP Team should be able to access the Consent Form electronically via the FRP SharePoint system. At this point the basic personal information of the family will be shared with the other members of the FRP and Information Desk. Basic personal information consists of name, date of birth, and home address.
The Information Desk will make specific requests for information regarding that family directly to pre-nominated individuals within each of the agencies listed as Party to this agreement (above). This request will include basic personal information. It will also include an electronic copy of the Consent Form. A specific data sharing request form will be used for this purpose.

The aim is for each of these relevant agencies to determine whether they already have an interest in a family and to start to collate the information that they hold about these families that impact upon the following problem areas: poverty; debt; worklessness; education and skills; housing; crime; anti-social behaviour; mental health; physical health; drugs; alcohol; relationship breakdown; and domestic violence. Each agency which has an interest in that family is invited to attended the initial TAF (iTAF) meeting.

The relevant Agencies, in conjunction with their FRP Team member (if appropriate) will need to make professional judgements as to the type and nature of information shared relevant to these problem areas within the guidelines outlined in Section 1 above. However data is likely to include:-

- All up-to-date assessments of the family and/or family members from all disciplines
- Current Care Plans (statutory and non-statutory)
- Chronologies of interventions and incidences (e.g. arrests, domestic violence)
- Types and level of services/interventions (e.g. immunisations, A&E attendances),
- Relevant medical concerns / complaints
- Benefits and employment status
- Rent arrears
- Relevant risk assessments of families and individual family members
- Noise and Anti-Social Behaviour incidents

This list is not exhaustive.

When sharing personal information under this protocol both the originating and receiving party should make a record of the disclosure. For the FRP, the Information Desk will log all outgoing and incoming data in sufficient format/detail for the following to be determined at any time:

- Who received the information
- Who provided the information
- What information has been shared
- The purpose of the disclosure
- Date of exchange of information
- Delivery method
- Where the information is stored

The Information Desk will use SharePoint to ensure that only those who have a need to know the information have access.

The personal information collated by each agency will be supplied (shared) in a secure electronic format back to the Information Desk who will then collate the information and perform basic validation and quality checks. The collated information will be shared with members of the FRP Team and any agencies working with the family as part of the iTAF. This sharing takes the form of the Family Intelligence Report (FIR).
The sharing of the FIR will enable each discipline within the iTAF to draw together the information held across the parties to gain an understanding of the family’s problems and any gaps in knowledge. The Information Desk should define who has access to the FIR at any point in time. At the iTAF the FIR will be distributed in hard copy. All copies must be accounted for at the end of the meeting. Any further Sharing will take place electronically via SharePoint or via secure email to those who need to know.

The Information Desk is likely to receive information deemed highly sensitive in nature. It is unlikely that all sensitive information will be appropriate to be shared with the iTAF and the wider FRP. The Information Desk should regularly review shared information with the FRP Manager and the TAF Chair, if different, to determine which information should be shared more widely to support the care planning process. Information that is not to be shared is stored securely on SharePoint in an area only accessible by the Information Desk and the FRP Manager / TAF chair.

The iTAF is likely to determine whether the family is suitable for ongoing FRP work. The iTAF will also determine the most appropriate composition of the TAF going forward to work with the Family. Those professionals who are not part of the TAF no longer need to know information and any further information will not be shared. The Information Desk will manage and track this process.

The TAF chair may instruct further Assessments to be undertaken to fill any gaps in knowledge. These completed assessments should also be supplied to members of the TAF via the Information Desk in an electronic format.

The Information Desk will produce a family tree and time line (chronology) based on this collated multi-agency information which will be disseminated electronically to members of the TAF.

For a multi-disciplinary, multi-agency interventions package to be devised for the family, the TAF and the Information Desk will need to hold meetings (TAFs and other review meetings) where personal and/or sensitive information is discussed. No new personal or sensitive information is likely to be shared at these meetings as information sharing has taken place electronically prior to this meeting.

During the delivery of the Care Plan it may be determined that a particular service of FRP is not required in respect to the family and therefore should no longer receive personal information regarding this family under the need to know principle.

It may also be determined whether a professional outside of the TAF and the Information Desk will be required in order to deliver the Care Plan. Only personal information that the professional needs to know should be shared. This sharing should always be done electronically (securely) and will be logged by the Information Desk.

The resulting Care Plan for the Family should be made available electronically to all members of the TAF and the Information Desk.

**INFORMATION GOVERNANCE**

**Information Transfer**

All personal information shared under this protocol must be both stored and disseminated in a secure manner. Sharing should ONLY take place in one of the ways listed below:
• **Microsoft Office SharePoint System 2010 (MOSS)** – MOSS will be set up for FRP to ensure that access is adequate to respond to the need to know principle. All members of the FRP will be able to access MOSS. However, only those who are working with a Family as part of the agreed FRP Care Plan (and therefore ‘need to know’) will be able to access shared information pertaining to that family. MOSS will be administered by the Information Desk Analyst(s). The Analysts will be able to assign bespoke role-based access to this system and its contents.

• **By secure email.** Many ‘normal’ email accounts (e.g. .gov.uk, nhs.uk) are not secure and should not be used for the transmission of any personal and/or sensitive information. All personal information must only be emailed to/from the Information Desk using a secure email address that is featured in the listing below.
  - *.nhs.net (NHSmail)
  - *.gsi.gov.uk
  - *.gse.gov.uk
  - *.gsm.gov.uk
  - *.mod.uk
  - *.police.uk
  - *.pnn.police.uk
  - *.scn.gov.uk
  - *.cjsm.net
  - *.gcsx.gov.uk

The Information Desk is hosted by the Local Authority and is therefore must use GCSX as its default email option. This forms part of the Government Secure Intranet (GSi), which is the collective term used for the various Government networks that are all connected together by the Public Sector Interconnect (PSI). As a result GCSX can be used to securely share data between local authorities, central government departments and other organisations that connect to the GSi such as the Police and NHS.

• **By meeting - Through a recognised FRP case management meeting (e.g multi-agency TAF meetings).** Case management meetings should be closed meetings, only attended by FRP and Information desk members, or other people who have been invited to attend the FRP in relation to a specific case.

• **By hand - Personal identifiable information should only be taken off-site when absolutely necessary.** Agencies should record with the Information Desk Analyst(s) what information is being taken off-site and why and if applicable where and to whom they are taking it. Information must always be transported in a sealed and tamper evident container or protected format. Personal identifiable information must never be left unattended and should be returned on-site as soon as possible and checked-in with the Information Desk Analyst(s).

• **By secure mail (external) – This method should not be the default method to transmit information.** However, there may be instances where this is necessary. If disseminated by external mail, information must be in a sealed double envelope, with full address and return address on the outer envelope, without the level of data or protective marking shown, and should be sent by recorded delivery.
Transmission by facsimile (fax) is not acceptable for personal information as it is not secure. This includes faxes sent between internal phone numbers. If faxing is necessary in unavoidable circumstances, safe haven principles should apply:

- Confirm the receiving fax machine is in a secure location
- Confirm the correct fax number is being used
- Confirm the named recipient is ready to receive the information
- Confirm safe receipt personally

The Information Desk Analyst(s) will be able to advise any FRP staff member as to which is the most appropriate transmission method.

**Information Storage**

Personal information shared for the purposes of FRP must be stored securely at all times.

Agencies working as part of the TAF may need to store information relating to the work they are doing and the interventions they are delivering onto their “home” case management system. In these cases care must be taken to only include information relating to that agencies’ involvement and to avoid any inadvertent sharing of information beyond the need to know basis of the FRP Team.

Electronically shared information will be stored on the SharePoint system using Wandsworth Council’s IT Platform and its associated security settings. Access to this system must be via a username and password logon.

No personal or sensitive information is to be stored on the hard drives of laptops or desktop computers. Only networked drives are to be used for this purpose.

If access to the SharePoint system is granted to professionals from agencies beyond the immediate FRP Team (and therefore Wandsworth Council’s network) this will need to be done securely. The exact specification for this is to be established and will be subject to an amendment to this protocol at a later date.

No personal or sensitive information should be stored on any portable media (e.g. CD/DVD ROM, USB Drive/‘stick’ etc).

Information in paper format should always be stored in a locked cupboard in a secure environment when not being actively used. Secure cabinets of the necessary specification will be made available for this purpose.

Laptops, if used, must be encrypted.

**Information accuracy responsibilities**

Each FRP member will incorporate necessary information within their current documentation systems, with their own data protection officer monitoring for compliance to data protection principles.

Each Agency party to this agreement is responsible for ensuring that the information they supply is reliable by checking the quality of the information before they share it. In addition each agency is responsible for ensuring that inaccuracies in the information provided are rectified as soon as possible and before it is shared with the receiving parties.
Each Agency is responsible for up-dating the information they share to ensure that the personal information remains correct. This updating should take place in conjunction with the Information Desk using the transfer processes described elsewhere.

Unresolved disagreements regarding the accuracy of the information between FRP members should be documented by each member alongside the information that the disagreement pertains to.

**Information Retention**
Personal information should not be kept for longer than is necessary for its purpose(s).

Personal and confidential information will be generated as a direct result of families’ involvement in the FRP through the interventions they receive and the care planning process. This information will be retained in accordance with the relevant retention policy(ies) in place for Wandsworth Council (and which adhere to statutory requirements where they apply).

Information that is shared between agencies will be retained by the FRP during the intervention process and for 12 months after the case has closed. However, retention periods can be changed on a case by case basis if agreed by the originating agency. Considerations for judging retention periods include:

- the current and future value of the information for the purpose for which it is held;
- the costs, risks and liabilities associated with retaining the information; and
- the ease or difficulty of making sure the information remains accurate and up to date.

If a party is deemed not to be relevant to the delivery of the intervention package when the intervention package is devised, they will not retain the personal information received from other parties nor the collation of their own information.

Information should be disposed of appropriately and securely at the end of the retention period and in accordance with that organisations’ disposal policies.

**Information Disposal**
Personal and sensitive information must be securely disposed of. If it is in an electronic format, documents should be fully deleted from the computer system on which it is saved. If it is a paper document, it should be placed in a confidential bin.

**Data Controller**
The Data Controller for information relating to the delivery of the Family Recovery Project is Wandsworth Council.

The Council's DPA notification with the ICO will need to be reviewed and updated as necessary.

**CONFIDENTIALITY AGREEMENT**
A confidentiality agreement is to be used at all TAF meetings where personal information about a subject is to be shared amongst professionals attending that meeting.
The agreement to be used is set out at Appendix 3. It should be signed and dated by attendees of each TAF prior to any information being disclosed. This requirement includes people from those agencies that are not signatories to this agreement.

The responsibility for ensuring that this takes place, and for retaining the signed copies, lies with the Chair of the TAF meeting.

ACCESS AND INDIVIDUALS’ RIGHTS - SUBJECT ACCESS REQUEST
The Data Protection Act 1998 gives individuals certain rights over their personal data. These include:

- The right to access personal data held about them;
- The right to know how their data is being used; and
- The right to object to the way their data is being used.

With relation to FRP there are several organisations sharing data and therefore it may be difficult for an individual to know who to make their request to. The FRP should therefore make it clear to the individual writing about the process for making such a request.

The FRP Information Desk will manage this process in liaison with the Council’s Corporate Information Management Team. The FRP Team itself will ‘generate’ certain personal information as a result of its own care planning and delivery function and the FRP manager will oversee this. However, much of the information held by the FRP will have been shared directly from Agencies home systems. As such, upon receiving a subject access request, each agency will be consulted regarding relevant data prior to it being released.

STAFF TRAINING
All members of the FRP Team managed by the FRP Manager will be trained on the content of this Protocol prior to being granted access to any personal or sensitive information.

Any agency as part of a TAF (wider than the FRP) team will be expected to sign a declaration that it will abide by the terms of this Protocol prior to being granted access to any personal or sensitive information.

All members of the FRP Team will be trained to use the MOSS system and be familiar with other secure forms of information transfer such that they can put this Protocol into everyday practice.

REVIEW OF THE DATA SHARING PROTOCOL
The FRP Manager and/or the Information Desk Senior Information Analyst will ensure that this document is maintained, its effectiveness reviewed periodically or when and if needed, and kept up-to-date. They will ensure that it is made available to anyone who requests it.

Any signatory to this agreement can request a review of this Protocol.

LAW AND THE DATA PROTECTION ACT
Each partner in this agreement shall comply with all of its obligations under law and the Data Protection Act 1998 and any subsequent statutes, orders or regulations in relation to its obligation under this agreement.
APPENDIX 1 – CONSENT FORM
Version 3 – Amended 5th October 2011

Wandsworth Family Recovery Project
Sharing Information – Family Consent

Wandsworth Council has been working with Partner organisations such as local health services, police, Jobcentre Plus and social services to develop new ways of working and have created a new team of professionals to support you and your family.

Too often each member of the family has been dealt with by a separate service with a narrow focus meaning that the opportunity to work with whole families has been missed.

To improve how we can work with you we have started the Family Recovery Project (FRP) which offers a whole-family approach to supporting you and your family’s needs. Some examples of how this will be different for you and your family are:

- Agencies who normally only work with adults will be part of this team, working alongside those who normally focus on children,
- The service may be intensive with several contacts/sessions with you and your family per week, when needed.
- Each family (both children and adults) will have one Family Care Plan based on one assessment and care pathway, and
- The Family Care Plan will reflect the needs of all family members and when relevant the wider community.

This team will mainly work with families who have complex and/or multiple areas of need. These might include families where children are at risk and need protecting from abuse and neglect or who are exposed to domestic violence. The Team will also work with families where children are not fulfilling their potential because of issues such as, for example, poor school attendance, obesity or emotional difficulties.

Families may also have adult needs around substance misuse, mental health problems, learning disabilities, chronic physical illness or physical disability which can impact on how the children in a family are parented. Finally the team will work with families where family members’ behaviour also involves criminal activity, anti-social behaviours, noise nuisance, violence or other activities which reduce the quality of life for their neighbours.

The Family Recovery Project will assemble a team of workers who have the best skills to meet your needs - called a “Team Around the Family” (TAF). The TAF may include professionals from the following disciplines or agencies:

- Children’s and Adult Services (Wandsworth Council)
- Domestic Violence support workers (Victim Support)
- Wandsworth Police
- Youth Offending Team (YOT)
- Housing and Council Tax Benefits
- Jobcentre Plus
- Substance misuse agencies
- Child & Adolescent Mental Health Services (CAMHS) and other therapeutic agencies
- Adult Mental Health Services
- Health Visitors
- GPs (for you and your child(ren))
- Hospitals
- Outreach Workers
- Education and early years settings, including schools and nurseries
To help you and your family be supported in the best possible way the Team Around the Family will need to share information about you and your family’s needs. The information will be held securely by Wandsworth Council and we will only share information on a ‘need to know’ basis. ‘Need to know’ means that we won’t share information which doesn’t relate to the areas of concern, need and/or support identified by your Team Around the Family. The information we may share about you and you family is information about:

- Criminal behaviour and probation information, past and present. For example any conditions that you are under, previous convictions, police involvement at your address and youth offending.
- Unacceptable behaviour – for example, noise and antisocial behaviour.
- Parenting capacity and family matters - for example your current and former relationships, children and stepchildren, domestic routines and environment.
- Housing matters - for example tenancy type, rent arrears, fixed abode.
- Health information - for example any disabilities, illnesses, mental health problems, addictions / dependencies, and any support you receive.
- Education – for example, qualifications and school attendance.
- Benefits received and support to find employment - for example which benefits you receive, when these are due for review, support you are being provided to become more work ready, conditions of your benefit receipt and when these may change.

This information may be shared verbally, in writing, or by way of a report. We will only share your personal information for reasons mentioned above unless the law says we are required to share it for another reason or, we believe we must share the information to protect you or others. The exchange of information will take place during case conferences attended by representatives of some or all of the Partners listed in the consent form.

The information and data collected will include that known as ‘personal characteristics’ as well as those services and interventions you and your family work with or receive. The data will be used to help Wandsworth Council allocate local authority resources and will also help the professionals to develop good practice.

Your personal information will be stored securely and retained only as long as necessary and always in accordance with the Data Protection Act 1998. You have the right to withdraw consent for information to be shared. Withdrawal of consent will not affect your entitlement to welfare benefits now or in the future. You also have the right to see the information we keep about you or those you have parental responsibility for.

If you wish to look at the personal information held, or if you wish to withdraw your consent for information to be shared, please contact the FRP Support Officer at: Family Recovery Project, The Town Hall, Wandsworth High Street, SW18 2PU, or by email: XXXXX@wandsworth.gov.uk. If we receive a request to withdraw consent we will immediately contact all agencies and disciplines listed above.

In some circumstances we may want to disclose your information to agencies or researchers for statistical, research and evaluation purposes. We will always seek your consent separately prior to doing this.
This notice is also to inform children over the age of 12 and their parents/carers, as well as parents/carers of children under 12, whose information will be used by the Family Recovery Project. It provides the details about who processes the information and what the information is used for.

**Giving your consent**

In order to carry out an in-depth assessment and plan services for your family, we need to build up an accurate picture of your family’s needs. To do this we need to be able to talk to other professionals who may have worked with you and members of your family named below:

**Full name(s) of all adult(s) aged 16 and over:**

Name of Adult 1: ..........................................................

Name of Adult 2: ..........................................................

Name of Adult 3: ..........................................................

Name of Adult 4: ..........................................................

**Full name(s) of all children and young people aged under 16:**

Name of child/young person 1: ..........................................................

Name of child/young person 2: ..........................................................

Name of child/young person 3: ..........................................................

Name of child/young person 4: ..........................................................

Name of child/young person 5: ..........................................................

Name of child/young person 6: ..........................................................

I have had the reasons for information sharing within the Family Recovery Project outlined above explained to me and I understand those reasons. By signing below I give consent for the Wandsworth Family Recovery Project to contact those agencies and disciplines listed above who may have knowledge of me/us or my/our children to share their information on a need to know basis.

Signed adult 1: ..........................................................
Parent/carer responsibility:- yes / no

Signed adult 2: ..........................................................
Parent/carer responsibility:- yes / no

Signed adult 3: ..........................................................
Parent/carer responsibility: yes / no

Signed adult 4: .................................................................
Parent/carer responsibility: yes / no

Consent to share personal information about young people (under 16) under your care

I................................................................................................ (Print full name) provide consent for personal information about the following young people under my care to be shared on a need to know basis by the agencies and disciplines listed above on a need to know basis.

Name of child/young person 1:............................................................
Relationship to you:........................................................................

Name of child/young person 2:............................................................
Relationship to you:........................................................................

Name of child/young person 3:............................................................
Relationship to you:........................................................................

Name of child/young person 4:............................................................
Relationship to you:........................................................................

Name of child/young person 5:............................................................
Relationship to you:........................................................................

Name of child/young person 6:............................................................
Relationship to you:........................................................................

Signed ................................................................. Date..........................

If you don’t consent to these agencies sharing their information with the Wandsworth Family Recovery Project the Council and other agencies may still share information if there is evidence that a child or young person is at risk of significant harm, or to help prevent or detect a serious crime.
**APPENDIX 2: SIGNATORIES TO THIS AGREEMENT**

We, the undersigned, are in agreement with the principles stated within the Information Sharing Protocol above. We are committed to maintaining this Protocol for the purposes of supporting the Wandsworth Family Recovery Project as it seeks to improve the outcomes for families with significant and complex needs.

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<th>Organisation</th>
<th>Name and position</th>
<th>Date</th>
<th>Signature</th>
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<td>Wandsworth Council</td>
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<td>Wandsworth Police</td>
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<td>South West London and St. George’s Mental Health NHS Trust</td>
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<td>Victim Support</td>
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Others to follow when and if identified
APPENDIX 3

WANDSWORTH FAMILY RECOVERY PROJECT
CONFIDENTIALITY STATEMENT

This confidentiality agreement is in relation to:

Meeting name:..............................................................

Meeting date:..............................................................

Name of Chair:..............................................................

The information shared at Team Around the Family (TAF) meetings is shared with the informed consent of all the subjects concerned.

The disclosure of such information outside of the work of these meetings will be considered a breach of the subject's confidentiality and of the agency concerned.

I will not discuss any shared personal information except as a direct part of this family’s case management or with the subject(s) themselves.

Please sign below that you have read and understood the above statement

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<th>PRINT NAME</th>
<th>SIGNATURE</th>
<th>POSITION and AGENCY</th>
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