

### What services are available?

A range of services are available to families according to needs. They may include Educational Welfare, Educational Psychology, Inclusion Services, family support, parenting advice, social care, children's centres, youth work. All services are subject to their relevant codes of ethics and practice.

### What information is out there about me?

Organisations collect data every time they provide a service to an individual this is often used for monitoring purposes. You have the right to see your information, if you wish to do this contact the organisations involved. For the council you can make a 'Subject access request' online at [www.southglos.gov.uk](http://www.southglos.gov.uk), visit a council one stop shop or call 01454 866000.

### How do I know my information will be kept safe?

All information will be kept in accordance with the Data Protection Act 1998, and we will only share information with agencies that also follow this guidance.

### Who gives the consent to share information?

For children over the age of 12, consent will usually be sought from the young person.

For children under 12, consideration will be given to their age and level of understanding.

Where a child is over 12 but does not have the capacity to make an informed decision, consent will be sought from the person with legal authority to act on the child's behalf.

### How long does consent last?

For information sharing and service delivery consent will only last for one involvement

## Contact

**First Point**  
**South Gloucestershire Council**  
**Children, Adults and Health**  
**PO BOX 2083**  
**The Council Offices**  
**Castle Street**  
**Thornbury**  
**South Gloucestershire**  
**BS35 9BR**

**Tel: 01454 866000**

**Fax: 01454 864380**

**[FirstPoint@southglos.gov.uk](mailto:FirstPoint@southglos.gov.uk)**

**If you need this information in another format or language, please contact: 01454 868009**

# First Point

## Information sharing and consent to services

**A parent's and carer's guide**



Community Children's  
Healthcare Partnership

North Bristol **NHS**  
NHS Trust

  
**South Gloucestershire**  
Council

First Point is a single point of access to children's preventative, social care, and specialist services.

# First Point Information sharing

**When you speak to organisations involved in children's services such as the council, GPs and schools you often have to provide personal information. The council is increasingly working with a range of different agencies to improve the future and welfare of children and young people. To assist in doing this it is important that we are able to share information on the child and the family.**

Agreeing to share information helps to prevent you from having to give out the same details several times. It also enables agencies to have the same information and be able to work more closely together, providing a better coordinated package of support, and in-turn, improved outcomes for children, young people and families.

We will only share information where it is necessary, appropriate and there is a benefit in doing so and we will respect the wishes of those who do not consent to share information, unless we are required by law to do so for example where there is a risk of harm.

**All data will be stored in accordance with the Data Protection Act 1998.**

## Frequently asked questions

### What are the benefits for me and my family?

- Prevents you from having to repeat the same information to different professionals
- Sharing information will enable a full assessment by a range of professionals
- Cross checking will ensure information is kept up to date
- Your feedback will be shared with professionals to improve services provided
- Enables well planned contacts for you and your child with the different professionals involved
- Any safety concerns are shared with the appropriate agencies
- A coordination of services to best meet your family's needs.

### What sort of information will be recorded and shared?

The information could include the following:

- Personal details including name, address and date of birth
- Gender, ethnicity and marital status
- Information about accommodation
- Significant events in your child's life such as change of school or family bereavement
- Contact details for the family
- Details of contact with the council and other service providers
- Financial information.

### Who will you share my information with?

Your child's information will be shared with the people directly involved in their care and who have a genuine need to be informed. This could include GPs, schools, housing and benefit agencies, police, and other private and voluntary groups providing services required.

### How will you share my child's information?

Your child's information may be shared on paper, verbally or on an electronic information system where appropriate and in accordance with the Data Protection Act 1998. Before any services can be provided to support your child or family we require your consent for professional involvement. It is the responsibility of the referring professional to explain the nature of these services.

### What if I do not give consent?

If you do not give consent to share information or to receive services we will respect your wishes. Information will still be shared within the council but not with external agencies. However we may consider it necessary to share information to protect the child, yourself or the public and in these cases we will be required to do so by law.

By not sharing information this may cause delays in getting services organised and means you or your child could be asked for the same information repeatedly by different people.