

**Welcome to the  
0 – 19 Child and  
Family Support  
Service**



## What does this service offer?

The 0 – 19 Child and Family Support Service, working on behalf of Cumbria County Council, offers a range of support for children, young people and families.

Through this service, everyone will be able to:

- Access information and advice online or face to face (this may be in centres or out in the community)
- Find out about events and activities that are happening locally, or perhaps use one of the centres to set up a community-run group
- Bring babies/toddlers to an open play session or drop-in event

Some families may require extra help such as:

- One to one support for the child or young person
- Taking part in group activities with a particular focus: this could be for either children/young people or parents/carers, or both together
- Finding a solution to a particular problem or difficulty through a strengths based approach/coaching support – support will vary from family to family
- Being introduced to others who can help with a specific problem where appropriate
- Building a supportive team around the family, for example through an Early Help/Signs of Wellbeing approach

## What does this service offer?

- Child and Family Support Service teams are based in Children's Centres across Cumbria, however, the service will be delivered largely on an outreach basis.
- Services are delivered in partnership with community groups, libraries, health settings and other suitable community venues, as well as within education settings or family homes where appropriate
- Some of the larger Children's Centres will be developed to become 'hubs' for a wider range of services, working with communities to develop them

This leaflet explains what information we require from families that are accessing the 0 – 19 Child and Family Support Service, and how we will keep your information safe to protect your privacy.

## Why do you need to hold information on me and my family?

Cumbria County council keeps a record of how many children, young people and families our services are reaching, and how our services are helping the people that use them. This enables us to see whether the money that we are investing is being well spent and is contributing to people's lives in a positive way.

## What information will you collect from me?

When you receive a service from the 0 – 19 Child and Family Support service, you will be asked for some basic information on you and your family such as your names, dates of birth, address, ethnicity and whether you have any additional needs. We will record which activities and services you and your family attend and how we have supported you.

## Who will be able to see this information?

The information that you supply will be kept on a secure Cumbria County Council database and can be accessed by a number of authorised people within People Directorate. This will include 0 – 19 Child and Family Support Service staff and professionals who are working with your family, where there is a valid reason for them to do so.

## How will you keep my information safe?

All of the information that you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and we will comply with the Data Protection Act 1998. This means that, if we keep any of your personal information, we must:

- Tell you what information we need to collect from you
- Only use the information for the reason we have agreed with you
- Not ask for more information than we need
- Let you see any information we have collected about you, on request
- Keep the information safe, secure and confidential

## Our promise to you

We are committed to making sure that information is kept safe, stored securely and can only be used by the people who need it to enable us to offer your family the support and services that you require.

For further information, please see our Privacy Notice - <https://www.cumbria.gov.uk/eLibrary/Content/Internet/536/17354/4324395910.pdf>

## Other important information

The safety and well-being of all our service users is of paramount importance to us. We adhere to Cumbria Safeguarding Children Partnership (CSCP) policies and guidelines and will at all times take action to ensure that children, young people and families are kept safe from harm. For further information, see: **Cumbria CSCP guidelines**.

We recognise that families' needs change over time and sometimes extra help and support is needed. If you or someone who works with your child feels that he or she would benefit from additional support, an Early Help Assessment may be used. This is a separate process and will only be initiated with your signed agreement. For further information, see: **Early Help Assessment Guidance**

If, at any time, you wish to withdraw your consent to us using and sharing the personal information you have provided, you should let the 0 – 19 Child and Family Support service know and your personal information will be deleted in accordance with our data retention policies.

**If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone [08457 125737](tel:08457125737)**

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 08457 125737 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，请致电 08457 125737

Jeigu norétumėte gauti šią informaciją savo kalba, skambinkite telefonu 08457 125737

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 08457 125737

Se quiser aceder a esta informação na sua língua, telefone para o 08457 125737

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 08457 125737 numaralı telefonu arayınız