

Belfast Family Support Hub Network Service Request Form

Unique Identifier Number:

Date Received:

(To be completed by Hub Staff)

Family Contact details	
Name	
Address	
Postcode	
Tel No	
Email	

Please specify below which family member(s) is requesting a service.

Family Information	Name	Date of Birth	Requires Support (Y/N)	Ethnicity (e.g. Chinese, Black, African, White, Irish Traveller etc)
Parent 1				
Parent 2				
Carer/Guardian				

(Continue on a separate sheet if required)

	Name	Gender	Date of Birth	Requires Support (Y/N)	Ethnicity (e.g. White, Chinese, Irish Traveller, Roma Traveller, Indian, Pakistani, Bangladeshi, Black Caribbean, Black African, Black other, Mixed ethnic group, Other ethnic group)	School Attended
Child/YP1		M / F				
Child/YP2		M / F				
Child/YP3		M / F				
Child/YP4		M / F				

Any additional support needs for the individual(s) requesting support? For example, language, sensory impairment, disability, etc? Yes / No
If yes, please specify.

Other agencies involved (currently or previously i.e.within the last 12 months), eg. G.P. Social Worker, CPN, EWO, Disability Service, Other (Please specify);

Name:	Designation / Organisation Contact Details:

Reason for Service Request (Continue on separate sheet if required)

Type of Service/Programme Requested

Has the family / individual engaged with a Family Support Hub within the last 12 months?
Yes / No (Please circle). If yes, please specify Hub area and date?

Self- Referral Yes/ No (please circle).

If the individual was advised to self- refer, please specify by whom?

Form Completed By:	Contact Details
Name:	Address:
Designation:	Tel. No:
Agency:	Email:
Signed (Referrer) Date	

**CONFIRMATION OF CONSENT:
PLEASE READ CAREFULLY THROUGH COMPLETED FORM BEFORE SIGNING**

- I have read and understood the Family Support Hub Privacy statement
- I consent to:
Myself
My child
My family

being referred to the Family Support Hub and on to an appropriate service provider.

- I understand and agree with the information provided and the service request being processed by the appropriate Family Support Hub as discussed.
- I understand that Family Support Hub staff may contact me to further discuss support needs, to help identify appropriate services.
- I understand that in order to access a suitable service, my information may be discussed at a monthly Hub meeting with Hub Member Family Support service providers, in a way that does not identify myself or my family.
- I understand that my information on the Service Request Form will only be shared on a 'need to know' basis with the agreed service provider organisation/s.
- I understand that my information will be managed and secured at all times in accordance with requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.
- I understand that I can withdraw my consent for engagement at any point.

***Signature(s)** (Parent(s)/Person(s) with Parental Responsibility/Individual)
.....

Current Telephone Number

Date

***Service Request Forms will not be accepted without signature to confirm consent**

Service Request forms submitted electronically will not be accepted.



Belfast Family Support Hub Network

Protecting and using your information

Introduction

In order for the Family Support Hub to help to identify and connect you to an appropriate family support service, we need to know some information about you. Personal information that we process about you is governed by the General Data Protection Regulation and the Data Protection Act 2018 (from 25th May).

What information is collected?

We only collect the information we need to. This will include your name, address, date of birth, contact details and relevant background information. We will always restrict this to only what is necessary.

How is it collected?

Information you provide to us is recorded in your personal paper file and also on the Family Support Hub computer system. This can include information you provide in person, on the Family Support Hub Service Request Form or by telephone.

What do we do with your information?

We collect this information to assist you in accessing Family Support services. Your information may also be used to prepare anonymised statistics on Family Support Hub activity and performance.

Who will my information be shared with?

To help us connect you to an appropriate Family Support service, your information may be discussed at a Family Support Hub meeting with Hub member (Family Support) organisations in a way that does not identify you or your family. The information which you provide on the Service Request Form, will only be shared on a 'need to know' basis with the service provider that you decide is best for you. In order to share your information like this, we will require your consent. You do have a right to withdraw your consent at any time.

All Hubs in the Belfast Family Support Hub Network hold a contract with the Belfast Health and Social Care Trust to deliver the Hub service. Staff from the Belfast HSC Trust Early Intervention Support Team may view individual family files for the purposes of auditing service delivery. Belfast Trust do not hold records of individual / family details.

Will it be shared with anyone else without my consent?

There may be occasions where your information can be shared with other organisations without your consent but this will only happen when it is;

- Required by law e.g. if there are safeguarding concerns in relation to you or any member of your family;
- Required by a court order;
- Necessary to protect the public from serious harm e.g. the protection of vulnerable adults.

How will it affect me if I do not want to provide information?

The purpose of providing your information to the Family Support Hub is to enable you to access an appropriate Family Support service. If you do not provide the required information, the Family Support Hub cannot process the Service Request.

Seeking support from a Family Support Hub is a completely voluntary process. You have a right to withdraw your consent at any time.

Security of your information

The Belfast Family Support Hub Network takes your privacy seriously. Family Support Hub staff and family support service providers will only have access to your information on a strict 'need to know' basis. Family Support Hubs and Hub member organisations have a legal duty to keep your information safe and confidential. In line with legislation, Hub lead organisations within the Belfast Family Support Hub Network have a range of measures and strict standards to protect paper and electronically held information.

How long will my information be retained for?

We will retain your information in line with specific guidance issued by the Department of Health in Northern Ireland. Identifiable records will be retained by the FSH Lead Body for a period of 3 years after closure of the family file. After this period, the Lead Body will retain only anonymous information relating to service requests for Hub evaluation records. This will include a unique identifier number, postcode, referral source, reason for referral, services attended, information in relation to the service outcome and information on unmet need.

Keeping your information up-to-date

It is very important that the information we hold about you is correct and up to date. You can help us to do this by checking that the information recorded on the Service Request Form is accurate. Please also advise us if there are any changes to your contact details.

How do I see my information?

If you want to see the information we hold about you, ask how we use it or get a copy of it, you can speak to your local Family Support Hub Co-ordinator or write to

the organisation to request a copy of your information. You have a legal right under data protection legislation to obtain a copy of your personal information.

Your Rights

You have a right to take action if you feel you have suffered damage and distress due to the Family Support Hub's use of your information.

You also have a right to take action to correct, block, remove or destroy inaccurate information that the Family Support Hub's holds on you.

How can I find out more information or who can I complain to?

If you want to know more about how the Family Support Hub uses your information, you can contact your local Family Support Hub Co-ordinator. If you are unhappy about any aspect of how your information is used by the Hub, you can contact the Family Support Hub Chairperson who will provide you with advice about how to take your complaint forward.

All Hubs in the Belfast Family Support Hub Network hold a contract with the Belfast Health and Social Care Trust to deliver the Hub service. See links below to BHSCT Privacy notices.

[BHSCT Privacy Notice for Adults](#)

[BHSCT Privacy Notice for Children](#)

Alternatively you may wish to contact the Information Commissioner's Office. Contact details are included below.

Information Commissioner's Office (Head Office)

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline Number; **0303 123 1113**