

Guidance – Our Family Agreement to access support from Shropshire’s Early Help Services

A signed Family Agreement enables a family to access Early Help Support. It ensures that the family are aware that Early Help services will be recording and storing their family’s personal information within the case management system, Liquid Logic, and that they are agreeing to information being shared between relevant partner agencies.

Information Sharing

The Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR) supports the sharing of relevant information for the purposes of keeping children safe. Fears about information sharing must not be allowed to stand in the way of safeguarding and promoting the welfare of children.

https://assets.publishing.service.gov.uk/media/657b183d0467eb001355f870/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf .

If you would like further information on Information Sharing, please see Information Sharing – Advice for Practitioners providing Safeguarding Services to Children, Young People, Parents and Carers - [Information sharing: advice for practitioners \(publishing.service.gov.uk\)](https://assets.publishing.service.gov.uk/media/657b183d0467eb001355f870/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf)

Once the Family Agreement is signed, families are agreeing to accessing Early Help Support across the Partnership of services and they are aware that their information will be shared with other agencies / partners on a need-to-know basis to enable the correct support to be provided at the right time.

Exceptional Circumstances: Safeguarding Concerns & Consent

You do not need consent to share personal information - It is one way to comply with the data protection legislation but not the only way.

UK GDPR provides a number of bases for sharing personal information. It is not necessary to seek consent to share information for the purposes of safeguarding and promoting the welfare of a child provided that there is a lawful basis to process any personal information required. The legal bases that may be appropriate for sharing data in these circumstances could be ‘legal obligation’, or ‘public task’ which includes the performance of a task in the public interest or the exercise of official authority. Each of the lawful bases under UK GDPR has different requirements. It is good practice to be transparent and inform parents/carers that you are sharing information for these purposes and seek to work cooperatively with them, where it is safe to do so. For further information please see https://assets.publishing.service.gov.uk/media/657b183d0467eb001355f870/Working_together_to_safeguard_children_2023_-_statutory_guidance.pdf .

Storing information

Early Help information is stored on Liquid Logic, through the Early Help Module (EHM). The family’s information is recorded and securely stored within the case management system. Once the Family Agreement is signed, families are agreeing to accessing Early Help Support across the Partnership and they are agreeing for their information to be recorded and stored within Liquid Logic.

Privacy Notice

The privacy notice for Supporting families is available on the website [supporting-families-privacy-notice.pdf \(shropshire.gov.uk\)](https://www.shropshire.gov.uk/supporting-families-privacy-notice.pdf) and this provide further details of how and for what purpose personal data is shared and stored. This can be shared with families.

Withdrawing the Agreement to accessing Early Help

If a family withdraws their agreement to accessing Early Help, the parent / carer is required to put this into writing this and give to their Lead Professional.

How to complete the family agreement form

- Read to the family the section at the top “How do we collect information from you and for what purpose?” If the family would like more information, please signpost the family to the Supporting Families Privacy notice on the Shropshire Council Website. [supporting-families-privacy-notice.pdf \(shropshire.gov.uk\)](#)
- Make sure every member of the household is included on this form even if they do not sign it. At least one parent with Parental responsibility must sign the form for all children listed. The other adults cannot be added into the episode on EHM, until they have signed the agreement.
- Ensure all sections of the form are completed
- Ensure that the relationship section is completed for all members of the household. Please see example below.
- Ask the family if they would like a copy of the completed Early Help Family Agreement form.
- Clarify the family’s understanding of the form, including how their information will be shared and if they would not like information to be shared with any agency specifically, please detail this within the box on page 3.
- Explain to the family where in exceptional circumstances information may be shared when consent is not required due to safeguarding concerns (See Exceptional Circumstance section above)
- Explain to the family that they can withdraw their agreement at any point by discussing and placing it in writing with their lead professional.

External Partners

Once the form has been completed, please return via an encrypted email to SupportingFamiliesTeam@shropshire.gov.uk

A case will be created for you and access given to the Lead Professional identified on this form. You will then need to follow the workflow to complete the assessment and plan as appropriate.

If you do not have access to the Early Help Module of Liquid Logic a member of the Supporting Families Team will be in contact to discuss next steps

How to complete the table within the Family Agreement Form

Column Name (First name/family name)	Cherry Winter	Rudolph Winter	Holly Winter	Ivy Winter	Elf Winter			
Date of birth	12/03/1985	14/06/1983	15/07/2016	02/12/2012	17/11/2008			
Gender	F	M	F	F	M			
Ethnicity (See codes below)	1	1	1	1	1			
Additional needs and or disabilities	None	None	None	None	None			
First language spoken	English	English	English	English	English			
National Insurance number	QD067853B	SD151234P						
Relationships: Please complete relationship name in top row with names in column e.g. Cherry Winter is Rudolph Winter's wife. This must be completed by Partners of the demographics for the family cannot be finalised. For example see below.								
Name (First name/family name) Relationship to Column name	Cherry Winter	self	Husband	Mother	Mother	Mother		
	Rudolph Winter	Wife	Self	Father	Father	Father		
	Holly Winter	Mother	Father	Self	Sister	Sister		
	Ivy Winter	Mother	Father	Sister	Self	Sister		
	Elf Winter	Mother	Father	Brother	Brother	Self		

Relationships:

Self	Mother	Father	Daughter	Son	Wife
Husband	Sister	Brother	Ex Wife	Ex Husband	Half Sister
Half Brother	Mother's Partner	Father's Partner	Partner's daughter	Partner's son	Step mother
Step Father	Step daughter	Step Son	Step sister	Step brother	Grandmother
Grandfather	Granddaughter	Grandson	Step Grandmother	Step Grandfather	Step Granddaughter
Step Grandson	Great grandmother	Great grandfather	Great granddaughter	Great Grandson	Aunty
Uncle	Niece	Nephew	Cousin	Mother in Law	Father in Law
Daughter in law	Son in Law	Sister in Law	Brother in Law	Carer	Cared for
Adoptive Mother	Adoptive Father	Adoptive daughter	Adoptive son	Friend	Foster carer
Foster child	Private Foster carer	Private Foster Daughter	Private Foster son	Other – please state	