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Working Together Agreements

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**Children’s Information Systems:**

There are several Information Systems used across Kent’s Integrated Children’s Services (ICS) to record the work that we do with children, young people and families. These Information Systems include:

* **Core+** (used by Children’s Centre and Youth Hub staff in Open Access, and Youth Justice Teams)
* **Early Help Module** (used by Early Help Units and Adolescent Early Help Units)
* **Liberi** (used by Children’s Social Work Services and all staff who complete Missing Conversations)
* **Synergy** (used by Inclusion and Attendance teams)
* Our Front Door staff have access to each of these Information Systems to assist in their decision-making

Each of these Information Systems contains a secure, electronic case file, which includes a written record of ICS contact with children and families, as well as assessments, plans, interventions, and other related documents. Each child and family’s case file contains sensitive information that is an important part of their story. As members of ICS, it is important to remember that we are custodians of this information and it is our responsibility to ensure it is accurate, does not contain errors or gaps, and that it is not shared or accessed inappropriately.

The General Data Protection Regulation (GDPR) and Data Protection Act (2018) govern how personal information about children and families can be used by Kent County Council (KCC). Under this legislation, children and families have several rights, which include the right to access any personal data held about them (including copies of their case files) and to have corrected any inaccurate information which is held about them. All ICS staff must complete mandatory Information Governance, Data Protection and GDPR training (including refresher training) as required by KCC.

Case files are also used by ICS to monitor and evaluate the quality of our work and decision making with children and families (e.g., through management supervision and audits). These case files are also used by external inspection frameworks, such as Ofsted and Her Majesty’s Inspectorate of Probation to evaluate our services to children and families, and to carry out Child Safeguarding Practice Reviews in cases where a child dies or is seriously harmed.

**Digital Footprints:**

Each time that a member of ICS staff looks at a child or family’s case file, a digital footprint is created in the relevant Information System. This creates an audit trail that identifies the member of staff accessing the case file, as well as the date(s) and time(s) that it is accessed.

As a member of ICS staff, it is your responsibility to respect the confidentiality of information recorded in these case files and to report any instances where this has been contravened to your manager. ICS staff must only access case files that relate directly to their roles. This means that you must not view the case files of people you may know (including friends or family members), or those of people who may be directly related to your role ‘out of curiosity’ or ‘interest’: this includes any case files belonging to a colleague’s family, or a high-profile incident reported in the media. **Any unauthorised access of a child or family’s record that does not relate directly to your role may lead to disciplinary action by KCC, including possible dismissal.**

There are, however, some instances where ICS staff may be required to access the case file of a child or family that is not directly related to their role, and it is essential that whenever this happens a case note is added that explains the reasons for this. Examples of these instances include:

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| --- | --- |
| **Example Situation** | **Example Case Note** |
| When a manager audits or moderates ICS practice by accessing a child/family’s record | “[Name of Child/Family] I have accessed your file for the purpose of ICS Audit/Moderation.” |
| To provide formal or informal (e.g., ‘ad hoc’) Management Oversight on behalf of a colleague | “[Name of Child/Family] I have accessed your file for the purpose of ad hoc management oversight as [name of manager] is unavailable.”  This case note would include any relevant discussion between manager and practitioner, alongside analysis, case direction and actions. |
| When Management Information and Intelligence need to view a child/family’s record to provide technical support | [Name of Child/Family] I have accessed your file to provide support in relation [explain the nature of the technical issue] to help resolve this. |

**Please note:** For closed cases, a General Note can be added to Early Help Module, and an Intervention can be added on Core+. Case Notes can be added to closed cases on Liberi via the following process:

