

**Darlington Children's Trust**

**ContactPoint Shielding Policy**

**v.1.3**



**DRAFT**

## REVISION HISTORY

Version	Revision Date	Status	Summary of Changes
1.0		Draft	Initial Draft for Consultation
1.1	06.01.09	Draft	Changes following Strategic Steering Group
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1.3	27.02.09	Draft	Changes suggested by Safeguarding Sub Group

## DISTRIBUTION

Name	Title	Date of Issue
ContactPoint Strategic Group	Murray Rose - DCS	06 Jan 09
DLSCB	Jenni Cooke - ADCS	19 Jan 09
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ContactPoint/CAF Task and Finish Group	Anita Hamer	25 Feb 09
Implementing ContactPoint in Health Task and Finish Group	Mark Cain	02 March 09 via email

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### 1. Introduction

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ContactPoint will be the quick way to find out who else is working with the same child or young person, making it easier to deliver more coordinated support. This basic online directory will be available to authorised staff who need it to do their jobs. It is a key part of the Every Child Matters programme to improve outcomes for children.

The purpose of ContactPoint is to help improve services to children with a strong emphasis on early intervention and prevention. Currently practitioners can spend days trying to find out who else is working with the same child or unknowingly duplicate work that is already being carried out by another service. ContactPoint has been designed to support the processes followed by those who work with children.

Some of the key benefits include:

- Less time trying to find other practitioners.
- Quicker assessment of whether a child is receiving universal services (education, primary health care).
- Enables more effective multi-agency working which leads to better service experience for children and young people.

### Information held on ContactPoint

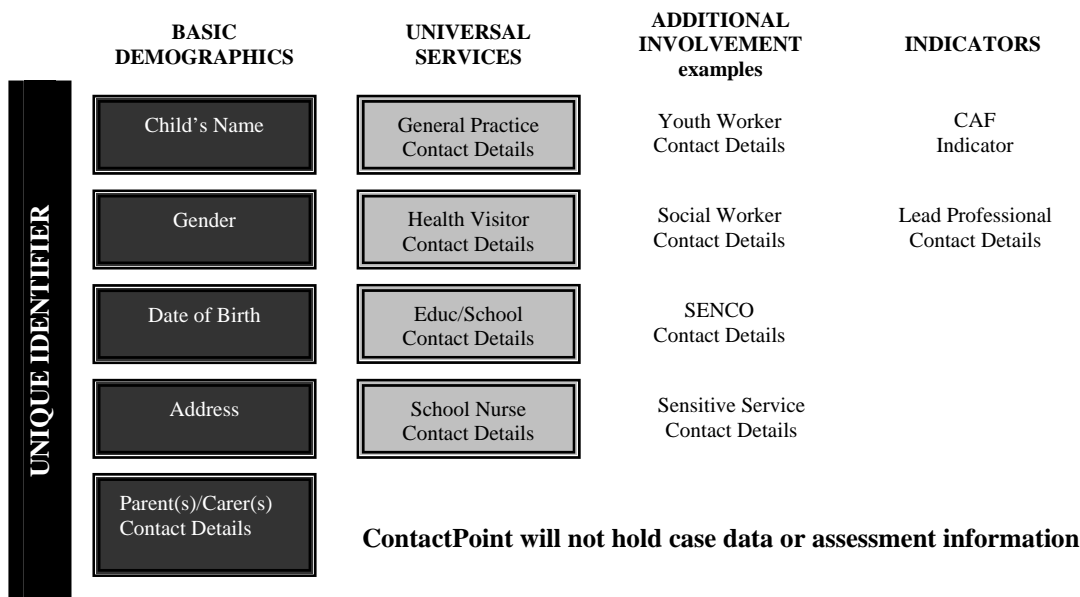


Figure 1 – An example of information that could be held against a child record

In addition to ensuring that the benefits of ContactPoint are realised, the risks associated with greater information sharing must be mitigated.

Security is of paramount importance in the development of ContactPoint. A number of security measures will be in place including:

- Access is restricted to those who need it as part of their work and will be limited to that needed to fulfil each role.
- Everyone with access to ContactPoint, including operators or administrators, will be subject to stringent security checks, including enhanced Criminal Records Bureau clearance.

- At least 2-factor authentication will be used to access ContactPoint. Users will need a security token and a password.
- All users will be trained in the importance of security and the importance of good security practice.

Despite processes to ensure that the security of the system is paramount, the circumstances of some children or families will require an additional layer of security. ContactPoint includes the facility to hide or 'shield' certain fields on the child records from other users of ContactPoint when criteria specified in this policy are met.

**Shielding** provides a proportional response to those children and families whose circumstances may mean they are at increased risk of significant harm. It prevents the whereabouts of a child being identified. A shielded record will only display the:

- ContactPoint unique identity number;
- Child's or young person's names;
- Their gender;
- Their date of birth.

No other information will be available to practitioners via ContactPoint. The shielded data will be accessible on ContactPoint only by selected members of the ContactPoint management team and named individuals within the organisations who have user rights to override the shielding in cases of emergency.

The policy specifies:

- Under what conditions shielding can or should be requested or withdrawn.
- Who has the authority to request the withdrawal of shielding
- Who liaises with the Local Authority (LA) ContactPoint Implementation Team.
- Under what circumstances Emergency Shielding Override may be used and by whom and the implications from using this facility.

### **Legal Basis**

The Children Act 2004 Information Database (England) Regulations 2007 came into force on 1 August 2007.

Section 12 of the Children Act 2004, details the legal framework for the establishment and operation of ContactPoint. This places a requirement on local authorities to participate in the operation of the database; specify what information will be held; who must, or can, provide information; how long information can be retained; who can be granted access, and how accuracy will be maintained.

The Children Act 2004 Information Database (England) Regulations 2007 also makes **local authorities** responsible for determining the appropriateness of shielding. In doing so, they must bear in mind the views of involved practitioners and the child/young person or the parent/carer acting on their behalf.

This shielding policy is designed to be adopted by a number of organisations wishing to be accredited to use ContactPoint.

## **2. Principles**

2.1 The process consists of 4 stages:

- Identify/Verify
- Shield
- 7-day review
- 6-month review

2.2 Darlington Children's Trust has agreed an approach to shielding in consultation with the ContactPoint Strategic Steering Group and Darlington Local Safeguarding Children's Board.

2.3 Shielding should only be applied where there are strong reasons to do so.

2.4 There are limited circumstances where shielding would be applicable, where it is believed that not shielding is like to:

- **Place a child at increased risk of significant harm;**
- **Place an adult at risk of significant harm;**
- **Prejudice the prevention or detection of a serious crime; or**
- **In the case of adoption, put a child's placement at risk**

2.5 There are no absolute criteria on which to rely when judging significant harm; practitioners must use professional judgement. Sometimes, a single traumatic event may constitute significant harm (e.g. violent assault). More often, significant harm is a compilation of significant events, both acute and long-standing, which interrupt, change or damage the child's physical and psychological development. The following are local thresholds for judging significant harm to both children/young people and adults:

- **A recommendation from MARAC (Multi-Agency Risk Assessment Conference)**
- **A recommendation from MAPPA (Multi-Agency Public Protection Arrangements)**
- **Where there has been a threat to kill or harm and where the police have been involved**
- **A court order has an address not to be revealed**
- **For the prevention or detection of a serious crime**
- **Where it is identified under S47 of the Children's Act 1989 that revealing their whereabouts would seriously increase the risk to the child.**

2.6 Consideration should be given to consistent recording of shielded records in individual case management systems where applicable. The Data Controller or System Administrator for a case management system supplying data to ContactPoint will work in conjunction with the ContactPoint Implementation Team to ensure accurate recording of shielded records

2.7 Examples of when to shield include:

- Adoption where there is little or no contact with birth parent(s) or other family members.
- Where a child/young person and/or their parent/carer are fleeing abuse.
- Where a child/young person and/or their parent/carer is subject to police protection.

There could also be a number of unique circumstances not covered by the above, such as siblings or co-habiting children/young people.

2.8 Practitioners will identify cases in which the whereabouts of a child/young person should be protected, either in light of their own knowledge or because of concerns raised by the family.

2.9 A ContactPoint record can hold multiple shielding requests.

### **3. Shielding Panel**

The Shielding Panel will be a multi-agency panel made up of a sub group of the Local Safeguarding Children's Board and will meet to review all shields at 7 days (steady state operational) and 6 monthly. Panel to include representation from:

- Health
- CAFCASS
- Probation
- Police
- DBC Children's Services
- A member of the ContactPoint Implementation Team (for recording purposes only)

**In order for the panel to make a decision at least 3 agencies must be represented at any meeting.** Meetings will be formal with a review sheet produced for every record being reviewed. The panel may if appropriate request any additional information from agencies, practitioners and/or parent/carer/young person. The ContactPoint Implementation Team will record any decisions in the Shielding Log Book and notify in writing the shielding applicant of any decisions in the shielding status as a result of the review meeting.

### **4. Shielding Log Book**

All Local Authorities as data controller have a statutory responsibility to maintain a Shielding Log Book. The minimum data required in relation to shielding activity are listed and have been determined on the basis of avoiding the entry of personal and potentially sensitive data in the log:

- The UID of the record
- The action taken in respect of the shielding request
- The date the shielding action was taken
- The contact details of the body/bodies or person(s) requesting the shield
- The date that confirmation of the action taken was provided back to the requesting person or body
- Any other appropriate comments necessary for the LA to discharge its shielding activity effectively, which could include the reason for shielding

The Shielding Log Book will be maintained by the ContactPoint Implementation Team.

## 5. Team Shielding/ CMS Automated Updating

### 5.1 Identify

- 5.1.1 This specifically refers to Tier 3 Specialist Services.
- 5.1.2 Each team using this guidance identifies those records which have reached the threshold for shielding. It is assumed that the team working with the child/young person has already carried out the necessary levels of verification.

### 5.2 Shield

- 5.2.1 Once in 'steady state' the nominated individual in each team will apply the shield once the need has been identified. If the team does not have a person able to shield a record then the relevant details to be forwarded to the ContactPoint Implementation Team who will apply a shield on behalf of the team. Practitioners having access to apply shields will be very limited. Any practitioner applying a shield must notify the ContactPoint Implementation Team in order for the Shielding Log Book to be updated
- 5.2.2 In order to maintain consistency practitioners should determine if their individual case management system has the facility to shield the record of the child/young person and then should follow local procedures to ensure the whereabouts of the child/young person is protected.

### 5.3 Review

#### 5.3.1 7-Day Review

- Records shielded will normally be subject to a 7-day review.
- Records shielded by teams will not be subject to a 7-day review.

#### 5.3.2 6-Month Review

All shields will be subject to a 6-month review.

#### 5.3.3 The review process will be as follows:

- a) All practitioners that have requested a shield will be asked to complete a form detailing whether the shield should remain.
- b) Practitioners should discuss whether the shield should remain with his/her line manager and indicate that this has been done on the form.
- c) If the practitioner completing the form is a team manager (or above) discussion with an Assistant Director should apply.
- d) Reviews must take into account all criteria used in the initial identification stage.



- e) The practitioner should consult the relevant child/young person and parent/carer during the review stage.
- 5.3.4 The Shielding Panel will utilise the information detailed in the review forms to make a decision regarding whether the shield should remain.
- 5.3.5 If necessary the Shielding Panel will make further enquiries of relevant practitioners and their line managers as appropriate to aid the decision-making process.
- 5.3.6 If the shield is to remain then no further action will be taken at that time. The outcome will be recorded in the Shielding Log Book maintained by the ContactPoint Implementation Team.
- 5.3.7 Thereafter, records that remain shielded will be subject to a review every 6 months until the shield is removed.  
The outcome should be recorded in the Shielding Log Book maintained by the ContactPoint Implementation Team.
- 5.3.8 If it is decided that the shield is to be removed the ContactPoint Implementation Team will un-shield the record and record this in the Shielding Log Book.

## **6. Case-by-Case Shielding**

### 6.1 Identify

- 6.1.1 This applies to shielding requests made by practitioners not working in Specialist teams but who have individual case loads and work with children/young people and families. It assumes that the practitioner has already carried out the necessary verification and has an established relationship with the child/young person or family, otherwise they should request that the family make their own application to shield following processes listed in Point 7.
- 6.1.2 To identify whether a record should be shielded the practitioner must be aware of the local criteria used in this policy to enable them to make a decision on whether a record should be shielded on ContactPoint.
- 6.1.3 It is strongly recommended that the practitioner involved consults with his/her line manager for guidance. If it is agreed that there is a unique circumstance and a strong reason to shield the record then the practitioner should complete form **(S6)** and forward for action to the ContactPoint Implementation Team.

Practitioners may also wish to consult with any other lead practitioners or practitioner involved with the child/young person and should discuss their decision with their manager before making a shielding request to the ContactPoint Implementation Team, wherever this possible.

- 6.1.4 The criteria flowchart (Appendix A) has been developed to assist practitioners in identifying whether a record should be shielded.

- 6.1.5 It is essential that when a practitioner identifies a record that he/she believes should be shielded, even if it already has a shield applied to it, a shielding request should be made.
- 6.1.6 This will ensure that all relevant practitioners are contacted when the shield is reviewed.

## 6.2 Shield

- 6.2.1 When a need to shield has been identified the practitioner should complete form (s) and contact the ContactPoint Implementation Team to request that a shield is applied.

## 6.3 Review

- 6.3.1 All Case-by-Case shields will be subject to a 7-day and 6-month review as follows:
  - a) All practitioners that have requested a shield will be asked to complete a form detailing whether the shield should remain. The only identifier will be the ContactPoint unique identification number. This will then be delivered to the ContactPoint Team.
  - b) Practitioners should discuss whether the shield should remain with his/her line manager and indicate that this has been done on the form.
  - c) If the practitioner completing the form is a team manager (or above) then discussion with an Assistant Director should apply.
  - d) Reviews must take into account all criteria used in the initial identification stage.
  - e) The practitioner should consult the relevant child/young person and parent/carer during the review stage.
- 6.3.2 The Shielding Panel will use the information detailed in the review forms in conjunction with the relevant shielding criteria to make a decision regarding whether the shield should remain.
- 6.3.3 If necessary the Shielding Panel will make further enquiries of relevant practitioners and their line managers as appropriate to aid the decision-making process.
- 6.3.4 If the shield is to remain then no further action will be taken at that time. This outcome will be recorded in the Shielding Log Book maintained by the ContactPoint Implementation Team
- 6.3.5 Thereafter, records that remain shielded will be subject to a review every 6 months until the shield is removed.
- 6.3.6 If it is decided that the shield is to be removed the ContactPoint Team will un-shield the record and record this in the Shielding Log Book.

#### 6.4 Shield is no longer required.

- 6.4.1 When a practitioner identifies that a shield is no longer required (outside of the review process) then he/she must request that the shield is removed. The request must be made in writing to the ContactPoint Implementation Team, who will request that this be reviewed by the Shielding Panel at the earliest opportunity.
- 6.4.2 The shield will not be removed until all practitioners that have made a shield request agree that the shield should be removed.

### 7. Parent/Carer or Young Person Request to Shield

#### 7.1 Identify

- 7.1.1 Any request from a parent/carers for a child/young person's record to be shielded must be directed in the first instance to the ContactPoint Implementation Team.
- 7.1.2 The ContactPoint Implementation Team will have a brief discussion to ensure that the applicants are aware of the strict criteria that are applied to having a record shielded on ContactPoint, if the applicant still wants to shield a record then the ContactPoint Implementation Team will request an address to which a letter (**S1**) shielding application form (**S3**) and guidance notes (**S2**) can be sent.
- 7.1.3 The parent/carers/young person making the request must complete the form (with the help of detailed guidance notes) and thereupon make an appointment to see the Child Care Duty Team within 24 hours, bringing with them the completed form and the relevant documents to verify identity and circumstances.
- 7.1.4 A practitioner working within the Child Care Duty Team will check the relevant documents and have a brief discussion with the applicant to determine if there is sufficient evidence to shield the record. The Child Care Duty Team will complete form (**S4**) and will then hand this form along with form (**S3**) to the ContactPoint Implementation Team for processing.
- 7.1.5 The parent/carers/young persons request to shield could highlight a need for the family and as such it will be necessary to signpost the family to the appropriate service(s).

#### 7.2 Shield

- 7.2.1 Form (**S4**) completed by the Child Care Duty Team will indicate whether it is appropriate to shield the record in the first instance subject to a 7 day review
- 7.2.2 If the request to shield is granted the ContactPoint Implementation Team will shield the record and record the outcomes in the Shielding Log Book

### 7.3 Review

- 7.3.1 The Shielding Panel will need to undertake a 7-day review of any record which has been shielded under this process. The outcomes will be recorded in the Shielding Log Book maintained by the ContactPoint Implementation Team and a written response will be sent to the shielding applicant.
- 7.3.2 Thereafter, records that remain shielded will be subject to a review every 6 months until the shield is removed.
- 7.3.3 The parent/carer will be informed of the outcome in writing by the ContactPoint Implementation Team.
- 7.3.4 If the shield is to remain then no further action will be taken at that time. The outcome will be recorded in the Shielding Log Book maintained by the ContactPoint Implementation Team.
- 7.3.5 If it is decided that the shield is to be removed the ContactPoint Team will un-shield the record.

## 8. Appeals

- 8.1.1 Any appeal from a parent/carer/young person in relation to a shielding request will be heard by the Director of Children's Services
- 8.1.2 The individual making the request for shielding should be made aware of the appeals process when they are informed of the decision.
- 8.1.3 If the young person/parent/carer is not satisfied with the response from the Local Authority, a complaint can be taken to the Local Government Ombudsman who investigates complaints relating to mal-administration.

Examples could include:

- The Local Authority has not followed the law (e.g. they may wish to complain that the views they have expressed have not been properly considered).
- The Local Authority has failed to follow its own procedures correctly.
- Too much time has elapsed for action to be taken, without good reason for this having been given

In most cases the Local authority must have fully investigated the complaint and reached a conclusion before the Ombudsman will consider it.

## **9. Access to Shielded Information**

- 9.1 Access will be limited to key individuals, these include members of the ContactPoint Implementation Team in order to fulfil their data management responsibilities and to broker contact between practitioners where there are child protection concerns.
- 9.2 Certain identified individuals will be given the access rights to override a shield. Access to shielded records will trigger an immediate investigation.

## **10. Emergency Shield Override**

- 10.1 Ordinarily a ContactPoint user who considered it necessary to have full visibility of a shielded record would broker the request with the ContactPoint Team.
- 10.2 Provision has been made in legislation for some users to have emergency shielding override rights.
- 10.3 This access will be restricted to a select group of child protection workers such as police officers or social services duty workers, accident and emergency staff where gaining access to information held in ContactPoint may help inform their decision making about the appropriate action to take or which practitioners to talk to.
- 10.4 This access should only be used when there is a serious and immediate threat to the child/young person.
- 10.5 Invoking the emergency shielding override will immediately trigger an investigation into the reasons for doing so.
- 10.6 If members of the ContactPoint Implementation Team are not available (for example, out of hours) then named practitioners can use emergency shielding override in the knowledge that an investigation will take place the following working day to review the reasons for overriding the shielding mechanism.

### **Examples of when such access might be required includes:**

- A&E Attendance
- An investigation of a crime toward or by the child/young person.

### **10.7 Roles that are to be considered for Emergency Shielding Override rights include:**

- Police Officers
- A&E named professionals in acute trusts
- Emergency duty team/out of hours Social workers
- Safeguarding Team and Assistant Director children's Services

10.8 All decisions relating to candidates for having Emergency Shielding Override rights will need to be facilitated by the ContactPoint Implementation Team and agreed by the Director of Children's Services.

10.9 More information can be found in the Emergency Shielding Override Policy

## **11. Investigation into Access to a Shielded Record**

- 11.1 Any emergency shielding override will automatically trigger an investigation. This is to ensure that there is always a legitimate and necessary reason for the additional security of the record to be overridden.
- 11.2 Should the investigation determine that there was misuse of the emergency shielding override function the user will be subject to disciplinary action.
- 11.3 More information can be found in the Emergency Shielding Override policy.

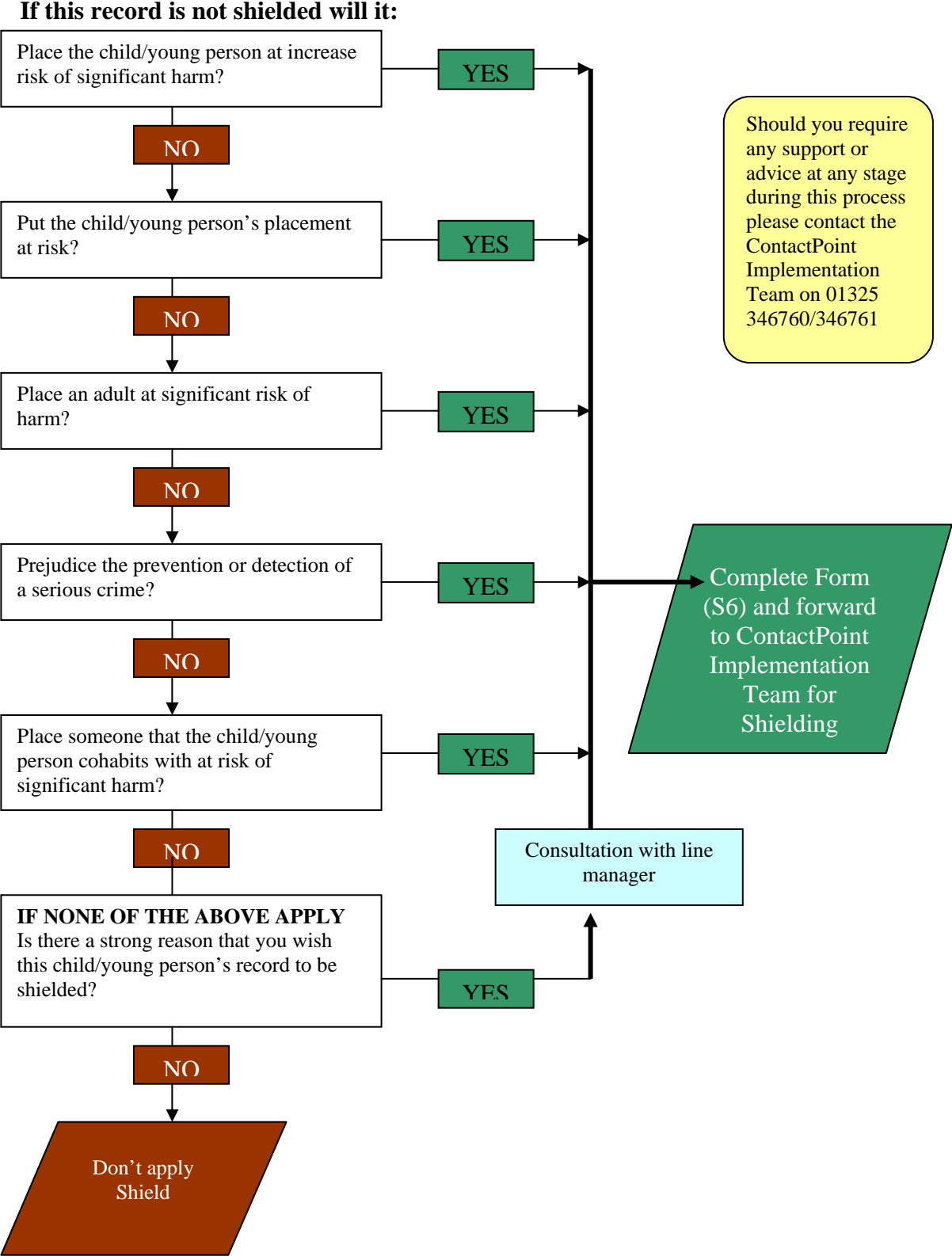
## **12. Brokering Contact Between Practitioners on a Shielded Record**

- 12.1 ContactPoint users may request that the ContactPoint Implementation Team provide a brokering service to access shielded records information.
- 12.2 Requests for brokering should only be raised when they believe they have a legitimate professional reason to get more information about a child/young persons record which they know exists on ContactPoint.
- 12.3 The ContactPoint Implementation Team must be contacted first to access information on shielded records to obtain details about a practitioner involved with the child/young person.
- 12.4 The ContactPoint Implementation Team will discuss the appropriateness of disclosure with an appropriate practitioner listed on the child/young person record.
- 12.5 The reason for and the outcome of the request will be recorded in the Shielding Log Book.

## **13. Pre-deployment**

- 13.1 During the pre-deployment period only two members of staff will have access to shield records on ContactPoint and they will be the IISaM Implementation Manager and the IISaM Data Administrator.
- 13.2 The two 'shielders' will not have access to the full functionality of ContactPoint (only the early adopter authorities will have access to the full functionality)
- 13.3 The 7 day reviews are part of steady state shielding. Until Darlington Local Authority reaches its deployment slot, only 6 monthly reviews will take place as outlined in the additional guidance.

**Appendix A: Case-by-Case Criteria Flowchart**



**Appendix B: Form for Completion by PRACTITIONER to request a shield  
(Form S6)**



**ContactPoint Shielding Request (Practitioner)**

Section 1 - Name & Contact Details for Practitioner Requesting Shield		
Practitioners Last Name:	Practitioners First Name(s):	
Practitioners Address:		
Postcode:	Tel No:	e-mail:

Section 1 - Name & Contact Details for Other Practitioner Involved with the Child/Young Person		
Practitioners Last Name:	Practitioners First Name(s):	
Practitioners Address:		
Postcode:	Tel No:	e-mail:
Practitioners Last Name:	Practitioners First Name(s):	
Practitioners Address:		
Postcode:	Tel No:	e-mail:
Practitioners Last Name:	Practitioners First Name(s):	
Practitioners Address:		
Postcode:	Tel No:	e-mail:
Practitioners Last Name:	Practitioners First Name(s):	
Practitioners Address:		
Postcode:	Tel No:	e-mail:

Section 2 - Name & Identifying Details of the Children/Young People to be shielded	
CHILD 1	
Last Name:	First Name(s):
D.O.B. (dd/mm/yyyy):	Gender:
Parent/Carer Address:	
Current School:	
GP Name and Address:	

Section 3 -Name & Identifying Details of the Children/Young People to be shielded	
CHILD 2	
Last Name:	First Name(s):
D.O.B. (dd/mm/yyyy):	Gender:
Parent/Carer Address:	
Current School:	
GP Name and Address:	



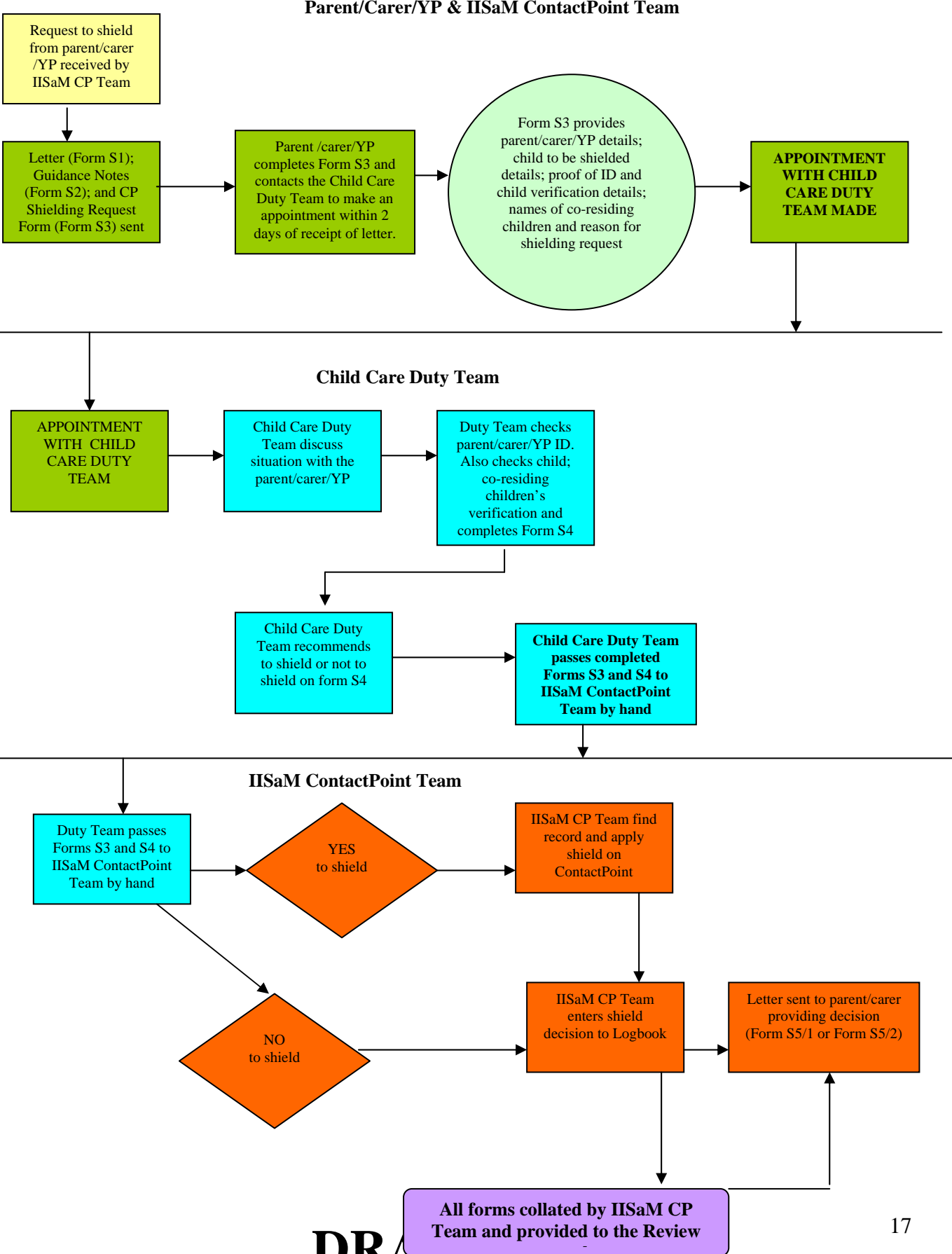

Section 4 - Name & Identifying Details of the Children/Young People to be shielded	
<b>CHILD 3</b>	
<b>Last Name:</b>	<b>First Name(s):</b>
<b>D.O.B. (dd/mm/yyyy):</b>	<b>Gender:</b>
<b>Parent/Carer Address:</b>	
<b>Current School:</b>	
<b>GP Name and Address:</b>	

**Please continue on a separate sheet if necessary**

Section 5 - Shielding Request Details	
(please refer to the ContactPoint Shielding Guidance in the accompanying letter)	
Please tick in the box below, the reason you believe that to not shield the child record could lead to the following:	
Place a child/young person at risk of significant harm	<input type="checkbox"/>
Place an adult at risk of significant harm	<input type="checkbox"/>
Prejudice the prevention or detection of a serious crime	<input type="checkbox"/>
In the case of adoption, put a child's placement at risk	<input type="checkbox"/>
Please provide any supporting information for the reason above or any other reason which you believe without shielding will place the child/young person at increased risk of significant harm.	This will allow the LA to be fully informed of the facts when the shield comes up for review (please continue on another sheet if necessary)
<b>There has been involvement with a Multi-Agency Risk Assessment Conference (MARAC)</b>	
<b>There has been involvement with the Multi-Agency Public Protection Arrangements (MAPPA)</b>	
<b>There has been a threat to kill or harm and the police have been involved</b>	
<b>A court order has ordered an address not to be revealed</b>	
<b>It may prejudice the prevention or detection of a crime</b>	
<b>It may put at risk a child's adoption placement</b>	
<b>Where it is identified under S47 of the Children's Act 1989 that revealing their whereabouts would seriously increase the risk to the child</b>	
Applicant's Name (block capitals):	
Applicants Signature:	Date of signature:

**-Appendix C: Process for handling shielding requests from parents/carers or young people**

**Process for Handling Shielding Requests From Parents/Carers or Young People**



**Appendix D: Letter to parent/carer or young person requesting shield (Form S1)**

CHILDREN'S SERVICES

Central House, Gladstone St. Darlington  
DL3 6JX  
Tel: (01325) 346760/1  
Web site: <http://www.darlington.gov.uk>

Date :  
Please ask for :  
Direct Line :  
Your Reference :  
Our Reference :  
Document Name :

Dear

Thank you for your request for records to be shielded on the ContactPoint system.

**About ContactPoint**

ContactPoint is to help improve services to children with a strong emphasis on early intervention and prevention. Currently practitioners can spend days trying to find out who else is working with the same child or unknowingly duplicate work that is already being carried out by another service. The basic contact details which are held on ContactPoint will support a co-ordinated approach to children or young people who have additional needs over and above those provided by universal services (education and primary health care).

Access to ContactPoint will be permitted to authorised practitioners only, who need it as part of their work (as defined in regulations under Section 12 of the Children's Act 2004).

**Shielding**

Protection of a child's whereabouts and those practitioners involved with the person, or shielding as it is known on ContactPoint, can only be applied where it is believed that **not** shielding is likely to –

- place a child at increased risk of significant harm;
- place an adult at risk of significant harm;
- prejudice the prevention or detection of a serious crime; or
- in the case of adoption, puts a child's placement at risk.

However, it must be pointed out that unless the criteria above applies then shielding a record can cause a risk to the child or young person if additional support is required by that child or young person.

If you feel that one or more of the criteria applies to you or a child/young person then **please complete the attached form and make an appointment to see a member of the Child Care Duty Team by contacting 01325 346867 within 2 working days of receipt of this letter.**

**When you have made your appointment you will need to provide proof of your identity and your relationship with the child/young person. You will also need to provide details of other children or young people living at the same address as the child you would like shielded.**

By applying for a shield on an individual child/young person you are giving us your permission to also shield any children/young people living at the same address.

**Please read the following carefully**

To enable shielding and to verify your identity, your relationship with the child/young person and who else resides with you, you will have to provide the following - *either* 3 documents – 1 from Group 1, plus any two from Groups 1 *or* 2, or 5 documents from Group 2

Group 1

- Passport
- UK Birth Certificate (issued within 12 months of date of birth)
- UK issued Driving Licence
- EU Photo Identity Card
- HM Forces ID Card
- UK Firearms Licence

Group 2

- Marriage Certificate
- Vehicle Registration Document
- Financial Statement\*\* *eg pension, endowment, ISA*
- P45/P60 Statement\*\*
- Mail Order Catalogue Statement\*
- Bank/Building Society Statement\*
- Court Claim Form\*\*
- Utility Bill\* *eg electricity, gas, water or telephone*
- Exam Certificate
- TV Licence\*\*
- Addressed Payslip\*
- Credit Card Statement\*
- National Insurance Card
- Store Card Statement\*
- UK NHS Card
- Mortgage Statement\*\*
- Benefit Book *ie child allowance or pension*
- Insurance Certificate\*\*
- Council Tax Statement\*\*
- Connexions Card
- Work Permit/Visa\*\*

**\*documentation should be less than 3 months old**

**\*\* issued within past 12 months**

Child/Young person's verification – all of the following as appropriate

Child/young person's address

Names of any children/young people under 18 years of age at that address

Name of school(s) or other e.g. children's centre, nursery for all children/young people at that address

Name of GP(s) for all children/young people at that address

Birth certificate for all children/young people at that address

Court order/residency order for all children/young people at that address

Child benefit summary for all children/young people at that address

Please bring these items with you to your appointment with a member of the Child Care Duty Team.

Copies of the above documents will not be taken, however we will record reference numbers.

Following your meeting with a member of the Child Care Duty Team, the Multi-Agency Local Children's Safeguarding Board's Shielding Panel will make a decision about whether to shield the record(s). If the record(s) is shielded then a review will take place every six months. You will be informed in writing of any changes to the shielding status.

Yours sincerely

Ann Lovegreen  
IISaM ContactPoint Manager

**Appendix E: Guidance notes for parent/carer or young person for completion of shielding form (Form S2)**



**Guidance Notes for Completing the ContactPoint Shielding Request Form (Form S3).**

When completing the ContactPoint Shield Request Form (Form S3) try to provide as much information as possible.

**Section 1 – Name and Contact for Person Requesting Shield**

As the person requesting the shield you must provide your full name and full address details.

**Sections 2 to 3 – Name and Identifying Details of the Children/Young Person to be Shielded.**

Provide the full details of those children or young people whose records you feel need to be shielded.

You must, where possible, provide their school details and their GPs details. The shield will not be applied if these are not provided.

**Section 4 – Shielding Request Details**

Tick the relevant box or boxes that apply to your situation.

*Places a child/young person at risk of significant harm – this would apply if*

- there has been involvement with a Multi-Agency Risk Assessment Conference (MARAC)
- there had been involvement with the Multi-Agency Public Protection Arrangements (MAPPA)
- Where there has been threat to kill or harm and where the police have been involved
- A court order has ordered an address not to be revealed
- Where it is identified under S47 of the Children’s Act 1989 that revealing their whereabouts would seriously increase the risk to the child

*Places an adult at risk of significant harm – this would apply if*

- there has been involvement with a Multi-Agency Risk Assessment Conference (MARAC)
- there had been involvement with the Multi-Agency Public Protection Arrangements (MAPPA)
- Where there has been threat to kill or harm and where the police have been involved
- A court order has ordered an address not to be revealed
- Where it is identified under S47 of the Children’s Act 1989 that revealing their whereabouts would seriously increase the risk to the child

*Prejudices the prevention or detection of a serious crime*

*In the case of adoption, puts a child’s placement at risk*

## **Now make an Appointment with the Child Care Duty Team**

You must make an appointment to see a member of the **Child Care Duty Team** by ringing **01325 346867** within 2 days of receipt of this letter.

## **Other Identification you MUST take to the Appointment**

*either* 3 documents – 1 from Group 1, plus any two from Groups 1 *or* 2, *or* 5 documents from Group 2

### Group 1

- Passport
- UK Birth Certificate (issued within 12 months of date of birth)
- UK issued Driving Licence
- EU Photo Identity Card
- HM Forces ID Card
- UK Firearms Licence

### Group 2

- Marriage Certificate
- Vehicle Registration Document
- Financial Statement\*\* *eg pension, endowment, ISA*
- P45/P60 Statement\*\*
- Mail Order Catalogue Statement\*
- Bank/Building Society Statement\*
- Court Claim Form\*\*
- Utility Bill\* *eg electricity, gas, water or telephone*
- Exam Certificate
- TV Licence\*\*
- Addressed Payslip\*
- Credit Card Statement\*
- National Insurance Card
- Store Card Statement\*
- UK NHS Card
- Mortgage Statement\*\*
- Benefit Book *ie child allowance or pension*
- Insurance Certificate\*\*
- Council Tax Statement\*\*
- Connexions Card
- Work Permit/Visa\*\*

**\*documentation should be less than 3 months old**

**\*\* issued within past 12 months**

**Child/Young Person Verification** – you must provide all of the following for each child/young person to be shielded, where appropriate and where possible. The more evidence you can provide will ensure for us that you have the right to request shielding for the child or young person.

You must provide all of the following, for each child/young person where appropriate and where possible –

- Child/young person's current address
- Names of any co-residing children/young people
- Name of school
- Name of GP
- Birth certificate
- Court order(s)/residency order(s) – *where applicable*
- Child benefit summary (for all children/young people to be shielded)

**Please note, failure to provide enough identification and verification for you and the child/young person to be shielded may result in the record remaining unshielded.**

### **The Decision**

When you have talked to the Child Care Duty Team they will make a recommendation as to shield or not to shield.

If the Child Care Duty Team are not satisfied as to your right to request a shield, e.g. if they have not enough evidence to prove you are the child's/young person's carer with parental responsibility, then further investigation will need to be carried out to establish this. Therefore, the more identification and verification you can provide will help this process.

By completing this process you are giving your permission for all co-residing children/young people's records to be shielded whether or not you have named them on your request form.

You will be informed within 14 days of the interview if the record(s) have been shielded or not and the reason why.

If the decision is not to shield you have the right to appeal.

~



**Appendix F: Form for completion by PARENT/CARER or YOUNG PERSON to request shield (Form S3)**



**ContactPoint Shielding Request**

Section 1 - Name & Contact Person Requesting Shield	
<b>Applicants Last Name:</b>	<b>Applicants First Name(s):</b>
<b>Applicants Address:</b>	
<b>Postcode:</b>	

Section 2 - Name & Identifying Details of the Children/Young People to be shielded	
CHILD 1	
<b>Last Name:</b>	<b>First Name(s):</b>
<b>D.O.B. (dd/mm/yyyy):</b>	<b>Gender:</b>
<b>Parent/Carer Address:</b>	
<b>Current School:</b>	
<b>GP Name and Address:</b>	

Section 3 -Name & Identifying Details of the Children/Young People to be shielded	
CHILD 2	
<b>Last Name:</b>	<b>First Name(s):</b>
<b>D.O.B. (dd/mm/yyyy):</b>	<b>Gender:</b>
<b>Parent/Carer Address:</b>	
<b>Current School:</b>	
<b>GP Name and Address:</b>	

Section 4 - Name & Identifying Details of the Children/Young People to be shielded	
CHILD 3	
<b>Last Name:</b>	<b>First Name(s):</b>
<b>D.O.B. (dd/mm/yyyy):</b>	<b>Gender:</b>
<b>Parent/Carer Address:</b>	

<b>Current School:</b>
<b>GP Name and Address:</b>

**Please continue on a separate sheet if necessary**

<b>Section 5 - Shielding Request Details</b> (please refer to the ContactPoint Shielding Guidance in the accompanying letter)		
Please tick in the box below, the reason you believe that to not shield the child record could lead to the following:		
Place a child/young person at risk of significant harm	<input type="checkbox"/>	
Place an adult at risk of significant harm	<input type="checkbox"/>	
Prejudice the prevention or detection of a serious crime	<input type="checkbox"/>	
In the case of adoption, put a child's placement at risk	<input type="checkbox"/>	
Please provide any supporting information for the reason above or any other reason which you believe without shielding will place the child/young person at increased risk of significant harm.	This will allow the LA to be fully informed of the facts when the shield comes up for review (please continue on another sheet if necessary)	
Applicant's Name (block capitals):		
Applicants Signature:	Date of signature:	
<b>Is it OK to contact you at the address you have given us?</b>	<b>Y</b>	<b>N</b>

**Now make an appointment to see someone in the Child Care Duty Team**

**01325 346867**

**Please bring this form with you to your appointment**

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**Appendix G: Form for completion by CHILD CARE DUTY TEAM to determine shield in first instance (Form S4)**



**Application for Shielding on ContactPoint – Child Care Duty Team Response Form**

Child Care Duty Team Member's Name:	
Child Care Duty Team Member's Signature:	

Parent Carer's Name:	
Child/YP to be shielded Name(s)	

**Required are *either* 3 documents – 1 from Group 1, plus any two from Groups 1 or 2, or 5 documents from Group 2**

Applicant's Group 1 Evidence	
	Tick where appropriate
Passport	
UK Birth Certificate (issued within 12 months of date of birth)	
UK issued Driving Licence	
EU Photo Identity Card	
HM Forces ID Card	
UK Firearms Licence	

Applicant's Group 2 Evidence	
*documentation should be less than 3 months old	
** issued within past 12 months	
	Tick where appropriate
Marriage Certificate	
Vehicle Registration Document	
Financial Statement** <i>eg pension, endowment, ISA</i>	
P45/P60 Statement**	
Mail Order Catalogue Statement*	
Bank/Building Society Statement*	
Court Claim Form**	
Utility Bill* <i>eg electricity, gas, water or telephone</i>	

Exam Certificate	
TV Licence**	
Addressed Payslip*	
Credit Card Statement*	
National Insurance Card	
Store Card Statement*	
UK NHS Card	
Mortgage Statement**	
Benefit Book <i>ie child allowance or pension</i>	
Insurance Certificate**	
Council Tax Statement**	
Connexions Card	
Work Permit/Visa**	

<b>Child/Young Person's Verification (All of the following where appropriate)</b>	
	Tick where appropriate
Child /Young person's address (should be shown on page 1 of this form)	
Names of any co-residing children/young people (should be shown on page 1 of this form)	
Name of GP (for all children/young people named on page 1 of this form)	
Birth certificate(s) (for all children/young people named on page 1 of this form)	
Court order(s)/residency order(s) (where applicable for all children/young people named on page 1 of this form)	
Child benefit summary (for all children/young people named on page 1 of this form)	

Please tick the appropriate box(es)

<b>YES SHIELD RECORD(s) – a response must be entered below</b>	
<b>Shielding Criteria</b>	
<b>Not shielding would put a child at increased risk of significant harm</b>	
<b>Not shielding would place an adult at risk of significant harm</b>	
<b>Not shielding would prejudice the prevention or detection of a serious crime</b>	
<b>In the case of adoption, not shielding would put a child's placement at risk</b>	

<b>Shielding Threshold Criteria</b>	
<b>I have been able to agree shielding as one of the following applies -</b>	
<b>There has been involvement with a Multi-Agency Risk Assessment Conference (MARAC)</b>	
<b>There has been involvement with the Multi-Agency Public Protection Arrangements (MAPPA)</b>	
<b>There has been a threat to kill or harm and the police have been involved</b>	
<b>A court order has ordered an address not to be revealed</b>	
<b>It may prejudice the prevention or detection of a crime</b>	

<b>It may put at risk a child’s adoption placement</b>	
<b>Where it is identified under S47 of the Children’s Act 1989 that revealing their whereabouts would seriously increase the risk to the child</b>	

<b>NO - DO NOT SHIELD RECORD(s) – a response must be entered below</b>	
<b>Not enough evidence of person with parental responsibility</b>	
<b>Does not meet the shielding criteria</b>	
<b>Shielding criteria not backed by one of the threshold criteria</b>	
<b>Other (please state below)</b>	

**Upon completion, this form should be passed to  
 The IISaM ContactPointTeam at Central House. Gladstone St. Darlington. DL3 6JX  
 in a sealed envelope marked private and confidential**

**For IISaM Team use only:**

Date shield received :

Shield review dates :

Date shield removed:

**Appendix H: Confirmation letter back to parent/carer or young person (Form S5/1&2)**

CHILDREN'S SERVICES

**Central House, Darlington DL3 6JX  
Tel: (01325) 346760/1**

**Web site: <http://www.darlington.gov.uk>**

Date :  
Please ask for :  
Direct Line :  
Your Reference :  
Our Reference :  
Document Name :

**Re: Request to shield records on ContactPoint**

Dear

Following your application to shield the record for on ContactPoint I am writing to inform you that the record(s) has now been shielded.

The shielding for the record(s) will be reviewed in time. You will receive a further letter if the status of the shielding is to be changed.

Please contact me if you have any queries on the above.

Yours sincerely

Ann Lovegreen  
IISaM ContactPoint Manager

CHILDREN'S SERVICES

**Central House, Darlington DL3 6JX**  
**Tel: (01325) 346760/1**

**Web site: <http://www.darlington.gov.uk>**

Date :  
Please ask for :  
Direct Line :  
Your Reference :  
Our Reference :  
Document Name :

**Re: Request to shield records on ContactPoint**

Dear

Following your application to shield the record for on ContactPoint I am writing to inform you that the record(s) will not be shielded.

The reason the record(s) has not been shielded is

You have the right to appeal to this decision by contacting

Yours sincerely

Ann Lovegreen  
IISaM ContactPoint Manager



**Appendix I: Review Form for use by SHIELDING PANEL at 7 day and 6 month reviews (Form S7)**

UID No:	Review Type:	Shield Requested by:
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Considering the reasons that this record was shielded, does the risk of the following still apply:

<b>RISK</b>	<b>Y</b>	<b>N</b>
Will unshielding the record place the child/young person at increased risk of harm?		
Will unshielding the record place the child's/young person's placement at risk?		
Will unshielding the record place an adult at significant risk of harm?		
Will unshielding the record prejudice the prevention or detection of a serious crime?		
Will unshielding the record place someone that the child/young person co-habits with at risk of significant harm?		

<b>CONSENT</b>	<b>Y</b>	<b>N</b>
Have the views of the child/young person and/or parent/carer been taken into consideration		
Did the child/young person and/or the parent/carer agree the outcome of this review?		

<b>CONTINUE SHIELDING</b>		
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**Practitioner Agreement**

	<b>Practitioner ID</b>	<b>Y</b>	<b>N</b>
Practitioner 1			
Practitioner 2			
Practitioner 3			
Practitioner 4			
Practitioner 5			
Practitioner 6			
Practitioner 7			
Practitioner 8			

Additional comments:
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