

### Further information

Sure Start Children's Centre Services, Youth Services, Short Breaks, Young Carers and other services for young people, children and their families are delivered by a range of organisations on behalf of Cumbria County Council's Children's Services.

For information on your nearest service please contact:

**Children and Families Information Service on 08457 125737**

**[www.cumbria.gov.uk/childrensservices/cfis](http://www.cumbria.gov.uk/childrensservices/cfis)**

Further information is available about the processing of the information collected by Children's Services by contacting the Children and Families Information Service.

# Welcome to Children's Services in Cumbria



**When you register with a Sure service for children, families and young people in Cumbria, we may ask you to fill in a registration form.**

This leaflet tells you how we will use that information, and how we will keep it to protect your privacy. Once you have registered you will have access to a wide range of services, and you may receive information about future events.

## Protecting your privacy

When you register with us we keep your details on file. This is because we have to keep a record of how many children, families and young people the services are reaching, and how each child and family in Cumbria have been helped by our services. The Government need to know that the funding it gives to Local Authorities is having a positive effect on children, young people and families.

Children's services also monitor the quality and positive effect that the services are having on children, young people and families and will change services according to the 'need' in an area.

When you first start using our services we will ask you for some basic information about you and your family, such as age, ethnic origin, and additional needs. This is the same sort of information that is kept by schools and doctors. We will also keep your name and address so that you can be kept up to date with service information in Cumbria.



The Data Protection Act 1998 is a law that protects your privacy. 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, where nobody else can see it



Children's Services in Cumbria are committed to protecting children and strictly adhere to safeguarding policies and guidelines. Children's services and other organisations who deliver services on behalf of Children's Services will at all times take action that is necessary to ensure children, young people and their families are kept safe and free from harm.

## Important information

- not to pass on any personal information to other agencies, unless you agree
- strictly control access to any information about you
- keep any statistics that we provide to other agencies anonymous

## Our promise to you