



Norfolk Safeguarding
Children Partnership

“Giving Consent”

What does it mean?

Working with us on a voluntary basis



We will make sure that you get the right support to help you enjoy parenting your children and getting the most out of their childhood.

LET'S CELEBRATE THEIR MILESTONES TOGETHER!





WHY DO PROFESSIONALS WORKING WITH MY CHILD AND/OR FAMILY ASK FOR CONSENT?

We want to work with you, treat you with respect and build a relationship based on honesty. The Norfolk Continuum of Need Guide requires the consent of one or both parents or of a young person (with capacity) to give informed consent for services to work with you. You can withdraw your consent at any time; however, this could result in us becoming more concerned about the children and we will need to talk that through.



WHY SHOULD I SAY YES?

You and your family might benefit from the support or services we can provide. This could stop difficulties getting worse and help your family stay healthy and develop well. Giving consent and working with us will lead to better outcomes for you and your family.

WHAT WILL HAPPEN NEXT?

We will explain what we are going to be talking to you about and what we need to see improve or change.



We always put your children first and share your goal in getting the best for them. We are here to help if you need it.

WHO WILL SEE WHAT YOU WRITE ABOUT ME AND MY FAMILY?

All information is kept confidentially. Other professionals or people you have chosen to be in your Family Network may see what we write. We will let you know about this in advance and ask your permission if we need to.



WHAT CAN I DO IF I DON'T AGREE WITH WHAT'S BEEN SAID?

You can tell us; we will listen and explain clearly why we have written it this way. We may agree with you to change it but we will always discuss our reasons for our decision. You have the right to complain to the agency using their complaints process.

WHAT HAPPENS IF I SAY NO?

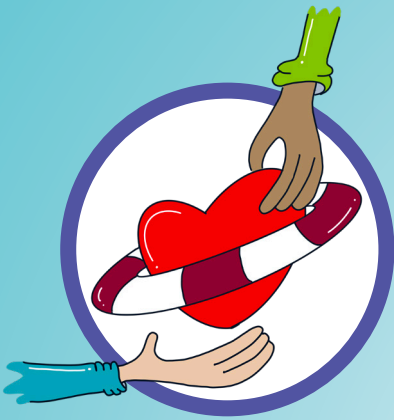
It might be that services end their involvement with you, and no further action taken, but this could also mean that nothing changes or improves for your children. If we are really worried, we have a duty to keep your child safe and we will get involved.



HOW IS MY CONSENT RECORDED?

Sometimes we only need you to verbally consent so that we can get together with you to talk through any issues you might be facing. If you agree to any further work with us we will ask you to sign a written consent form to ensure your privacy rights are protected.

We will listen to you and treat everyone with respect and as an individual.



What Norfolk families say...

"Having the outreach team into our home was a lovely experience for all of my family. Having strangers into our home can be a big thing at our house, for more than just my son.... Most of all our worker listened when at times we just needed someone to explain our hard times to."

"You all as a team and organisation are so amazing! Professional, caring, and supportive. I really do wish everyone the best of futures. You are all unsung heroes. I hope you all know what a positive impact you can and do have... thank you again. You have all been a massive part of my family".



NEED MORE INFO?

If you want to know more about Norfolk's approach to Early Help or safeguarding in general visit the Norfolk Safeguarding Children Partnership website:

www.norfolkscp.org.uk

Or you can contact a member of the Business Unit for further signposting or advice: 01603 233409



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