

Draft ContactPoint Guidance

Annex B

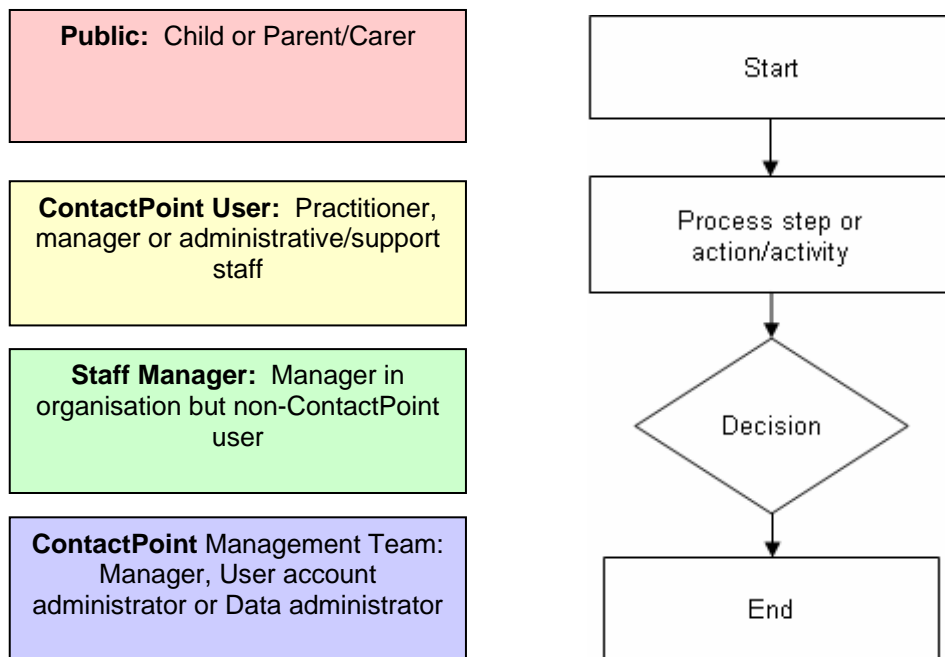
Flowcharts

Annex B - FLOWCHARTS

These flowcharts support a number of the processes covered in this guidance. They are intended as a guide and are not definitive. There may be established processes within your organisations which cover or can be adapted to cover or join up with these, which you may wish to follow.

B1 Colour Codes

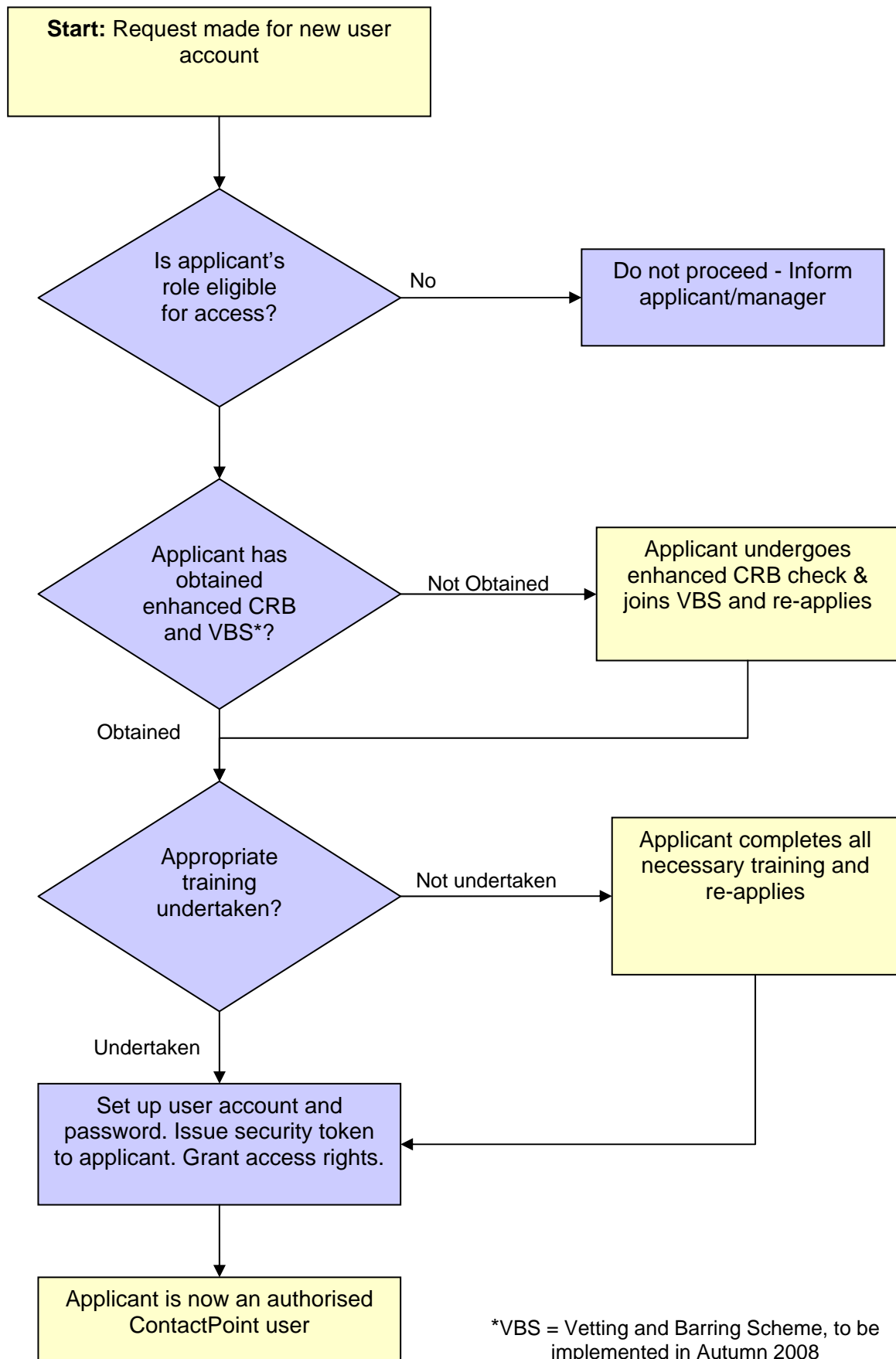
The flowcharts follow the colour-coding established in the table at 1.13, and used throughout this guidance. Two further groups are introduced for the purposes of these flowcharts. The process step types are identified by shape and are defined below.



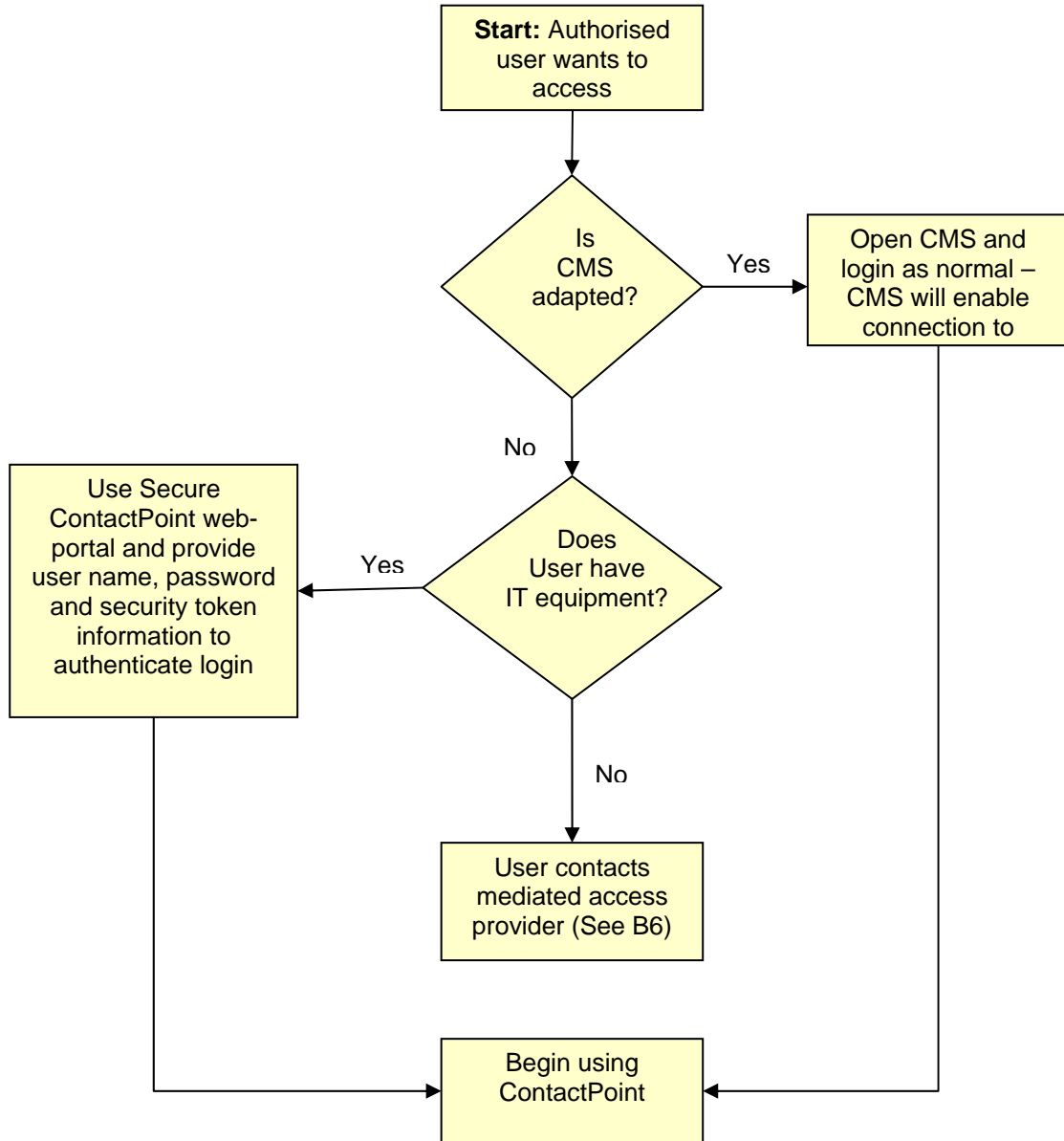
B2 References are made between the relevant sections and flowcharts throughout the guidance

B3 Records of all action taken and decisions made must be recorded by the relevant staff. In some cases this will include both non-ContactPoint users and ContactPoint Management Team staff.

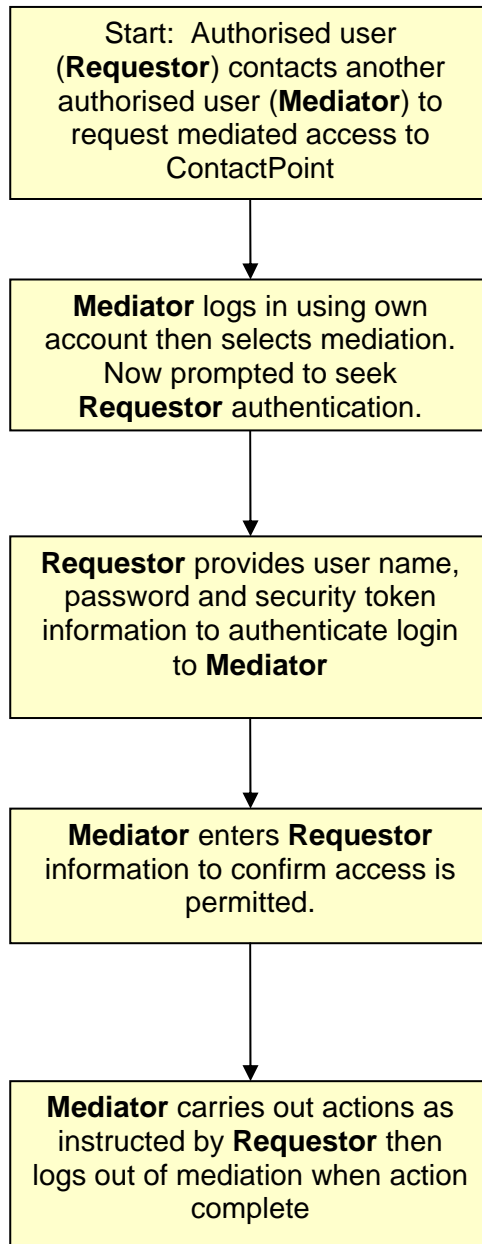
B4 Creating a new ContactPoint user account (See 4.29-4.33).



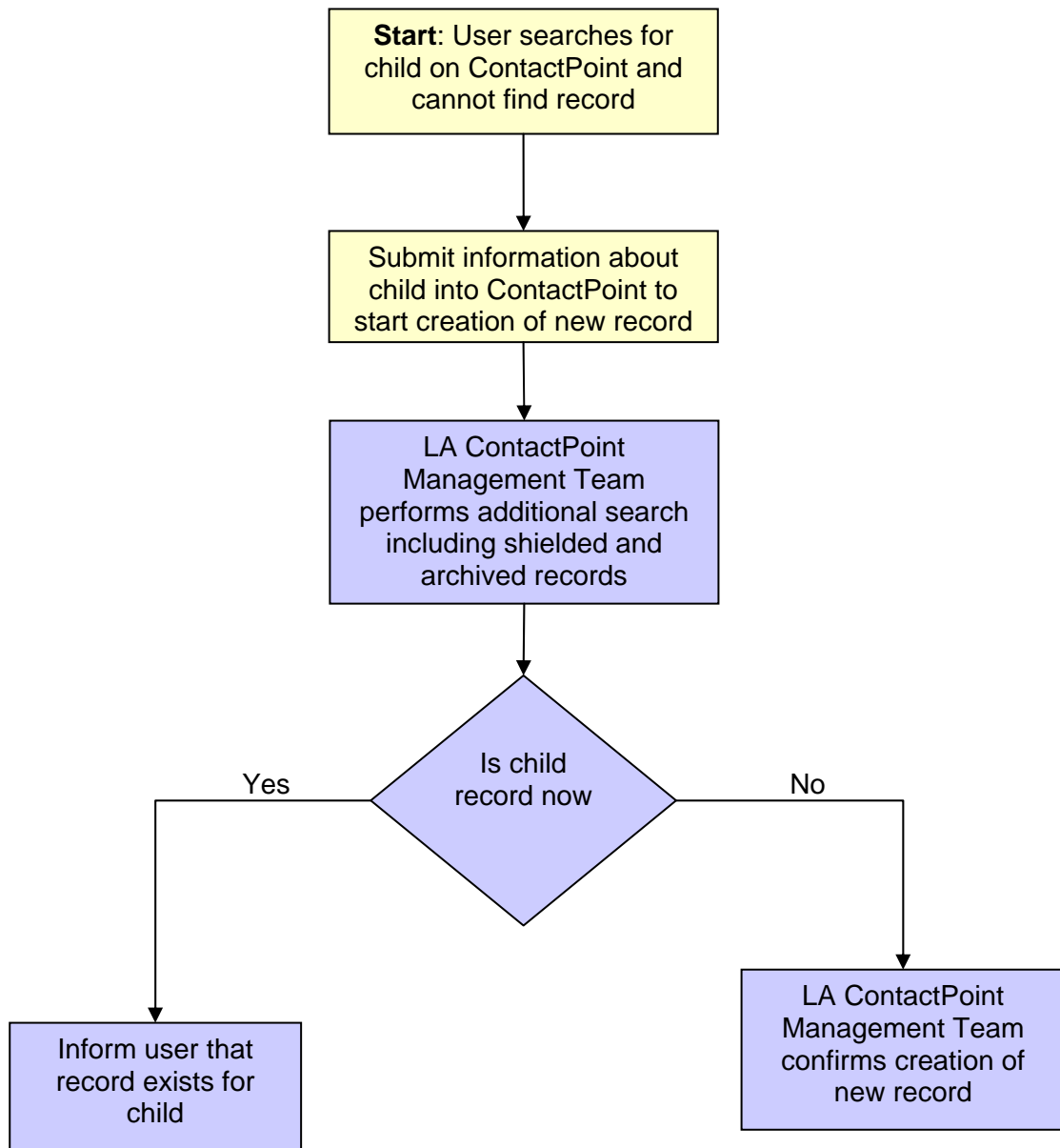
B5 User Access (Direct) See 2.11-2.13.



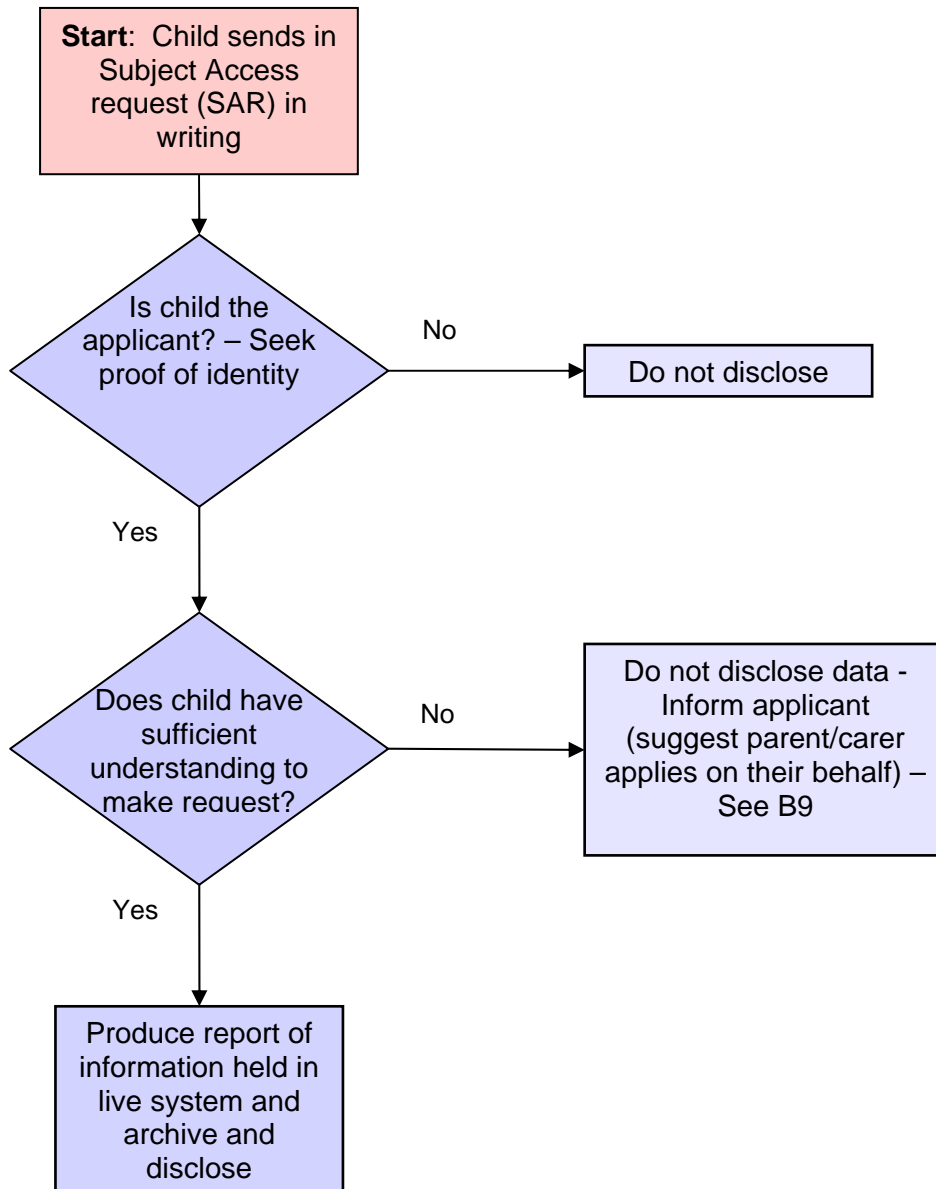
B6 User Access (Mediated) See 2.14-2.16



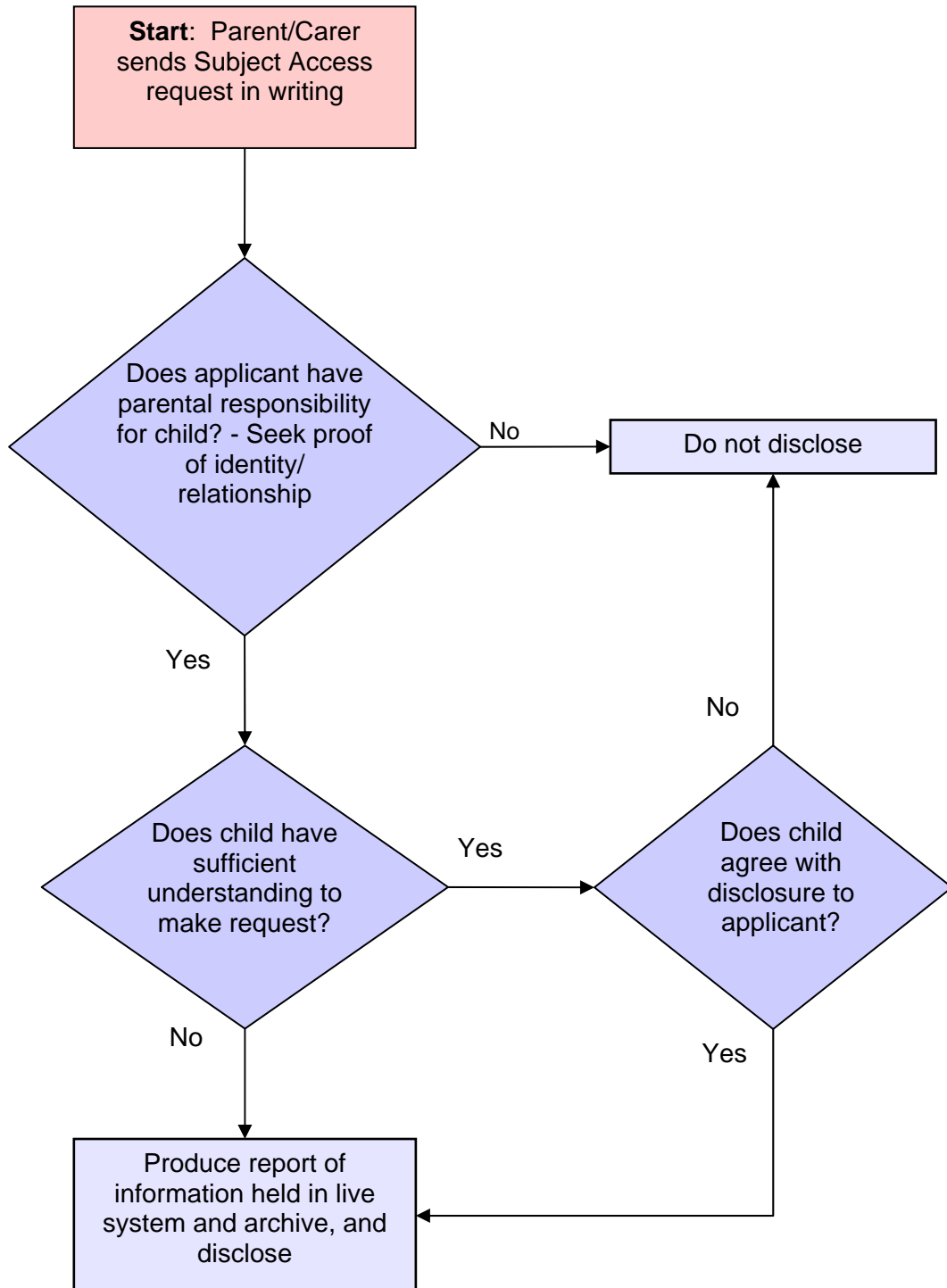
B7 Manually requesting/creating new child record (See 3.19-3.22)



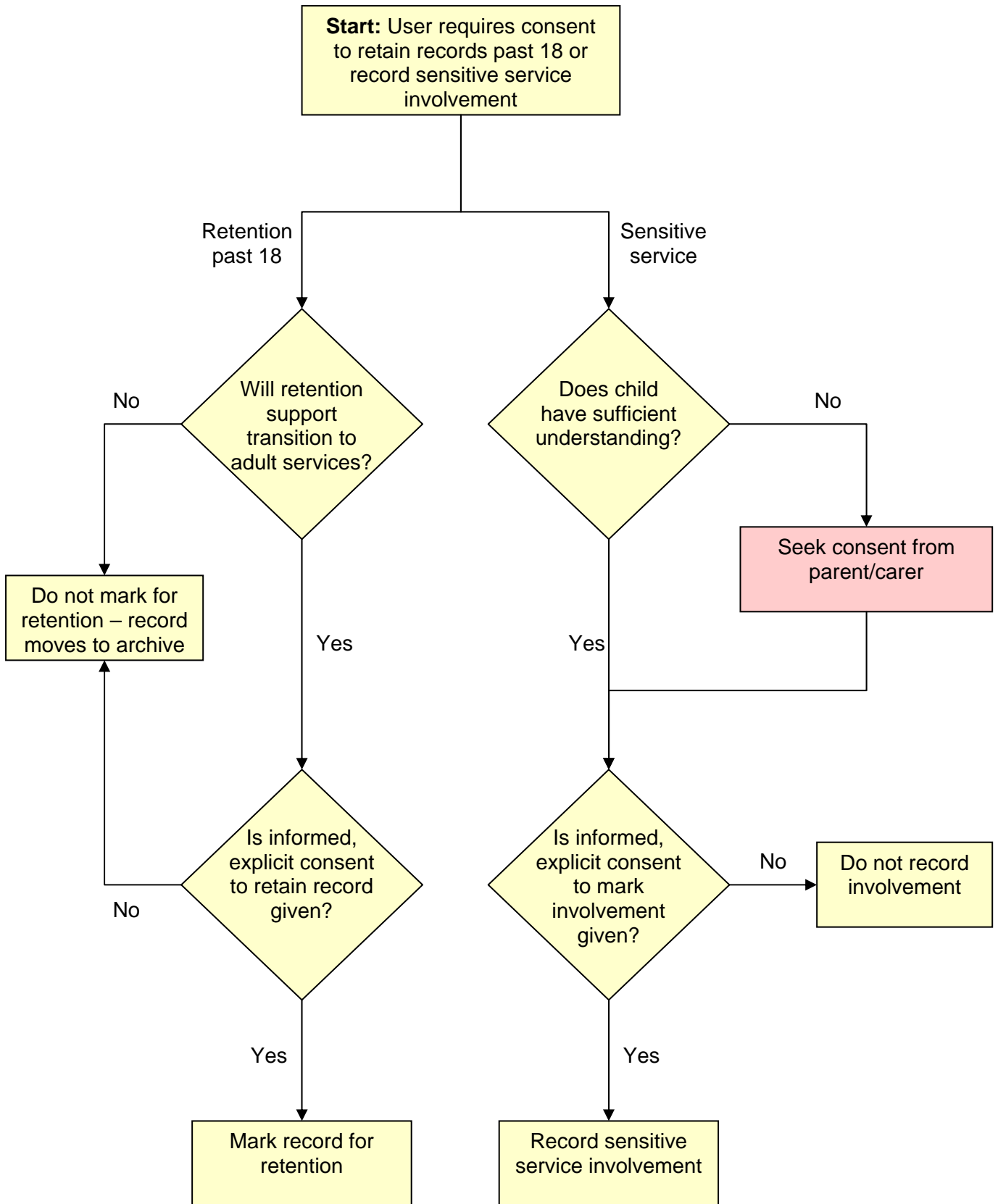
B8 Subject Access Request by Child (See 4.7-4.16)



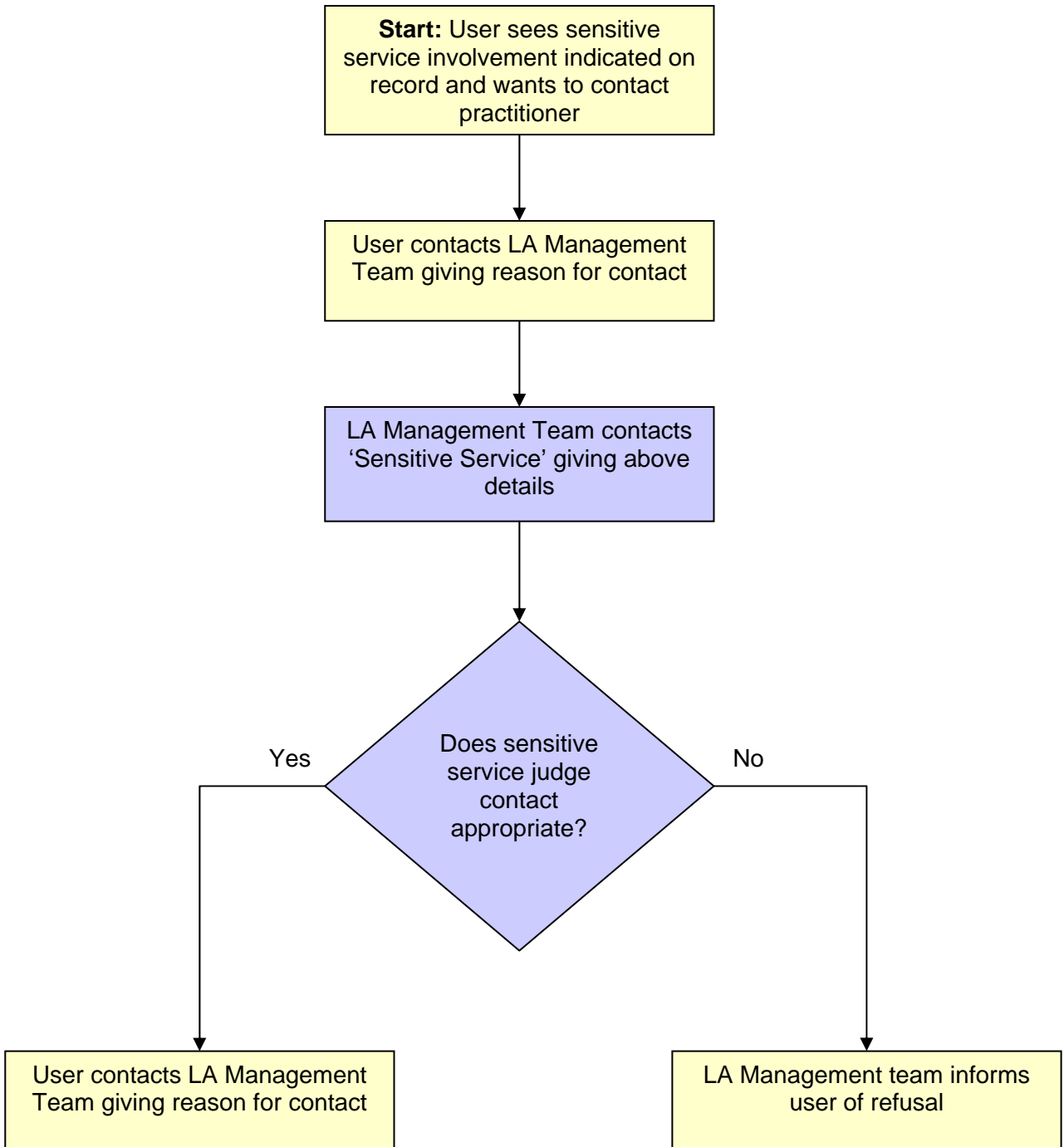
B9 Subject Access request on behalf of a Child (See 4.7-4.16)



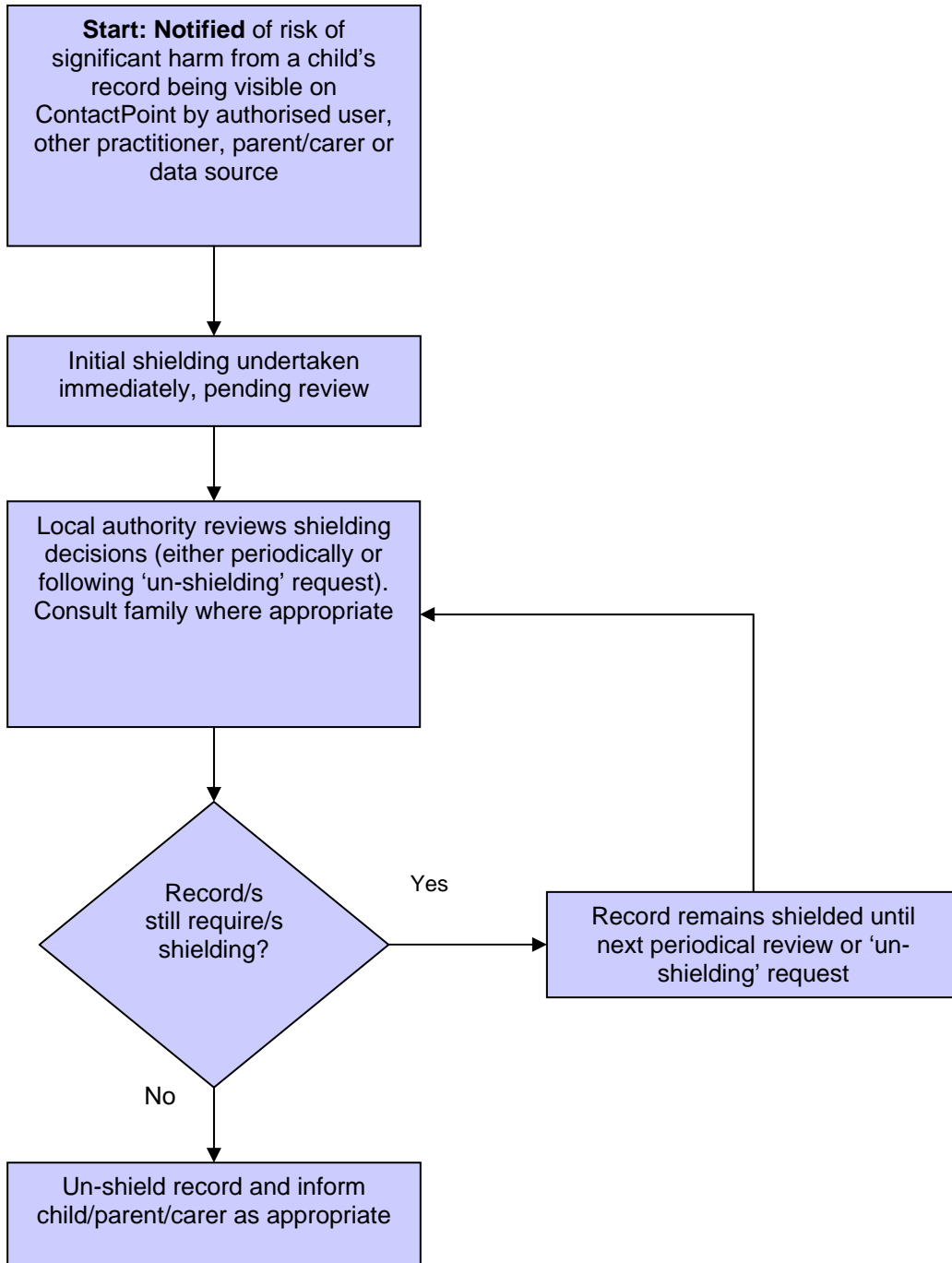
B10 Consent (Retaining a child record above 18 or Indicating 'Sensitive Services') (See 3.30 and 3.34-3.36)



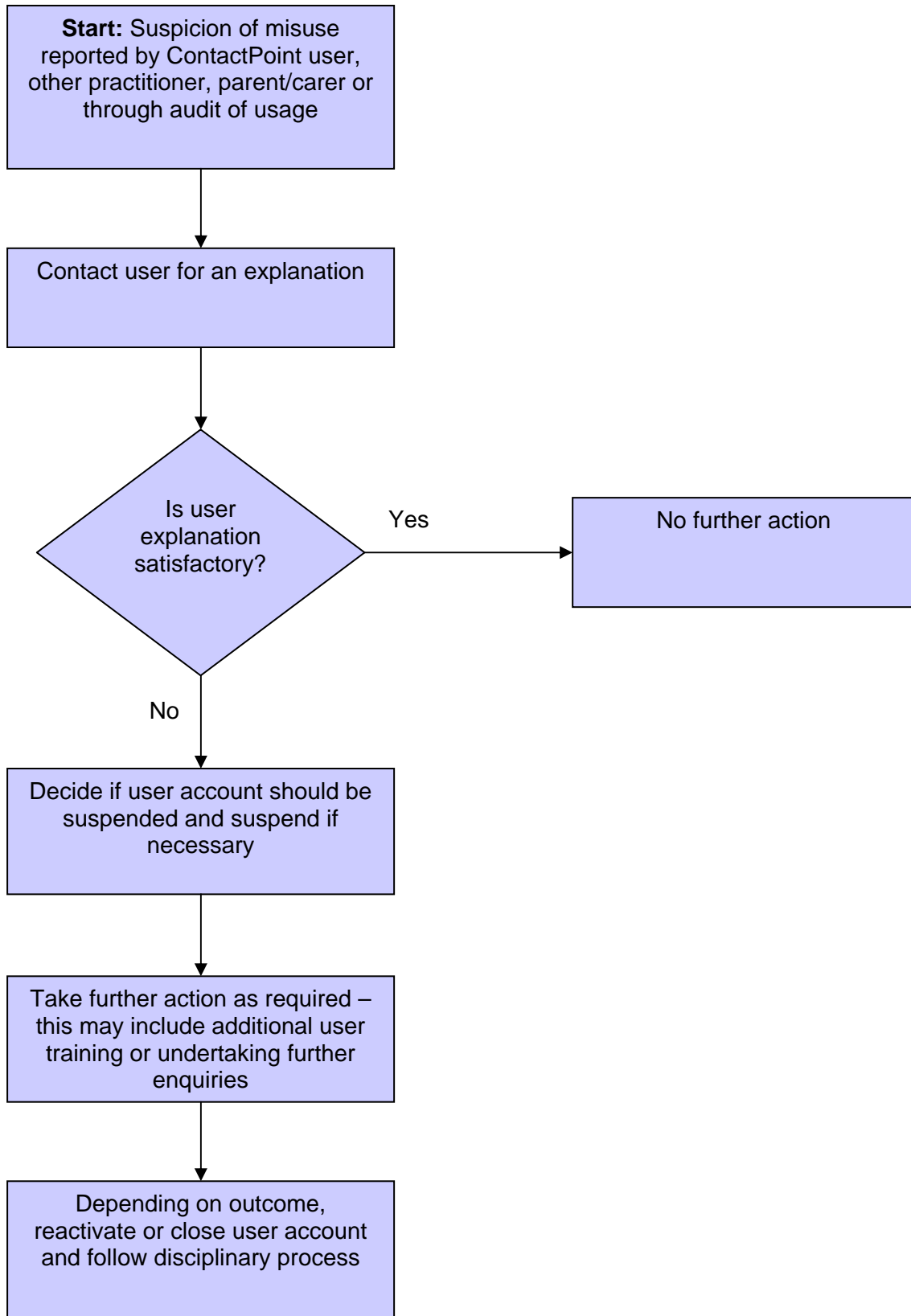
B11 Brokering Contact Between Users and 'Sensitive Services' (See 3.48-3.52)



B12 Shielding Records (See 4.63 - 4.69)



B13 Managing Suspicious Usage See 3.9 - 3.12



B14 Complaints Procedure See 4.17-4.21

