

STANDARD OPERATING PROCEDURE FOR CHILD PROTECTION – INFORMATION SHARING (CP-IS)

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VERSION CONTROL

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DOCUMENT CHANGE HISTORY

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1. Introduction

Purpose

This SOP has been designed for healthcare practitioners in GP practices who will be accessing the Child Protection - Information Sharing system (CP-IS) in order to support safeguarding children and unborn babies who may be otherwise unknown to the practice.

Scope

This SOP applies to all clinical and administrative staff working within GP practices where access to the CP-IS system is enabled.

Background

CP-IS is an NHS programme which enables the secure exchange of information between local authorities (children's social care) and health services, via the national care records service (NCRS). Its purpose is to support the safeguarding of:

- unborn babies
- children and young people

who are known to social care and are looked after or subject to a child protection plan.

(CP-IS **does not** apply to children undergoing an assessment by CSC or those subject to a Child in Need plan).

CP-IS is currently used across unscheduled healthcare settings, such as urgent treatment centres and emergency departments. Under phase 2 of this national programme, CP-IS will now be implemented across all Somerset GP practices and other scheduled health care settings.

Objectives

- To support and ensure consistent use of CP-IS to identify children at risk
- Support effective safeguarding decision-making
- Comply with national safeguarding policies and information governance standards.

Prerequisites

- Access to National Care Records Service (NCRS) via NHS spine portal
- Smartcard reader
- Identity agent installed. The Identity Agent is used to manage smartcards and authentication, allowing authorised staff to access CP-IS data through clinical systems.
- A Care Identity Service smartcard with the relevant role/position assigned:

Child Protection - Information Sharing (CP-IS)

B0264 – Access Clinical Spine Application – Perform Patient Trace

B0170 – View CP-IS Flag (Without sending an Access to Service Notification – ASN)

Female Genital Mutilation (FGM-IS)

B0370 – View the FGM Tab

B0380 – Update FGM Information

Responsibilities

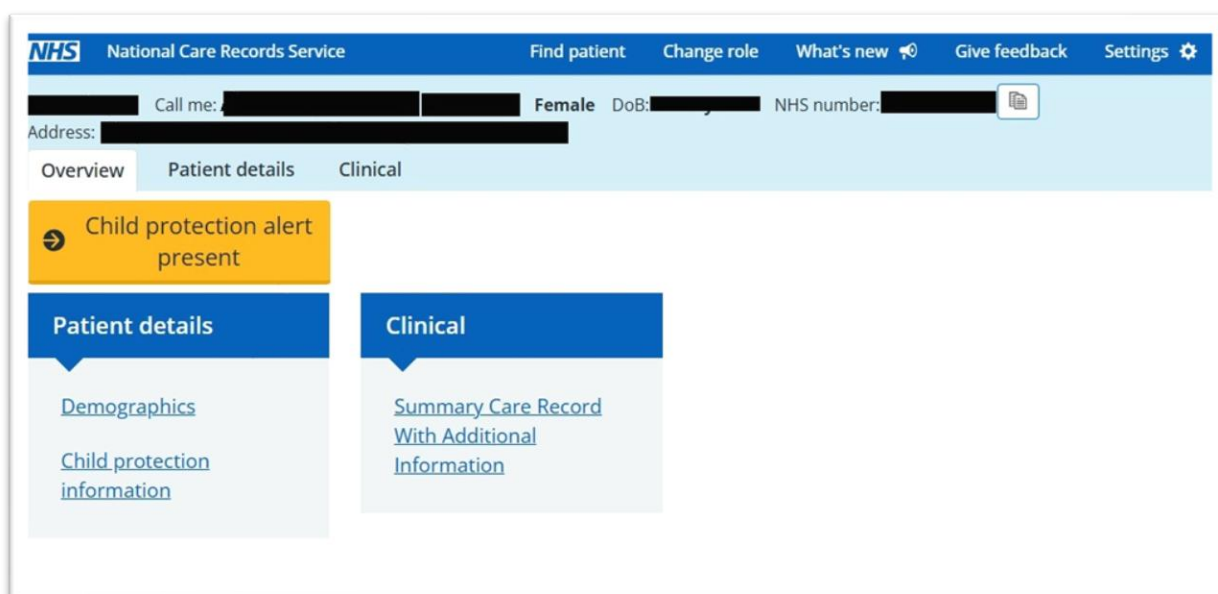
Safeguarding Lead	Ensure staff are trained on CP-IS and safeguarding policies. Act as a point of contact for any CP-IS concerns.
Practice Manager	Oversee implementation and maintenance of CP-IS access, training, and audit processes.
GPs / Clinicians	Review CP-IS alerts during consultations (if not already checked by reception staff). Follow safeguarding procedures as needed.
Administrative / Reception Staff	Check CP-IS status for newly registering patients under 18. Alert clinicians if a CP-IS flag is present at registration or if the child presents at the practice. Maintain confidentiality.

CP-IS is to complement other digital information sharing databases in Somerset such as SiDeR and Transform and does not replace direct information sharing that should take place with professionals involved in patient care.

2. Viewing child protection information

On accessing the child / pregnant woman's record via the [NCRS](#), if there is CP-IS information available, the 'Child protection alert present' tab will be clearly visible, highlighted orange. It is possible for multiple alerts to be associated with a single NHS number, for example, there may also be an FGM alert.

If there is no CP-IS information available, the Child Protection tab will not be visible. However, it is possible that the data is not available therefore if there are safeguarding concerns, contact the local authority from which the child has come from for further information. Alternatively, if the child is being transferred in from another practice from Somerset, access Transform Family view for further information.



When you click the child protection tab, the following information will be displayed:

- the current child protection information
- contact details for the relevant local authority
- a list of previous accesses under the page views heading

Current Child Protection Information

The screenshot shows a web interface for child protection information. At the top, there are fields for 'NHS number' and 'Address', both redacted with black boxes. Below these, a message states 'This child has 1 active plan.' The main section is titled 'Active child protection information' and contains a sub-section 'Looked After Child'. This sub-section includes a definition: 'A child who has been in the care of their local authority for more than 24 hours is known as a looked after child. Looked after children are also often referred to as children in care.' Below this definition are five fields: 'Start date', 'End date', 'Responsible local authority', 'Emergency duty number', and 'Office hours number'. The 'Responsible local authority' field is populated with 'Somerset Council (905)'. The other fields are redacted. Below the 'Looked After Child' section is a 'Previous views' section. It contains a paragraph: 'The relevant local authorities are notified when this page is viewed in an emergency or unplanned care setting. This page shows the last 25 such views.' followed by a list of instructions: 'If you have any concerns about this patient you should: follow your local safeguarding procedures, speak with your manager or safeguarding lead, consult the statutory guidance for Working together to safeguard children (opens in a new tab)'. Below the instructions is a table with four columns: 'Date and time (GMT)', 'Viewer', 'Role', and 'Organisation'. The table contains four rows of data, with the first three rows having redacted viewer names and the last row having a redacted viewer name and 'Hospitals NHS Trust' as the organisation.

Date and time (GMT)	Viewer	Role	Organisation
26-Feb-2026 09:23	[Redacted]	Clerical Access Role	[Redacted] FOUNDATION TRUST
24-Feb-2026 15:09	[Redacted]	Admin/Clinical Support Access Role	[Redacted] FOUNDATION TRUST
20-Feb-2026 14:27	[Redacted]	Clerical Access Role	[Redacted] FOUNDATION TRUST
10-Feb-2026 14:22	[Redacted]	Safeguarding Lead	[Redacted] Hospitals NHS Trust

Type of plan

Child Protection Plan (CPP)

Looked After Child (LAC)

Unborn Child Protection Plan (UCPP) - Any child protection plan for an unborn baby will sit on the mother's record. The mother's NHS number and demographic details will therefore be needed for any unborn child protection plan which is to be shared via CP-IS.

Start date

A start date will always be displayed.

End date

An end date will always be displayed. CPPs and LACs are displayed for 364 days after the end date. UCPPs are displayed for 28 days after the end date. The latest end date for a CPP/LAC is the child's 18th birthday. The end date for a UCPP is the due date of the baby.

Responsible local authority

This is the local authority that initially uploaded the plan information to the NHS Spine.

Emergency duty telephone number

These are local authority (LA) contact numbers. It is mandatory for these to be provided by the local authority.

Office hours telephone number

This is an optional second telephone number for the local authority.

3. When should the CP-IS system be accessed?

(See flowchart in Appendix 1)

New patient & temporary registration

- All children under the age of 18 years (not just those where there is a safeguarding concern).
- All pregnant women (including those under 18) presenting at the GP practice

If a CP-IS flag is present:

- Add appropriate EMIS code
- Inform the local authority where the CP/CLA plan is held if it is not in Somerset if you have identified a safeguarding concern. Accessing CP-IS does NOT automatically inform the relevant local authorities. If the child is known to CSC in Somerset, Transform Family View should display the name of the social worker.
- If CP-IS alert has an end date which has already passed and there is no information regarding the nature of the safeguarding concerns available on the GP records, contact CSC for further information. There may be a relevant step-down plan.
- Record that the CP-IS flag was noted in the registration notes (without disclosing details to the parent/carer).
- Notify the Safeguarding Lead and consider adding for discussion at next GP practice safeguarding meeting.
- Record any issues with the above process and inform the ICB of any recommended improvements.

If no flag is present:

- Complete registration as usual.

New safeguarding concern identified for child known to the practice

- Check National Care Records Service (NHS Spine) or check Transform Family View
- If CP-IS alert present or information available on Transform - contact the local authority where the CP/CLA plan is held and inform them of your concerns.
- Add appropriate EMIS codes.

Documentation

- Record on EMIS at the time of registration that CP-IS had been checked (you may wish to incorporate this into your registration processes).
- Record any issues with the above process and inform the ICB of any recommended improvement.

4. Additional information

Consent

To support the best interests of a child with child protection information and supporting the notion that this information must be made available to an organisation upon request, consent will not be required to send the child protection information and store this within GP records.

Audit

- Recommend the practice completes an audit on the use of CP-IS alerts 6 months after implementation to assure itself that checking for CP-IS alert has been embedded.
- This SOP should be reviewed annually by the ICB or following significant changes in CP-IS policy or safeguarding procedures.

Risk Assessment

- Non-compliance with the Standard Operating Procedure and related guidance poses the risk of serious incidents. Non-compliance could result in failure to protect vulnerable children.
- Where non-compliance is identified, this should be considered as a near miss and an incident report should be completed.
- Serious incidents will be reviewed in line with the respective health service reporting systems and oversight mechanisms.

Documents that should be read in association with this SOP

[Working together to safeguard children 2026: statutory guidance](#)

[Southwest Child Protection Procedures Prebirth Protocol](#)

[SSCP Effective Support for Children and Families in Somerset](#)

Appendix 1 - CP-IS Flowchart

