Abstract Submission for the following Conference:

(1) Conference information:
Building Family Support Systems
UNESCO Child and family Research Centre 7th Biennial International Conference
11th & 12th June 2015.

(2) Presenter details:
Name of Presenter: Tess Noonan
Title: Quality Assurance Manager
Contact Information: ISPCC, Penrose Wharf, 4/5 Alfred Street, Cork
Conference Theme to which the presentation is aligned: Building family Support Information Systems.

(3) Abstract (Maximum 300 words):
Title:
Building a Family Support Information system that protects the rights of clients, meets the requirements of the organisation and is compliant with Data Protection legislation.

Aims:
1. To demonstrate how a voluntary organisation (ISPCC) has worked to build its own Family Support Information system, under current Data Protection legislation enabling it to capture information from anonymous callers (Childline), clients, parents and stakeholders.
2. To demonstrate how the voice of the child, parent and stakeholder is integrated into the ISPCC Family Support Information system ensuring a continuous cycle of practice improvement where ISPCC is better informed about client, parent and stakeholder needs and outcomes achieved.

Summary:
ISPCC speaks to more children on a daily basis that any other organisation in Ireland, the Childline service alone responds to more than 1,500 calls, texts and online contacts per day.

ISPCC will share information of its journey in building a comprehensive family support information and data management system. This system includes a Client Relationship Management System (CRM) and an ACASI Online Outcome Evaluation Tool which records information, feedback and opinions from clients, parents and stakeholders. This system allows us to access and analyse accurate data that enables us to make evidence informed decisions about client, parent and stakeholder needs, wants, expectations and outcomes achieved.
The strengths of this approach and some of the ongoing challenges such as ensuring compliance with data protection legislation will be explored. Examples of how data is used to build an evidence base, inform practice changes and improve the quality of the service offered, particularly in light of the Commissioning process will also be provided.

**Contribution to knowledge:**

Increased knowledge and understanding of how to build a family support information system to manage large scale data whilst ensuring compliance with existing and emerging data protection legislation.