



# National Register for Unaccompanied Children

## NRUC Information Booklet

2008

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London Asylum Seekers Consortium



The National Register for Unaccompanied Children (NRUC) was set up as an initiative to provide a comprehensive database that securely stores up to date information about unaccompanied asylum seeking children (UASC) entering the country. The database was the first of its kind created on a national basis and has contributed to the child care agenda by helping to protect children, as well as tracking their status and providing a venue for detailing the costs of the care they receive. The development of the database has provided the potential to utilise the systems in various ways to assist the welfare of young people. Partners include the UKBA, Department for Children Schools and Families (DCSF), Local Government Association (LGA) and London Councils.

NRUC facilitates the communication between local authorities and the UK Borders Agency (UKBA) working with UASC.

### **NRUC provides:**

- A national picture of the location and status of unaccompanied young people supported by local authorities.
- Tracking of young people, preventing duplication of claims within boroughs and exploitation of young people.
- An information sharing tool between central and local government via a single online service.
- A secure data transfer between local authorities and the UKBA.
- The viewing of CID data on supported young people, and enables UKBA and the local authorities to reconcile records.
- Attachment of age assessments to the relevant child's file for
- viewing by all appropriate individuals connected with the care of the child.
- Detailed reports on a bespoke basis.
- A method for tracking and transferring new UASC cases within the service rota operated by Croydon Council.

NRUC will be adapted to address the UASC reform programme. NRUC is currently working with the Department for Children, Schools and Families (DCSF) as a data source to integrate UASC data onto the Contact Point database.

During November 08 and February 09 NRUC will be providing training to all local authorities on the new developments to the system.

# Frequently Asked Questions

Q: Is this register strictly for unaccompanied children only?

Yes. However, we are in discussions to extend the capacity.

Q: Do we have to install software onto our PCs to use the system?

You do not have to install any software on your PCs or Laptops as the Register is an on-line application. All you need is access to the internet.

Q: How do we nominate other users on the system?

You can nominate other users to have access to the Register by contacting the NRUC Team, who will be able to issue usernames and passwords.

Q: Who adds information on a child's status?

Social Workers, Case Workers and other members using the Register.

Q: Are we still going to have to complete the V12s?

You will still need to complete V12s, until the UKBA instructs otherwise.

Q: What happens to the grant claim? And will the UKBA act on the data that is being supplied via the register?

UASC must be registered on the NRUC System for the purpose of grant funding. The UKBA will be using the data taken from NRUC as the basis for the Local Authorities to recover the grant claim.

Q: Is there anywhere on the system where we could log documentation that we have seen for a child?

Yes. There are facilities for notes to be added to a case, as well as attaching other documents such as Word documents, PDF files and photos.

Q: Can Local Authorities specify reports and ask NRUC to provide them?

Yes. NRUC can provide tailored reports and have them set-up to individual Local Authority requirements.

Q: Could the information be used to remove these children to countries where they will be at risk?

The register is a public record of the children, which is not under the single control of the UKBA. The data is shared with local authority children's services and it is open to monitoring by agreed organisations promoting children's and refugee's rights. The Register will help ensure that any returns of children are legal, properly planned and open to scrutiny by appropriate organisations.

Q: If you do not know the DOB and they are over 16, how would you enter them onto the system?

You would enter your assessed DOB.

Q: Does the system automatically time-out?

Yes. The system has been designed to automatically time-out for security purposes.

Q: If we update the data on the system, can the UKBA change/overwrite this data?

No. The information that you enter onto the system can only be amended by the Local Authority who entered the data.

Q: Will there be an audit trail available?

NRUC has an audit trail function that allows an overview of data entry. A local authority will be able to view an audit report to change its own information, and if further assistance is needed, the NRUC team can be contacted.

Q: Will the Systems Administrator change passwords for other users from their Local Authority?

The Lead Officer can nominate who will require access to the system. However, the NRUC Team will delegate and amend usernames and passwords.

Q: How will you enter (onto the system) children who have children? And is there a way of linking two cases together e.g. brother/sister?

There will be a facility on the NRUC System to link cases together.

Q: Can we use the database to obtain new ARC cards or papers if the date of birth is changed?

No. The usual UKBA procedures apply.

Q: Is the National Register designed to help the UKBA collect more information on young people from abroad?

In virtually every single case the core information on the register comes from the UKBA records in the first place. The information flows from the central records and helps local agencies protect and plan for vulnerable children.

Q: Isn't NRUC just another example of the "Big Brother" society?

On the contrary, "Big Brother" and other oppressive societies and groups operate in secrecy. They control access to records and can conceal their actions and protect themselves from challenge. In just the same way, unaccompanied children have far more to fear if their stay in the UK is not a matter of public record. It is the "invisible" children that face abuse and exploitation.

Q: Won't the record be abused by people who want to get hold of the children?

There are careful technical and other measures to control who can see the records. It is only open to accredited organisations and the people who work for them are fully screened before they can use the Register.

Q: Who can see the information?

A Local Authority will only be able to view its own information. If there is an instance where a local authority comes into contact with a child who is currently or has in the past received a service from another local authority, then the contact details of the other local authority worker will be provided so that an exchange of information may be facilitated.

Q: Will anyone other than LAs have access to the register?

Local Authorities and the UKBA will have primary access to the register. In the future, provisions will be made so that other organisations will have limited access to view summary results on the register.

Q: Is there a limit on the number of cases per LA?

No.

Q: What is the maximum age of children held on register?

The Register will allow cases to be closed and archived with the view that they can be reopened if required by a child returning for assistance. The age at which this happens will generally be 18, but can be adapted on a case by case basis.

Q: How often will the site be refreshed?

Currently we have a weekly feed from the A-CID database from the UKBA. The information on the NRUC system itself will be updated by the local authorities and will be live as soon as it is placed on the system.

Q: Are all the LAs signing up to NRUC?

All Local Authorities who are currently assisting UASC will have access to the Register. The Register will also function as the method by which the local authorities will file their grant claims with the UKBA.

Q: Will there be a user guide available?

Full documentation (user guides and full user manuals) will be available for the second release of the NRUC system.

Q: Marrying of data – Is a new alias created if the name is changed by a Local Authority or if a Local Authority create a new record and the UKBA create a record later?

Local Authority updates to NRUC are immediately live. The UKBA will be notified when a change is made and the team there will be able to view the new information. It is up to the UKBA to accept or reject the update before entering it onto the A-CID system. If the update is rejected, the UKBA will contact the Local Authority.

Q: Will LAs be able to add their own fields?

Not currently

Q: How do you log expense claims for clients?

The three main areas of expense we are gathering for clients are accommodation, special needs, and additional payments, such as travel.

Q: Who will be authorised to change data?

There will be three general levels of permissions for the Local Authorities. Top level permissions will allow all changes, while lower level permissions will have limits to the ability to view and change the information. On request, permissions may also be tailored to the specific needs of a local authority. A Local Authority may only amend its own information.

So that we can better serve and support you, please use the details below to send us your feedback or request.

## The NRUC Team:

**Michael Gould** - Team Manager

T. 020 7934 9656

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## NRUC Project

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London

SE1 0AL

Fax: 020 7934 9660

**[www.nruc.gov.uk](http://www.nruc.gov.uk)**



# Lead Officer Nomination Form

This section must be completed with the Chief Executive or Head of Service details

Name:

Title:

Representing:

Signature:

Date:

Address:

Telephone:

Email:

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This section must be completed with the Nominated Lead Officer details

The nominated Lead Officer for  is:  
(insert the name of your Local Authority here)

Name:

Job Title:

Dept Name:

Team Name:

Office:

Address:   
 Post Code:

Email:

Telephone:

Please choose Lead Officer type:

New Lead Officer  Additional Lead Officer  Replacement Lead Officer

Name of Lead Officer being replaced:

Return completed form to:

NRUC Project, 2nd Floor,  
59½ Southwark Street, London, SE1 0AL

This section must be completed with Lead Officer details

Name:

Local Authority:

Job title:

Department/Team:

Work address:

Post Code:

Email:

Telephone:

Signature:

Date:

.....

This section must be completed with the Additional User details\* (please print additional sheets as required)

Name:

Job title:

Department

Team:

Work address:

Post Code:

Email:

Telephone:

Name:

Job title:

Department

Team:

Work address:

Post Code:

Email:

Telephone:

Return completed form to:  
NRUC Project, 2nd Floor,  
59½ Southwark Street, London, SE1 0AL

Scotland - Glasgow - 3rd November 2008

Ramada Glasgow City  
201 Ingram Street  
Glasgow  
G1 1DQ

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North East - Newcastle - 5th November 2008

Holiday Inn Express  
Waterloo Square  
St James Blvd.  
NE2 4DN

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North West - Salford - 7th November 2008

Holiday Inn  
Liverpool St  
Salford  
M5 4LT

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Yorkshire & Humberside - Leeds - 10th November 2008

Jurys Inn  
Kendell Street  
Brewery Place  
Leeds  
LS10 1NE

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East of England - Norwich - 14th November 2008

Holiday Inn  
Ipswich Road  
Norwich  
NR4 6EP



## West Midlands - Birmingham - 17th November 2008

Holiday Inn  
Smallbrook  
Queensway  
Birmingham  
B5 4EW

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## South West - Bath - 19th November 2008

Mecure Francis Hotel  
Queens Square  
Bath  
BA1 2HH

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## Wales - Cardiff - 21st November 2008

Park Innff  
Circle Way East  
Cardiff  
Llanedeyrn  
CF23 9XF

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## London, Victoria - 24th & 25th November 2008

MWB  
10 Greycoat Place  
Victoria  
London  
SW1P 1SB

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## South East - Maidstone - 28th November 2008

Best Western Russell Hotel  
136 Boxley Road  
Maidstone  
ME14 2AE

For more details of NRUC's training sessions please  
email: [xxxx.xxxx@xxxxxxxxxxxxxxxxxx.xxv.uk](mailto:xxxx.xxxx@xxxxxxxxxxxxxxxxxx.xxv.uk)

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