

# Privacy notice – Strengthening Families through Early Help

## Who we are?

Shropshire Council is the local government authority for Shropshire. Our address is: Shropshire Council, Shirehall, Abbey Foregate, Shrewsbury, SY2 6ND. You can contact our Data Protection Officer on: 01743 252774 or by email at: [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

## How do we collect information from you?

We collect information from you when you visit the Shropshire Council website also when you contact us in writing, speak to us on the phone, by email or any other type of electronic communication, or talk to us face to face.

## What types of information do we collect from you?

We collect different categories of information about you, depending on the service you want from us and/or the reason why we need to process information relating to you. This could be personal information (for example your name and address), or other more sensitive data that we would only collect and use in very particular circumstances that are set out in law.

We will collect information from you and your family to help us complete your Early Help Assessment and to provide you with appropriate services once you have agreed to the early help assessment taking place. This will include information about you, your child/children and other members of your household. We need this to enable us to do the assessment of your child/children and family's needs.

This information will include:

- Name, date of birth, address and contact details
- Identifiers such as National Insurance Number and NHS Number..
- Ethnic group, home circumstances, language and health information.
- Any additional personal information that is necessary to enable us to provide you and your family with the correct service.

We may in some circumstances also check what previous services have been offered to you and your family. You will be asked questions in the assessment that do not always relate to your circumstances, in this case no information will be recorded. Areas for discussion will include:

- Staying safe in the community
- Getting a good education and skills for life
- Improving children's life chances
- Improving living standards – this includes working status, financial difficulties or risk of homelessness
- Staying safe in relationships
- Living well, improving physical and mental health and wellbeing.

## **Details of information obtained from third parties?**

During your participation in the Early Help process we may access further relevant data to help us understand your current circumstances, this helps us to address all the family needs appropriately.

We obtain your personal information for the following purposes:

- To deliver our Early Help Services effectively
- To deliver the Government's national Troubled Families Programme
- Service improvement, planning and research using anonymised data

Data is provided from various sources and is only accessed on a need to know basis. Data about families is not made generally available to all practitioners working with a family, but only to those who may need to know certain information. The following data may be obtained:

- Crime, Anti-social behaviour and incidence of domestic abuse – Police data
- Young people involved in crime. – Police data and data from Youth Justice Team
- School attendance and exclusions – provided by schools and colleges to Shropshire Council and accessed by the One system
- Children on EHCP – One System
- Eligible children taking up their 24U place – One System
- Children accessing 3 and 4 year old placements – One System
- Children who have either had a social work assessment or have had a Child Protection or Child in Need plan. – Liquid Logic
- Adults out of work. DWP
- Adults out of work or at risk of financial exclusion. - DWP/assessment
- Families at risk of homelessness, including rent arrears. - Housing providers/private landlords/Housing Options
- Young people not in education, employment or training. NEET data
- Families affected by domestic violence and abuse. Police data and Liquid Logic

## **How is your information used?**

We collect, or obtain your personal information for the following purposes:

- To deliver our Early Help Services effectively
- To deliver the Government's national Troubled Families Programme
- Service improvement, planning and research using anonymised data
- To provide and operate our Early Help Service including our Team around the Family programme.
- To provide you and your family with services that support and help your family.

## **Lawful basis**

Early Help will always have a lawful basis for processing and share your personal data. Our lawful basis will be one of the following –

- We are carrying out tasks in the public interest that are set out in law, or public functions set out in law
- Necessary to comply with our legal obligations for social care provision

Where we process special category data one of these conditions will also apply –

- The processing is necessary for reasons of substantial public interest
- Health and Social Care - we use this data for the provision of health or social care

The legal basis for processing your personal information is contained in legislation including:

- Police and Criminal Evidence Act 1984
- The Children Act 1989
- Protection of Children Act 1998
- The Crime and Disorder Act 1998
- Immigration and Asylum Act 1999
- Local Government Act 2000
- The Children (Leaving Care) Act 2000
- The Education Act 2002
- Criminal Justice Act 2002
- Sexual Offences Act 2003
- The Children Act 2004
- The NHS Act 2006
- Education and Skills Act 2008
- The Localism Act 2011
- The Children's and Families Act 2014
- Special Educational Needs and Disability Regulations Act 2014
- Digital Economy Act 2017

## **Research and statistics**

There may be other times where some personal information and special category data may be shared with government agencies, for evaluation and research purposes only. The Public Service Delivery chapter of the Digital Economy Act 2017 allows specified bodies to share personal information for objectives which are set out in the regulations, including addressing “multiple disadvantages”.

Anonymised and pseudonymised data may be used for research & statistical purposes. Any data collected may be used for research and statistical purposes that are relevant and compatible with the purpose that the data was collected for.

## Who has access to your information?

We will only share relevant information about you with other services when they are involved in your support and this is needed to provide you with a service and where there is a legal basis for doing so. These services may include: police, children's centres, nurseries, schools and colleges, health services, housing associations, other voluntary organisations, probation, registered social landlords, youth offending teams, and the Department for Work and Pensions.

We may also provide information to government departments, other publicly funded organisations, and appropriate voluntary sector organisations where this will enable the organisations concerned to provide services or information to you in accordance with the aims and objectives of the national 'Troubled Families' initiative.

This aims to improve the lives of families with particular problems across England. These are families whose problems include poor school attendance, crime, mental and physical health problems, unemployment, domestic violence and financial exclusion.

Information is also exchanged between partners on a need to know basis and where there is legitimate need to see the information in order to provide early help support to you or your family through the Early Help Module (EHM).

To deliver a solution to facilitate communication between practitioners from different services and agencies which will enable them to share Early Help information appropriately and securely for the benefit of children, young people and families.

The Early Help Module provides a number of benefits, including:

- reduction in time taken for a practitioner involved with a children or young person to identify others involved
- improved multi-agency communication and information exchange
- more effective intervention, reflecting greater knowledge of circumstances
- ability to audit compliance to procedure
- reduce the need for multiple assessments.

The Ministry of Housing, Communities and Local Government (MHCLG) is responsible for supporting families and improving services they receive from local authorities, and as such we may share your information with them as part of their evaluation.

To do this, MHCLG links information about your family with past and future information on your use of public services and your benefits. Identifying information is removed at the first possible opportunity and no individuals are identified in published information.

In order to carry out the evaluation, MHCLG require various data from Government Departments, health agencies and Local Authorities. National departments involved in this evaluation include:

- Department for Work and Pensions (DWP) – to see what benefits you have received and whether you have been employed

- Ministry of Justice (MOJ) – to see what contact you may have had with the criminal justice system
- Department for Education (DfE) and DBIS – to see when your child has been in school or college, how well they are doing at each Key Stage and whether they are a Child in Need.
- Her Majesty's Customs and Excise (HMRC)
- NHS Digital and Public Health England – to understand your family's health needs

We will not sell or rent your information to third parties. We will not share your information with third parties for marketing purposes.

### **What are your rights in relation the personal data we process?**

**Access** – you can request copies of any of your personal information that is held by the Council.

**Rectification** – you can ask us to correct any incorrect information.

**Deletion** – you can ask us to delete your personal information. The Council can refuse to delete information if we have a lawful reason to keep this.

**Portability** – you can ask us to transfer your personal data to different services or to you in some circumstances.

**Right to object or restrict processing** – you have the right to object to how your data is being used and how it is going to be used in the future.

**Right to prevent automatic decisions** – you have the right to challenge a decision that affects you that has been made automatically without human intervention, for example an online form with an instant decision.

### **How long will we keep your information for?**

We keep and dispose of all records in line with our corporate retention schedule. We will comply with Data Protection legislation in regards to how long we keep your data.

### **What security precautions in place to protect the loss, misuse or alteration of your information?**

We are strongly committed to data security and will take reasonable and appropriate steps to protect your personal information from unauthorised access, loss, misuse, alteration or corruption. We have put in place physical, electronic, and managerial procedures to safeguard the information you provide to us. However, we cannot guarantee the security of any information you transmit to us. We recommend that you take every precaution to protect your personal information.

### **Keeping your data up to date**

We want to ensure any information we hold is accurate. You can help us by promptly informing us of any changes to the information we hold about you.

## Details of any automated decision processes

We do not make automated decisions. All the decisions we make about you involve human intervention.

## Under 13

If you are accessing online services and are under the age of 13, please get your parent/guardian's permission beforehand whenever you provide us with personal information.

## Cookies & IP addresses

### What are Cookies and why are they used?

Cookies are small text files which identify your computer to our servers. They are used to improve the user experience. View what cookies we use and how you can manage them at <https://shropshire.gov.uk/website-information/use-of-cookies/>

## Complaints

If you would like to make a complaint regarding the use of your personal data you can contact our Data Protection Officer;

**By Post:** Information Governance  
Shropshire Council,  
Shirehall,  
Abbey Foregate,  
Shrewsbury,  
SY2 6ND

**By phone:** 01743 252774

**By email:** [information.request@shropshire.gov.uk](mailto:information.request@shropshire.gov.uk)

For independent advice about data protection, privacy and data sharing issues, you can contact the Information Commissioner's Office (ICO):

**By Post:** Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

**By phone:** 0303 123 1113 {local rate} or 01625 545 745 if you prefer to use a national rate number

Alternatively, visit [ico.org.uk](http://ico.org.uk) or email [casework@ico.org.uk](mailto:casework@ico.org.uk)