

## **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

In the course of providing advice and support for a child, young person and their family we collect personal information when you provide it to us.

We also collect data from other agencies that allow us to make a decision about the right support to meet your needs.

### **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 about you and your family to initially identify you and your family's support needs.

We will also collect information from you and your family to help us complete your Whole Family Assessment and to provide you with appropriate services once you have

agreed to the 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 including:
  - Reasons for support (such as what is working well and what you are worried about)
  - Assessment and plan information (such as further details of your issues and challenges, and how we are going to work together to bring about the changes you want to see)
  - Details of events and services that you access through us
  - Records of phone calls to the Front Door 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?**

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 Supporting 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 School Census/Synergy system
- Children on EHCP and/or with Special Educational Needs – School Census/Synergy System
- Children eligible for free school meals - School Census/Synergy System
- Eligible children taking up their 24U place – Early Years
- Children accessing 3 and 4 year old placements – Early Years
- Children in early years settings accessing the disability access fund or pupil premium or with Special Educational Needs – Early Years Census
- Children who have either had a social work assessment or have had a Child Protection or Child in Need plan or other social care support. – Liquid Logic
- Contacts made to Compass – Liquid Logic
- Adults out of work. DWP
- Adults receiving social care support – Liquid Logic
- Adults out of work or at risk of financial exclusion. - DWP/assessment
- Families at risk of homelessness or with housing needs, including rent arrears, anti-social behaviour, crime, health or financial needs. – 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 initially identify you and your family's support needs in order to offer appropriate support/check appropriate support is in place (limited information may be shared with partners at this stage to check what support is already in place or how best to offer support)
- To deliver our Early Help Services effectively
- To deliver the Government's national Supporting 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.

All data is being used to provide a public service and to safeguard vulnerable residents, in line with council's duty. No data is being sold or used for any purpose other than to improve and target council services. Outcomes of the data usage are positive in nature and have no punitive or negative impact on any residents.

Under the General Data Protection Regulations (2016), there is lawful basis for processing personal information under Article 6(1)(e) Public Task:

“processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller”

Processing of special categories of data has a legal basis under the General Data Protection Regulations (2016) under Article 9(2)(g) and Article 9(2)(i):

“processing is necessary for reasons of substantial public interest, on the basis of Union or Member State law which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject”

The following legal gateways which allow us to process your data:

### **Primary legislation relied on is:**

- **Sections 10 and 11 of The Children's Act 2004**

The Children Act 2004 S.10 Relates to co-operation to improve well-being.

Section 10 of the Act places a duty on each children's services authority to make arrangements to promote co-operation between itself and relevant partner agencies to improve the well-being of children in their area in relation to:

- Physical and mental health, and emotional well-being
- Protection from harm and neglect
- Education, training and recreation
- Making a positive contribution to society
- Social and economic well-being

The relevant partners must co-operate with the local authority to make arrangements to improve the well-being of children. The relevant partners are:

- District councils
- The police
- The probation service
- Youth offending teams (YOTs)
- Any clinical commissioning group for an area any part of which falls within the area of the authority
- In pursuance of section 68 of the Education and Skills Act 2008
  - The governing body of a maintained school that is maintained by the authority
  - The proprietor of a school approved by the Secretary of State under section 342 of the Education Act 1996 and situated in the authority's area
  - The proprietor of a city technology college, city college for the technology of the arts or Academy situated in the authority's area
  - The governing body of an institution within the further education sector the main site of which is situated in the authority's area

Section 10 of the Act states good information sharing is key to successful collaborative working and arrangements under this section should ensure information is shared for strategic planning purposes and to support effective service delivery. It also states these arrangements should cover issues such as improving the understanding of the legal framework and developing better information sharing practice between and within organisations.

Section 11 of the Act places a duty on key persons and bodies to make arrangements to ensure their functions are discharged with regard to the need to safeguard and promote the welfare of children.

The section 11 duty does not give agencies any new functions, nor does it override their existing ones, it simply requires them to:

- Carry out their existing functions in a way that takes into account the need to safeguard and promote the welfare of children;
- Ensure services contracted out to others have regard to this need (to safeguard and promote the welfare of children).

In order to safeguard and promote the welfare of children, arrangements should ensure that:

- All staff in contact with children are aware of the most effective ways of sharing information and understand what to do if they believe a child and family require targeted or specialist services in order to achieve their optimal outcomes;
- All staff in contact with children understand when to share information and what to do if they believe that a child may be in need, including those children suffering or at risk of significant harm.

**Other legislation relied on or relevant:**

- Section 1 of The Childcare Act 2006
- Children Act 1989
- Section 1 of The Localism Act 2011
- Section 23 and 25 of The Children's and Families Act 2014
- The Digital Economy Act 2017 and the Public Service Delivery, Fraud and Debt: Data Sharing Code of Practice
- Section 82 of The National Health Service Act 2006
- Section 17, 37 and 115 of The Crime and Disorder Act 1998
- Section 11, 21, 157 and 175 of The Education Act 2002
- Section 1 of The Children (Leaving Care) Act 2000
- Special Education Needs and Disability Regulations 2014
- Immigration and Asylum Act 1999
- Education and Skills Act 2008 (ESA 2008)

- Welfare Reform Act 2012

### **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 with you or your family’s support and/or 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 services, 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.

If the data we hold about you indicates that you may need support then we may initially share limited data with relevant agencies in order to check whether support is already in place or to ensure support is offered. If support is offered, then consent will be gained for the support and further information sharing.

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 ‘Supporting 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), Shropshire's Early Help case management system. This system provides a secure environment for practitioners from different services and agencies involved with you and your family's support to communicate effectively and share Early Help information appropriately and securely, thus reducing the number of times you have to tell your story and to ensure you can access the right service at the right time.

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

- reduction in time taken for a practitioner involved with a child/ren and their family 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 Department for Levelling Up, Housing and Communities (DLUHC) 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, DLUHC 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, DLUHC 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)