

Early Help Privacy Notice



Early Help – our service

Together for Children's Early Help Service, working on behalf of Sunderland City Council, works with families across Sunderland to offer early help and support.

Families using our service benefit from targeted support at the earliest point of identified need.

Purposes

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

Information we collect

When you work with us we may hold the following information when you provide it to us -

- Personal information (such as name, date of birth, gender, and contact details)
- Special category characteristics (such as ethnicity and disability)
- Reasons for support (such as what works for your family, and any concerns you have)
- Assessment and plan information (such as how we are going to work together)
- Details of events and services that you access through us

We may also obtain other personal information from the following –

- Attendance and exclusion information (such as sessions attended, number of absences, reasons, details to support statutory processes), pupil characteristics, and unique pupil number, from your child's school
- Involvement with other Together for Children teams from our existing records
- Details of adults out of work or at risk of financial exclusion or young people at risk of worklessness from the Department of Work and Pensions
- Information about your additional requirements from health visitors or school nurses

Legal basis for processing your personal data

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

- We have a legal obligation to process the data
- We are carrying out tasks in the public interest that are set out in law, or public functions set out in law
- You have given us your agreement to use your information to provide you with a service

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

- You have given us your agreement
- 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 or for treatment or the management of health or social care systems and services

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

How we use your information

We use information held about you in the following ways:

- To provide and operate our Early Help Service including our Team Around the Family programme.
- To provide you and your family with information, products or services that support and help your family.

Sharing your personal information

We will only share relevant information about you with other services when they are involved in your support or 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.

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

How we keep your information secure?

The security of your personal information is important to us. We follow a range of security policies and procedures to control and safeguard access to, and use of, your personal information. We also have a procedure in place in case there is a suspected data breach.

How long we will keep your personal information?

- We will usually hold your personal information for six years from closure.

Automated Decisions

For this service:

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

Is your personal data processed overseas?

- The Service will not process your information overseas, however it may be necessary if requested by an external organisation under a legal requirement or at your request. In any event we would ensure that your information is safe.

Your rights

Under data protection legislation, individuals have the right to request access to information about them that we hold. If you are 12 or over, we will usually consider you to be old enough to understand your rights and to make a Subject Access Request yourself, if you want to. If you are younger than 12, your parent will normally have to make a request on your behalf.

To make a request for your personal information, contact –

Access to Files Team
Sunderland City Council
Strategy Performance and Transformation
Civic Centre
Sunderland
SR2 7DN

You have other information rights which are set out in law. Subject to some legal exceptions you also have the right to:

- have inaccurate personal data corrected, blocked, erased or destroyed;
- place a restriction on our processing of your data;
- object to processing that is likely to cause, or is causing, damage or distress;
- prevent processing for the purpose of direct marketing;
- object to decisions being taken by automated means.

If you have a concern about the way we are collecting or using your personal data, we request that you raise your concern with the Early Help Service in the first instance.

You can also contact our Data Protection Officer - :

Data Protection Officer
Civic Centre
Burdon Road
Sunderland SR2 7DN Telephone: 0191 520 5555; E-mail: data.protection@sunderland.gov.uk

Alternatively, you can contact the Information Commissioner's Office at <https://ico.org.uk/concerns/>

or

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 0303 123 1113 (local rate) or 01625 545 745

Fax: 01625 524 510

For more information about anything in this Privacy Notice please contact the Early Help Advice and Allocations Team on 0191 561 4084, or by emailing us at EHAAT@togetherforchildren.org.uk

Updates (notice)

We may update or revise this Privacy Notice at any time so please refer back to this page for the most up-to-date version.