

Privacy Notice: Early Help Services and Stronger Families Programme

This Privacy Notice tells you about what information we collect about you, how we use that information and who we share it with.

1. Who we are and what we do

Durham County Council provides a variety of free advice and support and a range of activities for children, young people and families through Early Help and Think Family Services including the Stronger Families programme.

We support children, young people and their families from early pregnancy up until the young person reaches the age of 19 years and for some children and young people who have a disability, up to the age of 25 years.

For more information see the [Durham County Council website](#).

For the purposes of Data Protection, Durham County Council is the Data Controller

2. What type of personal information do we collect and how do we collect it?

In order to provide you with high quality and safe services which are relevant to your needs, the Council will collect and hold information about you. This may include:

- Basic details such as your name, address, date of birth, NHS number
- Parents/carers, family members - name, address, contact details
- Housing records
- Education records
- Police reports
- Information from the Youth Offending Service

We also collect the following special category data:

- Gender
- Ethnicity
- Religion
- Medical information
- information from other professionals who may be involved with you e.g. CAMHS, substance misuse

We collect information about you in the following ways:

- Face to face
- By secure email
- By post
- By telephone
- On line referral form (for professional use only)

3. What is our lawful basis to obtain and use your personal information?

To enable us to provide services to you it is necessary for us to use your personal information to help assess your needs and identify the most appropriate services available. To do so we will use the following legal basis for sharing your information:

- 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

For special category data which is more sensitive information, we rely on the following:

- Health and Social Care - we use it for the provision of health or social care or treatment or the management of health or social care systems and services

4. What is your personal information used for?

Your personal information will be used to enable us to give you the best possible services, support and advice. The data will be held in electronic and paper format.

Your information may also be used to provide assurance to the Council about the quality of services provided.

5. Will your personal information be shared?

Sharing information helps us to provide you with the best support possible.

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. There are a range of professionals who may be involved in providing services to you and where appropriate will be provided with relevant information about you. Agencies we may need to share information with include the following:

- Family Support Services
- Think Family Service, including the Stronger Families Programme
- School Attendance and Inclusion Services.
- Personal Advisors to help 13-19 year olds move into education, employment or training.
- Health Visiting Service
- School Nursing Service
- Team Around the School services to help young people of school age to learn, achieve and succeed.
- Wellbeing for Life, which provides support for children aged 5-13 years, and their parents to help them to feel more confident to cope with the challenges of family life.
- Employment Services
- Housing Services
- Adult wellbeing services
- Schools and Nurseries
- Voluntary Community Sector
- Providers contracted to provide services such as drug and alcohol, domestic violence and citizens advice
- Child and adolescent mental health services (CAHMS)

There are other times not linked to your support where we may need to share your information, these include:

- Where there is a serious risk of harm to you or to others
- Where there are concerns for the welfare of a child

- For the Prevention or detection of crime
- Where a court order requires us to share information about you

6. How do we keep your information secure?

The security of your personal information is important to us. The records we keep about you are secure and are confidential within the Council. The Council have a range of procedures, policies and systems to ensure that access to your records are controlled appropriately.

Anyone who receives information from us is also under a legal duty to only use the information for the purposes agreed and keep the information secure and confidential.

7. How long will we keep your personal information?

We must keep business records of our involvement with you. The type of service you receive will determine how long we have to keep your personal information.

Currently children's records cannot be destroyed due to Government independent inquiries into child abuse. Information will not be destroyed until 6 years after the end of the inquiries or in accordance with our normal retention schedule (whichever is later).

Our [corporate retention guidelines](#) show how long we keep information for different services. Your records will be retained in accordance with Durham County Councils records retention schedule as follows:

Information contacts with no further action (Information received by Early Help Triage Team and First Contact Team that does not progress to a referral)	Retain for 2 years from date of closure
Early Help Services	Retain for 6 years plus current year from the date the case is closed. Where the case progresses to Children in Need, the record will transfer as part of the referral and will be held in line with Children in Need case files for 25 years from date of birth.
Troubled Family Services	Retain whilst case is current and subject to Troubled Families Programme plus an additional 6 years

8. Personal information processed outside of the European Union (EU)

We do not process your personal data outside of the EU

9. Marketing

At no time will your information be used or passed to others for marketing or sales purposes, or for any commercial use without your express consent.

10. What are your information rights?

Your Information Rights are set out in the law. Subject to some legal exceptions, you have the right to:

- request a copy of the personal information the council holds about you
- have any inaccuracies corrected;
- have your personal data erased;
- place a restriction on our processing of your data;
- object to processing;

To exercise your rights, you can apply on line or download an application form from the [DCC website](#) or you can contact the data protection team at inforights@durham.gov.uk

To learn more about these rights please see the [ICO website](#).

11. Further Information

Our Data Protection Officer (DPO) provides help and guidance to make sure we apply the best standards to protecting your personal information. If something goes wrong with your personal information, or you have questions about how we process your data, please contact our Data Protection Officer at DPO@durham.gov.uk or write to:

DPO
Floor 4 Room 143-148,
Durham County Council
County Hall,
Durham County Council
DH1 5UF

If we have not been able to deal with your query, you can also contact the Information Commissioner's Office:

Information Commissioner's Office
Wycliffe House
Water Lane Wilmslow
Cheshire
SK9 5AF
Telephone: 0303 123 1113 (local rate) or 01625 545 745