

Privacy Notice: Early Help Services, Stronger Families and Family Hubs and Start For Life Programme

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

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 Service, Stronger Families and the Family Hubs/Start For Life 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 on our services please use the links below:

- **Early Help Services** - [Children's Services - Durham County Council](#)
- **Stronger Families** – [Stronger Families Programme](#)
- **Family Hubs/Start For Life Programme** - [Help For Families](#).

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

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 Department for Works and Pensions
- Information from the Youth Offending Service
- Information about Health Services

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)

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 processing and 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

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.

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
- Stronger Families
- School Attendance and Inclusion Services.
- Personal Advisors to help 13-19 year olds move into education, employment or training.
- 0-25 Family Health Service (Health Visiting, Midwifery and School Nursing)
- 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.
- Special Education Needs and Disabilities (SEND) Caseworkers
- Educational Professionals

- Specialist Inclusion Support Staff including Specialist Teachers
- Employment Services
- Housing Services
- Adult Wellbeing Services
- Schools and Nurseries
- Voluntary and Community Sector
- Providers contracted to provide services such as Drug and Alcohol, Domestic Abuse and Citizens Advice
- Child and Adolescent Mental Health Services (CAMHS)

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

Providing information to the Office for National Statistics – Stronger Families

In order to support national research, we will share the personal data we hold on individuals and families. This will include: name, dates of birth, postcode, programme ID number, programme start and end dates as well as identifiers such as programme IDs, national insurance numbers (NINOs), and unique pupil numbers (UPNs). This will be linked with information from public agencies.

The information is to help the government and local service providers understand whether or not the programme has been effective in reducing offending, truancy and getting people ready for work and to help improve the service over time.

A data agreement is in place to ensure that:

- the data can only be used for carrying out research;
- the linked data cannot be used to make decisions about individuals;
- the linked information is anonymised to reduce the risk of individuals being identified;
- it will be impossible for any person or family to be identified from any published reports;
- the linked personal data will not be shared with or made available to the local authority or any other public agency;
- all data is transferred, handled and stored in accordance with the Data Protection Act;
- appropriate measures are in place to prevent unauthorised use of the data;
- the data is destroyed after five years.

The Department for Levelling Up Housing and Communities (DLUHC) has commissioned the Office for National Statistics to carry out data linking for the evaluation of the Supporting Families Programme, known as Stronger Families in Durham.

What to do if you don't want the information held to be shared

If you do not want us to pass on information about you to the DLUHC and Office for National Statistics (ONS) you can:

1. Inform your lead worker who will notify the Think Family Programme Team.
2. Get in touch with the Think Family Programme Team directly by emailing CASThinkFamilyProgrammeTeam@durham.gov.uk.

Providing information to the Department of Health and Social Care (DHSC) and the Department for Education (DFE) – Family Hubs/Start for Life

In order to support the Family Hubs and Start For Life Programme, we will share with DHSC/DFE anonymised and/or aggregated data about individuals and families accessing services within the Family Hubs. No personal and identifiable will be shared.

The information is to provide evidence that will inform the case for future investment and support transformation in the delivery of both Family Hub and Start for Life services across County Durham and England.

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.

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:

Type of record	Retention Period
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
Records held by 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.
Records held by Stronger Families	Retain for 6 years plus current year from the date the case is closed.
Records held by Family Hubs/Start For Life Programme	Retain for 6 years plus current year from the date the case is closed.

Personal information processed outside of the European Union (EU)

We do not process your personal data outside of the EU.

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.

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](#).

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