# Privacy Notice – Supporting Families Programme

**Introduction**

This Privacy Notice explains types of personal information we may collect about you when you interact with us.  It also explains how we will store and handle that information, as well as keep it safe and secure.

We will keep our privacy notice under regular review and will advise you of any updates on our website.

**2. Who we are**

The National Supporting Families Programme was launched by Govt in 2012 and has been a catalyst for both the public sector and partners to transform and work together in a more effective and cost-efficient way to achieve better outcomes for families. It seeks to not only incentivise the delivery of whole family support to families with the most complex needs but to drive wider reforms in the way public services are delivered and create a sustainable early help system.

Sefton Supporting families programme is currently in Phase 2 and will be moving into Phase 3 of the programme which will run from October 2022 – March 2025. The aim is to create joined up local services, identify families in need, provide the right support at the right time, and track family outcomes in the longer term.

We will be monitoring the planning and delivery of services in Children’s Social Care, Youth Offending Service and Early Help Partnership Services to ensure they provide effective, whole family support and prevent escalation into statutory services.

In order to achieve this, we carefully and responsibly use the information we collect. Where personal information is used for statistical purposes we will ensure it is anonymised.

For the purposes of data protection legislation, Sefton Council is registered as a Data Controller with the Information Commissioner’s Office (Registration number- Z6451588). Further details can be found via the Information Commissioner’s Office website <https://ico.org.uk>.

**3. What type of personal information do we collect?**

The categories of information that we collect, process, hold and share include:

* Name
* Address
* Date of birth
* Gender
* Ethnicity
* Telephone number/Email address
* Family member details
* Social care assessments
* Early Help assessments
* Schools attended
* Housing provider information
* Behaviour and attendance data
* Health and SEN needs
* NHS number
* Offending information
* NEET information
* National Insurance number
* Unique pupil numbers
* Financial information/benefits
* Intervention status
* Reasons for referral

We may also collect information from other commissioned partner agencies in order to assist us in providing you with your services

4. **Who we collect information from**

* Domestic Abuse Services
* Substance Misuse Services
* Young Peoples Services
* Community NHS services

**5. Who will your information be shared with?**

We work with a number of approved partner agencies and may be required to share your information with them in order to provide you with the services you require. In all cases we will ensure this is done in a secure manner, and the information only accessed by those staff authorised.

These partners will also include organisations that we commission to provide family support. As they are delivering a service on our behalf these organisations must keep your details safe and secure, and as the data controller we will make sure that they comply with our required information sharing standards and protocols.

We may share personal information about you with the following partner organisations:

* Health
* Children’s Social Care,
* Early Help Services
* Housing Services and Providers
* Police and Fire Services
* Voluntary and community service providers
* Domestic Abuse Services
* Substance Misuse Services
* Young Peoples Services
* Probation and HM Prison Services
* Youth Justice Service
* Health Visiting and School Nursing Services
* Education Services / Schools / Colleges / Nurseries
* The Department for Work & Pensions
* The Department for Levelling Up, Housing and Communities
* Public Health.

**Sharing without your knowledge**

In certain limited circumstances the Council is permitted to share your personal data without your knowledge. This is principally where the information is needed for:  
  
- the prevention and detection of a crime including fraud  
- the apprehension or prosecution of offenders  
- the assessment or collection of tax or duty

- protection of the rights of others   
  
The Council will still refuse to release personal information if it feels the request is not compliant with the requirements of the UK General Data Protection Regulation, or if it determines the request is not fair or lawful.

We do not pass personal information to third parties for marketing, sales or any other commercial purposes.

**6. What is the legal basis for collecting and processing this data?**

Sefton Council processes your personal data under the following bases:

Article 6(1)(c) of the UK General Data Protection Regulation - the processing is necessary for compliance with a legal obligation to which the Council, as data controller, is subject.

Article 6(1)(e) of the UK General Data Protection Regulation - the 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.

DPA 2018, Part 2, Chapter 2, Section 8(c) – the exercise of a function conferred on a person by an enactment or rule of law.

Some of the personal data we collect, is information relating to criminal offences and convictions; and information known as ‘special categories’ of personal data, such as ethnicity and health related information.

The lawful bases Sefton Council relies on to process these types of information are:

Ethnicity and health related information: The UK GDPR Article 9 2(g) – processing is necessary for reasons of substantial public interest and Art. 9(2)(h) – processing is necessary for the provision of health or social care or treatment or the management of health or social care systems and services

#### DPA 2018 Section 10(5) and Schedule 1, Part 1, Paragraph 2, Schedule 1, Part 2, Paragraph 6, Schedule 1, Part 2, Paragraph 18

The Council’s powers and duties with regard to processing your personal data are set out in the following pieces of legislation:

* The Digital Economy Act 2017.
* The Children’s Act 2004.
* The NHS Act 2006.
* The Children’s and Families Act 2014.
* The Crime and Disorder Act 1998.
* Offender Management Act 2007.
* The Education Act 2002.
* The Localism Act 2011.
* Local Government Act 2000.
* Criminal Justice Act 2002.
* Sexual Offences Act 2003.
* Police and Criminal Evidence Act 1984.
* The Children (Leaving Care) Act 2000.
* Special Educational Needs and Disability Regulations Act 2014.
* Immigration and Asylum Act 1999.
* Education and Skills Act 2008.
* School Discipline (Pupil Exclusions and Reviews) (England) Regulations 2012.
* Education (Information about Individual Pupils) (England) Regulation 2013.
* Protection of Children Act 1998 statutory gateways.
* Welfare Reform Act 2012.
* The Health & Social Care Act 2012
* The Equality Act 2010
* The Mental Capacity Act 2005
* Mental Health Act 1983

**7. How long will we keep your personal information?**

Data will be kept in identifiable form for no longer than necessary as required for the purposes described. Following that, it will be securely deleted or anonymised if it is still required for ongoing statistical and trend analysis purposes.

**8. How do we keep your personal information secure?**

Your personal information is held on the Council's secure network and data management systems for the purpose of assessing, monitoring and processing.

Your personal information is protected using up to date technical and organisational security measures.

**10. Your data rights**

Right to be informed

This Privacy notice is a way of informing you of how your personal data is used under data protection legislation.

Rights of access to personal data

You have the right under data protection legislation to access your personal information.

You also have the right in certain circumstances to:

* object to processing of personal data 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
* in certain circumstances, have inaccurate personal data rectified, blocked, erased or destroyed and
* right to data portability in certain circumstances
* The right to lodge a complaint with the supervisory authority (the Information Commissioner’s Office)

To make a request for your personal information, please contact the team via:

School Support Services at the following email address: [welfare.officers@sefton.gov.uk](mailto:welfare.officers@sefton.gov.uk)  or call us on 0151 934 3359

Or to exercise any of other your rights as set out above, please complete the Individual’s Rights Form found at the following link on our website:

[Privacy policy (sefton.gov.uk)](https://www.sefton.gov.uk/miscellaneous-pages/privacy-policy.aspx)

**The accuracy of your personal information is important to us. If you change your address, email address, contact number, or any of your circumstances change or any of the other information we hold is inaccurate or out of date, please contact us.**

**12. Further information**

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance. If we have been unable to help with your enquiry or you are unhappy about the way we have handled your personal data, you can contact the Information Commissioner at <https://ico.org.uk/concerns/> and can provide more information on the rights available to you.

Sefton’s Data Protection Officer can be contacted at:

Telephone: 0345 140 0845

E-mail [ino.information@sefton.gov.uk](mailto:ino.information@sefton.gov.uk)

**Your right to make a complaint**

Details about how you can make a complaint can be accessed via the website at the following link:

[Compliments, Comments, Complaints and Whistleblowing Policy (sefton.gov.uk)](https://www.sefton.gov.uk/your-council/consultations-complaints-feedback/compliments-comments-and-complaints/)