

Leicestershire County Council Fair Processing Notice

This notice is to tell you about why we need your information and how we will handle it. This notice is for the

Family Help Service

What Information do we need from you?

- You and your child's name, address, contact details including your mobile phone number, dates of birth, educational records, school attended, any special requirements, your / the young person's email address etc.
- Gender, ethnicity, any health or disability needs
- Details of each contact that we have with you and your child, including visits, telephone calls, any groupwork accessed or intervention carried out, including investigations that have been undertaken
- Details of any assessments carried out.
- Details relating to offences, anti-social behaviour and court information.
- Relevant information from people who care for your child, including health and other care providers, carers and relatives.

Members of the public

Unless you state your wish to remain anonymous, where you have contacted us to make a referral or raise concerns, we will collect some or all of the following information if you have chosen to share it with us – your name, your address, your telephone number, your email address. This information is referred to as Personal Confidential Data and we have to ensure that it is treated in confidence and with respect.

Why do we need this?

Your child's records are used to guide social care professionals in providing the care your child receives. We need this information within Family Help to help us understand what the needs of the family are, whether we or other agencies have provided services previously and whether they helped, and to help us make sure that any future support we offer is the best fit to the needs identified. In addition, we may need this information to:

- To help inform the decisions that we make about your child's care.
- To ensure that your child's care is safe and effective.
- Enable us to carry out specific functions around Child in Need support services.
- To help us to ensure we are providing a safe, high-quality service.
- Support children and monitor their service.
- Assess the quality of our services.
- Evaluate and improve our performance and our policies on children's services;
- Derive statistics which inform decisions about future delivery of services;
- Fulfil our statutory requirements e.g. reporting to Government;
- Carry out research including consultations.
- Identification of families eligible for inclusion in Troubled Families Programme
- Tracking of families included on Troubled Families Programme
- Troubled Families Programme payment by results claims

- Troubled Families Programme spot checks
- To help us to teach, train and monitor staff and their work, and to audit and improve our services and ensure they meet your needs.
- To help us to prepare statutory statistics on local authority performance.
- To assist with social care research and development.
- It may be shared if your child sees other care or health professionals and/or if your child is referred to a specialist for the purposes of direct care.
- Carry out Equality Monitoring.

Using information for direct care purposes

Children and Family Services holds information about you and your child to support their care. There are measures outlined in law which protect the information that is held by us. These measures ensure that information is only shared appropriately and in line with your wishes.

Organisations will use this information to support your child with any service or contact that they may have, which is known as 'direct care'. It helps them provide the most appropriate care for your child and they may share information with others including health professionals to ensure that they can make informed decisions. Where this information is shared, confidentiality and privacy will be protected. To make sure this takes place, there are clear rules in our own procedures as well as national legislation.

Who can access your information?

Our child social care staff will only have access to the information that is necessary for them to do their work. This is reflected in the principle that access to your child's information should be on a 'need-to-know' basis only. Staff access of information is monitored to ensure your child's confidentiality is maintained.

Using information for purposes other than direct care

As well as this information supporting your child's care, analysis and reports are produced which contain information to help plan future care services, which is termed non-direct care (or secondary use) purposes. This information is used to identify areas where our services need to expand, improve or change in order to support our population fully and also to support the flow of funding from one organisation to another.

The range of information we use

Clearly there is a range of your child's information available for us to use depending on circumstances. This will include information that directly identifies your child at one end of the scale, to information that is so general it won't identify anyone.

We will use as little information about your child as possible for our work. Where practical we will use de-personalised information (where personal information is replaced by something else such as a reference number – also known as pseudonymised information) or anonymous information (where personal information is removed altogether).

The County Council has a specialised Business Intelligence Service based in the Chief Executive's Department who have been suitably trained to process and anonymise and pseudonymise information for Children and Family Services. These team members have all been approved to carry out this work by our Caldicott Guardians.

For all other uses of your personal information we will either directly ask for your consent or use data that does not directly identify you:

- Processing information – changing information so it can be used for secondary purposes.
- Research.
- Local and national benchmarking.
- Working with partners to manage, plan and integrate services across health and social care.
- Audits.
- Service management.
- Commissioning and commissioners' reports.
- Contract monitoring.
- Capacity and demand planning.
- Reporting, including public health alerts, performance and board reports
- Teaching and training.
- Sharing best practice/serious case reviews/incident management of adverse events.
- Staff and patient/service user surveys.
- Personal development/review (particularly for social workers).
- Subject access requests.
- Risk stratification.

Why are we allowed to process your information?

Data protection law allows us to process your information within certain conditions. In this case we are using our legal obligations or our official authority or performance of a public task as the lawful condition for us to do this.

We also need an appropriate lawful reason to process sensitive data. In this case we are processing your sensitive personal data because of health or social care requirements under various UK laws including but not limited to:

- The Children Act and The Children & Families Act
- The Localism Act
- Crime and Disorder Act 1998
- Criminal Justice Act 2003
- Legal Aid Sentencing and Punishment of Offenders Act 2012
- Police and Criminal Evidence Act 1994
- Victim Code of Practice
- Limitation Act 1980
- Digital Economy Act

Who will we share this with?

There are circumstances where we need to share information without your consent. For example, when the health and safety of others (including members of staff) is at risk, to ensure we provide your child with the correct care, to protect public health or when the law requires information to be passed on. Or for the prevention or investigation of serious crime, under a court order, when sharing is in the public interest, where there are safeguarding concerns for vulnerable children.

Information may be withheld if it is believed it may cause serious harm or distress to you, your child or to another person.

Sometimes it is necessary for us to share information with another organisation. For example, your child may be receiving care from the NHS, and we may need to share information about them so we can all work together for your child's benefit.

We will only ever use or pass on information about your child if others involved in their care have a genuine need for it. Anyone who receives information from us is also under a legal duty to keep it confidential and secure.

We share your information with organisations such as:

- Department for Education and other government agencies
- Schools and colleges
- Children's Social Care and other relevant internal departments
- Safeguarding Boards
- Health Agencies
- Courts
- Probation
- Speech and language therapists, Occupational Therapists and Specialist teachers
- Education Providers including early years providers, pre- and post-16, and Transport Operators
- Other Youth Offending Teams
- Youth Custody Services
- Other appropriate agencies that we would refer on to for further services that we do not provide
- Pupil Referral Units
- Voluntary Sector Partners
- Qualification awarding bodies
- Funding bodies Voluntary Sector Partners
- Other care providers including third party providers and charities.
- NHS Trusts (Leicestershire Partnership Trust (LPT)).
- Community and locality staff and district nurses.
- Local Acute Services (University Hospitals of Leicester (UHL));
- The ambulance or other emergency services (East Midlands Ambulance Service (EMSS)).
- General Practitioners, Local Clinical Commissioning Groups (CCGs) (Leicester CCG, West Leicestershire CCG and East Leicestershire and Rutland CCG).
- Child and adult safeguarding services.
- Other Local Authorities (Leicester City Council and Rutland County Council; Local District Councils).
- NHS 111.
- Care Quality Commission, Information Commissioners Office and other regulated auditors.
- Public Health England
- Funding bodies
- Elected members

How will we keep it secure?

We will take all reasonable steps to prevent the loss, misuse or alteration of your personal information. Only the people who need to see your personal information will be allowed access to it. We will not send your information outside of the UK.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. For the Family Help Service the retention period will depend on the nature of the support received by you. Retention periods have been set out in our retention schedule, and we will retain information accordingly.

What if something changes?

If the information you provided changes or your circumstances change, please contact our helpline on: **0116 305 8727** If we need to change something like who we want to share this information with, we will contact you to let you know.

What are your rights?

You may request to see a copy of the personal information we hold about you. The law also provides you with other rights regarding your information including some around; correction of inaccurate data, objection to processing, moving your information to somewhere else, and in some cases, getting your information deleted.

If you are unhappy with the way your data is being handled or if you need to contact Leicestershire County Council's Data Protection Officer, please contact the Information Governance Team: informationgovernance@leics.gov.uk

If you are not satisfied with any response you may receive from us based on a complaint or concern about your personal information, you then have the option of contacting the Information Commissioners Office to take that complaint further. The Information Commissioners Office does like to see that you have raised a complaint with the Council first and received a response before contacting them. If you do wish to contact them, the address details can be found below:

The Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF

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

Website: www.ico.org.uk

Email: icocasework@ico.org.uk

Make a complaint: <https://ico.org.uk/make-a-complaint/>
