

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

Children and Family Wellbeing Service

What Information do we need from you?

The information we need to know will depend on the service that you have accessed within the Children and Family Wellbeing Service. We need to know some or all of the following sorts of information about you and your children.

- name, contact details including your mobile phone number, child's name, child's date of birth, educational records, school attended, any special requirements, etc. We may also collect your / the young person's email address dependent on which service you access within Children and Family Wellbeing Service
- 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;
- details of any assessments carried out;
- details relating to offences, anti-social behaviour and court information (mainly for any Youth Justice and Community Safety team services accessed)
- we also collect details about victims to fulfil our obligations to offer support to victims of youth crime (for Youth Justice)

Why do we need this?

The Children and Family Wellbeing Service provides targeted support to children, young people and families who may have needs that cannot be met by universal services alone. By universal we mean organisations and agencies like GPs, Schools, etc. We need this information within CFWS to help us understand what the needs of the family are, whether we 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:

- Provide you and your family with a number of services which will include a text service through notify.gov.uk to keep you up to date with any services that we are providing you with;
- Enable us to carry out specific functions for which we are responsible;
- To help us to ensure we are providing a safe, high quality 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;
- Carry out Equality Monitoring;
- Identify families eligible for inclusion in Government funded Programme;
- Tracking of families included on Government Funded Programme;
- Government funded Programme payment by results claims;
- Government funded Programme spot checks

- Prevent offending and reoffending by young people
- Work with and support victims of youth crime

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

Who will we share this with?

Sometimes we need to share your information with others. We will only do this when it is necessary in order to offer you this service, or if we are required to do so by law. We do not plan to share it with anyone else or use it for anything else. When it is necessary, we may disclose your personal information to the following organisations:

- Department for Education and other government agencies
- 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 Local Authorities and district authorities
- Other Youth Offending Teams
- Youth Justice Board
- 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
- 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 Children and Family Wellbeing Service the retention period will depend on the service that is accessed 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: childrenandfamilywellbeingservice@leics.gov.uk or call Children and Family Wellbeing Service on 0116 3058727. 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: casework@ico.org.uk
