

Leicestershire County Council Fair Processing Notice

This notice is to tell you about why we need information about you and/or your child or the child or young person we are working with and how we will handle it. This notice is for:

Assessment and Resource Team (ART) Barnardos

The Assessment and Resource Team is part of a new service that Leicestershire County Council (LCC) have commissioned from Barnardos. This team will work with vulnerable children and young people as identified by LCC through an agreed referral process.

What information do we need from you?

- Parent / Carers name, date of birth, address, gender, ethnicity, telephone;
- Child's name, date of birth, address, gender, ethnicity, sexual identity and whether they have a disability;
- Details of each contact that we have with you and your child, including visits and telephone calls;
- Records of your child's care and wellbeing;
- Details of your child's care and investigations that have been undertaken including assessments, plans and reviews; and
- Relevant information from people who care for your child, including health and other care providers, carers and relatives and information shared with us by other professionals.

Service user's data will be held on LCC systems and Barnardos staff will access LCC systems to enable them to carry out the work they have been commissioned to do. Service user's personal data *may* be held on Barnardos' content server, for example, on waiting lists for groups, referral forms prior to assessment. This information will be retained on Barnardos systems for the period of the intervention.

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 Person 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 Barnardos professionals in providing the care your child receives:

- To help decide how best we can help
- To help inform the decisions that we make about your child's care;
- To ensure that your child's care is safe and effective;
- To record how we have worked with the Service User

- To assess how successful Barnardos have been in helping the young person and for them to report on this
- To meet relevant requirements of the law or regulatory bodies.

Coronavirus:

The Secretary of State for Health & Social Care has given notice under Regulation 3(4) of the Health Service Control of Patient Information Regulations 2002 that the Council is required to process and share necessary health and social care data for the following purposes:

- understanding Covid-19 and risks to public health, trends in Covid-19 and such risks, and controlling and preventing the spread of Covid-19 and such risks;
- identifying and understanding information about patients or potential patients with or at risk of Covid-19, information about incidents of patient exposure to Covid-19 and the management of patients with or at risk of Covid-19 including: locating, contacting, screening, flagging and monitoring such patients and collecting information about and providing services in relation to testing, diagnosis, self-isolation, fitness to work, treatment, medical and social interventions and recovery from Covid-19;
- understanding information about patient access to health services and adult social care services and the need for wider care of patients and vulnerable groups as a direct or indirect result of Covid-19 and the availability and capacity of those services or that care;
- monitoring and managing the response to Covid-19 by health and social care bodies and the Government including providing information to the public about Covid-19 and its effectiveness and information about capacity, medicines, equipment, supplies, services and the workforce within the health services and adult social care services
- delivering services to patients, clinicians, the health services and adult social care services workforce and the public about and in connection with Covid-19, including the provision of information, fit notes and the provision of health care and adult social care services; and
- research and planning in relation to Covid-19

Test and trace

- We will be assisting Public Health England (PHE) on the COVID-19 Test and Trace service. We will ask you for basic contact details if you enter some of our buildings e.g. libraries, museums and children's centres. This data will be kept safely for 21 days and then securely destroyed. It will be shared with Public Health England's Test and Trace service, if there is a positive case of COVID-19 identified that you may have been exposed to, and PHE's Test and Trace team may contact you. Further details on why we need to do this is available at [GOV.UK](https://www.gov.uk).
- We will also be exchanging personal data with PHE of patients and service users in order to make the contact tracing service as successful as possible. The Council may use its existing databases to enable us to contact you by telephone or in person if PHE's contact tracers have been unable to contact you after you have tested positive for COVID-19.

COVID-19 help for vulnerable groups

Assessment and Resource Team Barnardos FPN Version 1.2 from 04/01/2021

- As well as receiving data from the Ministry of Housing, Communities and Local Government (MHCLG) in order to support people who may be shielding due to COVID-19 and receiving government food parcels, we will also share personal data with The Department for Environment, Food and Rural Affairs (DEFRA) and Tesco in order to help provide supermarket priority delivery slots to those who may not be deemed clinically extremely vulnerable but still cannot go out for reasons such as self-isolation and disability.

Who can access your information?

Barnardos 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.

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; and
- Risk stratification.

Why are we allowed to process your information?

Data protection law allows us to process you and your child's information under certain conditions. In this case we are processing your information under legitimate or public interest as we cannot provide a service without using your personal information.

We also need an appropriate lawful reason to processing sensitive data. In this case we are using our legal obligation or public task under various UK laws including but not limited to:

- The Welfare Reform Act 2012
- The Localism Act 2011
- The Children Act 1989, 2004
- The Children and Family Act 2014
- The Health & Social Care Act 2012
- The Health and Social Care (Safety and Quality) Act 2015

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.

How long will we keep it for?

We will only keep this information for as long as necessary or as the law requires. Please see the Information Asset Register/Retention Schedule for details of how long we keep specific information sets.

What if something changes?

If the information you provided changes or your circumstances change please [contact us](https://www.leicestershire.gov.uk/about-the-council/contact-us) (<https://www.leicestershire.gov.uk/about-the-council/contact-us>)