

Privacy Notice for Families First

**DATE: Reviewed Nov 2021
V2.0**



Families First

Our core data protection obligations and commitments are set out in the council's **primary** privacy notice at www.bolton.gov.uk

This notice provides additional privacy information for the [Government's national Troubled Families Programme](#) (known as Family First in Bolton)

It describes how we collect, use and share personal information about you

- In relation to Families First Programme
- the types of personal information we need to process, including information the law describes as 'special' because of its sensitivity

It is important that you read this notice, together with any other privacy information we may provide on specific occasions when we are collecting or processing personal information about you, so that you are aware of how and why we are using such information.

The information collected and held will vary dependent on the service used.

Purposes

We collect your personal information for the following purposes:

- Improving the lives of families struggling to cope and in supporting them to play a stable role in their own communities.
- Identify families who are eligible for help and support.
- Ensure services across a range of organisations are coordinated and focussed on families with the most pressing and complex needs.
- Participate in local and national research to assess how well the programme is working in delivering better long-term outcomes for families and in making services more effective
- To log and respond to any complaints you make about our services.
- To monitor our services and their impact - this may include receiving feedback.
- Completion of statutory government returns around Families First Programme.

Categories of personal data

In order to carry out these purposes we may collect and obtain:

- Basic details about you such as name, address, telephone number, email address, date of birth, UPN, ULN.
- Employment and education details such as education/employment history, attendance data, exclusions, free school meals, home language, attainment data etc.
- Physical or mental health
- Religious beliefs
- Race or ethnic origin

Legal basis for processing

Legal obligation or public task under various UK laws including but not limited to:

- UK General Data Protection Regulation Article 6 part e
- UK General Data Protection Regulation Article 6 Part g
- Data Protection Act 2018 Schedule 1 Part 3 Paragraph 36
- 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
- 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
- Protection of Children Act 1998

The UK General Data Protection Regulation also stipulates that we are able to process "Special" categories of data where it is substantially in the public interest.

If you fail to provide certain information when requested, we may not be able to perform our services or we may be prevented from complying with our legal obligations.

Information sharing/recipients

We may share (and receive) personal information about you with the following types of organisations:

- Teams within Bolton Council in order to provide services to you.
- Commissioned Providers (e.g. a charity or other organisation that we ask to provide services on our behalf).
- Schools or education providers
- Greater Manchester Police
- Greater Manchester Combined Authority (GMCA)
- Government departments / agencies

Bolton Council will share information on a case-by-case basis with other professionals working with a child where they consider it will promote their best interests. We do not share information about our pupils with anyone without consent (of the child/young person or their parent depending on their age) unless the law and our policies allow us to do so. Where there are circumstances where the child or another person may be at risk from harm, then professionals are required to share information without consent.

List of national organisations and datasets involved in the national research commissioned by DCLG:

- Ministry of Justice (Police National Computer and prisons database)
- Department for Education (National Pupil Database and individualised learner record)
- Department for Work and Pensions (Work & Pensions Longitudinal Study)
- Health & Social Care Information Centre (Hospital Episodes Statistics, Mental Health minimum dataset, improving access to psychological therapies and maternity and children's dataset)
- Public Health England (national drug treatment monitoring system)
- National Crime Agency (crime mapping database)

National and local research

In addition to the sharing between council departments and partner organisations described above, personal information will be used to evaluate how successful and effective the programme is at both local and national level. This is the case whether or not a family has been asked to join the programme.

National research

At national level, the Department of Communities and Local Government (DCLG) has commissioned the Office of National Statistics (ONS) to undertake national research to evaluate the effectiveness of this programme.

Local authorities and national government departments are being asked to contribute to this research study.

This means that basic personal information supplied by the council about individual family members (such as name, address, date of birth and sex) together with family level information about those issues listed earlier, is to be linked with personal information held by national government departments.

This research aims to compare the outcomes between those families engaged on the programme and those who are not. This will determine whether this new way of working changes lives for the better by for example, reducing offending, truancy and getting people ready for work. This will also help inform improvements to the service over time.

Personal information linked for research purposes at national level will:

- be de-identified after it has been linked so as to limit any chance of families and individuals being re-identified;
- be kept securely to prevent any unauthorised use;
- not be used for making decisions about families or individuals;
- not be shared back with the local authority;
- be destroyed once the research project is concluded;

The national departments involved in this research are listed at the bottom of this web page.

The Council will only receive information about the local authority results of this national research in anonymised form and any reports published by the Department of Communities and Local Government (DCLG) will ensure that families and individuals are not identifiable.

Local Research

If the council alone or with other councils in Greater Manchester decides it is necessary to supplement the above national research and this involves personal information, this will be carried out in line with the safeguards listed above.

Statistical analysis may also be undertaken from time to time using only anonymised information.

Automated Decisions

For this service:

- All the decisions we make about you involve human intervention

Data retention/criteria

We will only keep your personal information for as long as the law specifies or where the law does not specify this, for the length of time determined by our business requirements.

Rights of individuals

You have certain rights in relation to the council's use of your personal information.

To find out more about how these rights apply in particular circumstances, please refer to our [Guide to exercising your rights](#) or alternatively visit the Information Commissioner's web site at www.ico.org.uk

If you wish to exercise your rights or to raise a concern about the handling of your personal information by the council, please contact our Information Governance Team at information.security@bolton.gov.uk

If you are still unsatisfied you should contact **The Information Commissioner's Office** by post at the ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone: 0303 123 1113

Updates to Privacy Notice

We may update or revise this Privacy Notice at any time so please refer to the version published on our website for the most up to date details