Sandwell Children's Trust Front Door Privacy Notice

When and why, we may need to share information

We will only ever share yours or your family's personal information if it is a legal requirement, where there is a risk to any respected individual's welfare, or if we have your consent.

What personal data do we need from you?

- Name and contact details
- Date of birth
- Family details
- Case file information
- Lifestyle and social circumstances

What 'special types' of personal data do we need from you?

- Physical or mental health details
- Racial or ethnic origin
- Religious or other beliefs of a similar nature

Who may we need to share your personal information with?

This privacy notice tells you how Sandwell Children's Trust handles yours and your child's personal information; this personal data will be collected and may be shared as follows:

Single Point of Contact (SPOC)

If you or your family have been referred to the SPOC, we may need to share your personal information with the relevant agencies working within SPOC or with your family to make an informed decision regarding individual cases.

Contacting SPOC does not mean that your family will be referred to children's social services, unless there is a clear need to do so as established in the relevant legislation. Your family's needs will be assessed and the most appropriate service or services will be offered. Any records we hold on you can only be seen by authorised staff.

Multi-Agency Safeguarding Hub (MASH)

If you or your family have been referred to the MASH, we will need to share your personal information with the relevant agencies working within MASH to make an informed decision regarding individual cases. Either by legal obligation or with your consent.

The MASH aims to improve timely exchange of information to safeguard and promote the welfare of children. Agencies that form part of the MASH include Children's Social Care, Education, Early Help, Child Sexual Exploitation Team, West Midlands Police, Probation Services, Point of Access Children and Young People Emotional Wellbeing and Mental Health Referral Team, Sandwell and West Birmingham Clinical Commissioning Group, Black Country Women's Aid, Sandwell and West Birmingham Acute Trust, Sandwell Metropolitan Borough Council Housing Services and Black Country Partnership Foundation Trust, therefore it is vital information is kept up-to-date to promote the safeguarding of families.

Targeted Services and Early Help

Sandwell's Targeted Services and Early Help, working on behalf of Sandwell Children's Trust, work with families across Sandwell to offer early help and support, with your consent. You can find out more about how Targeted Services and Early Help process and use your data on the Supporting Families Privacy Notice web page.

How we use your information

We use and share information held about you in the following ways:

- To provide and operate our statutory responsibilities regarding the safeguarding of children.
- To provide you and your family with information, products or services that support and help your family.

Your information may be shared with other relevant agencies to enable you to receive appropriate services that support and help your family. These services include:

- Health organisations
- Education providers – schools and nurseries
- Police
- Commissioned delivery partners
- Sandwell Children's Trust children's social care teams
- Department for Work and Pensions (DWP)
- Voluntary Service Providers
- Probation
- Youth Offending Service
- Other Sandwell Metropolitan Borough Council services
- Substance Services
- Housing Associations
- Ministry of Housing Communities and Local Government (Troubled Families programme)

To government departments, other publicly funded organisations, and appropriate voluntary sector organisations where this will enable the organisations concerned to provide services or information to you in accordance with the aims and objectives of the national 'Troubled Families' initiative.

The legal basis for using your personal data is Legal Obligation (Article 6(1c)) and/or a public task in the public interest (Article 6(1e) and/or Consent (Article 6(1a)). The legal basis for using your special personal data is substantial public interest (Article 9(2g)).

If you are receiving support from Sandwell Children's Trust, then the NHS may share your NHS number with us. This is so that the NHS and Children's Services are using the same number to identify you whilst providing your care.

Your personal information will be handled securely and shared strictly on a need-to-know basis only by those specifically authorised to do so and will not be kept longer than is necessary, how long your information is kept depends on the type of service you receive, this will be in line with the Children's Service Retention Policy. Anonymised data may be shared after this date to support applications for funding to provide services for other families in the future.

Where we use your data in either referring you to another service or to meet our safeguarding obligations, we may rely on public task or legal obligation depending on the service you require, and you will have the following rights: (everything except erase)

- Your Right to be Informed
- Your Right to Access your personal data
- Your Right for us to Rectify your personal data
- Your Right to Restrict our processing of your personal data
- Your right to Object to the use of your data

The statutes that underpin the above legal basis are Children and Families Act 2014 and associated documents which includes, but is not limited to:

- Working Together to Safeguard Children 2018
- Children and Social Work Act 2017
- Adoption and Children's Act 2002
- Children and Adoption Act 2006
- Foster Services Regulations 2011
- Care Standards Act 2000
- Crime and Disorder Act 1998
- Equalities Act 2010

Department for Education

Sandwell Children's Trust is required by law to supply the Department for Education (DfE), information on individual children who encounter Children's Services. The information is used to help undertake research, produce statistics, and plan services as well as inform on budget setting. The data collated and submitted to the DfE will include personal characteristics and details of services provided; the individual name of the child will not be included in the returns. Where the child has a Unique Pupil Number (UPN) the UPN will be collected in each return. Collection of the UPN enables DfE to extract education information from the national pupil database held by DfE and to add it to the information in the returns submitted by local authorities.

Ministry of Housing, Communities and Local Government (MHCLG)

Sandwell Children's Trust also supports the Government's 'Troubled Families' initiative for families with additional needs and therefore we will need to share

certain information between Trust departments and with other organisations (such as Sandwell MBC, housing, health, education, employment, and criminal justice partners). Any such sharing will be done proportionately and lawfully for the purpose of identifying those families who meet the initiative's criteria and most need this support.

All data will be transferred, handled and stored in accordance with the Data Protection Act 2018. Legally binding agreements are in place between Sandwell Metropolitan Borough Council, the Ministry of Housing, Communities and Local Government (MHCLG), and the research organisation (ONS), and agreements are in place between Government Departments, to ensure that all parties comply with the strict rules on handling, transferring, storing and destroying the data under the Data Protection Act 1998.

Further information on the national 'Troubled Families' initiative can be found on the GOV.UK Website

Finally, your information may also be shared with third parties and other Trust and Sandwell MBC departments to prevent fraud, or where required or allowed by law.

How do Sandwell Children's Trust protect your personal information?

All employees working in or with Targeted Families Support are under a legal obligation to secure your details when using and disposing of it. Staff who are authorised to have access to Sandwell Children's Trust and Sandwell MBC secure databases have been trained in accordance to the law and within the rules set by Sandwell Children's Trust and Sandwell MBC on data security and information sharing.

Your rights

All data will be processed in accordance with the Data Protection Act 2018 and all individuals have the right to access the data held about them. If you wish to access your data, or as a parent your child's, please put your request in writing and send it via email to contact@sandwell.gov.uk or via post to the address detailed at the bottom of this letter.

Who will be using your personal data?

- The **Data Controller** is Sandwell Children's Trust

- The **Data Processor** supporting this purpose through their systems LCS and EHM is Liquidlogic.

If you require further information regarding how we handle your personal data or have any query, please contact the Trust in the following ways

In writing Data Protection Officer, Wellman Building, Dudley Road, Oldbury, B69 3DL.

Email gdpr_queries@sandwellchildrenstrust.org

If you are not satisfied with the way data has been processed, you raise this with the information Commissioners Office in the following ways:

In writing Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Online form https://ico.org.uk/concerns/handling/

Phone number 0303 123 1113

Changes to this Privacy Notice

Sandwell Children's Trust may revise this privacy notice to ensure that it is kept up to date. If any amendments impacting the way we use your personal information occur, we will endeavour to inform you by updating this notice.