Strengthening Families and Early Help Privacy Notice

This privacy notice tells you how Sandwell Children's Trust handles yours and your child's personal information.

When and why, we collect information about you and your family

We collect and hold personal information relating to Strengthening Families and Early Help; this includes information gathered as part of the request for help process, the Early Help Assessment and planning stages of intervention, through to closure to the service.

The aim of Strengthening Families and Early Help is to:

- support vulnerable children, young people and families
- support family life
- enable learning
- prepare for work
- improve community safety
- promote health and wellbeing
- develop healthier places

What personal information do we collect about you and your family?

- personal data (such as name, NHS number, date of birth, address, and telephone number)
- special category personal data (such as gender, religion, ethnicity, disability, employment status, and some medical information)
- GP details
- Name of the education establishment and attendance
- Details of any employment or training being accessed
- personal information relating to your family's health, finances and lifestyle and family history.
- Details and records about any current and previous support that you have received from Early Help partners and Children Services,

- Relevant information from other professionals, relatives or those who been involved in your care and/or who know you well
- We may also receive personal information about you shared with us by:
- Other internal Council service areas
- Health Service Providers
- Friends and Family Members
- Early Years, Education and Training Providers
- Voluntary sector organisations that you or members of your families are engaged or have been engaged with
- Police and Probation Services
- Public Health England
- Government Departments
- Other Councils
- Department for Work and Pensions (DWP)

Who may we need to share your personal information with?

If the people helping you think that you, or someone you tell them about, are not safe, your personal information may be shared without your permission, for safeguarding purposes.

Sandwell's Strengthening Families, working on behalf of Sandwell Children's Trust, work with families across Sandwell to offer early help and support. Families using our service benefit from support at the earliest point of identified need. To ensure the best support for families, we need to share information within the Trust, Sandwell MBC and with our partners – this means sharing personal records that relate to families and their support needs.

How we use your information

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

- To provide and operate our Strengthening Families Services and Early Help Service
- 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 may include police, children's centres, nurseries and schools, health services, housing associations, other voluntary organisations, probation, registered social landlords, youth offending teams, and the Department for Work and Pensions.

Data may be shared between Sandwell Children's Trust and its partner agencies in support of the Sandwell Early Help Strategy. This strategy aims to deliver services at the right time and to ensure the early need of children and families is effectively identified and supported.

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 'Supporting Families' initiative. More information on how Sandwell Children's Trust process your data in relation to the Supporting Families programme can be found on the Supporting Families Privacy Notice.

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 does Sandwell Children's Trust protect your personal information?

All employees working for Sandwell Children's Trust are legally obligated to secure your personal information. It will be handled securely and accessed only by those specifically authorised to do so.

How long we keep your information for

We will keep your information only as long as needed to provide you with services unless required by law to keep it longer. The length of time will vary depending on the service provided.

Your rights

At Sandwell Children's Trust we process personal data that it is necessary to do so in order to comply with our legal obligations and to enable us to perform tasks carried out in the public interest.

You have the right to access information we hold about you. The complete list of your rights is below; not all records are subject to all rights:

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

Where we use your data in either referring you to another service or to meet our obligations, we may rely on public task or legal obligation depending on the service you require.

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 and 2023
- 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

For more information on your rights and how to access them please see Sandwell Children's Trust Privacy Notice

Data Protection Officer

The Trust has a dedicated officer to make sure we respect your rights - this is the Data Protection Officer. The primary role of the data protection officer (DPO) is to ensure that the Trust processes the personal data of its staff, customers, providers or any other individuals in compliance with the applicable data protection rules.

If you have any concerns with how the Trust is processing your personal information, then you can contact the Data Protection Officer in writing or by email

Office of the DPO

Sandwell Council House
Freeth Street
Oldbury
B69 3DE
Email: dp_officer@sandwell.gov.uk

If for any reason you are not happy with how we have handled your personal information or the response from our Data Protection Officer, you have the right to apply directly to the Information Commissioner to ask them to assess our response or handling of your personal information.

The Commissioner is an independent regulator who has the power to direct us to respond to your request differently if they consider that we have handled it incorrectly. You can contact the ICO in writing, by email or phone.

Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

Email: casework@ico.org.uk
Telephone: 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.