



## **Privacy Notice - MASH Front Door**

### **Who Will Own My Data Once I Submit It?**

Warrington Borough Council.

### **Why Do You Need My Information?**

The Warrington Borough Council and its partner organisations are working closely to ensure that services are more joined up. To help us do this, we collect and obtain your personal information for the following purpose(s):

- to identify children, young people and families who are eligible for help and support;
- to understand and meet the needs of children, young people and families;
- to ensure services across a range of organisations are coordinated and focused on children, young people families with the most pressing and complex needs; and
- to participate in local and national research to assess how well the services are working in delivering better long term outcomes for children, young people and families and in making services more effective

This support can include the signposting to other agencies and/or referral to children's social care depending on the level of risk.

### **National Research**

At national level, the Ministry of Housing, Communities and Local Government (MHCLG) has commissioned the Office of National Statistics (ONS) to undertake national research to evaluate the effectiveness of the national Troubled Families programme.

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

This means that a small amount of basic personal information supplied by the council about individual family members (such as name, address, date of birth, sex and unique identifiers such as Unique Pupil Numbers) together with family level information about issues within the family and services accessed, such as:

- crime or anti-social behaviour
- children who have not been attending school regularly
- children who need help: children of all ages, who need help, are identified as in need or are subject to a Child protection Plan
- adults out of work or at risk of financial exclusion or young people at risk of worklessness
- families affected by domestic violence and abuse
- parents or children with a range of health problems
- families at risk of homelessness
- the type of support the family received and when
- is linked with personal information held by national government departments.

The research aims to compare the outcomes between those families receiving help and those who are not. This will determine whether new ways 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:

- only be used for research
- will be anonymised so the researchers will not know whose data they have
- be kept securely to prevent any unauthorised use
- will 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 below:

- Ministry of Justice (Police National Computer and prison database)
- Department for Education (national Pupil Database and individualised learner record)
- Department for Work and Pensions (Work and Pensions Longitudinal Study)

We will only receive information about the local authority results of the national research in anonymised form and any reports published by the Ministry of Housing, Communities and Local Government (MHCLG) will ensure that families and individuals are not identifiable. Further information about the national programme can be found [here](#).

### **What Allows You To Use My Information?**

We collect and use your personal information to comply with our legal obligations, and to carry out tasks in the public interest as defined in Article 6 of the General Data Protection Regulation (GDPR). Special category data is processed under the provision of health and social care treatment and management as defined in Article 9(2) of the GDPR.

The Data Protection Act 2018 provides a lawful basis to process criminal offence data, as defined in Article 10 of the GDPR. The local authority will collect the personal data under the public task basis to improve services for families.

### **Who Will My Information Be Shared With and Why?**

To ensure that support can be offered to those with the most pressing need and to coordinate support services in the right way at the right time, your personal information will be shared with other agencies that provide support to Warrington families (if required). These generally consist of but not limited to Children's and Adult Services, Health Care, Education, Social Care, Police, Probation Services, Department of Work and Pensions, Housing, Voluntary services and other Council services.

As well as information collected directly from you, if another organisation tells us that you or your wider family need help/support, we may also obtain or receive information. These generally consist of but not limited to Children's and Adult Services, Health Care, Education, Social Care, Police, Probation Services, Department of Work and Pensions, Housing, Voluntary services and other Council services.

### **Do I Have To Provide This Information And What Will Happen If I Don't?**

If you do not provide the required information it will be not be possible to determine your level of need and possible support that can be provided to you and your family.

### **How Long Will You Keep This Data For And Why?**

The information provided for the processes outlined above are retained in line with the Council's Retention Policy and Schedule which states data retention for children's social care is 100 years.

### **How Will My Information Be Stored?**

Your information will be stored electronically in a Council system in secure UK data centre.

### **What Rights Do I Have When It Comes To My Data?**

Under the General Data Protection Regulation, you might have more rights about what happens with your data. As different rights apply in different situations each request will be assessed on a case by case basis.

You have the right under the Data Protection Act 2018 (General Data Protection Regulation) to request a copy of your information and to know what it is used for and how it has been shared. This is called the right of subject access.

To request a copy of your data or ask questions about how it is used, please look at our [Requests for Information webpage](#).

### **Who Can I Complain To If I Am Unhappy About How My Data Is Used?**

If you are not satisfied with how your request has been dealt with, or if the information held about you is incorrect, you should email or write to Warrington Borough Council outlining your concerns.

If you then wish to make a complaint then please contact us using one of the methods below:  
Use the [online complaints form](#)

- Email us at [contact@warrington.gov.uk](mailto:contact@warrington.gov.uk)
- Phone us on: 01925 443322
- Write to us at: Contact Warrington, PO Box 5, New Town House, Warrington WA1 2NH
- Visit us at: Contact Warrington, 26-30, Horsemarket Street, Warrington WA1 1XL

You also have the right to complain to the Information Commissioner's Office using the following details: -

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

### **Will This Information Be Used To Take Automated Decisions About Me?**

No

### **Will My Data Be Transferred Abroad and Why?**

No