



Privacy Notice Focus Family

We are committed to making sure that information is kept safe, stored securely and can only be used by the people who need it to enable us to offer your family the support and services that you require.

The safety and well-being of all our service users is of paramount importance to us. We adhere to Cumbria Local Safeguarding Children's Board (LSCB) safeguarding policies and guidelines and will at all times take action to ensure that children, young people and families are kept safe from harm. For further information, see Cumbria LSCB Guidelines at www.cumbrialscb.com

We recognise that families' needs change over time and sometimes extra help and support is needed. If you or someone who works with your child feels that he or she would benefit from extra support, an Early Help Assessment may be used. This is a separate process and will only be initiated with your agreement.

Focus Family Officers, working on behalf of Cumbria County Council's Children and Families Service; offer a range of activities for children and families to support you to turn your lives around by:

- Getting children back into school
- Reducing youth crime and anti-social behaviour
- Helping to deal with any barriers people face in getting back into work.
- Helping to address domestic abuse
- Helping to resolve health concerns
- Helping to find the right support for your family

What information does the council collect about me?

The information collected may relate to some or all of the following: (please note that it is at the discretion of the named family to decide whether any or all of the information listed should or should not be shared with any or all of the listed organisations)

- your name,
- date of birth,
- contact details including postal or email address

We may also collect, store and use the following 'special categories' of more sensitive personal information:

- information about your race or ethnicity,
- whether or not you have any additional needs.
- Support to find employment (eg job history; support to become work ready; education; training needs; benefits received)
- Transport issues (eg access to transport, need for regular visits to friends/family)
- Housing matters (eg tenancy type, whether you have a settled abode; rent arrears)
- Family matters (eg current and former relationships; children; stepchildren; domestic routines; environment)
- Health Information (eg disabilities; illnesses; mental health problems; addictions; dependencies)
- Relevant Police and Probation information (eg any conditions that you are subject to; relevant/previous convictions; police involvement at your address)

We will record which activities and services you and your family attend and how we have supported you.

How is your personal data collected?

The information you supply will be kept on a secure Cumbria County Council database and can be accessed by a number of authorised people within the Focus Families Team. This may be shared with appropriate staff in Partner Agencies if you have indicated agreement to this at registration.

Why do I need to complete a Registration Form?

The Local Authority, or an organisation working on behalf of the Local Authority will work with you to identify solutions, and to help us do this, external agencies may need to share you/your family's personal information, to ensure all relevant details are available when determining the type and level of support needed.

Cumbria Children and Families Services keep a record of how many children, young people and families our services are reaching, and how services are helping the people that use them. This enables us to see whether the money that we are investing is being well spent and is contributing to people's lives in a positive way.

Data Sharing

The information you supply will be kept on a secure Cumbria County Council database and can be accessed by a number of authorised people within the Children and families Services. This will include staff and professionals who are working with your family, where there is a valid reason for them to do so.

Your personal information will be deleted in accordance with our data retention policies

How will we use information about you?

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- **GDPR Article 6(1)(c)** processing is necessary for compliance with a legal obligation to which the controller is subject (see Applicable Legislation below), and
- **GDPR Article 6(1)(e)** processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller

Relevant Legislation

- Children's Act 1989 Section 17
- Crime and Disorder Act 1998 Sections 115&17
- Criminal justice Act 2003 Section 325
- Welfare Reform Act 2012 Section 131 & 134
- Localism Act 2011 Section 1
- Sure start Children's Centre Statutory Guidance April 2013
- 'Troubled Families' programme (known as 'Focus Family' in Cumbria)

Data Security

All of the information you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and will comply with the Data Protection Act 1998. This means that, if we keep any of your personal data we must:

- Tell you what information we need to collect from you
- Only use the information for the reason we have agreed with you
- Not ask for more information than we need to provide the services
- Let you see any information we have collected about you, on request
- Keep the information safe, secure and confidential
- Personal information will be deleted in accordance with our data retention policy

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