

Children's Services and Safeguarding

Privacy Notice

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

Children's Services and Safeguarding is within our corporate People & Communities directorate. It is a joint Peterborough City Council and Cambridgeshire County Council directorate led by Lou Williams, the Service Director for Children's. If you live in Peterborough then you will still receive services from Peterborough City Council and your information is held by us.

We discharge many of our statutory responsibilities to support children and young people (CYP) in Peterborough through the directorate and it comprises the following teams:

- Early Help – including Children's Centres and including provision of family support services and Connecting Families
- Children's Social Care including services for children in need of help or protection, those looked after by the Local Authority, those who have left Local Authority care
- Multi-Agency Safeguarding Hub
- Clare Lodge Secure Unit
- Safeguarding Boards
- Corporate Parenting
- Safeguarding and Quality Assurance
- Fostering and Adoption
- Early Years & Childcare
- Families Information Service

Our responsibilities as a Local Authority in regard to children and young people living in Peterborough are described in The Children Act 1989 and other pieces of legislation summarised in statutory guidance "Working Together to Safeguarding Children".

We are required to

- protect and safeguard vulnerable children
- work with other organisations to support the health and wellbeing of children and young people. In Peterborough we take a whole family approach to working with children and young people to do this. This may include the support from social care, early help teams or children's centres
- collect, process and administer statutory data returns for these services
- plan, monitor and maintain the quality of services for children and young people

In order to carry out these statutory tasks in the public interest we collect and process information about children, young people and their family members as described below. We have a legal duty to collect and process information where this is necessary to prevent harm to a child.

What information do we hold

We collect and process personal information about children, parents and family members who are referred to a service or obtain services from us. This will include:

- Name
- Address
- Date of birth
- National Insurance Number
- Gender
- Ethnicity
- Nationality
- NHS Number
- Details about children
- Bank details
- Income details
- Benefit details
- Physical health
- Mental health
- Criminal offences including allegations
- Genetic/biometric
- Email address
- Online identifier such as user name
- Religious or philosophical beliefs
- Sexual orientation and/or activity
- details of any Special Educational needs or disabilities
- attendance and exclusion information
- Carer details

When you request or engage with support from us we also record information about:

- family circumstances and relationships,
- identified difficulties or relevant health needs (such as whether a parent smokes)
- details of plans for support and the people involved in these
- records of discussions with or visits made to families and information about their contact with us, such as attendances at groups or courses
- records of discussions about you that we have with other people as part of your support
- children's

- NHS numbers are shared. If you are receiving support from Children Social Care then the NHS may share your NHS number with Children Social Care. By using the same number the NHS and Children Social Care can work together more closely to improve your care and support. We will use this Number in an integrated care record system across a number of support services including GP's, hospitals, community matrons, district nurses and social care practitioners. If you wish to opt-out from the use of your NHS Number for social care purposes, please talk with your social worker.

This information is gathered from children, young people, their family members and other professionals who know them. We need this information in order to provide you with services you have requested. Your signature on or participation in an assessment of need, or support plan such as an Early Help Assessment, indicates to us that you want to receive a service from us.

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

We use the information we have about you to assess your needs, to draw up a plan of support with you, provide services you ask for or need, manage and monitor the quality of our services and to make our statutory statistical returns to government. The services include the below

- [Children's Social Care](#) provides services and support to children in need or at risk of harm This means that our basis for processing personal information and special categories of personal information is that it is part of our statutory duties under the Children Act 1989 or 2004 for example. We also process special categories of information for the provision of social care. The service responds to referrals from professionals and members of the public regarding their concerns and follows a statutory process for this. This will be explained by social workers working with those involved in a case.
 - The Multi Agency Safeguarding Hub or [MASH](#) process and manage all safeguarding referrals for Peterborough and Cambridgeshire. It includes colleagues from Police, Health, Education, Youth Offending, Early Help, Domestic Abuse Services, Probation and Fire for example. It is a statutory duty under the Children's Act 2004 for the council and partners to cooperate to improve the wellbeing of children and young people.
 - In addition to the statutory work of the service, we also have a Family Safeguarding Service which is an innovative partnership service which includes children's social workers employed by Peterborough City

Council, Adult mental health workers employed by health, recovery workers employed by CGL, and Domestic Violence workers employed by Bench / Barnardos. These workers work together to provide care and support for individual children, young people and parents / carers. The workers who will be doing direct work with you are those who are most relevant to your situation. You have a choice as to whether you are involved with this service and your consent will be sought before any work is done.

- [Early Help](#) provides support to practitioners and partners in the field working with children and families where there is more than one unmet need that requires a multi-agency response where the children in the family are not at risk of significant harm. We believe in working with families and communities to provide children and young people with firm foundations in life so they can be happy and healthy, build resilience, achieve their aspirations and simply 'be their best'. We always aim to provide help for children and families early in life and early in the development of a problem.
 - Our Children's Centres' are run by providers who we have commissioned by us. We have commissioned [Barnado's to run the East and Central centres](#) and Spurgeons deliver the centers in the [north, west, south and rural areas](#). This means that we have a contract which specifies what services they deliver and ensures that they abide by legislation. The purpose is to improve the lives of young children and their families, with a particular focus on those in greatest need. Centres provide early intervention and help as a one stop shop for those who need to access those services. You will be asked by your health visitor for your consent to receive information from the centres which may be of interest. You can then access those services on offer.
 - Troubled Families is a nationally funded programme, known within Peterborough as [Connecting Families](#), and is coordinated through the Early Help team. The Connecting Families programme is directed at families with multiple and complex needs across a number of categories. We do share information about those involved in the programme and how they progress as part of the [DCLG Framework](#) to help ensure families progress and we continue to offer the right support and services.
- [Clare Lodge Secure Unit](#) is a leading national provider of secure accommodation "welfare" only placements and the only all female unit in the UK. It operates under the Children Act 1989 and we process personal and special categories of data as part of our statutory duties. The service is governed by Peterborough City Council and works in partnership with Sodexo and CPFT to provide an intensive and therapeutic environment, including an in-house psychiatric and psychological provision.
- [Safeguarding Boards](#) are independent multi agency boards responsible for monitoring and scrutinising agencies safeguarding practice. These are statutory functions under Children's Act 1989 and 2004 as well as under the Care Act 2014. Therefore we process personal and special categories of data for these reasons.

- Corporate Parenting is responsible for children who are looked after and children who have left care. This is because the council acts as their parent. It is a regulated service, meaning we have statutory duties to undertake to safeguard and plan for children's well being such as under the Leaving Care Act 2000 or Children's Act 1989. This includes case recording, sharing information with partner agencies where appropriate. Therefore we process personal and special categories of data for these reasons.
- Safeguarding and Quality Assurance is responsible for ensuring that safeguarding issues are addressed under both the Children's Act 1989 and 2004 as well as under the Care Act 2014. The service works across both adults and children's social care services. The Local Authority Designated Officer for safeguarding referrals sits within the team, as do Independent Reviewing Officers of social care cases. The service also undertakes quality assurance work to ensure that services are being delivered appropriately and timely.
- [Fostering and Adoption](#) includes all statutory functions relating to the fostering and adoption of children in the council's care. This means that our basis for processing personal information and special categories of personal information is it is part our statutory duties. The service also includes the placement of children in care, commissioning of services relating to children in care, their families and carers. We have commissioned [TACT](#) to deliver this service to our children and young people. This means that we have a contract which specifies what services TACT deliver and ensures that they abide by legislation.
- [Early Years & Childcare](#) provides advice support and training to all early years and childcare providers registered or preparing to register with Ofsted in line with our statutory duty under the Regulation of services on the Childcare Register . We also co-ordinate the [Early Support Pathway](#) for children with complex needs as part of our statutory duties to support children in their well being and development.
 - We provide [free childcare funding for two year olds](#) where you may qualify in certain cases and have a statutory duty to ensure there is sufficient childcare for our resident. We will need to process your personal data for this reason and will use those details to process your application. We will cross check details of funding with our finance team when childcare providers make a claim for funding.
- [Families Information Service](#) provides advice on a wide range of services and activities available for families with children and young people aged 0-19. Providers can register with the service and choose whether their details are displayed on the website. You can also have your details removed by contacting the service.

In order to provide some of our statutory services, we may process information regarding criminal convictions or allegations. Our reason for processing is that it forms of part of our statutory duties such as for safeguarding reasons where we need to be aware of any risks posed to our vulnerable children or ensuring the wellbeing of children under the Children's Act 2004.

Who we share information with and why

When you are receiving support from us we will share information with other agencies where this will enable us to provide you with the best support possible. You should be made aware of who we are sharing information with and we will discuss and follow your preferences about this as much as we can.

We will not give information about you to anyone outside the Council without your consent unless required to do so when we are delivering our statutory functions, or such actions are necessary for safeguarding children or to deliver the services which you have requested. We have a legal duty to collect and process information share information with our partners where this is necessary to prevent harm to a child or to prevent a crime but we will involve you in decisions about who we share information with and will follow your preferences about this wherever possible throughout your contact with us.

The staff who have access to your information use it only as they need to in order to do their jobs and with strict regard to your privacy.

Depending on circumstances the parties we might receive information from and share information about you with are:

- Customers
- Care providers
- Education Providers
- Health Agencies (Our statutory functions include responsibility for public health and may require the sharing of relevant information with bodies such as the NHS and voluntary organisations to support the health, wellbeing and care needs of children and young people.)
- Police
- Other local authorities where permitted
- Other council services where permitted
- Courts
- Voluntary Service Providers
- Probation services
- Youth Offending Service
- GPs
- UKBA
- DWP
- Solicitors
- Ambulance Services
- Fire Service
- Connecting Families national programme
 - Similarly to all Local Authorities we participate in a national programme to demonstrate the impact of whole family support and to claim and receive funds for our services from the government. When children are referred to

us for support we ask our local partner organisations to help us identify whether their family might qualify for inclusion in our Connecting Families programme. To do this we share personal information with:

- Department for Work & Pensions and local Job Centre Plus for them to confirm back to us whether an adult is receiving out of work benefits. To do this we keep a record of relevant National Insurance Numbers
- With housing providers for them to confirm whether a family has stable housing
- With the police to identify whether anyone in the family has been involved in crime or anti-social behaviour and in particular whether there has been any call out to the family home for domestic violence or abuse.

We will include any families who qualify in the programme cohort, but inclusion will not affect the type of support you get.

We share information we hold about families who are included in our this programme with the Department for Communities and Local Government. This is for the purposes of a national evaluation with the Office for National Statistics (ONS). Sharing of personal data and information for the National Impact Study is for evaluation and research purposes only. Further information about this is available [here](#). We continue to record information about families throughout their support so that we can evaluate the impact of our services locally and plan and fund future services with our partners.

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

How long we keep hold of information for

Different services retain information about the people they support, for different lengths of time but we keep information for only as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. Social care records are usually kept for at least 25 years. More detail can be found in the Council's Records Retention Schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).