



Northumberland County Council

This is Your Personal Data

Children's Social Care

How we handle your information

Information for the public

Everyone working for Children's Social Care has a legal duty to keep and process information about you in accordance with the law.

This document explains why we ask for your personal information, how that information will be used and how you can access your records.

Why is information recorded about me?

We use information about children, young persons and their families to enable us to carry out specific functions for which we are responsible and to provide you with a service.

We keep records about children, young persons and their families. These may be written down (manual records), or kept on a computer (electronic records).

These records may include:

- Name and contact details
- Date of birth
- Family details
- Case file information
- Lifestyle and social circumstances
- Visual images, personal appearance and behaviour
- Housing needs
- Employment and education details
- Financial details
- NHS number
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs of a similar nature
- Criminal proceedings, outcomes and sentences
- Offences (including alleged offences)
- Your views on your experience of our services

What is the information used for?

Your records are used to help ensure that we provide you with the service that you need.

We use your information for one or more of the following reasons:

- Safeguard children
- Deliver your service



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- Planning and improvement your service
- Prevent or detect or fraud or crime
- Manage and support you as a volunteer
- Enable us to contact someone for you in case of an emergency
- Evidence positive outcomes to central government funding departments
- Conduct research using anonymised information, if we would like to use your personal identifiable information we will ask for your consent.

The services covered by this privacy notice include:

- First Contact, with regards to children's social care
- The Northumberland Multi-Agency Safeguarding Hub (MASH)
- Children in need, as defined by the Children Act 1989
- Child Protection
- Children in Care and Leaving and After Care
- Independent Review Officer Service
- Residential Services
- Contact Support
- Family Placement
- Designated Officer (previously LADO)
- Disabled Children's Team
- Emergency Duty Team
- Children's Centres
- Early Help Family Work Teams
- Northumberland Families First
- Youth Offending
- Youth Service
- Sorted
- Accommodation Service

It is important that your records are accurate and up-to-date as they will help make sure that our staff are able to provide you with the help, advice or support you need.

What is the legal basis for our use of your personal information?

In order to provide you with this service, we rely primarily on the legal basis of (c) Legal obligation: the processing is necessary for you to comply with the law (not including contractual obligations) and (e) Public task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law. For certain early help and child in need services we will rely on (a) Consent: the individual has given clear consent for you to process their personal data for a specific purpose.

With regard to special category data we rely on (g) Substantial Public Interest and the (h) delivery of Health and Social Care services.

How long will we keep your personal information?

The length of time your details will be kept for will be in accordance with the Retention Schedule for [Children's Services](#). Processing is kept to a minimum and will only be processed in accordance with the law.



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Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where it is necessary or required by law. We will only share the minimum personal information for each circumstance.

We may sometimes need to share some of your information with one or more of the following:

- Health service providers, including NHS agencies (e.g. GPs, hospitals, ambulance, health visitor, mental health services)
- Education providers
- Commissioned service providers
- Other charitable/voluntary sector partners (e.g. NSPCC)
- Other Northumberland County Council social care or education teams
- Government agencies (e.g. Department for Education, Ofsted, Department for Works and Pensions, Ministry of Housing Communities and Local Government (Troubled Families programme), Border Control and Immigration Services, courts and secure estate, The Probation Service and community rehabilitation companies, Disclosure and Barring Service)
- Other local authorities
- Employers
- Northumberland Legal Services, courts and Children and Family Court Advisory Service (CAFCASS)
- Northumberland Safeguarding Boards
- Police, Fire and Rescue Services
- Advocacy Services
- Direct Payment Support Services
- Supported lodging or semi-independent accommodation providers
- Adoption agencies and advisors (including voluntary adoption agencies)

In addition, if you are receiving support from Children's Social Care then the NHS may share your NHS number with us. This is so that the NHS and Children's Social Care are using the same number to identify you whilst providing your care.

By using the same number the NHS and Children's Social Care can work together more closely to support you.

We will use the NHS 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.

We may also use Data Processors to support these activities, for example by providing the systems we need to or delivering services on our behalf.

These include:

- Our case management system, provided by LiquidLogic
- Our youth offending system is ChildView, provided by CACI
- Our substance misuse system is CarePath, provided by Illy

Who is the data controller for processing?

Northumberland County Council is the Data Controller for this processing.



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Can I see my records?

The General Data Protection Regulation allows you to find out what information is held about you, on paper and computer records. This is known as 'right of subject access' and applies to your Children's Social Care records along with all other personal records.

If you wish to see a copy of your records you should submit a Subject Access Request which is available on our website or by contacting the Information Governance Office directly. You are entitled to receive a copy of your records free of charge, within a month.

In certain circumstances access to your records may be limited, for example, if the records you have asked for contain information relating to another person.

Do I have Other Rights?

Data Protection laws gives you the right:

1. To be informed why, where and how we use your information.
2. To ask for access to your information
3. To ask for information to be corrected if inaccurate or incomplete.
4. To ask for your information to be deleted or removed where there is no need for us to continue processing it.
5. To ask us to restrict the use of your information.
6. To ask us to copy or transfer your information from one IT system to another in a safe and secure way, without impacting the quality of the information.
7. To object to how your information is used.
8. To challenge any decisions made without human intervention (automated decision making).
9. To lodge a complaint with the Information Commissioner's Office whose contact details are below.
10. If our processing is based upon your consent, to withdraw your consent.

Further information

If you would like to know more about how we use your information, or if for any reason you do not wish to have your information used in any of the ways described in this leaflet, please tell us.

Data Protection Officer: Steve Smith, informationgovernance@northumberland.gov.uk

Information Commissioner: <https://ico.org.uk/>