

Privacy Notice – Integrated Family Services (Including Early Help and Inspire)

Our Early Intervention Family Services are the Council's response to the Government's national programme:

<https://www.gov.uk/government/news/troubled-families-programme-expanded-to-help-younger-children> aimed at improving the lives of families struggling to cope and in supporting them to play a stable role in their own communities.

The Council and its partner organisations are working more closely together to ensure that services are joined up. This will make it possible for the Council to:

- identify families who are eligible for help and support
- ensure services across a range of organisations are coordinated and focussed on families with the most pressing and complex needs
- participate in local and national research to assess how well the programme is working in delivering better long term outcomes for families and in making services more effective

About Early Intervention Family Services

Families with a range of problems often struggle to get the right help and support at the right time.

To address this, the Council is working across organisational boundaries with partner organisations to ensure that families with the most serious issues receive coordinated help and support when it is most needed.

For this reason, the Council with the help of its partner organisations, are working to identify families experiencing at least two of the issues listed below so that early help can be offered to those with the most pressing needs:

- Crime and anti social behaviour
- Education, children not in school
- Worklessness, adults on out of work benefits
- Young people, not in employment, education or training
- Problems with drugs and/or alcohol
- Physical or mental health problems
- Domestic violence and abuse

- Families at risk of homelessness or unmanaged debt

How we assess families eligible for early help

To proactively assess those eligible for early help, personal information is shared between departments of the Council and between the Council and its partner organisations to understand which families experience two or more of the issues listed earlier.

To assess those who will benefit from early help departments of the Council and/or our partner organisations directly refer families who will benefit from coordinated support.

Only the minimum necessary information is shared on a 'need to know' basis.

A list of the partner organisations working with the Council are:

Greater Manchester Police
Job Centre Plus
Local Authority Welfare Rights Service
Local Authority Early Help Service
New Charter Housing Trust
Stockport NHS Foundation Trust
Pennine Care NHS Foundation Trust Adult Mental Health Services
Local Authority Children's Social Care
National Probation Service
Community Rehabilitation Company
Greater Manchester Working Well Programme
Greater Manchester Fire and Rescue Service
Community and Voluntary Action Tameside
Tameside Hospital NHS Foundation Trust
Northwest Ambulance Service
Lifeline

At the time of referral those families with the most pressing needs will be asked to join the programme.

National and local research

In addition to the sharing between Council departments and partner organisations described above, some limited personal information will be used to evaluate how successful and effective the programme is at both local and national level.

This is the case whether or not a family has been asked to join the programme.

National research

At national level, the Department of Communities and Local Government (DCLG) has commissioned the Office of National Statistics (ONS) to undertake national research to evaluate the effectiveness of this programme.

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

This means that basic personal information supplied by the Council about individual family members (such as name, address, date of birth and sex) together with family level information about those issues listed earlier, is to be linked with personal information held by national government departments.

[List of national organisations and datasets involved in the national research commissioned by DCLG](#)

This research aims to compare the outcomes between those families included within the programme and those who are not. This will determine whether this new way 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:

- be de-identified after it has been linked so as to limit any chance of families and individuals being re-identified;
- be kept securely to prevent any unauthorised use;
- 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 here:

- Department for Communities and Local Government
- Office of National Statistics

The Council will only receive information about the local authority results of this national research in anonymised form and any reports published by the Department of Communities and Local Government (DCLG) will ensure that families and individuals are not identifiable.

Local Research

If the Council by itself or together with other Councils in Greater Manchester decide it is necessary to supplement the above national research and this involves personal information, this will be carried out in line with the safeguards listed above.

Statistical analysis may also be undertaken from time to time using only anonymised information.

General information

The Council shares your personal information only for the reasons set out above, unless the law requires or permits us to share it for another reason, or for example, this is necessary to protect you or others from harm.

Your personal information will be handled securely, strictly on a need to know basis only by those specifically authorised to do so and will not be kept longer than is necessary.

Your rights

You have the right to ask the Council for personal information held about you and details of how to do this can be found

<http://www.tameside.gov.uk/dataprotection/access>

You may also ask the Council to consider any objections you may have to the processing of your personal information, including processing for research purposes.

For more details about the [Early Intervention Services](#) and whether you and/or your family are eligible contact the Public Service Hub on 0161 342 4101

Changes to this Privacy Notice

Tameside Council may amend this Privacy Notice from time to time. If we make any substantial changes in the way we use your personal information we will make that information available by amending this notice.