Privacy Notice: National evaluation of the Troubled Families programme

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<th>Why we need your information</th>
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<tr>
<td>Data is collected from this assessment for the purpose of the national evaluation of the Troubled Families programme. This data is collected by Hertfordshire County Council in order that the Ministry of Housing, Communities and Local Government (MHCLG) can find out:</td>
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<tr>
<td>1. How well services for families with multiple problems are working across England</td>
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<td>2. How those families use public services and what benefits they get</td>
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<td>3. The costs of providing services to families with multiple problems</td>
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<td>To do this, MHCLG wants to link information about your family with past and future information on your use of public services and your benefits.</td>
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<tr>
<td>MHCLG will use your personal information - name, date of birth, gender, last known address, National Insurance number (if known).</td>
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<tr>
<td>Please note that any information you provide will not be used to make any decisions about what benefits you get, or services you use, now, or in future.</td>
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<td>As a local authority, Hertfordshire County Council has a responsibility to collect this information as required by the guidance for the evaluation of the programme issued to local authorities in 2015 for the National Impact Study. The information you have provided will be used to allow for this responsibility to be fulfilled.</td>
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<td>Hertfordshire County Council is collecting personal data under the public task basis (to fulfil their functions, in this case deliver services to troubled families) and agree to share this data with MHCLG under the public task basis (to fulfil our functions as a Government Department, in this case to improve services for troubled families).</td>
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<th>What we will do with your information</th>
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<td>The information you give us will be held by the Children’s Services department of Hertfordshire County Council and will be used for the national evaluation of the Troubled Families programme.</td>
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<td>This information will be provided by Hertfordshire County Council to the partner of MHCLG for the evaluation, Office for National Statistics (ONS). They will keep your data secure.</td>
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<tr>
<td>Your personal information (name, date of birth, gender, last known address) and some information provided by Hertfordshire County Council will be linked to information held by other government departments:</td>
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<tr>
<td>Department for Work and Pensions (DWP) – to see what benefits you have received</td>
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and whether you have been employed

Ministry of Justice (MOJ) – to see what contact you may have had with the criminal justice system

Department for Education (DfE) – to see when your child has been in school, how well they are doing at each Key Stage and whether they are a Child in Need.

MoJ, DWP and DfE will not keep your name on file for longer than a month and will not keep records showing you were part of this research.

The information gathered from Hertfordshire County Council will be linked with the information on your benefits, your child’s information and any contact you or your children have had with the criminal justice system.

All information collected about you will be kept strictly confidential. Your name, date of birth, gender, address and National Insurance number will be kept separately from all the other information in a secure, password-protected document on a computer system. You will be assigned a unique reference number, so that even though a researcher will see all your information, they will not be able to identify you.

We may also share information with third parties if we are legally obliged to do so, for example if it necessary to safeguard or protect a child.

We may also share information with the police or other agencies if it is necessary for the following purposes:

a) the prevention or detection of crime
b) the apprehension or prosecution of offenders
c) the assessment or collection of any tax or duty or any imposition of a similar nature.

How long we will keep your information

All personal information held by ONS for this research will be securely destroyed by December 2022. The personal information held by DWP, MoJ and DfE for this research will be securely destroyed after a month and they will not keep records showing you were part of this research. All data use is strictly within the terms of data protection legislation.

To legally share data for this research, local authorities and MHCLG will rely on the Data Protection Act 2018.

What are your rights?
Hertfordshire County Council will be the Data Controller for this information.

You have a number of rights over the data we collect and hold about you.

- You have the right to be informed about what information we hold about you and how we use it.
- You have the right to request copies of any information the Council holds about you by making a subject access request.
- If information we hold about you is factually inaccurate you have the right to have it corrected.
- You have the right to object to the way we are using your data.
- You have the right to request that your data is deleted. However we may be unable to delete your data if there is a need for us to keep it. In this case you will receive an explanation of why we need to keep the data.
- You can also request that we stop using your data while we consider a request to have it corrected or deleted. There may be some circumstances in which we are unable to do this however we will provide an explanation if this is the case.
- In certain circumstances you may also request data we hold about you in a format that allows it to be transferred to another organisation.
- In the event that decisions are taken using automated processes you have the right to request that these decisions are reviewed by a member of staff and to challenge these decisions.

If you would like to request copies of your data, request that your data is deleted or have any other queries in relation to data which the Council holds about you please contact the Data Protection Team.

Data Protection Team
Hertfordshire County Council
County Hall
Pegs Lane
Hertford
SG13 8DQ
Tel: 01992 588099
Email: data.protection@hertfordshire.co.uk

You can also contact our Data Protection Officer at dataprotection.officer@hertfordshire.gov.uk or in writing to the address above.

If you are unhappy with the way that Hertfordshire County Council has used your data or with the way we have responded to a request you also have the right to contact the Information Commissioner’s Office www.ico.org.uk.

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**What will happen to the results of this research?**

The final results of this research will be published on the main government website. You will not be identified in any research report.