



Early Help Privacy Notice

Document Control		
Document title	Early Help Privacy Notice	
Purpose		
Author		
Date of publication		
Owner/responsibility	Graham Doubleday	
Distribution	LanConsent/Other	
Version	Date	Comments
Version 1.0	22.03.22	
Version 2.0	06.10.23	

This Privacy Notice was last updated in October 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information <https://www.wigan.gov.uk/Docs/PDF/Council/Data-Protection-FOI/Privacy-Notices/Children-and-Adults-Social-Care/Adult-Social-Care-Privacy-Notice.pdf>

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in the Council's Primary Privacy Notice.

This notice provides additional privacy information for **Early Help**.

As an Early Help Team we will work with you to identify a person who can undertake the role of lead professional. The lead professional will undertake an early help assessment, arrange regular reviews, and co-ordinate whole family support which may include multiagency support.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

We'll collect your information when you contact us or are referred to us, giving your consent for Early Help support, and this privacy notice explains how we will use it.

We will:

- only ask you for the information that is necessary to provide our services to you e.g. your name, contact details, relevant information about any members of your household who will be in receipt of the support
- protect it and make sure nobody has access to it who should not
- ensure you know if you have a choice about giving us information
- make sure we don't keep it for longer than is necessary.

We ask that you:

- give us accurate information
- tell us as soon as possible of any changes
- tell us as soon as possible if you notice mistakes in the information we hold about you.

If you do not provide the information we ask for, we may not be able to provide you with the information or service you need.

3. HOW WE USE PERSONAL INFORMATION

The delivery model for Early Help in Wigan is the Supporting Families programme. This programme works on the basis of 4 principles being in place for a family:

1. a whole family assessment
2. an action plan
3. a lead worker
4. signed consent.

Your information is collected when you consent to you and your family receiving Early Help support from Wigan Council and/or partner agencies. By partner agencies, we mean:

- schools
- childcare
- health services
- police
- voluntary or charity organisations.

The support you receive may include an assessment of need, targeted support based on the need within your family and signposting to other relevant support that may help you.

When you or your family are referred to or approach Wigan Council for help, you yourselves are usually the first and most important source of information about your circumstances.

We will use your information to:

- ensure that services and practitioners understand how they can best help you
- help inform what services and interventions require commissioning across Wigan to support families and communities.

When your support from Wigan Council and/or partner agencies comes to an end, you may be asked for feedback about the service.

We will use information about you and your family to create statistics and reports that cannot be linked back to you or your family. We will use statistics to see how the Council and its partners are supporting families, to help design better services for families and to contribute to national surveys and in reports and returns to government where required.

4. LEGAL BASIS FOR PROCESSING

The lawful basis for processing your personal data in accordance with the data legislation:

- Public Task: Processing is necessary for the performance of a task carried out in the public interest, or our official functions which have a clear basis in law.

5. IF WE HAVE ASKED FOR YOUR CONSENT TO USE YOUR DATA

We rely on statutory duties detailed above to process your data but where we rely on your consent, you can withdraw it at any time.

You can withdraw your consent at any time by contacting [Early Help](#) or your named lead worker.

6. SHARING PERSONAL DATA

It is sometimes important to share your information with or request information from other council services and external agencies or organisations, as this can be vital to the provision of co-ordinated and seamless services which are right for you, and/or your family and it may help to prevent you from repeating the same information.

These may include:

- Wigan Council services (such as children, young people, adult, family and housing services)
- Education Services and schools
- Police and Probation Services
- Health providers (including GPs, midwives, Health Visitors, substance misuse and mental health services)
- Local housing providers
- Governments departments including Work and Pensions (including the Job Centre), Department for Levelling Up, Housing and Communities (DLUHC), and Department for Education (DfE)
- community and voluntary Services (such as Citizen's Advice Bureau, domestic abuse services, victim support services)
- Childcare providers, including nurseries
- Commissioned Providers (eg charity or other organisation that we ask to provide services on our behalf)
- Other Local Authorities

If we feel we need to discuss your situation with other agencies, who are not listed in the section above, we'll always seek your consent to do so, unless the law requires or permits us to share it for another reason, or for example, it is necessary to do so to protect you or others from harm, a crime has or may be committed, fraud or tax investigations, or where there might be a child or adult at risk.

7. DATA TRANSFERS BEYOND EUROPEAN ECONOMIC AREA (EEA)

All council data is processed wholly within the UK.

8. AUTOMATED DECISIONS

For this service all the decisions we make about you involve human intervention.

9. COOKIES

To find out how we use cookies please see our [Cookie Notice](#).

10. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found at [Wigan Borough Council Primary Privacy Notice](#).