



BEDFORD
BOROUGH COUNCIL

Data Protection Privacy Statement – Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services.

In order to deliver services to the citizens and communities in Bedford Borough, it is necessary for the Council to collect, gather and process personal data about residents, staff and other individuals. Bedford Borough Council is committed to protecting your personal data when you use its services and/or correspond with it.

The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the [ICO website](#) (opens in a new window) **Registration Number Z5916725**.

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain the arrangements we have in place to protect the information entrusted to the Council.

In relation to Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services. Bedford Borough Council will process your personal data for the following processing purposes:

To record accurate information about families on the troubled families programme.

To evaluate the progress made by each family and share this information in an anonymised form with MHCLG to evaluate the local programme and its effectiveness.

To make sure children are safe and protected from harm

To determine the type of service/s and support that families can receive

To monitor whether service/s used are making a difference and helping to improve family lives

To enable us to gather statistical data that we are required to provide to Central and Local Government

To be eligible for financial incentives directly linked to performance which help run this programme

It is processing this personal data by virtue of the following Lawful Basis:

Consent of the data subject, Compliance with a legal obligation, Performance of a task carried out in the public interest

Personal data provided for Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services. may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency:

Personal data is anonymised and shared with MHCLG so they can assess the performance of Bedford Borough Council's Troubled Families Programme with that of other authorities nationwide.

The processing of your personal data will be restricted in time to:

Until the child attains Twenty Five years of age.

Your personal data will be held by/for the Council within the UK or the EU.

The information you have provided is a statutory or contractual requirement: this is something we have to do. Please see details below, including any consequences if we do not receive the information:

Data is shared with MHCLG as a contractual requirement to satisfy the programme needs and in order to claim financial incentives directly linked to successful outcomes for Troubled Families.

The processing of your information entails automated decision making (by electronic means with no involvement by any person). Please see details below. Please let us know, by contacting us at dpo@bedford.gov.uk should you have any objection to this:

Family details are securely stored on the Troubled Families Tracker software system, National Impact Studies and Family Progress Data systems. All three software systems interlink to anonymise client data before it is periodically evaluated by MHCLG to assess the effectiveness of our Troubled Families Programme. The sharing of information with MHCLG requires submission of anonymised data using secure passwords and secure IT systems and networks.

Please see details below in respect of any other reason we will be using your information:

The recording of data helps the authority better target resources for families and prevent duplication of work and helps us assess our performance as compared with our statistical neighbours.

We have a range of measures to protect the personal data you provide. These include: cyber security; physical security of the Council's buildings and training on Data Protection for staff.

Bedford Borough Council is the Data Controller processing your information, who can be contacted as follows:

Information Governance
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP
Email: dpo@bedford.gov.uk
Telephone: 01234 267422

If you wish to enquire about your rights as a data subject, whether you wish to request a copy of your own information that Bedford Borough Council holds, request for data portability; rectification or erasure of your data for any reason or objection to any processing, please contact the Council's GDPR Data Protection Officer:
email: dpo@bedford.gov.uk

Alternatively if you are unhappy in the way Bedford Borough Council has handled the processing of your information in any way, you have the right to contact the UK's Supervisory Authority: The Information Commissioner's Office who can be contacted:

By webform: <https://ico.org.uk/global/contact-us/email/>

By email: casework@ico.org.uk or,

By
telephone: 0303 123 1113

Changes to this Notice

We keep this Privacy Notice under regular review and we will place any updates on its Internet site. This Notice was last updated in November 2018.