

Home-Start Trafford, Salford and Wigan:

Access to your personal information

Questions you may ask



Why do you keep information about me?

Information gathered by Home-Start Trafford, Salford and Wigan will be stored and used to assist in identifying services who may be able to support you and your family. With your permission, this information may be shared with existing/new services as detailed on the explicit consent form.

There may be certain times when the people working with you will need to share information without telling you or having your permission e.g. when it is felt that a child or adult is at risk of significant harm or to prevent a crime. Some of the legislation that governs this responsibility is contained within the **Children's Act (1989)**, **The Prevention of Terrorism Act (1989)** and the **Drug Trafficking Act (1986)**. This list is not exhaustive.

Types of information stored

(Not complete list)

- Name and date of birth
- Address
- Gender and Ethnicity
- Contact telephone numbers
- Details of agencies working with you.
- An assessment of child/family's needs
- Action plan of support.



Who can see this information?

Information given to or acquired by Home-Start staff and volunteers remains confidential. At times, we may need to share information with other agencies in support of your family. Your Health Visitor and/ or Social Worker will always be informed.

By signing this statement you also give Home-Start consent to have access and update your electronic case file information in relation to family support for your family via the Liquidlogic system (**TRAFFORD FAMILIES ONLY**). This will enable support to be implemented and information to be shared appropriately to support your family.

Home-Start Trafford, Salford and Wigan is concerned with everyone in the family. However, the welfare of the child or children is our first concern. Volunteers will need to talk to the Scheme Manager / Coordinator if they have any concerns about the welfare of a child or children. Staff will involve families actively in decision-making whenever possible.

As a family receiving Home-Start support, your file is kept securely and confidentially at Home-Start Trafford, Salford and Wigan's office. You have the right to access this file.

Your information may be used anonymously for monitoring purposes for our funders.

Everyone associated with Home-Start Trafford, Salford and Wigan is required to be considerate of others confidentiality. This includes members of the Board of Trustees, staff, home-visiting volunteers, requesters and families.

Safeguarding and promoting the welfare of children

All children and young people have the right to be safe and protected from harm.

If staff or volunteers have any concerns about the welfare of a child or children or young person whilst working or undertaking tasks for Home-Start Trafford, Salford and Wigan they have a legal and moral responsibility to take appropriate action.

This may mean referral to the Social Services Department and/or the Police.

The well being of the child or children is always the most important consideration. Home-Start Trafford, Salford and Wigan works together and in partnership with parents and carers and other agencies to protect children.

HSTSW is an early help/preventative service, so if you are getting help from children's social care, we will not be able to offer support or if your family's level of need increases to children's social care services level, such as Child in Need or Child Protection, whilst we are supporting you, we will put a plan in place to end our support

How do you look after my information?

We make sure the information we keep about you is:

- **Relevant.** We only keep the information we need to make sure you get a good service from us.
- **Correct.** We want the information about you to be true and up to date. You can help by telling us if your personal information changes, for example if you change your name, address or phone number.
- **Kept confidential.** The only people who can see your personal information are those who need it to provide you with a service.
- **Kept only as long as needed.** We keep some information for a short time after the service we gave to you has ended. When we no longer need to keep information about you, we will not keep it or give it to anyone else.

What are my rights?

You have rights about how we collect and use information about you. For example, you have a right:

- to see information we hold about you

You also have the right to complain if you are not happy with:

- the information we are keeping about you
- how well we have kept your information safe
- how long we have kept your information
- not being able to see the information we are keeping about you.

How do I see the information you are keeping about me?

To see your personal information, you need to make a request in writing to;

Board of Trustees

Home-Start Trafford, Salford and Wigan
Stretford Early Help Hub
9 Poplar Road
Stretford
M32 9AN

What if the information is not true?

If you think any of the information we have about you is wrong we will, where necessary, change it, or make a note next to it of what you tell us is the right information.

What can I do if I am still not happy?

If we have told you that you cannot see information we hold about you, or that we will not change or remove information you think is wrong, you can write to:

The Information Commissioner's Office

Wycliffe House Water
Lane Wilmslow
Cheshire
SK9 5AF

Telephone: 0303 123 1113

Fax: 01625 524 510

Email: casework@ico.gsi.gov.uk



If you would like a full copy of our Privacy notice document, please email us at admin@hsts.org.uk or download it from our website at www.hsts.org.uk

If you are a resident of Trafford and you would like to view the Early Help Privacy Notice, you can view it at <https://www.trafford.gov.uk/earlyhelpprivacynotice>