

Privacy Notice – Troubled Families Programme

What is the Troubled Families Programme?

The Troubled Families Programme is part of a national programme aimed at improving the lives of families with complex needs. These are families who need help with getting children to attend school, reducing anti-social and offending behaviour and getting adults in these families ready to enter the workplace.

Children’s Safeguarding Profiling System (CSPS)

The CSPS is a predictive risk model that uses data from multi-agency sources to identify children that are at risk of maltreatment and therefore identifies children, and families, in need of additional support. This system has been developed by Xantura and supports the Council’s Troubled Families work.

Where is my data currently being stored?

Information from across the Council is being securely processed by Xantura to support the government’s Troubled Families programme.

What data is being shared?

We will include information that will help us identify families and households who might benefit from our help. This will include personal information such as names, addresses, dates of births and, unique pupil numbers.

We will also include data from schools and information about children’s and adults social care, housing, domestic violence, debt, council tax and housing benefits.

Is my data secure?

Yes. All data is being processed in line with the Data Protection Act. The data is encrypted and is held in a secure facility.

Who is the data controller and data processor for the project?

A **Data Controller** means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.

A **Data Processor** in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

For this project: The Council is the Data Controller and Xantura is the Data Processor.

Who can I contact for more information?

Please contact the Council’s Information Management Team:

Information.Management@Hackney.gov.uk

Troubled Families National Impact Study

To understand whether the Troubled Families Programme has been effective in helping families turn their lives around and whether it is a good use of public money, the Government would like to combine personal data held by local authorities (such as names and dates of birth) with information routinely collected by Government Departments.

The progress of families who have taken part in the Programme will be compared with those who have not. This will provide information about how effective it has been in reducing offending, truancy and getting people ready for work and will be used to help improve the programme and services you may receive in the future.

It is important to note that the personal data (names, dates of birth and addresses) will be removed from any combined datasets before they are provided back to the research organisation (the National Institute of Economic and Social Research). **This means it will be impossible for anyone to identify you from any published reports because information will be anonymised.**

The combined data on your progress **cannot** be shared with Hackney or used to make decisions about the treatment you currently receive – **it will in no way affect any benefits, services or treatment you may be entitled to.** The data can only be used for research with the goal of improving services going forward and is part of a larger evaluation of the programme. Your personal data will be destroyed at the end of the research.

All data will be transferred, handled and stored in accordance with the Data Protection Act 1998. Legally binding agreements are in place between Hackney and the research organisation and agreements are in place between Government Departments to ensure that all parties comply with the strict rules on handling, transferring, storing and destroying the data under the Data Protection Act 1998.

We will only hold your information for as long as necessary for these purposes and will not pass it on to any other parties, except where required to carry out our duties and functions as a local authority.

For example: Joe Bloggs & family were asked to take part in the Troubled Families Programme because Joe had been truanting from school regularly and convicted of theft. They agreed to take part and were assigned a keyworker in March 2013. Data about offences and school were used by the local authority in order to provide services to him and his family.

Joe and his family's personal data (names, addresses and dates of birth) were then sent to researchers at the National Institute of Economic and Social Research (NIESR) to be used in a research project.

Researchers at NIESR sent the data they had on Joe's family along with data about other families to researchers at the Department of Education. The researchers at the Department of Education matched Joe's personal data to the data they had about his attendance and progress at school in maths and English. The researchers removed all names, addresses and dates of birth, including those for Joe's family from the data before they sent it back to NIESR.

NIESR were able to use Joe's school data, alongside data they had also collected from other Government Departments on his offending behaviour and any benefits his family had been receiving

to see whether since he had been on the Programme his school attendance and progress at school had improved and whether he had also reduced his offending. NIESR were also able to see whether the improvements were because he had taken part in the programme.

If you would like more information about this project please go to [brent.gov.uk/early help and support](http://brent.gov.uk/early-help-and-support) available

If you would like to discuss this in more detail please contact: Nicky Case on 020 8937 4645

Frequently Asked Questions

Who is my data being shared with?

Your data will be shared with a research organisation called the National Institute of Economic and Social Research (NIESR). NIESR will ask Government Departments to match identifiers such as names and dates of birth to the data they routinely collect to measure your progress. The data will be transferred, handled and stored and securely destroyed after the completion of the research project in accordance with the Data Protection Act.

Why is my data being shared?

To help the Government and local service providers understand whether or not the programme and reorganising service delivery has been effective in turning around the lives of families.

How will this affect me?

It won't affect you personally. The data used for the research will be anonymised so no one will be able to identify you and results about the success of the programme will be reported at group level. For example any reports would include statements such as: "Over 50% of families on the programme were successful in reducing their offending behaviour for 6 months after receiving treatment as part of the programme."

The results will not be used to make any decisions about the service you currently receive and will not affect any benefits, services or treatment you may be entitled to.

Who is the data controller and data processor for the project?

A **Data Controller** means a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.

A **Data Processor** in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

For this project:

NIESR will be the data processor for the matched data provided by Government Departments.

Government Departments will be the data processor for the matched data they provide to NIESR.

DCLG will be data controller for the matched data and anonymised dataset created from the matched data provided by Government Departments.

How will this work in practice?**Here is an example:**

The Smith family are assessed as suitable to take part in the Troubled Families Programme. Their personal data (names, dates of birth and address) are stored by Hackney. Their personal data is sent with the personal data of other similar families using a secure email by Hackney to researchers at the National Institute of Social and Economic Research (NIESR).

The researchers at NIESR send the Smith family data using a secure email to research teams at Department for Work and Pensions, Department of Education and Ministry of Justice.

NIESR store the personal data of the Smith family and other families securely in a safe which is only accessible to a few named individuals who have been through security checks and understand how the data can be used.

Research teams at each Government Department use the family data, including the Smith data, sent by NIESR to match to the data they routinely collect on school attendance and attainment, benefits, employment data and offences. The data teams remove the Smith personal family data (to anonymise the data they have matched) before they send it back using a secure email to NIESR.

NIESR receive the Smith family data on offences they have committed, any benefits they have claimed, work they have participated in and their attendance and attainment at school. They put all of this data together to look at whether the family has made positive progress.

The same is done with the personal data for the Jones family who were assessed for, but didn't take part in, the Troubled Families Programme.

The researchers at NIESR use the information they have on the Jones' family and the Smith family to compare their progress. If the Smith family have made better progress than the Jones' family, the researchers can be confident that this is because they have taken part in the programme.

These findings will be used to make some recommendations of how services can be improved in the future, such as those to help families with complex needs.

Who can I contact for more information?

Please contact the Council's Information Management Team:

Information.Management@Hackney.gov.uk