

What information do we keep about children and families?

Each partner working within the Hub will keep their records of the support they provide to you and your family. The partner supporting you will keep this information on their organisation's system. You can ask the person helping you to see a copy for more information about how they manage your data and how long they keep it.

To make sure that the Hub Partners can work together effectively and provide you and your family with joined-up support, which is centred around the needs of you and your family, North Northants keeps limited records.

As Lead Partner for the Hub, North Northampton Council will keep information about who is taking the lead in supporting you and your family and how well the support is working for you to meet your goals.

We do this to ensure you and your family get a joined-up experience from Hub partners, so we can understand how well the Hub is meeting your needs.

The Hubs is a new way that the partners are trying with the aim of supporting children and their families better, so we will also use this data to understand how well this model is working to meet the needs of children and families, as well as to understand what other services or supports may be required to meet these needs.

Do you share children's and families' information?

- **Sharing within the Hub, with your agreement.** The Family Hubs are set up to ensure partners work together to provide the help and support children and their families need. This means that, with your agreement, we will speak to each other to make sure you get what you need.

This will only ever involve sharing limited relevant details about you and your family, so we can work together to help you. You don't have to agree to this, and if you are unsure or have questions, we can talk to you to tell you more about the support and help we can offer.

- **Sharing to help you get additional support with your agreement.** While supporting you, you and your lead worker may decide that it would be beneficial to refer or keep you to access other Council services (for example, housing) or outside organisations for further help or support. If this is the case, this will always be discussed between you and your support worker and be done with your agreement.
- **Rare times we may have to share without your agreement.** Occasionally, a partner may have to share information about you or your family without your agreement. This will only be where they are concerned that there is a risk to someone, and if this is the case, the partner will normally explain this to you, so you understand why it is happening.

How long do you keep information?

Each partner will keep records they make of the support they provide you and your family in accordance with their own organisation's policies and procedures. You can ask the person supporting you for more information about this. The records kept at the Hub level are kept for five years.

What are my data rights?

You have rights over your data, including the right to have a copy of your data. You can ask the person supporting you if you want to see a copy of any information they have about you and for more details on your data rights. North Northampton Council also keeps some high-level data about all the children and families the Hub supports, and all partners will ensure that this is updated. You can also ask North Northampton for any personally identifiable data they hold about you and your family.

More information on your data rights can be found on the Family Hubs privacy notice on our website: www.northnorthants.gov.uk/service-privacy-notice