

OFFICIAL

Early help

The main aim of Early Help is to support families with complex needs and help them make a positive change in their lives. We are sharing your information to help improve the services your family and other families receive in the future. You can contact us for more information on telephone 01482 300300.

The types of information we process, including sensitive personal data:

- Names and contact details
- Family and household information including employment/income
- Health and social care
- Crime and Anti-Social Behaviour
- School Attendance

We process personal data to deliver our functions as a local authority and offer support to families requiring Early Help, including the production of reports on the use of Early Help Family Hubs and other early year's services, this is in accordance with GDPR conditions 6(1)(e) and 9(2)(g).

We obtain information from the following:

- Our staff working directly with families
- From other Local Authority data systems
- Professionals at other organisations including Humberside Police, Humberside Fire & Rescue, NHS and Health partners, Schools and Academies
- Voluntary sector organisations
- Housing providers including shelter and hostel accommodation

We will treat all personal information confidentially and we will not share it with anyone that you have instructed us not to unless:

- We are required by law to share the information
- When any person is suspected at being at risk of harm
- It is necessary to prevent, detect, investigate, or punish a crime

Early Help information is shared with the Office of National Statistics to meet the requirements of the National Supporting Families programme.

Early Help records are retained for 7 years.

Data that is submitted to the Office of National Statistics for data evaluation must be retained for the duration of the National Supporting Families programme, this is currently scheduled to end in 2025.

More details about how Hull City Council uses personal information can be found on our website

<https://www.hull.gov.uk/privacy-policy>

If you would like to enquire about how your personal information is processed by us or wish to complain please contact –

Hull City Council
Data Protection Officer
Room 11
The Guildhall
HULL
HU1 2AA
Email: Information@hullcc.gov.uk
Tel: (01482) 300300

You also have the right to complain to the regulator –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone - 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Online enquiries - <https://ico.org.uk/global/contact-us/>

For more information please visit:

<https://www.hull.gov.uk/family-support/early-help-family-support>

Telephone (01482) 300 300