



Privacy Notice: Bristol City Council

Privacy Notice: Children and Families Services

Who we are

Bristol City Council is the data controller for the purposes of the Data Protection Act 2018 and other regulations including the UK General Data Protection Regulation (UK GDPR), which means it determines what your personal data is used for and why it is collected.

The purpose of this privacy notice is to tell you about how we collect and use personal data in connection with our service. We may update this privacy notice from time to time. When we do this, we will communicate any changes to you and publish the revised privacy notice on our website. This privacy notice should be read alongside the councils [Corporate Privacy Notice](#).

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](#)

This privacy notice relates to Children and Families services, which includes Targeted Early Help, Family Help (which includes children supported as Children in Need), Child Protection services, and services for Children in Care and Care Leavers,

What data we need to collect and use?

To provide this service, we will collect and use some or all of the personal information below:

- Name; date of birth; address; phone number; email address; racial and ethnic background; language used; immigration status; and religion
- Bank details, so that we can pay successful applicants the Carer's Wellbeing Grant. We'll collect these details in an online form and they'll include:
 - o sort code
 - o bank or building society number
 - o account name
 - o bank or building society name
- Information that you provide about your family's needs and circumstances, including health needs and disabilities, employment status, criminal justice information
- Information about your key relationships in community or schools
- Information about the results of DNA test results sought in family court hearings and drug testing used in safeguarding children

- Information about the results of any care proceedings as decided by the Court
- Information about employment and criminal investigations where relevant to the safeguarding duty being discharged
- Information about when and where Bristol City Council Children and Families staff and volunteers have met with you, what the meetings were about, and what happened at and after them
- Information that your carer or other people that know you have given us
- Information provided by other services that may be working with you, for example: health professionals, police, schools and voluntary organisations
- Information that is relevant to an assessment of you and your family as foster carers, special guardians or adopters.
- Education information including any Special Educational Needs and Disability (SEND) and previous or current school attendance
- Video footage and photographs of children and families' recorded or obtained during direct work with the child, young adult or their family, or provided by another agency to safeguard a child or young adult for example in trying to find a child who has been reported missing.
- We use WhatsApp and Microsoft Teams as free messaging and video conferencing apps to stay in touch with children and families at no cost to them if these are applications that the child or family member wishes to use. We will not share special category data via these applications. Sometimes WhatsApp groups will be set up for groupwork e.g., parenting support groups or youth participation groups. We will seek consent before joining you to this.

We get most of this information from you and from what we learn about you through your use of our services, but we may also get some information about you from multiple sources including children and parents, members of the public, professional agencies such as schools or health, the police, charities such as NSPCC, other Local Authorities, HM Courts and Tribunals Service, and many others.

How do we use your personal information?

The vast majority of children, young adults and families' information provided to us by you and by others is required for the performance of a statutory duty such as meeting our duties to safeguard children, support young people in the youth justice system and support children and families who have additional support needs, and is retained for such a purpose. We also collect data to enable us to assess adults as potential carers for children, and to offer support to adults following care proceedings where a child is removed.

Sometimes we collect users' bank details so that we can pay successful applicants the Carer's Wellbeing Grant. We will only ever use these details to pay money into users' accounts.

The Department for Education (DfE) have requested personal identifiable data about children who are supported at Targeted Early Help level using a secure data portal called achieve forms, which is password protected. The DfE, will perform data validations and analysis and provide reports back to Bristol City Council and it will contribute to national analysis. These reports will only contain cohort level data which is non-identifiable.

What is the lawful basis for our use of your personal information?

Our primary legal basis for collecting and processing data is under **legal obligation** to perform a statutory duty, so we do not require your consent to process this information.

Similarly, the special category data (such as race, or DNA test results) is retained in so far as is necessary for the purposes of child protection which is a **legal obligation** of the local authority. Appendix 1 lists the various statutes and regulations under which this data is processed.

Bristol City Council will also collect and process your data under **public task**. Primarily this will be in relation to universal services provided by the Bristol City Council Children and Families Services such as parenting groups or consultation workshops, or for auditing financial transactions, and to ensure the quality of our services.

Our additional legal bases for using your special category information are substantial public interest/ the delivery of health and social care services.

Who else might we share your personal information with?

Sometimes we may need to share your information, but we will only do so where we have a valid legal basis to share data. We will only share the minimum information for each circumstance.

In cases where you or another member of the public may be at risk your personal information will be shared as necessary to protect individuals from harm.

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When we are contacted by you, your family, a member of the public or a professional who has had contact with your family, the data we gather will be shared with relevant people according to the presenting need. For example, if we are contacted by a GP and they are worried about your family, we may contact your child's school to see if they have any worries about your family too. This will include voluntary services, probation, police, health services, government organisations, education and other support services. We will also undertake relevant safeguarding checks if you apply to be an adopter or foster carer and have lived in our area or if you receive a criminal conviction and probation services identify you have children. This helps us build up a picture of any needs and risks and helps us decide what we need to do about it. We will also share data with other adults who have parental responsibility for your child where necessary.

The Department for Education (DfE) have requested personal identifiable data about children who are supported at Targeted Early Help level using a secure data portal called achieve forms, which is password protected. The DfE, will perform data validations and analysis and provide reports back to Bristol City Council and it will contribute to national analysis. These reports will only contain cohort level data which is non-identifiable.

The DfE are implementing reforms which adapts the way in which support for families is delivered through the Families First Partnership Programme. They are collecting this data to be able to understand:

- The problems children and families are experiencing.
- Which professionals are leading the support.
- The outcome of the support.

For further information on how DfE processes your personal data, please see: [Personal information charter - Department for Education - GOV.UK](#)

We will share your information for the purposes of Quality Assurance and evaluation of our services. This would be with an Inspectorate (such as Ofsted or the Clinical Quality Commission) or external quality assurance partner such as quality assurance team from another local authority or organisation. We will also share information with other multi-agency organisations for the purpose of quality assurance.

We will also share information with voluntary services we fund support for adults who have had children removed from their care, where these services may be able to offer support.

Bristol City Council is now using Magic Notes, an AI transcription tool that helps practitioners focus more on meaningful conversation and less on written notetaking. It is also designed to support our diverse workforce, making recording easier for staff with different communication, language or accessibility needs. With your agreement, your

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practitioner may record your discussion so that Magic Notes can create a clear written summary. The practitioner will always review, edit and check this summary before it becomes part of your and/or your child/ren's record'. Practitioners retain full responsibility for decisions about your care; AI simply assists with recording information. You are free to choose whether your conversation is recorded. If you prefer that we do not use Magic Notes, your practitioner will take notes manually instead, and this will not affect your case.

For more information about the Government's guidance about how we share and receive information from other organisations, follow this link:

[Working Together to Safeguard Children 2018 \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/Working-Together-to-Safeguard-Children-2018)

Will my personal data be sent outside the UK?

No personal information is routinely sent or held outside the UK. Should the transfer of personal information outside the UK become necessary, it will only take place if permitted by law, and then only where there are appropriate safeguards in place to protect the data.

How long we will keep your personal information?

We will hold this information for as long as it is needed, or if we are required to do so by law. In practice this means that your personal information may be retained for the relevant period listed below.

We retain financial data for 6 years.

Usually, the length of time we will hold this information depends on the type of service that your family receive from us. For children who come into the care of the Council or where safeguarding or child protection actions are taken, we retain information for up to 75 years. After the relevant time period, your information will be deleted or archived.

However, we are currently required to retain all data relating to children and families that we have worked with indefinitely, in order to meet the requirements of the Independent Inquiry into Grooming Gangs. When the Inquiry concludes, and if we are no longer required to retain all records, our usual data retention rules will be applied.

Data held in relation to support provided to adults who have had children removed from their care will be held for one year following final contact with the support service.

Magic notes recordings will only be held on the system for a maximum of 30 days.

Your rights as a data subject

The law gives you a number of rights to control what and how personal information is used by us, including the right to access a copy of your personal information and withdraw your consent when we rely on your permission to use your personal data.

Full details about how we use and share your data, and your rights can be found on our [Corporate Privacy Notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) who will be able to send a hard copy.

To update or correct your information if it is inaccurate please [contact Citizens Services](#).

To access a copy of your personal information, more details and how to make a request can be found on the [data protection subject access requests page on the council website](#).

You can exercise any of these rights, ask questions about how we use your personal data or complain by contacting us at data.protection@bristol.gov.uk or by writing to our data protection officer at:

Data Protection Officer
Information Governance
Bristol City Council
City Hall
PO Box 3399
Bristol
BS1 9NE

If you think we have dealt with your information inappropriately or unlawfully, you have the right to complain to the ICO at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: <https://ico.org.uk/>

Next annual review date: 10/08/2027

Version number for this privacy notice: 2.0

Appendix 1 Relevant Statutes

Adoption (Intecountry Aspects) Act 1999
Adoption Act 1976
Adoption Agencies Regulations 1983
Adoption Agencies Regulations 2005
Adoption and Children Act 2002
Anti Social Behaviour Act 2003
Apprenticeships Skills Children and Learning Act 2009
Arrangements for placement of Children (General) Regulations 1999
Assessment and reporting arrangements for Early Year Foundation Stage and Key Stage 1 – document has statutory force
Brussels II Regulation (EC) No 2201/2003
Care Act 2014
Care Planning, Placement and Case Review (England) Regulations 2010
Care Quality Commission (Registration Regulations) 2009
Care Standards Act 2000
Carers and Disabled Children Act 2000
Child Abduction Act 1984
Child Abduction and Custody Act 1985
Child and Young Persons Act 1998
Child Trust Fund Act 2004
Childcare Act 2006
Children Act 1989
Children Act 2004
Children Act 2004 Information Database (England) Regulations
Children and Families Act 2014
Children and Young Person Act Act 1963
Children and Young Persons Act 1968
Children Leaving Care (England) Regulations 2001 as amended by the Care Planning, Placement and Case Review Regulations 2010 and the Care Leavers (England) Regulations 2010
Children and Social Work Act 2017
Community Care, Services for Carers and Children's Services (Direct Payments) England Regs 2009
Crime and Disorder Act 1998
Criminal Justice Act 1991
Criminal Justice Act 2003
Early Years Foundation Stage (Learning and Development Requirements) Order 2007
Education (National Curriculum) (Key Stage 1 Assessment Arrangements) (England) Order 2004

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Education (National Curriculum) (Key Stage 2 Assessment Arrangements) (England) Order 2003 Education (Special Educational Needs)(City Colleges)(England) Regulations 2002 Education Act 1996
Education Act 2002
Education and Skills Act 2008
European Convention on Human Rights and Fundamental Freedoms 1950
Family Law Act 1986
Family Law Act 1996
Family Procedure Rules 2010
Female Genital Mutilation Act 2003
Foster Placements (Children) Regulations 1991
Fostering Services (England) Regulations 2011
Freedom of Information Act 2000
Hague Convention on Parental Responsibility and Protection of Children 1996 Health and Social Care Act 2008 section 50
Housing Services under Part 7 of the Housing Act 1996 Human Fertilisation and Embryology Act 1990 Human Rights Act 1998
Information as to Provision of Education (England) Regulations 2008 No. 4 Learning and Skills Act 2000
Licensing Act 2003
Local Authority Social Services Act 1970 (and all guidance issued thereunder) Local Authority Social Services and NHS Complaints (England) Regs 2009
Local Safeguarding Children Boards (Amendment) Regulations 2010 - SI 2010/622 (under Children and Young Persons Act 2009)
Local Safeguarding Children Boards Regulations 2006
Mental Capacity Act 2005
Mental Health (Hospital, Guardianship and Treatment) (England) Regulations 2008 Mental Health Act 1983 NHS Act 2006
Private Fostering Regulations 2005
Road Traffic Regulation Act 1984
Safeguarding Vulnerable Groups Act 2006
School Staffing (England) Regulations 2009
School Standards and Framework Act 1998
Special Educational Needs (Provision of Information by Local Education Authorities)(England) Regulations 2001
Special Guardianship Regulations 2005
United Nations Convention on the Rights of the Child