



Privacy Notice - Bristol City Council

Privacy Notice: **Commissioned Services – Children, Families & Education**

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. The information here should be read in conjunction with the Council's corporate privacy notice: [Privacy \(bristol.gov.uk\)](https://www.bristol.gov.uk/privacy). 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.

Our main address is City Hall, College Green, Bristol, BS1 5TR and our contact details can be found on [Bristol City Website](https://www.bristol.gov.uk)

What council services are covered by this privacy notice?

Adolescent Exploitation Support Services

This service provides help and support to children and young people who are at risk of, or are experiencing, any form of exploitation (including child criminal exploitation and child sexual exploitation), as well as providing support for children who run away or go missing from home or care.

The data for this service is jointly processed by the Council's Strategic Partner, [Barnardo's](https://www.barnardos.org.uk)

Alternative Learning Provision

This service provides educational, learning, and personal support for pupils who are unable to receive full-time education in a mainstream school setting, for reasons of exclusion, ill-health, or other reasons. This can be on a short-term or longer-term basis.

Family Hubs and Start for Life

This service aims to provide families with the support that they need to help their babies and children thrive, whether that's from friends, family, volunteers, or practitioners. The service aims to ensure that all families have access to the information and tools they need to care for and interact positively with their babies and children, and to look after their own wellbeing. The Family Hubs and Start for Life service helps local services to work together and in



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partnership with the voluntary, community and faith sectors because all have a vital role to play in supporting families.

Short Breaks commissioned services.

Short breaks are supportive, family services that allow parent carers to have time out from their caring responsibilities in the same way that parents and carers without disabled children are able to do. They also give disabled children and young people the opportunity to go places, spend time with friends, take part in fun and enjoyable activities, become more independent and try new things.

They can be at any time, ranging from an hour to a day, evening, overnight, weekend or a holiday, depending on the needs of the child and their family involved. The short break may take place in a community activity setting, a child/young person's home, or other residential setting.

Therapists, Mentors and Tutors framework

Children and young people with SEND will sometimes require additional therapy, mentoring and tutoring, as mandated in their Education Health and Care Plan (EHCP). Additionally, as part of the Education Health and Care Needs Assessment (EHCNA) process children and young people will require an assessment. This can be on a short- or long-term basis.

Independent Non-maintained special schools

Children and young people with highly complex SEND needs will sometimes require specialist education provision to best meet their needs. These schools are a mixture of day and residential provision.

SEND Information Advice and Support Services (SENDIAS Service)

The SENDIAS Service supports children and young people, and their families, to access impartial, independent, and free information advice and support about their needs, their rights, the support available to them and how to access this support.

The Habilitation Service

The service works with children and young people with a visual impairment. The service designs and delivers a bespoke training package to enable children and young people to move safely, avoid falls, build their confidence, and navigate new surroundings. The service is accessed via a referral from the Sensory Support Service.

The SEND Participation Service



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To support us to hear and act on the voice of children and young people, Bristol City Council commissions the SEND Participation Service. The service aims are to enable children and young people with special educational needs and/or disabilities (SEND) to share their collective experiences of education, training, and children's services, with a view to inform the design, delivery, and evaluation of future services for children and young people with SEND, at a local, regional, and national level.

Dispute Resolution and Mediation service

This service provides independent disagreement resolution and mediation services concerning special educational needs and disabilities (SEND) provision to parents, carers and young people aged 16-25, in 15 local authorities in the Southwest, under the terms of the Children and Families Act 2014, the SEND Regulations 2014 and the SEND Code of Practice 2015.

This service is commissioned by Somerset County Council.

Parenting Support

Provision of support for parents/carers in the form of parenting courses, to support parents/carers with the skills needed to provide a stable, loving family for children and young people.

How will this service use your personal data?

Adolescent Exploitation Support Services

- Sharing personal information of children and young people at risk of or experiencing exploitation with our commissioned partner, and relevant information about family members, so that a package of support can be put in place.
- Recording of children and young people's engagement with the service and progress, to ensure the provider is adequately supporting children and young people.
- Reporting anonymously on how the service is performing, to ensure the service is delivering effectively and to inform future service delivery.
- The delivery partner, Barnardo's, is a joint controller of data (see Barnardo's [Privacy Notice](#)).

Alternative Learning Provision

- Sharing personal information of pupils in need of alternative education support with commissioned partners, and relevant information about family members, so that a package of support can be put in place.

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- Recording of pupil's engagement with the service and progress against learning and personal goals, to ensure the provider is adequately supporting pupils.
- Reporting anonymously on how the service is performing, to ensure the service is delivering effectively and to inform future service delivery.

Family Hubs and Start for Life

- Services will return anonymous data on family's engagement and progress to Bristol City Council staff.
- Reporting anonymously on how the service is performing, to ensure that the service is delivering effectively and to inform future service delivery.
- Sharing individuals' personal information with commissioned partners and where relevant, information about family members, so that commissioned partners can contact families and put a package of support in place.

Short Breaks commissioned services.

- Sharing personal information of children and young people in receipt of a targeted Short Breaks service with commissioned partners so that an appropriate short break placement is found.
- Recording of child/ young person's attendance to ensure the provider is adequately supporting those in receipt of a targeted Short Break.
- Reporting anonymously on how the service is performing, to ensure the service is delivering effectively, ensure equity of access and to inform future service delivery.

Therapists, Mentors and Tutors framework.

- Sharing personal information of children and young people in need of services with commissioned providers and relevant information about family members, so that a package of support can be put in place.
- Recording of children and young people engagement with the service and progress against outcomes, to ensure the provider is adequately supporting children and young people.
- Reporting anonymously on how the service is performing, to ensure the service is delivering effectively and to inform future service delivery.

Independent Non-maintained special schools, SEND Information Advice and Support Services (SENDIAS Service), The Habilitation Service, The SEND Participation Service, Dispute Resolution and Mediation service.

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- Sharing personal information of children and young people in need of services with commissioned providers and relevant information about family members, so that a package of support can be put in place.
- Recording of children and young people engagement with the service and progress against outcomes, to ensure the provider is adequately supporting children and young people.
- Reporting anonymously on how the service is performing, to ensure the service is delivering effectively and to inform future service delivery.

Parenting Support

- Sharing contact information with parents/carers who may be eligible for parenting courses support.
- Reporting anonymised outcomes of provision to evaluate effectiveness of provision and best value for money.

What data we need to collect and use?

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

Adolescent Exploitation Support Services

- Name
- Date of birth
- Email address
- Address
- Phone number
- Internal ID numbers
- Gender
- Education, employment and/or career history
- Family and household details
- Lifestyle information
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs
- Criminal proceedings, outcomes, and sentences
- Criminal offences (including alleged offences)

Alternative Learning Provision

- Name



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- Date of birth
- Email address
- Address
- Phone number
- Internal ID numbers
- Gender
- Education, employment and/or career history
- Family and household details
- Lifestyle information
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs
- Criminal proceedings, outcomes, and sentences
- Criminal offences (including alleged offences)

Short Breaks commissioned services.

- Name
- Date of birth
- Postcode
- Education history
- Race or ethnic origin
- Physical or mental health details

Therapists, Mentors and Tutors framework

- Name
- Date of birth
- Email address
- Address
- Phone number
- Internal ID numbers
- Gender
- Education, employment and/or career history
- Family and household details
- Lifestyle information
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs
- All information contained within an [EHCP](#) (anonymised and not)

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Independent Non-maintained special schools

- Name
- Date of birth
- Email address
- Address
- Phone number
- Internal ID numbers
- Gender
- Education, employment and/or career history
- Family and household details
- Lifestyle information
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs

All information contained within an EHCP (anonymised and not) For Family Hubs

- Name
- Email address
- Phone Number
- Employment (only relates to BCC staff)
- Location Data (only relates to BCC staff)

SENDIASS

As per the SEND Code of Practice, this service is independent of the Council and delivered confidentially. Any identifying information is not shared with the local authority. The data listed below is only shared at service level and is anonymised. This is so the Council can ensure the service is delivered equitably and is meeting the requirements under the Equalities Act. Service users have the option to opt out of sharing this information.

- Gender
- Education, employment and/or career history
- Physical or mental health details of child or young person who has a SEND need.
- Race or ethnic origin.

The Habilitation Service

- Name
- Date of birth



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- Email address
- Address
- Phone number
- Internal ID numbers
- Gender
- Education, employment and/or career history
- Family and household details
- Lifestyle information
- Physical or mental health details
- Race or ethnic origin
- Religious or other beliefs
- All information contained within an [EHCP](#) (anonymised and not)

The SEND Participation Service

- Gender
- Education, employment and/or career history
- Physical or mental health details
- Race or ethnic origin

Dispute Resolution and Mediation service

As per the SEND Code of Practice, this service is independent of the Council and delivered confidentially. Any identifying information is not shared with the local authority. The data listed below is only shared at service level and is anonymised. This is so the Council can ensure the service is delivered equitably and is meeting the requirements under the Equalities Act. Service users have the option to opt out of sharing this information.

- Name
- Date of birth
- Email address
- Address
- Phone number
- Details of their SEN and educational setting.

Parenting Support

- Name
- Date of Birth
- Contact details.
- Address
- Gender

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- Race or ethnic origin.

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: **health and education providers, commissioned partners, family members, police.**

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. We may share some of your personal information with one or more of the following:

Adolescent Exploitation Support Services:

- [Barnardo's](#)
- Avon and Somerset Police

Alternative Learning Provision

- A commissioned Alternative Learning Provision setting, full list available here – [Alternative Learning Provision \(bristol.gov.uk\)](#)
- Registered school or further education provider

Family Hubs and Start for Life

Service user information will be passed on to the following commissioned partners. Some services allow self-referral so individuals and families may self-refer.

- [Bristol Beacon](#): Bristol Music Trust (Colston Hall) Colston Street, Bristol BS1 5AR.
- [Dads Rock \(Evolve Music\)](#) Ground Floor, 11 Manvers Street, Bath. BA1 1JQ
- [Homestart \(Dad Matters\)](#) Unit 11, Greenway Business Centre Doncaster Road, Bristol. BS10 5PY
- [Mothers for Mothers](#) New Fulford Family Centre 237-239 Gatehouse Avenue, Bristol BS13 9AQ
- [Rockabye](#) CIC, 25 Upper Belmont Road, Bristol, BS7 9DG.
- [Easy Peasy](#) : Peoples Mission Hall, 20-20 Whitechapel Road, London, E1 1EW.
- [PEEP Learning Ltd](#), The People Centre, PO Box 1404, Oxford, OX4 6JZ.
- [Durham University Infancy and Sleep Centre](#): The Palatine Centre, Durham University, Stockton Road, Durham, DH1 3LE

Bristol City Council will pass on the names and work contact details to the following commissioned partners. That will enable the commissioned partners to make contact with staff about the training that they will be providing.



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[Brazelton](#) 68 Devonshire Road, Cambridge, Cambridgeshire, CB1 2BL

[UNICEF](#) 1 Westfield Avenue, London E20 1HZ.

[Solihull Approach](#):. A list of Bristol postcodes will be shared with Solihull Approach so that families and practitioners with matching postcodes will be able to access Solihull Approaches resources.

Short Breaks commissioned services.

- A [Commissioned Short Break](#) provider

Therapists, Mentors and Tutors framework

- A commissioned therapist, mentor, or tutor
- Sirona Care and Health

Independent Non-maintained special schools

- A commissioned independent or non-maintained special school
- A registered independent or non-maintained special school

SEND Information Advice and Support Services (SENDIAS Service)

- SEND and You – the current commissioned provider.

The Habilitation Service

- Guide Dogs for the Blind – the current commissioned provider.

The SEND Participation Service

- WECIL – the current commissioned provider

Dispute Resolution and Mediation service

- Global Mediation – the current commissioned provider

Parenting Support

- Wellspring Settlement, provider
- [Family Links](#)

We may also use data processors to support our activities, for example by providing systems we need or delivering services on our behalf. These processors are:

Database programmes to store personal data such as:



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- **Liquidlogic** Children's Social Care System software (LCS)
- **Liquidlogic** Early Years & Education Management System software (EYES)
- **Liquidlogic** Early Help Module System software (EHM)

Third party survey or marketing programmes to support service improvement such as:

- Smart Survey
- Survey Monkey
- Eventbrite
- Google Forms

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.

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

The information below shows the legal bases we are relying on to use your personal or special category (sensitive) personal information.

You can see a list of the full legal bases we may rely on by looking at our main privacy notice.

Personal information

Our legal bases for using your personal information are to **meet our legal obligations/ exercise our tasks in the public interest.**

We are collecting this data under:

- Local Government Social Services Act 1970
- Care Act 2014
- Chronically Sick and Disabled Persons Act 1970
- Children Act 1989
- Children Act 2004
- Children and Families Act 2014
- Education Act 1996
- Equality Act 2010
- NHS Act 2006

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Special category (sensitive) personal information/criminal offence personal information

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

The additional legal bases for processing your special category information are:

- Health and Social Care Purposes
- Statutory etc and Government Purposes
- Safeguarding of Children and Individuals at Risk

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:

- **Adolescent Exploitation Support Service:** child protection case files will be held by the local authority for 40 years after the child or young person's date of birth.
- **Alternative Learning Provision:** records relating to the alternative provision of education for pupils who can't attend mainstream school will be held by the local authority for 25 years after the pupil's date of birth.
- **Short Breaks commissioned services:** records related to the provision of short break services will be retained for 25 years.
- **Therapists, Mentors and Tutors framework:** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.
- **Independent Non-maintained special schools:** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.
- **SEND Information Advice and Support Services (SENDIAS Service):** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.
- **The Habilitation Service:** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.
- **The SEND Participation Service:** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.



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- **Dispute Resolution and Mediation service:** all records relating to the development and implementation of special needs coordinated support plans will be held by the local authority for 25+6 years from the end of and EHC plan.
- **Parenting Support:** All records relating to the collation of data for assessing the impact of Bristol City Councils **Parenting Courses** will be held by the local authority for 6 years.

Your personal data held by commissioned partners will be deleted upon the termination of the relevant contract or grant agreement.

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 your rights can be found in our [main privacy notice](#). If you are unable to access our digital Privacy Notice, please [contact Citizens Services](#) whom 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/>

Surveys



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From time to time, we will conduct surveys to establish information to assist us in gaining your direct thoughts and opinions on our public services.

Each Survey will invite you to participate; this will be classed as asking for your consent to participate; your information gathered at the time of the survey will be only used for that purpose of the survey and will not assume consent for any other purpose. Where Consultant companies (3rd parties) are used by Bristol City Council for a specific survey, these will be specified in the Survey's purpose statement.

Details of the purpose and scope of the Survey will be made clear for each Survey we may ask you to participate in, this will provide you with the details for you to clearly decide if you want to consent to participate in the Survey.

Personal data collected during the survey will be deleted upon the completion of the survey analysis and will not be stored or used for any other purpose. Each Survey will request your consent each time you participate.

Participation in our surveys will not impact or influence any future mailing preferences in the future and unless otherwise stated your participation will be anonymous.

Next annual review date: 01/01/2025

Version number for this privacy notice: 1