



Shropshire Strengthening Families



Why is personal information kept and shared by agencies?

Consent to share

- You will be asked to sign a consent form to share information with other agencies that may be involved with your family or need to be involved with your family. Information will only be shared when it is appropriate to do so.
- Some information we have to pass on, with or without your consent. We would only pass on any information in order to protect you or someone else from serious harm. Whenever possible, we would discuss this with you first.
- Some information may also be shared with Government Departments for evaluation purposes.



Why do we share your information?

- To prevent you from repeating the same information.
- To enable agencies to discuss your needs and work together to support your family.
- To contact you to provide help and support with any problems you might have or which may worry you.
- To help us understand the needs of local families better and plan service to meet these.
- To look at how successful services were at meeting your needs. We may continue sharing data after we have stopped supporting you to help us improve services in the future.



How to view your information

You have the right to ask if we hold personal information, what it is used for and to view the information we hold. You also have the right to know whether we disclose your personal information to other people and ask us to correct anything that is wrong.



You have the right to see personal information with some specific exceptions. For example, you will not be allowed to see personal information that contains detail about someone else, even a member of your own family, until that person has given permission. There may be occasions when it would not be in your best interest to see information held. If this is the case we will give you a full explanation at the time so you understand why this decision has been made.

You will need to ask the professional working with you as they can help and advise you. Usually you will have to fill in an 'Access Request Form' or send a request in writing. We have to respond within 40 calendar days of receiving your correctly completed application.

Why is personal information held?

All agencies who provide you with any kind of service have to keep personal information about you. This is so they can plan and give you the services you require and evaluate the support.

This will involve some sharing of information between organisations.

If your family is assessed as eligible to receive support we may share some of your personal information (including your name, address and date of birth) with the Department for Communities and Local Government for research purposes. This is in line with section 1 of the Localism Act 2011 and section 111 of the Local Government Act 1972.

What type of information is kept?

It depends on your needs and the type of service you are getting. The information is held confidentially either on a secure network or in a secure manual filing system.

Who is responsible for it?

Making sure your personal information is kept securely and up-to-date is the responsibility of each agency providing the service to you. Information about you is protected by law and has to be treated carefully. We are making sure that everyone working with you is clear about what the rules are.

For more information go to shropshire.gov.uk/strengthening-families