

# Early Help

## Using and sharing your information

By working with the Early Help service you understand and agree we will use and share information about you. Please ensure the lead worker explains this BEFORE signing. If there is anything you are unsure of please ask.

**Using and sharing your information will help us support you better by:**

- Helping us give you the best advice about services in your local area
- Helping partners understand how they can improve services for you
- Allowing your lead worker to contact you to provide help and support with any problems you may have or which may worry you (for example, housing issues).
- Offering help and support to you by talking about your needs and how partners can help.

# Why do we need to share information?

North Tyneside Council and its partners want to make sure that you and your family receive all the services you need, when you need them. They want to focus on your particular needs to make sure you get the right support.

To help the team to do this, partners in North Tyneside want to share your personal information with each other. The exchange of information will take place mainly during meetings attended by the representatives of some or all of the partners listed on the next page, but may sometimes occur outside of these meetings.

In addition, some of your personal information will be stored securely by the local authority. Only the people directly involved in your case, from the organisations listed on the next page, will be able to access your data electronically. They will do this via a secure login for the purpose of supporting you.

# What information will be used and shared?

## The information we will use and share is about:

- Benefits received and support to find employment (for example which benefits you receive, when those are due for review, support you are being provided to become more work ready, conditions of your benefit receipt and when these may change)
- Transport issues (access to transport, regular visits to friends/family)
- Housing matters (for example tenancy type, rent arrears, fixed abode)
- Family matters (for example your current and former relationships, children and stepchildren, domestic routines and environment)
- Health information (for example disabilities, illnesses, mental health problems, addictions/dependencies, support you receive)
- Education – school attendance and qualifications
- Relevant police and probation information (for example any conditions that you are under, previous convictions, police involvement at your address)
- Qualifications, work history and career aims.
- Your basic details (name, address, date of birth, nationality)

## The information we may share is from:

Northumbria Police, Youth Offending Service, North Tyneside Council, All providers of Health Services e.g. GP, Health Visitors, Midwives, Mental Health services, Drug and Alcohol Services, Northumbria Probation, North East Ambulance Service, Job Centre Plus (DWP), landlords, Tyne & Wear Fire and Rescue, Schools and Education Services.

# What information will be used and shared?

If your family is assessed as eligible to get support from North Tyneside Council's Supporting Families Programme we will need to share your personal information with other Government departments/agencies. This will enable the Government to carry out further research to evaluate the effectiveness of the national Troubled Families Programme.

Your information may be used in a form that can identify you (for example name, address, date of birth) but will not be used to make any decisions affecting you or your family. It will not affect your benefits, services or treatments you receive.

We will only share your personal information for reasons mentioned above unless the law says we are required to share it for another reason or, we believe we must share the information to protect you or others.

Your personal information will be stored securely and retained for seven years or until you withdraw your consent.

You may withdraw your agreement by emailing: [supportingfamilies@northtyneside.gov.uk](mailto:supportingfamilies@northtyneside.gov.uk)