

## Herefordshire Early Help in partnership with **Vennture Family Pastors**

### Consent to share personal family information and how it will be used

#### What is Early Help? How can it help my family?

Families First is a way to help families in Herefordshire that have problems to get the support they need. Sometimes this help is given by Vennture Family Pastors, a voluntary organisation, that will:

- Offer one-to-one support from a trained Family Pastor volunteer that will meet with your family once a week for 6 months, and
- Make sure that all the agencies and organisations that can help your family talk to each other and work together to make a real difference to your lives.

The places available on the Programme are limited and to be part of it we need the consent of everyone in your family (aged 16 years old or more), to share their personal information with Vennture Family Pastors, your volunteer Family Pastor and any other organisation/agency that could help you. Sharing information about you and your family will enable them to understand and discuss with you what you want to get out of the Programme. They can then agree with you what free help and advice is on offer to support you all in meeting your family's aims.

Early Help is led by Herefordshire Council who will be responsible jointly for:

- Keeping the personal information about you and your family safe and secure
- Making sure it is only seen by those people who need to see it
- Sharing the minimum amount of personal information necessary to give your family the help it needs
- Not keeping it longer than necessary and destroying it securely when it is no longer needed.

#### What information will we hold about you?

In order to provide a mentoring service to you, it is necessary for us to collect and hold personal information about you in various formats, including in electronic and paper format. This will ensure we can make contact with you, and ensure we make the best decisions on how Vennture and other agencies can assist you.

This information will include

- Basic details about you such as address, telephone number, other names you go by
- Contact we have had with you, such as home visits, meetings etc
- Agencies or services you have accessed, such as children's services, housing, the police or NHS, what contact you have had with them and why,
- Other sensitive or personal information you choose to share with us

In addition, so we can work with you one to one in your home we will need to complete a risk assessment supported by West Mercia Police. Only details necessary to enable safe working will be shared with us. All personal data held, is processed in accordance with the provisions of the General Data Protection Regulations. The Data Controller for the information is Herefordshire Council and Vennture are the Data processors.

## Who will we share your information with?

So that our Lead Partner, Herefordshire Council, can monitor the support you are being given we will need to share your information. This will enable them to carry out their legal obligations in line with the Troubled Families programme who are funding the support. To do this they need your NI number. We may also share progress information with the organisation which has referred you to Vennture. This will not include the details of your conversations but rather an overview of your progress.

To be able to assist you, subject to agreement with yourselves, your information may also be shared with any of the NHS services and practitioners, any of the education training, employment or career agencies and providers, the Police, the Probation Service or Youth Offending Team, your Housing association landlord, Addaction (drugs and alcohol service), DWP and other services or agencies.

We will normally not share your information with organisations other than our partner organisations without your consent. However, there may be certain circumstances where we would share without consent such as where we are required to do so by law, for example to safeguard children or public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need to know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

## What do I need to agree to?

Declaration: I agree that...

- I want my family to receive support from Early Help through Vennture Family Pastors and other agencies and organisations that can help us.
- I agree that Vennture can share my contact details and other relevant personal information about me with Herefordshire Council
- I also consent to the personal information of my child(ren) under 16 years of age being shared as part of the Programme.
- I also consent to my National Insurance number being shared as part of the Programme
- I will let Herefordshire Council and Vennture Family Pastors know, in writing, if any member of my family wishes to withdraw their consent for their personal information to be shared. This may mean that our family can no longer be part of the Programme and that we may no longer get the help we have been receiving.

<b>Name of Person(s) over 16 years of age <i>Please print</i></b>	<b>Signature</b>	<b>Date</b>	<b>Date of Birth</b>	<b>National Insurance No.</b>

**Any limit to the consent given?**

## **How long will my information be held?**

Vennture will hold the information about you until the end of the programme. All personal information retained after this will be destroyed. Herefordshire Council, as the Data Handlers will continue hold the data in Early Help for 6 years. Some information will need to be kept longer for legal reasons e.g. financial information about the help you have been given but wherever we can we will make the information anonymous.

## **How do I contact you if I have any concerns or problems?**

Sandra Lloyd or Robert Ralph  
Herefordshire Council  
Plough Lane Offices  
Hereford HR4 0LE  
01432 383 035  
[robert.ralph@herefordshire.gscx.gov.uk](mailto:robert.ralph@herefordshire.gscx.gov.uk)

## **Right of Access to Personal Information**

Under the provisions of the General data protection regulation you have a right to request a copy of any information we hold about you. If you wish to request access to your information, please contact:

**Carol Trachonitis**  
**Data Protection Officer**  
**The Information Governance Team**  
**Herefordshire Council**  
**Plough Lane**  
**Hereford HR4 0LE**  
[informationgovernance@herefordshire.gov.uk](mailto:informationgovernance@herefordshire.gov.uk)

## **Importance of providing accurate information**

It is important that we hold accurate and up to date information about you in order to assess your needs and delivery the appropriate services.

If any of your details have changed, or change in the future, please ensure that you inform us as soon as possible so that we can update your records.

## **Questions**

If you have any questions or concerns about how your information is used, please contact The Data Protection Officer, Herefordshire Vennture

Steve Grisman  
Data Protection Officer  
Venn Legacy Centre  
45 Venns Lane  
Hereford HR1 1DT  
[enquires@vennture.org.uk](mailto:enquires@vennture.org.uk)