



Ministry of Housing,  
Communities &  
Local Government

# Privacy notice for the Evaluation of the Troubled Families Programme

May 2019

Ministry of Housing, Communities and Local Government



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## **Privacy notice for the Evaluation of the Troubled Families Programme**

The Troubled Families Programme aims to improve the lives of families with multiple, high cost problems across England. These are families whose problems include poor school attendance, crime, mental and physical health problems, unemployment, domestic violence and financial exclusion.

To ensure public money is being used to best effect and Government policy is supporting better outcomes for families, it is important that the Ministry of Housing, Communities and Local Government (MHCLG) understands how well the programme is working. MHCLG will be comparing the progress of families who have taken part in the programme with those who have not. This information will allow MHCLG to find out if the Programme has improved outcomes for families, such as reducing offending and truancy, improving children's safety and families' health, as well as getting people into work. It is also important that the Department is able to collect and share this evidence with local authorities to improve local service for families.

**MHCLG will use personal information - name, date of birth, address - to gather data held by other government agencies, including information about substance misuse, mental health problems, children in need and in care, school attendance and attainment, out-of-work and housing benefit, spells of employment and police cautions and criminal convictions.**

**No individuals or families will be personally affected by this project. The data we collect cannot be shared with Local Authorities or used to make decisions about the treatment or benefits individuals or families currently receive.**

### **Whose information is being used?**

MHCLG has asked Local Authorities to provide information on all families who are being supported by the Troubled Families Programme across England. We have also asked for information about families who are not being supported by the Programme, but who face similar problems. This is so MHCLG can compare the progress families make with the help of the Troubled Families Programme with the progress of those families who do not receive the same help.

### **What will happen to the information provided?**

Any information collected can only be used for research and will be anonymised (de-identified) so the researchers will not know whose data they have.

The data is being shared with an organisation commissioned by MHCLG to carry out this work, the Office of National Statistics (ONS).

Local Authorities keep information on all residents in order to provide services. They will pull out the personal details (names, addresses, dates of birth) of families on the Troubled Families programme and other families in their area with multiple problems. Local Authorities will then provide these personal details to the Office for National Statistics (ONS) who will pass it on to Government Departments, using secure methods.

Government departments hold information on everyone about their use of public services, such as whether they have used mental health services, whether children have been attending school, whether they have offended, and which benefits they claim. ONS will ask Government Departments to supply information already held by them for the individuals listed in the personal data provided by Local Authorities.

**Data security and anonymity is of high importance to this project so the personal identities of families will be protected and all data will be transferred between organisations using secure transfer methods.** Government Departments will remove the personal identifiers (name, dates of birth, addresses) before sending their data to ONS. The ONS researchers will then put the information from different services/government departments together but without knowing whose data they are looking at. This means **no individuals will be identifiable in any published reports or anything shared with MHCLG.**

ONS has policies and procedures in place to ensure the safety of the personal data and other information they gather. For example, only a small number of researchers at ONS will have access to the information and they will be security checked. The data will be kept in a secure facility, set up specifically for this project.

#### **How long will my information be kept for?**

All personal identifiers (names, dates of birth, addresses) will be destroyed by the end of 2022. It is being kept securely for two years after the end of the Programme for a potential study that will look at the longer-term effects of the Programme and benefits for families.

We will only use your data within the terms of data protection laws, will delete your data securely and only keep it for as long as necessary. We will review dates for keeping personal identifiers in the future and if necessary update these privacy notices.

#### **How is the use of my information in this way allowed?**

Each Local Authority will identify suitable legal powers to process data and legal gateways to share data for this project. The legal powers and legal gateways used by a Local Authority for this project will be listed on their privacy notice. Local Authorities collect your personal identifiers (names, dates of birth, addresses) under the public task basis (in this case to improve local service for families) and agree to share this data with MHCLG under the public task basis (in this case to improve the lives of families with multiple, high cost problems across England).

To legally share data for this research MHCLG will rely on Common Law Powers. The collection of personal information by MHCLG for this project is compliant with data protection legislation. MHCLG will rely on the following reasons for processing personal data and additional special category data below:

#### **A. Lawful basis for processing personal data under Article 6 of the General Data Protection Regulation (GDPR)**

The processing is necessary for this reason:

***(E) Public task: the processing is necessary to perform a task in the public interest or for official functions, and the task or function has a clear basis in law.***

#### **B. Additional condition for processing special category data under Article 9(2) GDPR**

Special category personal data may be processed if:

***(g) processing is necessary for reasons of substantial public interest, and has a clear basis in law which is proportionate to the aim pursued, respects the right to data protection and provides for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject;***

### **C. Additional condition for processing data relating to criminal convictions and offences under Article 10 GDPR**

The processing is authorised by section 10(5) of the Data Protection Act 2018 and provides for appropriate safeguards for the rights and freedoms of data subjects.

#### **How do I know if my data is being used and can I access my data?**

If you want to find out if your data is being used for this research, please contact your Local Authority.

You can also contact MHCLG's Knowledge and Information Team to request access or correction of your data or to object to the processing of data by emailing MHCLG's Data Protection Officer at [dataprotection@communities.gov.uk](mailto:dataprotection@communities.gov.uk)

If you are unhappy with the way your personal information is being handled, you can contact the independent Information Commissioner.

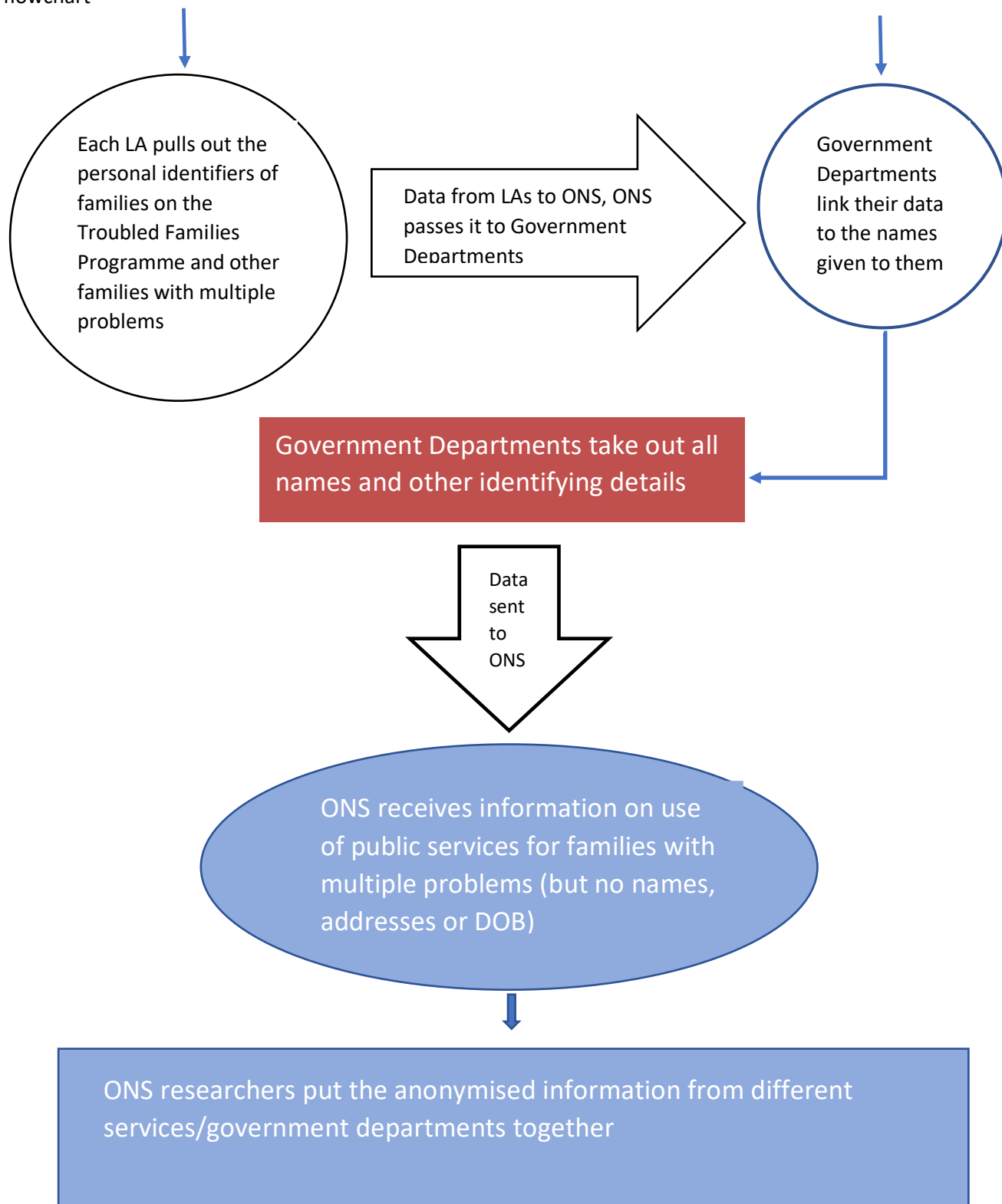
The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113 or 01625 545 745

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

### Data Flows for the research project

If you are using a screen reader, please skip to the next page for the accessible version of this flowchart



The step-by-step breakdown of the above flowchart

1. Local Authorities keep information on all residents in order to provide services; they will pull out the personal identifiers (names, addresses, dates of birth) of families on the Troubled Families programme and other families with multiple problems.
2. Local authorities will then provide these personal details to the Office for National Statistics (ONS) who will send it to Government Departments, using secure transfer methods.
3. Government departments hold information on everyone around the use of public services and benefits. ONS will ask Government Departments to match this information already held by them for the individuals listed in the personal data provided by Local Authorities.
4. Government Departments will remove the personal identifiers and the information on use of public services for families with multiple problems will be transferred securely to, and stored by, ONS (anonymised, i.e. without names, addresses or dates of birth).
5. The ONS researchers bring the anonymised information from different services/Government Departments together and send it to MHCLG.