Data Protection Privacy Statement - Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services.

In order to deliver services to the citizens and communities in Bedford Borough, it is necessary for the Council to collect, gather and process personal data about residents, staff and other individuals. Bedford Borough Council is committed to protecting your personal data when you use its services and/or correspond with it.

The Council has registered as a Data Controller with the Information Commissioner's Office. This registration can be viewed on the ICO website (opens in a new window) Registration Number Z5916725.

As a Data Controller, the Council sets out the purposes and methods for processing information and ensures safeguards over any personal and special category information it processes.

The sections below explain the arrangements we have in place to protect the information entrusted to the Council.

In relation to Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services. Bedford Borough Council will process your personal data for the following processing purposes:

To record accurate information about families on the troubled families programme. To evaluate the progress made by each family and share this information in an anonymised form with MHCLG to evaluate the local programme and its effectiveness. To make sure children are safe and protected from harm To determine the type of service/s and support that families can receive To monitor whether service/s used are making a difference and helping to improve family lives To enable us to gather statistical data that we are required to provide to Central and Local Government To be eligible for financial incentives directly linked to performance which help run this programme.

It is processing this personal data by virtue of the following Lawful Basis:

Consent of the data subject, Compliance with a legal obligation, Performance of a task carried out in the public interest.

Personal data provided for Assessing the performance of our service in meeting defined needs of Troubled Families and strengthening families to live a life without the need of Teir 2, 3,4 services. may be shared with, or obtained from the following organisations (in addition to any other disclosure required by a Court of Law or in response to a valid request by, normally, a law enforcement agency:

Personal data is anonymised and shared with MHCLG so they can assess the performance of Bedford Borough Council's Troubled Families Programme with that of other authorities nationwide.

The processing of your personal data will be restricted in time to: **Until the child attains Twenty Five years of age.**

Your personal data will be held by/for the Council within the UK or the EU.

The information you have provided is a statutory or contractual requirement: this is something we have to do. Please see details below, including any consequences if we do not receive the information:

Data is shared with MHCLG as a contractual requirement to satisfy the programme needs and in order to claim financial incentives directly linked to successful outcomes for Troubled Families.

The processing of your information entails automated decision making (by electronic means with no involvement by any person). Please see details below. Please let us know, by contacting us at dpo@bedford.gov.uk should you have any objection to this:

Family details are securely stored on the Troubled Families Tracker software system, National Impact Studies and Family Progress Data systems. All three software systems interlink to anonymise client data before it is periodically evaluated by MHCLG to assess the effectiveness of our Troubled Families Programme. The sharing of information with MHCLG requires submission of anonymised data using secure passwords and secure IT systems and networks.

Please see details below in respect of any other reason we will be using your information:

The recording of data helps the authority better target resources for families and prevent duplication of work and helps us assess our performance as compared with our statistical neighbours.

We have a range of measures to protect the personal data you provide. These include: cyber security; physical security of the Council's buildings and training on Data Protection for staff.

Bedford Borough Council is the Data Controller processing your information, who can be contacted as follows:

Alternatively, in the event that you remain dissatisfied with the way Bedford Borough Council has handled the processing of your information (i.e. after liaising with the Council to find a satisfactory solution), you have the right to contact the UK's Statutory Authority: The Information Commissioner's Office (ICO) who can be contacted by using the details displayed at the bottom of the page entitled Personal information and your rights | Bedford Borough Council on our website under the "Challenging the response" heading.

Changes to this Notice:

We keep this Privacy Notice under regular review; this Notice was last updated in August 2025.