Data Protection Privacy Statement - Family Hubs and Children's Centres

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 us.

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.

Children's Centres and Family Hubs use information about children, young people and their families who receive a service, to carry out specific functions for which we have responsibility, for example:

- Support children, young people and their families; and monitor their progress
- Managing and planning overall service delivery.
- Performance management of children, young people and their families services.
- Managing information systems supporting children, young people and family services.
- Providing early help services for families including vulnerable children and young people.
- Working with other organisations to support the health and wellbeing of children, young people and their families, including sharing information and commissioning services.
- Supporting families with information and access to local Children's Centre services.
- Enabling Children's Centres to identify and target support for those families who do not currently access the centres at a point in life when they need the most support and where early intervention has the highest impact.
- Identifying those families who need support as part of an integrated approach to prevention, early intervention and working together to safeguard children.
- To provide a service that improves outcomes for children, young people and their families through providing a range of universal and preventative services.
- Helping to prevent duplication of services.
- To contact you regularly to promote our support and services and to let you know about Children's Centre activities which may be of interest to you. We will also email / ring with helpful advice on parenting and raising children. You can stop receiving this information at any time.

- Referrals are received from parents and carers, health visitors, midwives, schools and other agencies or from Bedford Borough's Early Help Practitioners.

Bedford Borough Council will process the data for the following purposes:

A registration form will be filled in by a parent or carer, requesting personal information of parents and any children under 5. This form will be scanned and uploaded to a password protected software database which Early Childhood Partnership (ECP) staff will have access to.

The registration form will be processed to enable a new contact/service user to be created on the system. The purpose of this is to record any sessions, group work or 1-2-1 support or casework the service user has attended including any contact that has been made via ECP staff or service user. This is required as Bedford Borough Council has a contractual agreement with ECP with Key Practice Indicators (KPI), which are monitored at quarterly meetings. The data on the system is pulled into Performance reports to illustrate and identify progress what is going well and where further work is required to meet KPI specifications.

The registration form will require consent to contact either via phone or email. This data will also be put onto the system. The purpose of processing this data is to collate all email addresses and phone numbers to mass mail/text to inform existing users of services, activities, and information on upcoming events.

Children's Centres collect and process the following information:

- Personal information of primary and secondary carer and children such as name, date of birth, address and contact details. We also hold identifiable information such as NHS numbers
- Characteristics such as ethnicity, gender, disability, home circumstances, language and health information
- Significant people in the family, and their details
- Any additional personal information that is necessary for us to assess and provide children, young people and families with the service they require

Bedford Borough's Children's Centres collect and lawfully process information about children and families to whom we provide services to, under the following:

- Performance of a contract
- Children Act 1989 (section 17 and 47)
- Children Act 2004 (section 10 and 11)
- Children and Families Act 2014
- Working Together to Safeguard Children 2015
- The Human Rights Act (Article 8)
- The Common Law Duty of Confidentiality
- Caldicott Principles
- Ofsted.
- Statutory Early Years Foundation Stage

Bedford Borough Council is processing personal data by virtue of the following Lawful Basis

- Performance of a task carried out in the public interest - Article 6(1)(e)

Bedford Borough Council is processing this special category data by virtue of the following Lawful Basis:

- Explicit consent – Article 9(2)(a)
- Processing is necessary for reasons of substantial public interest based on law – Article 9(2)(g)

In some cases, we may need your explicit consent to process your personal data, if we do, we will always make this clear.

Processing is necessary for reasons of substantial public interest, which shall be proportionate to the aim pursued, respect the essence of the right to data protection and provide for suitable and specific measures to safeguard the fundamental rights and the interests of the data subject.

Children Centres may share relevant information within Bedford Borough Council (for internal use) to support children, young people and their families. Services might include:

- Children's social care
- Early Help Practitioners
- Youth and family support
- Housing services
- Education inclusion services
- Welfare rights
- Revenues and benefits

In addition to sharing within the Council information about children, young people and their families to deliver best services, it may sometimes also be necessary to share information with external organisations. These organisations might include:

- Health Services (School nurses, GPs, consultants)
- Schools and Academies
- Police
- Probation services
- Midwifery and Health Visiting as part of the Healthy Child Program and Bedford's Integrated Care Pathways
- Department for Work and Pensions.
- Housing associations such as BPHA etc.

We will not give/share information about you to anyone outside of the Council unless required to do so by law in delivering our statutory functions, such as actions that are necessary for safeguarding children or to deliver the services which you have requested.

Personal data will be stored for the length of the children's centre contract, until 30th September 2026 with a possible extension to 30th September 2028. Details stored on the system will be stored in a secure password protected software database for the length of the product and licensing agreement with Bedford Borough Council. In line with the system providers Data protection agreement.

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:

Information Governance
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford MK42 9AP
Email: dpo@bedford.gov.uk
Telephone: 01234 267422

If you wish to enquire about your rights as a data subject, whether you wish to request a copy of your own information that Bedford Borough Council holds, request for data portability; rectification or erasure of your data for any reason or objection to any processing, please contact the Council's GDPR Data Protection Officer email: dpo@bedford.gov.uk or send to the above address.

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.

We keep this Privacy Notice under regular review; this Notice was last updated in April 2026.

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