

No Wrong Door Privacy Notice

Here we provide the privacy information for data we process as part of our evaluation of No Wrong Door. More details can be found in the [trial protocol](#). The research is taking place in five local authorities in England, namely Rochdale, Redcar & Cleveland, Warrington, Norfolk, and Leicester.

Our contact details

Name: What Works for Children's Social Care

Address: The Evidence Quarter, Albany House, Westminster, London, SW1H 9EA

Phone Number: 07773 647480

E-mail: info@whatworks-csc.org.uk

Date privacy note written: 18/09/2020

Data Protection Officer Name: Luke Eastwood

Data Protection Officer E-mail: luke.eastwood@whatworks-csc.org.uk

The type of personal information we collect

We collect and process data relating to children and young people and their families who have been referred to children's social care. This is for the five local authorities listed above, and relates to data captured between 2019 and 2025. We cannot tell from the data who it is about. However, if it was combined with other data then it would be possible to. This means it counts as personal data.

This data consists of the following types of personal information:

- Codes that local authorities children's social care services use to track children and young people over time. These codes do not by themselves tell us who the data subjects are. This could be done only with other information we do not possess.
- Children's Social Care information. This includes information about: referrals to children's social care, assessments, Child in Need plans, Child Protection Plans, and details about becoming looked after.
- Information about the children and young people held by the local authority. This includes gender, ethnicity, age in months, disabled status, and whether or not the child or young person is classified as an unaccompanied asylum seeker.
- Education data, including attendance, and eligibility for free school meals and pupil premium. We also process information about whether or not the children and young people are in education, employment or training.



How we get the personal information and why we have it

We receive all of this personal information indirectly. It is transferred to us directly from the local authorities who collected this information.

We use the information to understand what the impact of the No Wrong Door model affects children and young people, and their families.

Under the General Data Protection Regulation (GDPR), the lawful bases we rely on for processing this information are:

(f) We have a legitimate interest.

Legitimate interest is a three part test, we provide details for each of these tests below.

1) Purpose test: are you pursuing a legitimate interest?

We are a charity, whose purpose is to improve the evidence base in children's social care. We consider the processing of the data to be in our legitimate interests because it will enable us to produce research in this area, which will benefit children and young people, local authorities - in particular senior leaders who make decisions about practice models - as well as the Department for Education in future funding decisions.

2) Necessity test: is the processing necessary for that purpose?

The processing is necessary for the purpose because personal data is required to improve how accurate and informative the research is, and so increases its potential positive impact.

3) Balancing test: do the individual's interests override the legitimate interest

We believe that evaluating the effectiveness of different models of social work, is something that data subjects would reasonably expect local authorities to do. We do not believe that processing of the data would cause them any harm, and could, in the long run, lead to benefits. While the data is sensitive, the data is pseudonymised, and it is very unlikely that we would be able to identify any child or family. The data will be stored securely. We therefore believe that the individuals' interests do not override our legitimate interest in this processing.

The data we process includes special category data, specifically the ethnicity of the children and young people, and their disability status. We are processing this data on the condition that it is necessary for archiving, scientific, historical research or statistical purposes. This is because processing this special category data will help ensure our research is as accurate and informative as possible.



How we store your personal information

The data will be securely stored on external encrypted and password protected hard drives that will be kept in a locked safe within WWCS's restricted access office (address above).

We keep all of the data for five years after our final reporting is complete, as this allows for any quality checks or additional sensitivity analysis. We anticipate final reporting to take place in Autumn 2028, so will delete all of the data in Autumn 2033. The data will then be securely deleted from these hard-drives.

Your data protection rights

Under data protection law, you have rights including:

Your right of access - You have the right to ask us for copies of your personal information.

Your right to rectification - You have the right to ask us to rectify personal information you think is inaccurate. You also have the right to ask us to complete information you think is incomplete.

Your right to erasure - You have the right to ask us to erase your personal information in certain circumstances.

Your right to restriction of processing - You have the right to ask us to restrict the processing of your personal information in certain circumstances.

Your right to object to processing - You have the right to object to the processing of your personal information in certain circumstances.

If you wish to make a request please contact us at:

By email: luke.eastwood@whatworks-csc.org.uk and info@whatworks-csc.org.uk

By post: The Evidence Quarter, Albany House, Westminster, London, SW1H 9EA

By telephone: 07773 647480



How to complain

If you have any concerns about our use of your personal information, you can make a complaint to us to our Data Protection Officer, Luke Eastwood:

luke.eastwood@whatworks-csc.org.uk).

You can also complain to the ICO if you are unhappy with how we have used your data.

The ICO's address:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Helpline number: 0303 123 1113

ICO website: <https://www.ico.org.uk>