

# What Works for Children's Social Care

## Privacy Notice for the Strengthening Families Protecting Children: No Wrong Door Evaluation

### 1. Introduction

What Works for Children's Social Care and its affiliates, subsidiaries and related entities ("WWCSC", "we", "our") is committed to protecting the privacy and security of the personal data we collect about evaluation participants ("you/your").

The purpose of this privacy notice is to explain what personal data we collect about you when we conduct research for the Strengthening Families Protecting Children: No Wrong Door evaluation project. When we do this, we are the data controller. The research is taking place in five local authorities in England, namely Rochdale, Redcar & Cleveland, Warrington, Norfolk and Leicester.

Please read this privacy notice carefully as it provides important information about how we handle your personal information and your rights. If you have any questions about any aspect of this privacy notice you can contact us using the information provided below or by emailing us at [dpo@theevidencequarter.com](mailto:dpo@theevidencequarter.com) quoting 'Strengthening Families Protecting Children: No Wrong Door' in the subject or body of the email.

We have updated the format of this notice and there have been changes to how the research project will be conducted, and how the research will be archived. These updates are due to the challenges created by the COVID-19 pandemic and to build an accessible base of evidence to be used for future research and the overall benefit of society.

We are continuing to collect the same information originally stated and will also collect additional information from the Department of Education. This additional information will only be accessible through the Office for National Statistics Secure Research Service ("ONS SRS") and we've included further information about this below.

### 2. Personal data 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 the end of 2025.

We shall be processing the data of several categories of data subject. Please read the section below that is relevant to you:

#### Children

- Your age in months

- Your gender
- Your ethnicity
- Whether you have a disability
- Whether or not you are classified as an unaccompanied asylum seeker
- Whether or not you have become looked after
- 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.
- Information about referrals to children's social care, assessments, Child in Need plans, Child Protection Plans (CPP), duration of a CPP, care proceedings, and details about becoming looked after.
- Education data, including attendance, and eligibility for free school meals and pupil premium.
- We may collect your responses to an interview about your experience working with children's social care, if you choose to take part in one.
- We may undertake an observation of how your social worker works with you, if you agree to this.
- If you agree to take part in an interview with a researcher, we would collect your contact details to be able to make contact with you.

### **Parent(s) / Legal Guardian(s) / Related Professionals**

- Information about you within local authority information about referrals to children's social care, assessments, Child in Need plans, Child Protection Plans, care proceedings, and details about a child becoming looked after.
- We may collect your responses to an interview about your experience working with children's social care, if you choose to take part in one.
- We may undertake an observation of how your social worker works with you, if you agree to this.
- If you agree to take part in an interview with a researcher, we would collect your contact details to be able to make contact with you.
- We may collect your responses to an interview or focus group about your experience working in children's safeguarding and using the No Wrong Door model.
- We may undertake an observation of your practice, if you agree to this.
- We will collect your responses to an online survey about our practice, if you choose to respond to it.

### **3. How we collect information about you**

- From your Local Authority.
- From the UK Department of Education made accessible with limited access within the ONS SRS.
- Directly by WWCS through interviews, focus groups or observations where you have agreed to these.

## 4. Purposes for which we use personal data and the legal basis

When conducting the research study, we may use your personal data for the following purposes and on the following lawful bases. The table below is relevant to all data subjects involved in the research study:

4.1 Purpose	4.2 Lawful Basis for Processing
<p>To improve the evidence base in children's social care and to conduct 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.</p>	<p>The lawful basis we shall be relying on is the legitimate interest of the Data Controller. Where we rely on our legitimate interests, we will always make sure that we balance these interests against your rights.</p>
<p>We use the information to understand what the impact of the No Wrong Door model of social work practice affects children and young people, and their families, and add to the evidence base around whether No Wrong Door "works" and assist local authorities in understanding whether they should invest in it.</p>	
<p>The data we process includes special category data, specifically the ethnicity of the children and young people, and their disability status. This is because processing this special category data will help ensure our research is as accurate and informative as possible.</p>	<p>We are processing this data on the condition that it is necessary for archiving, scientific, historical research or statistical purposes.</p>
<p>For administrative data to be pseudonymised so data can be put into an archive database for it to inform further research and secondary studies for the betterment of society. (At this point the data could no longer be deleted.)</p> <p><b>NOTE:</b> Interview data will not be put into an archive.</p>	<p>Archiving is for societal benefit and therefore processing is necessary for the performance of a task carried out in the public interest, also known as "public task" under UK GDPR Article 6.1(e).</p>

## 5. Sharing your data

Your personal data will never be transferred outside the UK.

Any data shared with the below categories of recipients is the minimum necessary for the task they have been instructed to carry out on our behalf or in conjunction with us. Each category of recipient is subject to pre-approved review to ensure comparative technical and organisational measure for keeping the data secure:

- Archive provider.
- Transcription service.
- Storage and communications service providers.

The pseudonymised research data will be fully anonymised and then transferred to our secure data archive. This archive is hosted and stored by the Office of National Statistics (“ONS”) ‘Secure Research Service’ on our behalf, we are the data controller and access to any data stored within the archive is controlled by the ONS and WWCSO only. The duration of retention is indefinite. Further information on how the ONS SRS keep data secure can be found by following this [link](#).

There may be scenarios where we are subject to a legal obligation to disclose or share your personal data, such as with law enforcement agencies, regulatory bodies or public authorities in order to prevent or detect crime. We will only ever disclose your personal data to these third parties to the extent we are required to do so by law.

We may also share your personal data if we choose to sell, transfer, or merge parts of our business and/or group, or our assets in the future. Or we may seek to acquire other businesses or merge with them. During any such process, we may share your data with other parties. We will only do this if they agree to keep your data safe and private. If a change to our group happens, then other parties may use your data in the same way as set out in this notice.

## 6. How long we keep your data

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 2026, so will delete all of the data in 2031. The data will then be securely deleted from these hard-drives.

Any data shared with a transcription service will be deleted by the provider after 7 days of successful completion of any transcription.

Data accessed within the ONS SRS will have a licence end date specified in the application form until which data access is granted. Archived data, which will include anonymised data collected from data subjects, Local Authorities and the Department for Education, within the ONS SRS shall remain in an anonymised form within the archive for an indefinite period of time.

## 7. How we protect your data

We implement appropriate technical and organisational measures to protect data that we process from unauthorised disclosure, use, alteration or destruction. Data protection assessments are conducted for each research project and all recipients of data used within any research data.

All processing activities carried out to conduct this analysis will abide by the Data Protection Act 2018 and we have conducted a full data protection impact assessment (DPIA).

Your information is securely stored on a dedicated drive, and access is controlled by WWCS's secure access policy for the duration of the research study period.

Additional data we obtain from the DfE will not be stored on WWCS systems but on the ONS systems, which are highly secure and controlled by the ONS. Access will only be granted to research team members being part of the wider project team, and who are ONS accredited, and have undergone training and assessment. When access is granted to the ONS accredited researcher the data requested will be transferred to a secure "research instance" within the SRS.

This "research instance" of the SRS is the location the data will be housed and used for the duration of the evaluation. Once the project evaluation has completed the evaluator will request for the data to be moved from the "research instance" in the SRS to the WWCS data "archive instance" which is also housed in the SRS.

Data archived within the WWCS instance of the Office for National Statistics Secure Research Service ("ONS SRS") for the purposes of secondary research on the data within this evaluation shall be non-identifiable data and governed under the UK Digital Economy Act 2017 and the UK Statistics and Registration Service Act 2007.

We will always keep these under review to make sure that the measures we have implemented remain appropriate.

Any personal data is not subject to any automated decision-making.

## 8. Your rights and options

You have the following rights in respect of your personal data. Where we are unable to identify you within the data we hold about you we shall pass your request on to the respective relevant data controllers for your data.

- You have the right of access to your personal data and can request copies of it and information about our processing of it.
- If the personal data we hold about you is incorrect or incomplete, you can ask us to rectify or add to it.
- Where we are using your personal data with your consent, you can withdraw your consent at any time.

- Where we are using your personal information because it is in our legitimate interests to do so, you can object to us using it this way.
- Where we are using your personal data for direct marketing, including profiling for direct marketing purposes, you can object to us doing so.
- You can ask us to restrict the use of your personal data if:
  - It is not accurate,
  - It has been used unlawfully but you do not want us to delete it,
  - We do not need it any-more, but you want us to keep it for use in legal claims, or
  - if you have already asked us to stop using your data but you are waiting to receive confirmation from us as to whether we can comply with your request.
- In some circumstances you can compel us to erase your personal data and request a machine-readable copy of your personal data to transfer to another service provider.
- You have the right not to be subject to a decision based solely on automated processing (including profiling) that produces legal effects concerning you or similarly significantly affects you.

You will not have to pay a fee to access your personal data (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

If you wish to exercise your rights, please contact us at [dpo@whatworks-csc.org.uk](mailto:dpo@whatworks-csc.org.uk).

## 9. How to Complain

You can also lodge a complaint with the Information Commissioner's Office. They can be contacted using the information provided at:

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

Helpline number: 0303 123 1113  
ICO website: <https://ico.org.uk/concerns/>.

## 10. Contact us

If you have any questions, or wish to exercise any of your rights, then you can contact:

Project: Strengthening Families, Protecting Children: No Wrong Door  
Organisation: What Works for Children's Social Care  
Address: The Evidence Quarter, Albany House, Westminster, SW1H 9EA

Alternatively, you can email us at [dpo@whatworks-csc.org.uk](mailto:dpo@whatworks-csc.org.uk)

## **11. Changes to this privacy notice**

We may update this notice (and any supplemental privacy notice), from time to time as shown below. We will notify you of the changes where required by applicable law to do so.

Last modified 01 April 2022.