Department for
Communities and
Local Government

Privacy notice for the Evaluation of the Troubled Families Programme

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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 Department for Communities and Local Government (DCLG) understands how well the programme is working. It is also important that the Department is able to collect and share this evidence with local authorities to improve local service for families. **No individuals will be identifiable in any published information.**

Researching how well the Troubled Families Programme works

In order to understand whether the Troubled Families programme has improved outcomes for families with multiple problems and offer value for money to the taxpayer, DCLG will be comparing the progress of families who have taken part in the programme with those who have not.

DCLG will do this by combining personal data provided by Local Authorities about families with multiple problems (such as names and dates of birth) with information routinely collected by government departments. This information will allow DCLG 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.

Whose information is being used?

DCLG 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 as part of the Programme, but who face similar problems. This is so DCLG can compare the progress families make with the help of the Troubled Families Programme, with those who do not receive the same help.

What information is being used?

The information being used for the research includes the personal data held by Local Authorities in order to provide services to families (this includes names, dates of birth, postcodes). It also includes the information that is routinely collected by Government Departments, such as school attendance and attainment information, details of criminal offences, and welfare benefits date and employment status information.

Who is the data being shared with?

The data is being shared with an organisation commissioned by DCLG 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 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 around the use of public services and benefits. ONS will ask Government Departments to supply this information already held by them for the individuals listed in the personal data provided by Local Authorities.

Government Departments will then 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 without names or dates of birth. The ONS researchers will then put the information from different services/government departments together to see all your information but without knowing your name or DOB.

ONS has strict controls in place to ensure the safety of the personal data and other information they gather. **Data security is of high importance to this project so the personal identities of families are protected.** 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.

Before all the information from different Government Departments is collected together, all personal details (names, dates of birth, postcodes) will be removed. This means **no individuals will be identifiable in any published information or anything shared with DCLG.**

How will it affect me?

It won't affect any individuals or families personally. The combined data on progress cannot be shared with Local Authorities or used to make decisions about the treatment or benefits individuals or families currently receive. **It will not directly affect any benefits, services or treatment received by anyone included in the research.**

All information will be transferred, handled and stored in accordance with the Data Protection Act 1998. Legally binding agreements are in place between each Local Authority and DCLG; and agreements are in place between Government Departments to ensure that everyone meets the strict rules on handling, transferring, storing and destroying the data under the Data Protection Act.
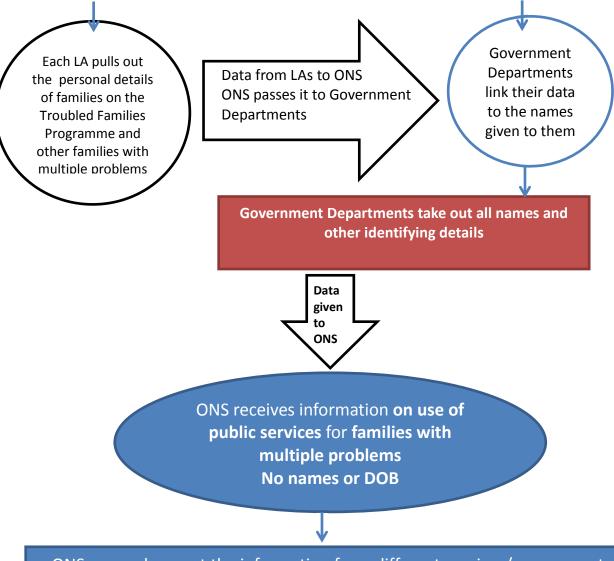
All personal data will be destroyed by the end of 2022. It is being kept securely for two years after the end of the Programme for a potential study that will look at the longer-term effects of the Programme and benefits for families.

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 put in a request to access your data (if you are included in the research) by contacting ONS info@ons.gsi.gov.uk

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

Each LA pulls out the personal details of families on the Troubled Families Programme and other families with multiple problems

Data from LAs to ONS
ONS passes it to Government Departments

Government Departments link their data to the names given to them

Government Departments take out all names and other identifying details

Data given to ONS

ONS receives information **on use of public services** for **families with multiple problems**
No names or DOB

ONS researchers put the information from different services/government departments together to see all your information **but without knowing your name or DOB**

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 details (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 pass it on to Government Departments, using secure methods.

3. Government departments hold information on everyone around the use of public services and benefits. ONS will ask Government Departments to supply this information already held by them for the individuals listed in the personal data provided by Local Authorities.

4. Government Departments will then 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 without names or dates of birth.

5. The ONS researchers will then put the information from different services/government departments together to see all your information but without knowing your name or DOB.