

Family Hub Navigators

Salford CVS is working in partnership with Salford Council, employing two family hub navigators to work across Salford supporting parents and carers within the community.

We collect your information to:

Ensure that we try and offer you the appropriate support and monitor the effectiveness and quality of service that we provide.

What type(s) of information do we use?

Family Hub Navigators typically use a variety of data types to support their work, including:

1. **Case Notes Data:** Detailed notes and qualitative data from interactions with parents/carers. This can include observations, phone conversations, and other relevant details that provide context and depth to the parent/carer situation. These are also used to show the journey and effectiveness of interventions
2. **Assessment Data:** Information gathered through assessments of parent/carer needs, such as health, education, housing, and social care needs. This helps in tailoring support and interventions. This will be done by the Bridge, then the hub navigator and when needed as needs can change or adapt during intervention
3. **Referral Data:** This is compiled by the Bridge, with consent, then shared with the Family Hub Navigator. Only relevant information that is granted consent will be used to signpost and refer any clients into other services. This helps in coordinating care and ensuring parents and carers receive comprehensive support.
4. **Demographic Data:** Information about the population served, such as age, gender, ethnicity, and family composition. This helps in understanding the specific needs of different community groups.
5. **Service Utilization Data:** Details on the services accessed by parents/carers and types of services used. This data helps to identify trends and gaps in service provision.
6. **Feedback and Satisfaction Data:** Information collected from parents/carers about their experiences with the services provided. This feedback is crucial for improving service quality and responsiveness.

These data types are used to assess needs, monitor service effectiveness, plan interventions, and ensure that parents/carers receive appropriate and timely support.

What is the legal basis for using your information?

The legal basis for obtaining information as a Family Hub Navigator includes:

1. **Consent:** Parents/Carers provide explicit permission for their data to be used.
2. **Legitimate Interests:** Processing is necessary for the Family Hub Navigator's legitimate interests, provided these are not overridden by the parent/carer rights.
3. **Public Task:** Data may be processed as part of public interest tasks, like healthcare services or referring into community services
4. **Legal Obligations:** Compliance with laws may require data processing.

Data is minimized, used only for specific purposes, kept secure, and parents/carers are informed about its use. Regulations like GDPR govern these practices, ensuring data protection and clients rights.

Where do we get your information?

- Submitted by the Bridge
- Information disclosed by yourself

Who do we share your information with?

- **Community Groups / Family Hub** – with parent/carer consent, only relevant information will be shared with services that your Family Hub Navigator is referring you into to
- **Your initial referrer** – We will share information regarding the support being offered to you, as appropriate, with your initial referrer
- **Elemental** – This is the used IT services by the Family Hub Navigators to store and process all referrals. Elementals privacy notice (owned by the Access Group) can be found here:

<https://www.theaccessgroup.com/en-gb/privacy-notice/>

- **Commissioners** – The Family Hub Navigators work in partnership with the council and Department of Education. We provide regular statistical reports to them about this work. They do not receive your personal information.

How long will we keep your information?

- Our records on this programme are kept for a minimum of one year to meet our legal and funding obligations.

- Records concerning safeguarding support are retained indefinitely, in accordance with the professional recommendations and guidance from the Salford Safeguarding Board.