

## Why am I being asked to register?

Knowsley Council are required to keep a record of how many children, young people and families our services are reaching, and how our services are helping the people that use them. This enables us to see whether the money that we are investing is being well spent and is contributing to people's lives in a positive way.

## What information will you collect from me?

When you register with a Children's Centre, you will be asked for some basic information on you and your family such as your names, dates of birth, address and ethnicity and whether you have any additional needs. We will record which activities and services you and your family attend and how we have supported you.

## Who will be able to see this information?

The information will be shared with Knowsley Borough Council and other organisations delivering services who are or have been involved with your family. This may include but is not limited to:

- ◆ Knowsley Council
- ◆ Health Services
- ◆ Schools
- ◆ Early Years Settings

We may also receive information about you from other children's centres or partner agencies if it is legal to do so.

## How will you keep my information safe?

All of the information that you give us will be kept safe and secure whether it is written or on a computer system. We will treat any personal information confidentially and we will comply with the Data Protection Act 1998. This means that, if we keep any of your personal information, we must:

- ◆ Tell you what information we need to collect from you.
- ◆ Only use the information for the reason we have agreed with you.
- ◆ Not ask for more information than we need.
- ◆ Let you see any information we have collected about you, on request.
- ◆ Keep the information safe, secure and confidential.

## Our promise to you

We are committed to making sure that information is kept safe, stored securely and can only be used by the people who need it to enable us to offer your family the support and services that you require.

- ◆ We will not share information without your consent unless the law and data protection rules permit it.
- ◆ If consent is required then you may withdraw this consent at any time.
- ◆ You may also request a copy of the information we hold and share about you.

For further information please contact the Childrens Centres Manager or visit:

<http://www.knowsley.gov.uk/system-pages/privacy-policy#access>

## **Other important information**

The safety and well-being of all our service users is of paramount importance to us. We adhere to the Knowsley Safeguarding Children's Board (SCB) safeguarding policies and guidelines and will at all times take action to ensure that children, young people and families are kept safe from harm.

We recognise that families' needs change over time and sometimes extra help and support is needed. If you or someone who works with your child feels that he or she would benefit from additional support, an Early Help Assessment may be used. This is a separate process and will only be initiated with your signed agreement.

For further information please visit: <http://www.knowsleyscb.org.uk>