

Bridgend County Borough Council

MASH (Multi Agency Safeguarding Hub) - Fair Processing/Privacy Statement

Who we are, and what we do.

The Bridgend Multi Agency Safeguarding Hub (often referred to as MASH) is the single point of contact for professionals (such as social workers, care and support staff, teachers or health professionals), and members of the public to report safeguarding concerns about adults and children across Bridgend.

1. What and whose information do we hold?

The Partner Agencies within MASH holds information relating to past and present referrals that have been made to the hub. These referrals may include personal information relating to:

- Any person at risk (adult or child)
- Any suspected perpetrator(s)
- Parents / next of kin / family members / carers
- Any other person or persons at risk who may be living at the property
- Witnesses
- Person who raised the concern (professional or member of the public)

The type of information the Partner Agencies within MASH holds will vary depending on the nature of the concern, but is likely to include some or all of the following information:

Person who is at risk:

- Name, date of birth and other personal identifiers such as national insurance number, local authority reference number, health reference number.
- Details of any previous involvement with the organisations listed above.
- Disability information (if applicable)
- GP / Social Worker details
- Domestic violence history
- Previous convictions
- Risks to others
- Victim concerns

Professional reporting the concern (please note professionals are unable to remain anonymous when reporting a concern):

- Name, contact information
- Job title
- Organisation
- Relationship to adult or child at risk

Details of person causing concern:

- Name
- Age, date of birth
- Gender
- Ethnicity
- Contact details
- Relationship to adult or child at risk

Parent / carer / others in the household:

- Name, address, date of birth, contact information (email, telephone etc)
- Relationship to adult or child at risk
- Parental responsibility
- Gender
- Ethnicity

Details of other professionals involved:

- Name
- Contact number

Details of previous involvement from:

- Children's or Adult Services

2. What is the information we hold used for?

The MASH is a partnership between the following organisations and agencies:

- Bridgend County Borough Council – Adults, Childrens, Education and Family Support and Community Services
- South Wales Police
- Cwm Taf Morgannwg University Health Board
- National Probation Service
- Wales Community Rehabilitation Company

The Partner Agencies within the MASH handles concerns about adults or children at risk and high risk domestic abuse. Staff from Police, Health, National Probation Service, Education, Children's Social Care and Adult Safeguarding are working together in the MASH office. The MASH directly receives safeguarding concerns from professionals such as social workers, care workers, teachers and doctors as well as members of the public and family members.

Where BCBC specialist staff have assessed that there is a risk of harm to an adult or child as a result of suspected abuse or neglect, representatives from the different agencies in the MASH and outside will collate information from their respective sources to build up a picture of the circumstances of the case. As a result, more informed decisions can be made about what action to take and support is targeted on the most urgent cases. Better co-ordination between agencies leads to an improved targeted and timely intervention for adults, children and families.

3. Where does the service get my information from

The MASH receives information from:

The person or organisation making the referral. This could be:

- The person who is at risk
- A family member or friend of the person who is at risk,
- A concerned member of the public
- A professional such as a social worker, a care worker, a teacher or health worker etc.
- Its retrospective partners.

The MASH also generates its own information, for example when working together to decide on the best course of action for a person.

4. What we will do with your personal information?

The MASH will use this information to:

- Hold a 'Multi Agency Discussion'. At the meeting all relevant information gathered from partner agencies will be reviewed to determine the most appropriate course of action and to support the most urgent cases.
- Feedback to the person who has reported the concern.
- Signpost Adults, Children and Families to the most appropriate services or support.

5. What is the legal basis for the use of this information?

Data Protection law says that we are allowed to use and share personal information only where we have proper and lawful reasons for doing so.

We process personal information within the Multi Agency Safeguarding Hub for safeguarding purposes because one of the following applies:

- You have given your explicit consent
- It is necessary for the performance of a contract with you
- For compliance with a legal obligation
- It is necessary to protect the vital interests of you or another person
- It is necessary for the performance of a task carried out in the public interest
- It is necessary for the purposes of legitimate interests to do so.

For more sensitive information (i.e. special category information about a person's race, ethnic origin, politics, religion, genetics, health, sex life or orientation) our lawful bases are:

- To comply with our legal obligations
- For the purposes of preventative or occupational medicine
- You have given your explicit consent
- Protect your vital interests or those of another individual

- Archiving in the public interest, scientific or historical research or statistical purposes
- Reasons of substantial interest
- Relevant legal or court action
- Information already made public by you
- Reasons of public interest in the area of public health

6. Looking after your information

The Bridgend MASH takes the security of all personal data under its control very seriously.

The MASH will handle personal data in accordance with data protection laws. We will keep your information secure; it is only seen by staff on a 'need to know basis' who need it to do their jobs. Only authorised staff can use our computerised information systems and they must follow security procedures. In particular we will ensure that personal data is handled fairly and lawfully with appropriate justification. We will strive to ensure that any personal data used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy, is kept as up to date as required, is protected appropriately, is reviewed, and retained and securely.

We ensure that appropriate policy, training, technical and procedural measures are in place, including audit and integrity monitoring, to protect our electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

Any information that we share with other agencies is sent securely, and will only ever be shared with other agencies under careful controls, to ensure it is only used in the ways listed here.

7. Sharing your information

The MASH sometimes need to share information. Where this is necessary we are required to comply with all aspects of the legislation. Below is a description of the types of organisations we may need to share some of the personal information that we process with:

- Providers of care and support services
- Family members, carers, associates or representatives of the person whose personal data we are processing
- Organisations such as health or education who work jointly with us to provide services and protect individuals
- Police services
- The prison service and probation service
- Housing associations
- Local and Welsh Government

- Other departments of the council
- Public Services Ombudsman for Wales
- Regulatory services
- Data processors
- Regulatory bodies
- International law enforcement agencies and bodies
- Partner agencies, approved organisations and individuals working with the police
- Auditors

8. Your Information your rights

The General Data Protection Regulation (GDPR) gives you important rights, including the right to access personal information the services hold about you.

View further details on your information rights and how to exercise them:-
<https://www.bridgend.gov.uk/my-council/freedom-of-information/data-protection/>

9. How long do MASH agencies retain personal data?

Partnership agencies keep personal data as long as is necessary for the particular purpose or purposes for which it is held, this is in accordance with their respective Data Protection Retention Policies.

The Council's Data Retention Policy is available at the following link:

<https://www.bridgend.gov.uk/my-council/freedom-of-information/data-protection/>

10. Contact Us

Any individual with concerns over the way MASH handles their personal data may contact the Data Protection Officer at the Council as below:

Bridgend County Borough Council, Information Office, Civic Offices, Angel Street, Bridgend, CF31 4WB.

E-mail foi@bridgend.gov.uk

Telephone 01656 643565

You can also raise concerns with the Information Commissioner. The Information Commissioner can be contacted at:

Information Commissioner's Office – Wales

2nd Floor

Churchill House

Churchill Way

Cardiff

CF10 2HH

Telephone: 02920 678400 Fax: 02920 678399

Email: wales@ico.org.uk

Website: <https://ico.org.uk/>