

Privacy Notice

This document describes how and why we collect, store, protect, process and share the data you give to us. The Making Every Adult Matter (MEAM) team collect personal data to help to improve outcomes for people with persistent issues relating to homelessness as a result of complicating factors including mental ill-health, drug or alcohol misuse and offending behaviour.

Date of Issue: 09 July 2019

Update History:

30 Jun 2018	First issue of a new Privacy Notice
09 Jul 2019	Updated link to information sharing agreement
13 April 2022	Minor amendment to contact details of the Data Protection Officer

Directorate: Communities
Service: Safer Communities
Team: Making Every Adult Matter (MEAM)

About the Organisation

West Berkshire Council is the Data Controller. This means it is ultimately responsible for the data it holds about you.

Contact Address:

West Berkshire Council
Market Street
Newbury
Berkshire
RG14 5LD

ICO Registration Number: **Z6825178**
<https://ico.org.uk/ESDWebPages/Entry/Z6825178>

The Data Protection Officer

Contact details for the Data Protection Officer at the Council can be found at:
www.westberks.gov.uk/dpofficer

What data will we collect?

As part of a referral, we will collect:

- Client's name
- Nicknames/ Known other names
- Preferred form of address
- Gender
- Ethnicity
- Date of birth
- Information as to whether the client considers themselves to be disabled
- Last address
- Best place to find the client
- Phone number
- Email address
- GP details
- Offending Behaviour (including frequency/seriousness/escalation) status and history including contact with the criminal justice system
- Mental Health Needs status and history
- Substance misuse status and history
- Homelessness status and history
- Physical Health and medical conditions status and history

We will also collect details about the person or organisation making the referral.

What will we use the data for?

We use details that identify a client – their name, nicknames or other known names, gender, date of birth and their preferred form of address so that we can make sure we work with the right person.

A client's ethnicity is collected for purposes of identification and sometimes for statistical reasons (this data is only used in an anonymised way and helps us to respond to make sure we use our resources fairly, and to make sure we take into account any issues that might be cultural or based on ethnic background).

We collect contact details (phone and email address if available), and the best place to find a client in order that we can get in touch with them.

We ask about disabilities so that we can make any adjustments to help us to work with clients effectively.

The last address of the client is used to help us identify agencies that may have worked in the past with the client, such as local authorities or landlords.

GP details are collected in case we need to understand more fully any health issues a client might be having, and to work with the health service to identify sources of support.

We collect details of a client's offending behaviour (including frequency/seriousness/escalation) status and history, and details of contact with the criminal justice system to clarify what contact a client might have had with these bodies in the past so we can make an assessment of the situation and either accept the client onto the MEAM caseload (or make a recommendation back to the referring agency). We

collect mental health needs, physical health and medical status, substance abuse and homelessness status and history for similar reasons – so that we can make sure we understand the challenges that a client faces, clarify past contact with other agencies and make an assessment as to whether we can accept them onto the MEAM caseload or refer them back.

Who will see your data?

Only authorised officers in the MEAM team will have access to the data on your referral forms, and any other data that is collected subsequently.

The MEAM Team will share data among certain agencies and organisations who are able to provide support and assistance.

For a full list of these organizations please refer to The MEAM Approach West Berkshire Information Sharing Agreement -

<http://info.westberks.gov.uk/CHttpHandler.ashx?id=47302&p=0>

Your right to refuse

The MEAM referral form includes a section which asks a referrer to make sure they have the consent of the client when making a referral.

Neither a referrer or a client has to consent to us collecting and using their data, it's their choice. If either decides not to consent, it will clearly hinder our ability to help the client.

Should you decide you don't want us to share your information with third parties, this may also affect our ability to help clients access services we assess they might need.

In some circumstances, the MEAM team will proceed without consent. This could be because:

- The client lacks capacity to meaningfully consent (under the definition provided by the Mental Capacity Act 2005) – in these cases a “Best Interest” decision will be made and recorded
- Processing is in the vital interests of the client (GDPR 6 (1)(d))
- Processing is in the public interest of the council as a public authority (GDPR 6 (1)(e))

In terms of processing of “special category” or “sensitive” data, in the absence of consent, the Council does so because:

- Processing is in the interests of safeguarding of children or vulnerable individuals (the Data Protection Act 2018, Schedule 1 (18))
 - Processing is in the interests of protecting the economic interest of vulnerable individuals (the Data Protection Act 2018, Schedule 1 (19))
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How long will your data be kept for?

Your data will not be kept any longer than necessary. You can check how long the organisation will keep each type of data against West Berkshire Council's retention schedule (www.westberks.gov.uk/retention).

How is your data stored and processed?

Your data will be held on the Council's database system (Locata) and will be kept in a locked access-controlled cabinet within West Berkshire Council. Electronic data will be protected using up-to-date technical and organizational security measures.

Transfer overseas

Your data will not be stored or sent outside of the UK.

Your rights

You have a number of rights when it comes to the data we hold about you. These are detailed on our request form (www.westberks.gov.uk/dprequest) that also allows you to make a request for us to take action about something.

Complaints

If you've already told us we need to do something, but we haven't responded in a way you're satisfied with, you can complain to the Information Commissioner's Office (the ICO). It's easiest to do this online via the ICO website (<https://ico.org.uk/concerns/handling/>), but you can also do so in writing to:

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

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