

This notice explains what personal data (information) we hold about you, how we collect it, and how we use and may share information about you during placement and after it ends. We are required to notify you of this information under data protection legislation. Please ensure that you read this notice (sometimes referred to as a privacy notice) and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

### **Who Collects the Information**

Catholic Care is a 'data controller' and gathers and uses certain information about the young person.

### **Data Protection Principles**

We will comply with the data protection principles when gathering and using personal information, as set out in our data protection policy.

### **About the Information we Collect and Hold**

The table set out in the Schedule summarises the information we collect and hold, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

We may also collect your data in the form of photos and videos. These may be used as a part of your support plan, our social media, web & publicity.

### **Where Information May be Held**

Information may be held at the supported housing scheme and our Head Office. We have secure measures in place to seek to ensure that there is appropriate security for information we hold.

### **How Long we Keep your Information**

We keep your information during and after your tenancy for no longer than is necessary for the purposes for which the personal information is processed. Further details on this are available in our Record Retention Schedule (Mental Health Service) which forms part of our Record Retention Policy (Mental Health Service).

### **Your Rights to Correct and Access your Information and to Ask for it to be Erased**

Please contact [dataprotection@catholic-care.org.uk](mailto:dataprotection@catholic-care.org.uk) if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. By contacting [dataprotection@catholic-care.org.uk](mailto:dataprotection@catholic-care.org.uk) we will provide you with further information about the right to be forgotten, if you ask for it.

### **Keeping your Personal Information Secure**

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality.

We also have procedures in place to deal with any suspected data security breach where we are legally required to do so.

## **How to Complain**

We hope that by contacting [dataprotection@catholic-care.org.uk](mailto:dataprotection@catholic-care.org.uk) we can resolve any query or concern you raise about our use of your information. If not, please refer to the Organisation's Complaints Policy. If you are still not satisfied, contact the Information Commissioner at [ico.org.uk/concerns/](https://ico.org.uk/concerns/) or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

THE SCHEDULE  
ABOUT THE INFORMATION WE COLLECT AND HOLD

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Name Address @ FM Personal Phone number DOB Nat Ins number Tenancy details Next of Kin contact Consultant Psychiatrist Care Coordinator GP. External Support Agency contacts. Preferred method of communication	Face to face  Universal Assessment tool  Allocations Assessment Tool	at a glance record for easy access	Not shared
Project Name of complainant Date of complaint Date of acknowledgement Question formal/informal Who is complaint about Details of complaint Safeguarding issue Safeguarding procedures followed What actions taken By whom Risk management plan Complaint resolved, Notification of outcome & by whom. Perception of outcome Delay in dealing Review of complaint	Face to face In writing	Improve service provision  Reduce neighbour disputes  Create inclusive & supportive environment  Encourage personal responsibility  Identify risk and support needs	Service improvements  P&P improvements  Ensure staff following P&P  Identify Training needs  Safeguarding issue will be shared appropriately
Name Flat number Record of contact with Benefit Agencies	Face to face From received benefit letters	To maximise welfare Entitlement Proof of benefit entitlement & ID	With Benefits services to ensure correct benefits in place, with tenant present

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Rent notification Rent record sheet Rent arrears & actions	Written Weekly record	Ensure tenant managing tenancy agreement & personal finances	Notice on Tenancy or Eviction is needed. Support in managing in finances
Name Flat Record of entry Property Secure Staff signature	Permission to enter forms – written. H&S	Record of entry to prove property secure.	Not shared unless concern raised – shared with Manager
Tenancy Agreement Inventory schedule House rules Signatures and dates	written	Legal requirement	If Legal action is needed
Copy of LCC housing application Letters of Bidding reference & Priority Award	Written	Proof of application for move on purposes. Meet LCC contractual obligations	Use with tenant as aid to memory and ensure bidding in place and not expired.
Name Address DOB NHS number Paris ID Gender Contact details Location of Assessment Carried out by Recorded by Other agencies Assessment details Assessment summary Current risk Status Persons Potentially at risk Further actions recommended/required. Clinical Symptoms Indicative of risk.	Received from referral agency via secure encrypted e-mail.  Contractual requirement with LCC  Joint protocol with accommodation agencies within Leeds.  Allocations P&P requirement	To assess suitable application for flat vacancy at project	Used to collate information to support Tenant at project  Not shared outside organisation

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Behaviour indicative of risk Treatment related indicators Forensic History Personal circumstances indicative of risk Descriptive summary of main risks identified Clients view of risk Cares View of Risk Protective Factors Risk management plan Information sources available/accessed in completing risk profile			
Risk identified What are the hazards Who/what might be harmed What are you already doing What further action is necessary How will you action this assessment Staff, tenant & managers signature	Observations FACE risk assessments Support plan	To reduce risk or harm to individual and that of others  Promote personal wellbeing & responsibility  H&S requirement	H&S issue  Safeguarding issue/appropriate external issues  Mental Health/physical health issue - shared with CPN/external agencies
Current ward Date of admission Expected discharge date Consultant psychiatrist Care Co-ordinator Cluster no. GP post code Age NHS ID NINO Current housing Last address	Received from referral agency via secure encrypted e-mail.  Contractual requirement with LCC  Joint protocol with accommodation agencies within Leeds.	To assess suitable application for flat vacancy at project	Used to collate information to support Tenant at project  Not shared outside organisation

Reason for loss of accommodation Dependent children Pregnancy Eviction history Arrears MH legal status Community Treatment Order Responsible clinician Approved MH professional Benefits information Identified support needs Drug, alcohol, criminal convictions & violence Eligibility Local connections Current Circumstances & Needs Equality Monitoring Form Residency status, specific contact method, communication support needs, Primary diagnosis. Secondary diagnosis. Referrer's signature. Permission to share information Motivation & taking responsibility Self care & living skills Managing Money Social Networks & Relationships Drugs & Alcohol Physical Health Emotional & Mental Health Meaningful use of Time Managing Tenancy & Accommodation Offending Risk Drug Appendix	Allocations P&P requirement		
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The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
<p>Applicant  Referrer  Legal status  Assessment of current situation.  Support required  External agency involvement.  Housing Need &amp; history  Managing Finances  Managing tenancy &amp; accommodation.  Willing to work with support plan  Willing to work with Move on Plan  Experience of communal living  Personal safety &amp; risk  Risks to staff &amp; community  Self medication  Substance misuse  Mobility &amp; self care skills  Daily living skills  Physical health  Recent use of other support services  Family  Social networks and relationships  Training and employment  Voluntary work  Cultural &amp; Faith needs  Current tenants &amp; Gender mix  Offending/Forensic services  Continuous Support  Any other considerations</p>	<p>Face to face assessment with potential tenant and support services</p> <p>Clarify information not provided on universal assessment tool if not completed fully</p>	<p>To ascertain if Catholic Care can meet the needs of the potential tenant</p> <p>Confirm ongoing &amp; continuity of support services</p> <p>Explain our role to potential tenant and answer any questions.</p>	<p>Not shared externally</p> <p>Use the tool to assess and develop support plan for new Tenant</p>

<b>The information we collect</b>	<b>How we collect the information</b>	<b>Why we collect the information</b>	<b>How we use and may share the information</b>
Share information with other named agencies involved in support. Specific information not to be shared	Face to face	To ensure permission is sought from tenant to share information or not as per their choices. Respecting Tenants rights & choices where possible.	Verbally to decline information– response to requests for information – families etc.
Service name Name of service user Service/property address Referral source and date Reason for referral and incident Action taken Investigating lead officer Outcome Date closed Incident review	Face to Face Observations Written from others – tenants, families, friends.  From an unrelated incident which highlights safeguarding concerns  Following on from allocations & assessment process.	To ensure safety and wellbeing of everyone  Reduce risks to vulnerable people  Collect information for statistical purposes – LCC  Support Needs, wellbeing and support planning. Identify training needs –staff and Tenants	Shared with LCC as per contractual agreement.  Catholic Care- Service Manager & Director Adult Social Care if appropriate
People involved Staff involved Details of incidents Outcome Further actions Information passed to  Accident book if appropriate  Complaints Log if appropriate	Face to Face Observations Written from others – tenants, families, friends.	To ensure safety and wellbeing of everyone Reduce anti social behaviour Reduce neighbour disputes Identify behaviour support needs. Reduce risks to vulnerable people Identify Safeguarding issues	Catholic Care- Service Manager & Director  Adult Social Care if appropriate  CPN  Psychiatrist
Specific information relevant to Individuals	Face to face with tenants.  Staff & tenants can record notes in the relevant daily sheets.	Monitor, record & report mental & physical Health & actions needed and taken	Shared Verbally with professionals involved in support. Reflect on notes with tenants to show information and actions taken. Not shared.



The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Support Agreement for Tenancy receiving Housing Related Support Funding from LCC Support Contract	Face to Face written	Forms part of the Tenancy Agreement. Agreement to receive Housing related Support	If Legal action is required because not meeting support Agreement terms.
Motivation & taking responsibility Self care & living skills Managing money & personal Administration Social networks & relationships Drug and Alcohol misuse Physical health Emotional & mental health Meaningful use of time. Managing Tenancy & Accommodation Offending	Face to Face	Requirement of LCC contractual agreement to use a recognised formal support planning tool.  Measuring tool to assess and establish individual need, support and goals.  To show achievements, outcomes and actions.  To promote independence Living skills	The support plan is reviewed with tenants every three months  It belongs to the tenant – they can share their support plan with whomever they choose.  Catholic Care will only share with relevant professionals to show progress or concerns with consent.
Person who had the accident Who filling in the record Accident details Where, date & time of accident Cause of accident Injury sustained	Observation Face to face	to record frequency and identify any H&S issues  To identify H&S hazards in the workplace and take appropriate action.	Share re RIDDOR if necessary.  External support – Occupational Health: risk of falls etc. to reduce identified risks and improve individual wellbeing
Mobile telephone number next of kin & contact details chosen place of refuge & contact details access to funds available on-call contact number external agency contact number permissions to contact details for staff	Face to face Questionnaire	In an emergency situation only, where tenants would need to find a safe place due to a H&S issue – no water, electricity, heating etc. To have access to staff support and for staff to be able to contact tenants. To ensure tenants have access to funds to pay for hotel/bed and breakfast.	Not shared outside organisation.  Used in an emergency situation only.