



Blackburn with Darwen Council Privacy Notice

Service area – Housing Needs

Purpose we collect the data

We only collect personal details required to allow The Council to provide you with advice, support services that you have requested or been referred to in order to fulfil any duties under the Housing Act 1996. We also collect this information to administer and improve the service we are providing.

In order to make sure that our services meet a high standard of quality, client files are sometimes checked by our quality assurance staff. Files may also be checked by external auditors. All auditors are bound by confidentiality policies.

We may use your data for statistical reports. These statistics will not include any information that could be used to identify any individual.

This data will not be sent overseas

This data will not be used for any automated decision making

We are required to share your personal information with the Department of Levelling Up, Housing and Communities in order for them to gain a better understanding of issues relating to homelessness and effectiveness of interventions

Categories of data we collect

Name

Address

Email address

Phone number

Date of birth

Ethnicity

Gender

National insurance number

Nationality

Sexual orientation

Personal details about other family members living with you

Tenure e.g. Housing Association Tenant, Private Rented Tenant, Owner Occupier,

Living with family

Previous addresses

Benefit status

Employment status

Criminal convictions

Details of having served/currently serving in the Armed forces

Medical and SEN needs

Social care status

Drug/alcohol/substance issues
Support agencies involved
Contact details for referees (*supported housing)
B-with-us membership No.
Rehousing requirements
Financial information relating to a households income/expenditure

When you call our Housing Needs number (01254 585444) for advice, your call is recorded. This is used for training purposes, quality assurance and complaint investigations and to make further improvements to the service we provide to you. You are informed of the recording before any data collection occurs.

Legal basis for processing

Housing Act 1996 Part 7
Localism Act 2011
Housing (Homeless Persons) Act 1977
Homelessness Act 2002
Homelessness Reduction Act 2017

Who we share the information with

Other Council Teams (Children's Services, Adult Social Care, Early Years, Education, Housing Benefit, Council Tax, Youth Justice Service);
Housing Associations/Local Authority Housing Providers;
Other local authorities (Housing Needs/Housing Options Teams);
Partners within the B-with-us scheme (Choice based lettings);
Department for work and Pensions;
Department for Levelling Up Housing and Communities (DLUHC)
Office of National Statistics (ONS) (Pseudonymised data for research purposes);
Health teams (Occupational Therapy, CAMHS, Mental Health, Restart);
Supported Accommodation Providers (Auxilium, Nightsafe, Great Places, Together Housing, Caritas, Mosscafe St Vincents);
Hostel and other accommodation Providers;
Support Services involved in the Transforming Lives Panel;
Shelter;

How long we hold the data

Personal records kept for Current Year +7 after the case has closed
For research purposes pseudonymised data may be held for 10 Years+