



Privacy Notice No:	
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Service Area:	Social Services
Department:	Information Advice and Assistance Service (IAA)
Contact Details:	Tel: 0808 100 1727 Email: contactandreferrals@caerphilly.gov.uk
Privacy Notice Name:	Caerphilly Joint Assessment Family Framework (JAFF) - referrals for intervention
Description:	This privacy notice will explain how Caerphilly county borough council will use the information you provide when completing the Caerphilly Joint Assessment Family Framework (JAFF) form.

How we will use your information

Purpose and legal basis for using your information

Purpose of processing

Service users are able to get Information, Advice and Assistance (IAA) from a wide range of providers within the Caerphilly area.

- If Information is required, we will not record any information about you on our systems.
- If Advice is required we will need to record your name, contact details and the nature of the advice provided for our records.
- If Assistance is required (referral to a support service) then we will collect information about you in order to offer the right support to meet your needs. This information is collected on the Joint Assessment Family Framework (JAFF) Form. This JAFF Form will be securely forwarded to Caerphilly county borough council's Information Assistance and Advice Service for assessment and then allocated and securely shared with an appropriate support service. Alternatively the JAFF Form may be sent directly to the relevant CCBC Services e.g. Flying Start or Supporting People.

The support service allocated may be a Caerphilly county borough council service or it may be service offered by another organisation but they will have the right expertise to offer support to meet those needs identified. If there are support service organisations you do not wish to work with you must let us know when the JAFF Form is being completed so that your information is not passed to them and an alternative can be found.

The support service allocated may need to share your information further. If this is the case, consent for this will be sought from you.

After your work with the support service is complete, feedback such as how you engaged, how your goals were met will be shared back to Caerphilly county borough council's Information Assistance and Advice Service / Flying Start / Supporting People. If it is identified that you have outstanding needs, your consent will be sought for your JAFF Form to be securely forwarded to Caerphilly county borough council's Information Assistance and Advice Service / Flying Start / Supporting People for an additional assessment

to be carried out and for your JAFF Form to be assessed, allocated and securely shared with an additional appropriate support service.

Legal basis for processing

If it is believed at any stage of the process that a child may be at risk your the All Wales Child Protection Procedures will be followed, which may result in a formal investigation and assessment. This may involve several agencies such as the police, health or education. This is not a consent based process.

In relation to usual process of receiving your information, assessing and allocating to a relevant service, we are relying on your (Data Subject) consent to process the information.

In order for the processing of personal data to be lawful under the Data Protection Act, a valid condition from Schedule 2 of the Act must be identified, which is outlined below:

1. The data subject has given his consent to the processing.

The Data Protection Act 1998 provides extra security for certain classes of information called 'sensitive personal data'. If any of the information you provide calls within the definition of sensitive personal data then an additional condition from Schedule 3 of the Act must be identified, which is outlined below:

1. The data subject has given his explicit consent to the processing of the personal data.

The right to withdraw consent

You have the right to withdraw your consent to the processing of this information. To withdraw your consent, please contact the Service Area whose details are contained on the top of this document.

Who will have access to your information

Identity of Data Controller and Data Protection Officer

The Data Controller for your information is Caerphilly County Borough Council. The Data Protection Officer is:

Mr Paul Lewis
Acting Head of IT and Central Services
Email: foi@caerphilly.gov.uk
Tel: 01443 864322

Other Data Controllers may also be responsible for your information, depending on the specific circumstances. Please contact the Service Area detailed at the top of this document for further information.

Details of main users of your information

Your chosen Information Advice and Assistance (IAA) provider will hold a copy of your completed JAFF Form which will be shared with Caerphilly county borough council's Information Advice and Assistance Service / Flying Start / Supporting People.

Caerphilly county borough council's Information Advice and Assistance Service / Flying Start / Supporting People will hold a copy of your completed JAFF Form, carry out an assessment and will then share the JAFF Form with the appropriate support service that can meet your need.

The support service allocated will hold a copy of your completed JAFF Form and when their work with you is complete, will complete the closure section of this form and send to Caerphilly county borough council's Information Advice and Assistance Service / Flying Start / Supporting People. The support service allocated may be a Caerphilly county borough council service or it may be service offered by another organisation.

Your information will be stored on a Caerphilly county borough council database and also

the Welsh Community Care Information System (WCCIS), which is a joint system for providers of Social Care, Community Health and Mental Health services in Wales.

Access to your information will be controlled, allowing relevant practitioners access to the information that they need to see, when they need it, to support the safe delivery of care to citizens of Wales.

Requests for information

All recorded information held by us may be the subject of requests under the Freedom of Information Act 2000, Environmental Information Regulations 2004 and the Data Protection Act 1998.

If the information you provide is subject to such a request, where possible, we will consult with you on its release. If you object to the release of your information we will withhold your information where the relevant legislation allows.

How long will we retain your information

Details of retention period

How long Caerphilly county borough council retains information is determined through statutory requirements or best practice.

Non-Caerphilly county borough council Information, Advice and Assistance providers will only retain your completed JAFF Form for a maximum of 4 weeks after it has been securely emailed to Caerphilly county borough council.

Caerphilly county borough council will retain a copy of your JAFF Form for 10 years following last date of contact in relation to the assistance provided.

Your Rights (Inc Complaints Procedure)

Your rights under the Data Protection Act 1998

The Data Protection Act gives data subjects (those who the information is about) a number of rights:

- ~ The right of access to personal data. Application forms for this process are available on our website: www.caerphilly.gov.uk/CaerphillyDocs/Council-and-democracy/sar_form.aspx
- ~ The right to prevent processing likely to cause damage or distress.
- ~ The right to prevent processing for marketing purposes.
- ~ Rights in relation to automated decision making.
- ~ The right to compensation if Caerphilly County Borough Council fail to comply with certain requirements of the Data Protection Act in respect of your information.
- ~ The right to the rectification, blocking, erasure or destruction of your information in certain circumstances.

Further information on your rights under the Data Protection Act 1998 are available from the Information Commissioner's Office: www.ico.org.uk

Complaints Procedure

If you object to the way that Caerphilly County Borough Council is handling your data, you have the right of complaint. Please contact the Service Area detailed at the top of this document outlining your issues.

If you remain unhappy you also have a right of complaint to the Information Commissioner's Office.

Further information on this complaints process is available on our website: www.caerphilly.gov.uk/My-Council/Data-protection-and-freedom-of-information/Questions-and-complaints