

START

Application for accommodation based support within Gloucestershire

Please read this information carefully before filling in the application form.

What is accommodation based support (ABS)?

ABS combines housing related support with short term accommodation. The key aim is to help people develop their skills to enable them to move on from ABS and live independently.

ABS can be in shared housing where you have your own bedroom but share facilities such as a kitchen and bathroom with other people or it could be self-contained where you have your own flat.

What does short term mean?

Short term usually means that you can stay in ABS for a maximum of between 6 - 12 months.

What does housing related support mean?

Support to access benefits and help with budgeting

Support to access other agencies that can help with issues such as drugs & alcohol

Support to maintain and manage your accommodation

Support to access education, training or work

Support to move onto independent accommodation when you are ready

It does not include support for physical or personal care

Who is accommodation based support for?

ABS is for people who need help with the issues above and are ready and willing to engage with the support that is offered. If you need help but are not ready or willing to engage with the support it could mean that until you are able to demonstrate that you are willing to engage, you will not be offered ABS. ABS is not suitable for people only with housing needs.

How can you access accommodation based support?

If you want to make an application for supported accommodation you will need a support agency to help you. All applications for ABS are considered by a weekly multi agency START meeting which uses an agreed process to help them decide how to allocate the accommodation.

Confidentiality and data protection

The information you provide on the START application form will be treated as confidential and will only be shared with your consent with agencies who have signed up to the START specific information sharing agreement. There is also a privacy notice attached to this form and tells you what information we need to provide and what it will be used.

APPLICANT COPY

START Application Privacy Notice

Why we collect and use your information:

Gloucestershire County Council is the data controller for the personal information we collect from you. With your consent, we will collect and use your personal information to inform the multi agency START assessment and referral process for accommodation based support that you have requested from us and to help us manage those services.

The information we collect about you:

Gloucestershire County Council will collect only the personal information we need to be able to assess and refer you to accommodation based support. This includes your personal details, your housing history, financial details, risk information, offending information and housing related support needs.

How we will use the information about you:

Gloucestershire County Council will use the information about you to assess, with partner agencies, whether you meet the eligibility criteria for accommodation based support and to help us manage and monitor the services we provide.

How long we keep your information for:

Gloucestershire County Council will keep your personal data related to the START referral and assessment process for up to 12 months. We are keeping your information for this long because we are required to under Local Government and Crime and Disorder legislation and/or it is necessary for us to provide the services that you wish to receive. After or during this time your information will be deleted or archived if it is no longer required.

Who we share your information with:

Gloucestershire County Council may share your information with other partner agencies, via the START process (this includes: accommodation based support providers, support agencies, other local authorities, probation, 2gether NHS Foundation Trust), which help us to assess whether you meet the eligibility criteria for accommodation based support and with the providers of accommodation based support and community based support. The START form will ask for your consent to share this information.

Your rights:

Right to withdraw consent:

You have the right to withdraw your consent to the council processing your information, to do this, please email or write to us at the address below.

- Please be aware that if you withdraw consent, you will not be able to be considered for accommodation based support. This is because we will not be able to assess your eligibility for this service. In addition there may be some situations where we are still allowed to keep and use your information, even when you have withdrawn consent.

Access to your information:

You have the right to request a copy of the information we hold about you. If you would like a copy of some or all of your personal information, please visit our website using the link below:

<http://www.gloucestershire.gov.uk/council-and-democracy/data-protection/requesting-access-to-your->

Correction of inaccurate information:

You have the right to request that the council correct information that you believe is inaccurate or incomplete. You may not always be able to change the information. However, we will correct factual inaccuracies and may include your comments in the records.

The right to be forgotten (erasure):

You have the right to request that the council delete your information when there is no compelling reason for us to continue using it. Please be aware that in certain situations we are still allowed to keep and use your information, even when you request that it should be erased.

The right to object:

You have the right to object to us using your information if you feel we have used it outside the remit of our public tasks or when you have received marketing from us. Please be aware that in certain situations we are allowed to still use your information if there are compelling legitimate grounds to do so.

If you wish to use any of these rights, please email or write to us at address below

How to contact us:

Please contact us if you have any questions about this privacy notice:

By email: Oonagh.Laidler@gloucestershire.gov.uk

In writing: Gloucestershire County Council, Shire Hall, Westgate St, Gloucester, GL1 2TG

By telephone: 01452 328067

You can contact the council's Data Protection Officer, via the Information Management Service, by emailing informationsecurity@gloucestershire.gov.uk or by calling 01452 32 4000.

Making a complaint to the Information Commissioner

If you wish to make a complaint about how we use your personal data to the Information Commissioner's Office, you can contact them by visiting their website at <https://ico.org.uk/> or by calling 0303 123 1113.