

Privacy Notice Adults and Safeguarding

Everything we do with information about people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process about you when you ask for or get help from our Adult Social Care services. You can find out more about those services by using this [link](#).

Adult Social Care is within our corporate People & Communities directorate. Charlotte Black is the Service Director for Adults across Peterborough City Council and Cambridgeshire County Council. If you live in Peterborough then you will still receive services from Peterborough City Council and your information is held by us.

This information covers the work of the following teams/services within Adult Social Care:

- Safeguarding including Multi Agency Safeguarding Hub (MASH)
- Adults with Mental Health, Learning Disability, Physical Disability, Sensory Disability and Frailty within Adult Early Help and Community Long Term Teams
- Therapy Services including Integrated Community Equipment Service
- 0-25 Disability Service
- Short Breaks Residential Homes
- Transfer of Care Discharge Team
- Day Services
- Financial Assessment Team, Client Income Team and Direct Payment Team
- Best Interest Assessors
- Deprivation of Liberty
- Reablement
- Home Improvement Agency
- Care and Repair

What information do we hold

We collect and process information about people who have agreed to be referred to or have support from Adult Social Care or who have been referred to our adult safeguarding services by others concerned for their welfare. The information we hold about you varies according to the service you are having but might include the following -

- Name
- Address
- Date of Birth
- Ethnicity
- Contact details
- Next of Kin
- Relationships and detail of people who are Next of Kin
- Information recorded as part of your referral to our services
- Information recorded in an assessment of your support needs
- Health Information
- Relevant Case Information including records of visits or contacts with you

- made as part of your care
- Information about your Mental Capacity
- Details about other agencies involved in supporting you
- Financial Information
- Risks
- NHS Number
- Sexual orientation
- Religious beliefs
- Criminal offences including allegations

If you are receiving support from adult social care then the NHS may share your NHS number with Adult Social Care. This is so that the NHS and adult social care are using the same number to identify you whilst providing any support and/or care. By using the same number the NHS and adult social care can work together more closely to improve your care and support. We will use this Number in an integrated care record system across a number of support services including GPs, hospitals, community health services i.e. district nurses and practitioners working within social care. If you wish to opt-out from the use of your NHS Number for social care purposes, please talk to the person working with/supporting you. We have more information in the notice regarding the use of the NHS number.

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

If you contact Adult Social Care we will need to process your information to meet our statutory duties to you as outlined in for example in the Care Act and the Mental Capacity Act.

The Care Act 2014 places a duty on us to work closely with Health colleagues to ensure the best level of care and support is delivered to our citizens. It also requires us to consider whether any universal preventative services or other services available locally could help young people, adults and older people stay well for longer.

We use the information we have about you to consider the support you may need, to draw up a plan of support with you, manage and monitor the quality of any directly provided services and to make our statutory statistical returns to government.

We have a number of services which sit under the directorate as follows:

- [Safeguarding](#) of vulnerable adults is a statutory duty of a council and we process personal information and special categories of information for this reason. We also process special categories for the provision of social care.
- The Multi Agency Safeguarding Hub (MASH) process and manage safeguarding referrals for Peterborough. It includes colleagues from Police, Peterborough City Council (PCC), Cambridgeshire County Council (CCC), Cambridgeshire and

Peterborough NHS Foundation Trust (CPFT) and Fire Service. It is a statutory duty under the Care Act 2014 for the council and partners to cooperate to improve the well being of adults including protecting them from abuse and neglect.

- [Adults with Mental Health](#), Learning Disability, Physical Disability, Sensory Disability and Frailty within Adult Early Help and Community Long Term Teams provide long term support to adults and carers over 18. These are part of our statutory function and also necessary for the provision of social care. Adults with Mental Health is delivered by a key partner CPFT to provide social care mental health services to adults within Peterborough
- Commissioning source services to be delivered on behalf of the council such as care providers or equipment providers who deliver services under contract
- [0-25 Disability Service](#) is responsible for assessing the needs of children and young people with disability up to 25 years old. This is our statutory function and also necessary for the provision of social care.
- Short Breaks Residential Homes - Paragraph 6(1)(c) of the Children Act 1989 and the Breaks for Carers of Disabled Children Regulations 2011 requires the provision of a wide range of Short Breaks that is sufficient to meet local need, a local authority must provide, so far as is reasonably practicable, a range of services which is sufficient to assist carers to continue to provide care or to do so more effectively.

In particular, the local authority must provide, as appropriate, a range of:

1. Day-time care in the homes of disabled children or elsewhere;
2. Overnight care in the homes of disabled children or elsewhere;
3. Educational or leisure activities for disabled children outside their homes; and
4. Services available to assist carers in the evenings, at weekends and during the school holidays.

In essence, Short Breaks are vital services for improving disabled children's outcomes and a fundamental element of the provision that underpins the Local Offer. Short Breaks are well recognised to be a vital part of the support which helps keep families with CYP with disabilities together, not just surviving but thriving. Collins et al. (2014) report that parents of disabled children found short breaks crucial in helping them to continue to care, and they typically used the short breaks to enable them to address some of the challenges of supporting their non-disabled children, as well as the opportunity to reduce social isolation.

- Transfer of Care Discharge Team provide safe, timely discharges from hospital. They carry out accurate assessments and commission appropriate services liaising with clients, carers and advocates. Working closely with health colleagues being mindful of the Delayed Discharge Act and working within the guidance of the Care Act 2015.
- Day Services deal with individuals over 65 years, including those that have been diagnosed with dementia. Supporting individuals to maintain their independence and mobility skills and to promote health and well being.
- Home Improvement Agency - Care and Repair is Peterborough City Council's in-house Home Improvement Agency. Its purpose is to provide assistance and support to disabled adults and children, elderly, frail and vulnerable residents to adapt, repair and maintain their homes to enable them to live safely and independently.

A range of services, programmes and grants are provided to support residents with their physical housing needs and to support independent living such as Disabled Facility Grants, Repair Assistance Grants, Minor Aids and Adaptations and advice and practical support such as fund-raising, state benefit entitlement checks, referrals to heating and insulation schemes and relocation assistance.

- We also provide a number of financial services such as financial assessment of users, direct payments and manage the finances of service users who lack the capacity to do so themselves, along with managing the assessments and payments process for service users.
- Best Interests Assessors deal with clients in residential, nursing and hospital placements assessed as not having capacity to decide on their own care. They assess the best interest of the individual to be in 24 hour care or whether there is a less restrictive alternative, age (must be over 18) as well as if there are no other decision making legal processes in place that would conflict, such as advance directive or Deputyship/Power of Attorney.
- [Deprivation of Liberty](#) is a statutory service and also necessary for the provision of social care. The team receive, process and allocate requests relating to assessments for Deprivation of Liberty authorisations from hospitals and care homes. They also collaborate with other statutory bodies and professionals to obtain independent assessments from Section 12 Consultant Psychiatrists and Best Interests Assessors, to manage the process of scrutiny and authorisation and to provide copies of such assessments and authorisation forms to all relevant parties. They also coordinate these assessments within timescales, select, recruit and support external locum staff, provide support to a wide range of external bodies and to offer support and guidance to independent assessors.
- [Reablement](#) provides short term care and support to clients in the community, living in their own homes. We will work with health partners to assess your needs and provide a personalised programme to support you. We may also provide occupational therapists, Sensory Impairment and Assistive Technology. It is our public duty to promote well being in relation you your care under the Care Act.
- Housing Programmes are responsible for capital programmes for disabled facility adaptations and tackling poor housing condition through repairs assistance, often called "Care & Repair". We provide this under statutory duties from Housing Construction & Regeneration Act 1996, Housing Act 2004 or Environmental Protection Act. We also work with residents to tackle fuel poverty and providing energy efficiency measures and advice, such as where you provide consent to share information with partners who may be able to assist you.. We are also responsible for Housing Related Support funding to providers.

We collect only the information that we need to carry out these functions and we ensure that it is used and stored safely and securely.

All staff who have access to information about you will have received training on data protection and information security and they work to a code of conduct which requires them to respect the confidentiality of the information about you that they have access to in order to do their jobs.

Who we share information with and why

In line with best practice outlined in the Care Act we will always ask you who you give permission for us to share your information with. We record what you say about this in our case files, so that we can comply with your wishes wherever possible. In order to provide you with the best service possible we will explain who we need to share the information with to ensure that you get the direct care and support you need. You can say that you do not want the Council to share your personal information with other individuals or organisations at any time. You can refuse this at the start of our contact with you, or you are able to change your mind at any time. It is important to remember that if the council are not able to pass your information to other organisations, this may then reduce the options available, delay, or on occasion prevent you from getting the help you need.

In certain circumstances your personal information may need to be shared against your wishes if there is a legal requirement for us to do so. The council must give information to courts if there are legal proceedings or a court order, to prevent crime, or if there is a risk of harm to you or another person

We will ensure that you understand who in your case we need to share information and some of the people we share with will include:

- Health Agencies
- Department for Work and Pensions
- Police
- Education Providers
- other local authorities where permitted
- Prepaid cards providers
- Direct payment support services
- Courts
- UKBA
- HMRC
- Hospitals
- GPs
- Internal council services where permitted

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

The sharing of information in health and social care is guided by the [Caldicott principles](#).

How long we keep hold of information for

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. For most records we make about your support from Adult Services this will be for 7 years after we have ceased to work with you. More detail can be found in our retention schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).