Privacy Notice- Homelessness Prevention Service

This Privacy Notice explains how personal information you provide as part of the Homelessness Prevention application will be used.

Why we need your personal information

We need your personal information so that we can provide you with advice and guidance in line with Homelessness Reduction Act 2017. The Homelessness Prevention Service will meet with customers to understand the circumstances that have led to the threat of homelessness or resulted in homelessness, the housing needs and other requirements. This allows the service to work with individuals and families to provide or arrange the right advice and support to in line with the customer’s personal housing plan.

We use this information to:
- Provide you with necessary and appropriate services with a view to prevent or relieve your homelessness.
- Make referrals to partner organisations who can provide specialist advice to support you in line with their personal housing plan. Consent will be required from the customer to share information with partner organisations.
- Help develop and improve our services
- Provide information to Ministry of Housing, Communities and Local Government (MHCLG) to meet reporting requirements under the new legislation.

Who we share Data with

As part of the homeless prevention service, we will refer you to other organisations we work with so that they can give you more support. We will need your permission to share your information any of the following organisations, and this will be gathered at the initial interview and captured in the Housing Jigsaw system.

Possible partner organisations:
- Salvation Army
- Coventry Cyrenians
- Emmaus
- St Basils
- YMCA
- Coventry Domestic Violence and Abuse Support Services
- Coventry Haven
- Valley House
- Coventry Independent Advice Service
- The Job Shop
- Christians Against Poverty
- Coventry Law Centre
- Citizens Advice Bureau
- Coventry Refuge and Migrant Centre
- Carriers of Hope
- Coventry Peace House
- Change, Grow, Live
- Open Hands
- Coventry Food Bank
- SPACES
- Once we were soldiers
- Coventry MIND
- Coventry and Warwickshire Relate
- Age UK
- Coventry Irish Society
- Private sector landlords with whom we are discharging duty

We will also refer you to other Council services e.g. Multi Agency Safeguarding Hub, Through Care, Revenues and Benefits, Adult Social Care

We will share complete statistical information with the Ministry for Housing, Communities and Local Government.

**How long will we keep your information?**
Your personal information will be held for 6 years plus the current year.

**What rights do I have?**
Where we have asked for your consent to share your personal information with our partner agencies, you have the right to withdraw your consent. If you would like to withdraw this consent, please contact the **Tracey Brooks in the Homelessness Prevention Service** and/or email nominationsadvice@coventry.gov.uk

Where information has been passed to Central Government/ MHCLG, it is not possible to recall this information.

**Where can I get more details?**
More details about our Privacy Policy including how you can correct or have a copy of your personal information can be found on our website.

Date of last review: April 2018