

Adult Social Care Financial Assessment and Benefits - Fair Processing Notice

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Introduction

Under the Data Protection Act the Council is required to protect any personal information we hold about you. This Fair Processing Notice tells you :

- What information we (the Financial Assessment and Benefits Team or FAB Team) hold about you
- What we use the information for
- Who we share the information with
- How long we keep the information

Information we hold about you

- Detailed personal financial information you have provided to us for the purpose of financial assessment and/or welfare benefits advice. For example this might include your National Insurance Number, details of your income, details of your savings, investments and capital assets, details of your housing costs, and details of relevant expenses relating to a medical condition or disability.
- Where the Department for Work and Pensions (DWP) have passed financial information to us for the purpose of assessing social care charges or assessing entitlement to Pension Credit and other DWP benefits, we may also hold this information (as relevant to the purposes outlined above).

What we use your information for

- Calculating any charges for non-residential care services in the community (a financial assessment under the Council's Financial Assessment Policy for Non-residential care and support), and/or

- Calculating your contribution towards a Care Home Placement (a financial assessment under the Council's Financial Assessment Policy for Care Home accommodation), and/or
- Calculating your welfare benefit entitlements in order to give you advice of any further welfare benefit entitlement

How we store your information

- Personal and financial information is recorded and stored securely on the Council's electronic social care record system called 'Mosaic'.
- Written personal financial information (such as financial circumstances statements and financial application forms) are scanned using a secure password protected printer/scanner within the Council's IT network, which only the person scanning can access the scanned document until it is uploaded onto the secure 'Mosaic' electronic social care record system, within a 'finance information' area of the person's record that can only be viewed by a limited number of Council staff working on financial assessment and charging. The original written documents are then immediately securely disposed of through the Council's confidential waste facilities. Any written personal financial information prior to scanning and uploading to Mosaic system is stored in locked cupboards that only authorised Council staff have access to the area and only staff within the Financial Assessments and Benefits team have access to unlock the cupboards.
- Personal and financial information recorded on portable computer equipment is password protected and encrypted. The computer equipment is only used in line with Reading Borough Council's ICT security policies.
- All staff working in the FAB Team have had satisfactory enhanced Disclosure and Barring Service (DBS) checks.

Who else has access to your information

Within the Council's Adult Social Care Services

Staff working in Adult Social Care Services who have access to the 'Mosaic' electronic social care record system have access to some of this information. The 'Mosaic' system is a secure and auditable system which has a number of functional areas and 'worksteps' where staff in each area can access the data that is essential to the performance of their duties. Detailed personal financial data is held in a 'financial assessment workstep' which can only be updated or amended by staff working in the Financial Assessments and Benefits Team. Adult Social Care workers and managers who are involved in identifying, planning and reviewing care and support needs for individuals have access to read the information held in the Financial Assessment worksteps. The following staff also have access to read the information held in the Financial Assessment workstep within the Mosaic system: Finance processing/charging staff involved in calculating and invoicing weekly charges for care services, Performance Data Officers (for performance monitoring purposes), and Customer Relations Officers (for the purposes of understanding Customer enquiries and complaints).

Within other Council Services

The FAB Team may share your information with other departments within Reading Borough Council where it is relevant. Below is a list of which services we may share your information with and why.

- Housing Benefits and Council Tax - for the purpose of checking you receive your full Housing and Council Tax Support entitlements, or notifying relevant

changes of circumstances where we know of these (for example if we were aware you'd moved into a care home, or where you may qualify for a Council Tax discount)

- Officers dealing with a Disabled Facilities Grant application from you
- Officers who are dealing with debt recovery
- Legal Services - in order to progress a Deferred Payments application from you, during any debt recovery procedures
- The FAB Team will share information with those we are legally required to share information with through the National Fraud Initiative - see Related Information above

The Department for Work and Pensions (DWP)

The FAB Team may share your information with the Department for Work and Pensions (DWP) in the following situations:

You have (or your DWP-Appointed Representative has) signed a 'Customer Consent Form' authorising Reading Borough Council to share information with the DWP for the purpose of assessing entitlement to welfare benefits, or

If we have information about you that is relevant to share with the DWP, as set out in legal regulations called 'Social Security (Information -sharing in relation to welfare services etc) Regulations 2012'. These are regulations issued under sections 30 and 31 of the Welfare Reform Act 2012, and the regulations state examples of where Councils may share information with the DWP. For example, if the Council funds a care home placement for you, we may pass on information to the Department for Work and Pensions about the date you moved in (and/or out) of the care home, and whether you have an arrangement to pay the full cost of the care home fees to the Council.

Where we pass on your relevant personal and/or financial information to the DWP we will only pass this information to them by the following methods: over the telephone to the DWP, by letter to the DWP, or by secure email (via the Government Connect Secure Exchange)

With Organisations or individuals outside the Council

The FAB Team will **not** share your personal financial information with an external organisation or individual unless:

- you give us consent to do this, or
- the organisation or individual is legally appointed to deal with your financial affairs, or
- we have a legal duty to share the information through the National Fraud Initiative, or
- where it is required as part of a Safeguarding Procedure.

We will not send personal or financial information via email unless it is through the Council's Secure email system. The Council currently uses the Global Certs Secure email system for sending emails securely to non-government organisations or individuals.

How long we keep your information for

We keep your information for the duration that you receive services through Adult Social Care.

We will hold the information for up to 6 years after you finish receiving services through Adult Social Care or after any outstanding care charges have been settled, whichever is the later date.