

Stirling Council

Privacy Notice

Find out how Stirling Council uses personal data by checking the Council's website at the following address: <http://www.stirling.gov.uk/dataprotection>

Our website contains a Register of Data Processing which lists all the different ways in which the Council uses personal data.

This Privacy Notice provides more information about just one of those processes.

Title of Process	Adult Intake Services
Why does the Council process personal data?	<p>All data is processed as part of the Regulation of Care. The personal data is initially collected by the Enhanced Reception Services team where a contact/referral is created in the electronic care management system.</p> <p>This information is then passed to the Intake team where a support service is required to be put in place. The person would be contacted by a member of the Intake Team who would arrange a meeting with the service user and an Outcomes Focussed Assessment would be carried out.</p> <p>Further personal data would be gathered at this point and processed to determine the person's need for a service.</p> <p>The information is recorded and processed using service standards/eligibility criteria and decision taken may be:</p> <ul style="list-style-type: none">• No further service required (personal data held in case of further contact)• Process information and transfer to purchase a service (e.g. respite, crisis care, increased care package)• Forward to Locality service for care management <p>In the event of a Social Work crisis out-with office hours, including weekends and public holidays, the Emergency Duty Team (EDT) are available to receive calls and provide information to service users. This service is provided across Stirling, Falkirk and Clackmannanshire Councils. Inquiries relating to the service user and/or</p>

	<p>other parties may include the sharing of information via secure double password protected email. The EDT have Social Workers specifically trained to respond to emergency situations in order to address an emergency which may include working in partnership with Housing Services, NHS 24 and Police Scotland.</p>
<p>What personal data is used?</p>	<p>The data includes information about current or potential service users and their carers.</p> <p><u>Personal data processed</u></p> <ul style="list-style-type: none"> • Name • Address • Date of birth • Name and address of GP • Information about the services to be provided <p><u>Special category data processed</u></p> <ul style="list-style-type: none"> • Health (physical or mental) • Racial or ethnic origin
<p>What makes it lawful for the Council to process this personal data?</p>	<p>Personal data – Legal obligation, in order to comply with our obligations under the Community Care and Health Act 2002.</p> <p>Special category data – Obligations under employment, social services or social protection law, or a collective agreement, in order to deal with our obligations under the Adults with Incapacity (Scotland) Act 2000.</p>
<p>Where does the Council obtain personal data from?</p>	<p>Data is collected by Council employees in the course of an interview or telephone conversation or in written correspondence with the Data Subject or agent.</p> <p>The personal data is stored in the electronic care management system and this information may be accessed by other teams such as Intake or Locality Teams in order to capture additional information as required.</p> <p>Personal data may be passed from a different organisation through the completed Single Shared Assessment from NHS.</p>
<p>Where does the Council keep personal data?</p>	<p>All data is stored electronically in the care management system.</p>

<p>How long does the Council keep personal data?</p>	<p>Data is retained for either 5 years from last action or 3 years from the death of the adult.</p>
<p>Who does the Council share personal data with?</p>	<p>Data is shared with external providers who provide service users with a service.</p>
<p>Who do I contact about my personal data?</p>	<p>The Council has a Data Protection Officer to make sure it is complying with data protection laws.</p> <p>The Council's Data Protection Officer is Kevin O'Kane, Audit Manager.</p> <p>He can be contacted at: Data Protection Officer, Stirling Council, Teith House, Kerse Road, Stirling FK7 7QA Email: dataprotection@stirling.gov.uk Telephone: 01786 404040</p>