

Supported Housing Improvement Programme (SHIP)

Kirklees Council's Supported Housing Improvement Programme (SHIP) is a multi-disciplinary team with representatives from Housing Related Support, Revenues & Benefits, Homelessness and Private Sector Housing Compliance. It is a three-year programme funded by the Department of Levelling Up Housing and Communities (DLUHC).

The aim of the SHIP is to ensure that supported housing you live in is of a good quality, in terms of both the level of support you receive and the standard of the accommodation you live in. We work with you and providers of supported housing to address any shortages of housing and look at improving the housing we have.

The categories of information that we collect, process, hold and share include:

- Personal information (for yourself and/or your family members), this could come from your Housing Benefit claim, your support and/ or accommodation provider or via a complaint you have made about your accommodation or support:
 - full name,
 - date of birth,
 - address / post code,
 - telephone number,
 - email address,

- Other Characteristics
 - gender,
 - immigration status,
 - disability.

Why we collect and hold this information

We use this personal data in order to:

- To address any problems during your stay in supported housing, with the standard of accommodation and/ or support.
- Enable us to carry out specific functions for which we are responsible.
- Assess the quality of our services – whether we provide it or ask others to do this on our behalf.
- To help you move on and sustain suitable accommodation in the future.

- Evaluate and improve our performance.
- Derive statistics and intelligence which inform decisions about future delivery of services.
- Provide central government departments with statistical and research information.

The lawful basis on which we use this information

Under Article 6 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing this information are:

6(1)(c) We have a legal obligation.

6(1)(e) We need it to perform a public task.

These legal bases are underpinned by acts of legislation that dictate what actions can and should be taken by local authorities. This includes, but may not be limited to:

- Supported Housing (Regulatory Oversight) Act 2023
- Homelessness Act 2002
- Localism Act 2011
- Homelessness Reduction Act 2017
- Part 6 and Part 7 of the Housing Act 1996
- Housing Act 2004

In order to do this work, we also need to collect some special category data. This is personal data that needs more protection because it is sensitive. Under Article 9 of the UK General Data Protection Regulation (UK GDPR), the lawful bases we rely on for processing special category information are:

9(2) (g) Reasons of substantial public interest (with a basis in law)

How we store your personal information

Your information is safely stored on Kirklees Council's secure network drives.

We keep your information for 7 years. We will then dispose your information by automatic and manual deletion methods.

Who we may share your information with

We may sometimes share the information we have collected about you where it is necessary, lawful and fair to do so. In each case we will only share the minimum amount of information, only when required, for the following reasons:

- To support you to secure suitable move on accommodation.

- To safeguard the vulnerable.
- To develop local and national policies and strategies.
- To manage local authority performance.
- To administer and allocate funding.
- To identify and encourage good practice.

We may share this information with:

- Other services within Kirklees Council including the Legal Services, Communities, Homes & Neighbourhoods, Internal Audit;
- National government department e.g. Department Levelling Up Housing and Communities (DLUHC), Department for Work and Pensions (DWP);
- Other partners such as Police, Fire Service, Probation, Community Organisations.
- Providers of supported accommodation in Kirklees: Registered Providers of Social Housing, Charities/ not for profit companies, Community Interest Companies.
- Government appointed external evaluator as part of the programme evaluation (statistical information only)
- Other local authorities participating in the Supported Housing Improvement Programme in order to share best practice (statistical information only).

We do not share personal information about you with anyone else without consent unless the law and our policies allow us to do so.

Your data protection rights

Under data protection law, you have a number of rights, including the right to have your records rectified and the right to ask for access to all the information the Council holds about you. These rights are listed in more detail on [Kirklees Council's data protection rights page](#).

You are not required to pay any charge for exercising your rights. If you make a request, we have one month to respond to you.

Please contact us at Data.protection@kirklees.gov.uk if you wish to make a request.

Further information

Additional information on how each team uses your data can be found at [How we use your data](#).

If you would like further information about this privacy notice, please contact: SHIP@Kirklees.gov.uk

If you have any worries or questions about how your personal data is handled, please contact the Data Protection Officer at DPO@kirklees.gov.uk or by ringing 01484 221000.

You can also complain to the ICO if you are unhappy with how we have used your data. You can contact the ICO via the ['Contact us' page on their website](#), or by ringing 0303 123 1113.