

# Privacy Notice for the District Direct Service

## What this document is for

This privacy notice provides details on how we, Broadland District Council and South Norfolk Council (“the councils”), use your personal information for the purposes of processing referrals for the District Direct service which links NHS Secondary Care services to Help Hub partners, statutory agencies, the Voluntary and Community and Social Enterprise Sector (VCSE) and community groups. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The District Direct team deliver the District Direct service in Secondary Care settings in Norfolk, primarily Norfolk and Norwich University Hospital (NNUH) and Norfolk and Suffolk Foundation Trust hospitals (NSFT). In addition the service receives referrals from Dereham Hospital, Swaffham Cottage Hospital, Ogden Court, Benjamin Court, Grayfriars Court, North Walsham Hospital, Coleman Hospital and Pine Cottage as well as various other social care funded placements.

The Councils are what is known as the ‘Data Controller’ for your data, and act as joint data controllers as they jointly operate the services.

The Broadland and South Norfolk Help Hub (“Help Hub”) is a partnership that includes but is not limited to these external agencies:

- Other local authorities
- Your GP or health care provider
- Private landlords and Registered Housing Providers
- Probation services
- Other internal council departments
- Police
- Department for Work and Pensions
- Childrens services
- Adult social services
- Domestic abuse support providers
- Voluntary and community sector partners
- Any other organisations providing you with support

## Further details

We also provide the following details in our general privacy notices on our [website](#)

- Your rights under the UK General Data Protection Regulation (the UK GDPR) and
- How to exercise them.

## What we use your information for

The Council's will use your information to:

- Contact you to discuss current support that you have, discuss what's going well, what you might be worried about and agree a plan to support you in the future
- To assess your current situation, identifying support that could be offered to help make your situation more manageable
- To make enquiries with Council departments such as Housing, Benefits, Council Tax, adult social care, children's services and Police to determine support that has previously or is currently being provided to ensure a collaborative approach to problem solving
- To make enquiries with external agencies such as the Department of Work and Pensions, (DWP), to determine eligibility for benefits.
- To make enquiries with Secondary Care (such as Norfolk and Suffolk Foundation Trust) to establish and understanding of current health and wellbeing need. We might access notes on clinical and social care systems as part of the District Direct service, giving hospital and social care staff an overview of the support that has been offered by the service, these updates might be recorded ward notes.
- Make enquiries to establish social care needs
- We may make enquiries with third sector organisations that might be able to provide help and support to you, we will discuss this with you when creating your personalised action plan.

## What personal data we collect and use about you

We will collect and use information which includes but is not limited to the following, in relation to yourself and other members of the household:

Contact Information - this includes name, property address, email address, and telephone number(s)

- Contact information of person making a referral on behalf of an applicant – including name, telephone number and email address.
- Dates of birth
- Details of others in the household or those providing support, this could include name, address an email address
- Gender
- National Insurance Number
- Language
- Communication needs
- NHS number and doctor's surgery
- Details of employment
- Information on current benefit claims with DWP, HMRC and South Norfolk and Broadland Council Housing Benefit and Council Tax Assistance

- Details of records made by the housing, benefits and council tax teams at South Norfolk and Broadland Council
- Social Services reference number, (if applicable).
- Health and Social care information and assessments – including medical information, disabilities, medication, etc.
- Ability to undertake activities, e.g., cooking, bathing / washing, toileting, shopping, household jobs, access to the community to make onward referrals to adult social care or other appropriate support services
- Details of any other health professional involvement, e.g., Occupational Therapist, Physiotherapist, Neurological Specialist Nurse, mental health support, etc.
- Any care / support details
- Financial information to determine eligibility for grant funding, including Benefits, Income, Capital, Savings, and equity (including pay slips and bank statements)
- Property information – including ownership, tenancy, landlord contact details and any heating and disrepair issues
- Any relevant risks or vulnerabilities

## Who provides this information?

We receive most of this information from you, but we may also obtain some of this data from the following agencies where relevant:

- Clinical and non-clinical staff from NHS Secondary Care, NSFT and adult social care
- Council departments which include housing solutions, benefits, council tax, Integrated Home Adaptations Team (IHAT), Planning, adult social care and children's services (this included Norfolk County Council, Breckland District Council and North Norfolk District Council – determined by where you live and which council is supporting you)
- Your GP or health care provider.
- Private landlords and Registered Housing Providers.
- Any agency or organisations providing you with support and advice
- Department for Work and Pensions, HMRC
- Other local authorities.

## How we share your information

The Councils will share your personal data to Help Hub partners, third sector providers and community groups that might be able to offer you help and support.

The Council's may liaise with external agencies such as adult social care, children's services, your General Practitioner or other health Professional to establish your support needs.

With your consent, the Council will share your name, property address and contact details colleagues in other internal teams and partner agencies that might be able to provide help and support to address the issues that you're asking for help with.

We will speak to partners to gather additional information about support that they are currently offering or providing to ensure we are offering a joined-up, collaborative approach to problem solving.

With your consent, we may make enquiries with charitable organisations and other potential sources of funding to assist with funding of adaptations / assistance.

We may also use the information provided to us to suggest referrals or to signpost you to other departments within the councils and other organisations (including those located within the Help Hub) to assist you.

We will always seek your consent to making such a referral unless we feel that to do so would put an individual or family at risk of serious harm.

Information may also be shared externally with the Police and other agencies for the Council to carry out their statutory duties. Apart from where previously stated, we do not pass your details to third parties unless we are lawfully able to do so for the prevention and detection of crime and fraud, or for the collection of taxes.

Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

## **How the law protects you and the legal basis for processing your information**

We have legal grounds under the UK GDPR to process this information because it is necessary for the performance of a task carried out in the public interest and the task or function has a clear basis in law under the Housing Grants, Construction and Regeneration Act 1996.

We also rely on consent in relation to providing additional services and advice as detailed elsewhere on the Notice.

Under Article 9.2 (g) of the UK GDPR, we process special categories of data such as health data.

## **How long will we keep your personal information for?**

The information you provide will be held securely by us for a period of no longer than **6 years** following the closure of your case.

## **How we keep your information**

The information is stored electronically, on the Council's network including records management systems.

## **Changes to this notice**

We may amend this privacy notice at any time so please review it frequently. The date below will be amended each time this notice is updated.

This notice was updated in January 2026.