**Privacy Notice for the Integrated Housing Adaptation Team – Disabled Facilities Grants & other grants / assistance.**

**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 applications for Disabled Facilities Grants, (DFG), discretionary grants and assistance to help applicants remain living safe and independently in their home. By ‘use’ we mean the various ways it may be processed, including storing and sharing the information.

The Early Help Hub at the Councils receive your information and make referrals for service to the Integrated Housing Adaptations Team, (IHAT) based with the Housing Standards Team at the Councils. The IHAT work in partnership with Norfolk County Council Assistant Practitioners and Occupational Therapists to determine the needs of applicants.

Please note that the Council in which you reside is what is known as the ‘Data Controller’ in relation to your personal data.

**Further details**

We also provide the following details in our general privacy notice on our websites (please follow relevant link below to access these)

* Your rights under the UK General Data Protection Regulation (the UK GDPR) and how to exercise them;
* How to make a complaint and contact our Data Protection Officer; and
* How to contact the regulator, the Information Commissioner’s Office

[South Norfolk Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/south-norfolk-council-data-protection) [Broadland District Council](https://www.southnorfolkandbroadland.gov.uk/council/data-protection/broadland-district-council-data-protection)

**What we use your information for**

The Councils will use your information to:

* Contact you about your grant application and if successful, contact you about the grant award and agreed works.
* To assess your eligibility for a grant.
* To make enquiries with other internal council departments such as Housing Benefits and Council Tax to determine eligibility for a grant, Planning and CNC Building Control to ensure work conforms to current Regulations and the Land Charges team when a DFG or other grant will have an associated local land charge on the property.
* To make enquiries with external agencies such as the Department of Work and Pensions, (DWP), to determine eligibility for a grant.
* To work with Norfolk County Council Assistant Practitioners and Occupational Therapists, to determine your needs and what adaptation/s or assistance is necessary and appropriate.
* With your consent, liaise with external agencies such as social Services, your General Practitioner or other health Professional to establish your needs and eligibility for grant assistance.
* Obtain a quote/s from contractors for agreed works, instruct the contractor to undertake the agreed work and to award grant funding.
* For adaptations to a property, we will liaise with the property owner / landlord, (if not the applicant), to obtain the necessary consent and proof of ownership.
* With your consent, we may make enquiries with charitable organisations and other potential sources of funding to assist with funding of adaptations / assistance and advice.

**What personal data we collect and use about you**

We will collect and use the following information in relation to yourself (the main applicant or joint applicants) and your household or anyone included on your application:

* 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
* Gender
* National Insurance Number
* Language.
* Communication needs.
* NHS number and doctor’s surgery.
* Social Services reference number, (if applicable).
* Health and Social care information and assessments – including medical information, disabilities, medication, etc.
* Equipment needs, e.g., walking equipment, wheelchair, hoist, stairlift, etc.
* Access and mobility issues in and around the property.
* Ability to undertake activities, e.g., cooking, bathing / washing, toileting, shopping, household jobs, access to the community, etc.
* Details of any other health professional involvement, e.g., Occupational Therapist, Physiotherapist, Neurological Specialist Nurse, mental health support, etc.
* Any care / support details.
* Power of Attorney details – name and contact information, (if applicable).
* 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, listed building details, layout, facilities and amenities, heating and disrepair issues and any previous grant adaptation work, planning permission and building regulations approval.
* Property occupancy details – including names, age, relationship. Details of any pets.
* 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:

* Norfolk County Council Occupational Therapists or Assistant Practitioners.
* Your GP or health care provider.
* Private landlords and Registered Housing Providers.
* Any other organisations providing you with support and advice who have identified that you could benefit from IHAT services (e.g., Age UK, Citizen Advice, Social Services, Norfolk Constabulary etc.).
* Other internal council departments.
* Department for Work and Pensions.
* Other local authorities.
* an agency that is offering you support and advice

Broadland District Council will share your name, property address and contact details with our list of vetted installers to obtain a quote for agreed works if you are eligible and award grant funding. We will also use this Instruct the installer to undertake the agreed works on your behalf.

**How we share your information**

Broadland District Council and South Norfolk Council will share your personal data, which is relevant to your assessment of need, with Norfolk County Council Assistant Practitioners and Occupational Therapists who have the responsibility to undertake an assessment of need and identify work / assistance that is necessary and appropriate. A formal recommendation of need is produced and provided to Officers working within the IHAT, (Housing Standards Technical Officers, Technical Advisors or Care and Repair Officers), to establish what work / assistance is eligible for grant funding and is reasonable and practicable.

The Council’s may liaise with external agencies such as social Services, your General Practitioner or other health Professional to establish your needs and eligibility for grant assistance.

To determine eligibility for grant funding, IHAT Officers may share and confirm your financial information with other internal council departments such as Housing Benefits and Council Tax and with external agencies such as the Department of Work and Pensions.

With your consent, the Council will share your name, property address and contact details with our list of vetted contractors to obtain a quote for agreed works if you are eligible and award grant funding. We will also use this Instruct the contractor to undertake the agreed works on your behalf.

IHAT Officers will share information concerning the property and proposed adaptation work with other internal council departments such as CNC Building Control and Planning for the purpose of determining compliance with current permissions and Regulations.

For adaptations to a property, we will liaise with the property owner / landlord, (if not the applicant), to obtain the necessary consent for proposed work and proof of ownership. We will liaise with HM Land Registry to establish proof of ownership.

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

For DFG’s and Gaining Independent Grants awarded to homeowner occupiers there may be a local land charge applied to the property of up to £10,000 for grant values between £5,000 and £15,000 that is valid for 10 years. The information relating to the property, grant funding and work undertaken will be shared with the Land Charge team at Broadland District Council and South Norfolk Council.

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 Early Help Hub) to assist you.

This can include (but is not limited to):

* Debt and Welfare Advice
* Energy efficiency and fuel poverty advice
* Community Activities
* Registered Housing Providers
* Children’s Services
* Adult Social Care
* Health and Mental Health services

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 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 **10 years** following the closure of your case unless we are required by the Inquiries Act 2005 to retain the information for longer including, up to indefinitely.

**How we keep your information**

At South Norfolk Council the information is stored electronically, on the Council’s network including records management systems.

At Broadland District Council the information is stored electronically, on the Council’s network including records management systems. Information is also held in paper files stored either in secure filing cabinets at Broadland District Council Offices or in locked containers at remote working Officers homes.

**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 February 2025.