

Care Navigation and Social Prescribing Information Schedule

SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR MEMBERS – AGE UK CAMDEN

Please be advised that this table represents the information that AUC (and subsidiaries where applicable) may retain in relation to your employment. It also details when this information will be securely destroyed.

Please note that the organisation may keep basic anonymised information beyond the retention period for statistical reporting.

Please sign the end of this document to confirm that you have been informed of this process and are in agreement.

| Information gathered and retained | Purpose for processing | Organisations that this information may be shared with and reason why | Legal basis for processing | Assessment of data subjects interests | Duration of retention |
|--|--|---|--|--|--|
| Personal identifiers e.g. name, CLOG reference number NHS numbers CLOG numbers Hospital reference numbers EMIS numbers | As a means to identifying clients across organisational data bases where information is retained. Saves repeating and duplicating information on the data systems, reduces risk of over processing other sensitive data | NHS secondary care, social services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance service and transport services, police. Information is shared on a need to know bases ensure clients receive appropriate help, to raise any risk or concerns. CLOG and NHS Number, required by CN service to identify clients for monitoring purposes | Necessary for the performance of a contract of which the data subject is a party. Necessary for the legitimate interests of the organisation. | Impact on data subjects rights and freedoms is very low. Processing is in data subjects interest. | As per AgeukCamdens retention of information policies. As per NHS Camden's retention of information polices |
| Financial identifiers, e.g. National Insurance number | For client identification if interventions are required around a client's welfare/financial provision | DWP, social services,(transport services, taxi card applications) Queries about claims to the DWP, or other means tested services as proof of benefits and income | As above | As above | As per AgeukCamdens retention of information policies |
| Address | Full address and postal code, to carry | NHS secondary care, social | As above | As above | As per AgeukCamde |
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| Version 2: Reviewed by Katalin Swann (changes:) Organisations we may refer to are | | | | | |
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| Author: Katalin Swann (Previously Sharleen Rudolf) | | | | | |

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| | out home visits, to post service information letter, for lone worker identification of where staff are. To share with hospital transport. | services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance service and transport services, police, pharmacy staff on a need to know bases. A requirement field to filled out on charity log AgeUkCamden | | | ns retention of information policies. As per NHS Camden's retention of information polices |
| Home and mobile telephone numbers | To make contact with clients in relation to their care and support provision | NHS secondary care, social services, GPs, NHS primary care staff, ie integrated care teams, 3 rd sector organisations. London ambulance service and transport services, police, Information shared on a individual need to know bases outside of AgeUkCamden | As above | As above | As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices |
| NOK phone NOK name and phone numbers | Incase it is necessary to contact NOK in an emergency, if next of kin has power of attorney of health or provides unpaid care it may be necessary to share information | GPs, social services, emergency services, transport services, hospital teams, pharmacies, integrated care services Age Uk Camden charity log visible to other users, (organisational requirement to collect this information) NHS requirement to update this information on EMIS | As above | As above | As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices |
| Choice of 1 st Language | To support client's choice of language, so other agencies working with the client are aware of this choice. | GPs, social services, emergency services, transport services, hospital teams, NHS primary care services, 3 rd | As above | As above | As per AgeukCamde ns retention of information policies. As per NHS Camden's |

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| | To help support services to meet the needs of the client such as providing interpreting services. Required by Ageuk Camden for routine monitoring purposes, tick box required field on charity log Required by CN services for monitoring purposes | sector, on a need to know bases | | | retention of information polices |
| GP name and surgery | Contractual Service requirement to record this for monitoring purposes. To identify GP to report progress, service interventions and any health deterioration or concerns. | Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations London ambulance service and transport services, police, Information shared on a need to know to bases and in clients best interest | As above | As above | As per AgeukCamde ns retention of information policies. As per NHS Camden's retention of information polices |
| Employment status | Age uk camden requirement for monitoring purposes, (organisation requirement to collect this information) In relation to financial interventions. | DWP only for benefit assessments purposes, information stored on Charity log visible to other users | As above | As above | As per AgeukCamde ns retention of information policies |
| Religious group | Required by Ageuk Camden for routine monitoring purposes, tick box required field on charity log | Visible to other AgeUK Camden Charity log users(organisation requirement to collect this information) not routinely shared information by CN Team with other stakeholders unless there is a clear need to know reason in | As above | As above | As per AgeukCamde ns retention of information policies. |

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| | | relation to client wellbeing. | | | |
| Ethnicity | Required by Age Ukcamden for Monitoring purposes | Only shared on a need to know bases outside of AgeUkCamden, should there be need to highlight any cultural sensitivities in relation to care provision and interventions, not routinely shared, but visible to other Charity log users at Age UK Camden, (Organisation requirement to collect this information) | As above | As above | As per AgeukCamdens retention of information policies. |
| DOB and age | Required for service monitoring purposes, required for identification of clients when working with health and social care providers | Routinely Shared only on a need to know bases, if required for identification purposes or monitoring information. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations | As above | As above | As per AgeukCamdens retention of information policies. As per NHS Camden's retention of information polices |
| Gender | Required for AgeUKCamdens monitoring purposes, required for identification of clients when working with health and social care providers | Routinely Shared on a need to know bases if required for identification purposes, monitoring information or appropriate care provision. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations, transport services | As above | As above | As per AgeukCamdens retention of information policies. As per NHS Camden's retention of information polices |

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| Sexual Orientation | Required by Ageuk Camden for routine monitoring purposes | Not routinely shared outside AgeUkCamden by CN Team Information can be accessed by other AgeUkCamden Charity log users, (organisation requirement to share this information) | As above | As above | As per age UK Camden retention of information policies |
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| Any disabilities and medical conditions including if Dementia is diagnosed | Required for AgeUkCamden monitoring purposes.(organisati on requirement to collect this information) Required by CN service for appropriate service provision in accordance to need, care planning purposes | Shared only on a need to know bases outside of AgeUkCamden, required only for appropriate care planning/interventions and support provision. For Age UK Camden monitoring purposes, visible to all,(organisation requirement) Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations | As above | As above | As per age UK Camden retention of information policies As per NHS Camden's retention of information polices |
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| Details of living arrangements: number of people living there, the accommodation type | Required for AgeUkCamden monitoring purposes,(organisati on requirement to collect this information) Required by CN service for appropriate service provision in accordance to housing need, | Shared only on a need to know bases, outside of AgeUk Camden if required for purposes of seeking housing support/interventions or required access to property by other services, Social workers, emergency services, primary care teams, GP,s, transport service, other 3 rd sector organisations | As above | As above | As per age UK Camden retention of information policies As per NHS Camden's retention of information polices |
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| If the client is housebound | Necessary information for | Shared only on a need to know bases, | As above | As above | As per age UK Camden |

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| | appropriate CN service provision. Required by AgeUKCamden for monitoring purposes, (organisation requirement to collect this information) | outside of ageUk Camden as required for CN service provision/interventions. On charity log for AgeUKCamden monitoring purpose visible to all users Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport service, other 3 rd sector organisations | | | retention of information policies As per NHS Camden's retention of information polices |
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| If the client is a carer | Required for ageUkCamden monitoring purposes,(organisation requirement to collect this information) Required by CN service for appropriate service provision/interventions in accordance to need | Shared only on a need to know bases outside of AgeUk Camden if required for CN service provision/interventions purposes. Required by AgeUKCamden on Charity log for monitoring purposes, visible to all users. Social workers, emergency services, primary care teams hospital staff, GP,s pharmacist, transport services, other 3 rd sector organisations | As above | As above | As per age UK Camden retention of information policies As per NHS Camden's retention of information polices |
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| Name and value of benefits client is in receipt of | Required by CN service for appropriate service provision/interventions | Shared only on a need to know bases if required for CN service provision/intervention purposes. Social workers, primary care teams, hospital staff, GP,s, transport service, other 3 rd sector organisations | As above | As above | As per age UK Camden retention of information policies As per NHS Camden's retention of information polices |
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| Uploaded documents in relation to clients issue. These may include: Any letters, emails or correspondence between client, professionals involved and advisors. | Necessary for appropriate information related to care planning and outpatient appointment coordination | Uploaded onto Charity log, AgeUK Camden. Locked to only visible to Care Navigation Team | As above | As above | As per age UK Camden retention of information policies |
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Organisations we may refer to are:

- A1 Opticians
- Abbey Community Centre
- AbilityNet
- ACAS
- AADD UK – adult ADHD peer support
- ADHD groups
- Access to Counselling
- Access to Work
- Accessible Holidays – Age UK
- Accessible Transport
- Adult Social Care
- Adult Social Care Occupational Therapy Service
- Age UK Business Directory
- Age UK Camden - Computers - Digital Inclusion
- Age UK Camden - Dementia Wellbeing Service
- Age UK Camden - Information & Advice
- Age UK Camden Counselling
- Age UK Camden NW3 Good neighbours
- Age UK Camden Greatcroft day centre
- Age UK Camden Henderson Court Day centre
- Alzheimer’s Society
- Asylum seekers-refugees Camden
- Autism Hub
- Bangladeshi Centre London
- Bare Nutrition Meal Delivery
- Bengali Workers Association
- Better Gym
- Bereavement services
- Belsize Priory Integrated Primary Care Team
- Bladder & Bowel Care Services
- BlindAid
- Bluebird Care
- Bluebadge application
- British Red Cross

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British Somali Community Centre
 Camden Accessible Travel Solution
 Camden Careers and Connexions Service
 Camden Central Access Team
 Camden Cost of Living Crisis Fund
 Camden & Islington Wheelchair Service
 Camden Adult Community Learning
 Camden Carers Service
 Camden Central Access Team
 Camden Community Health
 Camden Community Law Centre
 Camden Council Helpline
 Camden Crisis Team
 Camden Crisis Sanctuary
 Camden Disability Action
 Camden Green Gym
 Camden Housing Services
 Camden Housing Register
 Camden Housing Repairs
 Camden Floating Support
 Camden Foodbank
 Camden Handyperson's Service
 Camden Learning Disability Service
 Camden Listening and Counselling Service
 Camden Low Income Pensioners Fund
 Camden Libraries Activities
 Camden Memory Service
 Camden Outreach Team
 Camden Podiatry
 Camden Safety Net
 Camden SAMH CHMT – Services for Aging and Mental Health
 Camden Sheltered Housing
 Camden Spectrum Centre
 Camden Sensory needs service
 Camden Town shed
 Careline Telecare
 Camden Mental Health Team for Older People
 Camden Wellbeing Walks
 Carers Allowance Unit - DWP
 Castlehaven Community Centre
 Central and North West London Health care trust
 Camden Alcohol Services
 Centre 404 (Learning Disabilities)
 Children and family support
 Children and young people disability service
 Churches in Camden
 Citizens Advice Bureau
 City Clearance
 Cleaning agencies
 Contact the Elderly
 Connect to Work
 Complex Care nurse
 Community Dentist
 CNWL NHS Foundation Trust
 Creative Health Camden
 Cruse Bereavement support
 DeafBlind UK

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Department of Work and Pensions
 DWP Winter Fuel payment
 Dial a Ride
 DID card – national disability ID card
 Disability Action Camden
 Disability Freedom Pass
 Disability grants
 Disability Rights UK
 District Nurse Teams
 Doorstep Help
 Energy Efficiency grants
 Family Action
 Families in focus
 Feast with Us
 Find a book club
 Find food Camden
 Friends of the Elderly
 Funds for Human Needs
 General Practitioner (GP)
 Glasspool Charity Trust
 GoodGym
 GoodWork Camden
 Greenwood Mental Health Service
 Green doctor Camden
 Green Camden
 Hampstead Community Centre
 Hampstead Wells Pension and Camden Trust
 Health Coach Kitchen Workshop
 Henna Asian Women's Group
 Highgate Dementia Wellness Café
 Holborn Befriending
 Holborn Community Association
 Hospital Transport services
 HGP Diabetes group
 Homeless Prevention Teams
 Hopscotch Asian Women Centre
 Housing Ombudsman Service
 Integrated Primary Care teams Camden
 Jewish Listening Line
 Journey 2 Work
 JobCentrePlus
 Keats Community Library
 Kentish Town Community Centre
 Kentish Town Health Centre
 Kentish town pedals
 Key Changes
 Kilburn Good Neighbours Scheme
 ICope Mental Health Charity
 LBC housing benefits and council tax
 LBC Neighbourhood Housing Officer
 LBC Welfare Rights Team
 LBC Complaints team
 LBC Family Group Conference
 Law Society
 League of helping hand
 Likewise Mental Health Charity
 Living – Independent living services

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Local MP – Tulip Siddique
 London Asylum Crisis Project
 London Ambulance Service
 London Fire brigade
 London Police
 London Irish Centre
 MacMillen Cancer support
 Maggie's Cancer Charity
 Margaret's Fund
 Mary Ward Adult Education Centre
 Mary Ward Legal Centre
 Maya Centre for Women
 Mental Health Advocacy Service
 MIND in Camden
 Migrant help
 Mobile Hair dressers
 Money Advice Service
 MoneyHelper – helpline
 Morefields Eye Hospital
 More Life Weight Management
 NHS dentist
 NHS 111
 New Horizon youth centre
 North West London Law Centre
 Nutfield Health- joint pain programme
 NSPCC
 Oldfield Estate Sheltered Housing
 One Housing Association
 Origin Housing
 Osborn's Law Solicitors
 Passport Office
 Parkinson UK
 Patient transport
 Peckwater Centre
 Peer Mentoring
 Physiotherapist
 Plus Bus Door-to-Door
 PIP claim line
 Pohwer Advocacy Service
 Private Care Agencies
 Primrose Hill Neighbours Help
 Primrose Hill Community Centre
 Queens Crescent Community Centre
 Queens Crescent Library
 Radar Key Disability Rights UK
 Rapid Access Service
 Reach Out Camden
 ReEngange
 ReThink
 Relate
 Royal Free Hospital Charity
 Scope Advice Line
 Scootability Camden – mobility support
 SHINE London
 Shelter – housing and homelessness charity
 Sheltered Accommodation
 Single Homeless Project

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Specsavers – Hearing Aid
St Lukes Kentish Town
St Luke's Church
St Anne Church NW5
StPancras Hospital
StPancras Welfare Trust
Step Change Debt Charity
Solace Women's Aid
Solicitors
Support for Tenants – housing charity
SweetTree Home care services
Swiss Cottage Community Centre
Swiss Cottage Library
Talking Therapy Services
Taxi Card
Technical for Life
The British Computer Association for the Blind
TFL bus and tram discount
The HIVE
The hospital Saturday Fund
The Greenwood Centre
The Law Society
The Listening Place
The Living Centre
The Recovery College
The Salvation Army
The Silver Line
Third Age Project
Thrive therapeutic gardening
Trusted Traders - Age UK London Business Directory
Victim Support
Voicability Advocacy
Voluntary Action Camden
Wellbeing Group Walks in Camden
West Hampstead Community Centre
Whittington Health and Dental Service
Wilshire Farm Foods
Wish Plus
WorkWell

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