

## Great Croft Resource Centre Schedule of Information

### SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR MEMBERS – Great Croft Resource Centre

Please be advised that this table represents the information that AUC (and subsidiaries where applicable) may retain in relation to the services you receive from us. 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.

Information gathered and retained	Purpose for processing	Organisations that this information may be shared with and reason why	Duration of retention
Personal identifiers e.g. name, CLOG reference number	To identify the member, Clog number used to anonymise the client when reporting to other Age UK Camden staff	Organisations that this information may be shared with and reason why <ul style="list-style-type: none"> <li>• ASC in Camden</li> <li>• CMHT</li> <li>• AUC finance team</li> <li>• Camden transport</li> <li>• Hospital discharge team</li> <li>• Award &amp; Contribution team</li> <li>• NHS organisations</li> <li>• GPs</li> <li>• District Nurse Team</li> <li>• Optician</li> <li>• OTs</li> <li>• AUC staff</li> <li>• Care agencies</li> <li>• Mini cab company used by AUKC</li> <li>• Rothschild</li> <li>• Cretio</li> <li>• Guardian</li> <li>• Viacom</li> <li>• Camden Memory service</li> <li>• KCBNA</li> <li>• Camden wheelchair clinic</li> </ul>	7 Years after client becomes inactive on CLOG
Address	To communicate appointments, inform members of events and meetings. For staff to use when visiting a member at home.	As Above	7 Years after client becomes inactive on CLOG
Home and mobile telephone numbers	To communicate appointments, amend arrangements. To contact the member regarding outcome of actions post assessment.	As Above	7 Years after client becomes inactive on CLOG
Email address	If preferred by client against telephone	As Above	7 Years after client becomes inactive on

			CLOG
NOK name and phone number	Needed if the client cannot be contacted or needs to be contacted in cases of emergency. If client has requested contact is made with NOK rather than with client (e.g. liaising re information as client has dementia and NOK would be bringing client.)	As Above	7 Years after client becomes inactive on CLOG
Choice of 1 <sup>st</sup> Language	For monitoring and equal opportunities. So we have knowledge if members do not speak English and may need an interpreter to attend assessment or communicate effectively within the centre.	As Above	7 Years after client becomes inactive on CLOG
GP name and surgery	To assist clients with appointments and home visits that they may not be able to arrange themselves. To advise GPs of concerns we are aware of with clients that GPs may not know about.	As Above	7 Years after client becomes inactive on CLOG
Religious group	Equal opportunities and stats / audit purposes. Also to establish whether there are any religious or cultural needs we need to be aware of when they are in the centre.	As Above	7 Years after client becomes inactive on CLOG
Ethnicity	Equal opps stats / audit purposes.	As Above	7 Years after client becomes inactive on CLOG
DOB and age	Needed as part of client's assessment for eligibility for our service.	As Above	7 Years after client becomes inactive on CLOG
Gender	Stats / audit purposes. To make sure we	As Above	7 Years after client becomes

	have the correct ratio of male/female staff in the centre to best support client's needs.		inactive on CLOG
Sexual Orientation	Stats / audit purposes  In order for the centre staff to best advise and support the client.	As Above	7 Years after client becomes inactive on CLOG
Any disabilities and medical conditions including <ul style="list-style-type: none"> <li>• If Dementia is diagnosed</li> <li>• If learning disability diagnosed</li> <li>• If mental health issues diagnosed</li> <li>• Sensory impairments</li> <li>• Emotional support needs</li> <li>• Hearing and speech</li> <li>• Communication issues</li> <li>• Mobility issues</li> <li>• Dietary information</li> </ul>	Stats/ auditing purposes  In order for the centre to best advise and support the client. To enable us to arrange day to day routine in the centre to best suit the member's needs. To enable us to provide the best and most suitable care/support for the member i.e. nutrition/hydration/activities.	As Above	7 Years after client becomes inactive on CLOG
Details of living arrangements: number of people living there, the type accommodation	Stats/ auditing purposes  In order for the centre to be aware of what support is in place when the member is at home i.e. if they were not to attend one day, whether they would be supported at home or alone.	As Above	7 Years after client becomes inactive on CLOG
If the client is housebound	Stats/ auditing purposes  In order for the centre to best arrange transport assessment/set up of transport/mobility in the centre/any equipment needed.	As Above	7 Years after client becomes inactive on CLOG
If the client is a carer	In order for centre staff to best support the client.	As Above	7 Years after client becomes

			inactive on CLOG
<p>Uploaded documents in relation to clients issue. These may include:</p> <ul style="list-style-type: none"> <li>Any letters, emails or correspondence between client, professionals involved and centre staff.</li> </ul>	<p>Needed for reference purposes</p> <p>For staff to be kept up to date of certain issues, i.e. GP/MHT/Social Workers/Care charges</p>	As Above	7 Years after client becomes inactive on CLOG
<p>For health and social care:</p> <ul style="list-style-type: none"> <li>Care and support plan</li> <li>Awards and contributions financial assessment</li> <li>Medical summaries</li> <li>Hospital discharge summaries</li> <li>Care charge invoices</li> <li>Lasting Powers of Attorney</li> <li>Living will documentation</li> <li>Transport application forms completed by us (taxi card/dial a ride/ plus bus)</li> <li>Completed Taxi card applications</li> <li>Completed Blue Badge applications</li> <li>Camden Gold Form</li> </ul>	<p>To give centre staff an idea of the circumstances surrounding the member.</p> <p>To inform centre staff of specific wishes of the member</p> <p>To inform centre staff of how the member's attendance is funded i.e. self funder/part funded by Adult Social Care/fully funded by Adult Social Care.</p> <p>To enable us to pass security when liaising with third party organisations</p>	As Above	7 Years after client becomes inactive on CLOG
<p>For Housing issues</p> <ul style="list-style-type: none"> <li>Tenancy agreements</li> <li>Housing application forms / Self-assessment forms and points letters</li> <li>Repair dockets and reference numbers</li> <li>Rent receipts</li> <li>Council Tax Bills</li> <li>Repossession/eviction letters</li> <li>Completed paperwork re removing from mailing list and calls re scams</li> </ul>	<p>Members may wish to show some of these documents to centre staff in order for us to pass on to the relevant service to best support the member.</p> <p>Key safe code provided in some circumstances to be used in case of an emergency</p>	As Above	7 Years after client becomes inactive on CLOG

<ul style="list-style-type: none"> <li>• Key safe code</li> </ul>			
Notes of contact with client	In order to accurately record engagement with the service and provide seamless service	As Above	7 Years after client becomes inactive on CLOG