



Community Resilience Team Privacy Notice

Document Control	
Document title	Community Resilience Team Privacy Notice
Purpose	
Author	
Date of publication	May 2023
Owner/responsibility	
Distribution	LanConsent/Other
Version	Date Comments
1.0	May 2023

This Privacy Notice was last updated in May 2023. It is regularly reviewed and may be updated or revised at any time. Please refer to this page for the most up-to-date information [Privacy notices for all council services \(wigan.gov.uk\)](https://www.wigan.gov.uk/privacy-notices).

It is important that the personal data we hold about you is accurate and current. Please keep us informed if your personal data changes.

1. INTRODUCTION

Our core data protection obligations and commitments are set out in [Wigan Borough Council Primary Privacy Notice](#).

This notice provides additional privacy information for **the Community Resilience Team**.

As a Community Resilience Team, we work to build community resilience within the Wigan Borough whilst challenging and tackling anti-social behaviour.

2. WHAT PERSONAL INFORMATION DO WE COLLECT

We collect information to carry out activities and obligations as a Community Resilience Team. The information we may collect, store and use can include, but is not limited to the following:

- Full name
- Title
- Gender
- Social and lifestyle circumstances
- Financial details
- Housing needs
- Family details
- Personal appearance and behavioural details
- Social care support outcomes
- Advocacy or outreach details

We may also collect, store and use special categories of personal information. This may include, but is not limited to:

- Racial and ethnic origin
- Religious, faith or other beliefs of a similar nature
- Sexuality
- Physical or mental health details
- Criminal offences (including alleged offences)

3. HOW WE USE PERSONAL INFORMATION

The main purposes for processing your personal information are:

- To record, investigate and resolve complaints of anti-social behaviour
- To identify breaches of conditions specified within tenancy agreements
- To enable us to undertake tenancy enforcement action
- To allow us to take civil and criminal law action where required
- To undertake enquiries into allegations of subletting and prevent fraud
- To identify any individual support needs
- To inform you about our services
- To provide services you have requested from us
- To enable us to conduct specific functions for which we are responsible
- To derive statistics that inform decisions such as the allocation of resources
- To assess performance and set targets for the Council and for service planning or improvement to develop service delivery.

We may also use your personal data for the prevention or detection of fraud/crime or research in this area.

If we use the information for research purposes this will be anonymised data only and may assist us to improve our performance and delivery of services in the future.

We have several multi-agency meetings that are currently in operation across our service including:

- Problem Solving Partnership meetings to investigate and tackle incidents of ASB reported across the partnership which require a multi-agency resolution or response
- Daily Risk Management meetings where information is shared between partners when there is a perceived significant risk of immediate harm.

As part of the support and services that we provide, several agencies will decide whether the threshold is met for support and best way this can be provided and this may include sharing your information, reviewing actions already taken, and if necessary, making recommendations on how to reach the best outcome for you.

4. LEGAL BASIS FOR PROCESSING

The legal basis we rely on for processing your personal information is:

- Legal Obligation – when complying with our legal obligations under legislation. This includes but is not limited to our obligations under the Crime and Disorder Act 1998 and the Antisocial Behaviour Crime and Policing Act 2014 to tackle antisocial behaviour and to reduce crime and disorder.

5. WHO DO WE SHARE PERSONAL INFORMATION WITH

It may be necessary for us to share personal data with both internal and external partners or agencies, which may include:



- Social care (Adults/Children's)
- NHS agencies (GPs, hospitals, ambulance, health visitors)
- Education providers (welfare, schools, colleges, and institution)
- Residential/nursing care providers
- Mental health services
- Government agencies (department of health, department of work and pensions)
- Central government
- Other Local Authorities and Local Government
- Police
- Probation services
- Youth offending service
- County, Magistrates or Crown Courts
- Legal service providers
- Substance misuse agencies
- Fire and rescue services
- Housing associations
- Advocacy services
- Ombudsman

We may also collect and receive information from all those listed above.

Please note that this is not an exhaustive list.

6. HOW LONG DO WE KEEP PERSONAL INFORMATION

We will retain your information for a minimum of 7 years from the last contact date or the case closure date, whichever comes first if there have been identified emerging or multiple needs.

We are obligated to dispose of your information in a safe and secure way to maintain and comply with GDPR regulations.

When determining how long information should be held for, this may depend on the circumstances that are presented to us (such as, the age at which a referral has been received, the nature of the information, how long an intervention or support may be in place for and if there are any other restrictions on retaining information due to crime or abuse).

7. AUTOMATED DECISIONS

All the decisions we make about you will involve human intervention.

8. COOKIES

To find out how we use cookies, please see [Cookies \(wigan.gov.uk\)](https://www.wigan.gov.uk/cookies).

9. YOUR RIGHTS

More information on how to seek advice in order to exercise your rights, raise a concern or complain about the handling of your personal information by the council can be found at [Wigan Borough Council Primary Privacy Notice](#).

