

Community Navigators

Salford CVS is working in partnership with Salford Council, employing two community navigators to work across Salford supporting individuals, parents and carers within the community.

We collect your information to:

Ensure that we try and offer you the appropriate support and monitor the effectiveness and quality of service that we provide.

What type(s) of information do we use?

Community navigators typically use a variety of data types to support their work, including:

1. **Case Notes Data:** Detailed notes and qualitative data from interactions with our clients. This can include telephone conversations, face to face interactions, texts and emails. These are also used to show the journey and effectiveness of interventions
2. **Assessment Data:** Information gathered through assessments such as health, education, social and emotional wellbeing. This helps in tailoring support and interventions. This will be done by the referral partner, then the navigator and as/when as needs can change or adapt during intervention. This will also be done by the client in line with the self-referral route into the community navigator service
3. **Referral Data:** This is compiled by the referral partner or client (self-referral), with consent, then shared with the Community navigator . Consent from the client, will be used to signpost and refer any them into relevant services. This helps in coordinating care and clients receive comprehensive support.
4. **Demographic Data:** The Community navigator form collates the following information : name, address, age, date of birth, gender identity, phone number, email, ethnicity, language, accessibility, reason for referral, and consent to the referral agent for this being made. This is collected by the referral agent and is also reflective of the self-referral application.

Information is collected in line with the Salford CVS equality monitoring form. "sexual orientation, disability, long term health conditions, religion/belief, are you a carer, do you have a carer"

5. **Service Utilization Data:** Details on the services accessed by parents/carers and types of services used. This data helps to identify trends and gaps in service provision.

These data types are used to assess needs, monitor service effectiveness, plan interventions, and ensure that parents/carers receive appropriate and timely support.

What is the legal basis for using your information?

The legal basis for obtaining information as a Community navigator includes:

1. **Consent:** clients provide explicit permission for their data to be used.
2. **Legitimate Interests:** Processing is necessary for the Community navigator's legitimate interests, provided these are not overridden by the clients rights.
3. **Public Task:** Data may be processed as part of public interest tasks, like healthcare services or referring into community services
4. **Legal Obligations:** Compliance with laws may require data processing.

Data is minimized, used only for specific purposes, kept secure, and clients are informed about its use. Regulations like GDPR govern these practices, ensuring data protection and clients rights.

Where do we get your information?

- Submitted by referral partners
- Information disclosed by yourself

Who do we share your information with?

- **Community Groups / Family Hub** – with the clients consent, only relevant information will be shared with services that your Community navigator is referring you into to
- **Your initial referrer** – We will share information regarding the support being offered to you, as appropriate, with your initial referrer
- **Elemental** – This is the used IT services by the Community navigators to store and process all referrals. Elementals privacy notice (owned by the Access Group) can be found here:

<https://www.theaccessgroup.com/en-gb/privacy-notice/>

- **Commissioners** – The Community navigators work in partnership with the council and Department of Education. We provide regular statistical reports to them about this work. They do not receive your personal information.
- **Safeguarding** – In the event of a client presenting significant risk or harm to themselves or others, Salford CVS safeguarding procedure/policy will be

followed to inform relevant parties. This would be the only exception where client confidentiality would be broken

How long will we keep your information?

- Our records on this programme are kept for seven years to meet our legal and funding obligations
- Records concerning safeguarding support are retained indefinitely, in accordance with the professional recommendations and guidance from the Salford Safeguarding Board.

Contact Us If you would like to exercise one of the rights as set out above or you have a question or complaint about this policy or the way personal information is processed, please contact us by one of the following means:

- By post Data Protection Salford CVS, The Old Town Hall, 5 Irwell Place, Eccles, M30 0FN
- By telephone 0161 787 7795
- By email data@salfordcvs.co.uk

You also have the right to complain with the UK regulator, the Information Commissioner. Go to <https://ico.org.uk/concerns>.