

Privacy notice – young people and SASH services

SASH provides the following services to young people; Nightstop, Supported Lodgings and the Prevention Service (a service in East Riding only).

Why we ask for information

If you are referred to SASH, we need information about you in order to help us decide whether our services are right for you. We get this information from the person who referred you to us – this might be a housing worker or social worker for example. (For our Resettlement Service this may be self-referral).

If you then use SASH services, we will continue to collect and use information about you:

- to keep you (as well as our hosts and staff) safe
- to make sure you receive the support you need
- to make sure that the service is still suitable for you

This means we have a 'legitimate interest' to collect and use information about you, and this is our legal basis for doing so. Being able to keep you (and others) safe is also the reason we ask for more sensitive information about you (information about your health, mental health, and any criminal offences).

Our referral forms also ask for your ethnicity, and sometimes sexual orientation – you don't have to provide this information, but we ask for it for statistical purposes and to ensure equality of opportunity and services.

What information we collect

The referral information we collect about you includes your personal details (such as date of birth, gender, ethnicity etc), contact details and housing history. It also includes information relating to risk such as mental or physical health issues, criminal offences, substance misuse or safeguarding concerns.

We will also contact the police to find out whether you have any offending history, warning markers or arrest history. We may also contact other professionals you are working with if we need further information to make a decision about your referral.

If you stay in Nightstop or Supported Lodgings, we will also record any new information about you throughout your stay with SASH. For Supported Lodgings this will include things like a regular support plan, risk assessments, placement reviews with your host, any problems, concerns, or safeguarding issues. If we offer you support after you move out, we will continue to keep a record of this.

If you are supported by the Prevention Service, this includes keeping a record of housing advice and support offered to you.

Approximately six months after you have left SASH or finished working with the Prevention Service, we will contact you or the person who referred you to find out how you are getting on and whether you are in stable accommodation and working or in education. This is to help us evaluate our service.

Who we share information with

We will share information about you with the person that referred you to us.

If we offer you Nightstop or Supported Lodgings, we will also share information about you with the hosts(s) you will be staying with.

If you move into a Supported Lodgings placement, we may also share information with other support agencies, to make sure you are getting the help you need and stay safe whilst you are with SASH.

Information about you is recorded on our secure database and on our cloud server, SharePoint. For young people in Supported Lodgings, your support needs are also recorded through the Outcome Star and kept on 'StarOnline'. We also use a SASH mobile app for you to communicate with your support worker, sign up for events and activities and share relevant documents such as your support plan and licence agreement.

Occasionally, external organisations need to make checks on the work that SASH does, to make sure we are doing what we should, and following the law. This might mean sharing a sample of our records (including young people's records) with Ofsted, the local authority (council) or our finance auditors.

SASH also has a safeguarding policy, which explains when we may ~~also~~ need to share information because of concerns about your safety or well-being, or that of another person.

How long we keep information for

Once you have left SASH or finished working with the Prevention Service, we will keep information about you indefinitely. This is in case you need to discuss your experience with SASH or wish to make a future complaint about something to do with SASH.

If you were referred to Nightstop or Supported Lodgings but didn't stay, information about you will be kept until you turn 26 or for three years (whichever is longer). After this time, a basic record will be kept for statistical purposes and to show the outcome of the referral to us.

Your rights, more information, how to complain

You have the right to have a copy of the information we hold about you. This is called a 'subject access request'. Ask your support worker about this or contact SASH direct and ask for our Subject Access Request policy.

You also have other rights regarding the way we collect and process information about you. More information can be found at www.ico.org.uk/for-the-public.

You have the right for example to ask for information to be corrected about you if it is inaccurate, or to object to us processing information about you, though this may affect the service we are able to offer you.

If you wish to make a complaint about anything to do with your personal information, you can either speak to your support worker or contact SASH direct. The SASH main office is IT Centre, Innovation Way, Heslington, York YO10 5NP. Telephone 03300 562259 or email info@sash-uk.org.uk

If you prefer you can make a complaint to the Information Commissioner's Office (ICO). See www.ico.org.uk/make-a-complaint for more information.

Written/Updated By	Systems Lead Officer	Approved By	Chief Executive
Date of Approval	July 2024	Review Period	12 months
Date of Last Review	November 2022	Date of Next Review	July 2025