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PLEASE GIVE US THE DETAILS OF ANY SERVICE CURRENTLY SUPPORTING YOU AND YOUR FAMILY

Family Member	Service/ Agency	Name and role of the person	Contact details	Approx start and end date

Please tick if the family have any of these support plans in place

- Early Help Assessment Child In Need Plan Child Protection Plan Looked After Child Plan

Please explain the reason for their involvement below

INFORMATION TO SUPPORT THE REQUEST

The criteria: Please detail one or more of the factors below. Once screened, and if accepted, your referral will be allocated to the most appropriate lead officer within the service. Family Intervention/Mental Health Support/Tenant Support Team. If it is low level housing related support only we can pass this to our Housing Management team. (Please note that Family Intervention require three or more criteria to be met, Mental Health require tenancy issue/risk to tenancy.) We only provide support to Berneslai Homes tenants.

Concerns	What is the family and/or person struggling with?	What support do you want us to provide?
Any family member involved in crime or anti social behaviour		
Any issues with finances/debt		
Tenancy Issues/risk to tenancy		
Is there current or historical domestic abuse		
Employment/training and education		
Are there any concerns around mental ill health		
Are there any presenting/significant health needs		
Are there any issues around substance misuse		
Other support needs in relation to CP or CIN plan		

Berneslai Homes is an Arm's Length Management Organisation (ALMO) and since 2002 we have been responsible for managing around 18,600 homes on behalf of Barnsley Metropolitan Borough Council (BMBC).

We hold personal information about our customers to allow us to provide our services effectively.

Our head office is based at: 10th Floor, Gateway Plaza, Off Sackville St, Barnsley, South Yorkshire, S70 2RD.

For general data protection questions you can contact our Performance and Information manager by email **Information@BerneslaiHomes.co.uk**. We are also required to have a Data Protection Officer (who advises us and monitors that we are doing things like we say we do) who can also be contacted at the email and the address above.

Berneslai Homes are committed to safeguarding your personal information. Whenever you provide such information, we are legally obliged to use your information in line with all applicable laws concerning the protection of personal information, including the Data Protection Act and General Data Protection Regulations 2018 (these laws are referred to collectively in this Privacy Policy as the "data protection laws").

Berneslai Homes will contact you once this referral has been received. If you / your family are accepted for support, we will need to ask information, not only from you and your family, but any agencies that may be involved with you, in order to make our assessments and provide ongoing support. We rely on your consent when contacting agencies on your behalf. Agencies will include, but are not limited to, Police, Fire service, Job Centre, Education, Schools, Barnardo's, MIND, Mencap, debt agencies, medical professionals.

We will not gain your consent to share information if there are any concerns which fall under the following; Crime and Disorder Act 1998, Care Act 2014, Children Act 1989/2004, Working Together to Safeguard Children 2015.

We will keep this information for 7 years after the case has been closed.

Our legal basis for processing this information is;

- 6(1)(e) Public Task: the processing is necessary for you to perform a task in the public interest or for your official functions, and the task or function has a clear basis in law.
- 6(1)(a) the data subject had given explicit consent to the processing of those personal data for one or more specified purposes
- Special Category: 9(2)(a) explicit consent

Can I find out what personal information Berneslai Homes holds about me?

You have the right to request a copy of the personal information Berneslai Homes holds about you and to have any inaccuracies corrected. Your keyworker will also ask you if you would like a copy of your support plan or assessment.

The subject access request form can be found on our website <https://www.berneslaihomes.co.uk/apply-for-it/>

If you are acting on behalf of another person you must show that you have authority to do so. Details can be found on the above website.

What happens when you receive my request?

- We will acknowledge receipt of it within 5 working days.
- We can take up to 1 month to provide a copy of your information but we will provide the information as soon as we can.
- We may extend this by a further two months but only if your request is complex or numerous. If this is the case, we will inform you within one month of the receipt of your request and we'll explain why the extension is necessary.

If you need any advice or assistance in completing and submitting a request please contact the Performance and Information Manager - **Information@BerneslaiHomes.co.uk** or **01226 772724**.

What should I do if my request is turned down?

There may be some situations where we have to withhold information, under legal exemptions, for example, if it is about a crime. We will explain why we are withholding information.

If we do not provide the information you requested, or you think your information has been misused you should ask for a review by either;

- Emailing **Information@BerneslaiHomes.co.uk**
- writing to Performance and Information Manager, Berneslai Homes, PO Box 627, Barnsley S70 9FZ

If you are still not satisfied, you can contact the Information Commissioner's Office;

- <https://ico.org.uk/concerns/>

My details are incorrect, how do I correct them?

Email the Performance and Information Manager at **Information@BerneslaiHomes.co.uk** or write to the address below providing your name and address and details of the information you want us to amend. We will contact you to confirm when we have amended the information.

Performance and Information Manager, Berneslai Homes, PO Box 627, Barnsley S70 9FZ.

I/we agree that Berneslai Homes may seek and share information from, and with, agencies or individuals as identified above, regarding me/us or my/our dependants.

I/we understand that information will only be to inform any work undertaken by my/our family and Berneslai Homes.

Name Date I confirm

Name Date I confirm

Name Date I confirm



SUBMITTING THE REFERRAL

Once you have fully completed the request form please email it to **tenantsfirstservice@berneslaihomes.co.uk**. Please note that it is your responsibility to ensure that this information is emailed securely, if you need support with this then please email us to discuss before sending any sensitive information.

Once your request has been received it will be screened and you will be informed of the outcome. Telephone enquiries to **01226 787181**.



**Mental Health
Support**



**Money
Management**



**Family
Intervention**

- Family Intervention work with the whole family
- Mental Health work with single people
- Provide parenting support, and have access to many well known parenting models
- Learn how you can be “in tune with each other” and understand your child’s behaviour (Solihull)
- Support a child or young person with their emotional wellbeing through 1:1 targeted support
- Practical skills and guidance on supporting your child into school
- Deliver “Family Group Conferencing”
- Deliver support through “motivational interviewing” and “cognitive behavioural therapies”
- Help families be “work ready”, helping with CV and job search through Adult Learning
- Help with finances/budgeting/debt/claiming benefits
- Deliver targeted support for young offenders, or those at risk of being involved in causing ASB
- Promote healthy lifestyles, encourage hobbies, interests and community activities
- Support to make positive lifestyle changes
- Deliver 1:1 FREEDOM programme to individuals around domestic abuse and its impact
- Provide people with practical hands on support to manage their tenancy, report repairs, apply for housing
- Link in with GP for mental and physical health
- Deliver low level anxiety management, develop coping strategies and work around thought processes
- Support to source and engage with other service providers
- Signposting to substance misuse service, raise awareness of impact
- Signpost to our housing management team for low level housing related support