

The purpose of CHAIN

CHAIN (Combined Homelessness And Information Network) is an Internet based information system containing details of the street population of London and the services they access. The purpose of CHAIN is to enable organisations working with this client group to work more effectively, through access to up-to-date information about individuals from the point at which they are contacted by an outreach team, through the system of services, to the outcomes that they reach. CHAIN provides information on this client group and the extent to which current services are able to assist them, in order that more effective work can be achieved with this group in the future. It also provides up-to-date management information for the Homelessness and Housing Support Directorate and Local Authorities, and statistical information for planning future services. This will therefore enable Local Authorities to meet their statutory obligations in respect of homeless persons.

The purpose of Local Authority access

Local authorities with a designated outreach team in their borough that has referral rights into key London hostels, have access to CHAIN. The Street Population Co-ordinator, or those with responsibility for overseeing the street population strategy in the borough, has project manager level access to CHAIN. This access enables local authorities to:

- monitor and report on the work and achievements of the outreach team it commissions to provide an effective service to the street population in the borough;
- monitor the position and progress of individual clients in their borough;
- co-ordinate effective working between different agencies in their borough with the street population;
- use data to inform service and strategy development.

Appropriate use of CHAIN data

Local authorities with this access must ensure the security of the system. CHAIN must be used responsibly and appropriately, in the knowledge that it contains sensitive personal information which should remain confidential to users of CHAIN. Ensuring security of the system will mean that users comply with the Data Protection Act 1998 and adhere to Caldicott standards. For further information visit:

www.dataprotection.gov.uk

www.publications.doh.gov.uk/ipu/confiden/report/index.htm

The objective of sharing CHAIN information is to achieve outcomes that benefit rough sleepers/street users. Therefore the basic premise for sharing CHAIN data is:
No information from CHAIN will be used to the detriment of the client.
CHAIN information will always be used and shared in the best interests of the client and in compliance with the law.

All organisations using CHAIN should be appropriately registered with the Information Commissioner as Data Controllers for the relevant purposes.

Access to and use of CHAIN information

- All access to CHAIN is password protected.
- User names are issued by Broadway to individual named staff.
- Under no circumstances should a password be revealed to, or shared with any other person.
- Passwords must be changed at least every 90 days otherwise access to CHAIN will be denied.
- If a local authority user is to change role or leave the local authority and so no longer requires access to CHAIN, they must inform a member of the CHAIN team so that their login can be deactivated.
- Any information seen, downloaded or printed from CHAIN must be kept confidential and accessible to CHAIN users only. Statistical information can be shared internally within the local authority for management and planning purposes. Local authorities cannot share individual client information with a non-CHAIN user.
- Downloaded data should be deleted from any computer on which it is held, or be securely saved using a password.
- All CHAIN information will be used, accessed and disclosed in compliance with the law, including the Data Protection Act 1998.

Signed to confirm agreement (please print name and sign):

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Position:

Local authority:

Date: