



CHAIN Protocol for users with View Only access

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.

Those with View Only access to CHAIN are able to view client information on the system, but cannot input or edit any data. This access to CHAIN is given to those who regularly work with verified rough sleepers and will be able to provide an improved service to them as a result of accessing CHAIN information. Users with this access to CHAIN have a responsibility to view and use CHAIN data in an appropriate manner.

Those who have View Only access to CHAIN must ensure the security of the system. CHAIN must be used responsibly and appropriately, in the knowledge that it contains sensitive personal information, which must remain confidential to users of CHAIN. Ensuring security of the system will mean that users comply with the Data Protection Act 1998.

All organisations using CHAIN should be registered with the Information Commissioner as Data Controllers.

For further information see: www.informationcommissioner.gov.uk

Access to and use of CHAIN information

- All access to CHAIN is password protected.
- User IDs are issued by the CHAIN team at Broadway to individual named staff.
- No temporary workers should be given access to CHAIN.
- 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 automatically denied. the CHAIN team at Broadway will reset passwords on request.
- If a staff member changes role or leaves their position and so no longer requires access to CHAIN, managers must inform the CHAIN team at Broadway immediately so that their user ID can be deactivated.
- CHAIN must only be used to access data relating to clients with whom workers have had contact.
- Any information seen on CHAIN must be kept confidential and must be accessible to system users only. CHAIN information must not be made available to any other agencies or persons without prior consultation with the CHAIN team at Broadway.

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

Print name: Signature:.....

Position:

Organisation: Date: