

### 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.

Accommodation project managers and workers have access to CHAIN to update data on the system regarding clients and their use of services. They have responsibility for checking that client details on the system are accurate, and for correcting or adding these where necessary; for providing arrival and departure information for those clients on CHAIN who use their project; for recording other relevant CHAIN actions that are completed, and when necessary obtaining consent from clients for their information to be put on CHAIN. As CHAIN develops accommodation projects may be required to enter additional information onto the system.

Accommodation project managers 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 and adhere to Caldicott standards. For further information visit:

[www.dataprotection.gov.uk](http://www.dataprotection.gov.uk)

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

### 1. Access to and use of CHAIN information

- All access to CHAIN is password protected.
- User names are issued by Broadway to individual named staff.
- No temporary accommodation project 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 denied.
- If a staff member changes role or leaves their position and so no longer requires access to CHAIN, accommodation project managers must deactivate users immediately.
- CHAIN must only be used to access or input data relating to clients with whom workers have had contact, or to produce relevant reports.
- Any information seen, downloaded or printed from CHAIN must be kept confidential and accessible to system users only. Statistical information can be shared internally within a user's organisation for management and planning purposes. Individual client information can be shared with other agencies as appropriate in order to advance services to the client, but CHAIN information must not be made available to any other agencies or persons without prior consultation with Broadway.
- Downloaded data should be deleted from any computer on which it is held, or be securely saved using a password.
- All information recorded should be factual, current, and relevant to the purposes of CHAIN.

## 2. Client involvement

- Accommodation projects must make information on CHAIN available to clients if requested.
- Clients may view, or have a printed copy of information held about them, but not any other individual, on request. Viewing must be supervised. Requests to view data must be passed to the CHAIN Team at Broadway who will either send a printed copy to the accommodation project manager or arrange for a viewing on a computer screen at Broadway's offices.
- Accommodation projects must use the forms provided by the CHAIN Team at Broadway for recording if a client requests: not to be placed on CHAIN, to view their details on CHAIN, or to be removed from CHAIN. Copies of any completed forms must be sent to the CHAIN Team at Broadway.
- As most client data contained on CHAIN is classed as 'sensitive personal data' under the Data Protection Act 1998, clients should be told that information about them will be held on CHAIN and will be shared with other agencies using CHAIN who are responsible for providing services to them. Unless clients are covered by Statutory Instrument (SI) 417 or other grounds (specified in the Data Protection Guidance Notes) they must be asked to consent to their information being held.
- In the first instance, where possible, outreach teams will attempt to get this consent. If neither the 'consent' nor 'exemption from consent' actions have been completed for a client on CHAIN with whom an accommodation project is now working, accommodation projects then have responsibility for trying to obtain consent and recording this via the relevant actions on CHAIN.

## 3. Keeping CHAIN information accurate and up-to-date

- Accommodation projects are responsible for ensuring that all client data for individuals entering their project is complete and up-to-date.
- Once trained and online, accommodation projects are responsible for accurately inputting all relevant actions and outcomes - within 48 hours of the event occurring - wherever possible.
- Where Broadway becomes aware that information is not up-to-date, there will be liaison with organisations concerned to solve problems quickly.
- If duplicate actions are created, accommodation projects should delete them.
- When possible accommodation projects will inform outreach teams if any of their clients have self-referred to their project.
- Broadway will train, advise and support accommodation projects in using CHAIN and carrying out their CHAIN responsibilities.
- accommodation project managers can produce reports from CHAIN to assist them in working effectively. The CHAIN Team at Broadway can provide support and advice in obtaining information from CHAIN. If additional reports are required, a request should be made to the CHAIN Team at Broadway who will respond as quickly as possible, subject to workload.

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

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Organisation: .....

Date: .....