

Section 1 – Referrer's details

Name of Referrer

Address

Postcode

Date of referral form was sent

Referring Organisation

Office contact number

Email address

Mobile contact number

Section 2 – Service User's details

First name/s

Preferred name/s

Date of Birth

Telephone number

Mobile number

Address

Postcode

Surname

Gender

Age

Ethnicity

Religion

Nationality

Primary language

Interpreter required Yes ☐ No ☐

Barriers to you accessing treatment (please include any allergies, dietary requirements, cultural needs)

Problematic substance/alcohol use (please include illicit use of prescription medications, cannabis and NPS)

(Please include if there is any known history of seizures or hallucinations when withdrawing)

Section 2 – Service User's details

GP details (if known)

If you are not currently registered to a GP, please provide details of your last GP

GP

Contact number

Surgery address

Postcode

Physical health

Please list any known medical conditions and prescribed medications

Section 4 – Mental Health

Any known mental health diagnosis, concerns or risks

Section 5 – Offending History

Please list any known convictions or risks (including length of any custodial sentences and nature of offence/s).

Section 6 – Discharge Plan

What are your plans after treatment?

Section 7 – Privacy Notice

Summary

This Privacy Notice is a public document available to anyone and applies to Service Users of Framework to explain how the organisation collects and processes personal information in order to conduct normal business activities as a UK registered charity and provider of social care.

We are registered with the Care Quality Commission (CQC) as a Registered Provider of the following regulated activities:

1. Accommodation for persons who require personal or nursing care.
2. Accommodation for persons who require treatment for substance misuse.
3. Treatment of disease, disorder or injury.

Who we are

Framework is the Data Controller. Our head office is located at Val Roberts House, 25 Gregory Boulevard, Nottingham, NG7 6NX. Telephone number 0115 841 7711. The organisational Data Protection Officer can be contacted at DPO@frameworkha.org

How we collect your information

Framework collects information about you via a variety of sources, including when you are referred to one of our services, complete one of our forms, when you call, write, email or meet with us or respond to a survey. We may collect information when you use our social media sites or websites.

We operate CCTV systems at a number of Framework premises for the detection and prevention of crime. CCTV operates continuously and recordings are held for one month.

We may receive information about you from other organisations including;

- Your local authority
- Health
- Criminal justice
- Welfare or support organisations dealing with you.

What information we collect about you

The information we require from you, and which is classed as personal information, includes;

- Next of Kin
- Full name (and proof of your identity/photo ID)
- Date of birth
- National Insurance number
- Contact details (phone, email or correspondence address)
- Details of anyone authorised to act on your behalf, if applicable.
- Basic details (name and Date of birth) of all household members
- Banking details if you pay any rent or service charges via direct debit
- Card details if you pay via card (however card details are not stored).

In addition to the information above, in order to provide you with relevant support and/or treatment, we may also gather more sensitive information relating to your support needs. We use this information to provide you with the most appropriate support.

- Health information
- Race
- Ethnic origin
- Religion
- Sex life or sexual orientation.

This information is classed as special category data and requires its own lawful basis for processing. If you do not provide the information we need then we may not be able to provide services to you.

What processing we do with the information collected

The information we require from you is used to manage your support and/or treatment. The processing activities we conduct can be summarised as;

- Managing your account charges & payments
- Managing your support and/or treatment
- Complying with relevant legislation and regulation.

Framework conducts statistical analysis to evaluate our performance against benchmarks and to demonstrate to our service commissioners that we are meeting agreed targets. Statistical information is always anonymised. Framework conducts surveys regularly and periodically relating to our services in order to gauge satisfaction and to make improvements based on feedback.

Framework operates a range of information and communications systems and technologies for efficient operation of the organisation. Personal and sensitive information is stored and managed within those systems which are maintained to achieve a high level of Confidentiality, Integrity and Availability. We hold information in IT systems which may be copied for testing, backup, archiving and disaster recovery purposes. All data is held within the UK.

Lawful basis for processing

Our lawful basis for processing personal information is for legitimate interests, in order to provide you with relevant support and/or treatment. Our lawful basis for processing special category data is for the provision of health or social care or treatment, in order to provide you with relevant support and/or treatment.

How we will communicate with you

Framework needs to communicate with our Service Users and this will usually be in writing or by telephone or face to face.

Who we share data with and how long we keep information

We may need to share personal information with government departments, local authorities and support agencies, with our regulator and auditors or with other organisations and agencies where we are legally obliged to do so.

What we will not do

- We will not send you unsolicited marketing material
- We will not sell your data to third parties
- We will not pass your personal data to unrelated third parties unless we are allowed or required to do so by law or we have your explicit permission to do so.
- We will not transfer or store your personal data outside of the UK outside of the UK/European regulations.

Your rights

You have the right to request a copy of the data we hold about you. Please contact our Data Protection Officer at DPO@frameworkha.org if you wish to request access to any of your personal data and we will always endeavour to answer your questions. We will not normally make a charge for this and will respond within 30 days of receiving your request.

It will always help if you can be specific about what personal data you want to see, what it relates to and within what timeframe as that will assist in our search.

You have the right to correct the information we hold. Please advise us of any changes or corrections by contacting our data Protection Officer on DPO@frameworkha.org

In order to provide you with the best care possible at The Level it may be necessary to liaise with other agencies and disclose information as necessary.

What processing we do with the information collected

To provide you with a service that is going to best meet your needs, we may need to contact other organisations or individuals who are providing you with support or who are involved with you in some other way that is relevant to the support we provide.

This disclosure will only be done with your consent, except where required by law or where we believe that you or another person is at risk. For further information please ask to see Framework's confidentiality policy.

NDTMS: privacy notice

Who we are – we are the Office for Health Improvement and Disparities (OHID), in the Department of Health and Social Care. We collect information on alcohol and drug treatment, so we can make sure we are improving the lives of people affected by drug and alcohol misuse. We have a database called the National Drug Treatment Monitoring System (NDTMS) that we use to collect this information. We collect this information from services providing structured alcohol and drug treatment interventions across England. We also collect data for Individual Placement and Support (IPS) via NDTMS. IPS is a programme that helps people who are affected by drug and alcohol use to find employment. It involves intensive individual support and a rapid job search, followed by in-work support for both the employee and the employer.

We are responsible for the information you share with us. We are the data controller, which means that we: have a responsibility to protect your privacy decide how to use the information you consent to share with us are responsible for keeping you informed about changes to how we collect or use your information.

What information we collect – information we collect from your service provider: your treatment provider or support service collects information from you to help them do their job. You can help improve lives and the support available (to yourself and others) by agreeing to share some of your information with us. We collect some information from your service provider to make sure that your information is unique, and we only count you once. This includes the following types of information –

Identifiers. This information includes: your initials, date of birth, sex, the first part of your postcode (not your full postcode)

Protected characteristics. It's against the law to discriminate against somebody because of their protected characteristics when they try to access services like education, health and employment. So, we collect this information to understand people's needs and to make sure they are not disadvantaged. This information includes: ethnicity, religion, sexual orientation, disability.

Health information. Health information includes information about: any drugs or alcohol you use, the treatment you receive, how well your treatment has worked, blood-borne virus tests and interventions, any mental health treatment needs. It also includes other information that might affect your treatment outcomes, like referrals to other services and young people's vulnerabilities.

Family information. Family information includes: your parental responsibilities, if children live with you, any support that children, who live with you receive. We use this information to understand the support needs of families.

Information we collect from other organisations. We will collect other types of information about you from other services and organisations you are in contact with. If you are in drug and alcohol treatment and the responsibility for delivering services to you changes to a new organisation, your information will continue to be shared by the new organisation.

Criminal justice system. If you are in contact with the criminal justice system and are assessed for your drug and alcohol related health needs, we will receive your information from that organisation (for example, youth offending teams). This includes: Your service's unique reference number for you, what caused you to have an assessment with the criminal justice organisation, any onward referral for drug and alcohol treatment.

Prisons and secure settings. If you are in prison, we will also collect information about: your national prison identification number, whether or not you were given a court sentence, when you leave the prison. If you are in a non-custodial secure setting, like a secure children's home or an immigration removal centre, we will also collect information about: your service's unique reference number for you, when you leave the secure setting.

Information we collect from other datasets. We may look for information about you in national datasets that other government departments and other organisations share with us. Examples of organisations that may share information (now or in the future) with us include: NHS Digital, for example hospital treatment information, Office for National Statistics, for example fatal drug poisoning dataset,

Department for Work and Pensions, for example benefits information, Her Majesty's Revenue and Customs (HMRC), for example tax contributions, Ministry of Justice, for example probation information, Department for Levelling Up, Housing and Communities, for example homelessness applications. We only use this information for the purposes we describe in the section below on what we do with your information.

Information we will share with other government departments – If you are receiving IPS to help you find work, and if you agree to share your information, we will send some of your information to HMRC. This includes: your initials, your date of birth, your sex, your national insurance number, your full postcode, a code that describes some information about you and the treatment you are receiving (we use codes so HMRC does not know the substance types), HMRC will then send us information about whether you have worked and paid any taxes. This will only happen if you consent, but it can help us understand how the different types of substance use affect people and their employment.

What we do with your information – If you choose to share your information, we will use it, along with other people's information, to: understand what problems people are having with drugs and alcohol across England, understand what treatment and support people need now, and to help plan for the future, make sure that money for treatment and support gets spent well and is shared fairly between areas and groups of people, understand how well treatment and support services are working, and help them improve, see where safety needs to be improved, help design government policies on issues associated with drug and alcohol use, and to understand what the policies do in real life, develop our understanding about drug and alcohol use through research, write and publish reports about drug and alcohol treatment and related issues.

Legal basis for processing your information – Data protection legislation requires us to have a valid legal reason to process and use personal data about you. This is often called a 'legal basis'. UK General Data Protection Regulation (UK GDPR) requires us to be clear with you about the legal basis we rely on to process information about you. Under Articles 6 and 9 of the UK GDPR, the legal bases we rely on for processing your information are that it's necessary: in the public's interest or the controller's official authority, for reasons of public interest in the area of public health (for example, to ensure high standards of quality and safety of care), for archiving, scientific or historical research or statistical purposes. These legal bases only apply if we take suitable and specific measures to protect your rights, and we only use your information for the purposes we describe in the section above on what we do with your information.

How we decide about sharing your information – NDTMS data is grouped into 4 categories depending on the amount of information it reveals about you as a unique individual. We decide who to share information with based on which category the data falls into. These categories are: Personal data, De-personalised data, Anonymised data, Aggregate data.

Personal data – This type of information identifies you, either by itself or when it is put alongside other information already available to the organisation or person holding the data. Examples include information containing: identifiers that can only refer to you (for example, a national prison number or national insurance number), things like initials, date of birth, sex, full postcode, or other details that can be combined with separate records held by an organisation to identify you (for example, treatment start and end dates). When you share personal data with us, your drug and alcohol treatment service will be told about any other treatment providers that you are currently receiving services from. So, we are effectively sharing personal information. We will share personal data with organisations and people working under a contract or a data sharing agreement with us. This is so we can do work that's described in the section above on what we do with your information. For example, we share personal data with the National Drug Evidence Centre based at the University of Manchester to help us produce and publish reports and statistics. We will not share personal data with other government departments, other organisations or individuals, except if: you are receiving IPS, we will share your information with HMRC, as previously described, you give us specific permission to share your personal data, for example with a university or other company that is helping us with research, the home of NDTMS ever changes to another government department – we would then need to transfer all data to the new home. We will never share personal data with the police or the courts.

De-personalised data – De-personalised data does not directly identify you to anyone that we share it with. To de-personalise your information, we remove things that might identify you. For example, initials, national insurance number, date of birth, or postcode. Any organisation or individual that we share de-personalised data with are required to sign a contract to confirm that: they will not try to work out who the information is about, they will use measures (for example, relevant technology and training) to protect your information. We will only share de-personalised data with trusted organisations or individuals. For example, universities and data analysis companies. We will not share de-personalised

data with other government departments unless you give us specific permission, or if the sharing is to move the NDTMS to a new organisation in the future (as described above). We will never share de-personalised data with the police or the courts.

Anonymised data – This type of information does not identify you. It can involve datasets where each person is represented by one row of data, or where data is collected from multiple datasets about many people. But this data can never be traced back to identify any particular person. We may share anonymised data with organisations or individuals, if it's consistent with the purposes we describe in the section above on what we do with your information.

Aggregate data – This is information about many people combined, so the data is about more than one person. We use this information to make summary numbers or statistics. We publish this type of data, for example on the NDTMS website, in national statistics reports and other publications. When we produce data that has small numbers of people, we hide these numbers to prevent anyone from being identified.

How long we keep your information – We will keep your personal information for as long as is needed for the purposes we describe in the section above on what we do with your information.

If you are receiving IPS and have consented to share your information with HMRC, HMRC will delete all the data submitted by OHID, any combined records created using this data and any record that you are in alcohol and drug treatment, within 12 weeks

How we protect your information and keep it secure – We use a range of technical, administrative, contractual, and physical controls to stop inappropriate access to your information. Access to all NDTMS data is strictly controlled. OHID staff are trained to understand their duty to protect your information and handle it appropriately. If you are receiving IPS and have consented to us sharing your information with HMRC, then HMRC are not allowed to use that information for any purpose other than what we have specified. Your data will not be transferred outside of the UK.

Your rights – By law, you have a number of rights and processing your data does not take away or reduce these rights, under the UK GDPR and the UK Data Protection Act 2018. You have the right to: ask for and receive copies of information about you, get information about you corrected if you think it's inaccurate, limit how your information is used, for example, you can ask for it to be restricted if you think it's inaccurate object to your information being used, get information deleted. Some of these rights might not apply when the data is being used for research. We will let you know if this is the case. You will need to contact your treatment provider to: get a copy of the personal information your service has sent to us, get a copy of any personal information we hold about you, have your personal information corrected or deleted. Because we only collect initials and date of birth, we need your treatment service to confirm that it is really you (and not someone else) asking for your information, and their help to identify which records belong to you.

There are some circumstances in which we cannot delete your data. For example, if: it has been anonymised and we cannot tell which data relates to you, research analysis has already started, we need to keep it for tasks that are in the public interest. We will let you know how we will be able to meet your request. If we cannot meet your request, we will explain why. If you choose to share your information, you can change your mind at any time. If you choose not to share your information or change your mind about sharing, this will not change the treatment or support you receive. But, we really need your data to combine with other people's data to help improve lives and the support for people who need it.

I consent for my data to be shared on the National Drug Treatment Monitoring System (NDTMS) and used as set out above:

Service User name

Service User Signature

Date

Section 8 – Confidentiality and Consent

Information will be shared in the following circumstances:

- When we are concerned that there is a serious risk to yourself.
- When we are concerned that there is a serious risk to others. This would include serious threats of harm made to third parties or if a child is considered to be at risk. If this was the case we may have to provide information to Social Care or the Police
- When a disclosure is required by law or is necessary in the public interest.

I have read and understood the confidentiality statement above, and I consent to all elements of it.

Service User Signature

Date

I consent to The Level contacting my GP for information and sharing information about my care with them.

Service User Signature

Date

Next of Kin information

Next of Kin name

Contact number

Consent to share information with the following additional individuals and agencies

Agency/Individual	Contact details	Service User Signature	Date