



ODL Befriending Clients

SCHEDULE OF INFORMATION RETAINED AND PROCESSED FOR Opening Doors London Befriending Service.

Please be advised that this table represents the information that ODL may retain in relation to your data. It also details when this information will be securely destroyed.

Please note that the organisation may keep basic anonymised information beyond the retention period for statistical reporting.

Information gathered and retained	Purpose for processing	Organisations that this information may be shared with and reason why (Please name the individual organisations)	Legal basis for procession	Assessment of data subjects interests	Duration of retention
Personal identifiers e.g. name, CLOG reference number	To build a casefile of client on Charity Log. CLOG number is automatically generated when you create a casefile for a client.	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer classes. Local Hospitals if trying to locate client CLOG numbers never leave Age UK Camden/ODL (See list below for full details)	Necessary for the performance of a contract of which the data subject is a party. Necessary for the legitimate interests of the organisation.	Impact on data subjects rights and freedoms is very low. Processing is in data subjects interest.	7 years after client becomes inactive on Charity log
Address	To build a casefile of client on Charity Log. To be able to contact client with written correspondence.	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying	As Above	As Above	7 years after client becomes inactive on Charity log

		to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer Classes -(see list)			
Home and mobile telephone numbers	To build a casefile of client on Charity Log. To be able to contact client by telephone.	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer classes (see list)	As Above	As Above	7 years after client becomes inactive on Charity log
Email address	To build a casefile of client on Charity Log. To be able to contact client by email. To email clients the ODL Monthly Listings Magazine	Email addresses never leave Age UK Camden/ODL	As Above	As Above	7 years after client becomes inactive on Charity log
Religious group	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the diversity of the LGBT community	Religious group info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log

	across London				
Ethnicity	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the diversity of the LGBT community across London	Ethnicity info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
DOB and age	To build a casefile of client on Charity Log. To ensure client meets the age requirements of the Befriending Service. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the age diversity of the LGBT community across London	Adult Social Care in the case of making a referral on behalf of client to a social worker or occupational therapist, raising a safeguarding concern, trying to locate a client who has gone missing. Local Age UK when making a referral on behalf of client to see an Advice Worker/counsellor/computer classes Local Hospitals trying to locate client (see list) Age/DOB info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
Gender	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the	Gender info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log

	diversity of the LGBT community across London				
Sexual Orientation	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the diversity of the LGBT community across London	Sexual orientation info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
Gender Reassignment	To build a casefile of client on Charity Log. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the diversity of the LGBT community across London	Gender reassignment info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
If the client has any long-standing physical or mental illness, or disability	To build a casefile of client on Charity Log. To complete a Risk Assessment before a volunteer befriender can be placed with client	Medical info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
If the client lives alone	To build a casefile of client on Charity Log.	Lives alone info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log
If the client is a carer	To build a casefile of client on Charity Log.	Is a carer info never leaves Age UK Camden/ODL It is used anonymously for funders	As Above	As Above	7 years after client becomes inactive on Charity log

Notes of contact with client	To build a casefile of client on Charity Log. To record all client interaction with the befriending service and befriender	Notes of contact with client info never leaves Age UK Camden/ODL Anonymous case studies are created for funding bids and for funders outcomes.	As Above	As Above	7 years after client becomes inactive on Charity log
Project attendance	N/A	N/A	As Above	As Above	N/A
Evaluation questionnaire	To build a casefile of client on Charity Log. To record the impact of the befriending service on first assessment, after six months of having a befriender, and then annually	Evaluation info never leaves Age UK Camden/ODL Anonymous evaluation outcomes are used for funding bids and for funders outcomes.	As Above	As Above	7 years after client becomes inactive on Charity log
Please any other information you collect: Consent given Dementia diagnosis Employed/retired? Accommodation type Main disability Next of kin Type of Housing Reason for Referral Medication taken daily Mobility issues Care package in place Any health & safety issues/risks in relation to home visiting Current social contacts Hobbies and interests	To build a casefile of client on Charity Log. To record any medical conditions that impact on a client's day-to-day life, which may determine what activities client and befriender can do safely. To know if client takes daily medication which may cause issues or concerns if missed To know if client is living with dementia, this helps if the client starts to show signs of memory loss,	This info never leaves Age UK Camden/ODL Anonymous info outcomes are used for funding bids and for funders outcomes.	As Above	As Above	7 years after client becomes inactive on Charity log

<p>Preference of potential befriender Consent Form</p>	<p>confusion, disorientation during the befrienders visits. NOK is recorded so in the case of emergencies we have someone to call regarding client. To meet the criteria for funders and to reflect that ODL is sufficiently meeting the diversity of the LGBT community across London To know that client meets the criteria for the Befriending service To ensure the health and safety of the visiting environment To be able to write a short profile of client (anonymously) highlighting their hobbies and interests To enable us to know if client has any preference re: age/gender of any potential befriender To ensure client gives consent to being part of the Befriending Service, consent to creating a charity log case file,</p>				
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	consent that they have been explained Information Governance regarding the confidentiality of their personal information being held by ODL.				
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List of external organisations that the befriending service may signpost to:

Age Uk Camden
Age Uk Islington
Age Uk Hackney
Age Uk Lambeth
Age Uk Westminster
Age Uk Tower Hamlets
Age Uk Southwark
AgeUk Kensington & Chelsea
Age Uk Hammersmith & Fulham
Age Uk Wandsworth
Age Uk Richmond
Age Uk Lewisham
Age Uk Greenwich
Age Uk Bexley
Age Uk Kingston
Age UK Merton
Age Uk Sutton
Age Uk Croydon
Age Uk Bromley
Age Uk Hounslow
Age Uk Ealing
Age Uk Brent
Age Uk Hillingdon
Age Uk Harrow
Age Uk Barnet
Age Uk Haringey
Age Uk Enfield
Age Uk Waltham Forest
Age Uk Age Uk Redbridge
Age Uk Newham
Age Uk Barking & Dagenham
Age Uk Havering
Camden Adult Social Care

Islington Adult Social Care
Hackney Adult Social Care
Lambeth Adult Social Care
Westminster Adult Social Care
Tower Hamlets Adult Social Care
Southwark Adult Social Care
Kensington & Chelsea Adult Social Care
Hammersmith & Fulham Adult Social Care
Wandsworth Adult Social Care
Richmond Adult Social Care
Lewisham Adult Social Care
Greenwich Adult Social Care
Bexley Adult Social Care
Kingston Adult Social Care
Merton Adult Social Care
Sutton Adult Social Care
Croydon Adult Social Care
Bromley Adult Social Care
Hounslow Adult Social Care
Ealing Adult Social Care
Brent Adult Social Care
Hillingdon Adult Social Care
Harrow Adult Social Care
Barnet Adult Social Care
Haringey Adult Social Care
Enfield Adult Social Care
Waltham Forest Adult Social Care
Redbridge Adult Social Care
Newham Adult Social Care
Barking & Dagenham, Adult Social Care
Havering Adult Social Care
Royal Free Hospital
Chelsea and Westminster Hospital
King's College Hospital
The Tavistock and Portman Hospital
Guy's and St Thomas's Hospital
Moorfield's Eye Hospital
Imperial Hospital
South London & Maudsley Hospital
The Whittington Hospital
University College London Hospital
Central and North West London Hospital
Royal Bromptom Hospital
St Thomas's Hospital
St Bartholomews Hospital
Homerton University Hospital
Maudsley Hospital

Hammersmith Hospital
Lambeth Hospital
Central Middlesex Hospital
University Hospital Lewisham
St George's Hospital
Royal National Orthopaedic Hospital
Ealing Hospital
The Royal London Hospital
Bluebell Lodge Hospital
University College Hospital Elizabeth Garrett Anderson Wing
Charing Cross Hospital
Chase Farm Hospital
Royal London Hospital for Integrated Medicine
Yeoman House Hospital
Oxleas Mental Health Clinic
Northwick Park Hospital
University College Hospital at Westmoreland Street
Whipps Cross University Hospital
Newham University Hospital
Queen Elizabeth Hospital
The Gordon Hospital
West Middlesex University Hospital
The Green Hospital
Kingston Hospital
West London Mental Health Clinic
National Hospital for Neurology and Neurosurgery
Queen Charlotte and Chelsea Hospital
Royal Brompton Hospital
Surrey Oaklands Hospital