

Privacy Notice

Communities and Safety

Everything we do with information about living people – such as how we collect it and who we share it with – has to comply with the Data Protection Act. A key part of this is being open about how we use information and what rights you have in respect of it.

This notice tells you what information we collect and process about you when you ask for or get services from our Communities and Safety directorate. It is a joint Peterborough City Council and Cambridgeshire County Council directorate led by Adrian Chapman, the Service Director. If you live in Peterborough then you will still receive services from Peterborough City Council and your information is held by us.

The directorate includes a number of services including:

- Prevention and Enforcement Service which includes
 - Parking Enforcement
 - Anti Social Behaviour Team
 - Housing Enforcement
 - Environmental Enforcement
 - Unauthorised Encampments
- Youth In Localities
- Youth Offending Services
- CCTV
- Housing Needs
- Housing and Health Improvement
 - Care and Repair
 - Therapy Services
 - Sensory impairment
 - Assistive Technology
 - Reablement services
- Community Centre bookings

What information do we hold and about who?

We collect and process information about people who have contacted us for specific services or who we have engaged through legal for example. The kind of information

we may process may include:

- Name
- Address
- Bank details
- Income details

- Contact details
- IP Address/online identifier such as user name
- Ethnicity
- Gender
- Sexual orientation
- Religious beliefs
- NHS number
- National Insurance number
- Religious beliefs
- Video and photographs of vehicles or if body worn cameras are activated
- CCTV footage
- Physical or mental health
- Private information to support an appeal against an appeal
- Criminal offences including allegations
- Household composition details

The categories of person we may hold information about includes

- Customers
- Service providers such as foster carers
- Vulnerable children and adults
- License holders
- Tenants
- Elected Members
- Local Businesses
- Landlords
- Victims
- Witnesses
- Offenders

The information we collect is recorded in paper files, in databases and in electronic folders on Peterborough City Council's secure network where it is accessible only to staff who need to see it to do their jobs. Staff who visit you might keep paper notes about their conversation with you but these will usually be destroyed once relevant information is transcribed to our electronic systems. Some of the information in our databases can be accessed remotely on mobile devices, by staff who visit you in your home.

Why do we have it and what do we use it for

If you approach these services then we will need to process your information to establish, defend and exercise legal claims, perform our statutory duties and also provide you with information where you consent to receive those.

- [Prevention and Enforcement Service](#) which deals with enforcement, prevention and education to help improve the quality of life for our residents. This includes:

- [Parking Enforcement](#) is responsible for managing and enforcing on and off street parking across the unitary authority area. we will need to process your information to establish, defend and exercise legal claims, perform our statutory duties such as under the Traffic Management Act 2004 and also provide you with information where you consent to receive those.
- [Anti Social Behaviour](#) (ASB) Team investigates complaints of anti-social behaviour such as neighbour disputes, groups of young people causing ASB in an area or complaints about beggars. We also co-ordinate multi agency partnership working groups for ASB, Street Life (homelessness, begging, street drinking - safeguarding and intervention) as well as street sex workers (primarily in relation to safeguarding). We have a statutory duty under the Crime & Disorder Act 1998 or the Safeguarding of Vulnerable Adults Act for example to process personal and special categories of information.
- [Housing Enforcement](#) undertake inspection and enforcement of property conditions within privately rented accommodation within the city including licensing of houses of multiple occupation and [selective licensing](#), licensing and control of mobile homes sites. This is a statutory service and we require personal information and special categories of information to perform this service. We have duties under the Housing Act 2004 for example around licensing of privately rented properties.
- Environmental Enforcement is a statutory service which the council delivers where we investigate such matters as fly-tipping and littering and prosecute where necessary. This is a statutory service and we require personal information and special categories of information to perform this service. We have duties under Clean Neighbourhoods and Environment Act 2005 and Criminal Justice and Public Order Act 1994.
 - We also have [Public Space Protection Orders](#) in place in certain parts of the city including the city centre which help us to deal with certain issues such as littering, urinating, spitting or cycling in unauthorised areas. This means that we can take enforcement action and will collect personal details such as name and address to assist with this as our public duty. This is currently enforced by our partners Kingdom who process data on our behalf under contract.
- Unauthorised Encampments on council land are dealt with where we need to defend, establish and exercise legal claims. If you report this to us then we may retain your contact details to update you on any actions taken.
- We manage the relationship with [Vivacity](#) who are contracted as our provider of culture and leisure facilities such as sport centres, museums and libraries.
- [Youth In Localities](#) is our youth service which you can choose to engage with based on the activities offered such as the Duke of Edinburgh Award scheme, volunteering and the skills service. It is also a statutory service as we have a duty to secure sufficient services and activities to improve the wellbeing of young

people under the Education Act 2006. We will require personal information and special categories of information to perform this service.

- [Youth Offending Services](#) is statutory service under the Crime and Disorder Act 1998 which requires the participation of partners including the council, police, health and probation service. We assess and supervise young people (10-18) subject to Court Orders, pre-Court Disposals (i.e. Youth Cautions and Conditional Cautions), handle Court bail and those referred by other agency who identify young people at risk of offending. We will require personal information and special categories of information to perform this service.
- NEET (Not In Education Employment or Training) is a statutory service which supports young people who are not in employment, education or training to make positive progressions into EET. We will process personal information and special categories of information to perform this service. This may include ensuring that sufficient services are available and promoting appropriately to young people. We also provide schools and the DfE with information about post 16 years old destination where is the statutory duty to report on those in education, employment or training as part of our Raising the Participation Age duties
- [CCTV](#) operates a Public Space Surveillance System. We have over 160 cameras covering the city centre and other public spaces and they are monitored 24 hours a day, every day of the year. All our CCTV operators are trained in the use of the system and adhere to the relevant CCTV Code of Practice and Operating Procedures. They are all licensed by the Security Industry Authority to operate and record images using the CCTV system. It is part of our public task in matters such as parking enforcement, public space protection and assisting with criminal investigations
- [Housing Needs](#) is a statutory service to support customers with housing or homelessness issues. We manage the housing register and require personal information and special categories of information to enable us to assess needs and meet our duties under the Housing Act 1996. We also have a statutory duty to provide homelessness services under the Homelessness Act 2002 and the Homelessness Reduction Act 2017
- [Community Centre bookings](#) manage the bookings within our community centres. They will need to collect and process personal information to facilitate those bookings.
- Community Cohesion service work to help brings groups of people from different faiths, race, cultures, ages and backgrounds together and helps us all get on. Community cohesion allows us to celebrate the best of other cultures, share common values and respect our differences. [Peterborough Council for Voluntary Services](#) (PCVS) can help new communities and individuals get in touch with people from your own community or they can help you to develop your own community organisations.
- Performance & Systems are a corporate team who produce external reports, including statutory and [open data](#), as well as internal statistics and management information for the Council's services as well providing system administration for key line of business systems. The service also provides the management of the [Local Offer](#) and support for the social care online information and advice offer

plus the collection and consolidation of customer feedback for adult social care. Customers have a choice as to whether they provide feedback for surveys which are used to assess our approach to issues such as quality of life or safeguarding. Providers of services have a choice as to whether their details are displayed on the Local Offer, [Adults](#) or [Children and Families](#) pages.

In order to provide some of our statutory services, we may process information regarding criminal convictions or allegations. Our reason for processing is that it forms of part of our statutory duties such as for safeguarding and preventing anti-social behaviour.

Where we undertake criminal investigations then our basis for processing personal data and sensitive processing is that it is necessary for the law enforcement purpose and it is our statutory duty. We can differentiate between fact and opinion as well as categories of individuals.

We collect only the information that we need to carry out these functions and we ensure that it is used and stored safely and securely. All staff who have access to information about you will have received training on data protection and information security.

Who we share information with and why

We will need to share information where it is necessary to perform our statutory duties and this will be made clear to you in your particular case.

Some of the agencies we receive and share information with will include:

- Customers
- Health Agencies
- Traffic Penalty Tribunal
- Traffic Enforcement Centre
- Enforcement Agents
- Police
- Other council services when appropriate
- Hospitals
- Local Businesses
- External auditors
- UKBA
- HMRC
- Care providers
- Registered Social Landlords
- Private Landlords
- DWP
- Social care providers
- GPs
- Hospital
- Other Local Authorities

- Central Government such as the Rogue Landlord database

All information sharing is done with reference to the principles set out in the Cambridgeshire and Peterborough Information Sharing Framework. We require anyone we share information with, or who uses it on our behalf, to adhere to Data Protection law.

How long we keep hold of information for

We only keep information for as long as it is needed. This will be based on either a legal requirement (where a law says we have to keep information for a specific period of time) or accepted business practice. More detail can be found in our retention schedule.

Your Rights

You have rights under Data Protection and these are as detailed in the corporate notice and can be accessed on our [Data Protection - Rights Information page](#).