

Title of Report: Department for Communities Make the Call Wraparound Service - Data Sharing Agreement with Home Safety and Affordable Warmth Teams	Officer Presenting: Director of Health and Community Author: Head of Health and Community Wellbeing
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1 Purpose of Report/Recommendations

- 1.1 The purpose of this report is to seek Members' approval for Council's Home Safety and Affordable Warmth Services to enter into a Data Sharing Agreement with the Department for Communities Make the Call Wraparound Service.

2 Background

- 2.1 Council's Health and Community Wellbeing Team provides advice and support to people through the Home Safety Service and Affordable Warmth Scheme.
- 2.2 Improving the uptake of benefits by people who are entitled but not claiming them is a key priority for the Department for Communities and the Make the Call Service is fundamental to achieving this aim.
- 2.3 During 2019-2020 financial year an additional £44.1 million of benefits were claimed by over 9,500 people across Northern Ireland through the Make the Call Service.
- 2.4 The Home Safety and Affordable Warmth Teams have been working in partnership with the Make the Call Wraparound Service since January 2020 and for the period January - March 2020, Make the Call received 72 referrals from Council requesting a Needs Assessment to ensure those referred are getting all the social security benefit, supports and services they are entitled to. A further person contacted Make the Call directly after being signposted by Council. This has resulted in 79 benefits, supports and services being identified for those who were referred/signposted by Council and over £23,000 of annualised benefit money being generated.
- 2.5 Through the Data Sharing Agreement, Make the Call will also refer individuals living within the Council area who it may be beneficial for them to avail of the Home Safety Service or obtain energy efficiency advice. For those who are referred to Council for efficiency advice, their eligibility under the Affordable Warmth Scheme will be considered.

3 Key Issues

- 3.1 The basis for the Data Sharing Agreement is to ensure compliance with the requirements of the General Data Protection Regulations (GDPR) so as to facilitate the legitimate and secure disclosure of information including personal data between the Department for Communities and Council for the benefit of the residents in the Council area.
- 3.2 The Data Sharing Agreement will be reviewed annually or if any significant change takes place.

4 Financial, Equality, Legal, HR, Improvement, Rural Needs and other Implications

- 4.1 There are no additional resource implications in relation to the implementation of the Data Sharing Agreement.
- 4.2 Officers are not aware of any equality or good relations implications in relation to this matter.
- 4.3 The implementation of the Data Sharing Agreement will ensure compliance with the relevant GDPR legislation.

5 Recommendations

- 5.1 That Members approve Council's Health and Community Wellbeing department sign up to the Data Sharing Agreement with the Department for Communities Make the Call Wraparound Service.

Background Papers

Appendix 1: Data Sharing Agreement