

- I understand and give consent that information about me is recorded on a secure website. This includes information about my ethnicity, support and care needs as well as my name.
- I understand and give consent that information about me will be shared with the local authority where I live but in a way which does not identify me.
- I understand and give consent that information about me will be shared with other agencies working with me to whom I have given consent separately. In this case the information will include my name.
- I understand that I can see the information recorded about me if I make a request to do so.
- I understand that I can choose to have some or all of the information removed.
- I understand that I have the right to refuse any information about me being recorded on the Better Futures system
- I understand that I can review the consent I have given on this form at any stage.

Name

Signature

If signed on behalf of someone else, the basis of that authority

Date

If you wish to query anything relating to the information being recorded about you on the Better Futures system please contact the Data Protection Controller at:

Service name

Service address

Service telephone number

Or contact CCPS at: hs.unit@ccpscotland.org or telephone 0131 475 2676

The Better Futures system:

Gaining your consent to record information about you, your goals and the progress you make



The Housing Support Enabling Unit is a partnership initiative between Coalition of Care and Support Providers in Scotland (CCPS) and the Scottish Federation of Housing Associations (SFHA), funded by the Scottish Government.

The Better Future system records the way housing support services impact on people's lives. The system helps individuals and their support workers to identify goals and helps to chart individual progress towards these. The system also helps to create an overview of the impact of services – this is important information for organisations providing those services as well as for the funders of those services.

How does it work?

A support worker will discuss with you the key areas in your life which you may need support with in order to obtain and/ or maintain a home. This could involve looking for accommodation, dealing with financial issues, making sure you feel safe, making sure you have access to health care services as well as considering your training and employment options.



This leaflet has been created by the Housing Support Enabling Unit:
www.ccpscotland.org/hseu

Who has access to the information?

Better Futures is a web based system. This means that information is stored centrally at a secure UK location. Access to it is restricted to the organisations providing support and their authorised personnel as well as authorised personnel at the Housing Support Enabling Unit and the supplier of the system, Capita. If you are using other services you can decide whether or not to allow those services to have access to the information recorded on Better Futures. Some information is anonymised and put into reports which are available for local authorities to see. This is because they act as funders of many housing support services.



Who decides what information is stored about me?

You decide whether or not to agree to information about you being recorded on the Better Futures system. Your support worker will ask you for your agreement and you will be asked to sign a consent form. The sort of information recorded constitutes personal and sensitive information as defined under the Data Protection Act. This includes your name, date of birth, ethnicity and postcode as well as the level of support you require and how this changes over time.

Can I see what information is recorded about me?

Yes, you can ask your support worker for a copy of the information recorded about you. You can also approach the Housing Support Enabling Unit. You will find the contact details about both on the consent form overleaf.

Can I change my mind about giving consent?

Yes, you can decide to withdraw consent at any stage. If this happens the information held about you will be removed from the system altogether.

This leaflet was given to you by:

Name

Telephone Date.....