

Face to Face (F2F) experience mapping project

In 2023, there have been a series of incidents involving people facing homelessness who were unable to access the help they needed when visiting 5 Pancras Square. In some cases, people have become distressed and acted in a way that others found frightening and threatening. In some cases people have threatened to harm themselves. To reduce and manage the number of these incidents at 5PS, a Council project team is undertaking three activities.

1) we are reviewing existing security incident reports, records from Camden's Customer Relationship Management (CRM) and records from Housing Needs Group (HNG) databases.

2) we are having conversations with council staff (security, customer support officers, and homelessness prevention officers) and people with lived experience to better understand the circumstances under which incidents occur and what people's experiences are.

3) we are facilitating workshops with staff to prioritise ideas for improving the situation.

The first type of CRM data is aggregated and anonymised data showing the number of people experiencing homelessness who are in contact with the council and whether it was face to face or via telephone, what the outcomes of the queries were, and CRM notes on motivations for face to face (F2F) interactions. Whilst the project team will be provided with anonymised data, the council as data controller will process this data to locate, extract, collate, and anonymise it. The second type of data would be CRM notes of people that are referred to in Security Incidents Reports. This is to make sure that we see a different perspective of the incidents that happened and to get a better understanding of the situation of the person. To get access to this CRM data, we would have to pass on the following data from the Security Incident Reports to the CRM team: the names of the person visiting and the security officer involved in the incident, the data and time of the visit.

Similarly to the second type of CRM data noted above, we will review data from the HNG database that the Homelessness Prevention team use to record notes of their engagements with people who are homeless. We will review a sample of records on 5 people, so that we also add the perspectives of the Homelessness Prevention team to our understanding. The selection criteria for sampling these records will be that the person is either currently experiencing or are at risk of experiencing homelessness, and to have visited 5PS to seek support. For the interviews and workshop, we will not be recording audio or video. We will be noting down the conversations through typing it up into a secured folder or writing on paper before being typed up into the same secured folder.

Our legal basis under UK GDPR is:

- Personal data Article 6(1)(c) legal duty and 6 (1)(e) public task.
- Special Category data Art 9(2) (b) Employment, social security and social protection with the Data Protection Act 2018 Schedule 1 Part 1 condition being Para 1 Employment, social security and social protection
- Art 9(2) (g) Reasons of substantial public interest with the Data Protection Act 2018 Schedule 1 Part 2 condition being Para 6 Statutory and government purposes and para 18 Safeguarding of children and individuals at risk. The underpinning laws for all are the Health and Safety at Work etc Act 1974, the Care Act 2014 and the Children Acts

- Criminal data is not explicitly being processed but the records are likely to show conduct that identifies perpetrators, witnesses and victims. Where it is processed the legal basis to comply with UK GDPR article 10 is Article 6 (1)(c) legal duty and 6 (1)(e) public task, with the Data Protection Act 2018 Schedule 1 condition being Para 6 Statutory and government purposes and para 18 Safeguarding of children and individuals at risk and the underpinning law the same as for special category data

The council has undertaken a full Data Protection Impact Assessment (DPIA) for this project. It can be found here with our DPIAs [DPIA \(Data Privacy Impact Assessments\) | Open Data Portal \(camden.gov.uk\)](#)