



Home Choices

The Tenant Passport Scheme

October 2017

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Further information regarding this policy can be obtained by contacting:

The Home Choices Team
Guildhall
Marshall's Yard
Gainsborough
Lincs.
DN21 2NA
01427 676676

Introduction

The Tenant Passport is a free to use tenant referencing service managed and delivered by West Lindsey District Council's Home Choices Team.

The aim of the scheme is to improve tenancy sustainment in the social and private rented sector by providing landlords with information regarding a person's tenancy history. This will assist landlords in determining whether they feel they want that particular applicant for their property and will enable the Council to identify where support can be offered to the landlord or the potential tenant to help them to obtain and then to maintain a property.

Landlords are often reluctant to let their properties to people who they know little about. They fear their property could be damaged, used for illegal purposes or that the rent may not be paid. This can make it difficult and time consuming to find a good property for a tenant and a good tenant for a landlord.

Different landlords have different levels of experience, resources, and ability in tenancy management. For example; whether or not they are locally based; the number and experience of the staff they employ; the number of properties they manage; the financial resources available to them to maintain the property and manage the tenancy. This means that some landlords will be able to successfully maintain and manage tenancies that other landlords cannot. The scheme will enable landlords to consider this as part of the decisions that they make and provide an opportunity to seek support from the Council and other relevant agencies.

Reasons for the scheme

Membership of The Tenant Passport Scheme allows someone to show that they are a suitable tenant quickly and easily. The scheme allows landlords to obtain reliable, accurate and comprehensive information regarding the tenancy history of someone who has approached them for housing. This information is provided to the landlord with a person's written permission. Landlords use the information provided by the scheme to make a risk assessment of whether it would be appropriate for them to take someone as their tenant. The liability for the decision remains with the landlord, the scheme provides them with additional information in order to assist them in their decision making.

Objectives

The scheme is designed to encourage the following:

- Increase reporting of incidents of anti-social behaviour and poor tenancy management (landlord and tenant)
- To enable tenants to learn from previous behaviours and receive assistance and support to address this.
- To encourage ALL landlords to seek references from their prospective tenants.
- Give landlords relevant information about the people wanting to rent their properties.

Lincolnshire Police are working in partnership with the Council in regards to this means of referencing for prospective tenants. It is intended that this is not to be a tool to prohibit prospective tenants but rather one that informs prospective landlords and the Council of what needs to be put in place to prevent the tenancy from failing. It is only then we can assess the needs from our customers.

How the scheme will work

Tenants can self-refer to the Home Choices team or be referred by the landlord. The Home Choices team will contact the tenant to ensure this is correct and checks will only be undertaken with the permission of the applicant. This will be done by an application which will be stored in a specific file on the housing file. Explicit consent will be obtained for the police disclosure. Forms are attached in Appendix 1.

The team will make the following checks

- Former tenancy history over the last 2 years
- Criminal convictions which are relevant to tenancy history. This would cover all offences where a possession order could have been granted if the tenant were a tenant of a registered provider (housing association). Offences are those listed in section 30 of the Anti social Behaviour, Crime and Policing Act 2014 (Appendix 2).
- Other anti-social behaviour

We will work with Lincolnshire Police to obtain information but all information will be held on current Council systems. Information will be obtained with the customer's full consent.

Data Protection

Information will be deleted in line with the council's data protection rules

Specific information re a person's membership can only be discussed in detail if that agency has an information sharing agreement with Lincolnshire Police. For those wanting housing with private landlords the landlord cannot be given any indication as to why the colour has been given (details are below). Merely to state that colour has been given in line with the guidance.

If an agency or landlord asks the reasons for the level given to the customer they will be referred back to the criteria. If they wish to discover specific information they will need to put in requests to public protection, housing benefit and Lincolnshire Police.

All requests are to be made in line with the information sharing agreement between Lincolnshire Police and WLDC

Terms of the scheme

Membership is granted for a maximum of 12 months and is on a 3 tier basis.

- **Full Membership (Green)** - Membership granted for 12 months. Applicants must have held a previous tenancy within the last two years. Applicants with no history of rent arrears, anti-social or criminal behaviour related to the tenancy or tenancy management concerns,
- **Provisional Membership (Yellow)** - Membership granted for 6 months. Applicants with minor rent arrears, anti-social or criminal behaviour related to the tenancy, tenancy management concerns, or who have not previously held a tenancy,
- **Rejected Membership (Red)** - Membership rejected for 6 months. Applicants whose behaviour would have entitled a landlord to seek immediate possession of the property at court. i.e., significant rent arrears, serious anti-social / criminal behaviour, major problems involving tenancy management. Reasons for rejected membership and assistance provided to applicants are explained further in Appendix 3.

Policy Review

It is proposed to review the policy internally within 6 months of its implementation to ensure that it is operating effectively.

The Tenant Passport Membership Application Form

HOUSING STATUS

About yourself	About the joint applicant
Family name or surname:	Family name or surname:
First name(s):	First name(s):
Title: Mr Ms Mrs Miss (please circle)	Title: Mr Ms Mrs Miss (please circle)
Date of Birth:	Date of Birth:
National Insurance Number:	National Insurance Number:
Gender (Sex): M F (please circle)	Gender (Sex): M F (please circle)
Address Postcode:	

Email Address:

Telephone Number (Home):

Daytime Telephone Number (if different):

Mobile Telephone Number:

Date moved into current property:

Date have to leave current property:

HOUSING HISTORY

(Provide your addresses for the last 2 years and explain any gaps in your housing history)

Address	From	To	Reason for leaving	Who was tenancy with?

Are you the tenant of the above property? Yes / No

If you are the tenant - who is your current Landlord?

What is your Landlord's Name:

What is your Landlord's Address:

.....
.....
.....
..... Postcode:

Please give your Landlord's
telephone numbers:

Home

.....
.....

Mobile

.....
.....

E-mail:

.....

If you are not the tenant of the above property are you?

Living In

Owner Occupier

Homeless

APPLICANT 1 - TENANCY HISTORY

Do you have any rent arrears from previous tenancies in the last 2 years?

Yes No

If yes – where and how much?

Address: _____ £ _____

Address: _____ £ _____

In the last 2 years have you been subject to?

In the last two years have you been subject to any of the following court orders:	Main Applicant
Anti-social Behaviour Order	Yes/No
Drinking Banning Order	Yes/No
Premise Closure Order	Yes/No
Injunction	Yes/No
Possession Order (loss of your home)	Yes/No
A Domestic Violence Court Order	Yes/No

Any complaints Regarding:	Main Applicant
Anti-Social Behaviour	Yes/No
Criminal Behaviour	Yes/No
Domestic Violence	Yes/No
A criminal conviction (unless spent)	Yes/No

If yes for any of the above please provide details below:

Do you have anyone who provides you with help or support such as a Health Worker, Social Worker, Probation Officer or another Support Officer?

Yes No

Name:

Agency:

Tel No:

APPLICANT 2 - TENANCY HISTORY

Do you have any rent arrears from previous tenancies in the last 2 years?

Yes **No**

If yes – where and how much?

Address: _____ **£** _____

Address: _____ **£** _____

In the last two years have you been subject to any of the following court orders:	Main Applicant
Anti-social Behaviour Order	Yes/No
Drinking Banning Order	Yes/No
Premise Closure Order	Yes/No
Injunction	Yes/No
Possession Order (loss of your home)	Yes/No
A Domestic Violence Court Order	Yes/No

Any complaints Regarding:	Main Applicant
Anti-Social Behaviour	Yes/No
Criminal Behaviour	Yes/No
Domestic Violence	Yes/No
A criminal conviction (unless spent)	Yes/No

If yes for any of the above please provide details:

Do you have anyone who provides you with help or support such as a Health Worker, Social Worker, Probation Officer or another Support Officer?

Yes **No**

Name:

Agency:

Tel No:

**INFORMED CONSENT FORM
TO BE READ AND SIGNED BY THE PERSON(S) APPLYING FOR MEMBERSHIP OF THE
TENANT PASSPORT SCHEME.**

I have applied for membership of West Lindsey District Council's Tenant Passport Scheme. I understand that the aim of the scheme is to reduce anti-social behaviour in the private rented sector by providing landlords with information regarding a person's **tenancy** history to assist a landlord in deciding whether to offer a member of the scheme a tenancy, in tenancy management and where appropriate, by linking people to support to help them to get and then to maintain a property.

I understand and consent to West Lindsey District Council's Tenant Passport carrying out checks about my and members of my households past behaviour/character and the conduct of any previous tenancies and/or occupations of any property that have involved myself and/or members of my household.

I understand and consent to any information obtained by the scheme being used to assist the scheme in determining my membership application (subject to scheme guidance available at www.west-lindsey.gov.uk) and in measures to prevent and tackle crime and anti-social behaviour.

I understand and consent to any agency/company exchanging any information that they deem necessary and relevant regarding myself and members of my household for these purposes.

I understand and consent to any information that is held about myself and my household being shared with any relevant agencies under Section 115 of the Crime and Disorder Act 1998 for the purpose of reducing crime and disorder.

I understand that these agencies may include, but are not limited to, any prospective or current or previous landlords, Police Force, departments of Local Authorities, Housing Associations, Probation Services, Primary Care Trusts and Fire Authorities.

I understand that information about myself and my household will be held by West Lindsey District Council under the terms of the Data Protection Act 1998. Information will be held on a secure database for 12 months and then deleted in line with West Lindsey District Council's guidelines.

I understand and consent that the information that may be held and exchanged may include, but may not be limited to, any complaints of anti-social behaviour, domestic violence, rent arrears, damage to property, abandonment of property, breach of tenancy conditions, court orders, illegal use of property, and/or criminal behaviour which is deemed to be relevant to tenancy management.

I understand that should I provide any false information and/or withhold any information relevant to determining my suitability for membership of the Tenant Passport Scheme that I will be refused membership/face the withdrawal of my membership for a minimum of 12 months.

(Please take signature for every person who needs referencing over 18 years old who will be living with the main applicant).

Signature:Date:

Signature:Date:.....

FORM D: Explicit Consent for the Disclosure of Police Information

Most information held by the Police is classified as 'SENSITIVE' personal information, under the Data Protection Act 1998, and therefore unless an exemption applies the explicit consent of the Data Subject is required, before we can consider disclosure.

I, Name: (*applicant*)
 Date of Birth:
 Address:

I hereby consent for Lincolnshire Police to disclose the following information–

TO Organisation: West Lindsey District Council
 Address: Home Choices, The Guildhall, Marshalls Yard,
 Gainsborough DN21 2NA

For the purpose of -

For West Lindsey District Council's tenant referencing scheme. Applicant has signed statement above to confirm would like to apply to the scheme.

Signed: Date:

CONFIRMATION OF IDENTITY:

I, Name: (*Organisation Representative*)
 of the above organisation, hereby confirm that I have verified the identity of the above named individual.

Signed: Date:

Position/Job Role:

(Where possible, please provide countersigned photocopy of any available identification)

GTP APPLICATION CHECKLIST

Has Applicant 1 and Applicant 2: (if relevant)

(A) Application Form:

1. Answered **ALL** questions on the form?
2. Provided a phone number?
3. Listed everyone who is going to be living with them?
4. Listed **ALL** their previous addresses for the last 2 years?
5. Signed and dated the form?

(B) Provided 2 proofs of their identity?

(Note - only 1 proof of identity needed if you provide photo ID with your current address on. i.e. Driving Licence)

(C) Provided proof of their current address?

(D) Had their photograph taken?

(Note - BOTH applicants (if relevant) must be present to have their photograph taken to hand in the form)

Documents accepted for proof of identity and current address:

1. Passport
2. Home office immigration papers
3. Driving licence
4. Birth or Marriage certificate
5. National Insurance number card
6. EEC identity card
7. Military identity card
8. Prison identity card
9. Citizen, validate UK, PASS identity cards
10. University/College identity card
11. Benefit payment book/letter, Child or Housing benefit book/letter
12. Tenancy Agreement or Rent book
13. NHS medical card
14. Utility bill (gas, electric, water) (dated within last 3 months)
15. Phone, council tax, insurance bill (dated within last 3 months)

THIS TENANT PASSPORT SCHEME APPLICATION FORM WILL NOT BE ACCEPTED UNLESS ALL OF THE ABOVE HAS BEEN DONE

Appendix 2

List Of Offences

Violent offences

1Murder.

2Manslaughter.

3Kidnapping.

4False imprisonment.

5An offence under any of the following sections of the Offences against the Person Act 1861—

(a)section 4 (soliciting murder),

(b)section 16 (threats to kill),

(c)section 18 (wounding with intent to cause grievous bodily harm),

(d)section 20 (malicious wounding),

(e)section 21 (attempting to choke, suffocate or strangle in order to commit or assist in committing an indictable offence),

(f)section 22 (using chloroform etc. to commit or assist in the committing of any indictable offence),

(g)section 23 (maliciously administering poison etc. so as to endanger life or inflict grievous bodily harm),

(h)section 24 (maliciously administering poison etc. with intent to injure, aggrieve or annoy any other person),

(i)section 27 (abandoning or exposing children whereby life is endangered or health permanently injured),

(j)section 28 (causing bodily injury by explosives),

(k)section 29 (using explosives etc. with intent to do grievous bodily harm),

(l)section 30 (placing explosives with intent to do bodily injury),

(m)section 31 (setting spring guns etc. with intent to do grievous bodily harm),

(n)section 38 (assault with intent to resist arrest),

(o)section 47 (assault occasioning actual bodily harm).

6An offence under any of the following sections of the Explosive Substances Act 1883—

(a)section 2 (causing explosion likely to endanger life or property),

(b)section 3 (attempt to cause explosion, or making or keeping explosive with intent to endanger life or property),

(c)section 4 (making or possession of explosive under suspicious circumstances).

7An offence under section 1 of the Infant Life (Preservation) Act 1929 (child destruction).

8An offence under section 1 of the Children and Young Persons Act 1933 (cruelty to children).

9An offence under section 1 of the Infanticide Act 1938 (infanticide).

10An offence under any of the following sections of the Public Order Act 1986—

(a)section 1 (riot),

(b)section 2 (violent disorder),

(c)section 3 (affray).

11An offence under either of the following sections of the Protection from Harassment Act 1997—

(a)section 4 (putting people in fear of violence),

(b)section 4A (stalking involving fear of violence or serious alarm or distress).

12An offence under any of the following provisions of the Crime and Disorder Act 1998—

(a)section 29 (racially or religiously aggravated assaults),

(b)section 31(1)(a) or (b) (racially or religiously aggravated offences under section 4 or 4A of the Public Order Act 1986),

(c)section 32 (racially or religiously aggravated harassment etc.).

13An offence under either of the following sections of the Female Genital Mutilation Act 2003—

(a)section 1 (female genital mutilation),

(b)section 2 (assisting a girl to mutilate her own genitalia).

14An offence under section 5 of the Domestic Violence, Crime and Victims Act 2004 (causing or allowing the death of a child or vulnerable adult).

Sexual offences

15An offence under section 33A of the Sexual Offences Act 1956 (keeping a brothel used for prostitution).

16An offence under section 1 of the Protection of Children Act 1978 (indecent photographs of children).

17An offence under section 160 of the Criminal Justice Act 1988 (possession of indecent photograph of a child).

18An indictable offence under Part 1 of the Sexual Offences Act 2003 (sexual offences).

Offensive weapons

19An offence under either of the following sections of the Prevention of Crime Act 1953—

(a)section 1 (prohibition of the carrying of offensive weapons without lawful authority or reasonable excuse),

(b)section 1A (threatening with offensive weapon in public).

20An offence under any of the following provisions of the Firearms Act 1968—

(a)section 16 (possession of firearm with intent to endanger life),

(b)section 16A (possession of firearm with intent to cause fear of violence),

(c)section 17(1) (use of firearm to resist arrest),

(d)section 17(2) (possession of firearm at time of committing or being arrested for offence specified in Schedule 1 to the Act of 1968),

(e)section 18 (carrying a firearm with criminal intent),

(f)section 19 (carrying a firearm in a public place),

(g)section 20 (trespassing with firearm),

(h)section 21 (possession of firearms by persons previously convicted of crime).

21An offence under either of the following sections of the Criminal Justice Act 1988—

(a)section 139 (having article with blade or point in public place),

(b)section 139AA (threatening with article with blade or point or offensive weapon).

Offences against property

22An offence under any of the following sections of the Theft Act 1968—

(a)section 8 (robbery or assault with intent to rob),

(b)section 9 (burglary),

(c)section 10 (aggravated burglary).

23An offence under section 1 of the Criminal Damage Act 1971 (destroying or damaging property).

24An offence under section 30 of the Crime and Disorder Act 1998 (racially or religiously aggravated criminal damage).

Road traffic offences

25An offence under section 35 of the Offences against the Person Act 1861 (injuring persons by furious driving).

26An offence under section 12A of the Theft Act 1968 (aggravated vehicle-taking involving an accident which caused the death of any person).

27An offence under any of the following sections of the Road Traffic Act 1988—

(a)section 1 (causing death by dangerous driving),

(b)section 1A (causing serious injury by dangerous driving),

(c)section 3A (causing death by careless driving when under influence of drink or drugs).

Drug-related offences

28An offence under any of the following provisions of the Misuse of Drugs Act 1971—

(a)section 4 (restriction of production and supply of controlled drugs),

(b)section 5(3) (possession of controlled drugs with intent to supply),

(c)section 8(a) or (b) (occupiers etc. of premises to be punishable for permitting unlawful production or supply etc. of controlled drugs there).

29 An offence under section 6 of that Act (restrictions of cultivation of cannabis plant) where the cultivation is for profit and the whole or a substantial part of the dwelling-house concerned is used for the cultivation.

Inchoate offences

30(1) An offence of attempting or conspiring the commission of an offence specified or described in this Schedule.

(2) An offence under Part 2 of the Serious Crime Act 2007 (encouraging or assisting) where the offence (or one of the offences) which the person in question intends or believes would be committed is an offence specified or described in this Schedule.

(3) An offence of aiding, abetting, counselling or procuring the commission of an offence specified or described in this Schedule.

Appendix 3

Advice for persons with rejected membership

- Previous tenancy issues - If you have had problems with a tenancy in the past, you can still apply to join. The scheme will assess your application and may, depending on the circumstances, decide to grant you provisional membership of the scheme. Applicants who are refused membership of the scheme will be offered an interview to discuss their refusal with their application's investigating officer.
- Applicants who have been rejected for rent arrears can reapply when arrears are repaid in full or a rent repayment plan has been agreed and adhered to with their landlord. West Lindsey would expect arrears to be below 8 weeks of rent and then 13 reasonable weekly payments to be made. This is in line with the current policy for the Lincs Homefinder housing register policy. For assistance in negotiating a rent repayment plan applicants can contact the Home Choices Team.
- Applicants who have been rejected for anti-social / criminal behaviour and / or problems involving tenancy management have a right to re-apply to join the scheme provided they can show an improvement in their behaviour over a consistent period of at least 6 months (or accept support offered by Floating Support provider or Vulnerable Adults Panel - see below)
- Applicants who attend their interview will be offered a referral to a Floating Support provider or Vulnerable Adults Panel. The Floating Support provider or Vulnerable Adults Panel will review the situation to see if there is any available and appropriate support that can be provided to assist in changing/improving the behaviour which led to rejection from the scheme.
- Where an applicant accepts support offered for a minimum period of 3 months and in the opinion of their primary support worker the applicant has engaged with the support offered and there have been no further reports of behaviour which would affect a tenancy, an applicant will be offered provisional membership of the scheme. The scheme manager reserves the right to determine whether an applicant has met the above requirements when deciding whether to grant a provisional membership.

Reasons for amber membership

Minor rent arrears would mean those below 8 weeks rent arrears/ former tenant arrears. The team would highlight a rent repayment plan and look at ways of referring for direct benefit payments to landlords.

This would also include tenants with either possession of drugs but would not constitute a possession order and warnings issued by the Housing enforcement team at West Lindsey District Council.

Appendix 4

The Tenant Passport Scheme – Fact Sheet for Applicants

What is the Tenant Passport Scheme? - The scheme is a free to use tenant referencing service managed and delivered by West Lindsey District Council's Home Choices Team.

The aim of the scheme is to improve tenancy sustainment in the social and private rented sector by providing landlords with information regarding a person's tenancy history. This will assist landlords in determining whether to offer the property to an applicant and will enable the Council to identify where support can be offered to the landlord or the potential tenant to help them to obtain and then to maintain a property.

Landlords are often reluctant to let their properties to people who they know little about. They fear their property could be damaged, used for illegal purposes or that the rent may not be paid. This can make it difficult and time consuming to find a good property for a tenant and a good tenant for a landlord.

Different landlords have different levels of experience, resources, and ability in tenancy management. For example; whether or not they are locally based; the number and experience of the staff they employ; the number of properties they manage; the financial resources available to them to maintain the property and manage the tenancy. This means that some landlords will be able to successfully maintain and manage tenancies that other landlords cannot. The scheme will enable landlords to consider this as part of the decisions that they make and provide an opportunity to seek support from the Council and other relevant agencies. Using information from the scheme, landlords are able to confirm whether someone is a suitable tenant and to hopefully offer them a property. As a voluntary scheme, the final decision as to whether to take someone as a tenant remains with the landlord.

What are the benefits of membership? - Membership of the Tenant Passport scheme allows someone to show that they are a good tenant quickly and easily. Landlords want to attract and keep good tenants. The scheme enables a fair and accurate picture of a person's tenancy history to be presented to a landlord which is based on reliable information.

How do I apply? - Joining the Good Tenant Passport is easy and free. Complete an [application](#) form and hand it in or post to the **Home Choices Team at the Guildhall, Marshall's Yard, Gainsborough, DN21 2NA**. Contact us for further information on 01427 676 676, Home.choices@west-lindsey.gov.uk

The scheme will check **your** tenancy history for the past two years using our records, our partner's records and with any current and previous landlords. This may include, but may not be limited to, any complaints of anti-social behaviour, domestic violence, rent arrears, damage to property, abandonment of property, breach of tenancy conditions, court orders, and illegal use of property, and / or criminal behaviour which is deemed to be relevant to tenancy management.

Depending on the results this may result in:

- Full Membership (Green) - Membership granted for 6 months. Applicants must have held a previous tenancy within the last two years. Applicants with no history of rent arrears, anti-social or criminal behaviour related to the tenancy or tenancy management concerns,
- Provisional Membership (Yellow) - Membership granted for 6 months. Applicants with minor rent arrears, anti-social or criminal behaviour related to the tenancy, tenancy management

concerns, or who have not previously held a tenancy,

- Rejected Membership (Red) - Membership rejected for 6 months. Applicants whose behaviour would have entitled a landlord to seek immediate possession of the property at court. i.e., significant rent arrears, serious anti-social / criminal behaviour, major problems involving tenancy management.

What if I have had problems in the past? - If you have had problems with a tenancy in the past, you can still apply to join. The scheme will assess your application and may, depending on the circumstances, decide to grant you provisional membership of the scheme. Applicants who are refused membership of the scheme will be offered an interview to discuss their refusal with their applications investigating officer.

Applicants who have been rejected for rent arrears must repay them in full or maintain a rent repayment plan agreed with their landlord. For assistance in negotiating a rent repayment plan with your landlord please contact the Home Choices Team.

Applicants who have been rejected for anti-social / criminal behaviour and / or problems involving tenancy management have a right to re-apply to join the scheme provided they can show an improvement in their behaviour over a consistent period of at least 6 months (or they accept the support offered by a Floating Support Service or Vulnerable Adults Panel - see below)

Applicants who attend their interview will be offered a referral to P3 Floating Support Team or the Vulnerable Adults Panel. The Floating Support Team or Vulnerable Adults Panel will review the situation to see if there is any available and appropriate support that can be provided to assist in changing/improving the behaviour which led to rejection from the scheme.

Where an applicant accepts support offered, and for a minimum period of 3 months; in the opinion of their primary support worker the applicant has engaged with the support offered, and there have been no further reports of behaviour which would affect a tenancy, an applicant will be offered provisional membership of the scheme. The scheme manager reserves the right to determine whether an applicant has met the above requirements when deciding whether to grant a provisional membership.

Appendix 5

Tenant Referencing Scheme – Factsheet for Staff. **Step by Step**

Applications will be made to the tenant referencing scheme on approach to Home Choices. The customer will need to sign the P698d document to give explicit consent to access information in relation to their tenancy history.

Customer signs this document and that together with a copy of their identification is e-mailed to Lincolnshire Police.

Previous landlords are first contacted by telephone. If unable to reach please send landlord reference form to landlord by post. Where possible please try phone or e-mail to complete reference form.

If information is not received after it has been pursued then application is to be referred to Senior Home Choices officer and in the absence to the Home Choices Team Manager. To decide if application to be passported.

- **On receipt of information**

Once information is received person to be given membership depending on criterion issued in guidance booklet. If unclear please refer to Senior Home Choices Officer for discussion.

Storage of information

Information to be stored in persons file on H Drive.

Information should not be held past expiry date stated on spreadsheet. If person has not been housed within the timescale stated on their membership, customer to be contacted and asked if would like to be reconsidered for membership if appropriate.

Information will be stored on the customer's file in line with the times stated in the information sharing agreement and will be deleted once the customer's housing application has been cancelled or the customer has been rehoused. Information to be passed to registered provider if registered provider has information sharing agreement with Lincolnshire Police.

All Information is to be disposed in accordance with council procedures.

- **Questions re membership colour**

Specific information re a person's membership can only be discussed in detail if that agency has an information sharing agreement with Lincolnshire Police. For those wanting housing with private landlords the landlord cannot be given any indication as to why the colour has been given. Merely to state that colour has been given in line with the guidance.

If an agency or landlord asks the reasons for the level given to the customer they will be referred back to the criteria. If they wish to discover specific information they will need to put in requests to public protection, housing benefit and Lincolnshire Police.

All requests are to be made in line with the information sharing agreement between Lincolnshire Police and WLDC



**If you would like a copy of this
in large, clear print, audio,
Braille or in another language,
please telephone
01427 676676**

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www.west-lindsey.gov.uk

