

Fuel Poverty

Privacy Notice

What we do

Cornwall Council Wellbeing and Public Health Service, along with all local authorities, have a duty to improve the health of the population they serve. This includes a responsibility to reduce fuel poverty across Cornwall and the Isles of Scilly and their health, wellbeing and care needs.

All our activities seek to reduce the inequalities of fuel poverty that can unfairly disadvantage the health and wellbeing of members of our community. We do this in a number of ways:

- Working with services across Cornwall Council, Council of Isles of Scilly, Inclusion Cornwall, SSE (Concession provider), NHS, Police, wider public sector, CRCC, CEP, Citizens Advice, Happy Energy, City Energy and other organisations to make changes that will improve affordable warmth and protect the health of the population as a whole, for example to reduce social or environmental risks to health.
- Use data and information from a range of sources, including the Office for National Statistics, NHS Digital, Public Health England, Kernow Clinical Commissioning Group and local NHS Trusts.
- Winter Wellbeing partners are (to support reducing fuel poverty, improve health and progress to work) including Inclusion Cornwall, NHS, SSE, Wales & West Utilities, Western Power Distribution, Cornwall Council, Fire Service, Council of the Isles of Scilly, Cornwall Community Foundation, Community Energy Plus, Age UK, Cornwall Rural Community Charity, Citizens Advice Cornwall, Happy Energy, Shelter, Plymouth Energy Community, London School of Economics (LSE for evaluation) and any other appropriate partner, stored on a database, shared with legitimate organisations, who will store, use and dispose of the data securely. This information will not be used for marketing purposes.
- This helps build a picture of our population as a whole as well as specific population groups to understand more about the nature and causes of disease and ill health in Cornwall and the Isles of Scilly.

Types of information we use

As mentioned previously, the Service uses data and information from a range of sources to help understand the population health needs for Cornwall and the Isles of Scilly. This includes processing:

- **Identifiable data** – containing personal data that can identify individuals, such as: surname, forename, initials, address, date of birth, other dates (e.g. death, diagnosis), postcode, gender, occupation, ethnic group, NHS or hospital number, national insurance number, telephone number or other local identifier, health, energy and employment information.
- **Pseudonymised data** (LA Declarations) – this contains information about individuals but with the identifiable details replaced with a unique code.

How is my information used in Public Health?

We hold the following data collections that contain various different types of data about individuals and populations:

Information from providers

Person identifiable information may also be accessed from providers of services where the sharing of information has been discussed with the patient or service user and they have provided consent for their data to be shared for a specific purpose such as the evaluation of services.

What is information used for?

Information is used for the purposes of improving affordable warmth and reducing fuel poverty, improving health and progress to work, the monitoring of affordable warmth improvements across Cornwall and the Isles of Scilly and to inform the planning, targeting and commissioning of fuel poverty services.

Information is used specifically to identify patterns and trends highlighting differences between geographical areas, age, gender and other characteristics.

Information is also used to underpin the assessment of health and wellbeing needs across Cornwall and the Isles of Scilly now and in the future, which includes the production of:

- Joint Strategic Needs Assessment
- Joint Health and Wellbeing Strategy
- Director of Public Health Annual Report
- Informing decisions on design and commissioning of services
- Identifying priorities for action

The Service also has a statutory obligation to provide a public health advice service to our local NHS Clinical Commissioning Group (NHS Kernow), which covers both Cornwall and the Isles of Scilly Local Authorities. This means that the Cornwall Council Wellbeing and Public Health Service also provide public health advice on behalf of the Isles of Scilly.

What is the legal basis for the flow of Public Health data?

We have different legal responsibilities for various types of information we hold and analyse in the Public Health Information team. Access is permitted under section 42 (4) of the Statistics and Registration Service Act 2007, as amended by section 287 of the Health and Social Care Act 2012, for the purpose of statistical analysis for Local Authority Public Health purposes. NHS Personal Confidential Data (PCD) is released under regulation 3 of the Health Service (Control of Patient Information) Regulations 2002 and can only be used for public health purposes.

How is information kept secure?

We never publish information that could be used to directly identify an individual. We only share information about individuals when the direct consent of patients has been obtained or when there is a clear basis in the law for that information to be shared.

All the data we process and hold is kept safely and securely within our IT systems and the number of staff handling such data is limited to key professionals, who undertake regular

training about data protection and managing personal information. Our staff have the same duty as other healthcare professionals to maintain confidentiality.

Can I find out what information you have about me?

- Yes, you can. The Data Protection Act 1998 allows you or a representative nominated by you, to make a request for all copies of the personal information we have about you.
- If you are a child under 13 years old, the adult with parental responsibilities for you can make a request on your behalf.
- If there is an adult with a power of attorney registered by a Court, they can make a request on your behalf.

Requests for access to information must be made in writing and sent to the Council's Data Protection Officer at the postal or email address below.

Opting Out

You have the right to request that Wellbeing and Public Health Service stop processing your personal data in relation to any council service. However, if this request is approved this may cause delays or prevent us delivering a service to you.

Where possible we will seek to comply with your request but there are occasions where service providers will have a legal duty to share information, for example for safeguarding or criminal issues. The process for opting out will depend on what the specific data is and which programme it relates to. For further information, please contact the Data Protection Officer at the address below.

Need more help?

For more information and advice on how the Council uses your personal information, please contact the Data Protection Officer at:

Telephone: 01872 326424

Address: Data Protection
4th Floor North
County Hall
Treyew Road
TRURO
TR1 3AY

Email: dataprotection@cornwall.gov.uk

For independent advice and guidance on the Data Protection Act, contact the Information Commissioner's Office (national regulator) go to: <https://ico.org.uk>

The Wellbeing and Public Health Service is part of Cornwall Council. The Council is registered as a Data Controller with the Information Commissioners Office (Registration Number Z1745294) under the Data Protection Act (1998). Further details about how the Council processes personal data can be found within the Council's overarching privacy notice at the following link: <https://www.cornwall.gov.uk/council-and-democracy/data-protection-and->

[freedom-of-information/data-protection/how-we-use-your-information/](#). Additional information can also be found on the Information Commissioners website at: <https://ico.org.uk/>

The Councils' NHS Information Governance Toolkit status can be accessed at: <https://www.igt.hscic.gov.uk/AssessmentReportCriteria.aspx?tk=427366235621934&Inv=3&cb=95936a6e-3cec-4602-a9e4-e71295389801&sViewOrgId=48256&sDesc=902>