



Procedure for the Creation and Storage of Records (including sharing with other services)

Revision History

Date	Details	Author	Review date
June 2013	New policy	Liz McElroy	Feb 2014
Feb 2014	Reviewed	Louise Wills	Feb 2017
Feb 2017	Reviewed	Louise Wills	Feb 2020
July 2022	Reviewed	V Wyer	July 2025

Policy Statement

The operation of Triangle Community Garden (TCG) requires the collection and storage of certain information about service users, staff, trustees and volunteers, and of people who are applying to become any of these. The information held by TCG includes information which is personal information to which the Data Protection Act (DPA) applies. The purpose of this document is to ensure that procedures are in place to ensure that TCG is able to comply with its duties under the GDPR.

In this document "personal information" includes sensitive personal information.

In particular, TCG keeps a file relating to each service user. Service users must be made aware that information is kept about them and that they have the right to access this information under the GDPR. If a service user's file contains information from a third party who has not given permission for the information to be shared, this should be kept in a restricted access section of their records.

Scope

The procedure aims to set out the steps by which records are created, the requirements of staff to complete the records appropriately and the requirements for the management, handling, storage and destruction of records.

Related policies/procedures:

HCG Data Protection and Confidentiality Policy (“the Policy”)

Staff Responsibilities

Project Manager

The Project Manager is responsible for ensuring that all personal records are maintained , stored and destroyed in accordance with this procedure document.

Staff

All staff, trustees and volunteers must comply with this procedure document.

Audit Plan

The Project Manager will monitor adherence to this procedure document and report any concerns to the Trustees.

HCG Staff / volunteer training

All staff, volunteers or trustees who have or might have access to service user records must be informed about the Policy and this procedure document, and sign a written confirmation of this.

Failure to act in accordance with the Policy or this procedure is a serious disciplinary matter.

Purposes for which information may be created or held:

Information regarding service users may be recorded only for the following purposes:

- To assist accountability i.e. to demonstrate the achievement of required standards of practice;
- To inform decision making about the service user, or about the services offered by TCG;
- To convey, interpret and understand behaviour and events i.e. to record as accurately as possible impressions and observations of events;
- To manage effectively, and to review and evaluate, service provision;
- To exchange information and communicate efficiently i.e. to help team work, continuity and consistency of practice;
- To provide a baseline assessment record against which the service user's personal development may be judged;
- To provide a record of any problems that arise in relation to the service user and the action taken in response to them;

- To provide evidence of specific support required by the service user, interventions carried out and service user responses;
- To provide a record of any factors (physical, psychological or social) that appear to affect the service user;
- To record any specific requirements the service user has for care and support;
- To record the chronology of any events affecting the service user and the reasons for any decisions made.

If the project manager believes that records need to be created or held for any other purposes then this must be approved by the trustees.

Storage of service user records

- Service user records held on computer must be password protected.
- There must be access controls to restrict users of the system to specific functions as defined by the project manager
- Screens must not be left unattended when the system is active.
- Steps must be taken to make regular back-ups of computer held records on disc, tape or other similar mediums.
- Backups must be stored in a secure place, if possible in a separate location to the computer.
- All physical service user records held at the TCG Pavilion will be kept in a locked filing cabinet.
- The project manager, and staff or volunteers authorised by her, may have access to the service user records at all reasonable times.

Sharing of service user records

- the GDPR is not a barrier to sharing information but provides a framework to ensure that personal information about living persons is shared appropriately.
- Only the trustees, the project manager, or a staff or volunteer authorised by her, may share information from service user records with any person outside TCG.
- When intending to share information, be open and honest with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be shared, and seek their agreement. The exceptions to this are where telling the person concerned would put that person or others at risk of significant harm, or if it would undermine the prevention or detection of a serious crime.
- If consent to share is sought and refused, that information may nevertheless be shared if failure to do so would put any person at risk of significant harm, or if it would undermine the prevention or detection of a serious crime.
- If there is any doubt about whether information should be shared, the project manager should seek guidance from the trustees.

- TCG will base information sharing decisions on considerations for the safety and well-being of the person and others who may be affected by their actions.
- Necessary, proportionate, relevant, accurate, timely and secure: TCG ensure that the information shared is necessary for the purpose for which it is being shared, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
- Keep a record of decisions made and the reasons for them – whether it is to share information or not. If it is decided to share, then the person who makes that decision must record what they has shared, with whom and for what purpose. If it is decided not to share, the person who makes that decision must record the reason for not sharing.

Destruction of service user records

- Records should be retained for at least two years after the service user leaves TCG or dies. Records may be retained for more than two years, but only at the trustees' direction.
- Records must be destroyed in such a way as to ensure that confidentiality is not breached (this will usually be by shredding the entire content of the record if paper held or by deleting the content of records held on electronic media. Discs and tapes must be destroyed in line with BS EN 15713)
- A record of the destruction of records , including the name of the service user to which the records related, the date of destruction and the person who destroyed the records shall be kept for ten years after their destruction.

Publication

- This policy will be available at Ransom's Pavilion, and on the Triangle Garden website: www.trianglegarden.org. It is available on request in hard copy – please email liz@trianglegarden.org or write to Triangle Community Garden, c/o Hitchin Initiative, 1A Churchyard, Hitchin SG5 1HR.
- Current and new members of staff, volunteers, service users and trustees will be made aware of its existence and any revisions made.