



London Borough of Camden
Information and Records
Management
Judd Street
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Date: 11/08/2020

Case reference: CAM282

Dear Requester

Thank you for your request for information dated 24/07/2020 about **'Housing Managers' and the 2 levels of management above**. We have dealt with this under the Freedom of Information Act 2000 / Environmental Information Regulations 2004.

Response

The council holds the information requested and the answers to your questions are as follows:

The term 'Housing Manager' is what tenants of Camden council are familiar with in regard to those employed within the housing department to manage a set area of properties. This request relates to these employees and the 2 levels of management above regardless of how the job titles have been rebranded more recently.

(1) Please provide the advertised job descriptions and pay scales for 'housing managers' (whatever they are now branded as), those directly employed to manage them and those at the next grade up.

Camden council homes are managed by Neighbourhood Housing Officers (NHOs). NHOs work in neighbourhood teams which are managed by Neighbourhood Housing Managers. These are managed by two Landlord Services Managers, one covering the south of the borough and the other the north. The job descriptions for these roles are attached (the Landlord Services Manager role was originally called Senior Neighbourhood Manager and the job profile uses that term).

The pay scales for each role are as follows. Staff begin at the bottom of the grade and move up the grade each financial year if they are performing well. The pay scales for 2019-20 still apply to these roles where the 2020-21 pay award has yet to be agreed:

Position	Level	Salary Scale
Neighbourhood Housing Officer	Level 3 Zone 2	£33,122 - £38,423
Neighbourhood Housing Manager	Level 4 Zone 2	£40,829 - £47,360

Landlord Services Manager	Level 5 Zone 2	£49,299 - £60,254

(2) 're confidentiality please provide ALL guidance issued to all 3 grades regarding both the council's own data protection policies AND regarding handling of confidential personal sensitive data of the council's own tenants. The timeframe requested is from Jan 2015 to today.

Information handling forms part of the Council's induction processes for new staff. It also forms part of the Council's annual mandatory staff training. Guidance for staff includes the IT (Information Technology) Code of Conduct which is referenced in an appendix to the Council's Code of Conduct and the Information Security Policy.

Staff are also guided by the Council's Privacy Statement and Data Protection guidance published on our website and by the relevant legislation including the Data Protection Act and the General Data Protection Regulation (GDPR).

Please see documents attached and enter these links into your web browser:

<https://www.camden.gov.uk/your-rights>

<https://www.camden.gov.uk/data-protection-privacy-and-cookies>

(3) Housing management are not health or social care professionals . Presumably therefore they do not have ANY access to Mosaic ,the social care database, nor it's predecessor electronic databases. Presumably they also would not be routinely sitting in case conferences or accessing personal sensitive data on a ' need to know ' basis unless legal exception applies as laid down by statute. Please note this does NOT apply to information gained through housing applications or rehousing. Please confirm this is accurate information .

Neighbourhood housing team access to Mosaic: Neighbourhood housing team staff have never had access to children's social work records on MOSAIC or Framework I (the previous database). During the landlord services review, which concluded in 2019, a small number of staff working in a Kentish Town pilot area were given limited access to Adult Social Care records. The team were testing the premise that NHOs could develop a role as a single trusted point of contact for residents in their area, responding holistically to residents needs if they lived in the council's stock. Most of those staff no longer have access to MOSAIC and consideration is currently being given to whether access should continue for the remaining two staff who found their access useful for service delivery.

Case conferences: NHOs are routinely invited to case conferences for children in need in the areas they manage. The issue is less about the information they need to know to carry

out their roles than it is about the information they are able to share to keep children safe. For similar reasons they are also often invited to case conferences by Adult Social Care when they have been working with the resident concerned.

Access to personal sensitive data: Most of the personal sensitive data that NHOs have access to is information that has been shared by the residents concerned. NHOs provide support, for example, with money problems and wider support needs and to people experiencing domestic violence and abuse, hate crime or harassment. Residents share personal sensitive data with them to enable them to help with issues like these.

(4) If it is not accurate then please list egs of exceptions to 'the need to know' legal basis. Presumably there is guidance linked with statute.

This is covered by the Councils Privacy Statement on our website. A link has been provided above.

(5) Please state on what basis it would be considered acceptable to share personal sensitive data of Camden tenants with commercial lettings agencies. Again, where there is NO link to housing applications or rehousing.

This is also covered in the Council's Privacy Statement. Information may also be shared with the consent of the person concerned.

Further Information:

We do not give our consent for any names and contact details provided in this response to be sent marketing material. Any such use will be reported to the ICO as a breach of General Data Protection Regulations and the Privacy and Electronic Communication Regulations.

Why not check our Portal [Open Data Camden](#) before making a new request as your question may already be answered by a previous [FOI response](#) or in one of our many useful and interesting datasets.

Your Rights

If you are not happy with how your response was handled you can request an Internal Review within 2 months of this letter by email to xxxxxxxxx@xxxxxx.xxx.xx or post: Information and Records Management Team, London Borough of Camden, Town Hall, Judd Street, London WC1H 9JE. Please quote your case reference number. If you are not satisfied with the Internal Review outcome you can complain to the Information Commissioner's Office at xxxxxxxxx@xxx.xxx.xx telephone 0303 123 1113, or post to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. The ICO website www.ico.org.uk may be useful.

Yours sincerely,

Peter Williams
Information Rights Officer