



The Plymouth Alliance

## Information Sharing

**This leaflet contains important information  
about you**

**You should read this leaflet carefully.  
It is important that you know how we share,  
protect and use your information.**

## The Plymouth Alliance

The Plymouth Alliance is a group of eight organisations who have formed a partnership in order to deliver better and more connected services to people in Plymouth.

The eight organisations are Harbour, Path, Shekinah, Hamoaze, The Zone, BCHA, Livewell South West and Plymouth City Council.



## Sharing Information

As a person using services in Plymouth, you may receive support from a number of places. By bringing information together we aim to ensure a coordinated approach to the services you receive.

Alliance organisations share information about the support you receive with each other. Sometimes this information is also shared with approved researchers and organisations outside the Alliance to help improve the support you need.

We will use information such as your National Insurance Number and date of birth to link your records from these different places. Records are linked in a secure system so your identity is protected. We use a system called Manta for sharing information.

Sharing this information with Alliance partners will help you receive the support you need faster and will reduce the amount of forms you need to complete.

Details that could identify you will be removed before your information is made available outside of the Alliance.

## **Information will help us to:**

- More joined up services for you
- Share your information in a safer way
- Help us to find a better way to provide you with better services.
- Make sure that any changes or improvements to services reflect the needs of the people using services.
- Improve our understanding of what it is you need from our services.
- Guide decisions about how we manage resources so that we can best support people using services.
- A better experience for people using services, whilst providing us with more information that will help us to understand the demand for services

## **What are the benefits of sharing my information?**

Sharing information about the support you receive helps us understand your needs better and reduces the number of times you have to repeat information to different organisations and services.

It will also improve the quality of the services by better understanding what we deliver and how.

## **What choices do I have?**

If you do not want information that identifies you to be shared outside of your main/initial contact service please ask the service to make a note of this in your records.

This note will prevent your confidential information from being used other than in special circumstances (allowed by law such as when there is a public-health emergency, safe guarding risk or prevention of a crime)

**Your choice will not affect the support you receive**

## **Do I need to do anything else?**

All of the Alliance services have privacy and data sharing policies and consent forms, which cover the consent for your information to be shared.

There is no form to fill in and nothing to sign.

You can also change your mind at any time.



## The Plymouth Alliance

PATH Plymouth Access to Housing: Provides assistance to those in housing need and helping to prevent and reduce homelessness. Tel No: 01752 255889

Hamoaze: Provides a day service for people who have been affected by the problematic use of drugs and/or alcohol. Tel No: 01752 566100

Livewell SouthWest : Provides a health and social care support. Tel No: 01752 434700

Harbour: Supports anyone affected by the use of drugs and alcohol including family and friends of users. Tel No: 01752 434343 Tel No: 01752 434700

BCHA Bournemouth Churches Housing Association: Provides temporary accommodation and outreach services Tel No: 01752 664441

Shekinah Mission (Plymouth) Drop in centre providing a range of services for the homeless, addicted, socially excluded and/or otherwise vulnerable adults. No: 01752 203480

The Zone: A charity which provides free and confidential information and support to young people in Plymouth. Tel No: 01752 206626

Plymouth City Council: Housing, social and health care. Tel No: 01752 668000



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## **Where can I get more information?**

Visit The Plymouth Alliance website:

[www.theplymouthalliance.co.uk](http://www.theplymouthalliance.co.uk)

Or speak to your main worker at any of the following organisations.

<https://harbour.org.uk/>

<https://www.bcha.org.uk/>

<http://hamoazehouse.org.uk/>

<https://www.livewellsouthwest.co.uk/>

<https://www.pathdevon.org/>

<https://www.shekinah.co.uk/>

<https://www.thezoneplymouth.co.uk/>

<https://www.plymouth.gov.uk/>