

LONDON BOROUGH BARKING AND DAGENHAM COUNCIL

BACKGROUND

The London borough of Barking and Dagenham Council is one of the 32 local authorities for London. The Council provides a range of services for the borough including adult and child social care, Council Tax billing, business licensing, waste disposal and community safety initiatives. The Council sets planning policies which align with Greater London and national policies, approve or disapprove planning permissions and is responsible for council housing, libraries and environmental health.

KEY CHALLENGES



DPIA



PUBLIC
INTEREST



IMPLEMENTATION OF
'PRIVACY-BY-DESIGN'

Barking & Dagenham

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Lewis Sheldrake, Lead Commissioner at
Innovation and Personalisation

SOLUTION

The Council wanted to implement technology to assist elderly and vulnerable residents. They contacted The DPO Centre to help solve a complex information governance challenge. A DPO with experience of privacy first information governance models was assigned to review applicable legislation and potential risk factors. The DPO Centre conducted a detailed Data Protection Impact Assessment (DPIA), enabling the Council to determine the intention and reasoning for processing personal data, and whether the processing was 'necessary and proportionate'. The DPO Centre and the Council concluded that the appropriate lawful basis was public task as the new technology was necessary for the provision of social care.

OUTCOME

Lewis Sheldrake, Lead Commissioner – Innovation and Personalisation, said: 'I had the privilege of working with The DPO Centre on a complex information governance challenge. The DPO's exceptional ability to break down complex subjects and make them easily understandable was impressive. They provided proactive and solution-oriented support throughout the process. The DPO Centre's expertise and guidance were instrumental in helping us to navigate data protection regulations in relation to a highly technical health and social care project. They not only supported with compliance matters, but also helped us understand how to align our objectives with data use. The DPO Centre's support was exceptional, and I couldn't have asked for a better service. I highly recommend The DPO Centre for anyone seeking a dedicated, knowledgeable and approachable Data Protection Officer.'

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