

LONDON BOROUGH BARKING AND DAGENHAM COUNCIL

BACKGROUND

The London Borough of Barking and Dagenham Council is one of 32 local authorities in London. They deliver a wide range of essential services, from social care and council housing to licensing, waste disposal, and community safety. The Council also sets planning policy, manages environmental health, and supports vulnerable residents.

The Council engaged The DPO Centre to guide and support the rollout of new technology to assist elderly and vulnerable residents. This presented a complex information governance challenge that needed to be addressed so the initiative could move ahead safely, lawfully, and without delay.

Barking & Dagenham

KEY CHALLENGES



CONDUCTING
A DPIA



DETERMINING LAWFUL
BASIS



IMPLEMENTING
PRIVACY BY DESIGN

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‘The DPO Centre’s support was **exceptional**, and I couldn’t have asked for a better service.’

Lewis Sheldrake, Lead Commissioner – Innovation and Personalisation at London Borough Barking & Dagenham Council

SOLUTIONS

A designated DPO worked closely with the Council teams to understand the proposed use of the new technology system and identify privacy risks early. A detailed Data Protection Impact Assessment (DPIA) was completed, enabling the Council to determine whether the proposed data processing was necessary and proportionate. This gave the Council the confidence to proceed, reducing the risk of challenge and delay.

Through collaborative discussions, a clear lawful basis was agreed for the processing. Public Task was identified as the most appropriate, reflecting the Council's statutory role in delivering social care and providing assurance that the initiative could be implemented while protecting the rights of elderly and vulnerable residents.

OUTCOME

Lewis Sheldrake, Lead Commissioner – Innovation and Personalisation at London Borough Barking & Dagenham Council, 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-orientated 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 us 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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Lewis Sheldrake, Lead Commissioner –
Innovation and Personalisation at London
Borough Barking & Dagenham Council