Somerset Crisis and Resilience Fund Alliance

Privacy Notice

Somerset Council has been allocated £22.66 million grant funding for the period of 1 April 2026 to 31 March 2029 from the Department for Work and Pensions to support households most in need in Somerset.

Delivery of Crisis and Resilience Fund (CRF) support is through a partnership of Voluntary, Community, Faith and Social Enterprises and Somerset Council, led by Citizens Advice Somerset. Collectively they are the Somerset Crisis and Resilience Fund Alliance ('The Alliance').

The Alliance members are:

- Citizens Advice Somerset (the lead organisation)
- Age UK Somerset
- Somerset Activity and Sports Partnership (SASP)
- Somerset Community Foundation
- Thrive
- and other local Alliance partner organisations (see https://citizensadvicesomerset.org.uk/crisis-resilience-fund/ for the full list).

Together, we want to help people in Somerset feel supported and make sure everyone can get help they need, when they need it.

Information held about you

For the Alliance to deliver the service it is necessary for us to collect and hold personal information about those in receipt of Crisis and Resilience Fund support through the various initiatives.

We collect the following information:

- Name
- Address
- Contact details – email address and/or telephone number
- Date of birth

- National insurance number, where relevant
- Family information (including non-dependants)
- Financial information
- Details about the personal circumstances leading to your crisis or resilience support/assistance

We may also collect the following special category data:

- Health data
- Ethnicity – to monitor if CRF services are reaching all members of the community

We may sometimes need information about people other than the person who has sought help from the CRF to work out what that person is entitled to. For example, if you have adults living with you, we may need information about their income to establish your entitlement to a crisis payment.

How do we collect information about you?

We receive information directly, or indirectly, from the following sources:

- Directly from you as the data subject
- A member of the CRF Alliance
- A trusted organisation makes a referral on your behalf.

Information may be collected online, by telephone, in person, or through organisations supporting you.

Who is processing your data

Citizens Advice Somerset is the data controller for the information described in this privacy notice. This means they decide what personal data is collected, how it is used, and why.

Your information may be provided to Citizens Advice Somerset by members or partners of The Alliance i.e. those that receive funding through the Crisis and Resilience Fund.

The Alliance member/organisation collects your details in order to deliver their CRF work or to assess your eligibility for help. They may securely share relevant

information so that relevant crisis or resilience support can be provided. This is done through a secure only referral system, Frontline.

Selected Alliance members may also use our approved an approved E-voucher provider (Funding Connect) to distribute financial support. This provider acts as data processor, handling your information only on our instructions and in line with strict data protection requirements.

How we will use the information we hold about you

We will collect and use your personal information, where applicable, in order to:

- Determine your eligibility for assistance from the Crisis and Resilience Fund
- Verify identity, residency, and financial circumstances to ensure support is provided to the correct recipient
- Process and issue crisis payments in the most appropriate way based on your circumstances
- Provide support or referrals to relevant support services so that you do not need to repeat the same information
- Identify what works best in designing and delivering support to people across Somerset, including:
    - Understanding local demand and monitor service performance.
    - Meeting DWP statutory reporting, audit, and grant compliance requirements.
    - Producing anonymised monitoring and statistical reports
- Review and respond to complaints or a crisis payment decision
- Prevent fraud and protect public funds.

We will only collect and use the minimum information required for these purposes.

The legislation that applies to the Crisis and Resilience Fund

In addition to data protection law, the CRF is delivered under the following legislation and statutory guidance:

- Local Government Act 2003 (Section 31)

- Local Government Act 1972
- Localism Act 2011
- Welfare Reform Act 2012
- Social Security Administration Act 1992
- Statutory guidance issued by the Department for Work and Pensions (DWP) for Local Welfare Provision schemes.

How the law allows us to use your information

Your personal information is processed under the following legal bases:

- Article 6, 1(f) processing is necessary for the purposes of the legitimate interests pursued by the controller or by a third party.

Your special category data is processed under the following legal bases:

- Article 9, (2)(a) the data subject has given explicit consent to the processing of those personal data for one or more specified purposes.

Who we will share your information with

We will share your information with other Alliance members/organisation for the following purposes:

- To provide resilience support
- To process and award crisis payments
- To make onward referrals

Your information will be shared in line with the applicable data sharing agreement and used for monitoring total output/activity during the CRF funding period.

We will not normally share your information with organisations other than The Alliance without your consent, however, there may be certain circumstances where we would share without consent such as where we are required to do so by law, to safeguard public safety, and in risk of harm or emergency situations. Any information which is shared will only be shared on a need-to-know basis, with appropriate individuals. Only the minimum information for the purpose will be shared.

How we keep your personal information safe

The Alliance uses:

- Secure IT systems
- Strict access controls
- Secure storage and destruction of paper and digital records
- Regular data protection and security training for staff

All members of The Alliance receiving data are contractually required to comply with UK GDPR and data protection law.

Transferring of data outside of the EU

Your personal information will not be transferred outside of the EU. It will be securely stored electronically within the UK only.

How long we keep your personal information

Personal information will be retained for:

- The duration of the Crisis & Resilience Fund, and
- Up to six years after the scheme ends, in line with statutory audit, financial reporting, and fraud prevention requirements.

All personal information will be held securely and destroyed under confidential conditions.

Your rights

You have a number of rights under data protection law, including the right to request your information and to request that the information be amended or erased if incorrect. These can be found on the ICO website.

If you would like to exercise any of these rights, please contact The Alliance organisation that has been supporting you directly, or email data.protection@casomerset.org.uk.

If you are not happy with how The Alliance has handled your data, you have the right to contact the Information Commissioner's Office to raise your concerns about your information has been processed or how we have responded to a request to exercise any of your rights in relation to your information:

- Telephone them on 0303 123 1113
- Visit their website at www.ico.org.uk/concerns
- Write to them at:
  Information Commissioner's Office
  Wycliffe House
  Water Lane
  Wilmslow
  Cheshire
  SK9 5AF

Further information

If you have any questions or concerns about how your information is used, please contact The Alliance organisation that has been supporting you directly, or email data.protection@casomerset.org.uk.