



# LANGLEY TRUST

# CLIENT APPLICATION FORM

## Guidance for completing this form

- Complete as much of the application form as possible. There may be sections you cannot complete or only partially complete.
- Include Offender Manager details if you have one. This will enable us to request their permission to consider your application and to obtain supporting information for your application.
- Do not worry if you cannot include any reports. Langley can obtain these.
- Please sign the consent section on page 8 and return the form to the address in Coventry at the top of page 2.
- Please include photo ID when you submit your application.
- We will write to you to let you know when we have received your application form and to let you know what happens next.

## To save changes when completing this digital form from our website\*

- Download and save the form to your computer.
- Reopen the form from your computer (changes made directly onto the internet version will NOT save).
- Complete the document from your computer and save before returning it to Langley Trust.

***\*Please print out and return to us by post if you are filling in the form by hand.***

If you have any difficulty completing this form, please contact:  
the **Referrals Team:**

02476 587360  
referrals@langleytrust.org.cjsm.net

or the **Care Team:**

07979 500 784  
carereferrals@langleytrust.org.cjsm.net



## 2 PREVIOUS ACCOMMODATION & RENT ARREARS

Please provide details of your last five addresses

Address	Did you hold the tenancy?	Arrears or debt from this address	Reason for leaving
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### Owning Property

Do you or your partner currently own a property?	Yes	No
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Have you or your partner owned a property in the last 5 years?	Yes	No
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Name of the owner

Address of the property

Postcode

How much is/was the property worth?

### Rent Arrears

Current rent arrears

Previous rent arrears

Any other debt or financial problems

Availability for work and how this affects benefits

Past difficulties in claiming Housing Benefit

# 3 CURRENT LEGAL STATUS

Please tick all that apply:

- |  |              |  |
|--|--------------|--|
| MAPPA L1*                              | MAPPA L2*    | MAPPA L3*                                |
| MAPPA cat 1*                           | MAPPA cat 2* | MAPPA cat 3*                             |
| CPPC (Critical Public Protection Case) |              | Bail/Remand                              |
| ACR (Automatic Conditional Release)    |              | DCR (Discretionary Conditional Release)  |
| HDC (Home Detention Curfew)            |              | YOI (Youth Offending Institute)          |
| Life Licence                           |              | IPP (Imprisonment for Public Protection) |
| SHPO (Sexual Harm Prevention Order)    |              | SOR (Sex Offender Register)              |

\* Multi Agency Public Protection Arrangements

## Date information

Automatic Release Date

Parole Eligibility Date

Non Parole Date

Extended Licence Expiry

Licence Expiry Date

Sentence Expiry Date

Life Licence

Home Detention Curfew

Referral Date

Date Place Required

## Details of person making the referral

Full Name

Address

Tel

Email

## Details of Probation Practitioner or Social Worker

Full Name

Address

Tel

Email

## Other e.g. Prison Offender Manager, Solicitor, Chaplain, Family, Friend (circle appropriate)

Full Name

Address

Tel

Email

# 3 CURRENT LEGAL STATUS (CONTINUED)

## Documents to be forwarded:

- Previous convictions (up-to-date)\*
- Pre-sentence Report\*
- OASys / Relevant Risk Assessment document\*
- MAPPA Minutes (previous two sets)
- Psychiatric / Psychological Report
- Parole Assessment Report
- Community Care Assessment
- Licence

\*Mandatory – Langley Trust has an information sharing agreement with the Ministry of Justice, which can be provided if required. **Failure to provide this information will result in a delay to your application.**

N.B. For some applicants this information may not be available. This does not mean that these applications will not go forward. They will need to be approved by the Referrals Team.

# 4 FURTHER CLIENT DETAILS

## History of suicidal / self-harm behaviour (please give details)

### Substance abuse history:

- |                             |                               |                             |
|-----------------------------|-------------------------------|-----------------------------|
| Alcohol                     | Amphetamines                  | Benzodiazepines             |
| Crack                       | Cannabis                      | Cocaine                     |
| Ecstasy                     | Hallucinogens                 | Heroin                      |
| Methadone                   | Misused prescribed drugs      | New psychoactive substances |
| Steroids                    | Solvents (inc. gases & glues) |                             |
| Other (please give details) |                               |                             |

### State main drug if more than one substance used

# 4 FURTHER CLIENT DETAILS (CONTINUED)

Details of physical or medical disability, including current medication and dosage

Has the individual ever been sectioned under the Mental Health Act?      Yes      No

Details of psychiatric history, including any medication and dosage

## Cultural Requirements

Preferred language (if NOT English)      Written      Spoken  
Is an interpreter required? (please give details)

Please state any specific religious requirements / observances followed

Special dietary requirements

# 5 EQUAL OPPORTUNITIES

All Housing Associations are required to collect data about an applicant's age, disabilities, gender or gender identity, ethnicity, religion or belief and sexual orientation. The information will be used solely for monitoring purposes to ensure that our policies and procedures are effective. The Trust is committed to the principles of fairness, consistency, meritocracy and equality of opportunity. No applicants will be discriminated against regardless of their age, colour, disability, ethnicity, gender or gender identity, race, religion or belief and/or sexual orientation. No applicant will be discriminated against if they do not wish to complete this part of the form, which is optional.

## Please tick any statement that is appropriate to you:

- |   |   |
|---|---|
| Dyslexic  | Blind / partially sighted                   |
| Deaf / hearing impaired                               | Require personal care support               |
| Wheelchair user                                       | Mobility difficulties                       |
| Registered disabled                                   | Mental health difficulties                  |
| Learning disability                                   | Unseen disability eg. diabetes, sickle cell |
| Illness / disability not listed (please give details) |   |

## Please tick the box that best describes your race and ethnicity

**White:**      British      Irish      Other:

**Mixed:**      White & Black Caribbean      White & Black African      White & Asian      Other:

**Asian or Asian British:**      Indian      Pakistani      Bangladeshi      Other:

**Black or Black British:**      African      Caribbean      Other:

**Chinese or Ethnic group:**      Chinese      Other:

**Refusal:**      Not stated

## Please tick what you consider your sexual orientation to be

Opposite sex      Same sex      Either sex      Declined to answer

## Please tick if you have been gender reassigned

Yes      No      Declined to answer

## My religion / belief is

# 6 CONSENT FOR DATA PROCESSING

This permission can be given on a separate sheet and attached

I give my permission for Langley Trust to hold and process information about me as well as to pass information to appropriate third parties in order to:

- Decide whether to offer me a place
- Assess me and manage my progress while I am a resident (if admitted)
- Help me plan for a satisfactory move on

Signed	Date
<i>(signature of person being referred)</i>	

**IMPORTANT: failure to provide a signature will result in a delay to your application**

## How you heard about our services

### 1. Person being referred / self-referral

Recommended by resettlement officer / probation officer / chaplain

Saw advert in

Saw listing in a directory

Heard about Langley at a conference

Via the Langley website

Other (please state)

### 2. Professional / person making the referral

I routinely make referrals to the Trust

Saw advert in

Saw listing in a directory

Heard about Langley at a conference

Via the Langley website

Other (please state)

**Additional information** (e.g. expectations of this placement / length of stay / move-on plans)

**Langley Trust, Referrals/Care Team, PO Box 6364, Coventry, CV6 9LL**

**T** 02476 587360 **E** referrals@langleytrust.org.cjsm.net

Langley House Trust (working name 'Langley Trust')

Registered Charity No. 1146304 Registered Social Landlord No. 4693







# APPENDIX 1

## Information Exchange

In order for housing agencies and local authorities to find out if they can meet your needs and provide appropriate housing and/or services, they need to know about your housing and offending histories and any risk of harm you may pose to either yourself or other people.

If you are not willing for the Trust to share information about you with the relevant third parties, we may not be able to support your application/move on.

- I agree to allow any information contained within my client file to be shared with the national probation service, community rehabilitation companies, police, local authority housing departments, housing association or any organisation, who possess a housing related care/support agreement (i.e. a formal contract or arrangements) with the Trust, provided they have their own appropriate confidentiality clause.
- I understand that each organisation will have their own confidentiality policy and in normal circumstances will not disclose my information further. However, if there is a serious risk of harm to others, or myself, section 115 of the Crime and Disorder Act 1998 provides for my information to be discussed as is considered necessary.
- I agree to personal details and monitoring information being stored by the Trust and other agencies contacted to assist me.
- I agree to the Trust and other agencies monitoring my progress in relation to accommodation and the avoidance of offending, for research purposes. I understand any published information will not identify any individuals.

If you have any questions about the above, you can discuss these at interview or with your Service Manager, or you can write to the Data Protection Officer, Langley Trust, PO Box 6364, Coventry, CV6 9LL or email [DPO@langleytrust.org](mailto:DPO@langleytrust.org).

## Client/Applicant Privacy Notice

### 1. How We Use Your Personal Data

We are committed to protecting any information that we might collect about you – this is often called personal data.

The data we collect about you is as authorised by you on the client application form, from other external organisations where you have provided consent, or a lawful basis (legal right) exists for data to be provided to the Trust.



We will use your data that we hold to:

- Decide on whether our service is the right place for you
- Assess and manage how you are progressing while you are with us
- Plan for a satisfactory move on
- Comply with a legal or contractual obligation – *such as providing or reporting on care, local authority, probation or other such services*

Our lawful basis for processing this data is:

- **Consent:** you or a legal authority acting on your behalf has agreed for the Trust to process your personal data for a specific purpose
- **Contract:** the processing of your data is necessary for us to be able to provide you with a service (such as providing housing, care or other services), or because the Trust has to take specific steps before entering into a contract, such as an application for housing
- **Legal obligation:** the processing is necessary for the Trust to comply with the law
- **Vital interests:** the processing is necessary to protect someone's life
- **Public task:** the processing is necessary for the Trust to perform a task in the public interest or for the Trust's official functions.
- **Legitimate interests:** the processing is necessary for the Trust's legitimate business interests or the legitimate interests of a third party (such as the Ministry of Justice, Social Care Commissioners etc.) with whom we may be contracted to

We will not share your details with third parties for marketing purposes unless you are happy for us to do this.

## 2. Disclosure Of Your Personal Data

We may have to share your personal data with:

- the national probation service, community rehabilitation companies and police
- local authority housing departments, housing associations or any organisation, who possess a housing related care/support agreement (i.e. a formal contract or arrangement) with the Trust
- service providers, who provide IT and system administration support
- professional advisors including lawyers, bankers, auditors and insurers, provided they have their own appropriate confidentiality clause

We require all of these third parties to whom we transfer your data to respect the security of your personal data and to treat it in accordance with the law. They are only allowed to process your personal data on our instructions.



### 3. International Transfers

All of our third-party providers, which process your personal data, are checked to make sure the data is processed **within countries that are GDPR approved**, to ensure it is offered the **same levels of protection** as in the UK.

### 4. Data Security

We have put in place security measures to prevent your personal data from being accidentally lost, used or accessed in an unauthorised way, altered or disclosed. We also limit access to your personal data to those employees, agents, contractors and other third parties, who have a business need to know your information. They will only process your personal data on our instructions and are subject to a responsibility of confidentiality, which means keeping your information private. We have put in place procedures to deal with any situations, where your information has not been properly looked after, and will notify you and any applicable regulator where we are legally required to do so.

In certain circumstances you can ask us to delete your data. See the section entitled 'Your Rights' below for more information.

We may anonymise your personal data (so that you can no longer be identified from such data) for research or statistical purposes in which case we may use this information indefinitely without further notice to you.

### 5. Data Retention

We will only keep your personal data for as long as is necessary to fulfil the purposes for which we collected it. We may retain your data to satisfy any legal, accounting, or reporting requirements, so for example we need to keep certain information about you for 6 years after you cease to be a client, or for 6 months if your application is unsuccessful.

### 6. Your Rights

You are able to exercise certain rights in relation to your personal data that we process. These are set out below and in more detail at <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/>

The Trust will uphold its principals and duty in respecting the rights of personal data. The GDPR provides the following rights for individuals:

- The right to be informed – We will be open and honest about *how the Trust will use personal data*
- The right of access – We will respond to your requests to access your information *in line with GDPR directives*
- The right to rectification – We will put right any information that we have got wrong
- The right to erasure – We will help you to *request the deletion or removal of personal data where there is no compelling reason for its continued processing*<sup>1</sup>
- The right to restrict processing – *In some circumstances you can block or suppress processing of personal data*
- The right to data portability – *Allowing you to obtain and reuse your personal data for your own purposes across different services*
- The right to object – *You can object to your information being used for a) direct marketing, b) processing for purposes of scientific/historical research and statistics, and c) processing based on legitimate interests or the performance of a task in the public interest/exercise of official authority (including profiling)*
- Rights in relation to automated decision making and profiling – *The GDPR provides safeguards for you against the risk that a potentially damaging decision is taken without human intervention*

In relation to a Subject Access Request, you may request that we inform you of the data we hold about you and how we process it. We will not charge a fee for responding to this request unless your request is clearly unfounded, repetitive or excessive, in which case we may charge a reasonable fee or decline to respond.

We will, in most cases, respond within one month of the date of the request unless your request is complex or you have made a large number of requests, in which case we will notify you of any delay and within one month.

If you wish to make a Subject Access Request, please speak to your Service Manager or send the request marked for the attention of the Data Protection Officer, Langley Trust, PO Box 6364, Coventry, CV6 9LL or email [DPO@langleytrust.org](mailto:DPO@langleytrust.org).

## **7. Keeping Your Data Up To Date**

We have a duty to keep your personal data up to date and accurate, so from time to time we will contact you to ask you to confirm that your personal data is still accurate and up to date.

If there are any changes to your personal data (such as a change of address), please let us know as soon as possible by writing or emailing to the addresses set out in section 6 above.

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<sup>1</sup> The right to erasure does not provide an absolute 'right to be forgotten'. Individuals have a right to have personal data erased and to prevent processing in specific circumstances. The GDPR allows other lawful bases apart from consent in order to process data.



## 8. Complaints

We are committed to protecting your personal data, but if for some reason you are not happy with any aspect of how we collect and use your data, you have the right to complain to the Information Commissioner's Office (ICO), the UK supervisory authority for data protection issues ([www.ico.org.uk](http://www.ico.org.uk)).

We should be grateful if you would contact us first, if you do have a complaint, so that we can try to resolve it for you.