

**CHAIN: ACCESS REQUEST FORM**

**You only need to complete this form if your project does not already have access to CHAIN. If your project already has access and you just need new staff to be set up, the project manager should email** chain@homelesslink.org.uk **to request accounts for them.**

**Please read the accompanying notes before completing this form**.

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| **Type of access requested (view only / inputting)** |  |
| **Date of request** |  |
| **Project name** |  |
| **Organisation** |  |
| **Project address** |  |
| **Main contact name, job title, telephone number and email address** |  |
| **Names, email addresses and job titles of any additional staff for whom access is requested** |  |
| **Is the project a commissioned service? If so, who is it commissioned by?** |  |
| **Project information (client group, type of work etc.)** |  |
| **How many or what proportion of the project’s clients are likely to be verified rough sleepers?** |  |
| **Why does the project need access to CHAIN?****If you are requesting inputting access, please specify what kind of information you envisage recording, and why this will be beneficial** |  |
| **Name and contact details of outreach manager and/or GLA/local authority lead supporting this request** |  |
| **To what extent is the project already linked in with existing services that use CHAIN?** |  |

Please return the completed form to chain@homelesslink.org.uk.

**CHAIN: ACCESS REQUEST NOTES**

Please provide as much relevant detail as possible when completing the form. You are more likely to receive a quick decision if you have provided all the necessary information. Please note, however, that it can take some time for the CHAIN team to process access requests during busy periods.

**Inputting Access**

Inputting access is generally limited to outreach teams, accommodation projects, and specialist support services for rough sleepers which are commissioned or directly delivered by local authorities or the Greater London Authority (GLA). If you are requesting inputting access, please specify what kind of information you envisage your service will record, and why it will be beneficial for this information to be recorded on CHAIN, as opposed to an internal organisation database.

New client records can only be created on CHAIN by commissioned outreach teams, where the individual has been encountered on the street, or, as an exceptional arrangement during the Covid-19 pandemic, by local authorities where the individual has been placed in Covid-19 emergency accommodation. If your service works with people who do not meet these criteria, you will not be able to record information about them on CHAIN.

**View Only Access**

Services may be provided with view only access where:

* They are working with one or more local authorities to reduce rough sleeping.
* They are working closely with their local outreach team if appropriate.
* They have appropriate policies on staff vetting (which may include DBS checks).
* Staff work directly with rough sleepers on a regular basis and specialise in work with this group in particular.
* The work undertaken is relevant to CHAIN e.g. linking clients with other services. Not all those working with rough sleepers need to know the information held on CHAIN.
* They are operating within one or more of the 33 local authority areas of Greater London.

It is strongly recommended that services which are not commissioned by a local authority or the GLA should obtain support for their request from a rough sleeping lead at their local authority before submitting it. It is also recommended to discuss requests with the manager of the local commissioned outreach team.

**User Accounts**

User licences are a significant factor in the overall operating costs of CHAIN. Services successfully requesting view only access will usually be limited to a total of around five users. Please bear this in mind when listing requested users.

All staff for whom user accounts are requested should have an email account with an organisational domain which is accessible only by the individual concerned (i.e. not admin inboxes that are shared by multiple users, or accounts with generic email providers such as Hotmail or Gmail).

**CHAIN Data Protection Agreement**

If your access request is successful, your organisation will be asked to sign the CHAIN Data Protection Agreement if it has not previously done so. The agreement will need to be signed by someone at a senior level in the organisation, such as a Chief Executive, Director or Trustee.