**NCC Connect to Work**

**Annex 7 – Data Processing Schedule**

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SCHEDULE OF PROCESSING, PERSONAL DATA AND DATA SUBJECTS

The Contractor shall comply with any further written instructions with respect to processing by the council.

Any such further instructions shall be incorporated into this Schedule.

In the event of a breach:

If in office hours, Providers should notify NCC by phone by contacting the Information Compliance Duty phone on 01603 222661 and speaking to the Team Compliance Manager or, in their absence, a Compliance Manager.

If out of office hours, Providers should notify NCC by email immediately at [information.management@norfolk.gov.uk](mailto:information.management@norfolk.gov.uk) and by phone on 01603 222661 as soon as possible on the next working day by speaking to the Team Compliance Manager or, in their absence, a Compliance Manager.

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| Description | Details |
| Identification of the Controller and Processors | Norfolk County Council will be the Controller for the Personal Data sourced from its Delivery Partners.  The Delivery Partners will be contracted by Norfolk County Council and will be the Data Processors of Norfolk County Council.  DWP will be the Controller of DWP data and Personal Data that has been shared with DWP or its Data Processors.  The Evaluation Organisation will be contracted by DWP and will be the Data Processor of DWP |
| Subject matter of the processing | The processing of Personal Data is for the delivery of Connect to Work.  Connect to Work is a new project based in Norfolk and will run from Oct 2025 to March 2028, (then April 28 to March 2030 if contract extended).  It is funded by the Department for Work and Pensions (DWP). Connect to Work will primarily help disabled people, people with health conditions, and those with more complex barriers to work who are outside the labour market in ‘Hidden Unemployment’ who wish to be in employment, to find a suitable job and sustain work. It will also help those in work but at risk of falling out of the labour market (and who will struggle to get back into work if they lose their job) to retain their employment). Connect to Work is a voluntary programme.  This project will be aimed at individuals who meet the following eligiblity criteria:  • Participants for CtW will come from two distinct cohorts:   * Out-of-work participants who require assistance and support to move into sustainable employment; and * In-work participants who are employed and either off sick or struggling in the workplace due to their disability.   In order to be eligible to access this service, the referred individual must be a disabled person, **or** belong to one of the specified disadvantaged groups:  • Have a disability as defined in section 6 of the Equality Act 2010 or the Social Model of Disability.  • Meet the definition of one of the specified disadvantaged groups with additional multiple and complex barriers that would benefit from support;    The specified groups are as follows:  • A homeless person.  • A former member of His Majesty’s (HM) Armed Forces (AF), a member of  HM AF reserves, or a partner of current or former Armed Forces personnel.  • A person for whom a drug or alcohol dependency, including a history of  dependency, presents a significant barrier to employment.  • A refugee, a resettled Afghan.  • A person on the Ukrainian scheme.  • A victim/survivor of domestic abuse.  • Young people identified as being involved or at risk of being involved in  serious violence.  • A victim of modern slavery    Connect to Work will also support the following groups for which separate arrangements under SEQF will be made and do not form part of this tender:  • An offender (someone who is serving a community service) or ex-offender (someone who has completed a custodial or community sentence)  • A carer  • An ex-carer  • Care experienced young person or a care leaver  **Other Eligibility Criteria (all to be met)**   * They must not currently be doing any paid work and would be available to start a suitable job (applies only to participants who are not working), or are at risk of losing work (retention participants only). * Should have been employed continually for at least 3 months before starting CtW, (retention participants only). * Are of Working Age, aged 18 or more in England. * Have the right to work in the United Kingdom. * Have the right to live in the United Kingdom and are resident in England or Wales. * Do not belong to a group which has no entitlement to public funds. * Is not on a DWP employment programme * Be a resident of Norfolk     In exceptional circumstances, young people aged 16 and 17 will be able to access the programme if they are on Universal Credit below the age of 18 (i.e hardship payments) or on an apprenticeship and at risk of it ending due to their disability, health condition or additional barriers. If they are already engaged in training or education, then this should take precedence. |
| Duration of the processing | Delivery Partners will process Personal Data for the delivery and local evaluation of Connect to Work, which is scheduled to be delivered during the Funding Period (currently 30 months for initial contract (October 25 to March 28) then a further 18 months if contract extended (April 28 to March 2030)).  After this time, the Personal Data will be securely deleted.  DWP and the Evaluation Organisation will process Personal Data for the national evaluation of Connect to Work. Personal Data will be deleted once the national evaluation has been completed. |
| Nature and purposes of the processing | Delivery Partners will process Personal Data for the delivery of Connect to Work.  participant data via a referral form sent from a stakeholder, partner referral organisation, or a self-referral form.  If the participant meets the criteria of the project, a registration form will be completed by the participant which will then be transferred onto a CRM.  This data will be used to confirm eligibility and suitability for the project and their status at the beginning of the support. It will also monitor their progression into work, the job roles, duration of employment, the salary they are receiving, how many hours per week they are working and their employment up to a maximum of 32 weeks.  Our Delivery Partners will collect/have access to the data which will be uploaded on the in-house CRM managed by the Project Management team at NCC. Some of the data will also be automatically collected by DWP via PraP.  The data will be shared on a weekly, monthly, and quarterly basis (depending on MI requirements) with the Department of Work and Pensions via a Management Information spreadsheet.  The project will be working with other organisations to: support those with health issues or with additional multiple and complex barriers into work, or to stay in work.  In addition, our Delivery Partners will process:  Personal Data for the national evaluation of Connect to Work.  Personal data for the local evaluation of Connect to Work (commissioned by NCC).  The project may also need to share personal information of participants with the Fidelity providers. Further guidance yet to be published by DWP and more information will be provided at a later date. |
| Type of Personal Data | -name (forename, surname, any middle name)  -NI Number  -address and postcode  -contact details – phone and emails and contact preferences  -date of birth  -age  - self-reported employment status  - reasons for not starting on programme (if relevant)  -gender details  -ethnicity  -Highest academic attainment  -marital status  -housing situation  -health condition or disability  -length of time unemployed  - participant parent or guardian for children  -living in a jobless household  -which benefits they are claiming at start of programme  -name of employer  - referral and start date  - end date and reason participation ended  - job title and job sector  - employment type  -average hours worked/week  -earnings cycle  -earnings hourly rate  - Flags and reporting interval/time period markers for when  the participant meets job start, specified earnings pings, lower and higher job outcome thresholds (OOW), job outcome threshold (IWRS), self-employed job outcomes |
| Categories of Data Subject | Connect to Work Participants  Delivery Partners representatives  Norfolk County Council representatives  GPs  Employer |
| Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data | Personal Data will be securely deleted once the processing is  completed, as outlined in the section Duration of the processing. |