

Teign Housing Association

Teign Housing Association manage over 3,600 homes across South Devon and employ over 80 members of staff. They are a registered charity and are dedicated to raising the standard of housing services for their customers.



Business Requirement

Teign Housing Association have responsibility for many homes across South Devon, and therefore for many people. All management of home and tenant data needs to be processed strictly in line with current and future legislation. With this in mind, Teign Housing Association needed to work with a partner that not only ticked all of their ethical requirements, but could also provide guidance and direction for key members of senior management in planning for compliance processes and procedures. They needed expertise to build robust frameworks and templates to ensure compliance, and then rolled out in an efficient and structured manner. With the new GDPR coming into effect, it was vital that Teign Housing Association commenced the process of ensuring all their policies, procedures and processes were up to the standard required, and if not, what actions were needed to ensure GDPR compliance.

The Plan

Teign Housing Association are constantly striving to provide excellent services and value for money for their tenants. This has resulted in them having to maximise their internal resources through innovation and careful spending. This impacts on partnerships that Teign Housing Association are able to pursue as the requirement for any potential partners must be that they can clearly add value to their services and the way in which they deliver said services - Data Protection People ticked every box for this remit. **“We chose Data Protection People as they were leaders in the field of GDPR compliance. Their consultants were friendly, approachable and worked hard to ensure that we understood the new regulations and the impact this would have on our organisation”.** DPP commenced the process with a GAP analysis to baseline Teign

Housing Association against current DPA legislation but also provided them with a framework for GDPR compliance moving forward in to May 2018. We spent time on site interviewing key members of staff and reviewing existing policies and procedures to really further our understanding of where their current compliance standards were.

“DPP helped us to set up a Data Protection working group, provided training for that group and we now have a confident team managing our Data Protection workload”.

The analysis resulted in the creation of a structured framework to make sure that moving forward, compliance standards under GDPR will be met.

Business Match

Having conducted this piece of work for Teign Housing Association, the Senior Management team felt that they would benefit from an arm's reach support service contract; they opted for a Bronze package which essentially gave them a contracted amount of proactive consultancy time to use over the year, along with a business hours helpdesk and access to our compliance software DataWise. “When we entered into the managed service the consultants Phil and Liam were always available to provide advice support and upskill our team members”. DPP also provides Teign Housing Association's in-house team with data protection and information governance action plans, as well as attending quarterly meetings to report on and monitor progress towards implementing their bespoke action plan. “The Data Protection People handbook on the new GDPR is very comprehensive and helped us to understand how the articles linked into our day to day work. Data Protection People have helped us to develop our action plan towards compliance, approved by our audit committee. They provided support with drafting policies, procedures and other documents such as Data Sharing agreements and Impact assessments”.