



FAIR PROCESSING NOTICE



The Regeneration of the Matson and Podsmead Areas of Gloucester

Made to Support

Gloucester City Homes

“The Regeneration Project”

Gloucester City Homes wish to regenerate the areas of Gloucester known as Matson and Podsmead.



WHO WE ARE.

Gloucester City Homes (GCH) owns and manages rented homes, leasehold properties, shared ownership properties, commercial units and homeless units. Gloucester City Homes of Railway House, Bruton Way, Gloucester, England with a postal code of GL1 1DG, is a charitable Community Benefit Society Registered Number 7041 and a non-profit registered provider of social housing Registered Number 4584 regulated by the Regulator of Social Housing.

Gloucester City Homes is registered with the Information Commissioners Office as a **DATA CONTROLLER** with the registration number of ZA127324, and so is data controller for the personal information you have given to us in relation to our work connected with the Regeneration Initiative.



OUR PURPOSE FOR COLLECTING DATA

In March 2017 Gloucester City Homes secured funding of £1.25m from the Governments Estates Regeneration Enabling Fund to consult with both communities and create master plans for the regeneration of the Matson and Podsmead neighbourhoods of Gloucester.

Working with Matson and Podsmead residents, local agencies, Gloucester City Council and a range of partners, we will use the funding to develop proposals to progressively regenerate our two largest estates.

Our aim is to offer a range of new homes for sale, shared ownership and rental supported by local community facilities, shops and commercial space, improved open spaces and recreational facilities; by raising additional public and private investment; and designing places where people want to live, that support thriving communities and improve the quality of life for residents.

Further information is available via the URL: <https://www.shapethefutureglos.co.uk/>



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WE USE YOUR DATA TO:

Achieve the following Matson and Podsmead - Regeneration Guiding Principles.

- **Deliver Financial Viability** The financial viability of the programme will be underpinned by an increase in density of housing through better use of available land and an improved demand for full market for sale units, enabling cross-subsidy captured from the delivery of these units back into the programme. The programme will be viable when all appropriate and available sources of funding are taken into account.
- **Deliver Quality Homes and Choice of Tenure** The programme will deliver quality homes which are safe, warm, affordable and environmentally friendly and which are flexible in design to support both social mobility through a progressive approach to tenure choices and community cohesion through a flexible tenancy model to meet the changing needs of individual households.
- **Meet Housing Need & Aspiration** Given unmet housing need in Gloucester, we aim to achieve a 1.5 ratio for replacement. This will increase the number of homes available from 1,500 to 2,250. The intention is to provide a mixed range of housing products linked to local needs and aspirations.
- **Help People to Remain In Their Community** Wherever possible, we will endeavour to accommodate residents desire to remain in their community. Where this is not possible, we will support existing GCH tenants to secure a local replacement home working with the City Council, Gloucestershire Homeseeker and other registered providers to meet their needs. If existing GCH tenants wish to remain as GCH tenants they will be able to do so but the programme will offer choices of other tenures, including low cost home ownership.
- **One move** Ideally, no one will be expected to move twice. We would look to achieve this, wherever possible, by working on a “build first demolish later” model.
- **Engage and empower the local community** We are committed to fully engaging with and empowering local residents to take an effective part in developing a growing and resilient community and economy.
- **Enable the provision of local amenities & services** This isn't just about housing. It is about ensuring that amenities and services are considered as an integral part of the plan, including schools, open space and healthcare. However, it is not assumed that the programme will necessarily fully fund the provision of all of these amenities although it should provide the space for them within appropriate environments.



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- **Deliver a range of positive outcomes** Our aim is to deliver a programme that will contribute positively in terms of:
 - **Reduce poverty, increase pride.**
Promoting a positive reputation and sense of pride within both communities, seeking to tackle poverty and the resulting issues.
 - **Physical, economic and social regeneration**
Creating added social value through the regeneration of the whole Matson and Podsmead community.
 - **Improve health & well being**
Improving health and wellbeing outcomes and deliver a positive impact for other partner services including the NHS; local authority social care services and GP's.
 - **Reduce crime**
Creating safer communities by “designing out crime”.
 - **Improve the environment**
Delivering environmental improvement by improving the quality of the local environment with outstanding public spaces and housing that promotes effective recycling, low energy consumption and environmental sustainability,
 - **Provide jobs**
Ensuring that regeneration provides opportunities for economic growth and work with local communities to ensure that local people are able to take advantage of these economic opportunities to create personal development and employment opportunities.
 - **Sustain communities**
Supporting community development; promoting mixed and sustainable communities which provide a good quality of life for people of all ages and backgrounds, in safe, cohesive and healthy neighbourhoods, supported by sustainable, fit for purpose community buildings.
 - **Improve community infrastructure**
Improving community infrastructure which will address key missing elements such as healthcare provision, access to primary schools and access to training and digital hubs to improve employability and health, as well as a range of shops to provide affordable, good quality, locally produced goods and food.



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This is an absolute necessity for example in Podsmead which doesn't benefit from a local GP / Health centre or pharmacy.

- **Improve transport links**
Improving the accessibility to bus routes will be a key feature of urban design to support employment and social mobility
- **Involve property owners** Realisation of all of the key principles will rely on making change happen at scale in each of the communities. In order to maximise the opportunity to achieve this, a legitimate attractive financial settlement needs to be devised which encourages freeholders and leaseholders to participate.

In general terms data collection and any processing connected with the initiative is there to support and encourage community involvement in the regeneration initiative.



TENANT ENGAGEMENT EXPERTS

TPAS / Independent Community Advisor.

The regeneration initiative's Community Advisory Group have recently selected TPAS (the Tenant Participation Advisory Service) to provide an Independent Community Advisor who will support all the community including, tenants, leaseholders and home owners; and community and business interests.

You do not need to be a Gloucester City Homes tenant to contact the Independent Community Advisor. Their advice is open to everyone in the Matson & Podsmead communities.

The Independent Community Advisor is there to assist the regeneration partnership by helping local communities to express their questions, thoughts, considerations, ideas, proposals and concerns; and to understand relevant laws, central and local government policies, and other service providers policies that affect their communities. This reflects the local communities position as key stakeholders in the regeneration initiative.



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To this end, and with due regard to Data Protection and Privacy, the information provided to the regeneration partnership led by Gloucester City Homes will be shared with TPAS, the Independent Community Advisor, to perform the role TPAS have been selected to provide by the Community Advisory Group.

Jenny Vernon, supported by other TPAS colleagues where required, has had over 30 years' experience in the social housing sector and has been involved in a range of regeneration projects where she has supported residents, ensuring they have a strong voice, contribute to final decision making and achieve sustainable outcomes.

Jenny and the TPAS team will work directly with the Community Advisory Group and local residents to;

- Provide expert information and advice to all residents on a range of legal, housing, planning and design processes.
- Provide accurate and unbiased information about regeneration proposals
- Ensure that all residents' views are heard, their concerns raised and responded to and advocate on their behalf as appropriate.

Residents can contact Jenny and the TPAS team by calling freephone number **0800 731 1619**. (If calling from a mobile number you will be charged, so leave your name, mobile number and area you live, for a call back.)

Or email gloucester@tpas.org.uk
TPAS Website : <https://www.tpas.org.uk>
<https://www.tpas.org.uk/legal/privacy-policy>

TPAS Act as a Data Processor as defined by the Data Protection Act 2018 under instruction of the Data Controller.



WE MIGHT ALSO SHARE SOME OF YOUR INFORMATION WITH OTHER AGENCIES SUCH AS

We will only share you details in connection with the Regeneration Partnership, and the information exchanged will be at the absolute minimum for the purposes of keeping you informed of, and planning services for, the communities associated with the proposed regeneration neighbourhoods or responding to concerns or questions you have raised. The regeneration partners include:



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- other departments within Gloucester City Homes and Gloucester City Council.
- Gloucestershire County Council,
- Local Schools
- Community Groups
- Health Services
- The Police
- Environmental Groups
- Community Partners.



YOUR RIGHTS

Data protection legislation provides you with certain rights. Not all of these rights will be available to you in all situations. Where we are under a legal duty to use data for a particular purpose you will not have the right to prevent it being used in that way.

Under data protection law:

- **you can ask to see the information that we hold about you.**

Gloucester City Homes have a Subject Access Request Procedure and are happy to assist in this process.

- **you can ask what is being done with the information that we hold about you**

Gloucester City Homes have a Subject Access Request Procedure and are happy to assist in this process.

- **you can ask to have some data that we hold about you deleted.**

Gloucester City Homes have a Subject Access Request Procedure and are happy to assist in this process. The Data Protection Officer is able to take such requests.



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- **you can ask us to review a decision made about you by a computer and ask for a new decision to be made without a computer.**

Gloucester City Homes do not use automated decision-making processes.

- **you can ask us to stop processing data that we hold about you, and you can ask us to make changes to inaccurate data –**

please contact us at any time to correct inaccurate data.

- **you can ask us to move your information somewhere else.**
- **you can ask us to restrict or limit what we do with your data, for example if you believe that data we hold is inaccurate, or you believe the processing is unlawful**

You are able and welcome to exercise any of your Rights including a Subject Access Request via www.gch.org.uk/privacy or by speaking to a member of our Customer Services Team.

Data Protection and Privacy is a continual process and so please do check regularly our website as we update the Data Protection and Privacy section at any time. The URL is <https://www.gch.co.uk/privacy>

When making a Subject Access Request please state the information you require, we will not charge you a fee, but may need to contact you to verify the request or identity or for clarification. We will answer your enquiry within one month.



CONTACTS AND THE INFORMATION COMMISSIONS OFFICE

You can contact the Gloucester City Homes Data Protection Officer at dpo@gch.co.uk or you can request an appointment via Customer Services.

Telephone Number: 01452 424344 Email Address: customer.services@gch.co.uk

Gloucester City Homes
Railway House, Bruton Way
Gloucester G11 1DG



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You have the right to complain to the [Information Commissioner's Office \(ICO\)](#) in relation to how Gloucester City Homes processes your personal data.

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow, Cheshire SK9 5AF

Telephone Number 0303 123 1114 (local rate) Email address: casework@ico.org.uk