RE: Benefit and Budgeting Calculator

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Hi All,

Ali- Thank you for sharing this email with me.

Thank you all for showing an interest in our calculator and it’s fantastic to see Tower Hamlets sharing this tool with so many of you.

I have had an opportunity to look at the emails below and some concerns that have been raised – thank you Jo and Steph for picking this up.

I would like to reassure you on the concerns that were raised.

1. **Data Protection**- **Cases saved in the Calculator are not visible to all users within Tower Hamlets** - We have security systems in place that allow us to limit who can see saved cases. In this case, we can make sure organisations can only see the cases that are created within their organisation. Therefore for example only Island Advice employees can see Island Advice cases. London Borough of Tower Hamlets employees will not be able to see information entered into the Calculator by Island Advice employees.
2. **If you still have some concerns around having peoples details on calculator system** we could always create random reference numbers in place of names if you feel this would help your customers fill more at ease with sharing personal information. We only ask for DOB and postcode and name is optional so we do not have complete personally **identifiable** information within the system however, appreciate its still peoples personal information and this could be some added security.
3. **SFS** I’m not sure if any of you have had an opportunity to take a look at the calculator as yet, but for your information we have worked very closely with colleagues at the Money advice trust to ensure our budgeting tool is completely in line with how the SFS is displayed. Therefore a real asset to have the benefit, income and budgeting information in one place but still allowing you to extract just the budget information if that is a focus area.
4. Tower Hamlets do have access to our [Low Income Family Tracker Dashboard](http://policyinpractice.co.uk/policy-dashboard/) which a fantastic insight tool that many council across the country are use, however, information entered into Tower Hamlets calculator or each of your own calculators will not be feedback into this Dashboard.

I hope this is helpful and addresses your concerns. Jo, happy to go through this in a little more detail- are you available for a call Monday?

In order for you all to see the real benefits of using this calculator it would be great to set up a complimentary online training session to go through the calculator with you. I will ask my colleague Louise to provide a selection of dates.

If you have any other questions please do not hesitate to give me a call.

Thanks very much,

Warm Regards,

Jade