

Personal Passport - *info sheet*

What is it? - a tool for people to **include information about themselves, in their own words, and share** with other services.

Created by a group of people with experience of homelessness (co-producers) part of **Camden's Homelessness System Programme**.

"it should help workers understand you as a person...to help stop having to explain your issues over and over..." (Co-producer)

When you receive a Personal Passport - please read, take the information seriously, and consider:

- **What questions should you avoid and not ask** that have been covered in the Personal Passport to prevent retraumatising the client?
- How could you use this information to understand **what will help this person to feel safe**, and to get the best out of the support on offer?
- How could you **adapt your support and communication**, such as being **mindful and sensitive** when asking certain questions?

Updating + editing - Do not change or add to the Personal Passport unless suggested and agreed by person who has written it.

An edited or updated copy should be sent to the person or team who first shared it with you.

A date should be added to the cover page to show when it was last updated.

Storing and keeping safe - use existing data storage methods (e.g. Inform, Salesforce).

If password protected, keep safe and delete email containing the password.

Delete any downloaded copies of the document.

Can I share it? - sharing and processing the information in a Personal Passport must still **comply with data protection law**.

Please refer to your own organisation's policy.

Read more on data protection on page 12 of the Guidance



[Link to the Camden Council webpage:](#)

- [Link to Personal Passport resources and Guidance](#)
- [Info on the Homelessness System Programme](#)