

# Your Records

The records we keep  
about you – and how  
you can see them

LARGE PRINT SUMMARY

## Introduction

Services that were previously provided by the **Social Services Department** are now separated between the **Adult Services Department**, and the **Children's Services Department**. For simplicity these services are referred to as 'social care services' in this booklet.

The information in *Your Records* applies to people getting social care services from either department now, as well as to people who have previously received services from the **Social Services Department**.

The information in this booklet can be produced in other formats (e.g. Braille, audio tape) or in other languages upon request. Please contact the **Adult Services Communications Team** on **01962 847 728** for details.

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## **Why we keep records**

**It's essential that we keep accurate details about the work we do and the people we deal with. This helps us provide as efficient a service as possible, ensures we comply with the law, and, very importantly, means we can be held accountable for what we do.**

## **What we record**

**When you ask for social care services we ask you for information about yourself and your situation, and we keep what you tell us in your 'file', which is kept partly on computer and partly as a paper record.**

**Details of discussions about the help you need are added to your file as they happen, and so are the agreed plans for your care, details of services that we arrange for you, and our regular reviews of what you need.**

**Copies of letters from or to you and records of phone calls are also stored in your file – and if anyone else, such as your doctor, gives us information about you, this is added as well.**

## **What we use the information for**

The information you give us about yourself and your situation is used specifically to ensure that you get the help you need.

We use all the information we gather to provide statistics that help us plan our services – and we also give the government a summary of what we've done each year.

## **Storing information**

The information we keep about you – both the paper file and the computer record – is kept very securely, and only authorised members of staff can see it.

## **Giving other people information about you**

If we can deal with your request for help ourselves, we do not need to pass information about you to any other organisation. But if it would be to your benefit to have help from another organisation as well (for example, a company providing help at home) we may want to pass your details (or some of your details) on to them. This saves you having to explain things again to someone else and makes it quicker for you to get the help you need. And in an emergency, as you will appreciate, it is often vital that we can pass details on to whoever is dealing with the situation.

We ask you to sign a form agreeing that we can share relevant information about you with colleagues who work for other organisations.

## Seeing your records

It is our policy to discuss with you what we are putting in your records. This means that you can check when we record information that it is accurate and that you agree with it.

However, you also have the right to ask at any time to see any part of your records, and if you want to do this we normally ask you to fill in our 'Subject Access Request Form' (the CR I I).

If you are currently getting services from us, you should first speak to the person you usually deal with, and they can answer any questions you have, and will tell you whether you need to fill in the request form.

If you are not getting services from us (for example, if you received services in the past, or you are applying on someone else's behalf to see their records) you will need to complete the request form.

To get a form please phone our Records Management Section: **023 8068 7338**.

You should note that in some circumstances there may be information in your file that we cannot give you.

You will normally be able to see your records within 40 days of our getting a fully completed request form, together with the necessary identification documents as specified on the request form, and a cheque for the fee if this applies.

In some circumstances it may not be possible to provide the file within 40 days, and if this applies to you, we will tell you.

## **Finding out more**

**More detailed information covering the areas listed below is available in large print. Please call the Adult Services Communications Team on 01962 847 728 for details.**

- 1. What we keep in your records – and why**
- 2. Your consent**
- 3. When and why we need to share information about you with other organisations**
- 4. Seeing records: what you need to know**
- 5. General information about seeing records – for example, what you can see, how long it takes, amendments etc**

## **6. Seeing your own records**

## **7. Seeing someone else's records**

## **8. Adoption records**

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