

Social Care Records - Your information, your rights

Why do you need my information and how is it used?

- We need your information to provide you with public services.
- The Warwickshire County Council [Privacy Notice](#) explains this in more detail.
- We abide by the [Social Care Record Guarantee](#) that describes how we use your information for providing social care and keeping it safe.

These can be found on our website or please contact us if you would like copies of these. Our contact details are at the end of this leaflet.

Can I stop you from using my information?

You cannot stop us from using your information, but you can take steps if you think we are doing it in a way likely to cause you unnecessary damage or distress. You have a right to claim compensation if we break the law.

Can I see my information/records?

If you want to see your care records you will need to write to us. To make it easy we have a 'Social Care - Access to Personal Information/Records' (subject access request) form that can be requested or obtained from our website.

Alternatively we ask that you write to us or your current social worker or social work team and provide as much detail as possible such as:

- your full name and current address
- any previous names
- date of birth
- details of any siblings or other family members
- previous addresses, dates or periods that you were in, or receiving care:

If you wish, you can appoint someone you trust to act on your behalf.

We may charge a fee for this service, as allowed to by law, and if so this will be indicated on the form or our response.

What happens after I have asked to see my information?

We initially will:

- confirm we have received your application for information, within five working days
- confirm your identity or the identity of the person acting on your behalf
- give you details of who you can contact if you have any questions
- clarify what information you would like see
- request any fees due, if charged.

We will then:

- try to provide your information within 40 calendar days
- try to explain anything that is not clear in your records
- arrange for someone to go through your records with you if you wish

Sometimes, due to the size of the files, it takes us longer than 40 days. If this happens we will agree a date with you when we give you some information and explain what further information we can provide.

There may be some circumstance where it is not possible to provide all the records. For eg. If the information is about other people who have not given their permission for you to have the

information or if it is likely to cause serious harm to someone or could obstruct attempts to prevent or detect crime.

If it has been a long time since you had any contact with us, we may have destroyed your records as we are not allowed to keep them forever.

Can I make changes to my records?

You can:

- ask us to correct or remove any information that is incorrect or unnecessary, and pass on correct details to anyone we gave the wrong information to;
- ask for an explanation of any automated decisions (for example, decisions made with the help of computer programmes);
- appeal to the courts or the Information Commissioner if we refuse to give you copies of your personal information.

Further advice or help on your information

Please see our website at: www.warwickshire.gov.uk/yourcareinformation

or ring the Customer Service Centre on 01926 410410 and ask for Information Governance, or write to us at: Information Governance Team, Warwickshire County Council, Shire Hall, Warwick CV34 4RR.

We will be pleased to help where we can.

Independent advice

You can get more information about your rights and the Data Protection Act from the Information Commissioner, at: www.ico.gov.uk or tel: 0303 123 1113 or 01625 545745.

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