

# Access to personal information

## This leaflet aims to tell you

- Why we keep information on people who use our services
- What information we keep
- About your right to see the information we hold about you
- How to go about seeing the information we hold about you

*'you have a right to see the information we keep about you, whether held on computer or on paper.'*



### Why we keep information

We keep information about people who use our services so that we can:

- Provide a record of work done with you and decisions made about providing services for you
- Identify and monitor the need for our services
- Check that we are fulfilling our statutory duties about the work that we do
- Ensure we provide a quality service to all members of the local community

Under the Data Protection Act 1998 you have a right to see the information we keep about you, whether held on computer or on paper.

The Freedom of Information Act 2000 applies to non-personal, non-confidential information held by the Council. Freedom of Information enables anyone to apply for general information held by the Council. However, information about an individual remains confidential.

Information will be shared with you regularly as part of our professional practice; while we are working with you, you will be given copies of the assessments, plans and agreements made by us to meet your needs.

## What information do we keep?

### We keep:

- Information on anyone who requests or receives a service from us
- Details on foster carers and the service providers we use
- Factual information - such as your address and other information you give us - and details of our contact and work with you
- Your views and comments about the services we provide to you
- Information received from other organisations, like the Police or your GP, which helps us to meet your needs

## Who can see this information?

Staff who are working with you. Depending on the services we are providing to you the staff could be working in:

- Social Services
- Health Services
- Independent contractors - like home care agencies

All staff are required to keep personal information confidential. Your records are kept safely and securely and the information in them will only be shared with those who need to see your records as part of their work.

When other agencies provide us with information about you they will be informed that those details can be seen by you unless there are legal restrictions.

We also share information on you with other agencies who are involved in planning and providing services for you.

Other organisations, such as the Courts and the Probation Service, may require personal information for legal reasons. Others, like the Commission for Social Care Inspection and the Audit Commission, may also request records to check how we are working.

## How long is information kept for?

Your records will be kept whilst we are involved in providing services to you and then kept for a period after that. The time that we keep records for depends on the service that you have received.

## Seeing your records

Whenever possible requests to see your records should be made in writing to your local office or to the person responsible for your service.

*‘Your records are kept safely and securely and the information in them will only be shared with those who need to see your records as part of their work.’*

## How long will it take?

Normally, we will make arrangements for you to see your records within 40 days of receiving your request. It may take longer if we need permission from outside agencies to show you their information.

Where we work with other agencies such as the Police or Health, their policies on recording information may also need to be considered.

- You may bring a friend, relative or representative to see your records
- One of our staff will be present to help and answer queries
- Please ask in advance if you want us to provide an interpreter or if you require help because you are partially sighted, blind, deaf, hard of hearing or deaf and blind
- You can take copies of your file

## Some information may not be shown to you

We might hold some information back:

- If showing you the information could cause harm to you or other people
- Where legal restrictions apply, for example, due to court proceedings, or if a crime has been committed
- Where information has been given by other people who have not agreed to you seeing it

- Where the information is about other people in your family unless they have agreed for you to see it

As a parent or relative you do not have an automatic right to see your child's or relative's records. Whether you can or not will depend on that person's age and ability to give consent, and the nature of the record.

## What if I don't agree with what is in my file?

If you find any information which you think is incorrect, please tell us.

If we agree, we will correct your records; if we don't, we will record your disagreement on your file.

Should you remain dissatisfied with the information in your file then you can make a complaint by contacting the Adults Social Services Complaints Team. Their address is listed in next section.



## Useful addresses

### Social Services local offices

Telephone Waltham Forest Direct on 020 8496 3000 or fax 020 8496 3301 or Minicom 020 8496 3010 and ask to be put in touch with your nearest office.

If you are an adult (any age over 18) living in the north of the borough (E4 or E17) please contact:

### First Response North Adults

47 Gainsford Road  
Walthamstow E17 6QB

**Tel:** 020 8496 3000 **Fax:** 020 8496 1813

If you are an adult (any age over 18) living in the south of the borough (E10, E11 or E15) please contact:

### First Response South Adults

90 Crownfield Road  
Leytonstone E15 2AJ

**Tel:** 020 8496 3000 **Fax:** 020 8496 1203

## Out of hours

If you have a social work emergency outside normal office hours then the Social Services Emergency Duty Team on **020 8496 3000** may be able to help.

## In hospital

If you or the person you care for is in Whipps Cross Hospital then you can speak to the Hospital Social Work Team on 020 8539 5522.

## If you want to complain

Contact your local office in the first instance. If you are not satisfied with their response, you can contact:

### Adults Social Services Complaints Team

Waltham Forest Adult and Community Services

FREEPOST RRAC-YJAH-EYZH

London E17 5SD

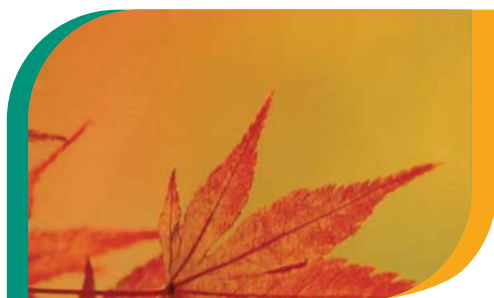
**Tel:** 020 8496 3000

**Fax:** 020 8496 3659

**Minicom:** 020 8496 3010

(for deaf and hard of hearing users only)

**Note:** The information contained in this leaflet is intended as a guide only and is accurate at the time of publication. For the latest information please visit [www.walthamforest.gov.uk/access-to-personal-information](http://www.walthamforest.gov.uk/access-to-personal-information) or call Waltham Forest Direct on 020 8496 3000.



# Interpreting And Translation Assistance

This leaflet tells you about how you can see the social care information we keep about you. If you would like a translation of this leaflet, please tick the language you want, complete your name and address and return the whole form to the address given below. This information can also be made available on Audio Tape  Braille  Large Print

Any other language - Please state

<p>Kjo fletushkë ju tregon se si mund ti shihni informatat lidhur me kujdesin social që ne i mbajmë rreth jush. Nëse e dëshironi përkthimin e kësaj fletushke, ju lusim shenoni gjuhën e dëshiruar, komplettoni emrin dhe adresën tuaj dhe ktheni tërë formën në adresën e dhënë më poshtë.</p> <p style="text-align: right;"><b>ALBANIAN</b> <input type="checkbox"/></p>	<p>உங்களுக்கான சமூக நலக்கவனிப்புத் தகவலை இத்துண்டுப்பிரகரம் தெரிவிக்கிறது. இத்துண்டுப்பிரகரத்தின் மொழிபெயர்ப்புப் பிரதி உங்களுக்குத் தேவையானால் தயவுசெய்து உங்கள் மொழிக்கு எதிராக உள்ள சதுரத்தில் குறியிட்டு, உங்கள் பெயர், முகவரி, ஆகியவற்றைக் குறித்து முழுப்பத்திரத்தையும் கீழே தரப்பட்டுள்ள விவாசத்திற்கு அனுப்பி வைக்கவும்.</p> <p style="text-align: right;"><b>TAMIL</b> <input type="checkbox"/></p>
<p>Ce dépliant vous explique comment consulter les informations sur l'aide sociale que nous conservons à votre sujet. Pour obtenir une traduction de ce dépliant, veuillez cocher la case correspondant à la langue que vous souhaitez, indiquer votre nom ainsi que vos coordonnées et renvoyer le tout dûment rempli à l'adresse indiquée ci-dessous.</p> <p style="text-align: right;"><b>FRENCH</b> <input type="checkbox"/></p>	<p>Bu broşürde sizinle ilgili olarak muhafaza ettiğimiz sosyal bakım bilgilerini nasıl inceleyebileceğiniz anlatılmaktadır. Bu broşürün Türkçesini istiyorsanız, lütfen uygun kutucuğu işaretleyip adınızı, soyadınızı, adresinizi yazdıktan sonra formun tümünü aşağıdaki adrese gönderin.</p> <p style="text-align: right;"><b>TURKISH</b> <input type="checkbox"/></p>
<p>Warqaddan yari waxay wax kaaga sheegaysaa sidii aad u arki kari lahayd warbixinaha daryeelka bulshada ee aanu kaa hayno. Haddii aad jeclaan lahayd warqaddan oo turjuman, fadlan sax luuqadda aad doonayso, qor magacaaga iyo cinwaankaaga, foomka oo dhan markaa ku soo celi cinwaanka hoos ku qoran.</p> <p style="text-align: right;"><b>SOMALI</b> <input type="checkbox"/></p>	<p>اس کتابچے میں بتایا گیا ہے کہ آپ سے متعلقہ سوشل کیئر یعنی سماجی دیکھ بھال کی معلومات جو رکھتے ہیں آپ اسکو کس طرح دیکھ سکتے ہیں۔ اگر آپ اس کتابچے کا ترجمہ لینا پسند کریں تو براہ مہربانی درکار زبان کا نام تحریر کریں اپنا نام اور پتہ لکھیں اور سارے فارم کو نیچے دے گئے پتہ پر روانہ کر دیں۔</p> <p style="text-align: right;"><b>URDU</b> <input type="checkbox"/></p>
<p>Name _____</p> <p>Address _____</p> <p>_____</p> <p>_____</p> <p>Telephone No _____</p>	<p>Return to:</p> <p>Freepost Plus RRAC-YJAH-EYZH Business Support London Borough of Waltham Forest Silver Birch House Uplands Business Park Blackhorse Lane London E17 5SD</p>