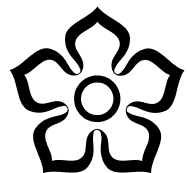




Leicester City Council


Your Social Care Record

What records the Social Care and Education department holds about you and how you can apply to see them



**Leicester
City Council**





Social Care Records are the information we hold about people who receive services from us. This information is recorded on paper and/or held on computers.

It is essential in helping to manage, plan, provide and improve services. In some cases it is a legal requirement subject to certain legal restrictions.

You have a right to apply to see written information which Leicester City Council's Social Care and Education department hold about you.

What information do we keep?

When contact is made with us we record basic information such as name, address and date of birth. We also record details of when contact has been made and details about other people who may support and care for you. We keep a record of relevant services provided to you by us and other organisations. Information given to us by other people such as teachers may be recorded if relevant to you and your circumstances.

Our records include information on staff or agencies involved in providing services and may include details of individuals who come into contact with vulnerable children and young people.

Can you see the records we hold about you?

You have the right to apply to see records that we hold about you, if you make a written request. You also have the right to arrange for someone else to see your records on your behalf, if you give permission for this in writing (see back of booklet for details). Your access to your information may be limited by legal restrictions.

We will respond within a statutory maximum limit of 30 calendar days of receiving your full request, either with the information required, or with an explanation of any delays or refusal to supply the requested information.



What sort of things will you be able to see?

- Social Care Records about you
- Parents can also see records about their child. Where a parent applies for access to her/his child's records, we will need to be satisfied that the request made on the child's behalf is in that child's interest
- Information supplied by other people who have agreed the information they have given can be shared with you
- Other information as limited by law

Is there anything you can't see?

- Confidential records about other people, even if they are your family
- Information that may be being used in investigations of crime
- Legal advice given to the Council
- Information supplied by other people who have not agreed the information can be shared

You will be told in writing if we have to refuse a request to disclose the personal information you have asked to see.

Do we share any of the information about you?

We work closely with partner organisations, such as the NHS, for your benefit. Although we will treat the information you give us as confidential, we will sometimes need to share your personal information with, for example, your doctor or other organisations involved in your care.

We take great care to share only the minimum amount of information necessary and only information that is considered relevant to your circumstances will be shared. Wherever possible, we will ask for your permission to share your personal information unless the law states we must share it.

All those individuals and organisations that we share information with are required to comply with the same legal requirements about the sharing of personal information.



Who else could ask to see your Social Care Record?

From time to time our work is inspected by auditors, or by Ofsted. These inspections check that our work meets the required standards. Inspectors may ask to see some Social Care Records of people who receive services from us.

When we are investigating a complaint the investigator may need access to personal records so that the complaint can be resolved.

What the law says

Leicester City Council is required to collect information on children and young people who are in need of care services or who are looked after by the local authority.

All information we record and hold is processed securely and in accordance with the Data Protection Act. You have a right to access the data held. If you wish to access your data please contact us in writing:

Freepost RTRZ-TSAH-EXBZ
Complaints and Access to Records Team
Leicester City Council
10 York Road
Leicester
LE1 5TS

We are required to send some of this information to the central government Department for Education each year in what are called Statutory Returns. This information will include some personal data and the details of services provided to you. Your name will not be included in the information provided to the Department for Education.



The Department for Education will use the information to help with their policy development, local authority performance management and funding, and to assist with the development of good practice.

If you require more information about how the Department for Education store and use this data please go to the following website:

<https://www.gov.uk/guidance/data-protection-how-we-collect-and-share-research-data>

If you are unable to access this website, please contact:

The Public Communications Unit, Department for Education,
Sanctuary Buildings, Great Smith Street, London, SW1P 3BT.

Email: info@education.gsi.gov.uk

Telephone: 0370 000 2288

Other laws relating to personal information

The Data Protection Act 2018 works together with the Freedom of Information Act 2000, so personal information will still remain confidential.

Personal information is also held subject to the Human Rights Act 1998 and common law.

The Freedom of Information Act 2000 entitles anyone to ask about information that we hold. Anyone can now ask for information about how services are planned and delivered, and how decisions are taken.

How to access your social care record

If you want to make a request for information, you should do this in writing using the form opposite.

We will provide the information requested if we have it, unless there is good reason for not doing so, for example where disclosure to you is not allowed under the law.

Please be aware that we will require proof of ID which we will discuss with you once we have received your request.



Request for access to your social care record

Please return this form to: Freepost RTRZ-TSAH-EXBZ
Complaints and Access to Records Team
Leicester City Council
10 York Road
Leicester, LE1 5TS



Name:		
Current Address:		
Telephone no.	Home:	
	Mobile:	
	Work:	
Date of Birth:		
Previous/Other Names used: (Only needed if the records we hold cover a period when you used another name)		

Please indicate the type of information that you want to see (e.g. information concerning a specific period of time; information in relation to a particular service received from a Department; all information held about you). This request process only covers access to information held by Social Care and Education.

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Other Information

To help us to help you, please provide as much information as possible to help us with your request, e.g. previous names, addresses and, if relevant, the name and dates of birth of other family members; the name of children's homes or establishments attended.

(Continue on a separate sheet of paper if necessary)

Signed:

Date:

If you would like someone to act on your behalf, please give details below.

I would like the following person to act on my behalf in connection with my request for access to my records:

Name:	
Address:	
Telephone:	

Signed:

Date: