

What if you're not happy?

You can make a complaint about any aspect of how we have responded to your request to see information about you. Write to or e-mail us at:

The Customer Relations Unit
Civic Centre
Millgate
Wigan
WN1 1AZ.
E-mail: ssdcru@wiganmbc.gov.uk

If you prefer, you can also write to:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF.
E-mail: mail@ico.gsi.gov.uk
Website: www.informationcommissioner.gov.uk

This leaflet is also available in ethnic-minority languages, on audio tape or CD and in large print. Contact us at Department of Adult Services, Customer Relations Unit, Civic Centre, Millgate, Wigan, WN1 1AZ. Phone: 01942 827173. E-mail: ssdcru@wiganmbc.gov.uk

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Photograph by www.JohnBirdsall.co.uk

Website: www.wigan.gov.uk



Information about you

How to see your social-care records



Department of Adult Services
Children and Young People's Services

Information about you

Why do we keep information about you?

We, like doctors, hospitals and a range of other organisations, keep records about the people who use our services. This is so we can understand your personal situation, give you appropriate help when you need it, and keep track of the work we are doing with you. It helps us to plan services for the future, and make sure that we provide services which meet everyone's needs.

We also use the information that we keep about you if we need to investigate a complaint about the standard of services you receive.

What do we keep?

We keep a range of written information (manual records) and computer information (electronic records).

This may include:

- your name and address;
- your age;
- your ethnic origin and religion;
- information about the services you receive and later reviews of those services; and
- relevant information about you from relatives or carers, and other professionals (for example, your doctor).

Is it confidential?

Keeping records is part of our everyday work, but we take this responsibility very seriously.

We respect the fact that a lot of the information you give about yourself is personal and private, and all our staff have a responsibility to make sure that it is kept securely and that it will not be seen by anyone who doesn't have the authority to see it.

We may need to share your information with other people, such as:

- social-care staff who are providing specialist services;
- our colleagues in health, who are jointly providing services with us;
- other agencies involved in providing services to you; and
- other professionals, if someone is at risk of harm.

We will only pass on information if there is a genuine and appropriate reason for us to do so.

What can you see?

Under the Data Protection Act 1998, you can see any manual or electronic records we keep about you, except:

- your adoption file;
- information about others (without their permission);
- information which may cause you or others serious harm; or
- information which may prevent a crime from being detected.

How long do we keep the information?

This depends on what the information is. For example, we keep some records for 10 years, some for 25 years, and records of children who have been in care for 75 years. You have a right (with certain exceptions) to see any information we still keep about you, no matter how old it is.

How can you see it?

There are two stages to seeing information about you. The first involves us identifying what (if any) information we hold. The second involves us arranging for you to see what you are entitled to look at.

If you think we have information about you and you would like to see it, please write to or e-mail:

The Records Manager
Customer Relations Unit
Civic Centre
Millgate
Wigan
WN1 1AZ.
E-mail: ssdcru@wiganmbc.gov.uk

What do we need from you?

At this stage, you need to give us:

- your full name;
- your current address;
- your date of birth;

- the address you were living at when you received a service from us (if it is different from your current address); and
- a brief explanation of what records you think we might have.

What happens next?

We will reply to you within 14 working days of receiving your request, letting you know what information we have found and asking you to fill in an application form. If we need more information, we will use the application form or letter to identify what you want to see and then decide whether or not you are entitled to see it.

If you are entitled to see it, the law says that we must let you see it within 40 days of the date when we received your application form or letter.