



Keeping your personal records

This fact sheet can be made available in other languages or formats on request by contacting 0161 770 6666. For further information please see our detailed fact sheet - **Information for all**.

Why do we need information about you?

To ensure that we provide services to you that meet your needs, we need to keep records about you. This enables us to make decisions that are based on up-to-date and accurate information, and to keep your circumstances under review.

We will only keep as much information as we need and we will treat this in confidence.

What type of information do we need?

The information we require will vary according to your needs. For example, if you require assistance in supporting a relative at home, we may ask about your health, finances, housing and family.

The information we receive about you will be used for the purpose of meeting your specific needs. It will be recorded in your name as part of a structured record.

How will this information be used?

This information will be used to assist any relevant workers to assess your needs, and ensure that the most appropriate support and services are made available to you as quickly as possible.

The information will also be used to help us to monitor the services we provide and to plan future services.

Who will see my information?

Only professionals directly involved with these tasks will see your information.

If we need to share personal information about you with another organisation or individual, we will seek your consent before doing so. For more information about this please see our detailed fact sheet **Sharing information about you**.

How will we get this information?

There are a number of ways that we may receive this information. These include:

- From your applications, interviews, meetings or telephone calls.
- From someone acting on your behalf (for example, a carer, relative, neighbour or friend).
- From other people who may be working with you (for example, school or hospital staff, your general practitioner or health visitor).

What types of information are covered?

All types of information about you are covered, including written records, information on a computer and video or audio tapes.

Confidentiality

All information we hold about you is treated as confidential and will not be disclosed to other individuals or agencies without your consent, unless we are legally bound to do so or where there is a clear risk to another person.

What are my legal rights?

The personal information we hold about you is covered by the Data Protection Act 1998. The Act requires Adult and Community Services – Adult Social Care to comply with the rules of good information handling practice, known as the data protection principles. The principles require, amongst other things, that personal data is processed fairly and lawfully, is accurate and relevant and is subject to appropriate security.

In principle, you have a right to see any personal information held about you. There are some exceptions to this rule, which are explained in more detail in the fact sheet **I'd like to see my file**.

Useful contacts

For further information about the way we store and use personal information:

Write to:

Information Governance & Data Quality Manager
Unit 10 Whitney Court
Southlink Business Park
Oldham OL4 1DB

Phone: 0161 770 8160

Fax: 0161 770 6681

Email: lesley.bullen@oldham.gov.uk

For independent data protection advice:

Write to:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Phone: 01625 545 745

Fax: 01625 524 510

Email: mail@ico.gsi.gov.uk

Are you a carer?

If you look after a relative or friend who needs support to live at home you are a carer. As a carer you have the right to ask Adult and Community Services to carry out a carer's assessment (this applies even if the person you care for is not receiving help from Adult and Community Services). Your carer's assessment is your chance to talk about your needs and is your opportunity to tell us about the things that could make caring easier for you.

There are a variety of services available to carers following an assessment including; advice & information, short breaks & respite, additional services to the person you care for, signposting to voluntary & health services, introduction to support groups.

For more information contact

Oldham Carers Centre
The Link Centre
Union Street
Oldham
OL1 1DZ
Tel: 0161 770 1188
Fax: 0161 770 4789
Email: carers.centre@oldham.gov.uk

We value your comments and suggestions about social care

We want to provide good quality services for people in Oldham and as we are a public service, you have a say in everything we do. We want you to be completely satisfied with our services, but to ensure this we need to know what you think. What do we do best? Where could we improve things? Do you have any ideas or suggestions? Only by listening to you can we give you the service you deserve. We welcome everything you have to say.

For matters relating to adult social care

The Quality Assurance Team can be contacted by writing to:

FREEPOST OLDHAM ADULT & COMMUNITY SERVICES

Please note you do not need to put a stamp on the envelope.

You can also contact the Quality Assurance Team by
Phoning: 0161 770 8122
Faxing: 0161 770 8193
Emailing: socs.quality.assurance@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

For matters relating to children's social care

The Complaints and Representations Officer can be contacted by writing to:

Complaints & Representation Officer
Oldham Metropolitan Borough Council
PO BOX 4
Civic Centre
Level 8

West Street
Oldham

You can also contact the Complaints and Representations Officer by
Phoning: 0161 770 1129
Faxing: 0161 770 3222
Emailing: cypf.complaints@oldham.gov.uk

If English is not your first or preferred language we can arrange to visit you with an interpreter.

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