

Your right to see your record

Social Services

Your right to see your record held by Social Services

When you come to Slough Social Services for help and advice we will do our best to provide a service to meet your needs.

This includes keeping a record of the service so we (you and Social Services) are clear what is being provided and why.

What is in your personal record?

Slough Social Services aims to keep a brief, relevant record of your circumstances and the service provided.

Because Social Services believes it is important to establish a trusting, open and honest relationship with you, we aim to keep you informed of the contents of your record.

The law and your Social Services record

By law, if Social Services hold your record and are able to show you a copy, you are entitled to be:

- informed as to what your personal record contains
- told the reasons why Social Services has asked for information about you and how this is being used

- told who information may have been given to
- given a copy of your record with any technical terms made easy to understand

Can information on your record be withheld from you by Social Services

By law, there are a few exceptions to the general rule of sharing your record with you in full:

- Social Services cannot provide information to you about anyone else. So any part of your record which, if it were to be disclosed to you, would identify another person cannot be disclosed.
- Social Services cannot provide information to you from your record if disclosure might result in serious harm to you or others.
- Social Services is entitled to withhold your information if disclosure would hinder the prevention or detection of crime or the prosecution or apprehension of offenders.
- Social Services will refuse access by a parent to a child's record if it considers that the request is not in the child's best interests or could result in harm to anyone, including the child.

How to request to see your personal record

- Speak to a social worker/care manager from Slough Social Services Department about your wish to see your record.
- If you do not have a social worker/care manager, contact one of the following Social Services teams and ask to speak to a social worker/care manager for advice on this matter.
- A social worker/care manager will explain what Social Services requires from you to identify you and your record and give you an application form. By law, a request must be in writing if possible.

Time scale

Social services have 40 days to provide the record from the time a written request, proof of identity and the record has been located.

Where Social Services is unable to disclose information, Social Services will write to you explaining the reasons for refusal, unless there is good reason not to.

Slough Borough Council's Social Services Department is open Monday to Friday from 9am to 5pm.

- Children and Families Service
Slough Town Hall
Bath Road
Slough
SL1 3UQ

Telephone 01753 690400
- Community Team for People with Learning Disabilities - CTPLD
Town Hall
Bath Road
Slough
SL1 3UQ

Telephone 01753 690860
- Community Team for People with Mental Health Needs - CMHT
New Horizons
Pursers Court
Slough
SL2 5BX

Telephone 01753 690950

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- Community Social Work Team -
Older People & Physical Disabilities
Town Hall
Bath Road
Slough
SL1 3UQ

Telephone 01753 690400

- Pathways through Care Team
Town Hall
Bath Road
Slough
SL1 3UQ

Telephone 01753 690461

- Social Work Department
Wexham Park Hospital
Wexham Street
Slough
SL2 4HL

Telephone 01753 633662

- Social Work Department
Upton Hospital
Albert Street
Slough
SL1 2BJ

Telephone 01753 635070

Further information about the Data Protection Act 1998

This leaflet does not give a full explanation of the Data Protection Act 1998 - the following people and organisations are there to assist:

- The Data Protection Co-ordinator
Slough Borough Council
Slough Town Hall
Bath Road
Slough
SL1 3UQ

Telephone 01753 552288

For more information on how to appeal if you believe Social Services is not meeting the full requirements of the Act write to

- The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Or phone

The Enquiry Line
Telephone 01625 545745

If you would like a copy of this document translated please ask an English speaking person to request this by calling 01753 690400. Alternatively please call Slough Translation and Interpreting Service on 01753 701159.

ਯਦਿ ਆਪ ਫ਼ਸ ਦਸਤਾਵੇਜ਼ ਕੇ ਅਨੁਵਾਦ ਕੀ ਕਾਫੀ ਫ਼ਾਸਿਲ ਕਰਨੀ ਚਾਹਤੇ ਹੈ ਤੋ ਕ੍ਰਪਯਾ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਨੇ ਵਾਲੇ ਕਿਸੀ ਵਯਕਿਤ ਕੋ ਕਹੋ ਕਿ ਕੋਹ 01753 690400 ਪਰ ਟੈਲੀਫੋਨ ਕਰਕੇ ਨਿਵੇਦਨ ਕਰੋ। ਯਾ 01753 701159 ਪਰ ਸਲੋਹ ਟ੍ਰਾਂਸਲੇਸ਼ਨ ਆਂਡ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਸਰਵਿਸ ਕੋ ਟੈਲੀਫੋਨ ਕਰੋ।

Aby otrzymać kopię tego dokumentu przetłumaczoną na język polski należy poprosić osobę mówiącą po angielsku o zadzwonienie z takim żądaniem pod numer 01753 690400. Można również skontaktować się z serwisem tłumaczy 'Translation and Interpreting' w Slough, telefon 01753 701159.

ਜੇ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦੇ ਤਰਜਮੇ ਦੀ ਕਾਫੀ ਲੈਣੀ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਅੰਗ੍ਰੇਜ਼ੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਵਿਅਕਤੀ ਨੂੰ ਕਹੋ ਕਿ ਉਹ 01753 690400 ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਬੇਨਤੀ ਕਰੇ। ਜਾਂ 01753 701159 ਤੇ ਸਲੋਹ ਟਰਾਂਸਲੇਸ਼ਨ ਅਤੇ ਇੰਟਰਪ੍ਰੇਟੇਸ਼ਨ ਸਰਵਿਸ ਨੂੰ ਟੈਲੀਫੋਨ ਕਰੋ।

Haddii aad doonaysid koobi dukumentigan ah oo turjuman fadlan weydiiso qof Ingiriisiga ku hadla si aad u codsatid adigoo soo wacaya 01753 690400. Haddii kalese fadlan kasoo wac Slough Translation and Interpreting Service 01753 701159.

اگر آپ کو اس ڈاکیومنٹ (دستاویز) کی ترجمہ شدہ کاپی درکار ہو تو، براہ کرم انگریزی بولنے والے کسی شخص سے کہیں کہ وہ 01753 690400 پر فون کر کے طلب کرے۔ یا 01753 701159 پر سلاؤ ٹرانسلیٹیشن اینڈ انٹراپریٹنگ سروس کو فون کریں۔

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