

You can point out what you think the mistakes are and, where appropriate, we will correct or remove them.

You might also disagree with our opinions about you. You will be able to put your own point of view on record.

If you are not satisfied with our decision about correcting or removing mistakes, or looking at your personal records, you may apply to the Appeals Committee to have the decision reconsidered.

If you want to apply to the Appeals Committee, you must do so within 28 days of receiving the decision. We will tell you how to apply.

How long do we keep records?

We destroy most records after five years. However, we keep some records, such as those about children, for much longer.

For more information on how to access your personal records, please contact the Principal Officer Quality and Improvement on 01307 474857 or write to:

Angus Council Social Work and Health
St Margaret's House
Orchard Loan
Orchardbank Business Park
Forfar
DD8 1WS



You can get this leaflet in large print, in Braille or on audio tape by phoning us on 01307 474151. We can provide this information in other languages if you need it.

Call ACCESS Angus 08452 777 778 – your direct line for council services.

Access to personal social work records



What are personal social work records?

If a member of our staff writes something about you, for example, keeping a note of an interview, filling in a form or writing a letter to your doctor, we record it in your personal records. We treat this record confidentially and keep it in a secure place. We believe that you have a right to have a say in what we record about you and to be able to see it.

The Data Protection Act 1998 gives you the right to see information which we record about you, unless there is a good reason for not showing it to you.

What information do we keep?

We keep information which has a direct effect on the services you have asked for or the reason we are in contact with you. In fact, you will have given us most of the information. However, there may also be information that people outwith social work have given us, for example, doctors, schools and so on.

Is there anything I cannot see?

Yes, there is some information you cannot see. Sometimes, other people give us information on the understanding that we will keep it

confidential. We cannot show it to you unless the person who gave us the information gives their permission.

We will not be able to give you some information if it would affect the investigation of a crime or if other legislation says that we cannot show it to you. You will also not be able to see information if we believe that it would cause serious harm to you, your family or some other person.

Can other people see my personal records?

Apart from authorised social work staff, no one will be able to see your personal records without your agreement. With your permission, and where necessary, we may give other people information about you. This will help them to give you the services you need or help you sort out any problems you may have. For example, we might have to speak to your doctor or a solicitor on your behalf.

Other people who are mentioned in your records will only be able to see information about themselves.

In exceptional circumstances, we sometimes have to give certain information to the police or the courts if we have to do so by law, for example, to prevent a serious crime. Whenever possible, we would discuss a situation like this with you beforehand.

How can I look at the information?

1. If you are currently receiving social work services

You should ask any member of staff who is working with you how to look at your records. A member of staff will be with you when you look at your file to help you with anything that you don't understand.

2. If you don't receive social work services any more

You will need to apply in writing or fill in the request slip attached and hand it in to any social work office. We will then send you an application form.

We must respond to requests within 40 days, unless there are exceptional circumstances which may extend this period (in which case we would tell you). If you ask us, we can make copies of the information that you can look at.

Can someone else look at my personal records on my behalf?

Yes, you can ask a representative or agent, such as a solicitor, to look at your records on your behalf.

If you want, you can bring someone with you when you look at your records.

What can I do if I think information is wrong or if you don't let me see my personal records?

Access to personal social work records

I would like to see the personal records you have about me.

Please send me the appropriate application form.

Full name:

Address and postcode:

Please return this form to:

Freepost RRAZ-UZYZ-SYXH

Angus Council

Social Work and Health

St Margaret's House

Orchard Loan

Orchardbank Business Park

Forfar DD8 1WS

To ensure confidentiality please place this form in an envelope before posting.