

SOCIALW()RK

S E R V I C E S

INCLUSIVE • SUPPORTIVE • PROTECTIVE

**What we do with
information about you:**

Data Protection Act 1998



This leaflet is available in Braille, large print, on disc and tape. For further information contact the Communications Unit on 0141 420 5500.

Many people in Glasgow will have contact with Social Work Services at some point in their lives. In order to provide appropriate services it is necessary for us to collect information about individuals. This leaflet explains what we do with that information and how it is protected.

Sometimes to prevent duplication and to provide an effective service, or because the law requires us to, we need to share information with other departments or agencies. The leaflet also explains this.

Why do we need information about you?

To make sure that we provide you with services to meet your needs we need to keep records about you. This means that decisions are based on up to date and accurate information. Where appropriate it also means that we are able 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.

This information will then be recorded as part of a structured record in your name.

How will this information be used?

This information will be used to assist any relevant workers to assess your needs. This helps to 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.

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 friend, carer, neighbour or relative)
- from other people who may be working with you (for example, school or hospital staff, your general practitioner or health visitor)

Confidentiality

Information about you will only be used to help meet your needs now and in the future. We will only keep information for as long as we need to.

Information about you will be treated as strictly confidential. Only people who are involved in providing you with services will be able to see this information.

Consent

To help us provide more effective services and to reduce duplication of information we work jointly with other organisations such as health and education.

Where joint working takes place, a joint assessment may be required.

Joint working will involve sharing information about you with other relevant organisations and we may require your consent to do this. Where necessary and whenever possible we will ask for your written consent, by means of a consent form, before information is shared.

Anyone to whom we pass information also has a duty to treat this confidentially.

We do not always require your consent to pass on information. The law requires us to do this where we have a statutory or legal obligation. Examples of this include crime prevention and child or adult protection.

Can you see your file?

You can ask at any time for access to information we hold about you. To do this we need to get enough information from you to locate your file. We also need details of the information you want to see.

Providing all requirements are met, we must then provide the information requested within a set timescale.

To get further information about accessing your file, ask for the leaflet on 'Data Protection Act 1998 Access to Personal Data (Subject Access)'.

Contacts

For data protection enquiries regarding:

Social Work Services

Senior Officer (Information Systems)
Wheatley House, 25 Cochrane Street,
Glasgow, G1 1HL

Phone: 0141 276 2220

Fax: 0141 276 2237

Subject Access

Senior Officer (User Empowerment)
Social Work Services
Wheatley House, 25 Cochrane Street
Glasgow, G1 1HL

Phone: 0141 287 8714

Fax: 0141 287 8232

All other Glasgow City Council data protection enquiries

Corporate Compliance Officer,
Customer Care Team, Corporate Services,
Glasgow City Council, City Chambers,
Glasgow, G2 1DU

Phone: 0141 287 0900

Alternatively you can get further information from:

Information Commissioner
Wycliffe House, Water Lane, Wilmslow
Cheshire, SK9 5AF

Phone: 01625 545745

Fax: 01625 524510

Email: data@dataprotection.gov.uk

Notes

Notes

Are You Looking after Someone?

If you are providing substantial and regular care you must be offered an assessment of your needs. This will look at how best we can support you in carrying out your caring role.

Carers can access a range of services through locally based centres and projects. Contact the Carers Support Line for information on your local services on 0141 353 6504 or visit www.glasgow.gov.uk/carers. Further information on carers rights and services for carers is available in our leaflet 'Services for Carers'.

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