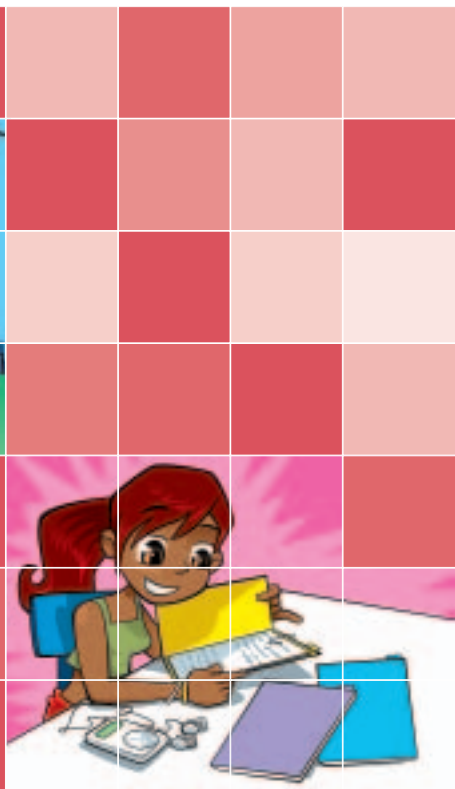
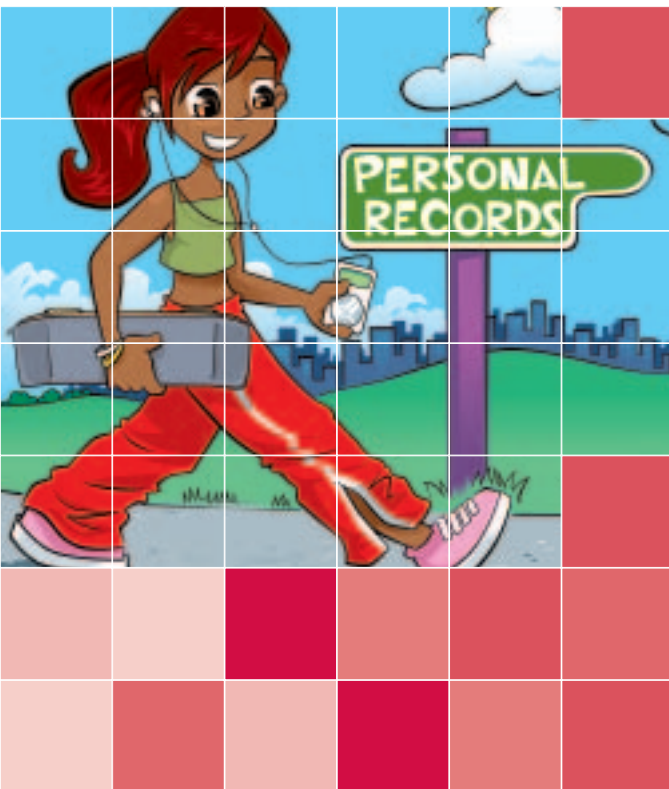


Access to your social services file if you are in care or have left care



www.barking-dagenham.gov.uk



Your file

We (social services) have to keep written information about every young person who is in care or about to leave care. Your social worker keeps this information in a file and we also have information on our computer. If you live in a community home or residential unit, the home or unit will usually keep some information about you and your family too. We will discuss with you any reports or records we prepare on you.

2

Your file has information about you and the reasons why you came into care, your date of birth, place of birth, names of family members and legal information (such as your care order). It has information about any contact you have with your family, any letters and other written information about you. We record every involvement we have in your life. For example, any time you meet your social worker we make a note that this has happened. We note all phone calls. We also note all your reviews and the review decisions. We will not bring the records to review meetings, just the recommendations made at the previous review.. You will get copies of many reports. You will need to keep these somewhere private. Ask your social worker for a file to keep them in.

If you have been looked after for a long time, social workers will encourage you to put together your own life-history book describing your life so far, where you have lived in the past, who your relatives are and so on.

This file will be kept for 75 years after your 18th birthday and then it will be destroyed.



Why do you keep a file?

There are a number of reasons why we have to keep a record of your care.

■ In the future you may want to know what happened while you were in care

Your file will help you understand the reasons why you came into care, and if there are any parts of your life that you do not remember it may be recorded in your file. It helps keep a record of your life, by storing letters, photos and mementoes, and it will remind you of the places you stayed while you were in care.

■ Evidence for court

Your file will provide information about the sort of care you have received and it will give details of all the things we have done for you.

■ We can monitor how we have dealt with your case

By recording the information about your care, we can look back through your records to see how we have looked after you. It also means that if anybody new in social services becomes involved in your care, they can read about you and they don't have to ask you difficult questions or the same questions over and over again.



Can I see my file?

You have a legal right to see what we record about you, although in some circumstances you may not be able to see some information written by other people in it, or you will need their permission to see it.

If you are under 18 and you ask to see your records, we have to decide if we think you will be able to understand the information in them. If we don't think you will be able to understand, the person who is responsible for you can ask to see the records for you.

4

If you want to see your file or the computer information we have about you, please speak to your social worker. We may ask you to ask us in writing. If so, we will reply to your letter within 10 days.

If we cannot let you see or amend information on your file and you want to appeal against our decision, you should write to the Director of Social Services, Director of Social Services, Civic Centre, Dagenham, RM10 7BW and give the reasons for your appeal within 28 days of our decision.





Other people

Your records are confidential. No-one should be allowed to look at them apart from the people involved with your care. This means your social worker, carer and parent. There would have to be special reasons to allow anyone else to see your records. This means that we will only pass information to people who need to know about your care. This may be professionals from other organisations such as the health service.

There are two reasons why other people might need to see your records.

- If there is a disagreement about your care in court.
- The records might need to be used as evidence to show whether we are looking after you properly.

By looking at what is happening to you, we may be able to help other children in the future. By looking at the stories of a number of children living away from home we might be able to see what works best. From time to time, inspectors and reviewing officers will need to look at your records to make sure we are doing our job properly.





Data protection

We value your right to personal privacy. We collect information about you to provide you and other people with services. We may use some of the information we collect to help us provide you with improved services. We always aim to keep to data-protection principles which make sure that information is:

- collected fairly and legally;
- accurate;
- adequate;
- kept securely; and
- up to date and not held any longer than necessary.

6

Freedom of information

The London Borough of Barking and Dagenham is a public authority and has to keep to the Freedom of Information Act 2000, which came into force on 1 January 2005.

This means the general public can see information they have (with a few exceptions) to get a better understanding of how they work (for example, how they make decisions, their policies and strategies and so on).

If you want to see particular documents of the London Borough of Barking and Dagenham, or you would like to know more, please ask your social worker.

No-one can use the Freedom of Information Act 2000 to get personal information about themselves or others. This comes under the Data Protection Act (described before) and is protected.

This leaflet tells you how you can access your personal social services file, if you are or used to be looked after by Barking and Dagenham social services. You can ask for this information in your own language by ticking one of the boxes, filling in your name and address, and returning this form to the address at the end of the translations.

Albanian Kjo fletushkë ju tregon se si mund të shikoni dosjen tuaj personale të shërbimeve sociale, nëse ju jeni ose keni qenë nën kujdesin e shërbimeve sociale të Barking-ut dhe Dagenham-it. Ju mund të kerkoni për këtë informacion në gjuhën tuaj duke shënuar një nga kutitë, duke plotësuar emrin dhe adresën tuaj, si dhe duke e kthyer këtë formë në adresën në fundin e përkthimeve.

Arabic تخبرك هذه النشرة عن الطريقة التي يمكنك بها أن تصل الى ملفك الشخصي عند الخدمات الاجتماعية إذا كنت حالياً أو سابقاً تحت رعاية الخدمات الاجتماعية التابعة لباركنك وداغنهام. يمكنك أن تطلب هذه المعلومات بلغتك وذلك بالتأشير على أحد المربعات، اكتب اسمك وعنوانك وأرسل هذه الاستمارة إلى العنوان الموجود في نهاية الترجمة.

French Ce dépliant vous indique comment avoir accès à votre dossier personnel des services sociaux si vous êtes actuellement ou avez été pris(e) en charge par les services sociaux de Barking et Dagenham. Vous pouvez demander à obtenir ces informations dans votre langue en cochant une des cases, en indiquant vos nom et adresse et en renvoyant ce formulaire à l'adresse figurant à la fin des traductions.

Lingala Mokanda oyo ezali koyebisa bino ndenge bokoki kotala makomami service social atie na dossier na bino soki Service Social ya Barking na Dagenham ezali kokengela bino too esi ekengelaka bino liboso. Bokoki kosenga mayebisi maye na monoko nabino soki boponi esika ya monoko yango. Bokoma nkombo na adresse na bino ebongo bozongisa mokanda oyo na adresse ekomami na suka na makomami na minoko misusu.

Punjabi ਇਸ ਪਰਚੇ ਵਿਚ ਤੁਹਾਨੂੰ ਦੱਸਿਆ ਗਿਆ ਹੈ ਜੇ ਬਾਰਕਿੰਗ ਐਂਡ ਡੈਗਨਹਮ ਸੋਸ਼ਲ ਸਰਵਿਸਿਜ਼ ਵਾਲੇ ਤੁਹਾਡੀ ਦੇਖਭਾਲ ਕਰਦੇ ਹਨ, ਜਾਂ ਪਹਿਲਾਂ ਕਰਦੇ ਸਨ, ਤਾਂ ਉਹਨਾਂ ਕੋਲ ਰੱਖੀ ਹੋਈ ਆਪਣੀ ਨਿਜੀ ਫ਼ਾਈਲ ਤੁਸੀਂ ਕਿਵੇਂ ਦੇਖ ਸਕਦੇ ਹੋ। ਇਹ ਜਾਣਕਾਰੀ ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿਚ ਲੈਣ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਫ਼ਾਰਮ 'ਤੇ ਢੁਕਵੇਂ ਖ਼ਾਨੇ ਵਿਚ ਸਹੀ ਦਾ ਨਿਸ਼ਾਨ ਲਾ ਕੇ, ਅਤੇ ਆਪਣਾ ਨਾਂ ਅਤੇ ਪਤਾ ਲਿਖ ਕੇ ਇਹ ਫ਼ਾਰਮ ਹੇਠ ਲਿਖੇ ਪਤੇ 'ਤੇ ਭੇਜ ਦਿਓ।

Somali Warqaddani waxay kaaga warramaysaa sidii aad u arki karto faylkaaga shakhsiga ah ee ay hayaan qaybta adeegyada bulshadu, haddii ay gacanta kugu hayso ama ay gacanta kugu hayn jirtay qaybta adeegyada bulshada ee degmada Barking iyo Dagenham. Waxaad dalban kartaa macluumaadkaas oo luqaddaada ku qoran adiga calaamadinaya mid ka mida sanquuqyada, kuna qoraya magacaaga iyo cinwaankaaga, kadibna foomkan ku soo celinaya cinwaanka ku qoran tarjamadda dhammaadkeeda.

Swahili Karatasi hii inakueleza jinsi unavyoweza kupata/kuona/kusoma faili lako la Huduma ya Ujarii (yaani 'social services') ikiwa unaangaliwa au ulikuwa zamani unatazamwa na Huduma ya Jamii ya Barking na Dagenham (yaani Barking na Dagenham social services). Unaweza ukaomba nakala ya Kiswahili ya maelezo haya kwa kuweka 'tick' katika mojawapo ya visanduku. Jaza jina na anwani yako na urudishe fomu hii ukitumia anwani iliopo mwisho wa maelezo haya.

Turkish Bu broşür, eğer Barking ve Dagenham Sosyal Servisler tarafından bakıldysanız kişisel-sosyal dosyanıza nasıl erişebileceğinizi açıklar. Bu belgenin çevirisini edinmek isterseniz kutulardan birisini işaretleyip, adınızı ve adresinizi yazarak formu bu çevirinin sonundaki adrese geri gönderin.

Urdu اس ایفٹ میں بتایا گیا ہے کہ اگر آپ بarking اینڈ ڈیگنہم کے سوشل سروسز کے ادارے کی دیکھ بھال میں تھے یا ان کی دیکھ بھال میں ہیں تو آپ اپنی سوشل سروسز کی ذاتی فائل تک کس طرح رسائی حاصل کر سکتے ہیں۔ آپ ان میں سے ایک خانے پر نشان لگا کر اپنی زبان میں اس کے ترجمے کی درخواست کر سکتے ہیں۔ براہ کرم اپنا نام اور پتہ لکھنے اور اس فارم کو ترجمے کے آخر میں دیئے گئے پتے پر واپس بھیجئے۔

Return to: Supporting People Team, Social Services, Civic Centre, Dagenham, RM10 7BN
If you would like this information on audio tape or in large print, please contact us at the same address or phone: 020 8227 2209, fax: 020 8227 2241

Your name:

Your address:



2003-2004
Transforming Secondary Education