



BEDFORD
BOROUGH COUNCIL

Your right to see your record



Adults and Community Services

Your right to see your record held by Adults and Community Services

When you come to Bedford Borough Council Adults and Community 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 services so we (you and Adults and Community Services) are clear what is being provided and why.

What is in your personal record?

Bedford Borough Council Adults and Community Services aims to keep an accurate and relevant record of your circumstances and the service provided.

Adults and Community 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 Adults and Community Services record

By law, if Adults and Community Services holds 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 Adults and Community Services has asked for information about you and how this is being used
- told who information about you 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 Adult and Community Services?

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

- Adults and Community Services cannot provide information to you about anyone else. So any part of your record, which, if it were disclosed to you, would identify another person cannot be disclosed
- Adults and Community Services cannot provide information to you from your record if disclosure might result in serious harm to you or others
- Adults and Community Services is entitled to withhold your information if disclosure would hinder the prevention or detection of crime or the prosecution or apprehension of offenders
- Adults and Community 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 care professional from Bedford Borough Adults and Community Services about your wish to see your record
- If you do not have an allocated social care professional, contact us using the information at the back of this leaflet for advice on this matter
- A social care professional will explain what Adults and Community 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.

Timescale

Adults and Community Services have 40 days to provide the records from the time a written request and proof of identity are received and the record has been located.

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

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 help:



01234 267422



The Data Protection Officer

Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

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



0303 123 1113 or



01625 54 57 45



01625 524510



Information Commissioner's Office

Wycliffe House
Water Lane, Wilmslow
Cheshire SK9 5AF

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Notes

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion

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Per Informazione


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Informacja

Za Informacije

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General Enquiries

 01234 267422

 **Adults and Community Services**

Bedford Borough Council

Borough Hall

Cauldwell Street

Bedford

MK42 9AP

 care@bedford.gov.uk

**Ask for leaflet
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