

Sharing your information

www.hartlepool.gov.uk

February 2012

Every young person who is involved with us has something called a **care record**. Your care record is important. It holds information about you and the things that are happening in your life. It holds details of the care and support we are giving to you and why you need our help.

When we work with you, we will ask you if we can share the information in your care record with other people. This could be:

- your parents
- your teacher, or
- your doctor.

Anyone who we share your information with must understand their **duty of confidentiality**. We will make sure that they do. We will keep a list of everyone who has permission to look at your care record. If you want to see the list, talk to your social worker about it.

Sharing information without your permission

Most of the time, we will not share information about you unless you say it is OK. We will only share information about you without your say-so if we think you might be in danger.

There may be times when someone will need to look at information about you without having your permission. This could happen if you ever need emergency care. We will tell you if this happens.

It's OK to change your mind

Even if you agree that we can share your record, you can change your mind at any time. We will agree to this unless we think it will put you or someone else in danger.

As you grow up, you will become more able to make your own choices. We will help you to make choices about your care whenever we can. We will help you and your parents or your guardian to make decisions about your care record together. If you can not agree about who can see your care record, your social worker will ask for advice from other workers in the Child and Adult Services department.

Contact us

You can contact the First Contact and Support Hub by letter, telephone or email. If you want to speak to someone in person, visit reception at Civic Centre and ask to speak to a social worker. If English is not your first language we can provide a translation service.

Our opening times

We open at 8:30am every weekday we close at 5:00pm from Monday to Thursday. On Fridays we close at 4:30pm



Telephone: 01429 284284



Textphone: 01429 284130



Email: fcsh@hartlepool.gov.uk



Post: Child and Adult Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

About this factsheet

This factsheet tells you about your care record and how we will ask your permission to share it with other workers. We wrote this factsheet in February 2012 and updated it in November 2014. We will check that it is up to date in November 2016.



You can download all of our factsheets and booklets from our website,
www.hartlepool.gov.uk/childrensfactsheets