

Your Care Record

Every young person who is involved with us has something called a **care record**. Your care record holds information about you and the things that are happening in your life. Your care record will include things such as:

- Letters you or other people in your life send to us
- Information from your doctor
- Details of the people who work with and look after you
- The information you tell us when we do an **assessment**.

If you are involved with us because:

- you are caring for a parent or relative, or
- we are working with another young person in your family

We will make sure that we keep your information in separate records. We do this to protect your right to **confidentiality**.

Your care record is important. It tells us details of the care and support we are giving to you and why you need our help. This information is also important to parents. 'Parents' includes your birth parents and anyone else who your birth mother, or a court, has given parental responsibility to. We have **parental responsibility** for some young people in Hartlepool.

» Seeing your care record

If you are a young person who can understand and make decisions for yourself, you can ask to see your care record. We will give you a copy of your care record if you would like one.

If you would like to see your care record, speak to your social worker. If you are not sure who your social worker is, or if you do not have one at the moment, get in touch with the Children's Hub.

» Contact us

You can contact the Children's Hub by letter, telephone or email. 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 Monday to Thursday. On Fridays we close at 4:30pm.



Telephone: 01429 284284



Textphone: 60006 (start your text with HBC)



Email: childrenshub@hartlepool.gcsx.gov.uk



Post: Children's and Joint Commissioning Services
Hartlepool Borough Council
Civic Centre
Victoria Road
Hartlepool
TS24 8AY

» About this factsheet

This factsheet explains what your care record is and how you can ask to see it. We wrote this factsheet in February 2012 and updated it in January 2018. We will check that it is up to date in January 2020.



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