

Albanian

Kjo ju bën të ditur, se si i mbajnë të dhënat Shërbimet për Fëmijë (Children's Services), dhe si mund t'i shikoni regjistrimet tuaja. Nëse dëshironi një kopje në gjuhën tuaj, ju lutemi t'i shkruani zyrës më të afërt të Shërbimit për Fëmijë.

Arabic

تُعلمك هذه النشرة بالطريقة التي تحتفظ بها خدمات الأطفال (Children's Services) بالمعلومات، والكيفية التي تستطيع بها الإطلاع على سجلاتك. إذا رغبت في الحصول على نسخة من هذه النشرة بلغتك، الرجاء مراسلة مكتب خدمات الأطفال الأقرب لك.

Bengali

এতে রয়েছে চিলড্রেন সার্ভিসেস (Children's Services) কিভাবে তথ্যাদি রাখে এবং কিভাবে আপনার ফাইলপত্র দেখতে পারবেন, সে সম্পর্কে তথ্য। আপনার মাতৃভাষায় এটির কপি চাইলে অনুগ্রহ করে আপনার নিকটতম চিলড্রেন সার্ভিসেস অফিসে চিঠি লিখুন।

Croatian

Ovdje piše kako Služba za pomoć djeci (Children's Services) čuva informacije i na koji način možete pogledati zapise o Vama. Ako želite kopiju na Vašem jeziku molimo Vas pišite najbližem uredu Službe za pomoć djeci.

Farsi

این جزوه به شما میگوید که سازمان خدمات کودکان (Children's Services) چگونه اطلاعات را نگهداری مینماید و شما چگونه میتوانید اطلاعات مربوط به خود را ببینید. اگر مایلید نسخه ای به زبان خود دریافت کنید لطفاً به نزدیکترین اداره خدمات کودکان نامه بفرستید.

Italian

Cio gli dice come Servizi dei Bambini (Children's Services) tengono le informazioni e come potete vedere le vostre annotazioni. Si preferite una copia nella vostra propria lingua, scrivere all'ufficio Servizi dei Bambini più vicino.

Punjabi

ਇਹ ਤੁਹਾਨੂੰ ਦੱਸਦਾ ਹੈ ਕਿ ਬਾਲ ਸੇਵਾ (Children's Services) ਜਾਣਕਾਰੀ ਨੂੰ ਕਿਵੇਂ ਰੱਖਦੀ ਹੈ ਅਤੇ ਤੁਸੀਂ ਆਪਣੇ ਰਿਕਾਰਡ ਨੂੰ ਕਿਵੇਂ ਵੇਖ ਸਕਦੇ ਹੋ। ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦੀ ਨਕਲ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ Children's Services ਦੇ ਆਪਣੇ ਨੇੜੇ ਦੇ ਦਫਤਰ ਨੂੰ ਲਿਖੋ।

Urdu

یہ آپ کو بتاتا ہے کہ چلڈرنز سروسز (Children's Services) میں معلومات کو کیسے رکھا جاتا ہے اور آپ اپنے ریکارڈ کیسے دیکھ سکتے ہیں۔ اگر آپ اس کی نقل اپنی زبان میں چاہتے ہیں تو براہ کرم چلڈرنز سروسز کے نزدیک ترین دفتر کو لکھیں۔



Bedfordshire
county council



- How information is kept in Children's Services
- Who is allowed to see the records
- How you can see your records

Your Records

Why are records kept?

Children's Services needs to keep information to help make decisions about the service provided to you and to plan future services.

Who are records kept on?

Anyone who receives a service from Children's Services will have some type of record. Foster carers and adopters will also have a record.

Who keeps the record?

Your social worker or the manager for your home or centre keeps information in a paper file, and an electronic database called SWIFT.

Where is it kept?

The paper records are kept in a locked filing system when not in use. SWIFT is password protected and has different levels of security so that only authorised people can access your records.

What is on my record?

Different information is kept, depending on the reason for your contact with the department. It will include basic information like address, next of kin and a note for the meetings you have with your social worker.

There will also be copies of your assessment form and care plan. If other people are involved such as home carers or health professionals, there may be letters and information from them. Any decisions made about you will be recorded, including reasons why the decisions were made.

Can my views be put on record?

Yes. The department wants you to contribute your views as often as possible. Your social worker will make sure anything you want to say is recorded and share the content of your record with you on a regular basis.

Are my records confidential?

All staff are required to keep information about you confidential. Only authorised staff can see this information in order to carry out their work.

Can I see everything on my records?

Your social worker will share the information recorded about you regularly as it is recorded, you will be able to see most of the information held. There are some legal restrictions on some documents; your social worker will be able to explain this further if this applies to you.

Can I see my child's record?

This will depend on the age and understanding of your child, and the nature of the records. As a parent you do not have an automatic right to your child's records.

How can I see my records?

Let your social worker know in writing that you wish to see your record. If you do not have a social worker, or you are not sure there is a record for you please contact the duty officer at your nearest Children's Services office.

Can anyone else see my records?

If you want to nominate someone else to see your records on your behalf, that can be arranged, or you may bring a friend or representative. In some circumstances we may need to share your information with other professionals.

How long will it take to see my records?

Normally you will be given access to your records within 40 days of receipt your written request. This time may be dependent upon the size of your file; this will be discussed and agreed with you at the time of your request.

We will also need proof of your identity such as a passport or driving licence.

What happens if I'm not happy with the content of my record?

If you disagree with any statements they may be corrected or amended if there are factual inaccuracies. If no agreement can be reached with the manager your opinion will be recorded on the file.

Can I have copies of my records?

You can have copies of any information you have seen on your records. There may be a small charge if a large number of pages are required.

What if I am still unhappy about anything to do with seeing my records?

If you cannot solve the problem with your social worker, you can appeal to the County Council's Data Protection Officer.

How long are my records kept?

Normally, your records will be kept for two years after a service ceases to be provided. Then they will be destroyed. In some instances such as if you were fostered, adopted or looked after by Children's Services your records will need to be kept for a period of 75 years.

Will my records be used in research?

Sometimes researchers are given general information from records but without giving names or personal details.

Is there help in understanding my records?

Your social worker will explain your records to you. If you need any help with translation or understanding this leaflet, there is an interpretation service available. If you would like an advocate to assist you, contact your social worker or your nearest Children's Services office.



Children's Services offices

Bedford

Kingsway
Bedford MK42 9BG
Tel – 01234 345331
Fax – 01234 353263

Amphill

Houghton Close
off Oliver Street
Amphill Beds MK45 2TG
Tel – 01582 818181
Fax – 01582 818188

Biggleswade

142 London Road
Biggleswade SG18 8EL
Tel – 01234 276899
Fax – 01234 276890

Dunstable

Vernon Place
Dunstable Beds LU5 4EZ
Tel – 01582 818499
Fax – 01582 476134



If you would like this leaflet in large print or audiotape please contact your nearest Children's Services Office.