

Adult Social Services and Housing Solutions

Information Sharing

Factsheet

During our involvement with you, Adult Social Services and Housing Solutions collect a variety of information from you.

What information do we collect?

- your name, address and date of birth
- your needs and circumstances
- when and where staff met with you, what the meetings were about and what happened in them
- information that you have given to us
- information that your carer or other people that you know have given to us
- information provided by other services that may be working with you, e.g. Health and care workers, voluntary agencies
- professional opinion of staff supporting you

Why do we collect this information?

We use this information to make sure that:

- the staff supporting you have accurate, up-to-date information to help them decide the best possible support for you
- there is an accurate record when we review your support
- your concerns can be properly looked into if you have a complaint

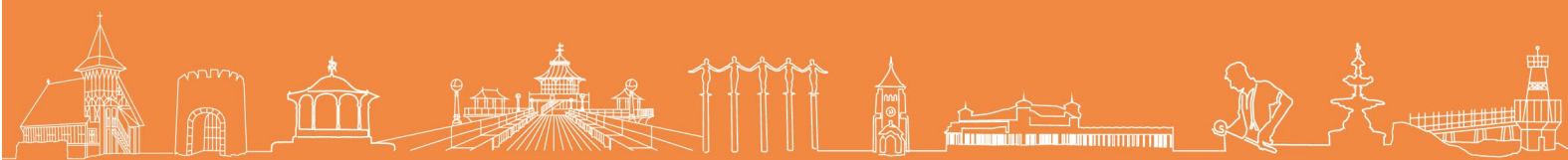
Sharing information between services

In most cases, information that is personal to you, or not widely known, will be kept only for use by us. However, where it is necessary and appropriate, we may share information with other agencies either with your consent or, if you are unable to consent, in your best interests, or through other lawful means.

If you would prefer us not to share your information, please discuss this with the person you usually speak to or Care Connect on 01275 888 801.

Connecting Care

When we share your information, we will always do it in the safest way. This may mean that some of your social care information is shared via the secure Connecting Care portal, and can be accessed by Health and Social Care staff involved in your care and with your general well-being. Staff will only have access to the information they need to help design and deliver an appropriate service to you.



If you wish to know more about Connecting Care, how it works and what your rights are, you can visit [Connecting Care - BNSSG Healthier Together](#).

Keeping your information confidential

We have a legal duty to keep your information confidential and secure, so your records are held in the strictest confidence.

There may be circumstances where we might have to share information without your permission. If we do, this will be on a strictly 'need to know' basis and will only occur:

- when it is lawful to do so
- where there is a risk of harm or abuse to you or other people and it is in your best interests
- where you are unable to give consent at a particular time, e.g. due to a physical or mental health condition
- where it is necessary to assist authorities with the prevention or detection of a crime, the apprehension or prosecution of offenders or the assessment or payment of tax
- where the Court has made a formal order

We will let you know if we need to share information without your permission, unless telling you will harm a police investigation or put you or someone else at risk.

Sometimes we may share information that does not identify you individually. This type of information can be used to plan services and show if we are meeting targets.

Quality monitoring

If we commission a care provider on your behalf, we may ask them to share information about your care with us in order to establish whether they are performing their job effectively. They are obliged to share records with us under their contract.

Accessing your personal data

If you have any further questions about how your personal information is kept or used, you can discuss this with us. If you want a copy of your records, you can make a Subject Access request by downloading and completing our Subject Access Request Form, available on our [Data Protection web-page](#).

If you are dissatisfied with our response, you can make a written request, within 40 days of our response, for an internal review. Further information on how to do this can be found on our [Complaints and Feedback web-page](#).

If you are not satisfied with the outcome of the internal review, you can contact the [Information Commissioner's Office](#).

Useful Contacts

Information Governance Team:

Email: <mailto:foi@n-somerset.gov.uk>

Phone: 01934 634 609

Data Protection web-page:

Go to: <https://n-somerset.gov.uk/council-democracy/data-protection-freedom-information/data-protection>

Feedback:

Complaints Manager, North Somerset Council, Town Hall, Weston-super-Mare, BS23 1UJ

Information Commissioner's Office:

[Contact us | ICO](#)

The Caldicott Guardian

The Caldicott Guardian is a senior person in adult social services and housing solutions with the oversight of the arrangements for the use and sharing of personal information. The current post holder in North Somerset Council is Gerald Hunt, Assistant Director Commissioning, Partnerships & Housing Solutions.

Accessibility

All North Somerset Council documents can also be made available in large print, audio, and other formats. Documents on our website can also be emailed to you as plain text files. Help is also available for people who require council information in languages other than English. Please email asshsstrategyandpolicyteam@n-somerset.gov.uk or ring 01934 888 888.

Reviewed by: Gavin Hutchison

Strategic owner: Gerald Hunt (Caldicott Guardian)

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