

Useful Addresses and Telephone Numbers

Shetland Islands Council	Chief Social Work Officer Children's Services, Fort Road, Lerwick, Shetland ZE1 0LW	Duty Social Worker Community Care Services Tel: 01595 744400
NHS Shetland	Complaints Officer Brevik House, South Road, Lerwick, Shetland ZE1 0TG	Complaints Officer Tel: 01595 743064 (direct line)
Shetland Islands Council: Community Care Services	Director Community Care Services, Kantersted Office, Lerwick, Shetland ZE1 0WZ	Tel: 01595 743824
Voluntary Action Shetland organisations	Executive Officer Voluntary Action Shetland, Market House, 14 Market Street, Lerwick, Shetland ZE1 0JP	Tel: 01595 743900



This leaflet explains how different organisations in Shetland may share your information as part of the With You For You process

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Community Care Services
Shetland Islands Council



What is “With You For You”?

With You For You is a process for adults over 16 years of age (the Customer) who require support or services from more than one organisation in Shetland.

With You For You aims to listen to the Customer, identify their goals and begin to provide flexible solutions and support within 21 days.

With You For You includes the completion of the **Understanding You** form which gathers relevant and appropriate information about the Customer and how all the organisations will work together with the Customer to best meet their needs.

With You For You identifies, in agreement with the Customer, a **Coordinator for You** who:

- Gathers relevant information about the Customer.
- Develops the plan to meet the Customer’s agreed needs.
- Ensures the plan is being carried out.
- Helps to change the plan if the Customer’s situation changes.

Consent

With You For You cannot go ahead until the Customer has agreed that:

- Relevant and appropriate information about them will be gathered.
- This information will be stored on the shared computer system.
- Organisations involved in **With You For You** can share this information.

Making A Complaint (cont.)

If you wish, a social worker or other staff member can assist you in making your complaint. Or you can ask a friend, relative or advocate to help.

YOU CAN HAVE SOMEONE OF YOUR CHOICE WITH YOU WHEN YOUR COMPLAINT IS DISCUSSED.

You will not be discriminated against if you choose to make a formal complaint.

Where Can I Find Out More?

There is more information in the **With You For You** Guidance which is available:

- Online at <http://www.shetland.gov.uk/socialwork-health/4u.asp> or
- By asking the person who gave you this leaflet for a copy; or
- By calling First Point Contact (see number below) and ask for one to be sent to you.

First Point Contact

WYFY Customer Relations Officer,
Market House,
Lerwick,
Shetland, ZE1 0JP

Tel: 01595 808080

Making A Complaint

WHO CAN COMPLAIN?

Anyone who:

- is being assessed by, or receives a service through Community Care Services, whether at home, attending day care, receiving respite care, or living in a residential establishment;
- is caring for someone who has a complaint;
- has been refused a service which they think they may need.

WHAT CAN YOU DO IF YOU ARE NOT HAPPY WITH THE SERVICE YOU ARE GETTING?

Many complaints can be sorted out informally.

They may have arisen out of a misunderstanding or poor communications.

If you feel able, speak to the member of staff who is working with you or ask to speak to their Manager. They will try to sort the matter out.

If you are not satisfied or you do not wish to seek an informal resolution, you can make a formal complaint. Write down your complaint and send it to the organisation which completed the **Understanding You** form (the addresses are on the back page).

Consent (cont)

Customers are entitled to provide limited consent, single agency consent or withhold consent and refuse to participate in the With You For You process. It must be stressed that withholding full consent will not impact on your right to receive services or have needs met. However, the With You For You process will assist in delivering support to meet needs.

Personal information about the Customer may still have to be shared if this is necessary to protect the Customer from harm.

Where the Coordinator For You determines that a Customer lacks capacity to consent to the With You For You process, this will be recorded in the Consent box on the Understanding You form.

In these circumstances, the Coordinator For You may accept consent on behalf of the Customer from anyone with appropriate powers under the Adults With Incapacity (Scotland) Act 2000.

This may include:

- A Welfare Guardian.
- Someone authorised under a Welfare Intervention Order.
- An Attorney acting under a Welfare Power of Attorney.

How is Your Information Used?

Relevant and appropriate information about the Customer is gathered and stored on a secure shared computer system. All the organisations involved in **With You For You** have access to this secure shared computer system.

It is important that organisations can share personal information about the Customer with each other to ensure that the Customer receives the best support possible to meet their needs. It also means that the information does not have to be repeated by the Customer.

Some of the information about the Customer may be from before the **With You For You** process started or from organisations that are not involved in **With You For You**.

Seeing Your Information

Every Customer in **With You For You** will receive a copy of the **Understanding You** form.

If a Customer wants copies of any additional information about them which is referred to within the **Understanding You** form, they should discuss this with their **Coordinator For You**.

Seeing Your Information (cont)

Customers can also ask to see their information by making a **Subject Access Request**. This is a request under the Data Protection Act 1998 and must be made in writing to the organisation which is responsible for the information the Customer wants to see. The **Coordinator For You** can help the Customer to do this.

What Organisations Are Involved?

The organisations involved in **With You For You** include:

- Shetland Islands Council
- NHS Shetland
- Northern Constabulary
- Hjaltland Housing Association
- Voluntary Action Shetland organisations who have formally signed up to the With You For You Partnership.

Each of these organisations is known as a **Data Controller in Common**. This means that they can help provide information about the Customer and see the information from the other organisations on the shared computer system.