



Leicestershire Advice Service for

Social Care



Service User Charter

Our promise

Leicestershire Advice Service for Social Care aims to support people in maintaining maximum choice and control in their lives by the provision of accurate, timely, high quality information and advice on social care issues.

We want you to be satisfied with the service you receive from us. So whenever and however you contact us you are entitled to our high standards of service.

We will always strive to deliver our services with pride, commitment and professionalism and are determined to continuously improve our service to you.

Our quality standards

As a service user you can expect that we will:

- provide a professional service delivered by staff that have appropriate skills and training
- treat you fairly and with respect
- provide you with a copy of any advice or information given, where appropriate, in a format of your choice
- keep you informed throughout your involvement with us
- protect your confidentiality by handling your information sensitively and securely
- store any information we hold about you securely for a minimum of 6 years, after which all information will be safely destroyed (service users have the right to see any information we hold about you – see our Data Protection Statement overleaf)
- ensure the person you contact takes ownership of your enquiry
- offer you the chance to make suggestions on how we can improve our services
- provide an easy and effective system for you to make comments and raise concerns

We would like to ask you as a user of our services to:

- co-operate and participate in the service we offer you
- attend appointments on time and keep us informed if you are unable to attend appointments
- keep us informed about any information relevant to your enquiry
- respect the premises and facilities provided
- help keep our workers safe when at your premises or in the community
- not use abusive language or act in an abusive manner
- whilst the Leicestershire Advice Service for Social Care does not expect its service users to be free from drug and alcohol use, service users are expected to be able to engage in support sessions in an appropriate manner.



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Data Protection Statement

Data Protection Act 1998

The Data Protection Act 1998 came in to force in March 2000 and replaces the Data Protection Act of 1984. Under this Act, every person has a right of access to personal data about themselves and where access is refused there is a right of appeal to the Courts or the Information Commissioner's Office (ICO). This Act underpins and guides practice held within the Leicestershire Advice Service for Social Care's Confidentiality and Access to Records Policy.

Data Protection Principles

Anyone processing personal data must comply with the eight enforceable principles of good practice, which state that data must be:

- fairly and lawfully processed
- process for limited purposes
- adequate, relevant and not excessive
- accurate, and where necessary, up to date
- not kept longer than necessary
- processed in accordance with the data subject's rights
- kept secure
- not transferred outside the EEA without adequate protection

Timescales

Any requests for information must be made in writing to the team manager who should respond to the request within 3 working days. Access to the records should be granted to take place within 7 working days of acknowledging receipt of the request. Where there is likely to be a delay the client should be informed.

LCPT is registered with the ICO Data Protection Register: Reg.No.: Z6382705