

## Information held about you

To help keep you safe, we need to gather and hold information about you and the care you are receiving now or may need in the future. We process this information to protect you and under safeguarding legislation, may need to share the information with local partner organisations to protect you and provide services for you.

You have a number of rights concerning your information, including being able to ask your support worker for a copy of your data. You may need to provide proof of identity and, providing there are no legal reasons to withhold any part of the information, it will be provided within one month of you asking for it.

How long data is kept varies depending on what type of data it is and which organisation holds it; for more information, ask your support worker. If you have any concerns about how your data is being held, you can also contact the Information Commissioner's Office (their website is <https://ico.org.uk>).

If you would like help to understand this document, or would like it in another format or language, just ask your support worker.

# Making Safeguarding Personal

## *keeping you safe*



**Information for People who might be at risk of harm.**  
You are being visited by someone who is looking to support you because you or someone else are worried about your safety. In Herefordshire, agencies work together to make sure that you are okay and to see if there is anything they can do to make things better for you.  
This is known as safeguarding.

**In Herefordshire, we want to make sure that everything we do to help you is based on your hopes and aspirations, rather than us simply telling you what you need to do. We want you to be in control as much as you can be and want to be. This is a nationwide approach to making safeguarding personal. Using the Making Safeguarding Personal approach, we aim to work with you or an advocate (friend, carer or representative), to:**

- help you understand more about what is happening**
- talk with you about the concerns that have been raised and listen to you**
- work closely with you or your advocate, to find out what your wishes are and what you would like to happen**
- understand that your wishes may change during the time we work with you, so we will listen to you and help you achieve your wishes as much as we can**
- be open and honest with you about what we can do and what we can't do**
- write down what you need to happen to make you feel safe, then check to see if we have achieved this**
- give you the opportunity to tell us if we could have done anything differently**

Tell us what you need to happen to make you feel safe:

Your named worker will explain what happens next. Their contact details are below:

Name: .....

Email: .....

Phone number: .....

Team phone number:

(9am-5pm, Monday to Friday)

Out of hours (emergency) 0330 123 9309

(after 5pm, weekends and bank holidays).