

With YOU
For YOU

Our Shetland - Working Together

This leaflet explains the With You For You process and how organisations share your information to help you get the support you may need.



Community Health & Social Care



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What is *With You For You*?

With You For You is a process for adults aged 18+ who require support due to serious illness, physical disability, learning disability, mental health problems or frailty because of old age; and require the support of more than one organisation in Shetland.

We aim to listen to you, to identify your goals and needs, and for those that are eligible, begin to explore possible solutions and support.

To be eligible for support your needs will have a significant impact on your quality of life and wellbeing.

With You For You includes the completion of the 'Understanding You' assessment form, which gathers relevant and appropriate information about you, and aims to inform how all the organisations will work together to best meet your needs.

You will get help to develop a plan to meet your needs and explore what options of support you are eligible for. For more information on the Support Options please see our leaflet Self-directed Support in Shetland or contact Duty Social Work Team on 01595 744400.

Who to contact

If you would like further information about *With You For You* or the services available to help please contact:

Duty Social Work Team
Grantfield
Lerwick
Shetland
ZE1 0NT

Telephone 01595 744400

email: dutysocialwork@shetland.gov.uk

If you are not satisfied you may wish to discuss this informally with a member of staff who is working with you or ask to speak to their manager. Alternatively you can pursue a formal complaint. You can ask a friend, relative or advocate to help you with this. Write down your complaint and send it to:

Chief Social Work Officer
Hayfield House
Hayfield Lane
Lerwick
Shetland
ZE1 0QD

Telephone: 01595 744000

Seeing Your information

You will receive a copy of your 'Understanding You'. You can also ask for copies of any of the additional information which is referred to within the 'Understanding You', by asking for a *Subject Access Request*. This is a request under the Data Protection Act 1998 and must be made in writing to the organisation responsible for the information you want to see.

Which organisations are involved?

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

- Shetland Islands Council
- NHS Shetland
- Police Scotland, Shetland Area Command
- Hjaltland Housing Association
- Voluntary Action Shetland - those organisations who have signed up to With You For You partnership agreement.

Each of these organisations help to provide information about you as appropriate to your need. This is in order to ensure we understand your needs and can see information stored on the shared computer system.

Understanding You

The *Understanding You* assessment aims to collect information about what is important to you and how others can help you achieve the things you want. It also helps to determine which services you are eligible to receive.

The *Understanding You* gathers information about :

- Looking after yourself and staying as well as you can.
- Living where and how you want.
- Having contact with others.
- Having things to do.
- Staying as safe as you can.
- Being listened to and having your say.

The *Understanding You* also collects personal information about your age, gender, race, religion, sexuality, whether you are disabled etc. This information goes to help make things better, it tells services where to direct their support, shows organisations if certain people aren't making the most of them; and it makes sure that you get the support you need.

This information will only ever be used to ensure that you have equal access to the support you need, to make sure you are not discriminated against. You do have the option not to give this information.

Sharing Information

Sharing relevant and appropriate information about you with others is important in getting the right support in place. *With You For You* cannot share information about you until you have agreed that:

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

You can choose different levels of sharing:

- **Full consent to share:** this means your information will be shared with all the relevant organisations.
- **Partial consent to share:** this means you choose which organisations to share the information with.
- **Single organisation consent:** this means you choose one other agency to share your information with.

Whichever level of sharing you choose will not impact on your right to receive services or have your eligible needs met.

Sharing Information contd....

Information about you will only be shared without your consent if you are at risk of serious harm. This is in order to protect the most vulnerable people.

If you are unable to consent to share we may be able to accept consent on your behalf 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 you is gathered and stored on a secure shared computer system. All organisations involved in *With You For You* have access to this secure shared computer. Your information is still treated with respect and confidentiality still applies.

It is important that we can share your information in order to ensure you get the most appropriate support. It also means that you do not have to repeat this information to each organisation.