



Privacy Notice

Personal Social Services: Adult Social Care Survey (ASCS)

The Personal Social Service Adult Social Care Survey (ASCS) is the most significant pool of personal outcome information for those receiving council-funded or managed adult social care.

'Personalisation' means putting the service user at the heart of the care planning and provision and it is crucial to have high quality information to aid our understanding of the impact and outcomes achieved, to enable choice and inform services development and improvement. A robust survey programme, collecting the views of the people who use services and support, is the best and most appropriate vehicle to achieve this.

The survey is an important resource in supporting development and improvement of local services and enabling people to make better choices about their care.

The ASCS exists in a national police context which strives for greater focus upon personalisation in health and social care. The Care Act 2014 consolidates past legislation and regulation but continues to strive for greater personalisation along with improved transparency and accountability.

What data is collected and how does the council collect it?

The questionnaire is distributed during January and February 2019 to a range of Service Users selected at random. It contains a variety of questions to ascertain what Service Users think about the Service provided and there are also some free-text boxes which will help the Council gather a fuller picture of the Service and support locally focussed improvements. Data from the survey is not intended to be used solely to monitor performance but also to be used locally to inform delivery of service and support and to monitor and develop standards.

A unique code will need to be generated by councils so that returned questionnaires can be mapped back to the participant. This will enable survey teams to follow up those who have not initially responded to the survey, and to bring together information from a variety of data sources.

Data Sharing

The data collected are sent to NHS Digital and are used as the basis of analyses that are included in national level Official Statistics reports. Data are also used to populate several measures in the Adult Social Care Outcomes Framework (ASCOF).

The council may need to share your information without seeking your permission if:

- it is a legal requirement (in line with the Care Act 2014)
- there is a serious risk to you or to the adult you care for
- there is a good reason to share your information, e.g. a serious crime has been committed.

How will we use information about you?

Data collected via the ASCS will be used to:

- inform and support policy and decision making at local/national level;
- improve care, services and outcomes for local populations;
- help service users make better choices about their support

Where personal or special category data is being processed the council must have a legal basis for doing so under either Article 6 of the GDPR.

- **GDPR Article 6(1)(e)** *processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller*

Data Security

It is essential that the confidentiality of participating service users is assured. Council staff, other than those administering the survey, cannot know whether individuals have completed a questionnaire or how questions were answered. The questionnaires, covering and reminder letters all contain assurances of confidentiality.

For this reason, access to the list of service users' details used to send out the questionnaire will be strictly controlled. Computer files will be password protected and/or stored on a secure server, and access to these will be restricted to those involved in mailing out the questionnaire and responsible for either pre-coding the questionnaires or setting up codes for the analysis. Questionnaires will be posted out to individuals. Completed questionnaires will be stored securely in locked cabinets.

Data Retention

In accordance with NHS guidance the council must retain paper copies of questionnaires until the publication of the final ASCS report. After this point the council may retain copies if participants are likely to take part in any follow up studies.

Feedback

The council will exercise its discretion if it receives responses that indicate that a service user may be at risk. Contact will be made with the respondent in the first instance to check whether they are happy for their comments to be passed on to an appropriate member of staff for consideration. Initial contact should not be made by a social worker or the person's care worker. Once consent has been obtained the council will follow local protocol for dealing with the issues raised.

Your Rights

You have the right to:

- request a copy of your records;
- request that your records be corrected if they are wrong; and
- request that your information is changed/removed if this is causing you harm/serious distress.

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