

## If you are unhappy about your records

Please ask your supervising officer to help you if you are unhappy about:

- the content of your records

or

- how we handle them,

or

- if you asked to see your records but are not satisfied that you have access to them

If you are still unhappy, please ask to see a Team Manager about it. If you are dissatisfied with the outcome, the Team Manager will refer the matter to the Assistant Chief Officer to decide. If you think you have been refused unreasonably, you may appeal in writing to The Deputy Chief Officer, National Probation Service Lancashire Area HQ Office, 99-101 Garstang Road, Preston. Lancashire PR1 1LD

## If you are unhappy about our service

If you are unhappy about our service in any way, talk to your supervising officer. Our staff will listen and do what they can to help. If you are not satisfied, ask to talk to the Team Manager. If you wish to take it further ask for our leaflet 'How to make a complaint'

If English is not your first language and you would like an interpreter present with us, please ask us to arrange this.

જો અંગ્રેજી તમારી પહેલી ભાષા ન હોય અને તમે ઈચ્છો છો કે આપણી સાથે કોઈ દુભાષિયો હોવો જોઈએ તો અમને એની ગોઠવણ કરવા માટે જણાવો.

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ چاہتے ہوں کہ کوئی مترجم ہمارے ساتھ موجود ہو تو براہ کرم ہمیں یہ بندوبست کرنے کے لیے بتائیں.

## Probation's aims are

- Protect the public
- Reduce re-offending
- Proper punishment of offenders
- Rehabilitation of offenders
- Increasing offenders' awareness for victims

## Your right to see your records

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*Enforcement, rehabilitation and public protection*



NATIONAL PROBATION SERVICE  
for England and Wales

## Information about you

Any information you give to Probation Service staff is confidential. We do not pass it on to others without your consent.

We reserve the right to disclose information about you without your consent in the interests of public protection. We would only do so in order to prevent serious harm, especially to protect children, or to protect public health and safety. If we need to do this, we would expect to tell you.

## Who shares information about you

We are given information about you from the Police and Crown Prosecution Service.

If you have a prison sentence, we share information with the Prison Service.

We always tell the courts (or Parole Board) if you breach your supervision.

We share information about you with the Home Office.

In some cases, we must give information to the victim/victims of a serious offence, if they ask to be kept informed.

## Working to help you

We want to work with you in an open and honest way to help you so that you do not offend again. We share information with you, so that you can join in the decisions to be made.

In order to help you, we may need to share information about you with other agencies or services such as:

Health  
Employment  
Counselling

Social Services  
Drugs & alcohol  
other specialist help

When we share information about you with these other agencies usually we ask you if you will agree.

## How we keep information records about you

Our staff keep information about you in records including on computer. This information is used to help in decisions about your progress. We keep all our records safe and secure,

## Seeing your records

The Data Protection Act 1998 gives you the right to see information records we keep about you. These records hold information such as your:

- personal details
- offences
- court orders
- your contacts with Probation

If you want to see your records while you are being supervised by us, please ask your supervising officer who is dealing with your case.

If your supervision has ceased:  
you may ask to see your records by writing to

The Chief Officer  
National Probation Service Lancashire  
Headquarters Office  
99-101 Garstang Road  
Preston PR1 1LD

You should state your full name, date of birth and the date of your last contact with us.

## What we will not show you

When another agency gives us information about you we cannot disclose it to you unless they say we can. In some circumstances, we may refuse to let you see your records, for example if our refusal will protect a child or potential victim from possible harm.