



FCCOA Transparency statement

Fairfield County Council on Aging (FCCOA) aims to be open and accountable to clients, stakeholders and other service- users. We aim to make information easy to find for other interested parties such as partners, regulators, politicians, and members of local communities. We also encourage employees or others with serious concerns about any aspect of our work to come forward and express concerns.

Our guiding principles are that we will:

- Provide information in a way which reflects the wishes and needs of clients and other interested people.
- Make information available about our plans, decisions, policies, standards, and performance.
- Provide information about how we are governed, our finances and how we achieve value for money.
- Make sure information is easy to find, relevant, accurate and wherever possible self-explanatory.
- Respond to requests in a way which is cost effective and proportionate.
- Always act lawfully and comply with any requirements set by our regulators.

For more information on what to expect from organizations which handle personal data, please see the Information Commissioner's Office website.

What this means in practice

What we publish routinely

We publish and provide the following information in different ways and formats to meet the diverse needs of our clients. In many cases we use our website to share information but we may print some documents such as leaflets and newsletters. We also use social media channels such as Instagram and Facebook.

Our service standards, performance and plans:

- A list of all our main policies, which are available on request.
- Information on our services and how we manage our properties.
- Our Annual Report to Clients.

How we are governed:

- A clear explanation of the services we provide, including staff member's titles and photographs.
- Minutes of our Group Board meetings, which are published with redactions.

We are committed to being open and honest with our clients about how we ensure safety in the home. The safety of our clients is our absolute priority and we comply with all legal responsibilities to ensure their safety.

Information available upon request, and when we will not provide information



Individuals and groups can request information about FCCOA that is not routinely published. We will comply with these requests wherever possible and respond within 20 working days.

In some cases we will be unable to provide information requested. This is likely to be the case where:

- It would involve disclosing personal information as defined by the Data Protection Act 2018.
- The information is confidential or commercially sensitive.
- The information is in draft form.
- Disclosure is prevented by law.
- The information is not readily available/ is difficult to access.

In these circumstances we will respond to the request within 20 working days explaining why the information cannot be provided.

For further information on access to personal data, please see our privacy policy.