



Coventry City Council

One Minute Guide

Access to Records

Introduction:

Children's Services in Coventry carries out Assessments and provides intervention to children and their families in need of support, help and protection.

In order to do this, information about children and their families is collated and stored and sometimes shared.

Why do you keep information about me?

We need information about you so that we can work out with you what support you and your family may need and also to meet our legal responsibilities.

All information will be stored securely on your children's files. Coventry Children Services uses Liquid Logic (also known as protocol) to store all information.

Such records are kept for many years depending on the reason for our involvement.

There is a legal obligation to collate and store information.

What sort of Information might you keep about me?

- Basic personal information such as name, date of birth, address and ethnicity
- A record of each time we visit or call
- Information received from other people including other professionals
- Copies of assessments and plans that have been completed
- Everything we do will be recorded and stored

Who will see this information?

All our records are held securely in accordance with Data Protection Act 1998. Only people who need to see your information can access this.

Can you share my information without my consent ?

There are times when information can be shared without your consent, for example

- when you or others are believed to be at serious risk
- For the prevention or detection of serious crime
- When asked to do so by the courts

Children Services has a legal obligation to process personal data in order for us to comply with the law e.g., Children and Families Act

However, we will endeavour to do as much as possible with consent.





Can I see my record?

We will routinely share a lot of the information we hold about you through providing you with copies of assessments, reports, minutes of meetings and plans.

You do have a right to ask to see your full records

Is there anything I cannot see?

If there is information which from someone outside of the department we have to ask their permission to share it with you. If giving information to you may cause serious harm to you or another person then this would not be shared.

Accessing my records

You can ask any organisation whether or not they are using or storing your information and you can ask them for copies of your person information verbally or in writing.

This is called the right of access and is commonly known as making a subject access request of SAR.

Your request should include

- a clear label for your request (eg use 'subject access request' as your email subject line or a heading for your letter);
- the date of your request;
- your name (including any aliases, if relevant);
- any other information used by the organisation to identify or distinguish you from other individuals (eg customer account number or employee number);
- your up-to-date contact details;
- a comprehensive list of what personal data you want to access, based on what you need;
- any details, relevant dates, or search criteria that will help the organisation identify what you want; and
- how you would like to receive the information (eg by email or printed out).

Useful Link <https://ico.org.uk/your-data-matters/your-right-to-get-copies-of-your-data/preparing-and-submitting-your-subject-access-request/>

For more information about records and information management

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