

Access to Records

Local Information

Handling Formal Requests for Access

Those making a formal request for access to their childhood records should be asked to put the request in writing and sent to:

Complaints and Access to Records Department, Floor 3, 10 York Road, Leicester LE1 5TS

The Complaints and Access to Records Department will then manage the request.

ID will be requested. It is the Complaints and Access to Records Department which records the request and verifies identification.

Prior to access being given, all records, both paper and electronically held on the person must be located, retrieved from storage or downloaded.

The case records will be carefully checked to ascertain whether any of the material comes within the exceptions to the rights of access.

When an appointment is made to share the case record with the person making the request, it is not necessary for a social worker to attend.

Applications by Children

The social worker should contact the Complaints and Access to Records Department to give them early warning of the request, and discuss any reasons why disclosure should not be given, or parts withheld.

An open dialogue must be kept between the social worker and the case worker throughout the disclosure, to support and assist in the processing and disclosing of files. The Social Worker may be required to attend a disclosure meeting with the child and case worker. After initial disclosure, the Social Worker may need to continue supporting the child during further disclosures and afterwards while reading their files.

The case worker will liaise with the child or their representative, and the social worker and keep them updated throughout the disclosure process.

Applications by Parents

These applications are passed onto the Complaints and Access to Records Department to be processed in the same way as all other requests, and the decisions regarding what is written below are made with the Access to Records Officer and child's Social Worker.

Applications by Care Leavers

These applications are passed onto the Complaints and Access to Records Department to be processed in the same way as all other requests

Applications by Agents

The Complaints and Access to Records officers will decide whether the representative will be allowed access, having sought Legal Advice if necessary.

Application on Behalf of Deceased Persons

It is the Senior Complaints and Access to Records Officers who will make a decision in consultation with their manager and advise the applicant in writing of the decision with reasons.

Refusal of Access

If a worker considers there are reasons to refuse a request for access to all or any part of the records, it should be discussed with their manager and advice taken from information governance.

It is a Senior Complaints and Access to Records Officer who will make a final decision in consultation with their manager. If refused, the date of the request and reason for refusal must be recorded in the file.