

Contacts

Access to (Closed) Social Care Records

5th Floor
Borough Hall
Cauldwell Street
Bedford, MK42 9AP

☎ 01234 228721
@ childrensservices@bedford.gov.uk

Adoption Records

If you have been adopted you can access your records through the Fostering & Adoption Service.
5th Floor, Borough Hall
Cauldwell Street
Bedford, MK42 9AP

☎ 01234 718718
@ adoptionandfostering@bedford.gov.uk

The Information Commissioner's Office

Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

☎ 0303 123 1113 (local rate)
☎ 01625 545 745 (if you prefer to use a national rate number)
☎ 01625 524 510
✉ casework@ico.org.uk.
(If writing or emailing, include a contact telephone number).

Keith Simmons: Data Protection Officer

@ dpo@bedford.gov.uk

Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

Për Informacion معلومات کے لئی
ਜਾਣਕਾਰੀ ਲਈ للمعلومات
برای اطلاع Informacja
Za Informacije
Per Informazione তথ্যের জন্য

☎ 01234 276643

@ childrensservices@bedford.gov.uk

✉ **Support Services**
Bedford Borough Council
Borough Hall
Cauldwell Street
Bedford
MK42 9AP

Applying to see your Child Social Care Records

This leaflet explains how to access your child social care records which we may hold about you.

You are entitled to see your records under the General Data Protection Regulation (GDPR). To access your records you need to complete an access to records application form, details on how to do this are found further in this leaflet.

Why are records kept?

We need to keep information to help us make decisions about the service provided to you and to plan future services. It may also be a help to those who have received services in the past and wish to look back at what was happening in that period of their life.

Who are records kept on?

Everyone who receives a service from us will have some type of record kept.

What information is kept?

Different information is kept depending on the reason for your contact with us. This will include basic information such as your name, address, next of kin and details of any contact you have with a social worker. There will also be copies of any assessments or plans we have made with you. Any decisions made about you will be recorded, including reasons why the decisions were made. There may also be any letters or information from any other professionals involved. In line with GDPR, we will retain your completed form and ID for 7 years for ICO audit - after which time it will be deleted. We do not pass this info to anyone else.

Who keeps the record?

Your social worker or the manager for your home or centre keeps information in a paper file and/or an electronic database. Any paper records are kept in a locked filing system when not in use and the database is password protected, with different levels of security so that only authorised people can access your records. Archived records are maintained by the Records Management Team.

Are my records confidential?

All staff are required to keep information confidential. Only authorised staff has access to this information in order to carry out their work. There is however a requirement to send some information to central government departments. If we need to use any of your information in this way then we will inform you in what is known as a 'Notice of fair Processing'.

Sometimes researchers may be given general information from our records but without giving names or personal details. If it is a piece of work requiring personal details to be given, we would contact you first to see if you want to take part.

Can I see my child's records?

This will depend on the age and understanding of your child, and the nature of the records. As a parent you do not have an automatic right to your child's records. You will need to prove you have Parental Responsibility by way of a Birth Certificate/ Court Document, etc. Children over the age of thirteen are usually considered competent to make a decision regarding giving you permission to view their records.

How can I see my records?

If Children's Social Care are still working with you this is an 'open' case and you would need to contact your social worker for access to see your records.

For older records we have an Access to Records Officer who will help you to gain access. They will supply you with a form to fill in. We will need proof of your identity and current address, such as a passport or driving licence and a utility bill. One form of identification must be photographic i.e. driving licence or passport. Any change of name must be evidenced (for example a marriage certificate). If you want to nominate someone else to see your records you can put this in writing and we will need to confirm their identity as well as yours. If you are able to come in for a short meeting, the form can be completed with the Access to Records Officer and your identification copied.

All of the information will be scanned from your file and then any third party information (information which is not about you) will be redacted (removed). The process will be completed within 1 calendar month of receiving your ID. Sometimes the volume of information means this may take longer, but this will be discussed and agreed with you at the time of your request. Please note that processing will not start until we have your completed form and identification.

You will be able to have a copy of your records, provided on a password protected and non-editable disc. This is a far more secure method than paper copies. If you would like a paper copy this must be requested and a data protection disclaimer form signed by you as this is not considered secure.