

What's in my records?

If **Social Workers** have had an involvement in your life, did you know that there may be written information about you in your records? The information held within files can hold many answers to a person's past.

Read on if you want to get a copy of that information...

Step one:

If you have a social worker, talk to them about seeing your files. They will then arrange this.

Step two:

If you do not have a social worker, you can contact The Information Management Service or complete a subject access form <http://www.gloucestershire.gov.uk/dataprotection>

Tel: 01452 424000

Email: foi@gloucestershire.gov.uk

Address: Shire Hall, Westgate Street, Gloucester, GL1 2TG,

You will need to detail what information you are looking for. The more information you can give us the more likely it is we will find your files, so include your full name(s), date of birth, address(es) and so on.

You will also need to provide the following:

- Proof of identification
- Proof of change of name

If we have the information you have requested, you will be given a copy of everything you are entitled to receive. This may take some time but will be within 1 calendar month.

Please remember: The only information we can give to you is about YOU! NOT about family members, friends, doctors, teachers, social workers and so on. If you are requesting social service files and would like to meet with a social worker so that s/he can go over the files with you and explain them we can arrange this for you, so please contact us.

Step three:

You have a choice:

This information can be sent to you in the post, or you can meet with someone who will share it with you.

You may find it useful to have support from someone you trust when looking at your records.

Parents or guardians wanting access to a child or young person's records must meet certain requirements.

You will need to:

- Provide proof of parental responsibility for the child.
- Provide proof of your identity.
- Provide proof of their identity.

If the child is 12 or older we need their permission as well. The records will only be released if it is in the best interests of the child.