



Applying to see your Social Care record



This leaflet explains how you can access a social care record. The person the record is about is entitled to see these records under the 2018 General Data Protection Regulation (GDPR).

If they currently have a social worker all they need to do is speak to them and request this. If they do not have a current social worker they will need to contact the Council to make the request. To make this easier we have provided an application form, which can be found on our public [website](#).

We will need to see proof of identity that has a photograph, for example, a passport or driving licence. We will also need to see something such as an invoice or utility or council tax bill that shows the name and address.

What we keep in your record

Some or all of the following types of information could be held in a social care case record:

- Full names, address and date of birth.
- The names of brothers, sisters, children, parents or other relevant people such as carers.
- The names of doctors and other professionals.
- Next of kin, so that if there is an emergency we know who to contact.
- Details of help received from us before.
- Information from other organisation involved in giving you support.
- Ethnic background, religion, and what language is spoken at home, so that we know whether an interpreter is needed.
- A record of decisions taken about services.
- Details of services received.
- If services are paid for we often hold details of financial circumstances. This information allows us to calculate what we can fairly ask for as a contribution towards the cost.
- Records of phone calls and other contact.

Sometimes in order to provide the best service we may share information with other organisations. We may be to do with asking them to provide a service, or we may need information from them to help us get our services right. Therefore you may find information that has been received from or that has been copied to others within our records.

Can you see all the information held?

In general yes. However, there may be parts of some records that you are unable to see such as information held in the record but that is about another person. We also may not be able to release information we hold that came from another organisation without their permission. Please tell us in advance if you need the information in large print, Braille, or translated into another language. Someone can read the information to you, if you prefer.

Applying on behalf of someone else who isn't able to make a request in person

Some people who receive help from us aren't able to make a request in person (i.e. people with severe learning disabilities or dementia).

If someone is unable to apply for themselves, someone else can apply for access on their behalf if they:

- have parental responsibility. Parents can only automatically ask to see their child's records if they have legal parental responsibility. If the child is over the age of 12 and able to understand what is happening you may need to involve them in making the request
- are the person named on a Court Order
- have power of attorney for them
- are their advocate.

If you are acting on behalf of someone who cannot do so themselves, but you don't have an official right to do so (as listed above), please contact us.

Additionally records can also be requested on behalf of someone who doesn't wish to access it themselves and has given you their permission to do it for them.

To see someone else's records (whether you are a relative, solicitor or someone advocating on someone's behalf) you will also need to complete an application form. You will also need to enclose a written authorisation from the person whose records you are requesting. This authorisation must say that they agree to you seeing their records and that this agreement was given willingly. You will need to provide proof of your own identity as well as of theirs.

Seeing the records of someone who has died

The records of someone who has died remains confidential, but can still be accessed by a person who was appointed as executor of the will. Please contact us for more information.

How long will I have to wait?

Once we have received your request and all necessary supporting information and documents, you can usually see the records within 1 calendar month. It may take longer if we have to ask you for further information or if the record is very large. We will keep you updated of the progress.

We can either send you the copy in the post, or you can choose to come to one of our offices, by appointment, to receive the copy. We will ensure a member of staff is available to answer any questions you have.

What if my records are wrong?

If factual details are found to be wrong (such as a date of birth) tell us and we will correct them. If you disagree with what is written about you, for example if your view or memory of something in the record is different, we can add your account of events to the record if wished.

Adoption records

Adoption records are covered by the Adoption Act, 1976 and the Adoption Agencies Regulations, 1983. Arrangements to see adoption records are usually made through our post-adoption team, who can be contacted at AdoptionSupport@trafford.gov.uk