



North Yorkshire
County Council

About Social Care Records



S E R V I C E
S O C I A L C A R E

About Social Care Records

This leaflet is about the information that we may keep in Children’s Social Care. You have a right to see any information about yourself and have copies of information held about you.

Why keep information about me?

Every child and every family is different. We need information about you and your situation to make sure the services we offer will meet your needs.

We need your consent or permission

Your social worker will ask you for your consent to obtain and share information about you and your family with those professionals who know you, such as a doctor, nurse or a teacher.

Consent

Consent = Permission

Not giving consent is saying ‘no’.



Giving consent is saying ‘yes’.

- ➔ If you feel ok about giving your consent to us to obtain and share information, you can say “yes”.
- ➔ If you say “yes”, you can change your mind at anytime. You can withdraw your consent and say “no”.
- ➔ Please tell us if there is anyone you don’t want us to share your information with.

Remember, when someone asks for your consent to share information about you it is because they want to help or support you.

However, the law says that if someone thought you were not safe or that a crime had been committed, then information could be shared without your consent.

Any information we have about you and your family is kept in writing or on a computer. We have to follow the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

If you are a young person who cannot live with your family, then it is especially important that we keep information about your life. Not only does this help make plans for you but this information is there for you to look back on when you are an adult.

What do my records contain?

- Details such as your name and address.
- Details about each time we contact you and you or your family contact us, and why.
- Important information about you and your family and any problems there may be.
- Names of people who are involved in your life.
- What, if any, decisions have been made, and why.

If you are an adult and received help from us when you were a child, you need to be aware that some of the older records were written and compiled differently years ago from how they are now.

Who can see my records?

Your records are about you. The government says that if you are 13 years old or above you can ask to see information held about you.

Your records can only be seen by you, the people working with you and a few people with special authorisation, for example, a Children’s Services Inspector.

How do I get to see my records?

Please complete the “Access to Records Request Form” at the end of this leaflet.

An appointment will then be made for you to see your records. A member of staff will be there to explain things to you and to make you feel comfortable. If you wish you can bring another person with you, for example a friend.

Can I change the records if I think that the information is wrong?

Yes. You can point out anything that you are not happy with or that is a mistake. This may then be changed. You can have a copy of the changes.

Can I see everything in my records?

You may not be able to see information about other people without their consent if it is included in your record. It may be there is information which cannot be seen because of legal reasons. You will be told if there is any such information in your records.

If my request to see my records is refused, can I appeal?

If Children’s Social Care staff decide to withhold any personal information from you, you may complain about this decision.

If you are not happy with the decision about this, you can also have a review of the decision by the responsible manager.

If you are still not satisfied, you also have further rights of appeal to the Information Commission or to the Courts.

Access to Records Request Form

Application Form

Please complete this form in as much detail as possible so that we can ensure we are able to comply with your request as quickly and effectively as possible.

Your Privacy

The information you provide on this application form will be used to facilitate your Data Protection request. The information will only be disclosed to individuals in the Council who require it to complete your request.

Please be aware that your information may be passed to the Council's Counter Fraud Service and/or the Police if we suspect any fraudulent activity.

For more information about how we use your personal data please see the Council's Privacy Notice on its www.northyorks.gov.uk/transparency-freedom-information-and-data-protection.

The Access to Your Records request should be sent to:

Data Protection Officer
North Yorkshire County Council
County Hall
Racecourse Lane
Northallerton
North Yorkshire
DL7 8AL
infogov@northyorks.gov.uk

Part One – About You

(So that we can easily identify you)

Your First Name								
Your Second Name								
Any Previous Names:								
Your Address:								
Date of Birth:	D	D	M	M	Y	Y	Y	Y
Your Email Address (Optional):								
Your Phone Number (Optional):								

Part Two – Other Persons

(So that we can easily identify them)

Are you making this request on behalf of, or in conjunction with, another person? (please circle)	YES (Please fill in this section)	NO (Please continue to Part Three)						
Data Subject(s) First Name:								
Data Subject(s) Second Name:								
Any Previous Names:								
Their Address: (If different from above)								
Their Date of Birth:	D	D	M	M	Y	Y	Y	Y

Your relationship to the data subject (Please Circle)	Parent	Friend	Solicitor / Agent
	Other (Please State):		
Does the data subject know that you are making this request?			
Your Phone Number (Optional)			

Part Three: Your Relationship with the Council (So that we can easily find your information)			
Which Council services are you involved with or have had involvement with? (Please circle)	Business and Environmental Services	Children and Young People's Services	Health and Adults Services
	Legal Services	Library Services	Human Resources
	Other (Please state):		
Name of current/previous worker or team (Please state)			
Are you a current NYCC employee (Please circle)	YES	NO	

Part Four: Your Application

(So that we can easily understand your request)

What Data protection Right would you like to exercise? (Please circle)	Right of Access (Subject Access Request)	Right of Erasure (Deleting Information)
	Right of Rectification (Correcting Information)	Right of Restriction (Restrict to one processing purpose)
	Other (Please State):	
What is your request? (Please be as detailed as possible so that we can understand your request)		
<If you require more space please use page 4>		

Part Five: Preferences and Equality

(So that we can easily meet your needs)

How would you prefer the information to be supplied to you?	Paper Copies	Electronic Copies
Do you require your information in large print?	YES	NO
Any other requirements? (please state)		

Part Six: Your Signature

(So that we can ensure that you are happy for us proceed with this request)

Signature:								
Date of Request:	D	D	M	M	Y	Y	Y	Y

Please return this application form and copies of your ID to:

PRIVATE AND CONFIDENTIAL

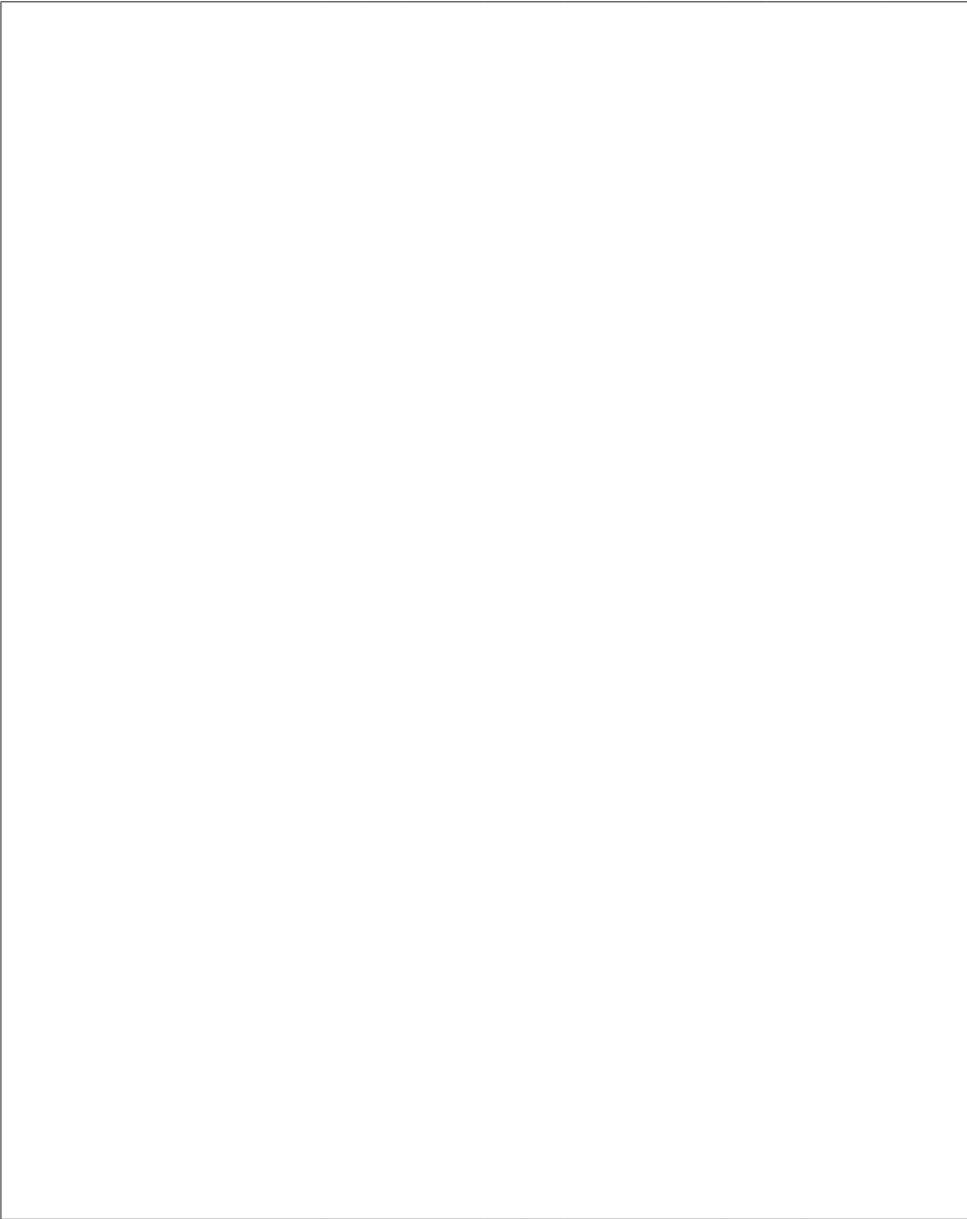
Data Protection Officer
 North Yorkshire County Council
 County Hall
 Racecourse Lane
 Northallerton
 North Yorkshire
 DL7 8AL
 infogov@northyorks.gov.uk

Office Use Only

Request Number:	
Date Received:	
ID Type:	
ID Validated By :	

Extra Space (Optional)

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Contact us

**North Yorkshire County Council, County Hall, Northallerton,
North Yorkshire, DL7 8AD**

Our Customer Service Centre is open Monday to Friday 8.00am - 5.30pm
(closed weekends and bank holidays). Tel: **01609 780 780**

email: **customer.services@northyorks.gov.uk** web: **www.northyorks.gov.uk**

If you would like this information in another language or format please ask us.

Tel: **01609 780 780** email: **customer.services@northyorks.gov.uk**