



OTHER AGENCY REQUESTS TO VIEW CHILDREN'S SOCIAL CARE RECORDS

1. Introduction

This procedure only concerns requests from **professionals in other agencies** to **view** Children's Social Care Records.

It does not cover the following situations::

- A request from an individual (or person acting on their behalf, e.g. parent, solicitor) for information from their **own social care** records.
 - This is dealt with by the Complaints and Information Team under the current Subject Access to Records Policy and requests can be made either through Customer Service Centre or directly via the following email address: Accessto.Records@nottscc.gov.uk
- A request from an individual (or person acting on their behalf, e.g. parent, solicitor) for access to their **own adoption** records.
 - This is dealt with by the Adoption Records Manager under Adoption Regulations *See appendix 1 for contact details*
- A request from a professional in another agency for information to be supplied from records.
 - This is dealt with under the 'Other Agency Requests for Information from Social Care Records' procedure

Requests to view records may come from:

- Police
- CAFCASS
- Social workers from other local authorities
- Social workers from other agencies, eg Independent Fostering Agencies

All requests should be on the basis that the professional in the other agency is requesting to view the records of a person(s) with whom they are working or person(s) who have a significant relationship with the person(s) with whom they are working.

Those professionals requesting to view files should have the consent of the individual concerned.

Requests to view records will normally be made through the MASH, but may be made directly to locality offices (including to the current social worker for an open case). Nottinghamshire CAF/CASS workers will normally request to view records directly to locality offices.

Records may be:

- Frameworki records – access is set up by Frameworki Development Team for the requestor
- Paper files – files are retrieved by Business Support and made available to the requestor in a Locality Office
- Microfilm records – these are kept by Solutions4Data at County Hall.

Note: It is **not permitted** that files be printed or photocopied and sent to requestors in lieu of visiting NCC office

2. Procedure

For CAF/CASS workers based in Nottinghamshire

- 2.1 When they need access to Framework, the CAF/CASS worker will make direct contact with the relevant Business Support Officer where they want to view Framework to agree a time and date -*See appendix 1 for contact details* (Note: if the case is open, the Business Support Officer will contact the relevant social worker and team manager to advise them of the request).
- 2.2 The CAF/CASS worker will then email the Framework team requesting that their account is activated for that day. Passwords and IDs will be sent direct to the CAF/CASS worker by email from the Framework team.

For all other requests

- 2.3 If a request is received through MASH, the MASH officer checks Framework and forwards the request to the relevant Business Support Officer (BSO) - this will be the Business Support team for the last social care team to deal with the case. If the team no longer exists, the request should go to the BSO for the District Child Protection Team (DCPT) in the relevant locality - *See appendix 1 for contact details.*
- 2.4 If a request is received through a locality office, the person receiving the request checks Framework and either deals with it themselves, if appropriate, or forwards the request to the relevant BSO - *See appendix 1 for contact details.*

3. Viewing Process

Before the viewing- the identified BSO will:

- 3.1 Confirm the identity of the requestor, e.g. by phoning the agency switchboard.

- 3.2 Contact the requestor for their email address (if this is not already available) and email a blank Confidentiality Undertaking form. This must be completed and signed by hand, scanned and emailed back. BSO will also ask for the request to be confirmed on agency letterhead or a Police Data Protection form (if not already received) Note: when arranging viewing dates, at least 3 working days notice is required for Framework/microfilm access to be set up).
- 3.3 Email the relevant Children's Service Manager (CSM), using same principle as at 2.3, above to seek approval for the viewing, forwarding email requests or attaching scanned versions of hard copy requests. CSM to reply stating whether they agree to the request or not.
- 3.4 Check what records exist and where. If necessary, BSO will retrieve paper files from storage and request microfilm from Solutions4Data by email with copy to their own line manager. If the records are only on microfilm, viewing at County Hall can be arranged with Solutions4Data.
- 3.5 When the completed Confidentiality Undertaking form and CSM approval have been received, BSO will forward both documents to framework.development-team@nottscc.gov.uk to request appropriate access.

Framework Development Team require the following information in order to set up access:

- Name and full address of office base of professional needing access (this should be on the Confidentiality Undertaking)
- Details of office where records are to be viewed
- Date(s) access required
- Whether record is adult or child
- If the case is restricted for any reason, full name and date of birth to enable authority for access to be sought.

A windows account will be set up and the passwords for both this account and Framework will be sent to BSO - See *Appendix 3 for Framework Team's guidance note*.

- 3.6 Add Framework case note and upload completed Confidentiality Undertaking Form/Police Data Protection form/request on the agency letterhead (as appropriate) to Documents.

At the viewing- the identified BSO will:

- 3.7 Confirm the professional's identity.
- 3.8 Supervise the viewing and help the professional to navigate Framework /Microfilm.
- 3.9 Explain to the professional that they may take notes of information viewed but may not print off or photocopy anything, although they may give Business

Support a list of items for which they would want hard copies and CSM approval will be sought. If police officers request hard copy, they should be advised to contact Legal Services under Annex C.

After the viewing, Business Support will:

- 3.10 Add a case note to Framework
- 3.11 If hard copy is requested present the list to the CSM for approval. If granted, BSO will produce hard copy and forward on to the professional or send via secure email or Cryptshare, and will add a case note to Framework detailing the items forwarded and the CSM's approval (uploading to Documents if necessary).
- 3.12 Return to storage any files which have been retrieved for viewing.
- 3.13 Ensure 'file location' on Framework is updated.

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OTHER AGENCY REQUESTS TO VIEW RECORDS

Locality Office Contacts

Adoption

Steve Amess - 01623 437558 / 07880 051295, steven.amess@nottsc.gov.uk

Chadburn House, Weighbridge Road, Mansfield, NG18 1AH

Bassetlaw

Janice Davis - 01777 716193, janice.davis@nottsc.gov.uk

County Offices, Chancery Lane, Retford DN22 6DG

Broxtowe/Gedling/Rushcliffe + Assessment South

Michelle Guyatt - 0115 85 46033, michelle.guyatt@nottsc.gov.uk

Carol Whelan - 0115 8546223, carol.whelan@nottsc.gov.uk

Home Brewery Building, Sir John Robinson Way, Arnold, Nottingham NG5 6DB

Nicky Perkins - 0115 9175891, nicky.perkins@nottsc.gov.uk

Emma Truman - 0115 91 75886, emma.truman@nottsc.gov.uk

Prospect House, Padge Road, Beeston, NG9 2JR

Mansfield/Ashfield + Children's Disability Service

Lyn Dominic - 01623 433186, lyn.dominic@nottsc.gov.uk

Dee Appleby - 01623 433185, dee.appleby@nottsc.gov.uk

Meadow House, Littleworth, Mansfield NG18 2TB

Newark + Assessment North, LAC, Court and Permanence Teams

Marg Palmer - 01623 520217, margaret.palmer@nottsc.gov.uk

Welbeck House, Darwin Drive, Sherwood Energy Village, New Ollerton, Newark, Nottinghamshire, NG22 9FF

CONFIDENTIALITY UNDERTAKING**For access to Framework*i***

I have been given access to Framework*i*, which holds the electronic records of all people known to Nottinghamshire Adult Social Care & Health Department/Children, Families & Cultural Services Department. I fully understand that all information on Framework*i* is highly sensitive and confidential and should not be disclosed in any circumstances other than in accordance with Family Proceedings Rules (2005).

I further understand that I should only examine records that are relevant to my work and at no point should I search for additional people or make use of the hyper-links to associated people, unless this can be deemed relevant to my enquiries and has previously been agreed with an Adult Social Care & Health/Children, Families & Cultural Services Department member of staff. I undertake to regard any information which I view or has been disclosed to me, in discussion with officers of the County Council, as being confidential and not to be disclosed by me to any person.

Furthermore, I undertake not to take a hard copy of any of the information on the record without the expressed approval of a Social Work Manager unless (in the case of CAFCASS) the case is covered by Section 42 of Children Act 1989, in those cases copies of the documents and case notes may be taken.

Signed:

Name (please print):

Office Base (full address + postcode).....

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Date:

Framework*i* Guidance

Requests for temporary access to Framework*i* By staff from other authorities

By agencies

By Police

By CAFCASS workers from Panels outside of Nottinghamshire

Information for Staff

**For further assistance in using Framework*i* – please contact the
E Support Workers**

Ashfield and Mansfield	Jane Stevenson (Works: Mon, Wed am, Thurs)	07917 085441
Ashfield and Mansfield	Michelle Green (Works: Mon am, Tues, Wed)	07717 275306
Newark and Bassetlaw	Lynz Greensmith (Works: Mon, Tues, Thurs, Fri)	07909 998430
Broxtowe, Gedling and Rushcliffe	Gillian Kendall (Works: Full Time)	07917 086822

External Workers Access to Frameworki

The different worker roles on Frameworki determine what can/cannot be seen and what functionality they person may have (e.g. ability to initiate certain episodes or whether access is read only).

External workers have their own designated worker role which is read only (meaning no data can be amended). Certain documents or episodes may be hidden e.g. ability to access legal documents depending on who wants to view the records.

The following is a summary of how external workers arrange to view Frameworki records.

By CAFCASS workers based in Nottinghamshire

Once appointed to their post, their manager will contact the Frameworki Team to arrange training and for the signing of confidentiality forms. Their account on Frameworki will then be set up.

When they need access to Frameworki the CAFCASS worker will make direct contact with the office where they want to view Frameworki from to agree a time and date. They will then email the Frameworki team requesting that their account is activated for that day. Passwords and ID's will be sent direct to the CAFCASS worker by email from the Frameworki Team.

By CAFCASS workers based outside of Nottinghamshire

By workers from external agencies or other Local Authorities

By the police

When the above need access to Frameworki they will contact the office where they wish to view the record direct to agree a time and date. The designated district worker will arrange for the person requesting access to sign the appropriate confidentiality form and obtain agreement from a team manager or service manager that they can have access. The confidentiality form and manager approval will then be forwarded to the Framework Team who will set up the accounts and send the passwords and ID to the district worker.

Requests as above do not need to be logged via the IT Help Desk.

Detailed information about children and other related people's circumstances leading to the records being accessed should **not** be sent either to the Team e mail or to the Help Desk – such information should remain confidential. Only where the record to be viewed has been restricted should the full name and date of birth or the record(s) to be checked need to be supplied in the e mail to the Framework Team.

Requests for staff from other authorities / agencies / Police or CAFCASS workers from Panels outside of Nottinghamshire to have access to Frameworki

Information for Staff

Requests for access should come from a Service Manager or Team Manager by email to: framework.development-team@nottsc.gov.uk

Requests should be made at least 3 working days in advance of the access being required.

These people will require a "navigator" sitting at their side as they will not have received any training in how to use Frameworki.

All staff will be expected to sign a "confidentiality document" (see appendix 1). This will be electronically sent to the requester, who will then arrange for the visiting worker to sign it prior to the "viewing" date. The signed document should then be scanned and emailed to framework.development-team@nottsc.gov.uk

The following information will be required:-

- Name of person needing access
- Full address of office base of worker
- Details of office where Frameworki records are to be viewed
- Dates of access
- Whether record to be viewed is an adult or child
- If access is required to a child placed for adoption or is adopted then the full name and dob (if available) will be required of the record to be checked
- If the case to be viewed is restricted for any other purpose then full name and dob will be required to enable authority for access to be sought

A windows account will be set up and the passwords for both this account and Frameworki will be sent to the requester.

How to access Frameworki

Access to the intranet and Frameworki is gained by switching on the computer

- Press Control + Alt + Delete
- Click OK to accept the conditions of use
- Enter the windows user ID and windows password
- select NCCADMIN
- OK
- Launch the internet explorer browser (blue e button)
- Click on ASCH heading on right hand side (don't worry that you may want a child's record, it is the same link into Frameworki)
- In areas of work on the right hand side click on Frameworki login.
- Enter your Frameworki user ID
- Enter the Frameworki password
- You should now have access to Frameworki, if not contact the Service Desk on 0115 977 2010