



OTHER AGENCY REQUESTS FOR INFORMATION FROM CHILDREN'S SOCIAL CARE RECORDS

1. Introduction

This procedure only concerns requests from **professionals in other agencies** for **information** to be supplied from 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 information from 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 to view the records.
 - This is dealt with under the 'Other Agency Requests to View Records' procedure

Requests for information from records may come from:

- Police
- CAFCASS
- Social workers from other local authorities
- Social workers from other agencies, e.g. Independent Fostering Agencies
- Ofsted
- Probation
- Health

All requests should be on the basis that the professional in the other agency is requesting information from the records of a person(s) with whom they are working or of person(s) who have a significant relationship with the person(s) with whom the professional is working, **and** the professional is requesting relatively **specific** information. Where a lot of information or a detailed history of a case is requested, the professional should be encouraged to **view** the records instead.

Those professionals requesting information should have the consent of the individual concerned.

The Safeguarding Children Information Management Team (SCIMT) should be the first point of contact for these requests (unless the professional in the other agency knows that it is an open case to Nottinghamshire children's social care – in which case the expectation is that they would contact the relevant worker/manager direct).

If calls are received by the MASH or by locality offices, the call should be transferred to the SCIMT (01623 433177). If requests are made by email, or otherwise in writing, they should be forwarded to the SCIMT (safeguardcimt@nottscc.gov.uk).

Records referred to may be in the form of:

- Framework electronic file
- Paper files
- Microfilmed records kept by Solutions4Data at County Hall

The SCIMT will check the identity of the requestor and share basic factual information, e.g.

- Whether an individual is known to Children's Social Care
- Whether a case is open or closed, date of closure
- Whether there is a child protection history
- Which worker/team is dealing with an open case

Note: Some requestors ask for files to be printed or photocopied and sent to them. This is not permitted. If, after information from the record has been shared, the requestor asks for hard copy of particular documents, a Children's Service Manager (CSM) must give permission. This should be the same CSM who gave the permission for information to be shared as per the following procedure.

2. Procedure

1. A request is received by SCIMT. The SCIMT officer will add a case note to Framework and forward the request to:

1.1. Open case: The current social worker who will supply the information as appropriate and case note this in Framework. The requestor will have been given the current social worker's name and contact details by the SCIMT.

1.2. Closed case where there is only a Framework record: The CSM for the team where the case was last allocated. If the team no longer exists, the request should go to the CSM for the District Child Protection Team (DCPT) in the relevant locality. The CSM should check that they are the right person to deal with the request. If the only record is a MASH enquiry, the request will be sent to the MASH CSM.

- 1.2.1. The CSM will consider the request and record their decision in a case note on Framework. If the CSM does not agree to the request, they will contact the requestor with that decision. If the CSM agrees to the request, they will pass it to the team manager of the last social work team to deal with the case to allocate to a worker.
 - 1.2.2. The Social Worker will again verify the identity of the person making the request, provide the information, put a copy of the information provided in documents on the Framework record, and add a case note.
 - 1.3. **Closed case where there are paper and/or microfilm records:** The CSM for the team where the case was last allocated. If the team no longer exists, the request should go to the CSM for the District Child Protection Team (DCPT) in the relevant locality. The CSM should check that they are the right person to deal with the request.
 - 1.3.1. The CSM will consider the request and record their decision in a case note on Framework. If the CSM does not agree to the request, they will contact the requestor with that decision. If the CSM agrees to the request, they will pass it on to the team manager of the last social work team to deal with the case, or DCPT, to allocate to a worker.
 - 1.3.2. The social worker will again verify the identity of the requestor.
 - 1.3.3. The social worker, where necessary, will request access to the microfilm records and will ask business support to retrieve any paper files from the Records Management Service.
 - 1.3.4. The social worker will supply the information to the requestor as appropriate and case note this in Framework.
 - 1.3.5. Business support will return any paper files to storage.
 2. If hard copies of information are requested, the social worker will present the list to the CSM for approval. If granted, Business Support will produce the hard copies and forward on to the professional via secure email or Cryptshare; add a case note to Framework detailing the items forwarded and the CSM's approval (uploading to Documents if necessary as requested by CSM). If police officers request hard copies, they should be advised to contact Legal Services under Annex C. NB. disclosure of third party information (e.g. reports produced by other agencies) should be confirmed by the third party prior to forwarding.
 3. For Ofsted requests for information about individuals, SCIMT will check Framework. If the case is open and allocated to a social worker, Ofsted will be given the social worker's details. If the individual is known and has a closed record, the SCIMT will inform Ofsted and ask the person making the request to contact the MASH to ask for information to be disclosed.
 4. Ofsted notifications about incidents in schools are to be directed to the Group Manager, Support to Schools Service.