

## Young Peoples Access to Records Information

# Want to access your records?



### How you can get access

A request to access the records the Council holds on you will be treated as a Subject Access Request. You can make your request verbally to any member of staff who will let the Corporate Information Team know so that they can record the date you asked for the information. You can send an email to [FOI@wrexham.gov.uk](mailto:FOI@wrexham.gov.uk) to request your information, or find out where your request is up to. We may have to get back to you to ask for more details.

## Information we will need to deal with your request

- Your name, any previous names, date of birth, address and when you or your family were involved with Wrexham Children Services
- The Corporate Information Team will need to confirm your identity and will then search for the information you've asked for. We aim to respond to requests as quickly as possible and you should receive a response within 20 working days. In more complex cases, we have up to 3 months to provide the information but will keep you updated
- Seeing your records can be upsetting and we will often ask you if you need anyone with you to give you support.

If you were adopted after being in care your request will be dealt with differently through our Adoption Service.

## What you cannot see:

We will always give you as much information as we can, however we have to protect other people's privacy.

You **will not** be able to access personal information:

- about someone else unless they have agreed or it's within the law to give access. This includes your personal information.
- from another person who gave it in confidence, or where it's confidential to another person
- that might lead to a child or another person being harmed
- that may be concerned with crime, or is protected by legal professional privilege.
- Information that you are not able to see will be blacked out, or removed this is called "redacted"



## Some other things you might like to consider:

- Think about why you want to see your records as this will tell us what information we can give you. For example:
- Do you want to see your whole story or something specific about a certain time. This will help us to help you get the right information
- Sometimes, we might not have the information you want and this may disappoint you, so getting support is a good idea.
- We will have recorded information on your records about other family members so it would be a good idea for you to talk to them and tell them about you wanting to access your records as they may have some worries.
- It would also be a good idea for them to give you a signed letter agreeing to you seeing their information on your records, this will also save time.
- Sometimes the Local Authority will have reasons to withhold the records and not share them. We will tell you this when you contact us which will allow you to seek independent advice.



# OOPS!

If you realise that something has been wrongly recorded it can easily be corrected.

If you disagree with an opinion or with the version of events please tell us:

- what you disagree with
- your opinion or account of what happened.

This will be recorded and included in the records, together with the original entry.



You can speak to the Leaving Care Team on:

**01978 295611**