

Some information is exempt and you will not be able to see:

- ◆ Records we keep about other people, even if you are related to them, unless they give their consent.
- ◆ Information we have received about you from others, unless they are a relevant person or give their permission.
- ◆ Information that is considered harmful to others.
- ◆ Records where a legal professional privilege could be maintained e.g. if we had sought legal advice about your case.
- ◆ Information held for the purpose of the prevention or detection of a crime.

## Cumbria Family Support

### Penrith Office:

The Office  
Mardale Road  
Penrith CA11 9EH  
Tel: 01768 593102

### Carlisle Office:

At Carlisle West Children's Centre  
Wigton Road,  
Carlisle, CA2 6JP  
Tel: 01228 227348

### Allerdale Area:

Please contact Penrith office

Chief Officer—Deb Royston  
E-mail: [deb@cumbriafamilysupport.org.uk](mailto:deb@cumbriafamilysupport.org.uk)

## Cumbria Family Support



# Access to Records

Company Number 4151545  
Registered Charity Number 1085861

Reviewed October 2018

## Why do we have records?

Cumbria Family Support need to keep records or a case file on the people to whom we are providing a service, so that we have a clear picture of what we are doing and why. Records help us to coordinate and plan how we can best support the families we work with.

## Are they safe?

Records or family files are stored electronically or in a secure filing cabinet at the office of Cumbria Family Support and are classed as confidential. All computers are encrypted.

## How long do we keep them?

We keep family records for a period of 5 years after our last involvement unless there has been a safeguarding issue.

## Can you see them?

You have a right by law to see records we keep about you in accordance with General Data Protection Regulations

## How do you see them?

You should make your request to see them in writing and send it to the Chief Officer. A member of staff could help you with this if you need them to.

## How long will I have to wait?

The length of time you have to wait to see your records will vary, depending on how many records you have. In any case we will be able to arrange for you to see your records within one month of your request.

## What happens next?

When the records are ready for you to see, one of our members of staff will arrange a meeting with you. They will be able to guide you through the records and explain what they mean and answer any questions you may have.

## Can I see everything?

Only you will be able to see your records. You can give your permission for someone else to see them on your behalf.

Children have the right to see their records if it is felt that they are of an age to make that decision, and to control who else can see them. If parents have separated, each parent will have an equal right to request to see their child's records as this is part of their parental responsibility.

Where adults are unable to exercise control over their records through disability or mental illness, applications for access can be made on their behalf by a person acting within the terms of enduring power of attorney.

