

Appendix 1*

Initial response letter to adult care leaver who has requested information from care records

Dear

Thank you for your letter of [date]. I confirm that we hold records relating to your time in the care of [organisation]. I am enclosing a leaflet explaining our services for those once in our care.

To go forward with your enquiry, please complete and return the enclosed form[s]. Please also send the following as confirmation of your identity: a photocopy of photo ID such as your passport, photo travel card or driving licence, together with a copy of a utility bill or bank statement showing your name and current address. If there are problems with this, please telephone us. [Insert the agency's procedures for verifying the adult care leaver's identity if it is not clear from the agency leaflet.] We will process the requested information for records in line with the Data Protection Act 1998 requirement of 40 days.

Our normal practice is to provide care records information through a meeting with one of our [job title] based at [location]. We understand that some people may prefer not to go through their records with a member of our staff present and we have a procedure for sending a copy of the records to you. We can discuss this with you.

You could also consider approaching your local authority Children's Services/Social Work/Social Services Department, which may be willing to receive your records from us and share them with you on our behalf. If you have any difficulty in making an arrangement locally, please let us know and we will try to assist.

If you would like an appointment through [organisation name] and have any particular needs that you would like us to take into account, please let us know and we will try to meet your request.

I look forward to hearing further from you.

Yours sincerely

* All appendices can be downloaded from the members' area of the CoramBAAF website.

Appendix 2

Access to personal records application form

1. Details of person whose records are required

Surname

Given name(s)

Date of birth

Ethnic origin

Address

(Please include any previous names and addresses under which your records may have been filed overleaf or on a separate sheet. We realise not everyone may know this.)

Contact telephone number[s]

2. Are these your own records you wish to see? YES/NO

(if yes, please go to item 5).

3. Do you have written authority to act for someone else? YES/NO

If yes, please attach proof that you are acting on behalf of the adult care leaver, e.g. a signed letter from him/her.

4. Are you seeking any specific piece of information or documents relating to a particular period of time?

(We realise that you may not have specific detail about what material is on any file we may hold.)

5. Please supply any additional information you may have that will assist in finding your records, e.g. names of parents and siblings (if possible with approximate ages/dates of birth).

(We realise you may not have this information.)

6. I enclose the following evidence of my identity as required by the organisation. I also enclose a copy of a utility bill or other document to prove place of residence.

7. A fee of £10 is payable towards the administrative costs of the search and copying of records. Please include a cheque/postal order payable to [name of agency] with this application and record details below:

Cheque/postal order number

(In some circumstances, this fee may be waived so please contact us to talk about this if you wish.)

I understand that I may be asked for additional information to establish my identity and will be explained how to do so.

I understand that I may be contacted to provide additional information to help locate the information requested.

Signature

Date

For office use

Case number

Date received

Payment details

Appendix 3

Template for agency information leaflet

Access to records

This leaflet explains what will happen when you have asked to have information from records held by [organisation name] about your time in care and how we will arrange for you to receive these. It also gives information about other services we provide for adults who were once in the agency's care.

Introduction

[Organisation name] has worked for many years with people who were in our care as children, to provide them with their original records. We hold your care records under the Data Protection Act 1998 and we must give you the personal information we hold on records about you. We must do this within 40 days once we have accepted your request.

What do I need to do to obtain the information held about me?

You need to put your request in writing with a cheque for £10 to cover administrative costs. If you cannot afford this, please let us know. We will then begin to process your application and may send you a form to complete to obtain more information to help us find records held from the time you were in our care and provide you with the information you are seeking.

How much information will be on the records?

The amount of information held in the agency's records can vary. [The following may vary depending on the organisation] Some of our records are handwritten and we will help with reading these. Some of our records are stored on microfilm – an early way of storing copies of written material – and the original paper records may not be retained.

Some of the more recent case records will be digital documents and we will make a printed copy of these if you wish. It may be disappointing to find, especially in the case of older records, that there is very little information or photos on the case records. Unfortunately, in some cases,

records have been destroyed or damaged by fire or flood and sometimes a small number cannot be located. If this is so, we will do our best to suggest other agencies that may hold information about your time in care.

What kind of information is in the records?

Usually the records will include information about your circumstances at the time you came into care, details of your family that were recorded at the time, and details of any children's homes and/or foster homes you were placed in. Some records contain school reports, medical details and other information about your general welfare and development. It is important to be aware that the records may not answer all the questions you may have about your childhood. Sometimes there are gaps or little or no detail recorded about particular events/times in your life. It is also important to understand that it is not possible to confirm the accuracy of the information. Sometimes, records written in the past contained prejudiced and judgemental comments often used at the time.

Will there be any photos?

It is unlikely that there will be any photos of you on the record, although we will make a search in the organisation's archive in case any do exist. The archives may also hold photos and other information about the residential homes used by the agency. If you were placed in a children's home and would like to find out if information and photos exist, please let our case worker know and they will make enquiries on your behalf.

Will I receive my medical records?

Your case records may have routine medical information about you which we can send to you or arrange to send to a medical professional of your choice. If this information may be difficult to understand, we can be available to talk with you about it first. If the information is complex, we may need to talk to a medical professional first.

Are there any restrictions on what I can see?

Access to information has to comply with the Data Protection Act 1998, which imposes restrictions on sharing other people's personal information, sometimes referred to as 'third-party information'. This means that personal information relating to people other than yourself, for example, to other members of your family or other children in your children's homes/foster homes, may have to be removed from your records before the case records are shared with you. In some circumstances, the agency will need to seek the agreement of people, who provided information about you in the records, e.g. where those

people were not employed or acting on behalf of the agency, before a decision is made to provide the information.

How will I see the records?

Once your application has been received, we will be in contact to discuss your application further and to find out what information you already have and what you are hoping to receive. We realise that you may have no or very little information.

The worker will also discuss the various options about how these records will be provided to you. Some people prefer to receive copies of their records in the post while others prefer to meet with their worker where the information will be shared and given to you. Receiving information about the past can raise all sorts of feelings and the worker will understand this. The worker will try to answer any questions you may have arising from your case records and talk with you about any issues that are important to you.

While many people are surprised at the amount of information in their records, it is unlikely that all the questions you may have about your early life will be answered. However, most people who have received the information from their records tell us they are glad they have done so. Some say they have a better sense of who they are and/or feel they have a better understanding of why they came into care.

Reading material about yourself and your family background may be upsetting. People have told us that coming back to [agency name] can be an emotional experience because it stirs up memories from the past which can be quite overwhelming. You may wish to bring a partner, relative or friend with you for support.

If your circumstances are such that it is difficult for you to come to us, we may be able to make arrangements to visit you.

Can I see my records without meeting with the worker?

Our normal practice is to share records in a meeting with a worker because of the sensitive and personal nature of care records. Our experience is that people find that the involvement of the worker helps them make sense of the information recorded and provides an opportunity to talk through issues arising from reading the records. This enables us to carry out our legal duty of confidentiality to all those whose records we hold.

Can I be sent my records in the post?

We appreciate that a person may prefer to receive their records without seeing a case worker and we can make arrangements for copies to be

sent by registered post to an address where you live. We need to verify your ID and obtain an undertaking that you accept responsibility for your own welfare in requesting access to your records without involving a worker from our organisation. We will always offer advice and support following the receipt of records, if needed. Records sent by email must be encrypted.

What will you do if I cannot get to the agency office?

If you want to meet with the worker but cannot because, for example, you have a disability or are in prison, we try to ensure that our services meet any special needs that people may have. We can arrange for the worker to visit you at home or where you are currently living. If a person is visually impaired or has difficulty reading, we can, for example, put the information from the records on to a tape or provide it in a way that works best for you.

How long will I have to wait to see the records?

We have to process your application for access to records held by us within 40 days in accordance with the Data Protection Act 1998. We will keep you informed of the progress of your application and let you know if we are not able to keep to this timescale and the reasons why. If you wish, we may be able to provide the case records in stages.

Will I need to verify who I am?

Yes. Your care records are confidential and we have to make sure we do not share them with anyone other than you.

You will need to show proof of your identity, including a photo – e.g. a driving licence photo, travel card or a passport – and proof of your current address before we can go ahead with your request. The initial form we send you includes more information about the documents you can produce to verify your identity. If this is difficult, please phone us.

Can I keep the records?

We will provide you with a copied set of your records to take away and any original documents that we may hold, such as a birth certificate, baptism certificate and school reports [amend as appropriate].

What can I do if I consider that the information on the records is not accurate?

If you believe that any information on the agency records is inaccurate, you have a right to have this recorded on the case files. We will provide

you with a correction form enabling you to write down what information you consider to be inaccurate and what in your view should have been recorded instead. This statement will be included in the record and kept permanently on file.

Historical abuse and safeguarding children

Sometimes people will remember unhappy, painful times of being a child in care. They may have memories of being ill treated or of seeing others being badly treated. We take these reports very seriously and are particularly concerned to prevent harm to any child today. We have a special designated worker in the organisation to whom we refer disclosures of abuse, so that appropriate action can be considered. We will discuss this with you, but we will make the final decision about what action to take.

What services are available after you have had access to your records?

The worker who provides you with your records will continue to be available afterwards to discuss anything arising from the experience.

What help can I get if I want to search for family members and people important to me?

Some people decide they want to try to make contact again with family members or other significant people from their time in care. As well as practical advice and help with searching, the case worker can help you look at the emotional aspects of trying to re-establish contact with family members and others. If you do decide you wish to search for someone, we can offer you an intermediary service. [State if the agency charges a fee.]

What is an intermediary service?

When someone has lost touch with a person as a result of being in care, it may be a shock to hear from that person many years later. The worker can act as an intermediary or go-between and make the first approach on your behalf. Re-establishing contact needs to be approached with care and sensitivity, and everyone may need time to gather their thoughts and feelings before any direct contact is made.

If you would like us to act as an intermediary, we would always involve you at every step. As well as supporting all parties in the initial stages, the worker can continue to be available to talk through any situation that may arise after contact has been made.

How can I have access to information if I live abroad?

We would usually suggest that you contact an appropriate agency where you live, which could then liaise with us to arrange for you to receive the information locally. We will forward the records and try to ensure that you receive a service similar to what you would experience if in the UK. If you have trouble identifying an agency abroad, then please let us know.

What information will be kept about me?

We keep a record of the service we have provided and details of your identity verification documents, contact details and any telephone, letter or email contact we have with you. We will record relevant personal information about you and your history and views. We will provide you with a copy of our record of any meeting we have with you.

Can I share copies of my case files with other people?

Sometimes people wish to share information from their records with a relative, partner or friend. You can talk to your worker about how best to do this.

Feedback

We continually seek to improve our service and welcome comments and suggestions on your experience of our service. We will invite you to complete a short questionnaire after your contact with us.

What can I do if I am not happy about the service?

If you are unhappy about any aspect of our service, we have a complaints procedure and ask you in the first instance to contact our service manager [give contact details].

You can also involve the Information Commissioner's Office which is responsible for data protection practice.

Appendix 4

Action record sheet – request for access to information from care records

Name of applicant:

Name of adult care leaver requesting files (if not the applicant):

Date file required by:

Name of worker collating the information:

ACTION

SIGNATURE

DATE

1. Create new folder to hold information to be shared.
2. Create a diary sheet to record all contact with client/service user/third parties.
3. Contact client/service user and advise that the process is under way and explain procedure for verification checks.
4. Photocopy information, make a copy of all information requested – this may be specific pieces of information or the entire file.
5. Read file – all areas to be shared must be read. Block out or request permission to share any information that does not belong to the applicant and/or which they cannot obtain from public records or is not known already to them. It is helpful to identify parts of the file which contain sensitive/distressing information in order to forewarn the applicant.
6. Withdraw information that appears on the file from any third party. Within the statutory 40 days, send a copy of the information, enclose a pro-forma letter, applicant's original letter of request, permission slip and stamped addressed envelope to the provider of the information, requesting a response within 14 days.
7. List and write to any partner organisations such as the police or health service, to inform them that the agency is considering disclosing information and ask for their views about what should be redacted. It is important to let the partner organisations know that, while their views will be considered, the final decision about disclosure rests with the organisation's Data Controller. Record replies as to whether or not information can be shared.

8. Look through all of the replies from partner organisations and third parties and consider with your supervisor which information it is reasonable, under all of the circumstances of the case, to disclose.
9. Note any decisions not to provide information and reasons for doing so. It is good practice to share the reasons for non-disclosure with the applicant but.
10. Contact the applicant and tell them that the information is available. The copied information can be posted by registered post with the offer of support if needed, or personally collected, or shared in the company of the worker at an appropriate establishment. A completion form is signed by the applicant and placed on the file. Follow up with a phone call to confirm that the documents have been safely received.
11. Inform appropriate persons within the organisation, such as the Access to Records team, that the information has been shared.
12. Place this log (or a copy) on the applicant's original file, with the date when the information was shared and a list of any documentation withheld.
13. Return the file to live or archived location, appropriately labelled, stating access to records completed and date of completion.

Appendix 5

Response to an enquiry from an adult care leaver when no records have been located

Dear

I am writing to let you know that we have not been able to locate any records relating to you. We have checked our records in the name of [names]. Please let us know if any other name or spelling could have been used.

I am sorry that this information will be a disappointment to you but please be assured that we have undertaken a thorough search of all the records.

Please find enclosed our information leaflet which lists other childcare organisations that may be able to assist you in your search. We have also enclosed information about various organisations that provide advice, information and support for adult care leavers.

Yours sincerely

Appendix 6

Partner agency/third party disclosure letter

NB. Ensure that any information enclosed with the letter is sent securely

Dear

Name:

Date of birth:

Applied for by: name of adult care leaver

Intended file viewing date:

The above named has requested access to written and computerised records that are held by [name of organisation/department]. Their file includes documents relating to the involvement of yourself/your agency with them. The Data Protection Act 1998 requires your views for any disclosure of the information about them provided by you. Copies of the relevant material are attached for your attention.

Please would you let me have your views about whether you have any objection to this material being provided and inform me of your reasons for this on the attached form. This must be done within 14 days from the date on this letter, as we are required by the Data Protection Act 1998 to present this information within 40 days from the receipt of the request.

We will consider your views on this matter when taking our decision about disclosure.

Should a reply not be provided within 14 days, the material will be disclosed to the applicant, subject to any applicable data protection exemptions.

Should you require any further clarification or information about this matter, please do not hesitate to contact me.

Yours sincerely

Appendix 7

Partner agency/third party disclosure follow-up letter

Dear

Name:

Date of birth:

Applied for by:

Some time ago, I sent copies of third-party information relating to the above named client/adult care leaver located on [organisation name] files relating to the time they were in care.

I would be grateful if you could advise whether or not you have any objection to this material being shared with the applicant and, if so, complete the enclosed form stating the reasons for your objections. We will consider your views on this matter when taking our decision about disclosure.

Should a reply from yourself/your agency not be provided within seven days from the date of this letter, the material will be disclosed to the applicant, subject to any applicable data protection exemptions.

Should you require any further clarification or information about this matter, please do not hesitate to contact me by telephone or in writing at the above address.

Thank you for your co-operation in this matter.

Yours sincerely

Appendix 8

Response by another agency to Data Protection Request for permission to share information

Name of agency: _____

Access request by: _____

Position/relationship to applicant: _____

Address: _____

Telephone no: _____

I, the undersigned, wish to comment on the provision of the enclosed information to your client [name] as follows:

- Please advise us of your views on whether the enclosed information should be disclosed to the above-named client.
- If you would like us to redact (edit) any part of this document, please indicate what you would like redacted and the relevant exemption under the Data Protection Act 1998.
- If you would like us to withhold the entire document, please explain what exemption applies under the Data Protection Act 1998.

If the author of the information is no longer with your organisation, please ask the relevant person with authority to advise us of any objections to disclosure on behalf of your organisation.

Signature Date

PLEASE RETURN TO THE PERSON IDENTIFIED IN THE ACCOMPANYING LETTER.

Appendix 9A

File report of access to records meeting

Name of adult care leaver:	Ref/Case number:
<hr/>	
Venue:	
<hr/>	
Address and contact telephone number:	
<hr/>	
Name of social worker/ARO:	
<hr/>	
Date of meeting:	
<hr/>	
Adult care leaver's identity confirmed (give details):	
<hr/>	
Access to records leaflet received:	
<hr/>	
Venue of interview:	
<hr/>	
Time taken:	
<hr/>	
Whether adult care leaver is accompanied and, if so, name of person:	
<hr/>	
What information and documents given from the record:	
<hr/>	
Photos/original documents/file materials	
<hr/>	
Other (archive information on homes, etc)	
<hr/>	
Third-party information deleted/information from third party/information about third party	
<hr/>	
Historical abuse/safeguarding issues:	
<hr/>	
Did adult care leaver allege abuse or poor care while in the care of [agency] or disclose any safeguarding issues?	
<hr/>	
If YES, attach details on separate sheet.	
<hr/>	
Full report of interview:	
<hr/>	
Medical information requested/provided	
<hr/>	
Consent obtained to send records to GP?	
<hr/>	
Date sent:	
<hr/>	
Follow-up work:	
<hr/>	
Signature:	Print name:
<hr/>	

Appendix 9B

Example of issues to be covered in face-to-face meeting/communication with adult care leaver

Dates of meeting and with whom:

Name of applicant:

Date of birth:

Confirmation of identity

Details of documentation seen – passport, utility bill, etc. (At least one piece of identification must include a photo of applicant.)

Present circumstances and relevant personal details.

What information are they hoping to receive from records?

For example, background information, re-establishing contact with family members or significant others.

What information have they received from records previously, if any?

What information, if any, do they have about their background and time in care?

Care experience

What has their experience been? What information have they been given about their family background and reasons for coming into care?

Preparation for accessing information

- Has the adult care leaver thought about the sorts of information that may be in the record? Is there any information in the record that may cause the adult care leaver to be upset or distressed?
- Reaction to records: pleased, disappointed, accepting, angry, etc.; disagreed with what was recorded. Was any contentious information shared?

- Does the adult care leaver want to re-establish contact with family members or significant others?
- What are their hopes and expectations?
- What could be the benefits and drawbacks of these? For example, if the adult care leaver is hoping to locate and contact family members or people with whom they were in care, it can be helpful to consider some of the emotional implications and impact by raising various issues and scenarios they might encounter.

Outcomes/action taken

For example, note any further actions and help that may be required, such as what support can be offered if the adult care leaver wants to find family members with whom they have lost touch. Have you provided the adult care leaver with information about other organisations they may want to contact and further networks and resources that may be useful to them?

Issues/concerns: Are there any particular issues that need to be addressed? Are there any serious concerns about the adult care leaver or any other people as a result of disclosing information?

Information withheld

Use this heading to give details of any information not shared and the reason for deciding to withhold this. Usually it will be sufficient to record "third-party information deleted, see attached sheets for details". However, where there is a "grey area"/contentious decision, it is important to record this decision to share or not to share and the reasoning behind it. Discussion with your line manager should be noted and, where relevant, any involvement of the data controller.

Receipt of records

A signed form confirming receipt of records is on the file.

Signature:

Status:

Date:

Appendix 10A

Template for letter to adult care leaver in response to a request for records in the post

Dear

Re: Receipt of care records in the post

Following your recent correspondence, I am writing to inform you about our procedure for sending copies of your file information in the post.

We prefer to share care records in person due to the sensitive and personal nature of such records. The feedback we receive is that many people find that our involvement helps adult care leavers understand and make sense of the information recorded. Should you wish to arrange an appointment, please contact me about this. I am enclosing a leaflet that explains this service in more detail.

However, some people wish to receive copies of records by post. In order to comply with the Data Protection Act 1998, we ask for the following:

1. That you send us [here, insert documents and other ID checks required by the organisation's verification procedures]. Examples of what would be acceptable are printed at the bottom of this letter.
2. Your signature on the enclosed form, which is your assurance to us that you understand that you are responsible for your own welfare in connection with anything you may find in your records. We will be happy to advise or assist in any way we can if asked, after you have received your records. This may include suggestions regarding organisations in your area that may be able to help.

I also need to ask you to please complete and return the enclosed form.

I look forward to receiving the documents requested together with a phone number where I can contact you to ascertain the best time to send your records, which will be sent by registered post. This means you will have to sign for them. If sent by courier, that person will ask you to sign for the package.

Yours sincerely

Examples of proof of identity (originals or photocopies can be sent) Please send two items.

- utility (gas/electric or council tax bill (last 6 months)) statement or bill
- passport
- photo travel card
- driving licence
- NHS card
- bank or building society letter or statement (last 6 months)
- rent book with entries in last 6 months
- mortgage statement
- item of official correspondence such as from solicitor, council, police or similar

Request form for copy records to be sent in post to be completed by adult care leaver.

I confirm that I have asked for all care records held by [organisation] relating to me, to be sent to me by post. I do not wish to see a member of [organisation name] staff or any other identified person to provide advice or support in receiving the information on my care records.

I take full responsibility for my own action, well-being and welfare in receiving my care records, but understand I will still have a right to ask for help and advice at a later date, if desired.

Full name:

Signature:

Date:

Appendix 10B

Alternative template for letter to adult care leaver requesting records in the post

Dear

Further to our recent telephone conversation, I am writing to you about your request to have copies of your records sent to you through the post. The Data Protection Act 1998 requires us to provide these to you but we are also responsible for making sure your information is delivered to you securely.

We usually prefer to meet with people because sometimes records may be difficult to read if they are handwritten and include a lot of abbreviations. They may also contain judgemental comments with language and words that can appear harsh by today's standards. Some information may be distressing to read, for example, details about your childhood and family that may conflict with what you already know.

We will try to provide records sent in the post in as helpful a way as possible to meet your needs. This includes putting the records into a historical and social context, explaining the policies and practices of the time you were in care. Reading records may bring back painful memories that have been put aside through the passage of time and some people find it helpful to talk this through with a worker. If this is the case for you, please do not hesitate to get in touch.

We are now in the process of preparing your records. Please confirm in writing that you wish to receive copies of your records through the post, enclosing the documents required [please insert in accordance with verification checks required]. If you have any queries, please do not hesitate to call me on my direct line which is . . .

I shall look forward to hearing from you.

Yours sincerely

Appendix 11A

Response letter to descendant of adult care leaver requesting information from care records

Dear

Thank you for your recent enquiry regarding your (relative), who was in the care of [name]. I am writing to confirm that we hold records about [relative's name].

We will be pleased to provide a summary of information from the file available to you. However, at this stage, I have not yet seen the file which is held at our Archives Department/which is held on microfilm [delete or amend as appropriate]. This means that I do not yet know how much information is recorded, which can be very variable.

As a first step, I need to ask you to complete the enclosed questionnaire and return it to me together with copies of the relevant documents.

[Include information about any charges]

I look forward to hearing from you with the completed form and documents. If you have any questions about this process, please let me know. In the meantime, I am enclosing some information about the services we offer.

Yours sincerely

Appendix 11B

Questionnaire for descendants requesting information from case files of relatives who were once in care

Please complete this questionnaire, giving as much detail as possible so that we can answer your enquiry more effectively.

Please attach copies of all relevant documents – birth and death certificates – if these were not sent with your original enquiry letter and send this to: [contact address]

It is our policy to provide summaries of information from case files for relatives of people once in its care.

Reference number:

1. (a) What is your relationship to the person you are enquiring about? Please include copies of documentary evidence such as a birth certificate, marriage/civil registration and also a copy of the death certificate of the person you are enquiring about, if they were born within the last 100 years.

(b) If you are not a legal relative, please state your connection to the person and why you are requesting information about them. Please note that it is our policy only to provide information from case files to the person concerned or their legal relatives.
2. How did you become aware of the fact that your relative was in care?
3. In order to help us to compile a summary, please provide details on everything you already know about your relative's care history. As far as possible, include details of their date of birth, parents, siblings, reason for being taken into care, what happened to them while they were in care and where they went upon leaving care. It is important to include anything that might be of relevance, even if the purpose of your enquiry is to establish whether or not what you already know is true. Continue on a separate sheet if necessary.
4. What are your reasons for seeking information from the records and why at this particular point in time? For example, are you a family historian, do you want to fill in gaps in your knowledge about this particular relative or do you have a reason, e.g. related to medical or health issues?

5. Is there any specific information you hope to find out about? Please also bear in mind that, in line with our policy on confidentiality, we are not able to disclose identifying information that does not directly relate to the person you are enquiring about.
6. Are you hoping to trace and contact living relatives as a result of your enquiry?

Thank you for taking the time to complete this questionnaire.

Appendix 11C

Letter to descendant or relative of adult care leaver to accompany summary of information

Dear

Thank you for your completed questionnaire and accompanying documents relating to your enquiry.

I am now able to enclose a summary prepared by [job title] from the original file relating to your relative's early life in care. All information in the file has been included in the summary to make it as detailed as possible.

I hope the summary will answer at least some of your questions, while being aware that records can never reflect the entire circumstances and may at times reflect the opinions and attitudes of the people who wrote them. Archive records are nevertheless of great value and I hope the information is helpful to you and your family in building up a picture of your family background and your relative's early life.

If you have any questions from the summary or if we can be of further assistance, please let me know. If you would like our Archives Centre to check for any photos or information about the home your relative was resident in, please contact them direct by email, telephone or letter (contact details).

With best wishes

Yours sincerely

Appendix 12

Evaluation of service received by adult care leaver

Name of applicant:

Worker involved:

Date information shared:

At:

I, the undersigned:

have been provided with information requested from [agency name]

Signature

Date

PLEASE RATE YOUR RESPONSES

1 = Very good; 2 = Good; 3 = Satisfactory; 4 = Poor; 5 = Very poor

1. Was your request dealt with promptly? Were your records disclosed within the 40-day period required by the Data Protection Act 1998?
2. How clearly did the worker involved explain the process of obtaining your records?
3. Were you kept informed throughout the process?
4. Were the documents you received clear?
5. How helpful was the service and the worker when dealing with your request?

ANY OTHER COMMENTS: we welcome suggestions as this helps improve our service.

Do you think any information is missing from your records? If so, what information and from what period of time?

Please send me (tick if required)

Further Enquiry Form

Complaints Form

Record Amendment Form