

Easy Read Guide for Parents/Carers

Accessing you and your child's information



Welcome

This information leaflet has been produced by the Scottish Children's Reporter Administration, sometimes called SCRA for short.

If you would like more information about Children's Hearings, we have a number of other easy read guide on our website www.scra.gov.uk

There is also more information about who we are and what we do.

Introduction

If your child is involved in the Children's Hearings System, you might want to ask for information about them or about yourself.

You have the right to ask for this.

This is called a Subject Access Request. It means you are asking SCRA for information.

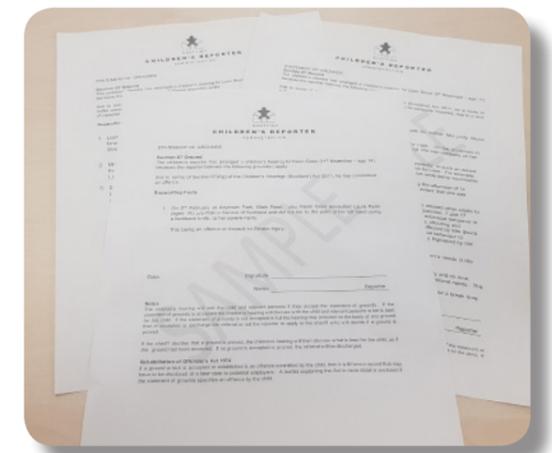
What kind of information can I ask for?

We hold information about:

- Children and young people who are referred to the Children's Reporter.
- Reports from people like social workers, teachers and police officers.
- Decisions made by Children's Reporters and Children's Hearings.

These types of information are not just about the child or young person. There is often information about family members and people involved with the family. Sometimes you might not get information about your child, but we will explain why.

The information we will provide you with is all different, but here's some examples.



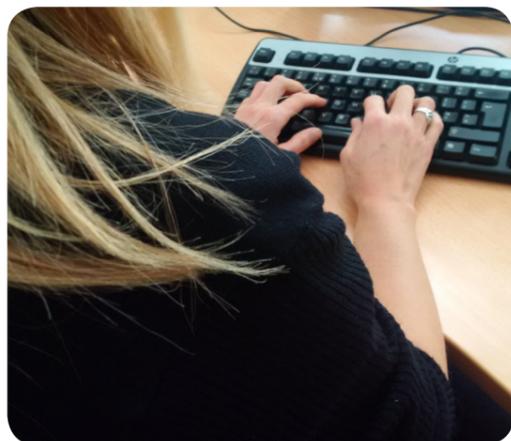
How do I ask for information?

It is easy to do. You don't need to fill in a form.

■ You can email us at:
inforequest@scra.gov.uk

■ You can send a letter to:
Data Protection Officer, SCRA,
Ochil House, Springkerse
Business Park, Stirling FK7 7XE

You can also ask someone to contact us for you.



Protecting your child's information

We must protect you and your child's privacy and safety. This means that we need to be certain of who we are responding to so that we don't send personal information to someone who shouldn't see it.

So we can ask for identification. We will usually ask you for two proofs of your identity, such as copy of your passport or driving license, or a gas/electricity/

council tax bill. If you are unsure about this, please ask us.

How long will it take?

We have to respond within one calendar month of your request (this is the law).

If your request is complex (this means we have to get information from different places) so it might take longer. We will keep in touch and let you know what is happening.



How much does it cost?

It is usually free. In only a few cases there is a charge, but we will let you know first.

I am not sure what to ask for?

That is fine. We are here to help. We have people who have lots of knowledge in this area. They are called our Information Governance Team.

Where can I get more information?

You can read our more detailed guidance document. There is a lot of information in there, so ask someone to help you if you are unsure or get in touch with us via inforequest@scra.gov.uk

You can read our more detailed guidance document on our website - www.scra.gov.uk

