OPEN and CLOSED Case Files

External organisation contacts
Council with details of request for
personal information. (Other LA's
and CAFCASS)
Requests from Police, Courts and
Data Protection should be via
Information Governance Team (use
V1 Proforma).

IF CLOSED CASE:

Check requester only requires view access. If requires more, refer to IGO.

CHECK CAREFIRST

- Request files from archive
- Arrange appointment for viewing of files with Service Manager / Administrator

Social Care Administration

External organisation contacts the Team Manager to arrange file access (including information held on Castle)

Service Manager / Team Manager Assesses access

External organisation access relevant files securely. See notes.

IF OPEN CASE:

Check requester only requires view access. If requires more, refer to IGO.

CHECK CAREFIRST

- Identify file location
- Identify appropriate Team Manager and provide details to external organisation.

Agree access – Service
Manager authorises access,
Team Manager grants access.

Team Manager contacts
Castle Team for temporary
log in.