

Raymond Baker
Aiker Legal Ltd, 4a Edison Court
Elice Way, Technology Park
Wrexham
LL13 7YT

Date: 26/11/2025

Our ref: 58394
Your ref: David Rowley

Dear Raymond Baker

I am writing in relation to the above request. Our response is now enclosed.

We first would like to remind you of the few things to be mindful of with your enclosed records-

- **Your records may look different from what you imagine:** paper files have been scanned to allow us and you to access them more easily. However, this can make them hard to read at times, especially if we have reprinted them for you. You can always contact us to clarify any text that is not clear.
- **Your records have been redacted:** Redactions will appear greyed out on your records. We have to comply with data protection legislation. For your request we have had to remove third-party information (i.e. information on other people)

SELF CARE

We know that it may be distressing to read through your care records. It's very individual whether people prefer to read their records alone or with a support person. Many people find that it's best to read their records in small chunks, in the earlier part of the day. They find that reading records in the evening or night-time can interfere with their sleep.

When reading through your records, if you find you are becoming overwhelmed try not to struggle on but take a break and come back to them later or on another day.

It's important to be kind to yourself after you've been reading through your records and do something that makes you feel safe and supported. That could be as simple as going for a walk or speaking to someone close to you.

Have a think about where you store your records. Make sure that it is somewhere only you and those you are comfortable seeing them can do so and that it is not at risk of being lost or damaged.

It's best to be intentional about when you read them rather than having them lying around or open on your laptop to see at any time.

FURTHER SUPPORT & HOW TO COMPLAIN

We have a social work professional on hand to help care experienced people make sense of their journeys using their records. They can provide context that might help people understand their records and time in care. This support is entirely voluntary, and available at any stage. If this is something you would like to know more about please email SCAIResponse@edinburgh.gov.uk or phone 0131 469 3857. This is a voicemail service but if you leave a message, we will get back to you as soon as possible.

Sometimes we get it wrong, and you can ask us to review our approach if you are unhappy with how we have dealt with your request or handled your personal data more generally. You can do this by contacting us at:

Information Compliance
City of Edinburgh Council,
Waverley Court Business Centre 2:1,
4, East Market Street,
Edinburgh,
EH8 8BG

Email: information.compliance@edinburgh.gov.uk

FURTHER DATA PROTECTION INFORMATION:

If you would like to know more about how the Council processes personal data, please read our Privacy Notice on our website (www.edinburgh.gov.uk/privacy) or consult our Record of Processing:

www.edinburgh.gov.uk/downloads/file/10951/gdpr_record_of_processing.

If you would like to know more about data protection, or your information rights in general, the Information Commissioner's Office is responsible for promoting and enforcing the General Data Protection Regulation and the Data Protection Act 2018. They can also provide general advice regarding your information rights. In addition to their information online, they also have a telephone helpline, 0303 123 1113, which is charged at a local rate.

Yours sincerely

Leanne Burns
Information Rights Team

Information Governance Unit

Level 2:1, Waverley Court, Edinburgh EH8 8BG Tel 0131 200 2340

informationrights@edinburgh.gov.uk www.edinburgh.gov.uk