

Our Ref:

www.glasgow.gov.uk
www.nhsggc.org.uk

20260608-DP8595106-MMAL

Your Ref: 100117

Date: 08 June 2026

evidence@mmalegal.co.uk

Dear Sir/Madam

Acknowledgement of Subject Access Request

Your client: Thomas Edgar Birch

I write to acknowledge your request for access to records which was sent to the Complaints, FOI and Investigations Team (CFIT) by email on 01 June 2026.

Please note that we are managing a significant backlog of requests – over 905 as of today's date. This is the result of factors including an increased number of requests arising from Scotland's Redress Scheme.

Per the note above, if your request has been made to gather information to support a Redress application, it is likely to be in your client's best interests to withdraw this SAR and instead request a Chronology of Care to avoid any unnecessary delay to your client's application.

It is highly unlikely that we will be able to respond to your request within the statutory deadline of one calendar month. We may still be able to meet this deadline where requests are for relatively small amounts of personal data, however due to the complexity of processing requests for social work records, which are often detailed, can be of significant size, and frequently hold personal data relating to persons other than the data subject, we have extended the timescale for response to your request. This decision has been made in line with the provisions of the Data Protection Act 2018, which permits us to extend the timescale for response by a further two months if necessary.

In terms of efforts to address this issue, our team are working to address the backlog, additional staff have been recruited to help supplement this and colleagues from across the organisation are also providing support to help lessen delays.

Archived Social Work Services (SWS) records are managed by the Glasgow Life Records Management team based at the Mitchell Library. The nature of your request means that it has been necessary to contact Records Management staff based at the Mitchell Library, either to request archived records relating to your client that we are already aware of, or to ask them to identify any archived records relating to your client that we do not know about. Challenges in retrieving any identified records, in addition to the time taken to review them, means that it is very likely that your request will be delayed.

With regard to releasing a response to request for records, our preference is to do this digitally, using a secure file sharing platform. We will now be responding via Microsoft SharePoint, part of the Microsoft 365 suite. Please confirm a 'named' email address to which we can, once available, send the response

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We will respond to your request as soon as possible.

Yours sincerely

Elaine McCorkell

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Administration Officer

Complaints, FOI and Investigations Team

Email DataProtection@sw.glasgow.gov.uk

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