

Our Ref:

www.glasgow.gov.uk
www.nhs.gov.uk

20260424-DP8571422
Your Ref: 100183
Date: 24/04/2026

MMA Legal
evidence@mmalegal.co.uk

Dear MMA Legal

Acknowledgement of Subject Access Request
Your client: Georgina Logan

I write to acknowledge your request for access to records which was sent to the Complaints, FOI and Investigations Team (CFIT) by email on 22nd April 2026.

Please note that we are managing a significant backlog of requests – over 850 as of today's date. This is the result of factors including an increased number of requests arising from Scotland's Redress Scheme.

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.

We will respond to your request as soon as possible.

Yours sincerely

Lily Utting

Administrative Officer
Complaints, FOI and Investigations Team
Glasgow City Health and Social Care Partnership

Email DataProtection@sw.glasgow.gov.uk