



**Chief Officer**  
Pat Togher  
BA Social Work

**Glasgow City Health and Social Care Partnership**  
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[www.glasgow.gov.uk](http://www.glasgow.gov.uk)  
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Our Ref: 20260521-DP8582570-HING  
Your Ref: 100260  
Date: 21 May 2026

MMA Legal  
[evidence@mmalegal.co.uk](mailto:evidence@mmalegal.co.uk)

Dear Sir / Madam

**Request for Access to Records**  
**Your Client: Glenn Hines**

I am writing with regard to your application requesting access to your clients social work records.

We have searched our electronic records and can find no person of that name and date of birth, nor any person of that date of birth with a near match to the name.

An enquiry was submitted to the records manager at the Mitchell Library. This enquiry was accompanied by the information you supplied. The records manager confirmed, after relevant searches, that no Glasgow Social Work records could be found.

The Mitchell Library is the main repository for social work client files and general social work information that has been archived. Records for Glasgow City Council and preceding Local Authority structures, Strathclyde Regional Council and Glasgow Corporation are held there.

If we can find no trace of electronic records and no manual record under record management functions of the Mitchell Library, then all searches are exhausted.

I regret that I can assist you no further in this matter but hope that the information above assists in explaining the extent and nature of searches conducted.

**Complaints:**

We aim to directly resolve all complaints about how we handle personal information. If your complaint is about how we have handled your request for personal information, you can contact the Council's Data Protection Officer by email at [dataprotection@glasgow.gov.uk](mailto:dataprotection@glasgow.gov.uk)

However, you also have the right to lodge a complaint about data protection matters with the Information Commissioner's Office, who can be contacted by post at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. By phone on 0303 123 1113 (local rate). Visit their website for more information at- <https://ico.org.uk/make-a-complaint/>

Yours sincerely

*Megan Leitch*

Megan Leitch  
Administrative Assistant  
Complaints, FOI and Investigations Team  
Glasgow City Health and Social Care Partnership

**Email** [DataProtection@sw.glasgow.gov.uk](mailto:DataProtection@sw.glasgow.gov.uk)