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# **Requests for transcripts of audio recorded Child Protection Conferences**

A brief written summary of the Conference and the agreed outline Plan is developed during each Child Protection Conference and shared electronically with conference participants, alongside the formal decision letter, within 1 working day of the meeting.

For quality assurance purposes, an audio recording of the conference is also made and stored securely by Oxfordshire County Council. Transcripts of these recordings are not routinely produced for attendees. The written documentation produced from a conference should provide clear and concise information to support the Core Group, (which includes parents and young people) to focus them working together to reduce risks and improve outcomes for the child.

Requests for typed summary transcripts of these recordings can be made by the following:

* Children aged 13 and over who have been the subject of the conference1;
* Those who hold Parental Responsibility for those children;
* Courts of Law
* Oxfordshire County Council Complaints and Information Service (including access to records)
* Oxfordshire County Council CEF Quality Assurance Service for quality control, audit and complex complaint investigation.
* By other Local Authorities for the purposes of transfer in CP Conferences.

The law

Data protection law gives individuals the right to ask for the personal information an organisation holds about them and unless an exemption applies, to receive a copy of that information. The Child Protection Chair must base their information sharing decisions on considerations of the safety and well-being of the individual and others who may be affected by their actions, particularly with special category personal data.

Key points:

* Those with legal parental responsibility should request a written record of the audio recording by directly contacting the Child Protection Chair who will discuss with them their reasons for the request.
* 1Independent requests made by children over 13, should be considered jointly with the child, their Social Worker and the Child Protection Chair to ensure the information is conveyed sensitively. For example, arrangements to do this face to face might be needed.
* A written summary of the recording will be provided electronically, via a secure email service within one calendar month, of the parent’s request.
* It is important to Oxfordshire County Council that the summary is provided in a format that the parent can access. The Child Protection Chair will therefore consider if there are any barriers for the parent, for example, a disability, learning need or language issue. In these situations, the Child Protection Chair will discuss this with the parent and if necessary, the Service Manager for Quality Assurance, to make suitable adjustments.

The process

When a parent or child over 13\*, asks or writes to a Child Protection Chair requesting a written copy of the recording of child protection conference, the Child Protection Chair will send an email on the day of the request to the Conference Business Support Service.

The allocated Social Worker and the Service Manager for Quality Assurance to be copied into the email, for information.

The email will include the following information:

* Name of child/ren considered at the conference
* Date of conference that this request relates to
* Name of the child and parent requesting the written recording and their email address, verified with the parent or social worker
* Any children discussed in the conference that this parent does not have Parental Responsibility for
* Any information shared in the conference that this parent or child should not be privy to (eg where there is a probability of serious harm to an adult by sharing the information, including MARAC and Police information, and information confidential to one parent)
* The name of the audio recording file and if this was a split conference, which of the recordings captured this parent’s information

The Conferencing Service Business Support Officer will:

* Confirm with the Child Protection Chair any queries over the information provided
* Locate the audio recording and listen to sections of this to ensure it is the correct recording
* Type up notes from the audio recording, with the support of the Child Protection Chair (if necessary)
* Send an email to the parent’s email address to ask them to confirm that the email address is correct *- see appendix one*
* Provide the Child Protection Chair with the draft transcript and receive approval within 5 working days
* Share the written record with parent by attachment via an egress switch email *- see appendix two*
* Notify the Child Protection Chair, Social Worker and Service Manager for Quality Assurance by email when the written recording has been sent to the parent and record this as a case note on child’s LCS file.

1 <https://www.proceduresonline.com/oxfordshire/childcare/p_access_to_recs.html>

**Appendix One - Email to parent to confirm email address**

Email subject:

[Official sensitive] Your request for a written summary of the audio recording from a meeting - action required

Dear *(insert parents name)*,

I have been advised by *(insert conference chairs name)*, conference chair that you would like a transcript of the audio recording that was taken at the conference for your child/ren on *(insert date of conference)*.

**To enable me to do this, you need to reply to this email to confirm that your email address is secure, and to include the full name of your child and their date of birth.**

When I have received your reply, I will send the typed summary of the recording to you using a secure email service. You will receive an email advising that someone has sent you a secure message via egress. You must click on the link to complete the registration process.

Please may I ask you to be mindful of other people who may be able to access your emails, such as your child/ren, another adult or an employer. Please also be mindful that I cannot send you any documentation until you have responded to this email.

If you have any concerns, please contact me on the telephone number below.

Yours Sincerely,

**Appendix Two - Egress email to parent sharing the transcript of audio recording**

Email subject:

[Official sensitive] Your written summary of an audio recording from a meeting.

Dear *(insert parents name)*,

Please find attached the summary of the audio recording made at the Child Protection conference for your child/ren on *(insert date of conference)*.

Please note that this document is strictly confidential and is not to be shared any further.

If you have any concerns, please contact me on the telephone number below.

Yours Sincerely,