

# Top tips for good records

- Factual information e.g. times, dates, names, witnesses
- All contacts i.e. face to face, telephone, correspondence
- Contact with other agencies
- Decisions made
- Records must be a clear, accurate record what people said using their own words
- Keep objective
- List actions in correct order
- Date and sign your record
- Use a ball point pen - black ink preferable
- Legible hand writing
- Keep a copy for future reference

## What to record

- What was observed
- What was heard
- What was disclosed / said to you
- Date incident took place
- Time incident took place
- People involved
- Location
- Sign and date record

## Information should be shared when:

- Risk to individual or others
- A law has been broken

## How to share information

- Gain consent if possible, if not, let the person know you will have to tell someone
- Need to know basis
- Secure sharing – no faxes, messages on answer machines. If you can't verify identity of person, not over the phone
- Record actions
- If in doubt, ask the manager

## Data Protection Act

The law expects that all records are:

- Accurate, honest, and fair
- Kept securely
- Have a genuine purpose for being kept
- Relevant to their purpose

## General Data Protection Regulation (GDPR)

- Comes into force in May 2018
- Introduces a duty on all organisations to report certain types of data breach to the Information Commissioner's Office, and in some cases, to individuals.

For more information, go to:

**[ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/](https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/)**