

# Management Action Note 004

## Maintaining accurate records

### Context

The purpose of this Management Action Note is to remind colleagues of their professional responsibilities with regard to the maintenance and accuracy of social care records.

It is the expectation of Herefordshire Council and the Children and Young People Directorate that case records are maintained accurately and in a timely manner. The case record is the record of the child or young person who may in time wish to see their record and it is therefore incumbent upon us to ensure that it is complete, and that the rationale for decisions is clear. This may well help the person accessing their record understand events in their lives, and the reasons for these, and help develop their understanding of their history and identity.

**There are no circumstances when it would ever be acceptable or permissible to delete or falsify a record.**

When information has been entered onto Mosaic it should not be deleted. This is because subsequent records will have been written based on, or in the light of, that information and to remove it could render subsequent records incomprehensible.

If information needs to be amended or corrected this must be done in a new Case Note and recorded by the Team Manager with the correct information and reason for case recording being amended.

In the highly unlikely event that a professional deleted, falsified, or otherwise changed recording for any reason, including to alter a perception (for example about performance or impact) then disciplinary action would always be considered, alongside a referral to Social Work England (for social workers).

Our Practice Standards, including standards for case recording, can be found online in the [Herefordshire Children's Services Procedures manual](#). (Under Practice Guidance, All children)

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