



Outlook

Access to Personal Files: Case Reference [[IR5422]]

From Citizen Hub <info@clacks-enquiries.oncreate.app>**Date** Tue 2026-06-16 4:13 PM**To** evidence@mmalegal.co.uk <evidence@mmalegal.co.uk>

Dear MMA Legal

I am writing to you following the Subject Access Request that was made in respect of RS (d.o.b. 16/08/85) received on Friday, 5th Jun 2026.

The council is required to complete this request within one month, however in this instance I apologise that we will not be able to do so. There is a large quantity of sensitive data contained within the children's social work files. As you may be aware files require to be redacted to remove information exempt from disclosure, for example third party information. This is a complex task and requires to be undertaken by a worker with specialist knowledge in this area. Due to the amount of sensitive data we will not be able to complete this within our normal timescales and seek to extend this deadline to Friday, 4th Sep 2026.

I would like to reassure you that we will continue to make every effort to complete this work, and if we are able to complete this sooner than Friday, 4th Sep 2026 we will. In the meantime it might be helpful if you could clarify if there is any particular information that you are seeking urgently. If you identify information that is of greater urgency to you we will make an effort to prioritise this in our redacting.

I apologise again for this delay, and any impact that this may have on you.

Yours sincerely

Margaret Ure
Team Leader Business Support