

Recording and Retention of Text Messages and Other Electronic Communication

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Families increasingly use text messaging and other platforms as a means of communication between themselves, extended family, friends and professionals. The recording and retention of information received via text, social media or other messaging services is therefore increasingly important.

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An Extended Child Practice Review highlighted the need for a multi-agency policy to ensure a consistent approach to the recording and retention of information received and sent through any form of technology.

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Specific organisation policies for record keeping, information storage and information management must apply to all records including those within electronic media – both outgoing from staff and incoming from service users and other people involved in casework.

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Any contact undertaken with or about an individual via text message or electronic media must be recorded on the individual's file as a 'contact recording'. The message, telephone number, date and time of all incoming and outgoing text, and other electronic messages must be recorded in line with your organisation's policy.

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Staff will ensure that texts and any other electronic messages must only be made from or received by mobile phones or computer equipment issued by the employer. All contact with others must be regarded as professional contact. For this reason based on the information received, judgement must be used when responding to a text message / or any other electronic communication

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The use of mobile phones and electronic media should always be within the context of a planned and supervised piece of work. Responsible workers and line managers must ensure that any use of digital technology is discussed as part of supervision, risk assessed, and any decision recorded on the client record and supervision file, as appropriate.

It is important to note that any messages retained will be information subject to the Data Protection Act 2018, the General Data Protection Regulation 2018, Freedom of Information Act 2000 and the Regulation of Investigatory Powers Act 2000. Cardiff and Vale of Glamorgan Regional Safeguarding Children Board expect all member agencies to have policies in place to support e-safety practice.



[Link to Nursing and Midwifery Council](#)

