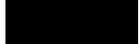


**INFORMATION GOVERNANCE LEADS**  
**Meeting –Tuesday 13 September 2016 at 10.30 a.m.**  
**Boardroom, Ochil House, Stirling**

**AGENDA**

		<b>Paper</b>
1.	Apologies	
2.	Any Other Business	
3.	Minute of Meeting held on 5 May 2016 Matters Arising Updates on Actions from Last Meeting	<b>attached</b>
4.	Non-Disclosure and Case Information Breaches Q1 2016/17 EXEMPT FROM RELEASE UNDER FOISA	
5.	Historic abuse Enquiry	<b>attached</b>
6.	Examples of good locality practice or issues arising	
7.	Locality practice for return of panel papers	
8.	Joint IG Meeting (SCRA/CHS) (Meeting held 27 July 16)	<b>attached</b>
9.	Locality IG refresher training	
10.	Single G Drive	<b>BK</b>
11.	Don't Rush poster	<b>attached</b>
	Date of Next Meeting: Wednesday 16 November 16	

**Scottish Children's Reporter Administration  
Minute of Meeting of Information Governance Leads  
Held on 5<sup>th</sup> May in Stirling**

**Present:**

Malcolm Schaffer (MS) (Chair), Gillian Henderson (GH), Katie Brownlee (KB), Gwen McNiven, Lesley Siewert, Janet Robertson, Donald Lamb (DL), , Bruce Knight (BK), Paul Harkness, Ed Morrison (EM), Moyra Gordon, Jacqueline Stephen, Kirsty MacDiarmid (KM) (for item 4).

By VC - Angela Mitchell, Rosemary McCracken,

**Apologies:**

Vicky Ritchie, Kelly Campbell

		<b>Action</b>	<b>Timescale</b>
<b>1.</b>	<b>Minutes of previous meeting: 3<sup>rd</sup> March 2016</b> Were agreed as an accurate record.		
<b>2.</b>	<b>Matters Arising</b>		
<b>2.1</b>	<p><b>Historic Child Abuse inquiry</b> Property assessing if retained files can be accommodated within SCRA's existing estate. This may be a particular problem in some offices (e.g. Paisley, Hamilton, Aberdeen).</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• To identify sites where there may be a problem and let Property team know</li> <li>• To see if adjoining Localities/ sites could help store files</li> <li>• To request Ian Allen to produce a note for next IG Leads meeting on an in-house solution.</li> <li>• To approach the Inquiry Team again</li> </ul>	<p><b>IG Leads</b></p> <p><b>IG Leads</b></p> <p><b>EM</b></p> <p><b>GH</b></p>	<p><b>End July</b></p> <p><b>End August</b></p> <p><b>15<sup>th</sup> September</b></p> <p><b>End May</b></p>
<b>2.2</b>	<p><b>Working from home on CMS</b> Now established that there can be more than 12 distance users, and EMT keen to allow more flexible working. Conditions:</p> <ul style="list-style-type: none"> <li>• Must get approval from SOMs or MS</li> <li>• That must understand issues of privacy of screens and information and protecting information at all times</li> <li>• IS team will check how often it is being used.</li> </ul>		
<b>2.3</b>	<p><b>Locality Issues</b></p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• 'Don't Rush' poster to be produced and</li> </ul>	<b>KB</b>	<b>End June</b>

	displayed in all mailing areas.		
<b>3.</b>	<b>Locality examples for national learning</b>		
<b>3.1</b>	<b>CSO and open referral project</b> To standardise process of informing police of if young person has an open referral or is on CSO. Requests from the police will be dealt with through a central mailbox. Guidance is being produced on new process.		
<b>3.2</b>	<b>Impact of named person role</b> From August, named persons will begin getting referrals about child well-being concerns from the police. May have impact on police referrals to SCRA and concern that some children may not be referred to SCRA who should be.  <b>Action:</b> <ul style="list-style-type: none"> <li>To track police referrals to assess impact of introduction of named person role.</li> </ul>	<b>DL</b>	<b>From August</b>
<b>3.3</b>	<b>IG refresher training</b> Grampian Locality requested refresher training – to be held on 26 <sup>th</sup> May. This training is designed to cover Locality issues and update on what's happening nationally. IG Leads agreed to have this training in their Localities.  <b>Action:</b> <ul style="list-style-type: none"> <li>To liaise with IG Leads to hold IG refresher training in all Localities</li> </ul>	<b>GH/KB</b>	<b>End September</b>
<b>4.</b>	<b>Outputs project - envelopes</b>		
<b>4.1</b>	KM updated on recommendations made to Change Board: <ol style="list-style-type: none"> <li>To test a centralised mailroom function and print centre in one site – to automate batch printing and enveloping.</li> <li>Options for automated printing of letters from CMS.</li> <li>Procure a standard envelope.</li> <li>Standarising layout of addresses on letters in CMS</li> </ol> Change Board has agreed that recommendation 3 can progress. The other recommendations have not yet been approved and will be subject to further discussion between Lisa Bennett, EM and Lawrie McDonald.		

	<p>SCRA now has a new stationery supplier – this provides opportunity to have a standard envelope and set of letter templates. A clear statement of requirements for the standard envelope is required. This envelope will be used for investigation and Reporter decision letters.</p> <p>IG Leads requirements for the standard envelope are:</p> <ul style="list-style-type: none"> <li>• Strong seal – and one where it is evident it has been opened</li> <li>• An address window</li> <li>• Security text and contact phone number to be printed on back.</li> </ul> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• To progress with getting costings for envelope meeting above requirements.</li> </ul>	<b>KM</b>	<b>End June</b>
<b>5.</b>	<b>CHS-SCRA Joint IG Group – minutes of meeting on 6<sup>th</sup> April</b>		
<b>5.1</b>	<p><b>Panel Member Rota swops</b></p> <p>PH reported that the high number of Panel Member substitutions in Glasgow was discussed at last week's SCRA-AST liaison meeting. AST has tried to talk to Panel Members about issue, and is following up each swop, but has been unable to effect change.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• To keep IG Group informed of actions in Glasgow</li> </ul>	<b>PH</b>	<b>On-going</b>
<b>5.2</b>	<p><b>Panel Member email addresses</b></p> <p>Action taken by SCRA to use only CHIRP email addresses now working after some initial resistance from Panel Members in some areas.</p>		
<b>5.3</b>	<p><b>Panel Member addresses – Panel Pal</b></p> <p>Still issues on accuracy of addresses in Panel Pal and how often SCRA is being informed of changes. Until resolved by CHS, MS agreed that Localities could still rely on local contacts.</p> <p><b>Action:</b></p> <ul style="list-style-type: none"> <li>• To let CHS know that SCRA's supports the actions they are taking but also that it is not acceptable for SCRA to have to check individual PM details for all Hearings, and that for the meantime SCRA will still need to rely on local contacts.</li> </ul>	<b>MS</b>	<b>27<sup>th</sup> July</b>

<b>5.4</b>	<p><b>Delivery of Panel papers</b>  Questions raised by CHS about who is responsible for Hearings papers in transit. ICO audit of SCRA was clear that SCRA was responsible up to when sent, but CHS has received advice that SCRA responsible to point of delivery.</p> <p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Need to progress joint policy with CHS on delivery of Hearings papers.</li> <li>• To inform GH of any issues to be raised with CHS</li> </ul>	<p><b>GH</b></p> <p><b>IG Leads</b></p>	<p><b>27<sup>th</sup> July</b></p> <p><b>End June</b></p>
<b>6.</b>	<b>ND and case information breaches in 2015-16</b>		
<b>6.1</b>	<p>Report for Audit Committee discussed, key points:  Development of national guidance and practice on ND.  EMT to make decision on whether addresses to be included on Report of proceedings or not.  Multiple references to addresses in reports – it is responsibility of agencies to minimise and redact</p> <p><b>Action</b></p> <ul style="list-style-type: none"> <li>• For risk assessment to be completed when reporting all breaches</li> </ul>	<b>IG Leads</b>	<b>On-going</b>
<b>7.</b>	<b>EU General Data Protection Regulation (GDPR)</b>		
<b>7.1</b>	<p>The GDPR has been passed and comes into effect in May 2018. Intial Guidance from ICO produced to help organisations prepare.  IG Leads asked to note new provisions on the accuracy of information shared with other organisations on page 5 of the guidance.</p>		
<b>8.</b>	<b>Information Security Risk Register</b>		
<b>8.1</b>	<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• Training session on risk registers for next IG Leads meeting.</li> <li>• To correct target risk score for risk 5</li> </ul>	<p><b>EM</b></p> <p><b>BK</b></p>	<p><b>15<sup>th</sup> September</b></p> <p><b>End May</b></p>
<b>9.</b>	<b>Date of Next Meeting</b>		
	<p>10.30 on Thursday 15<sup>th</sup> September in the Boardroom, Ochil House.</p>		

Hi Ed,

I e-mailed the IG Leads following your e-mail below and I have had responses from most. Generally the IG Leads don't think they have a problem with storage:

South East use Selkirk for storage so for the time being, they are confident that they have sufficient space.

Glasgow think they will be ok for a few years but my calculations would indicate that there is more than enough space in the emptied 4<sup>th</sup> floor filing system to store their Over 18's throughout the enquiry.

Ayrshire don't think they will have a problem until the lease of Ayr expires in 2019 as they can use the filing system there in the meantime.

Central also think they will be fine. They use some storage space in Falkirk.

Highland didn't respond but having worked with a few of the Locality offices over the past year or so, they don't appear to have significant problems. In fact, Inverness have significantly reduced the amount of paper they store by weeding their files, including the Over 18's, so that they minimise the size of the files. Inverness halved the amount of file storage they had when they moved to Castle Wynd earlier this year and although they can imagine running out of space over a 5 year period, they are in as good a position as possible.

Lanarkshire D & G initially sighted a problem in Hamilton but Hamilton has plenty of capacity on the ground floor if the first floor filing system becomes full. This was confirmed by one of the LSMs in Hamilton.

Three Localities felt that they would struggle to store additional files:

\* Tayside & Fife think they may run into difficulties eventually in Glenrothes. Dundee seems fine but apparently they don't have capacity to take any of the Glenrothes files.

\* Grampian identified a problem in the Aberdeen office. Having moved onto one floor a few years ago, they feel that they already struggle for filing space.

\* North Strathclyde say they are struggling for storage in both Paisley and Greenock and that they have had discussions with Alistair about using some space in Glasgow.

I don't know whether there is any possibility of checking / auditing the filing in each of the three Localities to establish whether they could reduce the size of the files, either to create capacity within the current filing, or to minimise the space required off-site.

Regards,

**Marny Jackson BSc (Hons) BArch MSc**  
**Property Development Officer**

Scottish Children's Reporter Administration  
Hamilton House  
Hamilton Business Park  
Caird Park  
Hamilton  
ML3 0QA

Tel: 0300 200 2125  
Mob: 07776474325

[www.scra.gov.uk](http://www.scra.gov.uk)

Any attachments included with this e-mail are commercial OFFICIAL-SENSITIVE documents and are supplied on a 'need to know' basis. This level of protection must be maintained at all times.

**OFFICIAL-SENSITIVE-COMMERCIAL**

**From:** Morrison E (Ed)  
**Sent:** 16 May 2016 11:42  
**To:** Allen I (Ian); Jackson M (Marny)  
**Cc:** Schaffer M (Malcolm); Henderson G (Gillian) (SCRA)  
**Subject:** Historical Abuse enquiry

Hi Ian, Marny

Malcolm and I updated the IG Group on 5<sup>th</sup> May on your initial analysis of storage requirements for over 18 files.

A follow up piece of work has been requested as set out in the extract from the draft minute from the IG leads meeting is shown below:

<b>Historic Child Abuse inquiry</b> Property assessing if retained files can be accommodated within SCRA's existing estate. This may be a particular problem in some offices (e.g. Paisley, Hamilton, Aberdeen). <b>Actions:</b> <ul style="list-style-type: none"><li>To identify sites where there may be a problem and let Property team know</li><li>To see if adjoining Localities/ sites could help store files</li><li>To request Ian Allen to produce a note for next IG Leads meeting on an in-house solution.</li><li>To approach the Inquiry Team again</li></ul>	<b>IG Leads</b> <b>IG Leads</b> <b>EM</b> <b>GH</b>	<b>End July</b> <b>End August</b> <b>15<sup>th</sup> September</b> <b>End May</b>
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Hope this is clear but Malcolm, Gillian or I would be happy to talk through.

Thanks

Ed

Ed Morrison  
Head of Finance & Resources  
SCRA

Tel: 0300 2001554  
Blackberry: 07880573646  
email: [ed.morrison@scra.gsi.gov.uk](mailto:ed.morrison@scra.gsi.gov.uk)

## CHS-SCRA JOINT INFORMATION GOVERNANCE GROUP

Minute of the meeting at 14:00 on Wednesday 27<sup>th</sup> July 2016 in Ladywell House, Edinburgh

### Attendees:

SCRA – Gillian Henderson (GH), Katie Brownlee (KB), Malcolm Schaffer (MS)  
CHS – Elliot Jackson (EJ), Callum Morrison (CM), Ava Wieclawska (Chair) (AW)

**Apologies:** Caroline McCall (CM) (SCRA)

### 1. Minutes and actions from the last meeting

1.1 The minutes of the meeting on 6<sup>th</sup> April were agreed as a true record.

1.2 Actions

1.2.1 Disputes to accuracy of Hearing papers

**Action: MS** to check with Gill Short, SCRA, that recording of this is included in the Practice direction on the Role of the Reporter in Hearings

**Action: AW** to speak to Alyson Evans, CHS, that this is included in existing guidance for Panel Members

1.2.1 Marking of all Hearing Forms as 'Official-Sensitive'

**Action: GH** to ask Iain Gault, SCRA, is this would be feasible and if so if it could be included in the 'Panel Pocket' pilot

### 2. Panel Papers

2.1 Checking that Panel Papers returned to SCRA

Each SCRA should have a system for checking that all Panel Papers sent are returned (at Hearing, when rota swop, etc.).

**Action: MS** to ask SCRA IG Leads at the IG Leads meeting on 13<sup>th</sup> September what arrangements they have in place to check return of Panel Papers.

2.2 ICO advice

Agreed that responsibilities are as follows:

- CHS is Data Controller from point that Panel Papers are delivered to Panel Members.
- Royal Mail's Charter sets out that it is responsible for delivery of correspondence
- SCRA is Data Controller for information it holds. It is SCRA's responsibility to follow up with Royal Mail when Panel Papers are not delivered, opened in transit, delivered to wrong address, etc.

## 2.3 Panel Members taking notes in Hearings

CHS guidance is that if requested Panel Members should show their notes to individuals attending a hearing but there have been some issues with Panel Members refusing to show their notes. These requests should be processed as information requests, in line with CHS' responsibilities under Section 7 of the Data Protection Act, but it would be impractical to process a Subject Access Request during the hearing so CHS will continue to advise that these notes should be made available on request. AW queried whether Panel Members or the Reporter should be taking a note of any requests to view notes in Hearings for management information.

**Action: MS** to raise this issue at the next Hearings Management Group

**Action: AW** to find out what other tribunals do

## 3. Information Security incidents

Three recent incidents in Edinburgh caused by Royal Mail. CHS raised complaints with Royal Mail. Agreed in future, that CHS will pass to SCRA for SCRA to raise with Royal Mail (see 2.2)

In all three incidents the papers were too tightly packed in the envelopes. It is SCRA's expectation that its staff will check the size of the package, and that Panel Members should raise directly with Locality. The AST has raised this at local liaison meetings with the Locality but papers are still being too tightly packed in envelopes.

**Action: AW** to ask ASTs to raise with Panel Members the need to inform Locality directly when envelopes over-filled and/or burst.

There was a delay in an incident being reported by SCRA to CHS.

**Actions: MS** to send a reminder to South East Locality and raise at IG Leads meeting on 13<sup>th</sup> September

## 4. Volunteer records

### 4.1 Project specification

**Action: AW** to circulate again – done.

### 4.2 Accuracy of Panel Member addresses

Clerks are able to update Panel Pal on behalf of ASTs and Panel Members. Updates to SCRA Localities are still being provided by CHS on request, and CHS is happy to continue to do.

SCRA Panel Pal accounts still exist, but not know how many are active.

**Action: AW/CM** to send SCRA a list of SCRA Panel Pal accounts for checking.

Action from previous meeting for CM and EJ to raise at LSM meeting.

**Action: EJ** to carry forward action

## 5. Rota Swops

Glasgow Area Convenor has sent email to all Glasgow Panel Members to instruct them that culture of rota swops is not acceptable and needs to stop.

**Action: EJ** to share this email with SCRA – done

**Action: MS** to check with Paul Harkness, SCRA, that this instruction is making a difference

Questions over whether this is also an issue in Aberdeenshire.

**Action: EJ** will follow up

Agreed that such issues should be dealt with locally.

## 6. PIA update

No update

**Action: EJ** to raise need for PIA at next joint CHS-SCRA Digital Strategy meeting.

## 7. Action Plan

### 7.1 Panel Member emails

From 1<sup>st</sup> April 2016 Panel Members can only use CHIRP email accounts

**Action: GH** to check with IG Leads that Localities are not being sent emails from Panel Members' personal accounts

**Action: AW** to circulate CHS's conduct guidance for Panel Members - done

### 7.2 Social Media

Agreed that this issue is a priority.

**Action: GH** to ask Maryanne McIntyre, SCRA, about progress on producing the guidance on misuse of social media

## 8. Redacted appeals data

**Action: MS** will link back with CM on extent of work this is creating in West Dunbartonshire – it is not necessary or expected

**Action: VS** will check with Renfrewshire AST on how this information is being used.

## 9. Non Disclosure

SCRA is revising its Practice and Operational Guidance. Through CHS-SCRA Hearings Management Group are looking at how to limit the amount of possible ND information in Reports of Proceedings and developing a standard order of Panel Papers.

## 10. Complaints

On 6<sup>th</sup> June, CHS rolled out its new Complaints Handling Procedure and Toolkit to ASTs, and have had positive feedback so far.

CHS is looking into developing an associate list of independent individuals who can investigate complaints.

## **11. Any other business**

### 11.1 Disclosure Scotland

VS informed the meeting of contact from Disclosure Scotland on a data cleanse they are planning to do on everyone who has PVG Scheme membership.

**Action: GH** to check with Susan Deery, SCRA, on whether SCRA has also been contacted regarding this.

### 11.2 Texting rota swops

Pilots underway in South East and Ayrshire Localities. It is unclear whether there are Data Processing Contracts in place between SCRA and CHS and the company that is providing the mobile phones.

**Action: GH** will check with Lorna McNaughton, SCRA, to find out if Data Processing Contracts are in place, and feedback to CHS.

**Action: GH** to be added to agenda of next meeting

## **12. Date of the next meeting**

Thursday 20<sup>th</sup> October 2016 at 14.00 in Ladywell House, Edinburgh

# Don't Rush!



SCOTTISH  
CHILDREN'S REPORTER  
ADMINISTRATION

Under pressure to get panel papers out? Please don't rush!!!

Always remember...

It is better to slow down and double check, rather than rush and risk Non-Disclosure breaches.

Thank you

Neil Hunter



Don't  
risk it!