



SCOTTISH

**CHILDREN'S REPORTER**

ADMINISTRATION

## Scottish Children's Reporter Administration Minute of Information Governance Leads held on Tuesday 23 February 2021 via Microsoft Teams

**Present:**

Alistair Hogg (Chair), Gillian Henderson, Stephen Eodanable, Colette Cairns, Gwen McNiven, Nicola Baird, Jacqueline Stephen, Karen Erskine, Angela Mitchell, Ed Morrison, Laura Dowds, Gill Short, Donald Lamb, Vicky Ritchie, Janet Robertson, Paul Harkness, Kelly Campbell.

		Timescale	Action
1.	<p><b>Apologies</b> Helen Etchells, Bruce Knight No representation from Lanks/D&amp;G</p>		
2.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>• <b>Blue books</b> – Ayrshire needed to reduce their paper files, so the advice was given that as long as the information is in CSAS there is no need to keep a paper copy as well. Ensure all previous stat docs are on CSAS, then the archived files can be cleared out. Where the cases are live, the original statutory documents should be retained, however, now we have moved to electronic signatures there is no “original document” A discussion was held about how teams felt about disposing of originals for archived cases, however, if the documents are on CSAS there is no requirement to hold onto them.</li> <li>• AH asked that if anyone had any further thoughts on disposing of or discomfort with getting rid of blue books, to get in touch with him. AH will make a decision this week, and currently the view is to discontinue their use.</li> <li>• <b>Secure plastic mail tuff envelopes</b> There had been an issue with the supplier of the pre-printed secure envelopes. Crawford was able to get in touch with Bayard, who admitted to having email issues, they have provided Crawford with a new email address, so localities should be able to order envelopes again. EM is looking for volunteers to work with Crawford on the new tender exercise. This needs to be done asap so we can look at procurement and specification, along with change in nature of our needs. The contract with Bayard is in place till mid-year and could be extended if required.</li> <li>• <b>Offence referrals missing charges on CSAS.</b> We send outcomes to police on a weekly basis, in order for them to close cases down. There have been some issues with regard to SPR2's and some transport police referrals, when looking at disposals some charges are missing; these documents will need cross referenced and charges added once closed, as a work around.</li> </ul>		<p style="text-align: center;">ALL</p> <p style="text-align: center;">ALL</p> <p style="text-align: center;">ALL</p>

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	<p>The issue around the SPR2 coming into the system will be sorted, this is a time limited issue. In the meantime Reporters will need to make sure there is a charge there and manually add to ensure our records are correct and complete. There was an issue with joint referrals during migrations, this was a transient issue, however please raise if you are still finding missing charges.</p> <p>2 members of the group offered to assist with rectifying this issue.</p>		
3.	<ul style="list-style-type: none"> <li>• <b>Minutes from Previous Meeting</b></li> <li>• Agreed as accurate.</li> </ul> <p><b>Matters arising:</b></p> <ul style="list-style-type: none"> <li>• At the last meeting it was recognised that there was an increased risk of data breaches during the transition period between CMS &amp; CSAS. The risk has been updated on the risk register and ways have been looked at to mitigate the risks.</li> <li>• <b>Blue books</b> – AH to make a final decision for need to retain blue books, however if localities feel it would be beneficial to keep blue books simply as a folder containing stat docs for a short period of time, they can do. Further discussion under AOB.</li> <li>• <b>SOLAR update</b> – SE has chased up again</li> <li>• <b>Returning of Panel Members papers.</b> SCRA have arranged a freepost account for panel members to return their papers if they are not coming into an office. The papers will be returned direct to the company handling our confidential waste and will be shredded. An application is with Royal Mail and once the license is granted test papers will be sent out to ensure the procedure is followed. SE will inform localities when this is in place and ready to use.</li> <li>• <b>Providing solicitors with papers.</b> To increase flexibility the guidance for solicitors requesting personal information will be updated to include the following: We can accept a request for personal information from an email address that we are able to verify on the law society 'find a solicitor' web page, but if they don't have a cjsm account for us to respond to we would need to post it. Solicitors should obtain a cjsm email, this is free and can be completed quickly, if they wish to receive papers etc. via email.</li> </ul>	<p>03/21</p> <p>03/21</p>	<p>SE</p> <p>ALL</p> <p>SE</p> <p>ALL</p>
4.	<ul style="list-style-type: none"> <li>• <b>IG six Monthly report to Audit &amp; Risk Committee</b></li> <li>• AH highlighted the report which is a summary of IG position with regard to activity, training, SARs, FOISA, PVG requests as well as a summary on breaches. The report was presented to the Audit &amp; Risk Committee and it was noted that during the COVID lockdown there was a reduction in breaches; as activity in offices increased there was a slight increase in breaches being reported but this is less than in a normal period of business. It was recognised that this is a reasonable position and that whilst zero breaches is the bench mark, it is accepted that</li> </ul>		

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	breaches do occur, due to pressures and human error. The board are grateful for the work carried out and the clear focus on activity around this area.		
<b>5.</b>	<ul style="list-style-type: none"> <li>• <b>Transition Breaches – new risks</b></li> <li>• Since November a paper has been submitted to the EMT and IG Leads around breaches which have occurred involving cases which have migrated to CSAS, highlighting possible new risks. The January paper was discussed and a summary report covering from November – January made available. During the initial migration from CMS to CSAS some issues were identified and work around or solutions provided. As the live system has now been running for some months the breaches occurring are not isolated to CSAS issues and could have occurred previously. IG Leads should remind staff of their obligations under GDPR/Data Protection that data should be accurate and it is everyone’s responsibility to do this.</li> <li>• KC identified a breach which does not appear to have been a user error as first expected. Another child’s grounds in a share point folder, at first it was thought it had been wrongly scanned into CMS and migrated over, this does not appear to be the case. So it is important that all documents in a child’s HIP are checked, being aware that CSAS will have a banner at the top of all documents with the child’s name, which can be quite misleading. It is therefore vital to check the narrative of the documents to make sure they do relate to the correct child. If there is a system issue uncovered then this will be shared widely.</li> <li>• VR raised virtual hearing issues whereby individual’s locations were being identified, if they forgot to use 141 when using Skype.</li> <li>• AH spoke of the rapid response project improving technical support in general, providing virtual hearing operators with better technical knowledge and skills to support the virtual hearing. Skype for business should only be used by panel members and reporters.</li> <li>• JS – Central are piloting hearings in MS Teams, which will hide email addresses, school names etc. so no identifiable information is displayed.</li> <li>• In terms of redactions, we should wait until the 2<sup>nd</sup> redaction task is completed, prior to emailing documents. Remember to remove from prep area, so they don’t get mixed up with completed documents.</li> <li>• SE reminded meeting of the work around solution from Douglas with regard to issues with redaction tool, deleting the document from HIP and then re-adding it.</li> </ul>		
<b>6.</b>	<ul style="list-style-type: none"> <li>• <b>Training update/reminder</b></li> <li>• GDPR training has been completed for 39 new members of staff over the last few weeks via Skype. There are 5</li> </ul>		

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	<p>member of staff (2 from H&amp;I, 3 from Ayrshire, 1 OHOV) still to complete.</p> <ul style="list-style-type: none"> <li>• GDPR 2021 training is almost complete and will be rolled out to staff in the 2<sup>nd</sup> part of the year.</li> </ul>		
<b>7.</b>	<ul style="list-style-type: none"> <li>• <b>Examples of good locality practice or issues arising</b> None raised</li> </ul>		
<b>8.</b>	<ul style="list-style-type: none"> <li>• <b>New Risks</b> None – issues discussed under Transition Breaches</li> </ul>		
	AH thanked everyone once again for attending and contribution, meeting was well attended and hoped the next meeting might be in person.		
	<b>Date of Next Meeting</b> <b>Tuesday 25 May 2021</b>		