



**Clackmannanshire
Council**

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Comhairle Siorrachd
Chlach Mhanann

**CLACKMANNANSHIRE COUNCIL and
CLACKMANNANSHIRE COUNCIL
LICENSING BOARD**

**RECORDS MANAGEMENT
PLAN**

**Setting out proper arrangements for the management of
Clackmannanshire Council's public records under Section
1 of The Public Records (Scotland) Act 2011.**

Title:	Records Management Plan
Description:	A plan for the implementation of good records management practice for all Council Services and the proper classification, storage and disposal of all public records held by Clackmannanshire Council and the planned application in compliance with The Public Records (Scotland) Act 2011.
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Approver:	Stephen Coulter, Head of Resources and Governance
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Contact:	Lynn Gardner, Project Coordinator, IT Services
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Introduction

Under the Public Records (Scotland) Act 2011 ("the Act") Scottish public authorities must produce and submit a Records Management Plan ("RMP") setting out proper arrangements for the management of an authority's public records to the Keeper of the Records of Scotland ("the Keeper") for his agreement under Section 1 of the Act.

Clackmannanshire Council, as a public authority, has a statutory responsibility under Section 1 of the Public Records (Scotland) Act 2011 ("the Act") to produce and submit a Records Management Plan ("the RMP") to the Keeper of the Records of Scotland ("the Keeper"). The purpose of the RMP is to set out the proper arrangements which the Council has in place for the preservation and management of all relevant records, in all formats, created by the Council, as well as those records inherited from its predecessor authorities.

Establishing effective records management arrangements will deliver significant benefits for the Council – for example it will help to:

- Increase efficiency and effectiveness, delivering savings in administration costs
- Improve and develop service delivery
- Achieve business objectives and targets
- Ensure compliance with the Public Records (Scotland) Act 2011 and other legislative requirements, standards and codes of conduct
- Support transparency and open government

The scope of the Records Management Plan applies to all records irrespective of the technology used to create and store them or the type of information they contain.

In accordance with Part 1, Section 3.1 of the Act, all records created in the carrying out of the Authorities functions (whether on or behalf of the Council) are public records. The Act states that:

- (1) *In this Act, "public records", in relation to an authority, means-*
- (a) *records created by or on behalf of the authority in carrying out its functions,*
 - (b) *records created by or on behalf of a contractor in carrying out the authority's functions,*
 - (c) *records created by any other person that have come into the possession of the authority or a contractor in carrying out the authority's functions.*

The Records Management Plan applies to all Clackmannanshire Council Services and Clackmannanshire Council Licensing and covers 14 Elements, which are:

- Element 1 Senior Management Responsibility
- Element 2 Records Management Responsibility
- Element 3 Records Management Policy Statement
- Element 4 Business Classification
- Element 5 Retention Schedules
- Element 6 Destruction Arrangements
- Element 7 Archiving and Transfer Arrangements
- Element 8 Information Security
- Element 9 Data Protection
- Element 10 Business Continuity and Vital Records
- Element 11 Audit Trail
- Element 12 Competency Framework for Records Management
- Element 13 Assessment and Review
- Element 14 Shared Information

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Element 1: Senior Management Responsibility

Identify an individual at a senior level who has overall strategic accountability for records management.

- 1.1 The Records Management Plan has the backing of the Corporate Management Team of the Council - the Chief Executive, Deputy Chief Executive and Executive Director.

The person with overall responsibility for records management is:-

Stuart Crickmar

Strategic Director, Partnership and Performance

Clackmannanshire Council

Kilncraigs

Alloa

FK10 1EB

- 1.2 The person with specific responsibility for the Licensing Board is:-

Lee Robertson

Legal and Democracy Services

Clerk to the Licensing Board

Clackmannanshire Council

Kilncraigs

Alloa

FK10 1EB

Evidence:

Appendix 1 – Letter from Nikki Bridle, Chief Executive, Clackmannanshire Council

Appendix 2 – Letter on behalf of Clackmannanshire Licensing Board

Appendix 3 – Letter from Nikki Bridle appointing Lee Robertson

Element 2: Records Manager Responsibility

Identify individual within the authority, answerable to senior management, to have day-to-day operational responsibility for records management within the authority.

- 2.1 It is essential that a member of staff has corporate responsibility for the implementation of the Records Management Plan. The person with corporate responsibility for records management for Clackmannanshire Council is:-

Lee Robertson

Legal and Democracy Services

Clerk to the Licensing Board

Clackmannanshire Council

Kilncraigs

Alloa

FK10 1EB

Evidence:

Appendix 4 – Letter from Elaine McPherson, Chief Executive, Clackmannanshire Council

Appendix 5 – Extract from CMT Report of 11th November 2015 (Appointment of John Munro)

Appendix 6 – Extract Minute of Resources and Audit Committee of 3rd December 2015

Appendix 7 – Extract from John Munro's Performance Review and Development Meeting

Appendix 8 – Evidence of John Munro's Information Management Training

Appendix 9 – CMT Report Email Retention and Corporate File Structure

Element 3: Records Management Policy Statement

A records management policy statement underpins effective management of an authority's records and information. It demonstrates to employees and stakeholders that managing records is important to the authority and serves as a mandate for the activities of the records manager.

- 3.1 The Council has had a Records Management policy and strategy in place since 2009. This was approved by the full Council of Clackmannanshire Council on 24th September 2009. The policy was revised in 2015 to include reference to the Records Management Plan, to ensure the requirements of Element 3 were covered by the policy and to further develop good practice in terms of the management of records.

Evidence:

Appendix 10 – Extract Minute of Meeting of Clackmannanshire Council of 24th September 2009

Appendix 11 – Records Management Policy

Appendix 12 – Screenshot of Connect Page with link to Records Management Policy

Appendix 13 – Information Strategy

Appendix 14 – Governance Strategy

Element 4: Business Classification

A business classification scheme describes what business activities the authority undertakes - whether alone or in partnership.

- 4.1 The Council devised a Business Classification Scheme (BCS) in 2012, covering all functions of the Council. This was approved by the Corporate Management Team (CMT) on 18th July 2012.
- 4.2 The BCS has been arranged into Function and Activity, with reference being made to the Scottish Service Mapping List. The current Service and Sections are also included, but are interchangeable to allow for Functions to be transferred to another Service area.
- 4.3 Further developments to the BCS will include the matching of retention timescales to the Function and Activity and identification of vital records.
- 4.4 Following approval, it was agreed that implementation of the BCS would be rescheduled until completion of the Server Replacement Programme (due early 2017). Assurance was given by the Council's CMT that each Service would provide responsible officers to implement this effectively.
- 4.5 A Project is underway on the corporate implementation of the BCS. The scope of this Project also includes a directory structure for the new Servers and a Corporate Naming Convention.
- 4.6 A report was presented to the CMT on 10th August 2016, agreeing the adoption of a Corporate File Structure (CFS) which is based on the original BCS. This will be incorporated into the Records Management Implementation Project.
- 4.7 The Council's EDRMS (Electronic Document Records Management System) pre-dates the compilation of the CFS and was configured using the agreed BCS functions and activities. The EDRMS will be harmonised with the CFS in due course.
- 4.8 Where data is transferred or shared with 3rd parties, this is done under the auspices of a Data Sharing Agreement for compliance purposes.

Evidence:

Appendix 15 – Extract Minute of CMT Meeting of 18th July 2012

Appendix 16 – Business Classification Scheme (also known as the Corporate File Structure)

Appendix 17 – URL for Scottish Services Mapping List

Appendix 18 – Screenshot of Project Plan for implementation of CFS

Appendix 19 – Project Progress Update

Appendix 20 – Report to CMT on 10th August 2016

Appendix 21 – Category Screenshot from IDOX (EDRMS)

Element 5: Retention Schedules

A retention schedule is a list of records for which pre-determined destruction dates have been established.

- 5.1 The Council has had a Corporate Retention Schedule (CRS) in place since November 2011. This was approved by the Corporate Management Team (CMT) on 18th July 2012. Reference is also made to Document Retention in the Council's Financial Regulations (with retention timescales attached as Appendix 1 in this document). The rationale for retention timescales is detailed in the information contained at the front of the document.
- 5.2 A review of the CRS was undertaken in January 2014 which updated the aspects that had changed since 2011, including rationale and legislation amendments. A Corporate procedure was established for making changes to the CRS. The CRS is maintained by the Democracy Team within the Resources and Governance Service.
- 5.3 As part of the Records Management Implementation Project, the current Corporate Retention Schedule is under review. All Council Services are asked annually to review and update retention timescales based on legislation and changes to procedure.
- 5.4 Further development of the CRS will include matching to the Function and Activity to the Business Classification Scheme to ensure a uniform approach to document retention and classification.
- 5.5 A database is currently being developed as an Information Asset Register to capture where information is held, how long it is kept for and vital records.

Evidence:

Appendix 22 – Extract Minute of CMT Meeting of 18th July 2012

Appendix 23 – Extract from Financial Regulations

Appendix 24 – Corporate Retention Schedule

Appendix 25 – Screenshot of Connect Page – Corporate Retention Schedule

Appendix 26 – Screenshot of Information Asset Register Database

Element 6: Destruction Arrangements

The Council has a contractor in place to securely destroy confidential information that it no longer requires. The Council has clear procedures in place to destroy information and ensures that any information destroyed by the contractor is properly documented.

- 6.1 The Council has a Destruction Arrangements Policy, which was updated in November 2015. The Policy was formally agreed by the Resources and Audit Committee on 3rd December 2015.
- 6.2 The Policy has been produced to ensure that all records created and held by Clackmannanshire Council are managed appropriately at the end of their life cycle. The Policy states that it is the responsibility of all staff to ensure that all information (confidential or non confidential) is disposed of in an effective and secure manner and in accordance with the Policy.
- 6.3 A report was presented to the CMT on 10th August 2016, agreeing the adoption of an Email Destruction Policy to ensure information contained within emails should either be transferred to the appropriate business record, moved into IDOX (EDRMS) or destroyed and should not be kept within the Lotus Notes email system.
- 6.4 The Council does not currently use a Third Party Supplier for the storage of paper. If in future, this process is reviewed and changes, any Third Party Supplier will be required to adhere to the Records Management Policy and store records in accordance with the Records Management Plan and ISO 15489.
- 6.5 Our Paper Records store is currently located (with restricted access) on the 5th Floor of Kilncraigs, with additional storage of archived Building Standards records, held securely in Alloa Town Hall. Our Collections and Archives are held in the Speirs Centre and are held securely under the control of our Archives and Records Management Officer.
- 6.6 The Council's ICT Service undertakes a cycle of data backups in rotation of Daily Back Up, Monthly Back Up and Yearly Back Up, all which are subject to set retention timescales.

Evidence:

Appendix 27 – Destruction Arrangements Policy

Appendix 28 - Extract Minute of CMT Meeting of 11th November 2015

Appendix 29 – Extract Minute of Resources and Audit Committee of 3rd December 2015

Appendix 30 – Email Retention Policy

Appendix 31 – Confirmation letter for destruction of IT Hardware

Appendix 32 - Certificate of Secure Destruction of IT Hardware

Appendix 33 – Certificate of Destruction DS Smith (Recycling)

Appendix 34 – Data Back Up Cycle

Appendix 35 – Destruction of electronic records (IDOX)

Appendix 36 - Destruction of electronic records (Child Care system)

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Element 7: Archiving and Transfer Arrangements

This is the mechanism by which an authority transfers records of enduring value to an appropriate archive repository, specifying the timing of transfers and other terms and conditions.

- 7.1 The Council has a Collection and Archival Policy, which was updated in July 2015.
- 7.2 The document details the purpose of having the Collections and Archival Policy, the Council's Statutory Obligations, the Scope of Collection, the formal Process for Collections and the Policy concerning archives from predecessor authorities.
- 7.3 The document also contains Information for Depositors of Archives, Deposit/Donation Agreement, Receipt/Deposit Agreement and Transfer Arrangements for the Records Management Repository.

Evidence:

Appendix 37 – Extract Minute of CMT Meeting of 11th November 2015

Appendix 38 – Collection and Archival Policy

Appendix 39 – Sample Deposit Agreement

Element 8: Information Security

Information security is the process by which an authority protects its records and ensures they remain available. It is the means by which an authority guards against unauthorised access and provides for the integrity of the records. Robust information security measures are an acknowledgement that records represent a risk as well as an asset. A public authority should have procedures in place to assess and contain that risk.

8.1 Electronic Records

The Council has an ICT Security Standards document which is renewed annually to ensure the security, validity and integrity of all electronically stored data, systems and application software.

8.2 The document details how Clackmannanshire Council is committed to protecting the Council's ICT infrastructure and safeguarding information within a secure electronic environment in accordance with business requirements and relevant laws and regulations.

8.3 In addition to the ICT Security Standards, the Council has a number of Standards in place to maintain information security:

- **ICT Security Standards**
- **Acceptable Use Standards**
- **ICT Asset Management Standards**
- **Network Security Standards**
- **IT Patch Management Standards**
- **Security Incident Response Standards**

8.4 Current versions of the ICT Standards are provided. These are working documents which are reviewed in line with changes to technology and business practices. We are aware that in some cases, reviews have not yet been formally recorded in a consistent manner; however, these remain the current practice.

8.5 Paper Records

The Council has an Electronic Document Management System (EDRMS) which is used to hold the bulk of the Council's records. This is used daily as a method for reducing the need to hold paper files and for ease of access for staff. All staff are allocated a password and have restricted access to the structure which contains their Service records. This can also be narrowed down to individuals who require access to confidential information.

8.6 In circumstances where Services are required to hold paper records, these are held in a secure building environment where identity passes are required for access. Confidential records are held in locked cabinets and only approved staff are allowed access. The Council is actively working to reduce paper records to the absolute minimum and only in line with relevant legislation.

- 8.7 The Council has an Electronic Information Management Handbook with a sub-section on Records Management. This is available to all staff. Any major changes or updates are disseminated to staff via messaging on the Intranet (CONNECT) through the News section.
- 8.8 IT Services adhere to the PSN Regulations with regard to the Council's information security.

Evidence:

Appendix 40 – ICT Security Standards

Appendix 41 – Acceptable Use Standards

Appendix 42 - ~~Account Management Standard~~(merged with Acceptable Use Standard)

Appendix 43 – ICT Asset Management Standards

Appendix 44 – Network Security Standards

Appendix 45 - ~~Windows Domain Password Standards~~(merged with Acceptable Use Standard)

Appendix 46 – IT Patch Management Standards

Appendix 47 - Security Incident Response Standards

Appendix 48 – Screenshot of Connect Page detailing major change

Appendix 49 – Screenshot of CSI Page for staff access

Appendix 50 – Screenshot of Information Management Handbook Front Page

Appendix 51 - Screenshot of Information Management Handbook Records Management Page

Appendix 52 – PSN Certificate

Element 9: Data Protection

An authority that handles personal information about individuals has a number of legal obligations to protect that information under the Data Protection Act 1998.

- 9.1 Under the Data Protection Act 1998, the Council is the Data Controller and is registered with the Information Commissioners Office (ICO). The Council is registered on the ICO's Data Protection Register under Registration Number Z5777954 and Clackmannanshire Council Licensing Board is registered under Registration Number Z5777808X.
- 9.2 The Council has a Data Protection Policy that is available on ClacksWeb and the Intranet (CONNECT). This Policy is reviewed annually by the Head of Resources and Governance.
- 9.3 The purpose of this Policy is to ensure that the Council fully adheres to its legal obligations as set out in the Data Protection Act 1998 in relation to the protection of personal data that it holds about any individual.
- 9.4 In complying with the Principles of Data Protection as laid down by the Act, the Council not only protects itself but also staff, customers and others who have contact with the Council. However, both the Council and individuals may be held accountable by the Information Commissioner's Office (ICO), the body which oversees the data protection laws.
- 9.5 This Policy is not a stand alone document and is designed to be read in conjunction with other related policies, such as the Information Security policy, which outlines the requirements, standards and guidance for information usage within Clackmannanshire Council.
- 9.6 The Council maintains a suite of training courses on information security and data protection on its on-line learning portal. Staff have been required to undertake this training and undergo refresher training periodically.

Evidence:

Appendix 53 – Data Protection Policy

Appendix 54 – Screenshot of Connect Page for staff access to Policy

Appendix 55 – URL to Information Commissioners website

Appendix 56 – Screenshot of Clacks Academy Data Protection Staff Training

Element 10: Business Continuity and Vital Records

A business continuity and vital records plan serves as the main resource for the preparation for, response to, and recovery from, an emergency that might affect any number of crucial functions in an authority.

- 10.1 All Council Services are required to have a Business Continuity Plan in place which provides the strategy for dealing with an emergency incident or disaster. Records that are defined as vital are identified in the Plans and include records that would be used to return the Service to a Business As Usual position in the event of a disaster.
- 10.2 The Council has Emergency Planning Business Continuity Operational Procedures which provide a Management Strategy, Critical Functions and Continuity Processes.
- 10.3 This Critical Functions document provides an overview of the Council's Services, categorised into criticality tiers for the purpose of priority restoration of Services in the event of a business continuity incident. It also provides a brief summary of the service function, business as usual staff numbers, business continuity staff numbers and the relocation site.
- 10.4 Further developments include identifying and making reference to vital records within the Business Classification Scheme and Corporate Retention Schedule (See Element 4.3 on BCS).
- 10.5 The restoration of Vital Records are covered by the ICT Business Continuity Plan. Other Vital Records are covered by the relevant Service Business Continuity Plans.

Evidence:

Appendix 57 – ICT Business Continuity Plan

Appendix 58 – Example Vital Records List – Environmental Health

Appendix 59 – Screenshot of database detailing Vital Records

Appendix 60 - Corporate Critical Functions

Appendix 61 – Departmental Recovery Plan (Template)

Appendix 62 - Departmental Recovery Plan Schools (Template)

Element 11: Audit Trail

An audit trail is a sequence of steps documenting the movement and/or editing of a record resulting from activities by individuals, systems or other entities.

11.1 Electronic Records

The Council uses an Electronic Document Records Management Store (EDRMS) to hold the bulk of its paper records. Documents can be scanned in, or manually inserted from all Microsoft products and Lotus Notes email, directly into IDOX (EDRMS). Once a document is in the EDRMS, it can be changed, logged, emailed or deleted. All interactions are recorded and logged using individual staff credentials. This ensures that a full audit trail is available and is BIP 0008 (Legal admissibility and records retention) compliant.

11.2 The Council also has a Corporate Comment and Complaints database for logging customer complaints. There is a staged process for the dealing with complaints and the outcomes of each stage are logged and held for review purposes.

11.3 Paper Records

Due to the process of using EDRMS as the main method for storing paper records electronically, there has been a significant reduction in the use of paper records. The remaining paper records are trackable through file tracking cards and file and document registers.

11.4 The Council does recognise that this could be improved by ensuring all records should be inserted or scanned into our EDRMS and this will be address as part of the Business Classification Scheme Project. (See Element 4).

Evidence:

Appendix 63 - Extract Audit Trail from IDOX (EDRMS)

Appendix 64 – Extract Transaction Log from Finance System (TechOne)

Appendix 65 – Copy Memo from Finance detailing Council House Sales Cheques received

Appendix 66 – File Location Card (Sample)

Appendix 67 – Paper Index List

Appendix 68 – File Location Plan

Element 12: Competency framework for records management staff

A competency framework lists the core competencies and the key knowledge and skills required by a records manager. It can be used as a basis for developing job specifications, identifying training needs, and assessing performance.

- 12.1 The Records Manager is currently designated as the ICT Service Manager who has overall responsibility for the maintenance and security of electronic records and for enabling the change from the transformation of hard copy documents to electronic. The ICT Service Manager is also responsible for the establishment and maintenance of information security policy and is supported by staff that have specific responsibilities for the key functions that support this activity. Overall responsibility for Data Protection policy rests with the Senior Governance Officer.
- 12.2 Both Officers are ultimately responsible to the Head of Resources and Governance who is the designated senior manager with overall strategic responsibility for Records Management.
- 12.3 The Council recognises the importance of well maintained records and the efficiency savings and security that flow from them. The Council has noted the need to bolster its knowledge and capacity in records management. A role profile and person specification has been drafted and a suitable person will be recruited as Records Manager subject to the priorities identified in the Council's budget and organisational workforce plan.
- 12.4 All staff are required to undertake mandatory training through Clacks Academy. This forms part of employees Performance Review and Development meetings which take place each year. As well as current staff, the Council is currently in the process of introducing a pre-employment training programme which will require all new staff to complete core competencies before commencing employment. The core competencies include Data Protection and Information Security and are a mandatory requirement in order to ensure that staff have a basic understanding of their role in the overall management of records within the organisation.

Evidence:

Appendix 69 - Competency Framework

Appendix 70 – Screenshot of core competencies for new and current staff

Element 13: Review and Assessment

Regular self-assessment and review of records management systems will give an authority a clear statement of the extent that its records management practices conform to the Records Management Plan as submitted and agreed by the Keeper.

- 13.1 A Records Management Working Group has been established to regularly review the various elements of the Records Management Plan. The Group is led by the Head of Resources and Governance as Senior Information Risk Owner (SIRO) and supported by the Records Manager and other key staff. This will be done on a timetabled basis covering three or four elements each year. In addition to the pre planned elements being reviewed, the Working Group will also look at any Service area where concerns or reports of failure are identified. The draft timetable is attached as evidence. The timetable will also be reviewed at the end of each financial year to ensure that the Group members can ensure proposed reviews are included in business plans.
- 13.2 Prior to the creation of the Records Management Plan, the Council's Internal Audit and Fraud section completed a full review of Information Management and a follow up review in which records management and compliance with the Public Records (Scotland) Act 2011 were a key component.
- 13.3 A further full audit of Information Management will be included in forward planning for audits within 5 years of the Records Management Plan being approved.
- 13.4 Separate from the reviews, each policy and/or guidance document that forms part of the Records Management Plan will have their own document review timetable. An example being the Records Management Policy, which will be reviewed every two years.

Evidence:

Appendix 71 – Extract of Annual Governance Statement

Appendix 72 – Appendix to CMT Paper of June 2016- Benchmarking Review

Appendix 73 – Working Group Agenda and Minutes

Appendix 74 - Approved Terms of Reference

Appendix 75 – Internal Audit Information Governance Report

Element 14: Shared Information

Under certain conditions, information given in confidence may be shared. Most commonly this relates to personal information, but it can also happen with confidential corporate records.

- 14.1 The Council has a number of data sharing protocols in place, including a sharing accord with other public bodies including the NHS, police and other local authorities. This is based on the Scottish Accord for Sharing of Personal Information. These cover data sharing in areas such as child protection and anti social behaviour.
- 14.2 The Licensing Board has a statutory mandate to consult certain parties in respect of certain applications where they contain personal data from applicants e.g. name, address, date and place of birth, national insurance number, convictions. Depending upon the type of application, the Board is obliged to send copies of the application to certain nominated partner agencies e.g. police, NHS, Fire & Rescue or other Council departments and in certain cases, the application has to be publicly advertised. This gives an opportunity for anyone to comment on the application.
- 14.3 Application forms contain a data processing notice. They are largely statutory forms prescribed by the Scottish Government under the Licensing (Scotland) Act 2005 or produced by the UK Government (DCMS) for the purpose of the EU Services Directive. Licensing add an additional and wider data processing notice in guidance as the statutory forms cannot be changed.
- 14.4 A Data sharing code of practice is available for staff on the Council intranet (CONNECT).
- 14.5 The Council has an approved publication scheme under the requirements of the Freedom of Information (Scotland) Act.
- 14.6 The Council ensures that ownership of shared information is clearly established, especially where third party partners or contractors are involved and that records are maintained, held and destroyed in accordance with the Clackmannanshire Council Records Management Policy.

Evidence:

Appendix 76 – SASPI - Initial Referral Discussion

Appendix 77 – SASPI – Looked After Children

Appendix 78 – SASPI – ISP for Forth Valley Adult Support and Protection

Appendix 79 – Screenshot of Connect Sharing Data Page for staff

Appendix 80 – Screenshot of Connect Sharing Data Page for staff (Outside bodies)

Appendix 81 – Personal License Application Form (DP Notice)

Appendix 82 – Data Sharing Protocol - Accord

Appendix 83 – Data Sharing Protocol – Guidance

Appendix 84 – Data Sharing Protocol – Template

Appendix 85 – Releasing Personal Information Guidance

Appendix 86 – Tender Acceptance Letter with RMP Clause

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