The Public Records (Scotland) Act 2011

Office of the Scottish Charity Regulator (OSCR)

Progress Update Review (PUR) Report by the PRSA Assessment Team

5th June 2023

Contents

1. The Public Records (Scotland) Act 2011	3
2. Progress Update Review (PUR) Mechanism	4
3. Executive Summary	4
4. Authority Background	5
5. Assessment Process	6
6. Records Management Plan Elements Checklist and PUR Assessment	7-21
7. The Public Records (Scotland) Act Assessment Team's Summary	22
8. The Public Records (Scotland) Act Assessment Team's Evaluation	23

1. Public Records (Scotland) Act 2011

The Public Records (Scotland) Act 2011 (the Act) received Royal Assent on 20 April 2011. It is the first new public records legislation in Scotland since 1937 and came into force on 1 January 2013. Its primary aim is to promote efficient and accountable record keeping by named Scottish public authorities.

The Act has its origins in *The Historical Abuse Systemic Review: Residential Schools and Children's Homes in Scotland 1950-1995* (The Shaw Report) published in 2007. The Shaw Report recorded how its investigations were hampered by poor recordkeeping and found that thousands of records had been created, but were then lost due to an inadequate legislative framework and poor records management. Crucially, it demonstrated how former residents of children's homes were denied access to information about their formative years. The Shaw Report demonstrated that management of records in all formats (paper and electronic) is not just a bureaucratic process, but central to good governance and should not be ignored. A follow-up review of public records legislation by the Keeper of the Records of Scotland (the Keeper) found further evidence of poor records management across the public sector. This resulted in the passage of the Act by the Scottish Parliament in March 2011.

The Act requires a named authority to prepare and implement a records management plan (RMP) which must set out proper arrangements for the management of its records. A plan must clearly describe the way the authority cares for the records that it creates, in any format, whilst carrying out its business activities. The RMP must be agreed with the Keeper and regularly reviewed.

2. Progress Update Review (PUR) Mechanism

Under section 5(1) & (2) of the Act the Keeper may only require a review of an authority's agreed RMP to be undertaken not earlier than five years after the date on which the authority's RMP was last agreed. Regardless of whether an authority has successfully achieved its goals identified in its RMP or continues to work towards them, the minimum period of five years before the Keeper can require a review of a RMP does not allow for continuous progress to be captured and recognised.

The success of the Act to date is attributable to a large degree to meaningful communication between the Keeper, the Assessment Team, and named public authorities. Consultation with Key Contacts has highlighted the desirability of a mechanism to facilitate regular, constructive dialogue between stakeholders and the Assessment Team. Many authorities have themselves recognised that such regular communication is necessary to keep their agreed plans up to date following inevitable organisational change. Following meetings between authorities and the Assessment Team, a reporting mechanism through which progress and local initiatives can be acknowledged and reviewed by the Assessment Team was proposed. Key Contacts have expressed the hope that through submission of regular updates, the momentum generated by the Act can continue to be sustained at all levels within authorities.

The PUR self-assessment review mechanism was developed in collaboration with stakeholders and was formally announced in the Keeper's Annual Report published on 12 August 2016. The completion of the PUR process enables authorities to be credited for the progress they are effecting and to receive constructive advice concerning on-going developments. Engaging with this mechanism will not only maintain the spirit of the Act by encouraging senior management to recognise the need for good records management practices, but will also help authorities comply with their statutory obligation under section 5(1)(a) of the Act to keep their RMP under review.

3. Executive Summary

This Report sets out the findings of the Public Records (Scotland) Act 2011 (the Act) Assessment Team's consideration of the Progress Update template submitted for the Office of the Scottish Charity Regulator. The outcome of the assessment and relevant feedback can be found under sections 6 - 8.

4. Authority Background

The Scottish Charity Regulator (OSCR) is a non-ministerial office and part of the Scottish Administration following commencement of the Charities and Trustee Investment (Scotland) Act 2005.

They are the independent regulator and registrar for over 25,000 Scottish charities including community groups, religious charities, schools, universities, grant-giving charities and major care providers. Their work as Regulator ultimately supports public confidence in charities and their work.

OSCR's purpose is to hold charities in Scotland to account and help the charity sector to improve so that the public have trust and confidence in charities.

OSCR are independent of Scottish Government and report directly to the Scottish Parliament every year.

5. Assessment Process

A PUR submission is evaluated by the Act's Assessment Team. The self-assessment process invites authorities to complete a template and send it to the Assessment Team one year after the date of agreement of its RMP and every year thereafter. The self-assessment template highlights where an authority's plan achieved agreement on an improvement basis and invites updates under those 'Amber' elements. However, it also provides an opportunity for authorities not simply to report on progress against improvements, but to comment on any new initiatives, highlight innovations, or record changes to existing arrangements under those elements that had attracted an initial 'Green' score in their original RMP submission.

The assessment report considers statements made by an authority under the elements of its agreed Plan that included improvement models. It reflects any changes and/or progress made towards achieving full compliance in those areas where agreement under improvement was made in the Keeper's Assessment Report of their RMP. The PUR assessment report also considers statements of further progress made in elements already compliant under the Act.

Engagement with the PUR mechanism for assessment cannot alter the Keeper's Assessment Report of an authority's agreed RMP or any RAG assessment within it. Instead the PUR Final Report records the Assessment Team's evaluation of the submission and its opinion on the progress being made by the authority since agreeing its RMP. The team's assessment provides an informal indication of what marking an authority could expect should it submit a revised RMP to the Keeper under the Act, although such assessment is made without prejudice to the Keeper's right to adopt a different marking at that stage.

Key:

Tea eler	e Assessment am agrees this ement of an thority's plan. A	The Assessment Team agrees this element of an authority's progress update submission as an 'improvement model'. This means that they are convinced of the authority's commitment to closing a gap in provision. They will request that they are updated as work on this element progresses.	R	There is a serious gap in provision for this element with no clear explanation of how this will be addressed. The Assessment Team may choose to notify the Keeper on this basis.
-------------	---	---	---	---

6. Progress Update Review (PUR) Template: Office of the Scottish Charity Regulator (OSCR)

Element	Status of elements under agreed Plan 02SEP13	Progress review status 30NOV17	Progress review status 05JUN23	Keeper's Report Comments on Authority's Plan 02SEP13	Self-assessment Update 09OCT17	Progress Review Comment 30NOV17	Self-assessment Update as submitted by the Authority since 30NOV17	Progress Review Comment 05JUN23
1. Senior Officer	G	G	G	Update required on any change.	No change.	No immediate action required. Update required on any future change.	No change.	Update required on any future change.
2. Records Manager	G	G	G	Update required on any change.	David Adamson, Information Manager, email <u>david.adamson@osc</u> <u>r.org.uk</u> tel 01382 346896 from 24/02/2016	The Assessment Team thanks the authority for the update under this element. The Team considers the Information Manager a suitable, senior post-holder within the Office to have operational responsibility for implementing the provisions of the Records Management Plan. In the event of a future statutory assessment, the Keeper will request documentation such as a covering letter signed off by the senior officer confirming David Adamson in this role. The Assessment Team recognises the on-going initiative being undertaken by	Mandy Downie Office & Records Team Leader Supported by: Graeme Thow, Finance, Governance & Business Manager <u>Graeme.thow@oscr</u> .org.uk Tel 0131 376 3626 From 1/10/2022	The Assessment Team thanks you for this update which has been noted. Update required on any future change.

3. Policy	G	G	G	Update required on any change.	Reviewed and updated 09/09/2016	the authority under this element. The Keeper's Model Plan expects authorities to regularly review key documents and practices. The Office's compliance with this expectation is reflected by the recent updating of their Records Management Policy in September 2016. The Team commend such reviews as a means of ensuring that the Policy remains relevant and fit-for- purpose. Should such reviews lead to significant changes in the Policy the Team would be happy to receive, and offer feedback, on any updated versions. The Assessment Team recognises the on-going	The Records Management policy is currently being updated following a restructure of the organisation. No significant changes are necessary. Updates will be minor and in the main related to staff changes and business areas reflected in the Business Classification Scheme. Changes relate mainly to Information Asset Owners. This will be completed by end	Thank you for letting us know that a review of OSCR's Records Management Policy is currently taking place. This helps ensure that the policy continues to be fit for purpose and relevant in the restructured organisation.
						recognises the on-going initiative being undertaken by the authority under this element.	completed by end March 2023.	
4. Business Classification	G	G	G	Update required on any change.	No Change.	No immediate action required. Update required on any future change.	Reviewed and updated in line with OSCR restructure to reflect the current areas of work and Information Asset Owners - 30/11/22. No major changes	The Assessment Team thanks you for this positive update. As this is a living document, it is good to hear that a recently- updated BCS is

							were made. No significant changes were made.	now in place.
5. Retention Schedule	G	G	G	Update required on any change.	Updated to reflect new categories.	This authority has adopted a proactive approach to reviewing and updating its key policies under this element. As a retention schedule must encompass (and assign disposal dates/decisions) all record series being created by an authority, it is necessary to periodically update this document to reflect new categories of records being created. The Assessment Team therefore commend the Office's endeavours to ensure that its retention schedule remains accurate and up to date.The Team would be pleased 	Updated to reflect new categories post restructure. No significant changes were made.	Thank you for letting us know that no major changes to this Element have occurred. Update required on any future change.

					clarified that the backup sets when deleted meets the standards for the US Department of Defence 5220.22-M specifications. The instances in which we can provide a certificate (this would need to be requested as part of the initial cancellation request) are for when an individual physical or virtual server are cancelled and we can run third-party software against the storage media (physical/virtual hard disk) to securely wipe the drive to the DoD 5520.22M standard.'	evidence, such as a certificate of destruction, could not be supplied by the vendor, the Assessment Team considers that suitable arrangements are in operation. The use of a vendor which complies with standards such as DoD 5220.22-M is particularly commendable. The Assessment Team recognise the significant progress made in this area and the on-going initiative being undertaken by the authority under this element.		
7. Archiving and Transfer	G	G	G	Update required on any change. The Assessment Team would be interested to hear how the transfer of archives to the NRS Digital Archive is progressing	No Change – thus far no documents have been transferred to NRS. We are in the process of identifying what meets the criteria now that OSCR has reached the 10 year point.	The Assessment Team thanks the Office for the update concerning transfer of electronic records to the NRS Digital Repository. The Team recognise that this is an on- going development and that it may be some time before regular transfers of born- digital material takes place. It is commendable that the Office is engaged in the	No change – thus far no documents have been transferred to NRS. This is being kept under review. Update (May 2023): We have now had the opportunity to engage with your	The Assessment Team thanks the Office for the update concerning transfer of records to NRS. The Keeper's Agreement of the RMP in 2013 indicated that

A43973880 - NRS - Public Records (Scotland) Act (PRSA) - Office of the Scottish Charity Regulator - Progress Update Review (PUR) - 2022 Final Report

	process of identifying records	colleague, Laura	OSCR has a MoU
	of enduring value which	Gould to discuss	with the NRS for
	would be suitable for	Element 7 as	permanent
	transfer. The Client	outlined in NRS	preservation of
	Management Team at NRS would be happy to offer	feedback. We are	records. []
	advice in this area should it	actively working with	Transfer to the
	be required.	NRS to complete	NRS Digital
	be required.	and agree an	Archive has not
	The Assessment Team	archive transfer	yet started.' It is,
	recognises the on-going	agreement to	however, unusual
	initiative being undertaken by	replace the existing	that no public
	the authority under this	MoU which is no	records meeting
	element.	longer fit for	the selection
		purpose. This is	criteria have been
		currently with our	identified for
		legal team for	transfer to
		review. In addition,	archives in the
		we are currently	past decade. The
		working with NRS to	Client
		identify suitable	
		records to transfer	Management Team at NRS
		to the NRS Digital	
		Archive for	would be happy to
			offer advice in this
		permanent	area; the
		preservation of	Assessment Team
		records. Once this	encourages you to
		has been agreed	get in touch with
		with NRS, transfer	neil.miller@nrscotl
		will begin.	and.gov.uk in
		0000	order to ensure
		OSCR are actively	the current
		working to provide	procedure is
		further details on	sufficient and
		information held at	remains
		OSCR as identified	operational.
		during recent	

	G	G	G	Update required	No change,	The Office continues to	discussion with NRS (Laura Gould). These continuing discussions will determine the records that are suitable for transfer and will also allow the archive transfer agreement to be finalised. We would expect this to be completed in the coming weeks.	Response to OSCR's update: The Assessment Team would like to thank OSCR for this update, and commend the authority for taking such swift action to address the situation. Finding that their MoU with NRS was no longer fit for purpose, OSCR took steps to address this immediately, and is now in the process of finalising a new agreement. The update makes clear that the Office complies with the Keeper's expectations. Update required on any future change.
8. Information Security				on any change	continuous reviews carried out and annual training for all	demonstrate a high level of compliance under this element through the regular	continuous reviews carried out and annual training for	letting us know that there have been no major

					staff as per SG requirements. A document summarising and drawing together all relevant documents has been prepared and shared with staff. All staff must complete online training entitled 'Responsible for Information' on the Civil Service Learning website on an annual basis.	review of their information security arrangements. This will help limit the possibility of unauthorised access, alteration, or destruction of records. Particularly laudable is the emphasis on mandatory, annual staff training and the creation of a single resource bringing together all relevant documentation. Having a single resource for staff to consult should provide a valuable tool. The Team would be pleased to receive a copy of this document for their evidence package. The Assessment Team recognises the on-going initiative being undertaken by the authority under this element.	all staff as per SG requirements. All staff must complete online training entitled 'Responsible for Information' on the Civil Service Learning website on an annual basis The Corporate Learning Plan defines when all staff complete the data security learning. Completion rates are monitored by or HR and Learning Co-ordinator.	changes to this Element. For comments on staff training, see Element 12. With regard to the update given under Element 14, thank you also for confirming that restricted access is in place for higher-security documents.
9. Data Protection	G	G	G	Update required on any change. The Assessment Team would be grateful to receive the OSCR's registration number with the Information Commissioner although this is not essential	No change, OSCR's registration number with the ICO is; Z9409201 The Data Protection Policy has been updated and aligned with the SG model, currently awaiting SMT approval.	The Assessment Team thanks the Office for submission of their registration number with the Information Commissioner's Office. Although a business decision for the authority, the Scottish Government model is considered an appropriate template to use to inform the updated Data Protection Policy. The Team would	No change, OSCR's registration number with the ICO is; Z9409201 The Data Protection Policy has been updated and aligned with the SG model, and approved. Data protection information and our	The Assessment Team is grateful for this update on ICO registration and Data Protection Policy update. It is also good to hear that the Policy is published on OSCR website.

	G	G	G	Update required	No Change.	No immediate action	No change. Audit	Thank you for
10. Business Continuity and Vital Records	G	G	G	Update required on any change	Following a move to fully hosted solution (May/June 2017) a new plan is being prepared in conjunction with all parties concerned. This will supersede the current plan when completed.	As the primary resource for the preparation for, and the response to, a disaster it is vital that the Business Continuity Plan is regularly reviewed, tested, and updated to remain relevant and suitable. The Assessment Team therefore applaud the Office's plan to prepare a new plan to accommodate changes following adoption of a new hosting solution in May/June 2017. The Team would be pleased to be informed of the progress of work in this area and to receive a copy of the new plan (redacted if necessary) once available. The Assessment Team recognises the on-going initiative being undertaken by the authority under this element.	The current Business Continuity plan is under review due to changes in our IT applications, notably the launch of our new 'OSCR Online' portal and the move to Office 365. Work on this has started and the target completion date in January 2023. Our current plan will remain in place until the revised version is fully complete.	Thank you for letting us know that the Business Continuity Plan is currently being reviewed. As the primary resource for the preparation for, and the response to, a disaster, it is vital that the Business Continuity Plan is regularly reviewed, tested, and updated in order to ensure it remains fit for purpose.
						welcome having sight of the new Policy once available following senior management approval. The Assessment Team recognises the on-going initiative being undertaken by the authority under this element.	policy is published on OSCR's website: https://www.Alloscr. org.uk/privacy/	Update required on any future change.

11. Audit Trail				on any change.		required. Update required on any future change.	trail of access to documents still contained within our ERDM (Objective system).	confirming that audit trail arrangements on Objective ERDMs remain functional. Update required on any future change.
12. Competency Framework	G	G	G	The Assessment Team would like to see more detailed documentation relating to staff training	1. All staff annually complete the mandatory training available on the Civil Service learning website – Course description as follows Responsible for information: General user;-Description Designed for anyone who handles information and needs to share and protect it, this e- learning covers the government security classifications and introduces you to aspects of fraud and bribery. The course is divided into 6 topics and ends with an assessment.	The submission makes clear that the Office complies with the Keeper's expectation that staff training in records management be made available. The provision of mandatory training in areas such as data protection and information security, and the requirement to pass these online courses, is commended by the Assessment Team. Such training, together with regular reminders of staff responsibilities and links to current policies, will help embed a culture of good records management throughout the organisation. The Team are similarly pleased to see that staff with managerial responsibility, such as Information Asset Owners or the Senior Information Risk Owner, are required to complete further levels of training in	All staff complete the mandatory training available on the Civil Service learning website – Course description: Security and Data Protection This course provides an understanding of: what the biggest risks are, what you can do to minimise them and what actions to take. This course covers three topics in three eLearning modules: Data protection, Business and personal security and Cyber security.	The submission makes clear that the Office complies with the Keeper's expectation that staff training in records management and adjacent disciplines be made available. Thank you also for the staff information security training update given under Element 8. This is noted with thanks.

Information management	nlotformo
Information management Responsible for information:	platforms
information asset owner (IAO)	Identify the
Responsible for information: ser	characteristics of
information risk owner (SIRO)	a phishing attack
Responsible for information: not	and take
executive and board-level direct	appropriate
(NEDs)	action in
As part of the annual	response to one
learning plan all staff	
are required to	Staff will managerial
complete online	responsibility need
Data Protection	to complete a
training and are	course suitable to
regularly given	their level of
reminders of their	responsibility
responsibilities and	
links to the relevant	As part of the
documentation such	As part of the
as the DPP. We also	annual learning plan
have an Information	all staff are required
Security Summary	to complete online
to which all policies	Data Protection
and documents are linked for ease of	training and are
access for staff.	regularly given
	reminders of their
	responsibilities and
	links to the relevant
	documentation such
	as the DPP. We
	also have an
	Information Security
	Summary to which
	all policies and
	documents are
	linked for ease of
	access for staff. We
	also have an
	a150 11ave all

							Information Security Summary to which all policies and documents are linked for ease of access for staff.	
13. Assessment and Review	G	G	G	Update required on any change.	The Plan was fully reviewed in September 2016 and appropriate amendments made to include new file parts, retention schedules and staff changes.	The Keeper's Model Plan highlights the importance of authorities conducting regular internal reviews of their agreed Plan and their records management policies and practices. This helps authorities to identify levels of organisational compliance with the agreed arrangements and ensures that their Plans remain accurate and fit for purpose. The Office demonstrates a high level of compliance under this element by undertaking full reviews of their RMP. The Assessment Team are particularly pleased to see that such reviews have prompted actions to be taken, such as amendments to the retention schedule. This highlights the Office's commitment to ensure that their provisions remain appropriate and that policies continue to reflect the reality of records management practice within the authority.	The Plan is currently being fully reviewed and updated following a restructure. This review and update will include minor changes to file parts and staff changes. This review will be complete in 2023. It is expected there will be no substantial changes required.	The Assessment team acknowledges that the OSCR Records Management Plan has recently undergone a review, as necessitated by organisational restructure. This is positive. Participation in the voluntary PUR process is also commendable. The Assessment Team recognises the on-going initiative being undertaken by the authority under this element.

						Should such reviews lead to significant changes in records management approaches, the Team would welcome updates in future PUR submissions. The Assessment Team recognises the on-going initiative being undertaken by the authority under this element.		
14. Shared Information	A	G	G	The Keeper has been advised that the OSCR Engagement Team is reviewing MOUs with partner organisations and have been advised that records governance should be considered. The Keeper asks that he be kept up to date in this respect and be given sight of any new MOU (redacted if necessary) to keep OSCR's PRSA record updated.	The Engagement Team has been continuously reviewing all MOUs as required. Records Governance is considered as part of the review process. Where document security is higher than OSCRs normal status additional measures have been taken to restrict access, use of closed groups or even secure non electronic storage if appropriate. There have been 7 new or updated MOUs agreed since the first plan was submitted (attached). All current MOUs are published at the	The Office recognises the need to consider Records Governance when creating and reviewing their Memorandum of Understandings with other bodies. This is reflected in the published MoUs which identify the regulatory framework in which the authorities operate, their areas of responsibility, and their designated points of contact. Reference is made to the need to comply with relevant legislation when sharing or disclosing information and the Assessment Team are pleased to hear that additional security measures are taken when handling sensitive information. The Team particularly wish to commend the publishing of	The Policy Sector Improvement Team continuously review all MOUs as required. There are currently 16 active MOUs. All active MOUs are published at the following webpage: https://www.oscr.org .uk/about-oscr/our- work-2/memoranda- of-understanding/ Arrangements for documents with higher security than OSCRs normal status remain in place. Areas of our objective system containing higher	Thank you for this update which has been noted. It is great to hear that MoUs are also habitually published on OSCR website. For comments on higher-security documents, see Element 8.

	following webpage:- https://www.oscr.org. uk/about/our- work/memoranda-of- understanding	these MoUs on the Office's website as a demonstration of this authority's commitment to openness and transparency. The intention to review agreed MoUs to ensure they remain fit for purpose is similarly applauded as an example of good practice. Should the Office have any supporting documentation used to guide their staff in ensuring that information is shared securely, such as a Code of Practice or Information Sharing Protocol, the Team would be pleased to receive copies (redacted if necessary).	security documents have restricted access.	
		Code of Practice or Information Sharing Protocol, the Team would be pleased to receive copies (redacted if		
		The Assessment Team recognise the significant progress made in this area and the on-going initiative being undertaken by the authority under this element.		

7. The Public Records (Scotland) Act Assessment Team's Summary

Version

The progress update submission which has been assessed is the one received by the Assessment Team on 22nd December 2022. The progress update was submitted by Amanda Downie, Office and Records Team Leader.

The progress update submission makes it clear that it is a submission for **Office of the Scottish Charity Regulator**.

The Assessment Team has reviewed Office of the Scottish Charity Regulator's Progress Update submission and agrees that the proper record management arrangements outlined by the various elements in the authority's plan continue to be properly considered. The Assessment Team commends this authority's efforts to keep its Records Management Plan under review.

General Comments

Office of the Scottish Charity Regulator continues to take its records management obligations seriously and is working to maintain all elements in full compliance.

Section 5(2) of the Public Records (Scotland) Act 2011 provides the Keeper of the Records of Scotland (the Keeper) with authority to revisit an agreed plan only after five years has elapsed since the date of agreement. Section 5(6) allows authorities to revise their agreed plan at any time and resubmit this for the Keeper's agreement. The Act does not require authorities to provide regular updates against progress. The Keeper, however, encourages such updates.

The Keeper cannot change the status of elements formally agreed under a voluntary submission, but he can use such submissions to indicate how he might now regard this status should the authority choose to resubmit its plan under section (5)(6) of the Act.

8. The Public Records (Scotland) Act Assessment Team's Evaluation

Based on the progress update assessment the Assessment Team considers that Office of the Scottish Charity Regulator continue to take their statutory obligations seriously and are working hard to maintain all the elements of their records management arrangements in full compliance with the Act and fulfil the Keeper's expectations.

The Assessment Team recommends authorities consider publishing PUR assessment reports on their websites as an example of continued good practice both within individual authorities and across the sector.

This report follows the Public Records (Scotland) Act Assessment Team's review carried out by

Inda Saanen

lida Saarinen Public Records Officer