

<b>4.9 Record keeping</b>	
<b>(f) Policy</b>	
<b>d)</b>	What did the policies and/or procedures set out in relation to record keeping on the following:
i. Children in foster care	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available. We are aware from anecdotal evidence provided by some staff who worked at the former Tayside Regional Council that guidance was in place in relation to the content of case files and recording, although we have been unable to locate copies. We are aware from examining case files from this period that files followed a set structure which does tend to suggest that operational guidance was available on this. For example, from review of the foster carer files, the following standard file structure was in place:</p> <p><b>Case Records</b></p> <ul style="list-style-type: none"> <li>• Chronological History</li> <li>• Contact Sheets</li> <li>• Detailed Records</li> <li>• Closure/Transfer Summary</li> </ul> <p><b>Documents and Forms</b></p> <ul style="list-style-type: none"> <li>• Parental Consent Forms</li> <li>• Birth/death certificates</li> <li>• Application and Resources Forms (finance)</li> <li>• Miscellaneous</li> </ul> <p><b>Children's Reports</b> Carer Reviews Contacts and Minutes of Meetings Out of Hours Referrals Correspondence Medical Information.</p> <p><b>1996 – December 2014</b></p> <p>A retention schedule for social work files exists from August 1999. This document sets out that files for children in care / looked after / accommodated should be retained until the child was 75 years old or for 25 years if the child died before they were 18 years old.</p> <p>This was consistent with the requirements for retention of records relating to children which were set out in the Arrangements to Look After Children (Scotland) Regulations 1996.</p> <p>From 2003, guidance/policy on the retention of other records was provided in a retention schedule produced by the Scottish Council on Archives Records (SCARRS). The Council used this to determine retention schedules. This retention schedule and the subsequent version were compatible with the relevant legal framework in place at the time.</p> <p>From 2014, policy and practice on records management was governed by the Public Records (Scotland) Act 2011, along with the SCARRS retention schedule. This required that records for looked after children be retained for 100 years from date of birth or 25 years from date of death if the child died before 18.</p> <p>In relation to the content of case records, we do not have historic versions of operational guidance which were in place from time to time within Perth and Kinross Council although staff do recall such guidance being in place when files were paper-based. This guidance would have covered matters such as case recording, retention of documents, file structure and organisation. We are aware from examining case files from this period that files followed a set structure similar to that outlined above which does tend to suggest that operational guidance was available on this.</p>

	<p>From 2005, the Council moved towards recording on its electronic case management system Swift although paper files continued to be used alongside that until 2015 when case recording became completely electronic.</p> <p>There were full suites of guidance on recording information in Swift, including in depth training on each of the areas on Swift. This guidance now supports all aspects of recording and record keeping.</p>
<p>ii. Foster carers</p>	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> A retention schedule for social work files exists from August 1999. This document sets out that adoption and carer files should be retained for 75 years. This went beyond the requirements of the Fostering of Children (Scotland) Regulations 1996 which required that records be retained for 10 years following termination of approval.</p> <p>From 2003, guidance/policy on the retention of other records was provided in a retention schedule produced by the Scottish Council on Archives Records (SCARRS). The Council used this to determine retention schedules. This retention schedule and the subsequent version were compatible with the relevant legal framework in place at the time.</p> <p>From 2014, policy and practice on records management was governed by the Public Records (Scotland) Act 2011, along with the SCARRS retention schedule.</p> <p>It is known from the foster carer agreements that there was guidance in place in the foster carer handbook in relation to recording of information. Older versions of the foster carer handbook were not retained once updated. However, the 2013 version is still available and notes that "<i>carers have an important role to play in the planning process from their close knowledge and understanding of the child. By regularly sharing information about the child with the social worker, Carers assist by providing a fuller picture of the child and his or her needs. This is one of the reasons why Carers are asked to keep a careful note of various aspects of the child's life. Carers should always remember that sharing information is on a need to know basis</i>". There was also detailed guidance in relation to how to keep the diary.</p>
<p>iii. Visits to children and foster carers</p>	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> It is likely that information was contained in versions of operational guidance which existed in the earlier part of this period, but these are not available as older versions of guidance were not retained once updated. There is a policy on supervision of foster carers which dates from 2009 and which states that visits will take place once per month and will be recorded, signed by the social worker and foster carer and retained in the carer's file. This policy continued to be in place throughout the remainder of the period.</p> <p>Children were visited by their own social worker and the guidance on recording was the same as for all interactions by a social worker with clients with sections to include a record of all contacts with the child and detailed recording sheets to cover events such as a visit to a child in placement.</p> <p>We are aware from examining case files from this period that files followed a set structure which does tend to suggest that operational guidance was available on this. For example, from review of the foster carer files, the following standard file structure was in place which included:</p> <p>Case Records</p> <ul style="list-style-type: none"> <li>• Chronological History</li> <li>• Contact Sheets</li> <li>• Detailed Records</li> </ul> <p>Out of Hours Referrals Correspondence</p>

iv. Complaints	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – 2014</b> Complaints policies in place periodically will have provided guidance on recording of information relating to a complaint. Information about complaints made against carers would be stored in the carer’s file, and where that complaint was made by a child, on their file as well.</p> <p>Current retention policy regarding complaints is that case files relating to complaints should be retained for five years from the last action on the complaint before being destroyed. The complaint register should be retained for 10 years. However, complaints made by children or carers were also retained on their own files so subject to the retention periods for those types of files.</p>
v. Investigations (both internal and external)	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> There was no specific policy relating to internal investigations, other than personnel/human resource investigations. Investigations in response complaints or allegations about foster carers were carried out in line with child protection procedures (2014 and previous versions). This is referred to elsewhere in our response. The local child protection procedures linked to the national guidance on managing allegations against foster carers and provided guidance on record keeping. Records were retained in line with the relevant statutory retention period for looked after children.</p> <p>Since 2017, Perth and Kinross CPC also has in place a Joint Protocol for Conducting Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs), which is compliant with current Scottish Government Guidance for CPCs conducting SCRs. These are cases of concern, brought to the attention of the CPC to consider whether they meet the specified criteria for Internal or External Review. They can include all cases brought by any source and would / could include cases relating to children in Foster Care. Outcomes of all such reviews are reported to the CPC, the Chief Officers and to the Care Inspectorate in compliance with the national reporting requirements and guidance.</p> <p>Perth and Kinross CPC Joint Protocol for Conducting Initial Case Reviews (ICRs) and Significant Case Reviews (SCRs) can be found here at:  <a href="https://www.pkc.gov.uk/media/40312/Perth-and-Kinross-CPC-Joint-Protocol-for-ICRs-and-SCRs/pdf/Joint_CPC_Protocol_ICRs_and_SCRs_17.08.30.pdf?m=636445431538030000">https://www.pkc.gov.uk/media/40312/Perth-and-Kinross-CPC-Joint-Protocol-for-ICRs-and-SCRs/pdf/Joint_CPC_Protocol_ICRs_and_SCRs_17.08.30.pdf?m=636445431538030000</a></p>
vi. Discipline	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> There was no specific policy relating to record keeping in relation to discipline. As stated in our response to question ii above, there was detailed guidance for foster carers in relation to their recording of the child’s day to day life, including use of a diary. Complaints made by children or carers were also retained on their own files so subject to the retention periods for those types of files.</p> <p>Records were made in line with guidance for social work staff on record keeping in operational guidance and retained in line with the relevant statutory retention period for looked after children.</p>

	vii. Responding to requests from former children in foster care for information/records	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> There was no specific policy relating to record keeping in relation to requests for access to records for children in foster care. Records were made and retained in line with guidance for social work staff on record keeping in operational guidance.</p> <p>Subject access request documentation was retained in line with legislative requirements, rather than local policy.</p>
	viii. Other issues relevant to foster care	<p><b>1930 – 1975</b> There are no records available which provide any insight or information in relation to this question</p> <p><b>1975-1996</b> No specific policies or procedures are available</p> <p><b>1996 – December 2014</b> Records were made in line with guidance for social work staff on record keeping in operational guidance and retained in line with the relevant statutory retention period for looked after children.</p>