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SENIOR CAREERS DEVELOPMENT SERVICE

Developing Excellent Leaders

INFORMATION MANAGEMENT PROTOCOL

A core requirement of being Senior Careers Development Service (SCDS) client is the need to have a meaningful and realistic Professional/Personal Development Plan (PDP). While this Protocol recognises that there may be a need for a client to share his/her professional development aspirations with their Chief Constable/Director of Human Resources (DHRs), line-manager and Development Advisor, their personal development part should remain confidential between them and the Development Advisors. However, the client may give express written permission to allow disclosure to other key personnel to enable developmental opportunities to be advanced.

This protocol does not override the obligations and duties set out in the Police (Scotland) Regulations 2004; in particular Reg 15, 16 and 17 regarding Personal Records.

All records will be retained and destroyed in accordance with the ACPOS Records Retention Schedule.

1. Management information within SCDS

SCDS staff, and those responsible for the governance of SCDS, will be entitled to see any summary data relating to SCDS applicants or clients to enable SCDS to make decisions to manage, monitor and develop the service, provided that clients' personal development needs cannot be identified from this data.

2. Personal information

All information provided by individuals' as part of their application and assessment to access SCDS services and as SCDS clients will be held securely. The Development Advisor for the client may have access to this information. This information may be seen by other staff within SCDS for the purposes of reviewing or monitoring progress or of arranging specific activities in line with the PDP. (Clients have the right to require that the Development Advisor does not disclose certain personal information to any other person). Individuals may choose, once they become Level Two clients, to provide further information (e.g. Force PDR, Force PDP, feedback from previous applications) although there is no obligation to do so. If they choose to do so, it will be available only to their Development Adviser, unless the client gives express written permission for it to be shown to others.

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All SCDS Level Two clients will have a PDP which they will own, and which will be shared with their Force's Chief Constable and line manager (if different). Clients may, if they wish, specify that certain information (e.g. about their reasons for wanting to move to a different Force) is retained by their Development Advisor separately from their PDP and is not disclosed to any other person within SCDS or elsewhere.

All records will be retained and destroyed in accordance with the ACPOS Records Retention Schedule, after the person ceases to be a Level Two client.

3. Records of discussions between clients and Development Advisors

Development Advisors must keep brief records of any discussions with clients. The Development Advisor must tell the client of the existence of such records and they must be available to the individual to see. Records of meetings may not be disclosed to any other person, including other Development Advisors, without the express written permission of the client, unless there is a legal obligation to disclose (e.g. a discovery order made by an Employment Tribunal).

All records will be retained and destroyed in accordance with the ACPOS Records Retention Schedule, after the person ceases to be a Level Two client.

4. Disclosure and reporting to the Force

The reasons why an individual has not been supported for Level Two services by a Force will be recorded within the Application Form, and will be available to the applicant. A copy of the Application Form will be retained by the Force to allow equality and diversity monitoring processes to be applied.

For those who become Level Two clients, as indicated above, the PDP may be shared with their Chief Constable and line manager (if different). The aim will be to make the PDP (Professional) the basis of shared 'contract' between the client, the Force and SCDS although ownership will be retained by the client. The client will have the option of holding back certain information from the PDP (Personal) being shared, and discussing it with their Development Advisor only.

The outcome of formal reviews of progress against the PDP will also be shared but this will not include sharing any personal information. There will be no other reporting to the Force by SCDS. Clients may choose not to disclose to their Force any information in addition to that provided by SCDS.

The client has the right to be present at any meeting between the Development Advisor and the Force. In any discussion between the Development Advisor and the Force, general information about progress and future plans in the achievement of the PDP may

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be discussed, but the Development Advisor may not disclose any personal information without the express written permission of the client.

5. Disclosure to the client

Any reports given to the client's Force in the circumstances set out in 4 above will always be given to the individual as well. All assessments made on applicants and clients will be provided to the individual. Clients have the right to view all files held on them following submission of a written request to do so.

6. Disclosure to other Forces, ACPOS, HMIC, Scottish Executive and Staff Associations etc.

SCDS will not provide information about any client to anyone other than the individual's current Force. Clients of SCDS will be encouraged by their Advisor to use their PDP as evidence of their potential, abilities, and achievements when applying for positions.

SCDS will provide management information to bodies, including ACPOS, HMIC, Scottish Executive and Staff Associations about the numbers participating in SCDS services.

No client will be identified in any of this information. SCDS will also alert ACPOS, HMIC, and the Scottish Executive to any future leadership issues which they consider relevant, provided that no client is identified.

If requested to do so in writing, SCDS will provide other organisations within the Police Service with information about SCDS services and client numbers, provided that no client can be identified from any of the information provided.

Information will not be provided by SCDS in any circumstances for the purposes of: -

- Making or considering making an appointment within the Police Service
- Assessing the readiness of clients for appointment within the Police Service
- Considering or taking action to deal with under-performance

The Development Advisors and other SCDS personnel cannot be used to provide references.

7. Disclosure of personal information within SCDS

Information about the personal or factual details of SCDS clients (e.g. contact details, training attended) may be accessed by SCDS personnel as required in order to perform their duties. All other information and recorded comments about SCDS clients will be held in confidence by the designated Development Advisor and may be accessed only by

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other Advisors in the absence of the designated Advisor or where a client changes Advisor. If other SCDS personnel consider that they need access to any of this data they must have the express written permission of the Development Advisor to do so. The Development Advisor must be satisfied that the person has a necessary need for the information to enable them to do their job effectively.

8. Receipt of information from others

SCDS undertakes not to request any information directly from other organisations about clients. Any information that a Development Advisor considers would be helpful will be requested from the client. Any information provided by the client, or received without a written request, will be treated in accordance with this Protocol.

9. Codes of ethics for coaches, counsellors and mentors

SCDS will, on occasions, provide participants with a mentor, coach or counsellor who subscribes to a professional Code of Ethics. Any Code so involved will be identified in advance for client's reference. SCDS undertakes not to ask a coach, counsellor or mentor to disclose information that would be in breach of their Code of Ethics. SCDS will not give any information about a client beyond the name and contact details to a coach or mentor, although the client can do so.