

Annex A
202200332497

Email 1

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 16 March 2022 16:37
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20 (A27891916) OFFICIAL SENSITIVE

Not that I am aware of.

The folder is called
Education Scotland: Core Activities: Safeguarding: Concerns: 2016-2021 alias (qA621213)

<https://erdm.scotland.gov.uk:8443/documents/qA621213>

if that helps?

[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 16 March 2022 16:34
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20 (A27891916) OFFICIAL SENSITIVE

Just looping in there- I am wondering if [REDACTED] might. [REDACTED] can you check with her please?

Kind regards,

[REDACTED]

[REDACTED]
[REDACTED]
[REDACTED] | Education Scotland | Foghlam Alba



Telephone: [REDACTED]



Address: The Optima, 58 Robertson Street, Glasgow, G2 8DU



Website: www.education.gov.scot



Twitter: [REDACTED]
[REDACTED]

Annex A
202200332497

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 16 March 2022 16:31
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>;
[REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20
(A27891916) OFFICIAL SENSITIVE

Yes – restricted due to sensitivities.

[REDACTED] was always my go to ...I'm not sure who else has access?

I'm not very good with the technicalities of eRDM – I was given access to this folder to upload responses – but not sure who else can access.

Apologies – I feel I'm not being very helpful!

[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 16 March 2022 16:27
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED]
<[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20
(A27891916) OFFICIAL SENSITIVE

Thanks [REDACTED]. Does anyone else have access to this folder in eRDM, I am assuming it has been restricted to certain members of staff?

Kind Regards
[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 16 March 2022 16:14
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED]
<[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20
(A27891916) OFFICIAL SENSITIVE

Click on the link to open 'Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20' - <https://erdm.scotland.gov.uk:8443/documents/A27891916/details>

Here's the first one – I tried to open and tried to edit, but not allowing in.

[REDACTED]

Annex A
202200332497

Email 2

Hi all,

Is it something to do with dates and closing files?
I can take a screen shot to let you see the message if that would be helpful?

Seems strange – especially as I'm the one who uploaded it!

[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 17 March 2022 15:35
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: For Action: MiCase FOI request - 202200287758 - Safeguarding

Thanks for trying [REDACTED].

Kind Regards
[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 17 March 2022 15:32
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: For Action: MiCase FOI request - 202200287758 - Safeguarding

Hi [REDACTED],
I tried but I can't open either.
Kind regards
[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 17 March 2022 15:27
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>;
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>;
[REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: For Action: MiCase FOI request - 202200287758 - Safeguarding

Hi [REDACTED]

I was hoping you might be able to help with a FOI request we have received.

[REDACTED] is trying to retrieve 2 emails from eRDM regarding safeguarding concerns with Aberdeenshire Council, unfortunately, as they are in a restricted folder no one seems to be able to open them. I was hoping that you may be able to assist here.

The files are:

Annex A
202200332497

- Click on the link to open 'Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20' - <https://erdm.scotland.gov.uk:8443/documents/A27891916/details>
- Click on the link to open 'RE_ Safeguarding concern _ CONFIDENTIAL' - <https://erdm.scotland.gov.uk:8443/documents/A35875946/details>

If you do manage to open them, I would be very grateful if you could send them onto me.

Kind Regards
[REDACTED]

[REDACTED] | Information Officer

Annex A
202200332497

Email 3

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 24 March 2022 12:40
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: MiCase FOI request - 202200287758 - Safeguarding

That is weird – it must be a glitch in the way the folder is set up so hopefully RMT can access then sort out so it won't happen again!
No point in saving corporate info if no one can access then again! ;-)

Thanks for letting me know and keep me updated please 😊

[REDACTED]

[REDACTED]
[REDACTED]
Mobile: [REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 24 March 2022 12:24
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: FW: MiCase FOI request - 202200287758 - Safeguarding

Hi [REDACTED]

Just for info, the FOI I have regarding liaison with Aberdeenshire Council and office of the Children and Young People's Commissioner Scotland on safeguarding issues has generated only two emails. These emails were saved into eRDM by [REDACTED], these are in relation to safeguarding complaints that we had received and then [REDACTED] discussed with Aberdeenshire Council before we could issue our reply to the compliant (the complaints are not in scope). Unfortunately, she is unable to access them, I have tried and I also asked [REDACTED] but she has no access either.

I asked [REDACTED] in her capacity as an IMSO and again she is unable to access them so she said that she would pass it onto RMT and hopefully they will be able to help. As it concerns safeguarding the folder is obviously restricted but a bit strange that [REDACTED] could save her emails but unable to access them.

Luckily the FOI is not due until 12 April.

Kind Regards
[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 23 March 2022 11:07
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>

Annex A
202200332497

Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: MiCase FOI request - 202200287758 - Safeguarding

Hi [REDACTED],

Unfortunately they haven't allowed the IMSOs to have access to these. What I can do is send them over to RMT and ask for the names of the people on the ad-hoc group. Then someone will be able to provide them 😊.

[REDACTED] | Information Officer | Education Scotland | Foghlam Alba

Tel/Fòn [REDACTED]

Address: Denholm House, Almondvale Business Park, Almondvale Way,
Livingston, EH54 6GA
Taigh Denholm, Pàirc Ghnìomhachais Ghlinn Almoin, Slighe Ghlinn
Almoin, Baile Lèibhinn, EH54 6GA

Web: www.educationscotland.gov.uk
Làraich-lìn www.educationscotland.gov.uk

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 23 March 2022 10:05
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: MiCase FOI request - 202200287758 - Safeguarding

Hi [REDACTED]

I am hoping you might be able to help with a FOI request we have received.

[REDACTED] is trying to retrieve 2 emails from eRDM regarding safeguarding concerns with Aberdeenshire Council, unfortunately, as they are in a restricted folder no one seems to be able to open them. I was hoping that you may be able to assist here.

The files are:

- Click on the link to open 'Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20' - <https://erdm.scotland.gov.uk:8443/documents/A27891916/details>
- Click on the link to open 'RE_ Safeguarding concern _ CONFIDENTIAL' - <https://erdm.scotland.gov.uk:8443/documents/A35875946/details>

Annex A
202200332497

If you do manage to open them, I would be very grateful if you could send them onto me.

Kind Regards
[REDACTED]

[REDACTED] | Information Officer

Annex A
202200332497

Email 4

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 14:06
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
[REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: FW: Safeguarding emails for FOI

Hi [REDACTED]

It looks as though we might have to do a section 17(1) on the FOI and state that the emails have now archived and are not retrievable due to the length of time. Perhaps [REDACTED] could give us some type of standard text that she sends and we could state that it would be along the lines of (this is just my suggestion – if she can put what usually goes and is returned that would be great)

My template wording as example:

To LA safeguarding

Please see attached concern that has been sent to our enquiries. As this falls within your remit to investigate please confirm receipt and that you will take this case forward.

Reply:

To ES Safeguarding

Thank you for forwarding on the concern relating to x . I am confirming that x council will take this concern forward.

Cheers

[REDACTED]

[REDACTED]

[REDACTED] <[REDACTED]@educationscotland.gov.scot>

Mobile: [REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 14:01
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding emails for FOI

Yep, that's exactly what RMT have just come back and said to!

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 13:42
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding emails for FOI

I suspect strongly that is what has happened – they didn't open and resave the email before adding it to eRDm and therefore it will have gone now .

Annex A
202200332497

Will see what , if anything happens ;-)
Thanks for your help though [REDACTED].
[REDACTED]

[REDACTED]
[REDACTED]

Mobile: [REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 13:14
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding emails for FOI

Hi [REDACTED],

Wait and see what lfix say but I think if this has only been saved from archive it might be gone. You usually have to restore an email first before saving!

[REDACTED] | Information Officer | Education Scotland | Foghlam Alba

Tel/Fòn [REDACTED]

Address: Denholm House, Almondvale Business Park, Almondvale Way,
Livingston, EH54 6GA
Taigh Denholm, Pàirc Ghnìomhachais Ghlinn Almoin, Slighe Ghlinn
Almoin, Baile Lèibhinn, EH54 6GA

Web: www.educationscotland.gov.uk
Làraich-lìn www.educationscotland.gov.uk

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 12:57
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED]
<[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding emails for FOI

Oh ! Well I can honestly say I have not come across that yet ! It looks as though the email archive has put it into enterprise vault even though it was stored into eRDM . Someone was mentioning something about vaulted emails and retrieving on the FOI yammer so I will have a look !

[REDACTED]

Annex A
202200332497

[REDACTED]
[REDACTED]

Mobile: [REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 12:54
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Safeguarding emails for FOI

Thanks [REDACTED] – will do.

This is the message that comes up fyi.

[REDACTED]

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 25 March 2022 12:36
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: Safeguarding emails for FOI
Importance: High

Hi [REDACTED]

Following [REDACTED] monthly conversation she updated me about the strange situation you have with emails saved into eRDM safeguarding folder, by yourself, that you are now unable to open. [REDACTED], our lead IMSO, doesn't have access and the whole file is locked (ie she can't see who the owner is etc) so while she chases up RMT to see if they are able to help would you put in an iFIX for the folder/your account so that if RMT can't assist then iTECs can grant you the proper access again ? It is important and fairly urgent for this FOI but going forward also there is no point in a folder to save docs if they can't be retrieved ;-)

Many thanks

[REDACTED]

[REDACTED]
[REDACTED]
Governance and Information team
Education Scotland

[REDACTED]

Annex A
202200332497

Email 5

From: [REDACTED] <[REDACTED]@gov.scot>
Sent: 20 April 2022 10:09
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: Advice required for FOI - 202200294660

Good morning [REDACTED],

Thank you for your call earlier.

As explained, emails sent to your (or any colleague's Outlook) are moved to the Enterprise Vault, after a period of 60 days. This is done by the system and it is an automatic process, the system searches for anything of 60 days or older. After that, the message is retained for 1 year after which it is permanently deleted.

This process, leaves a trail back which is called a stub, a shortcut to the original email. When a user saves an email to eRDM they have to first retrieve the actual email from their Enterprise Vault and then upload it to eRDM, otherwise eRDM just receives a shortcut to the actual email. When the email is deleted, the link to it is severed but the 'reference' (with the email name and dates) still remains in eRDM. However, when someone tries to open that 'reference' it will not open/work for them, as eRDM tries to open an item that no longer exists in the Enterprise Vault (as explained below it will be automatically deleted after 1 year). This is done to save space from the Outlook and Enterprise Vault serves, as the amount of emails we receive and save are tremendous.

That being said, there is a very slight possibility that the emails might be retrievable, but this is something that the Technical Team will be able to confirm. You can discuss this with them via an iFIX call, and explain what the matter is and if the deleted vaulted items can be retrieved in any way. Please use this [iFIX link](#).

The information on how emails can be saved in eRDM and retrieved from Enterprise Vault (before they are deleted) can be found in the guide below:

[Enterprise Vault Guidance details - Objective ECM \(scotland.gov.uk\)](#)

This information was taken from this Saltire article:

[eRDM and information management](#)

I hope this helps but happy to provide more information as needed.

Kind regards,

[REDACTED]

eRDM RMT

Annex A
202200332497

V Spur
Saughton House

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 19 April 2022 17:04
To: [REDACTED] <[REDACTED]@gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: Advice required for FOI - 202200294660

Hi

I am hoping you could help with responding to a FOI request we have received.

We recently dealt with a FOI request where we explained to the requester that we were unable to retrieve two files from eRDM as they had been deleted from the enterprise vault, the two files were:

'Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20' -
<https://erdm.scotland.gov.uk:8443/documents/A27891916/details>
'RE_ Safeguarding concern _ CONFIDENTIAL' -
<https://erdm.scotland.gov.uk:8443/documents/A35875946/details>

They had been saved into eRDM by [REDACTED] who was then unable to open them, I was also unable to open them and my colleague [REDACTED] who is our IMSO was also unsuccessful.

The same requester has submitted a new FOI request asking:
Since the beginning of 2020, which other correspondence from local authorities has been deleted on the issue of child protection and safeguarding concerns in Scotland? Is it general policy to automatically delete such messages, or was this a specific arrangement for Aberdeenshire Council?

I am hoping you could perhaps provide me with some technical advice as to why we are unable to retrieve these files or offer any policy we have on the deletion of files in eRDM that I could add to our response.

A reply by Tuesday 26 April would be greatly appreciated.

Kind Regards
[REDACTED]

[REDACTED] | Information Officer

Annex A
202200332497

Email 6

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 21 April 2022 14:57
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: For Action: MiCase FOI request - 202200294660 - Safeguarding * due 26 Apr *

Hi [REDACTED],

Please see below re ifix response.

With regards to the email below, you have stored this email when it was in a vaulted state. These emails only remain within the Enterprise Vault for 1 year and as this document was stored in April 2020, it cannot be restored from the vault and therefore it is not available, as can be seen from the Enterprise Vault error message it displays.

Education Scotland: Core Activities: Safeguarding: Concerns: 2016-2021 A Safeguarding Complaint - Mackie Academy, Aberdeenshire 22.1.20 A27891916 08/04/2020 09:51:22 Aitken, Lorna L (U444231)

Enterprise Vault



Could not show this item.
Try again. If it still fails, contact your Help Desk.

The item is no longer in the vault. The system cannot find the file specified.

OK

Regards
[REDACTED]
eRDM Technical Team

From: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Sent: 20 April 2022 12:24
To: [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Cc: [REDACTED] <[REDACTED]@educationscotland.gov.scot>; [REDACTED] <[REDACTED]@educationscotland.gov.scot>
Subject: RE: For Action: MiCase FOI request - 202200294660 - Safeguarding * due 26 Apr *

Hi [REDACTED]

I having spoken with the eRDM team as to why we were unable to extract the files for the previous FOI, see attached email.

Annex A
202200332497

They explained that the emails that had been saved into eRDM had already been archived by enterprise vault so it was only link that had been saved and not the actual email.

He said there may be chance to retrieve these files by logging a call on ifix, there is no guarantee that they may be able to find the files but at least it is a way to show that we are trying to do as much as possible for the FOI request.

I would be really grateful if you could log an ifix call to see if they can find the two missing files.

If they can find the files then we can just apologise in our response but if not then I have some technical information that I can add to the response if needed.

Kind Regards
[REDACTED]