

[Redacted]

From: Ashleigh Gray
Sent: 10 July 2024 11:04
To: [Redacted]; Jonathon Curry
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Attachments: P&E comments - MMA Review DRAFT v1.4.docx
Follow Up Flag: Follow up
Flag Status: Flagged

[Redacted] Jonathan,

[Redacted]

[Redacted]

[Redacted] I'm keen to get something across to Eilidh Thursday morning at the latest; I expect Michael might be keen to sit down with Emma on return (he's back on 22nd) but keen to coordinate that. Do you have plans for a meeting?

Happy to chat further.

Best,
Ashleigh

Draft reply,

Hi Eilidh,

[Redacted]

[REDACTED]

[REDACTED]

[REDACTED]

Best,
Ashleigh

Ashleigh Gray |Deputy Director, Propriety & Ethics | Scottish Government| Mob: [REDACTED]
|Email: Ashleigh.gray@gov.scot

Please note that I have recently changed my working pattern and no longer work Fridays

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Wednesday, July 3, 2024 12:30 PM
To: Ashleigh Gray <Ashleigh.Gray@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Ashleigh

I am so sorry, I thought I had seen your names in yesterday but it is just an oversight. I'll add you onto the table now and yes end of July ideally!

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
[REDACTED]

From: Ashleigh Gray <Ashleigh.Gray@gov.scot>
Sent: Wednesday, July 3, 2024 11:44 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Importance: High

Hi Eilidh,

[REDACTED]

Grateful if you can add us to your copy lists and make sure we're part of any further discussions.

Many thanks,
Ashleigh

Ashleigh Gray |Deputy Director, Propriety & Ethics | Scottish Government| Mob: [REDACTED]
|Email: Ashleigh.gray@gov.scot

Please note that I have recently changed my working pattern and no longer work Fridays

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [REDACTED]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED];
[REDACTED];
[REDACTED]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[REDACTED]; Dave Watson
<Dave.Watson@gov.scot>; [REDACTED];
[REDACTED]; [REDACTED]; [REDACTED]; [REDACTED];
[REDACTED]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>;
[REDACTED]; Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED];
[REDACTED]; Kirsty Walker <Kirsty.Walker2@gov.scot>
[REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

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With our thanks.

Review DRAFT v1.4
<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate

██████████
[@DigitalScots](https://twitter.com/DigitalScots)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: [Redacted]
Sent: 22 July 2024 16:02
To: Dave Watson
Cc: [Redacted]; [Redacted]; [Redacted]
Subject: Fw: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Attachments: MMA controls and comments.docx
Follow Up Flag: Follow up
Due By: 29 July 2024 09:00
Flag Status: Completed

Hi Dave

cc SLT and [Redacted]

I understand your just back from leave so don't know if you've had a chance to review this but the report from Emma Martin's does make some significant recommendations around the use of personal and corporate devices if MMAs are to be used for work purposes.

I've put some notes / thoughts in the attached document where the report refers to mobile devices and the use of MMAs. I believe Elidh is looking for comments by the 31 July.

Happy to discuss.

Thanks

[Redacted] | Head of Unified Communications | iTECS | The Scottish Government | [Redacted]
[Redacted]

Upcoming leave: 24 July, 5 August to 9 August

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: 02 July 2024 02:38 PM
To: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted]; [Redacted]; [Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[Redacted]; Dave Watson
<Dave.Watson@gov.scot>; [Redacted]; [Redacted];
[Redacted]; [Redacted]; [Redacted];
[Redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [Redacted];
[Redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted];
[Redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
[Redacted];
[Redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>
Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

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With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always

E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate

@DigitalScots

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: Eilidh Mclaughlin
Sent: 02 July 2024 14:39
To: [REDACTED]; Lorna Gibbs; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; Tabitha Stringer; Alan Gray; [REDACTED]; [REDACTED]; Dave Watson; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; Mhairi McCowan; [REDACTED]; [REDACTED]; Andrew Drought; [REDACTED] Kirsty Walker
Cc: [REDACTED]; [REDACTED]; Geoff Huggins
Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Follow Up Flag: Follow up
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[REDACTED]

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As always
E

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Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: [REDACTED]
Sent: 25 July 2024 13:02
To: Dave Watson; [REDACTED]
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Follow Up Flag: Follow up
Flag Status: Completed

Categories: To Do

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

From: Dave Watson <Dave.Watson@gov.scot>
Sent: Thursday, July 25, 2024 12:58 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

[REDACTED] – I haven't managed to cover this today but I've got time scheduled for Monday morning.

[REDACTED]

My normal working pattern is 37 hours Monday to Thursday - working in Saughton House on Tuesdays and Thursdays



From: Dave Watson <Dave.Watson@gov.scot>

Sent: Thursday, July 25, 2024 9:07 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

[REDACTED], just to say that I've picked this up and will come back to you by COB tomorrow (25/7) at the latest.

[REDACTED]

My normal working pattern is 37 hours Monday to Thursday - working in Saughton House on Tuesdays and Thursdays

*** Upcoming Annual Leave 28th June to 14th July inclusive ***



**In the service _____
of Scotland**

From: [REDACTED]

Sent: Monday, July 22, 2024 4:02 PM

To: Dave Watson <Dave.Watson@gov.scot>

Cc: [REDACTED]

Subject: Fw: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Dave

cc SLT and [REDACTED].

I understand your just back from leave so don't know if you've had a chance to review this but the report from Emma Martin's does make some significant recommendations around the use of personal and corporate devices if MMAs are to be used for work purposes.

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Happy to discuss.

Thanks

[REDACTED] | Head of Unified Communications | iTECS | The Scottish Government | [REDACTED]
[REDACTED]

Upcoming leave: 24 July, 5 August to 9 August

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: 02 July 2024 02:38 PM

To: [redacted] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [redacted]
[redacted]
[redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[redacted]; Dave Watson
<Dave.Watson@gov.scot>; [redacted]

[redacted] Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [redacted]
[redacted] Andrew Drought <Andrew.Drought@gov.scot>; [redacted]
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [redacted]; [redacted]
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

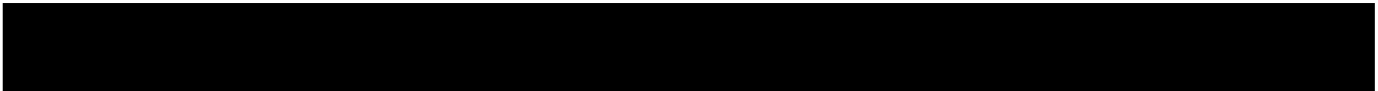
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As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ

[REDACTED]

From: [REDACTED]
Sent: 10 July 2024 17:46
To: [REDACTED] Jonathon Curry; [REDACTED] Rob Malpass; [REDACTED]
Cc: Nicola Richards; Judith Mackinnon
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Follow Up Flag: Follow up
Flag Status: Flagged

Confirming I have read and added some comments on the report (in relation to hybrid working).

[REDACTED]

From: [REDACTED]
Sent: Monday, July 8, 2024 12:52 PM
To: Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED] Rob Malpass <Robert.Malpass@gov.scot>; [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

 [Review DRAFT v1.4 - Mobile messaging review.docx](#)

Hi all

[REDACTED]

Thanks

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 4, 2024 12:03 PM
To: Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED] Rob Malpass <Robert.Malpass@gov.scot>; [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Thanks! [REDACTED]

[REDACTED]

[REDACTED]

From: Jonathon Curry <Jonathon.Curry@gov.scot>

Sent: Thursday, July 4, 2024 11:45 AM

To: [REDACTED] Rob Malpass

<Robert.Malpass@gov.scot>; [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Brill – thanks [REDACTED], very helpful having you as a point person on this.

[REDACTED]

[REDACTED]

J

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile:

[REDACTED]

From: [REDACTED]

Sent: Thursday, July 4, 2024 11:11 AM

To: Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED] Rob Malpass

<Robert.Malpass@gov.scot>; [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]

[REDACTED]

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Hi Jonathon,

Couple of answers below based on what I know just now.

Just as an FYI – P&E have been in touch this morning (I've shared my initial thoughts with them)

[REDACTED]

[REDACTED] (once we've got comments back from us and they've considered fully) that we can coordinate responses on areas of joint interest.

When we go back with our responses I think it will be helpful to ask those wider questions about handling and next steps – and know that Nicky has already flagged this at DG SMT yesterday so it is on Lesley's radar.

[REDACTED]

From: Jonathon Curry <Jonathon.Curry@gov.scot>

Sent: Thursday, July 4, 2024 11:02 AM

To: [REDACTED]; Rob Malpass

<Robert.Malpass@gov.scot>; [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]

[Redacted]

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Thanks for sharing [Redacted].

Key questions I have are:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

On amends to drafting I think the critical ones to influence are those you have highlighted [Redacted] on what is devolved and what is reserved.

[Redacted]

[Redacted] Happy to add this in as a comment if you're content.

[Redacted]

[Redacted]

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile: [Redacted]

From: [Redacted]

Sent: Wednesday, July 3, 2024 4:38 PM

To: [Redacted] Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

[Redacted]



[Redacted] Chartered FCIPD, Corporate Member of Association for Coaching
Head of Talent, Leadership and Learning, People Development Division
Scottish Government

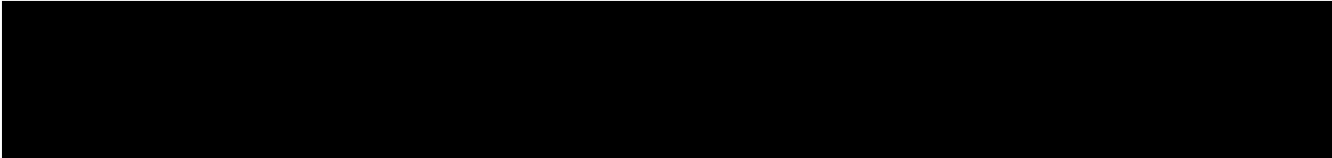
I work flexibly– my calendar shows where I am today

I'm a member of the **SG Internal Coach Pool**
All of our coaches are qualified and receive professional supervision
For further information and coach availability please contact Laura Johnston

[Leadership Development in SG | SG Thrive \(learn.link\)](#)
[Leadership Development - Schedule of Events | SG Thrive \(learn.link\)](#)
[Personal Effectiveness - Schedule of Events | SG Thrive \(learn.link\)](#)



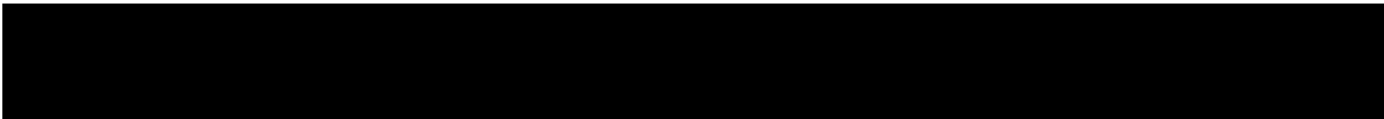
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Subject: RE: Use of MMAs and non corporate tech in SG - independent review.



From: [Redacted]
Sent: Wednesday, July 3, 2024 3:27 PM
To: [Redacted] Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Hi [Redacted]





[Redacted] Chartered FCIPD, Corporate Member of Association for Coaching
Head of Talent, Leadership and Learning, People Development Division
Scottish Government

I work flexibly– my calendar shows where I am today

I'm a member of the **SG Internal Coach Pool**
All of our coaches are qualified and receive professional supervision
For further information and coach availability please contact Laura Johnston

[Leadership Development in SG | SG Thrive \(learn.link\)](#)
[Leadership Development - Schedule of Events | SG Thrive \(learn.link\)](#)
[Personal Effectiveness - Schedule of Events | SG Thrive \(learn.link\)](#)



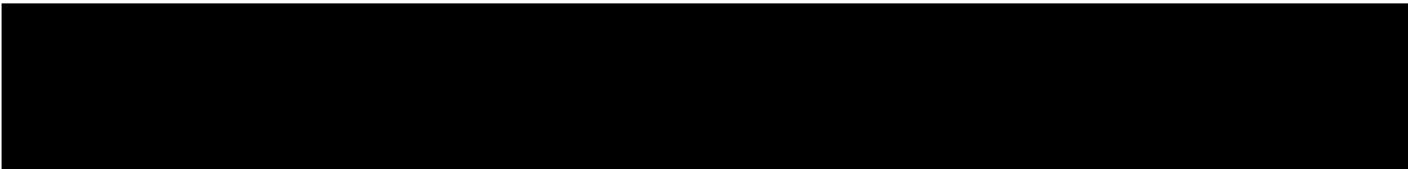
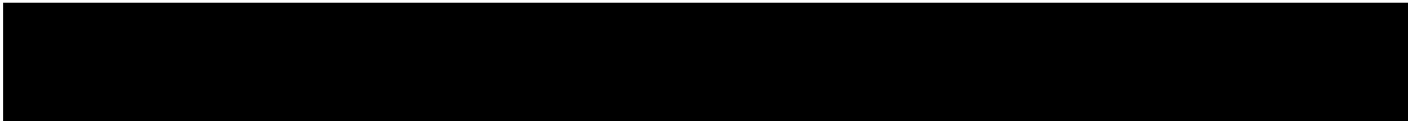
INVESTORS IN PEOPLE
We invest in people



From: [Redacted]
Sent: Wednesday, July 3, 2024 8:28 AM
To: Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: Use of MMAs and non corporate tech in SG - independent review.

 [Review DRAFT v1.4 - Mobile messaging review.docx](#)

All,



[REDACTED]

It would be great if you could come back to me by next Weds (10th) so I've got time to tidy this up before leave. Happy to chat if anything unclear.

Thanks

[REDACTED]

Dear colleagues

It is with some excitement that I have linked below to the first "good working draft" of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report's recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

[REDACTED]

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [REDACTED] know as soon as possible please?

Should I have missed out anyone in your team who you think would be helpful to review this document too, please share and add their name to the reviewer list. Further if you think I have missed out an area of SG that should be involved in this process, please just let me or [REDACTED] know.

Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice –

indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

Once responses start to be received, [REDACTED] and I will get a feel for what recommendations could be readily accepted and which may be harder. If you have thoughts on this, if you can indicate this in your response, as we will need to create an action plan for Ministers.

Finally, as you will see at the bottom of the response sheet, there is space to flesh out how we will communicate and publish this report. We will engage with colleagues across SG on this too, but again, should you have any particular ideas or concerns, please just let us know. We will ensure that key stakeholders, such as NRS and the Commissioner are considered specifically in terms of communication.

With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

[REDACTED]

From: [REDACTED]
Sent: 12 July 2024 16:07
To: Jonathon Curry; [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD
Attachments: Q1 - Doc 1 - Hybrid Working.pdf; Q1 - Doc 2 - Hybrid Working - Terms and Conditions.pdf; Q1 - Doc 3 - Hybrid Working - Team Personas.pdf; Q1 - Doc 4 - Working From Home.pdf; Q1 - Doc 5 - CORPORATE NEWS Hybrid Working update Feb 2024.pdf

Hybrid docs attached (recently released under FOI).

[REDACTED]

From: Jonathon Curry <Jonathon.Curry@gov.scot>
Sent: Friday, July 12, 2024 3:52 PM
To: [REDACTED]; [REDACTED]
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

Hey both

If not too late can we offer up the hybrid policy and saltire pages as further discovery documents based on the draft recommendations too please?

Also the SCS performance management materials might be of support too, to back up the comments on performance management we have made against the draft.

Thanks
Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile: [REDACTED] |

From: [REDACTED] On Behalf Of Nicola Richards
Sent: Thursday, July 11, 2024 9:31 AM
To: Jonathon Curry <Jonathon.Curry@gov.scot>
Cc: Nicola Richards <Nicola.Richards@gov.scot>
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

FYI

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 11, 2024 9:28 AM
To: [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

Hi [REDACTED]

I have copied excerpts below from the log of discovery documents shared with Emma from PD, and the list of follow up questions answered.

I hope that is useful for you.

Many thanks

[REDACTED]

<p>Standard contracts of employment/engagement including contracts for service for Ministers/employees/external contractors.</p>	<p>DFP</p>	<p>[REDACTED]</p>	<p>Directorate for People -</p> <p>Attached:</p> <ul style="list-style-type: none">• SCS part-time indefinite period contract https://erdm.scotland.gov.uk/documents/A• SCS full-time indefinite period contract https://erdm.scotland.gov.uk/documents/A• SCS fixed-term appointment contract https://erdm.scotland.gov.uk/documents/A• SCS inward secondment agreement template https://erdm.scotland.gov.uk/documents/A• SCS inward loan agreement template https://erdm.scotland.gov.uk/documents/A• SpAd contract https://erdm.scotland.gov.uk/docu <ul style="list-style-type: none">• Band A – C terms and conditions can be found at: link: Saltire - Principal terms and conditions All Documents (sharepoint.com)• People Directorate does not issue contracts. The employment relationship is primarily held by the individual. The primary role is as an MSP. Cabinet Secretary for the First Minister to issue a very brief letter of appointment which sets out their title etc. More detail is provided in the induction – [REDACTED] or [REDACTED] would be able to provide more insight into the induction material if helpful.• The Civil Service Code, Civil Service Management Code and SpAd code may also all be useful. Links to each of these below: Civil Service Code - gov.scot (www.gov.scot) Civil Service management code - GOV.UK (www.gov.uk) Special advisers code of conduct and model code of conduct (www.gov.scot) Scottish Ministerial Code: 2023 Edition - gov.scot
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<p>Union/collective agreements in respect of point 13.</p>	<p>DFP</p>	<p>[REDACTED]</p>	<ul style="list-style-type: none"> • Union/collective agreements in respect <p>“Collective agreements” is in practice a broad head of policies that have an impact on terms and conditions of which is developed and agreed in partnership with unions. As each of the contract documents illustrated available on Saltire rather than provided as part of level these can be explored through the “My life at Saltire” tabs on the home Saltire page. The Saltire team can or extract a “contents” page that could be used to and guidance would be useful.</p>

<p>Whistleblowing policy</p>		<p>HR Policy [REDACTED] and</p>	<p>Raising a concern under the Civil Service whistleblowing (sharepoint.com)</p>
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<p>Vision and Values</p>		<p>Further documents provided by Andy Drought – Deputy Director - Organisational Change and Performance</p> <p>Email dated 5 July</p>	<ul style="list-style-type: none"> • Vision Saltire pages: In the Scotland - Our mission, vision, priorities and values (sharepoint.com) • Refreshed vision document: service of Scotland 2024 internal document.pdf • Standards of behaviour (including on values and value principles) of behaviour (sharepoint.com) • Leadership framework (embedding ITSOS mission, vision and values) Scottish Government Leadership Framework - Core Pack Scotland (learn.link) • Bands A-C Performance Management Policy (references mission, vision and values): Bands A-C performance management policy (sharepoint.com) • Monthly Conversations template includes reference to vision and Bands A-C performance management procedure (sharepoint.com) • External-facing Scottish Government website (has ITSOS branding) on our mission vision and values - Scottish Jobs
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14/04/24	<p>1. How many individuals are currently employed by The Scottish Government (including specific numbers of officials and ministers)?</p> <p>Response:</p> <ul style="list-style-type: none"> • People Directorate publishes official workforce information here: Scottish Government workforce information - gov.scot (www.gov.scot) <p>These stats show that, at end Dec 23, the total headcount (individuals rather than Full Time Equivalent) was 9,200 directly employed staff and 1,436 contingent workers.</p> <ul style="list-style-type: none"> • Information on Special Advisers is here: Special advisers - gov.scot (www.gov.scot) • Information on Ministers can be found here: Cabinet and Ministers - gov.scot (www.gov.scot) 	[REDACTED] DPF	16/04	23/04
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01/05/24	<p>20. The Social Media Policy (2017) references a Q&A but I can't seem to find it. Sorry if I am missing anything obvious but are you able to point me to it please.</p> <p>Questions referred to [REDACTED]</p> <ul style="list-style-type: none"> • Is this the most recent policy document? • What are the requirements regarding policy reviews i.e. how often are they reviewed and what is the process for review? • The policy references a Q&A are you able to point me to it please. <p>Questions referred back to HR – [REDACTED] and [REDACTED]</p> <p>[REDACTED] – Communications:</p> <p>Just to clarify, there are two different publications here which I think might be causing confusion.</p> <p>The social media policy on gov.scot is an HR policy: Social media policy - gov.scot (www.gov.scot).</p> <p>If HR don't acknowledge ownership of this document, there is perhaps a question of whether this should be removed and reviewed. It's not something that Comms would own as it relates to staff conduct and acceptable behaviour.</p> <p>There is also guidance on Saltire - Social media guidance (sharepoint.com) – which my team</p>	<p>[REDACTED] and [REDACTED] in PS</p> <p>[REDACTED]</p> <p>[REDACTED] and [REDACTED] in PS</p>	15/05 18/06 18/06	19/06
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	is responsible for, and which is focused on how to use social media for government communications. The first page of that talks about the difference between official, professional and personal use, so I suspect that is actually what the official policy could be referring to, even though it's not a "Q&A".			
01/05/24	21. In the Social Media Policy (2017), it makes reference (under 'Your responsibilities') to the requirement for discussion/approval (line manager and IAO) where social media is to be used for 'official activity'. Are records kept of any such discussions/approvals? If so, who holds them, what happens to them, and can I have headline stats (ie no names)? See Q 45 response.	and in PS	15/05	18/06

15/05	27. Can I double check that the most recent version of the Civil Service Code is dated 2010? Yes that is the correct code, please find a link to the saltire guidance. Civil Service Code (sharepoint.com)	P&E – redirected to People Directorate	17/05	17/05
15/05	28. Is there a Scot Gov 'position' on home/hybrid working (beyond the practical aspects)? Saltire article 28 Feb: Hybrid working update (sharepoint.com)	People Directorate	17/05	17/05
20/05	29. Is there a standard employee performance review and appraisal (or similar) document for staff? If so, please can I have a copy. Performance summary end year reporting template: END YEAR SUMMARY REPORT (5) - https://erdm.scotland.gov.uk/documents/A48646638/details High level guidance for various types of staff e.g. SCS Performance management (sharepoint.com)	from Saltire		23/05

18/06	45. Re MMA Policy 6.4 references the fact that the IAO needs to be made aware if mma's are being used for business purposes. 6.3 references the requirement to report breaches/incidents to the IAO.			18/06
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	<p>Are there records of where any such reporting has been made please? If there are records kept, what happens to them? le are they simply filed or are they reviewed/reported on etc?</p> <p>6.4 - there is no formal requirement in IAOs to report this anywhere – as far as I know the onus is on them to keep records.</p> <p>6.3 – any breach that happens would be subject to the usual security incident reporting procedures and would come to IADP team. We have never received a report of an incident of this nature.</p> <p><u>Security incidents and breaches</u> <u>(sharepoint.com)</u></p>			
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██████████
Acting Head of Knowledge and Information Shared Services
Deputy Data Protection Officer
Digital Directorate
Scottish Government

Please note that I do not usually work on Mondays – you can contact the branch on dpa@gov.scot

From: ██████████
Sent: Wednesday, July 3, 2024 7:53 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: ██████████; Nicola Richards <Nicola.Richards@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Eilidh

Have flagged to Nicky who has asked that we also give permissions for it to be shared with ██████████, Rob Malpass, ██████████ and Jonathon Curry. I've had an initial look and taken an offline copy so will circulate to them today. Our business manager team have changed also as ██████████ has retired so will get you new contacts there.

Copy Nicky for awareness as know she has DG SMT today so may raise – good to know we've still got time to assist.

██████████
From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 3:56 PM
To: ██████████
Cc: ██████████
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks [REDACTED]

We have time to have it adjusted etc yet, so good to have engagement across the team.

As always

E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: [REDACTED]
Sent: Tuesday, July 2, 2024 3:28 PM
To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Eilidh – there are a few areas where it would have been beneficial to engage with us – I've given this an initial cut this afternoon but will want to engage with PD folks and with P&E before coming back so I don't contradict if input was given up until now.

[REDACTED]

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 3:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi [REDACTED]

[REDACTED] would have the detail of who was asked for info and interviewed, and I'm afraid she is on leave until next week.

As always

E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: [REDACTED]
Sent: Tuesday, July 2, 2024 2:50 PM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Eilidh

I wasn't asked to contribute to this – do you know if anyone in PD was interviewed?

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [redacted];
[redacted];
[redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[redacted]; Dave Watson
<Dave.Watson@gov.scot>; [redacted];
[redacted];
[redacted];
[redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>;
[redacted]; Andrew Drought <Andrew.Drought@gov.scot>;
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
[redacted]
[redacted] Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

It is with some excitement that I have linked below to the first “good working draft” of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report’s recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.



I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [redacted] know as soon as possible please?

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Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice – indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

Once responses start to be received, [REDACTED] and I will get a feel for what recommendations could be readily accepted and which may be harder. If you have thoughts on this, if you can indicate this in your response, as we will need to create an action plan for Ministers.

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Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: Jonathon Curry
Sent: 12 July 2024 07:37
To: [Redacted]
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Attachments: P&E comments - Mobile Messaging Apps MMA Review DRAFT v1.4 - 11 July 2024.docx

This is the report I mentioned at our catch up

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile: [Redacted]

From: [Redacted]
Sent: Thursday, July 11, 2024 11:56 AM
To: Ashleigh Gray <Ashleigh.Gray@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[Redacted]; Dave Watson <Dave.Watson@gov.scot>;
[Redacted];
[Redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>;
[Redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>;
[Redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>; Director Propriety and Ethics <DirectorProprietyandEthics@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted];
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Adding additional comms colleagues for info.

Thanks,

[Redacted]

From: Ashleigh Gray <Ashleigh.Gray@gov.scot>
Sent: Thursday, July 11, 2024 11:45 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
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[Redacted];
[Redacted];
[Redacted];

[redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [redacted]
[redacted]; [redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [redacted]
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>; [redacted]
[redacted] Geoff Huggins
<Geoff.Huggins@gov.scot>; Director Propriety and Ethics <DirectorProprietyandEthics@gov.scot>; Jonathon Curry
<Jonathon.Curry@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Eilidh,

[redacted]

[redacted]

[redacted]

Best,
Ashleigh

Ashleigh Gray |Deputy Director, Propriety & Ethics | Scottish Government| Mob: [redacted]
|Email: Ashleigh.gray@gov.scot

Please note that I have recently changed my working pattern and no longer work Fridays

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Cc: [redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

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With our thanks.

Review DRAFT v1.4
<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: Jonathon Curry
Sent: 12 July 2024 15:55
To: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Heya

[REDACTED]

[REDACTED]

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile: [REDACTED]

From: [REDACTED]
Sent: Friday, July 12, 2024 3:43 PM
To: Jonathon Curry <Jonathon.Curry@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Jonathon

Are you looking for me to join discussion with Ashleigh? [REDACTED]

[REDACTED]

[REDACTED]

From: Jonathon Curry <Jonathon.Curry@gov.scot>
Sent: Friday, July 12, 2024 3:29 PM
To: [REDACTED] Ashleigh Gray <Ashleigh.Gray@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Ashleigh, everything you proposed made sense, and have seen your response has gone in.

As you reference have checked in with Eilidh and Claire Tynte Irvine too on this, and touched on it as part of a wider catch up with Lesley Fraser this morning. [REDACTED]

[REDACTED]

Have proposed a slot for a check in with yourself too for Monday just to check in and explore that positioning over the medium as well as short term and the touch points between our Directorates.

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile:
[REDACTED]

From: [REDACTED]
Sent: Thursday, July 11, 2024 10:23 AM
To: Ashleigh Gray <Ashleigh.Gray@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Ashleigh

[REDACTED]

[REDACTED]

From: Ashleigh Gray <Ashleigh.Gray@gov.scot>
Sent: Wednesday, July 10, 2024 11:04 AM
To: [REDACTED] Jonathon Curry <Jonathon.Curry@gov.scot>
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

[REDACTED] Jonathan,

[REDACTED]

[REDACTED]

[REDACTED] I'm keen to get something across to Eilidh Thursday morning at the latest; I expect Michael might be keen to sit down with Emma on return (he's back on 22nd) but keen to coordinate that. Do you have plans for a meeting?

Happy to chat further.

Best,
Ashleigh

Draft reply,

Hi Eilidh,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Best,
Ashleigh

Ashleigh Gray |Deputy Director, Propriety & Ethics | Scottish Government| Mob: [REDACTED]
|Email: Ashleigh.gray@gov.scot

Please note that I have recently changed my working pattern and no longer work Fridays

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Wednesday, July 3, 2024 12:30 PM
To: Ashleigh Gray <Ashleigh.Gray@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Ashleigh

I am so sorry, I thought I had seen your names in yesterday but it is just an oversight. I'll add you onto the table now and yes end of July ideally!

As always

E

Eilidh McLaughlin

Deputy Director, Digital Ethics, Inclusion and Assurance

From: Ashleigh Gray <Ashleigh.Gray@gov.scot>

Sent: Wednesday, July 3, 2024 11:44 AM

To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Importance: High

Hi Eilidh,

Grateful if you can add us to your copy lists and make sure we're part of any further discussions.

Many thanks,

Ashleigh

Ashleigh Gray |Deputy Director, Propriety & Ethics | Scottish Government| Mob: [REDACTED]

|Email: Ashleigh.gray@gov.scot

Please note that I have recently changed my working pattern and no longer work Fridays

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

[REDACTED] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;

[REDACTED] Dave Watson

<Dave.Watson@gov.scot>; [REDACTED]

[REDACTED] Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [REDACTED]

[REDACTED] Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED]

[REDACTED] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

It is with some excitement that I have linked below to the first "good working draft" of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note

that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report's recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [REDACTED] know as soon as possible please?

Should I have missed out anyone in your team who you think would be helpful to review this document too, please share and add their name to the reviewer list. Further if you think I have missed out an area of SG that should be involved in this process, please just let me or [REDACTED] know.

Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice – indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

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With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate



@DigitalScots

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: Jonathon Curry
Sent: 17 July 2024 11:12
To: [Redacted]
Cc: Judith Mackinnon
Subject: RE: MMA - draft response

Thanks [Redacted]

[Redacted]

Happy this goes in with that amend

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile:

[Redacted]

From: [Redacted]
Sent: Tuesday, July 16, 2024 5:14 PM
To: Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted]
Cc: Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: FW: MMA - draft response

Both,

[Redacted]

[Redacted]

Thanks both

[Redacted]

Eilidh / [Redacted]

[Redacted]

[Redacted]

Role of Civil Servants / CS Code

Additional information to support comments on hybrid / performance:

[Bands A-C performance management policy \(sharepoint.com\)](#)

[Bands A-C performance management procedure \(sharepoint.com\)](#)

[Band A-C performance markings \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance management policy \(sharepoint.com\)](#)

[Senior Civil Servants \(SCS\) performance management procedure \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance markings \(sharepoint.com\)](#)

[Scottish Government Leadership Framework - Core Pack | SG Thrive \(learn.link\)](#)

Some other specific points:

[REDACTED]

Happy to pick up in due course on the above / any other matters arising,

[REDACTED]

[REDACTED] | Head of HR Policy and Delivery / Public Body Support
People Directorate | Tel: [REDACTED] | [REDACTED]

[REDACTED] | Ceannard son Poileasaidh Goireasan Daonna is Taic do Bhuidhnean Lìbhrigidh agus Poblach |
Buidheann-stùiridh Dhaoine | Fòn: [REDACTED] | [REDACTED]



Toilichte conaltradh a dhèanamh ann an Gàidhlig no Beurla
Happy to communicate in Gaelic or English

From: Nicola Richards
Sent: 04 July 2024 14:29
To: Jonathon Curry
Subject: FW: P&E functions and MMA review

Private FYI

From: Nicola Richards <Nicola.Richards@gov.scot>
Sent: Thursday, July 4, 2024 2:27 PM
To: Director Propriety and Ethics <DirectorProprietyandEthics@gov.scot>
Cc: Nicola Richards <Nicola.Richards@gov.scot>
Subject: RE: P&E functions and MMA review

Hi Michael

Thanks for that, yes very happy to chat through. I can ask [REDACTED] to look for a slot for us?

Cheers
Nicky

From: Michael Chalmers <Michael.Chalmers2@gov.scot> **On Behalf Of** Director Propriety and Ethics
Sent: Thursday, July 4, 2024 1:03 PM
To: Nicola Richards <Nicola.Richards@gov.scot>
Cc: Director Propriety and Ethics <DirectorProprietyandEthics@gov.scot>
Subject: P&E functions and MMA review

Hi Nicky –

Just a couple of things prompted by reading the draft MMA review.

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Would you be happy for at least an exploratory chat after our respective leave periods?

cheers

Michael

Michael Chalmers
Director for Propriety and Ethics
Scottish Government

[Redacted]

[Redacted]

From: Jonathon Curry
Sent: 04 July 2024 11:45
To: [Redacted] Rob Malpass; [Redacted]
Cc: Nicola Richards; Judith Mackinnon; [Redacted]
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Brill – thanks [Redacted], very helpful having you as a point person on this.

[Redacted]

[Redacted]

J

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile:
[Redacted] |

From: [Redacted]
Sent: Thursday, July 4, 2024 11:11 AM
To: Jonathon Curry <Jonathon.Curry@gov.scot>; [Redacted] Rob Malpass
<Robert.Malpass@gov.scot>; [Redacted]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [Redacted]
[Redacted]
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Hi Jonathon,

Couple of answers below based on what I know just now.

[Redacted]

[Redacted]

[Redacted]

From: Jonathon Curry <Jonathon.Curry@gov.scot>
Sent: Thursday, July 4, 2024 11:02 AM
To: [Redacted] Rob Malpass
<Robert.Malpass@gov.scot>; [Redacted]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; [REDACTED]

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Thanks for sharing [REDACTED].

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile: [REDACTED]

From: [REDACTED]

Sent: Wednesday, July 3, 2024 4:38 PM

To: [REDACTED] Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>

Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

[REDACTED]



[REDACTED] Chartered FCIPD, Corporate Member of Association for Coaching
Head of Talent, Leadership and Learning, People Development Division
Scottish Government

I work flexibly– my calendar shows where I am today

I'm a member of the **SG Internal Coach Pool**
All of our coaches are qualified and receive professional supervision
For further information and coach availability please contact Laura Johnston

[Leadership Development in SG | SG Thrive \(learn.link\)](#)
[Leadership Development - Schedule of Events | SG Thrive \(learn.link\)](#)
[Personal Effectiveness - Schedule of Events | SG Thrive \(learn.link\)](#)



INVESTORS IN PEOPLE
We invest in people



From: [REDACTED]
Sent: Wednesday, July 3, 2024 3:38 PM
To: [REDACTED] Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

From: [REDACTED]
Sent: Wednesday, July 3, 2024 3:27 PM
To: [REDACTED] Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: RE: Use of MMAs and non corporate tech in SG - independent review.

Hi [REDACTED]



[REDACTED] Chartered FCIPD, Corporate Member of Association for Coaching
Head of Talent, Leadership and Learning, People Development Division
Scottish Government

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INVESTORS IN PEOPLE
We invest in people

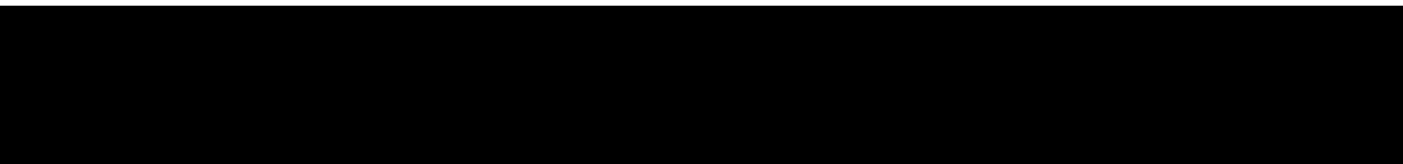


From: [REDACTED]
Sent: Wednesday, July 3, 2024 8:28 AM
To: Rob Malpass <Robert.Malpass@gov.scot>; Jonathon Curry <Jonathon.Curry@gov.scot>; [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>
Subject: Use of MMAs and non corporate tech in SG - independent review.

[Review DRAFT v1.4 - Mobile messaging review.docx](#)

All,

You may be aware that a review into the use of whatsapp and similar technologies was underway following the latest round of evidence taking at the COVID inquiry. We have now been sent the initial draft report and been asked to review for our interest.



[REDACTED]

It would be great if you could come back to me by next Weds (10th) so I've got time to tidy this up before leave. Happy to chat if anything unclear.

Thanks

[REDACTED]

Dear colleagues

It is with some excitement that I have linked below to the first “good working draft” of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

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[REDACTED]

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [REDACTED] know as soon as possible please?

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With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

[REDACTED]

From: [REDACTED]
Sent: 12 July 2024 16:37
To: Jonathon Curry
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

[REDACTED]

Enjoy the sunshine, and the football!

From: Jonathon Curry <Jonathon.Curry@gov.scot>
Sent: Friday, July 12, 2024 4:32 PM
To: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

[REDACTED]

[REDACTED]

Jonathon

Jonathon Curry | Head of People Strategy | People Directorate: Scottish Government | Mobile:
[REDACTED] |

From: [REDACTED]
Sent: Friday, July 12, 2024 4:27 PM
To: Jonathon Curry <Jonathon.Curry@gov.scot>
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 11, 2024 10:33 AM
To: [REDACTED]
Cc: Nicola Richards <Nicola.Richards@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

[REDACTED]

From: [REDACTED]

Sent: Thursday, July 11, 2024 10:30 AM

To: [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

Hi [REDACTED]

[REDACTED]

[REDACTED]

Acting Head of Knowledge and Information Shared Services
Deputy Data Protection Officer
Digital Directorate
Scottish Government

Please note that I do not usually work on Mondays – you can contact the branch on dpa@gov.scot

From: [REDACTED]

Sent: Thursday, July 11, 2024 10:04 AM

To: [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

Thanks [REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Thursday, July 11, 2024 9:28 AM

To: [REDACTED]

Cc: Nicola Richards <Nicola.Richards@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government - discovery documents and questions - PD

Hi [REDACTED]

I have copied excerpts below from the log of discovery documents shared with Emma from PD, and the list of follow up questions answered.

I hope that is useful for you.

Many thanks

[REDACTED]

<p>Standard contracts of employment/engagement including contracts for service for Ministers/employees/external contractors.</p>	<p>DFP</p>	<p>[REDACTED]</p>	<p>Directorate for People -</p> <p>Attached:</p> <ul style="list-style-type: none">• SCS part-time indefinite period contract https://erdm.scotland.gov.uk/documents/A• SCS full-time indefinite period contract https://erdm.scotland.gov.uk/documents/A• SCS fixed-term appointment contract https://erdm.scotland.gov.uk/documents/A• SCS inward secondment agreement template https://erdm.scotland.gov.uk/documents/A• SCS inward loan agreement template https://erdm.scotland.gov.uk/documents/A• SpAd contract https://erdm.scotland.gov.uk/docu <ul style="list-style-type: none">• Band A – C terms and conditions can be found at: link: Saltire - Principal terms and conditions All Documents (sharepoint.com)• People Directorate does not issue contracts. The employment relationship is primarily held by the individual. The primary role is as an MSP. Cabinet Secretary for the First Minister to issue a very brief letter of appointment which sets out their title etc. More detail is provided in the induction – [REDACTED] or [REDACTED] would be able to provide more insight into the induction material if helpful.• The Civil Service Code, Civil Service Management Code and SpAd code may also all be useful. Links to each of these below: Civil Service Code - gov.scot (www.gov.scot) Civil Service management code - GOV.UK (www.gov.uk) Special advisers code of conduct and model contract (www.gov.scot) Scottish Ministerial Code: 2023 Edition - gov.scot
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<p>Union/collective agreements in respect of point 13.</p>	<p>DFP</p>	<p>[REDACTED]</p>	<ul style="list-style-type: none"> • Union/collective agreements in respect <p>“Collective agreements” is in practice a broad head of policies that have an impact on terms and conditions of which is developed and agreed in partnership with unions. As each of the contract documents illustrated available on Saltire rather than provided as part of level these can be explored through the “My life at Saltire” tabs on the home Saltire page. The Saltire team can or extract a “contents” page that could be used to and guidance would be useful.</p>

<p>Whistleblowing policy</p>		<p>HR Policy [REDACTED] and [REDACTED]</p>	<p>Raising a concern under the Civil Service whistleblowing (sharepoint.com)</p>
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<p>Vision and Values</p>		<p>Further documents provided by Andy Drought – Deputy Director - Organisational Change and Performance</p> <p>Email dated 5 July</p>	<ul style="list-style-type: none"> • Vision Saltire pages: In the Scotland - Our mission, vision, priorities and values (sharepoint.com) • Refreshed vision document: service of Scotland 2024 internal document.pdf • Standards of behaviour (including on values and value principles) of behaviour (sharepoint.com) • Leadership framework (embedding ITSOS mission, vision and values) Scottish Government Leadership Framework - Core Pack Scotland (learn.link) • Bands A-C Performance Management Policy (references mission, vision and values): Bands A-C performance management policy (sharepoint.com) • Monthly Conversations template includes reference to vision and Bands A-C performance management procedure (sharepoint.com) • External-facing Scottish Government website (has ITSOS branding) on our mission vision and values - Scottish Jobs
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14/04/24	<p>1. How many individuals are currently employed by The Scottish Government (including specific numbers of officials and ministers)?</p> <p>Response:</p> <ul style="list-style-type: none"> • People Directorate publishes official workforce information here: Scottish Government workforce information - gov.scot (www.gov.scot) <p>These stats show that, at end Dec 23, the total headcount (individuals rather than Full Time Equivalent) was 9,200 directly employed staff and 1,436 contingent workers.</p> <ul style="list-style-type: none"> • Information on Special Advisers is here: Special advisers - gov.scot (www.gov.scot) • Information on Ministers can be found here: Cabinet and Ministers - gov.scot (www.gov.scot) 	[REDACTED] DPF	16/04	23/04
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01/05/24	<p>20. The Social Media Policy (2017) references a Q&A but I can't seem to find it. Sorry if I am missing anything obvious but are you able to point me to it please.</p> <p>Questions referred to [REDACTED]</p> <ul style="list-style-type: none"> • Is this the most recent policy document? • What are the requirements regarding policy reviews i.e. how often are they reviewed and what is the process for review? • The policy references a Q&A are you able to point me to it please. <p>Questions referred back to HR – [REDACTED] and [REDACTED]</p> <p>[REDACTED] – Communications:</p> <p>Just to clarify, there are two different publications here which I think might be causing confusion.</p> <p>The social media policy on gov.scot is an HR policy: Social media policy - gov.scot (www.gov.scot).</p> <p>If HR don't acknowledge ownership of this document, there is perhaps a question of whether this should be removed and reviewed. It's not something that Comms would own as it relates to staff conduct and acceptable behaviour.</p> <p>There is also guidance on Saltire - Social media guidance (sharepoint.com) – which my team</p>	<p>[REDACTED] and [REDACTED] in PS</p> <p>[REDACTED]</p> <p>[REDACTED] and [REDACTED] in PS</p>	15/05 18/06 18/06	19/06
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	is responsible for, and which is focused on how to use social media for government communications. The first page of that talks about the difference between official, professional and personal use, so I suspect that is actually what the official policy could be referring to, even though it's not a "Q&A".			
01/05/24	21. In the Social Media Policy (2017), it makes reference (under 'Your responsibilities') to the requirement for discussion/approval (line manager and IAO) where social media is to be used for 'official activity'. Are records kept of any such discussions/approvals? If so, who holds them, what happens to them, and can I have headline stats (ie no names)? See Q 45 response.	██████████ and ██████████ ██████████ in PS	15/05	18/06

15/05	27. Can I double check that the most recent version of the Civil Service Code is dated 2010? Yes that is the correct code, please find a link to the saltire guidance. Civil Service Code (sharepoint.com)	P&E – redirected to People Directorate ██████████	17/05	17/05
15/05	28. Is there a Scot Gov 'position' on home/hybrid working (beyond the practical aspects)? Saltire article 28 Feb: Hybrid working update (sharepoint.com)	People Directorate ██████████	17/05	17/05
20/05	29. Is there a standard employee performance review and appraisal (or similar) document for staff? If so, please can I have a copy. Performance summary end year reporting template: END YEAR SUMMARY REPORT (5)' - https://erdm.scotland.gov.uk/documents/A48646638/details High level guidance for various types of staff e.g. SCS Performance management (sharepoint.com)	██████████ from Saltire		23/05

18/06	45. Re MMA Policy 6.4 references the fact that the IAO needs to be made aware if mma's are being used for business purposes. 6.3 references the requirement to report breaches/incidents to the IAO.	██████████		18/06
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	<p>Are there records of where any such reporting has been made please? If there are records kept, what happens to them? Ie are they simply filed or are they reviewed/reported on etc?</p> <p>6.4 - there is no formal requirement in IAOs to report this anywhere – as far as I know the onus is on them to keep records.</p> <p>6.3 – any breach that happens would be subject to the usual security incident reporting procedures and would come to IADP team. We have never received a report of an incident of this nature.</p> <p><u>Security incidents and breaches</u> (sharepoint.com)</p>			
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[Redacted]

Acting Head of Knowledge and Information Shared Services
Deputy Data Protection Officer
Digital Directorate
Scottish Government

Please note that I do not usually work on Mondays – you can contact the branch on dpa@gov.scot

From: [Redacted]
Sent: Wednesday, July 3, 2024 7:53 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [Redacted] Nicola Richards <Nicola.Richards@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Eilidh

[Redacted]

[Redacted]

[Redacted]

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 3:56 PM
To: [Redacted]
Cc: [Redacted]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks [REDACTED]

[REDACTED]

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: [REDACTED]
Sent: Tuesday, July 2, 2024 3:28 PM
To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

[REDACTED]

From: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 3:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi [REDACTED]

[REDACTED]

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: [REDACTED]
Sent: Tuesday, July 2, 2024 2:50 PM
To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi [REDACTED]

I wasn't asked to contribute to this – do you know if anyone in PD was interviewed?

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

[REDACTED] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[REDACTED] Dave Watson
<Dave.Watson@gov.scot>; [REDACTED]

[REDACTED] Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [REDACTED]
[REDACTED] Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED]
[REDACTED] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [REDACTED]
[REDACTED] Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

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It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report’s recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

SGLD colleagues – I have included you currently for a high-level check on legality etc. We have carved out a specific spot for you to review for your specific purposes.

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [REDACTED] know as soon as possible please?

Should I have missed out anyone in your team who you think would be helpful to review this document too, please share and add their name to the reviewer list. Further if you think I have missed out an area of SG that should be involved in this process, please just let me or [REDACTED] know.

Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice – indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

Once responses start to be received, [REDACTED] and I will get a feel for what recommendations could be readily accepted and which may be harder. If you have thoughts on this, if you can indicate this in your response, as we will need to create an action plan for Ministers.

Finally, as you will see at the bottom of the response sheet, there is space to flesh out how we will communicate and publish this report. We will engage with colleagues across SG on this too, but again, should you have any particular ideas or concerns, please just let us know. We will ensure that key stakeholders, such as NRS and the Commissioner are considered specifically in terms of communication.

With our thanks.

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<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: [REDACTED]
Sent: 31 July 2024 09:43
To: [REDACTED]
Cc: Eilidh Mclaughlin; Jonathon Curry
Subject: RE: Martins report into MMAs and use of non-corporate tech in Scottish Government - short life working group - PD

Follow Up Flag: Follow up
Flag Status: Flagged

Hi [REDACTED]

Thanks for this. Can you invite Jonathon also please – there may be a few different interests for PD colleagues so good to have us both for the first one at least.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 31, 2024 8:37 AM
To: [REDACTED]
Cc: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: Martins report into MMAs and use of non-corporate tech in Scottish Government - short life working group - PD

Hi [REDACTED]

I am not sure if Eilidh has mentioned this to you – we are assembling a short life working group to put together a response and action plan.

Are you the appropriate person from People Directorate to join that group?

I will send you the invitation to the KO meeting on 13 August, please forward to a colleague if appropriate.

Many thanks

[REDACTED]

[REDACTED]

Acting Head of Knowledge and Information Shared Services
Deputy Data Protection Officer
Digital Directorate
Scottish Government

Please note that I do not usually work on Mondays – you can contact the branch on dpa@gov.scot

From: [REDACTED]
Sent: Wednesday, July 17, 2024 11:19 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>; [REDACTED]

[REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

[REDACTED] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;

[REDACTED] Dave Watson

<Dave.Watson@gov.scot>; [REDACTED]

[REDACTED] Mhairi McCowan

<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED]

Kirsty Walker <Kirsty.Walker2@gov.scot>; Judith Mackinnon <Judith.Mackinnon@gov.scot>; Jonathon Curry
<Jonathon.Curry@gov.scot>

Cc [REDACTED]

[REDACTED] Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>;
[REDACTED]

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Eilidh / [REDACTED]

Role of Civil Servants / CS Code

Additional information to support comments on hybrid / performance:

[Redacted]

[Bands A-C performance management policy \(sharepoint.com\)](#)

[Bands A-C performance management procedure \(sharepoint.com\)](#)

[Band A-C performance markings \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance management policy \(sharepoint.com\)](#)

[Senior Civil Servants \(SCS\) performance management procedure \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance markings \(sharepoint.com\)](#)

Some other specific points:

[Redacted]

Happy to pick up in due course on the above / any other matters arising,

[Redacted]

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Wednesday, July 17, 2024 10:21 AM

To: [Redacted] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted]

[Redacted] Tabitha Stringer

<Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>; [Redacted] Dave Watson <Dave.Watson@gov.scot>; [Redacted]

[Redacted]

[Redacted] Mhairi McCowan

<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [Redacted] Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>;

[Redacted]

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Many thanks [Redacted], appreciated hugely!

As always

E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

[Redacted]

From: [Redacted]

Sent: Wednesday, July 17, 2024 10:19 AM

To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>; [Redacted] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];

[Redacted]

[Redacted] Tabitha Stringer

<Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>; [Redacted]

[Redacted] Dave Watson <Dave.Watson@gov.scot>; [Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted] Mhairi McCowan

<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted]

Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [Redacted]

[Redacted] Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>;

[Redacted]

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Eilidh

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Kind regards



If you wish to speak to me directly I would be grateful if you could message me on MS Teams first so that we can arrange a mutually convenient time to speak.

From: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [Redacted] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted]

[Redacted]

[Redacted]

[Redacted] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;

[Redacted] Dave Watson

<Dave.Watson@gov.scot>; [redacted]
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[redacted]
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[redacted] Andrew Drought <Andrew.Drought@gov.scot>; [redacted]
[redacted] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [redacted]
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

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We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

[redacted]

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [redacted] know as soon as possible please?

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With our thanks.

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Review report - plan for QA and distribution - DRAFT
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As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[redacted]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: [REDACTED]
Sent: 17 July 2024 11:20
To: [REDACTED]
Cc: Judith Mackinnon; Rob Malpass; Jonathon Curry
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
Attachments: Q1 - Doc 5 - CORPORATE NEWS Hybrid Working update Feb 2024.pdf; Q1 - Doc 4 - Working From Home.pdf; Q1 - Doc 2 - Hybrid Working - Terms and Conditions.pdf; Q1 - Doc 1 - Hybrid Working.pdf; Q1 - Doc 3 - Hybrid Working - Team Personas.pdf; Review DRAFT v1.4 - Mobile messaging review - Copy.docx

Follow Up Flag: Follow up
Flag Status: Flagged

All

Just to see final response that went back on MMAs with thanks for your input on this. Jonathon is taking forward and will keep us posted on progress.

[REDACTED]

From: [REDACTED]
Sent: Wednesday, July 17, 2024 11:19 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>; [REDACTED]
[REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]
[REDACTED]
[REDACTED] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>; [REDACTED] Dave Watson <Dave.Watson@gov.scot>; [REDACTED]
[REDACTED]
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Cc: [REDACTED]
[REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>; [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Eilidh / [REDACTED]

[REDACTED]



Role of Civil Servants / CS Code



Additional information to support comments on hybrid / performance:



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To: [REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

[REDACTED] Tabitha Stringer

<Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>; [REDACTED]

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Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

[REDACTED]

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Sent: Wednesday, July 17, 2024 10:19 AM

To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>; [REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

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[REDACTED] Mhairi McCowan

<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED]

Kirsty Walker <Kirsty.Walker2@gov.scot>

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Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

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From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [redacted] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [redacted]
[redacted]
[redacted] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
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[redacted]
[redacted]
[redacted] Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [redacted]
[redacted] Andrew Drought <Andrew.Drought@gov.scot>; [redacted]
[redacted] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

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Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice – indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

Once responses start to be received, [REDACTED] and I will get a feel for what recommendations could be readily accepted and which may be harder. If you have thoughts on this, if you can indicate this in your response, as we will need to create an action plan for Ministers.

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With our thanks.

Review DRAFT v1.4
<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E





Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate

██████████
[@DigitalScots](https://twitter.com/DigitalScots)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: [Redacted]
Sent: 03 July 2024 08:28
To: Rob Malpass; Jonathon Curry; [Redacted]
Cc: Nicola Richards; Judith Mackinnon
Subject: Use of MMAs and non corporate tech in SG - independent review.

Follow Up Flag: Follow up
Flag Status: Flagged



Review DRAFT v1.4 - Mobile messaging review.docx

All,

[Redacted]

It would be great if you could come back to me by next Weds (10th) so I've got time to tidy this up before leave. Happy to chat if anything unclear.

Thanks

[Redacted]

Dear colleagues

It is with some excitement that I have linked below to the first "good working draft" of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report's recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

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With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

[REDACTED]

From: [REDACTED]
Sent: 16 July 2024 17:14
To: Jonathon Curry; [REDACTED]
Cc: Judith Mackinnon
Subject: FW: MMA - draft response
Attachments: Q1 - Doc 5 - CORPORATE NEWS Hybrid Working update Feb 2024.pdf; Q1 - Doc 4 - Working From Home.pdf; Q1 - Doc 1 - Hybrid Working.pdf; Q1 - Doc 2 - Hybrid Working - Terms and Conditions.pdf; Q1 - Doc 3 - Hybrid Working - Team Personas.pdf; Review DRAFT v1.4 - Mobile messaging review - Copy.docx

Follow Up Flag: Follow up
Flag Status: Flagged

Both,

Jonathon - Judith and I have reviewed the doc and added comments in the attached. I've pulled together summary below which draws out main points. Conscious of your wider steer on not fettering the will of the reviewer / wider positioning, let me know if you want to make any amendments (particularly on specific points at the bottom) and I can send out tomorrow

[REDACTED] – have attached the hybrid resources for further discovery – not sure if you'd want to draw out any points on that into main body of the email (similar to our point that the assertions on non compliance don't line up with data on CS code breach cases)

Thanks both

[REDACTED]
Eilidh / [REDACTED]

[REDACTED]

Role of Civil Servants / CS Code

[REDACTED]

Additional information to support comments on hybrid / performance:

[Bands A-C performance management policy \(sharepoint.com\)](#)

[Bands A-C performance management procedure \(sharepoint.com\)](#)

[Band A-C performance markings \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance management policy \(sharepoint.com\)](#)

[Senior Civil Servants \(SCS\) performance management procedure \(sharepoint.com\)](#)

[Senior Civil Service \(SCS\) performance markings \(sharepoint.com\)](#)

[Scottish Government Leadership Framework - Core Pack | SG Thrive \(learn.link\)](#)

Some other specific points:

Happy to pick up in due course on the above / any other matters arising,


 | Head of HR Policy and Delivery / Public Body Support
People Directorate | Tel:  | 



Toilichte conaltradh a dheanamh ann an Gàidhlig no Beurla
Leis an t-samhla seo ann an Gàidhlig: [Gàidhlig](#)

[REDACTED]

From: Nicola Richards
Sent: 04 July 2024 18:17
To: DG Corporate; Lesley Fraser
Cc: Director Propriety and Ethics; Claire Tynte-irvine; Jonathon Curry
Subject: FW: SUBMISSION: Update on progress with the Martins review into Scottish Government's use of mobile messaging apps and non-corporate technology
Attachments: 3.7.24 Update submission for FM re review final version.docx

Lesley / team,

Given this report is a live issue that needs to be worked through during July, I wondered if it was worth having it as a repeat item on the DG SMT agenda during July?

I know that we're looking to co-ordinate across PD and P&E, and I think Jonathon is also connecting with Claire T-I so we can calibrate both the immediate and longer term expectations and requirements.

Jonathon will likely sub for me at DG SMTs for the next 2 weeks and he'll link into [REDACTED] on our side.

Cheers
Nicky

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Thursday, July 4, 2024 12:02 PM
To: First Minister <FirstMinister@gov.scot>; Deputy First Minister and Cabinet Secretary for Economy & Gaelic <DFMCSEG@gov.scot>; Cabinet Secretary for Finance & Local Government <CabSecFLG@gov.scot>; Minister for Employment and Investment <MinisterEI@gov.scot>; Minister for Public Finance <MinisterPF@gov.scot>
Cc: Permanent Secretary <PermanentSecretary@gov.scot>; DG Corporate <dgcorporate@gov.scot>; Andrew Bruce <Andrew.Bruce@gov.scot>; Claire Tynte-irvine <Claire.Tynte-irvine@gov.scot>; Geoff Huggins <Geoff.Huggins@gov.scot>; Michael Chalmers <Michael.Chalmers2@gov.scot>; Nicola Richards <Nicola.Richards@gov.scot>; [REDACTED]

[REDACTED]; Colin McAllister <Colin.McAllister@gov.scot>; David Hutchison <David.Hutchison@gov.scot>; Jeanette Campbell <Jeanette.Campbell@gov.scot>; [REDACTED]
[REDACTED] Dave Watson <Dave.Watson@gov.scot>; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]
[REDACTED] Julie Grant <Julie.Grant@gov.scot>; [REDACTED]

Subject: SUBMISSION: Update on progress with the Martins review into Scottish Government's use of mobile messaging apps and non-corporate technology

First Minister/PS

Please find attached a submission updating you on the position with the Martins' report as commissioned by the Former First Minister. This submission is for information currently. The erdm link is below and a word version is attached for convenience.

3.7.24 Update submission for FM re review final version
<https://erdm.scotland.gov.uk/documents/A49199324/details>

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate


[@DigitalScots](https://twitter.com/DigitalScots)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: Aileen Wright
Sent: 04 July 2024 14:58
To: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks very much for this considered analysis, [REDACTED]. I see [REDACTED] has found us a slot to discuss before I escape. This gives us additional food for thought too, I think. Linked to the “compliance culture” risk, this highlights the role of policy/2nd line functions and the need for those to be enabling and effective (in line with our own improvement model 😊), rather than much of current practice.

A

From: [REDACTED]
Sent: Thursday, July 4, 2024 12:46 PM
To: [REDACTED] Aileen Wright <Aileen.Wright@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

All

We might struggle to all get together before the end of July [REDACTED]. However, in terms of the request for fact check and feedback to support the draft, I don't think there's anything that I can see that's incorrect or where the wording could be tweaked. I do have some general thoughts about this piece of work, the recommendations and our role – in case we don't manage all to get together before end of July, setting out below.

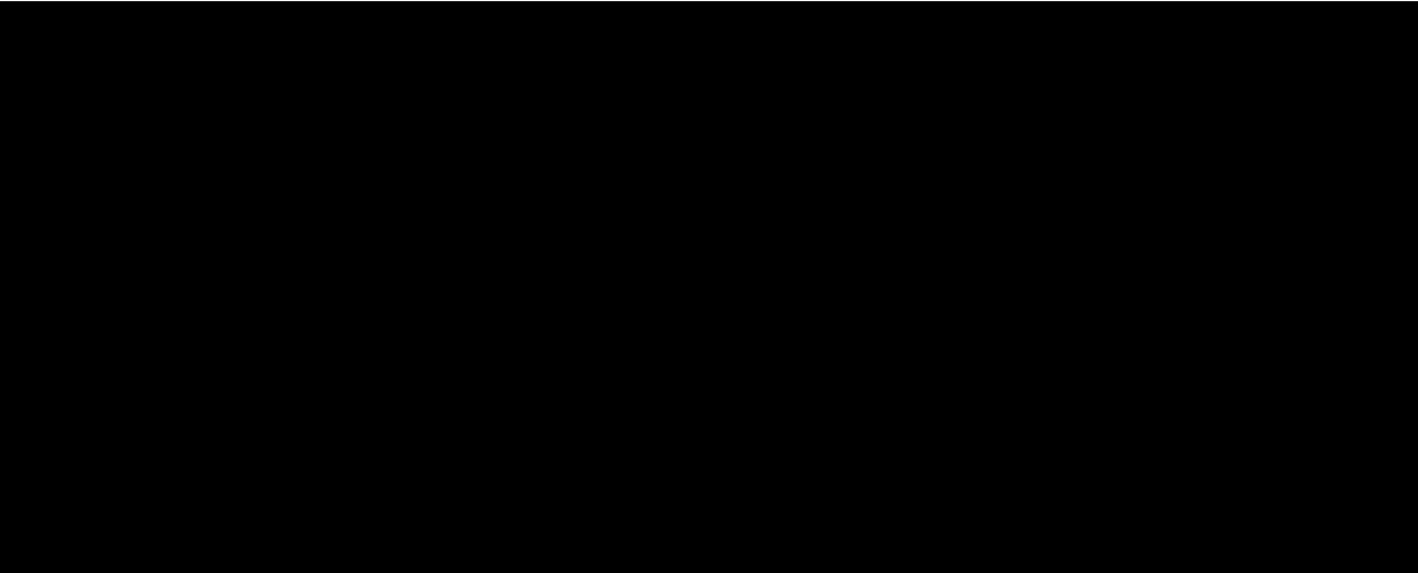
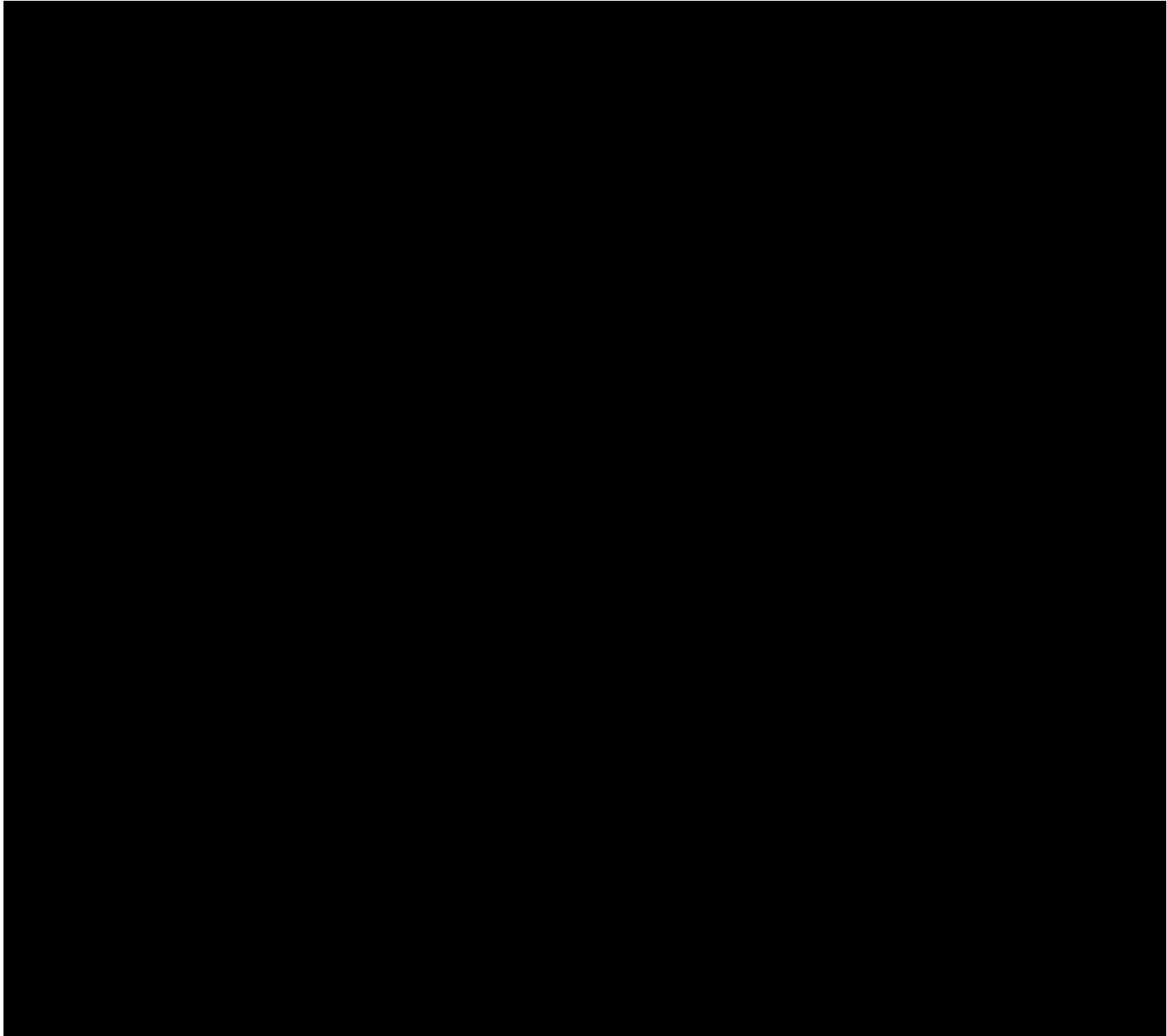
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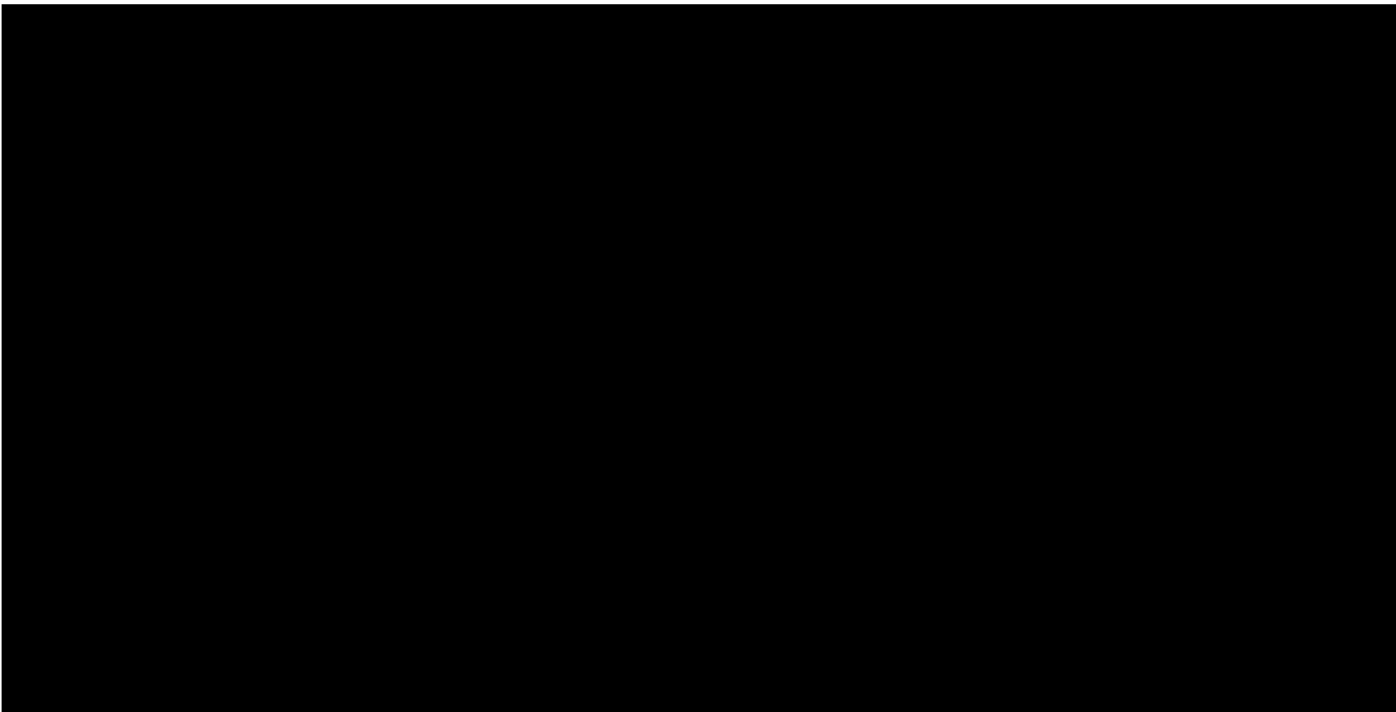
- I don't disagree with any of the report, I think it covers the reality of the situation, I'm not sure I can really say anything about how realistic the mitigations are. Although I note that the scope for the review did ask for recommendations on the civil service code so I guess the report does offer that advice.
- I note that the report only mentions the IMSO role once (in recommendation 18) and not in the body of the report indicating that this role isn't a prominent force in building the culture of the organisation around information management.

Risk Management in the report itself

- I don't think there's anything factually incorrect in relation to the risk management elements of this.
 - o I'm perfectly willing to accept that the Risk team is 'professional, diligent and committed' (6.24). 😊
 - o I also agree that opportunities were missed to identify and record risks in relation to information management, use of technology and the spread of technologies used to record and capture information across SG (para 4.2) and that there isn't enough horizon scanning or consideration of how changes in the way we work can affect compliance with existing policy / process (para 4.3).

- The appendices set out triggers that could have prompted review, they were missed or if they weren't missed then the risk wasn't assessed, recorded and mitigated effectively or escalated where required (para 4.4).





Resourcing the Recommendations

- I suspect we will have a lot of scope around how much we involve ourselves with the recommendations – I would see our (the Risk Team's) role as being one of a facilitator rather than a leader on these recommendations. However, depending on how much traction this gets and how much traction the compliance culture risk and proposed actions get, the risk team could be out front and champion compliance, compliance culture and gaps in the second line into the risk management process. [REDACTED]
- The focus on compliance that this and the other reviews will bring, will likely create a significant pull on our resources. I am keen for [REDACTED] and [REDACTED] to continue to work with Risk Champions and directorates – we know that letting that pressure slip can take us backwards in terms of risk maturity and whilst they could also pick up discrete pieces of work if we decide we can play a big role in the recommendations of this review or the wider compliance culture activity, I think that might stretch us too far and we'd need to have a discussion about how we can best resource that from the team we have.

More than happy to chat through this in more detail if we can find the time for all of us. If not, you've got my views and thoughts – albeit I don't think any of these need to be incorporated or fed back into the draft report.

Thanks

[REDACTED]

[REDACTED] (he/him)

Head of Risk Management Policy | Risk, Control and Assurance Division | Financial Management Directorate

Email: [REDACTED] | Also available on Teams



From: [Redacted]
Sent: Wednesday, July 3, 2024 4:07 PM
To: [Redacted] Aileen Wright
 <Aileen.Wright@gov.scot>
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Heya all
 Response not needed till end July and think it might be useful to discuss the response before we give it, bringing Aileen into the loop as I think useful if we set up time to discuss collectively – I'll see when we can pick up when we are all around 😊

[Redacted] I am not sure what they are recommending on Risk if you can decipher please enlighten me! Beneficially this is an opportunity to feed in and fact check anything before it goes further; already noted not being able to change the civil service code, the 9 ethical standards vs Nolan etc. being initial things already picked up.

[Redacted]

[Redacted] IRMCert
Strategic Lead
 Risk, Control & Assurance Division



If you wish to speak to me directly I would be grateful if you could message me on MS Teams first so that we can arrange a mutually convenient time to speak.

From: [Redacted]
Sent: Tuesday, July 2, 2024 4:25 PM
To: [Redacted]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
 Thanks [Redacted] I was going to look at it tonight but I see it's 93 pages! It might be a tomorrow job!!!
 [Redacted] (he/him)
 Head of Risk Management Policy | Governance & Risk Branch | Financial Management Directorate
 Email: [Redacted] | Also available on Teams



From: [Redacted]
Sent: Tuesday, July 2, 2024 3:21 PM
To: [Redacted]
Subject: FW: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government
 Sharing as it looks like you dropped off the circulation list – this is the report into the WHATSAPP stuff.

[Redacted]

If you wish to speak to me directly I would be grateful if you could message me on MS Teams first so that we can arrange a mutually convenient time to speak.

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [REDACTED] Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]

[REDACTED] Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[REDACTED] Dave Watson
<Dave.Watson@gov.scot>; [REDACTED]

[REDACTED] Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [REDACTED]
[REDACTED] Andrew Drought <Andrew.Drought@gov.scot>; [REDACTED]
[REDACTED] Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [REDACTED]
[REDACTED] Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

It is with some excitement that I have linked below to the first “good working draft” of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

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[REDACTED]

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<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate

[REDACTED]
[@DigitalScots](https://twitter.com/DigitalScots)
Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



First Minister

Priority and Purpose

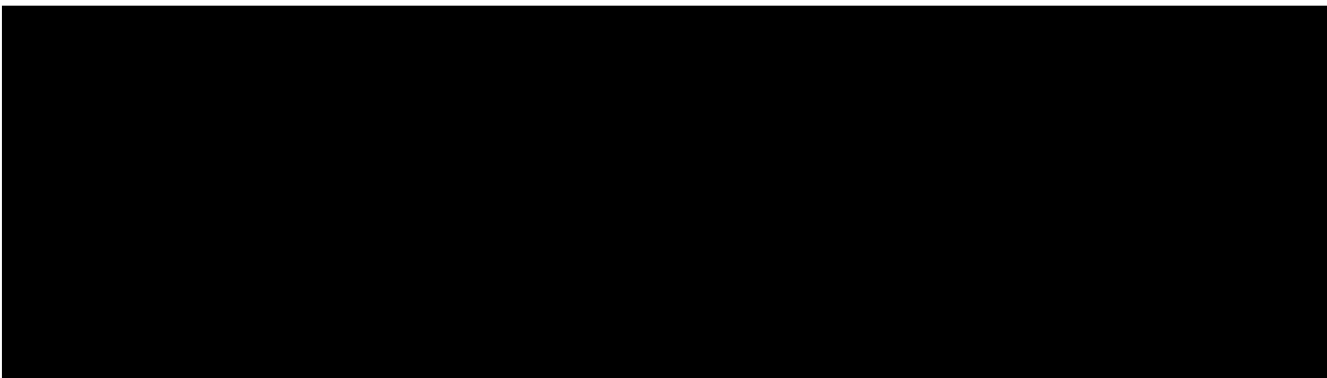
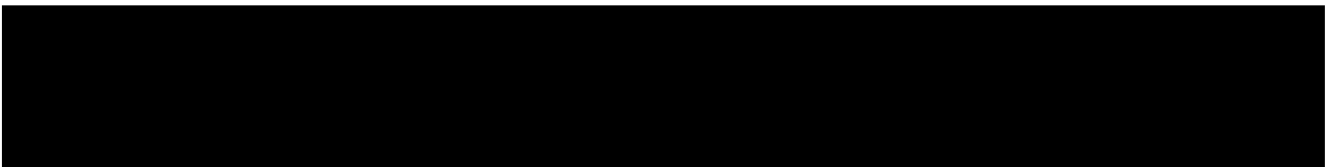
1. To provide an update on the progress of the externally led review in Scottish Government's use of mobile messaging apps and non-corporate technology commissioned by the Former First Minister on 24 January 2024.

Recommendation

2. Recommends that you: Note the update provided and next steps in the progress of completion of the review.

Context and Issues

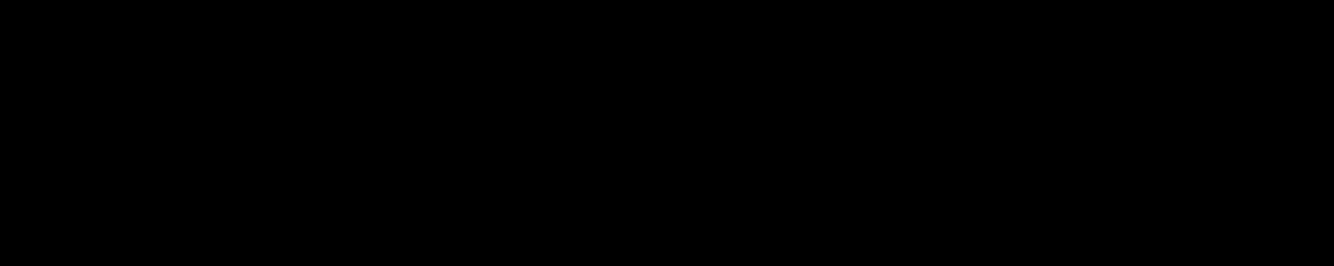
3. Ms Emma Martins, a former Channel Islands Data Protection Commissioner, was appointed to lead the review in March 2024. Work started substantively in April 2024, and Ms Martins has now provided a good working first draft of the report for quality assurance by various departments within Scottish Government.
4. The report contains recommendations that are far reaching across many aspects of corporate governance, including in relation to the values of the Scottish Government, learning and development process, recruitment process as well as substantive suggestions to policies and culture change related to records management and the use of mobile messaging apps.
5. A thorough quality assurance process has now commenced, which will be coordinated by the Digital Citizen Division. With cognisance of the holiday period, the upcoming election and Programme for Government work, a generous timescale for reflection and response has been provided to civil service colleagues.



OFFICIAL

Assessment of Options

- 8. A further assessment of the recommendations will follow once the report is finalised. A response to the report will be prepared for your approval.



Risks to Delivery

- 10. None identified.

Verity House Agreement Implications

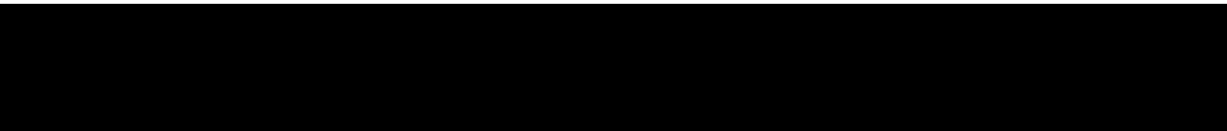
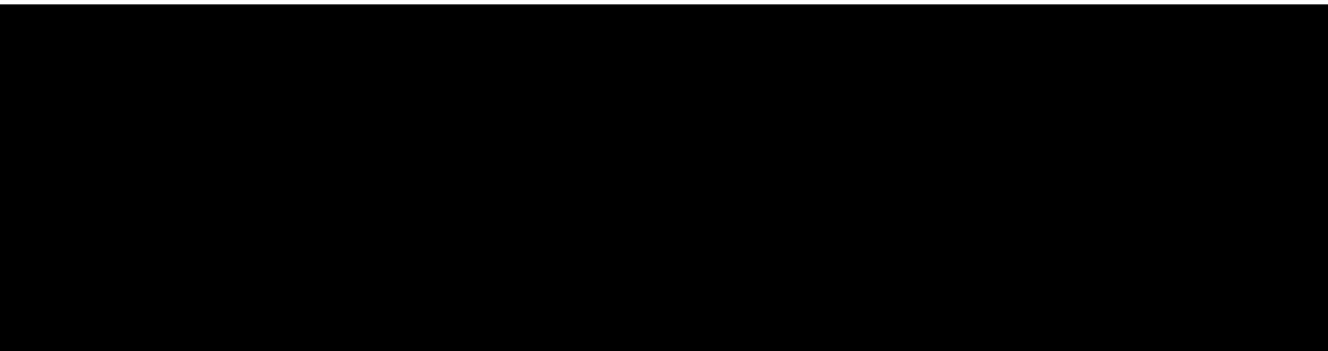
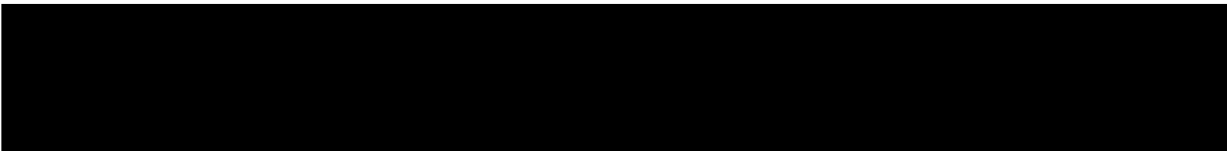
- 11. None currently. Local authorities may take cognisance of the report's recommendations and implement these as required.

Financial Considerations

- 12. The financial cost of the review has been considered previously. Implementing the recommendations will take resource and this will be built into future workplans.

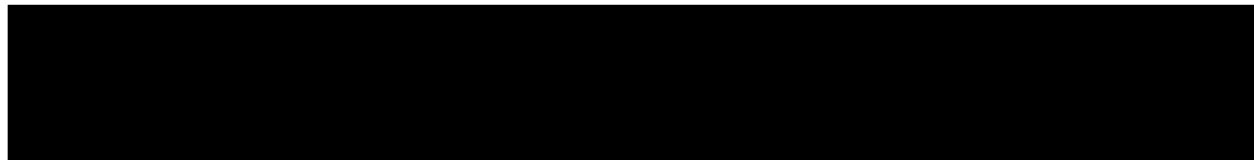
Legal Considerations



- 13. The review report is being quality assured by the Scottish Government Legal Directorate.



OFFICIAL

Eilidh McLaughlin
Digital Directorate, Digital Citizen Division

				
Deputy First minister		X		
Cabinet Secretary for Finance and Local Government		X		
Minister for Employment and Investment		X		
Minister for Public Finance		X		

	
Permanent Secretary DG Corporate Andy Bruce Claire Tynte-Irvine Geoff Huggins Michael Chalmers Nicola Richards	
Colin McAlister Davie Hutchison Jeanette Campbell	

OFFICIAL

[REDACTED]	
[REDACTED]	
Dave Watson Lorna Gibbs	
[REDACTED]	
Julie Grant	
[REDACTED]	
[REDACTED]	[REDACTED]

First Minister

Priority and Purpose

1. To provide an update on the progress of the externally led review in Scottish Government's use of mobile messaging apps and non-corporate technology commissioned by the Former First Minister on 24 January 2024.

Recommendation

2. Recommends that you: Note the update provided and next steps in the progress of completion of the review.

Context and Issues

3. Ms Emma Martins, a former Channel Islands Data Protection Commissioner, was appointed to lead the review in March 2024 (the Submission confirming appointment is attached in Annex A). Work started substantively in April 2024, and Ms Martins has now provided a good working first draft of the report for quality assurance by various departments within Scottish Government.
4. The report contains recommendations that are far reaching across many aspects of corporate governance, including in relation to the values of the Scottish Government, learning and development process, recruitment process as well as substantive suggestions to policies and culture change related to records management and the use of mobile messaging apps.
5. A thorough quality assurance process has now commenced, which will be coordinated by the Digital Citizen Division.



Assessment of Options

8. A further assessment of the recommendations will follow once the report is finalised. A response to the report will be prepared for your approval.



Risks to Delivery

10. None identified.

Verity House Agreement Implications

11. None currently. Local authorities may take cognisance of the report's recommendations and implement these as required.

Financial Considerations

12. The financial cost of the review has been considered previously and is on track. Implementing the recommendations will take resource and this will be built into future workplans.

Legal Considerations

13. The review report is being quality assured by the Scottish Government Legal Directorate.



Conclusion and next Steps

OFFICIAL

Eilidh McLaughlin
Digital Directorate, Digital Citizen Division

Deputy First minister		X		
Cabinet Secretary for Finance and Local Government		X		
Minister for Employment and Investment		X		
Minister for Public Finance		X		

Permanent Secretary
DG Corporate
Andy Bruce
Claire Tynte-Irvine
Geoff Huggins
Michael Chalmers
Nicola Richards
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Colin McAlister
Davie Hutchison
Jeanette Campbell
[REDACTED]
Dave Watson

OFFICIAL

[REDACTED]
Lorna Gibbs [REDACTED] [REDACTED]
Julie Grant [REDACTED] [REDACTED]

OFFICIAL

Annex A

From: Eilidh McLaughlin
Digital Directorate/Digital Citizen Division
21 March 2024

First Minister

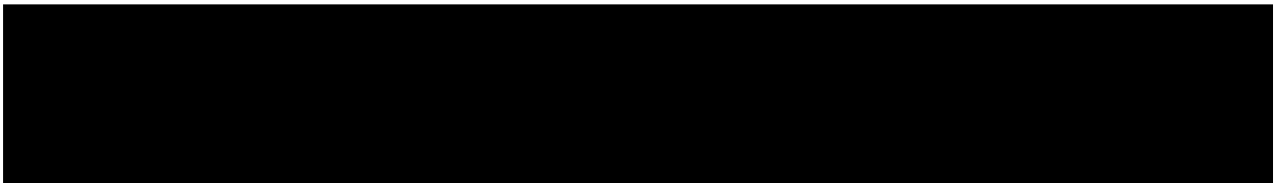
Update on the commission of externally led review into the Scottish Government's use of mobile messaging apps and non-corporate technology and the interplay with the Level Three Intervention received from the Scottish Information Commissioner.

1.1 Priority and Purpose

1. To provide an update on progress in relation to the commissioning of an externally led review into the use of mobile messaging apps and non-corporate technology and the interplay between this and the received Level Three Intervention.
2. This submission is with high priority.

1.2 Recommendation

3. That you note that, following procurement process, and using the Professional Staff call off Framework, Ms Emma Martins has been selected as the suitable candidate to lead the externally led review.
4. That you note that Ms Martins will commence her appointment on 28 March for an initial period of 3 months, with option to extend for an additional 6 weeks. Ms Martins will provide a timeline for her work and will work with the Digital Citizen Division to provide timely updates, including to the media as required. Draft Terms of Reference to be agreed with Ms Martins are included as Annex A.
5. That you note that the scope of the externally led review has taken account of the Scottish Information Commissioner's intervention.



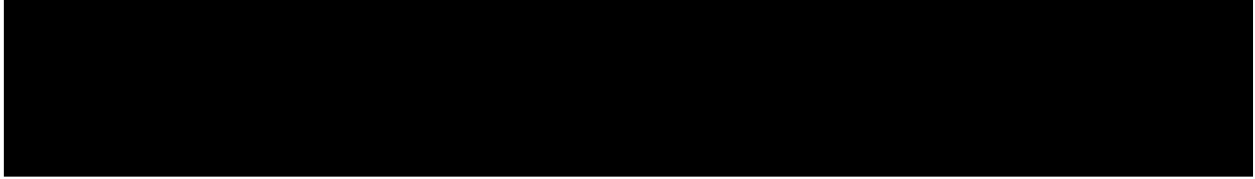
1.3 Context and Issues

7. The context for this review has been set out in the previous submissions dated 24 January and 7 February 2024, including the proposed terms for the review.

OFFICIAL

- 8. As suggested, a small internal steering group will be convened to review progress. Members of the Steering Group will be considered with DG Corporate in her role as SIRO.

1.4 Options Considered and Advice



- 10. A communication briefing is being developed with communication colleagues, both for external and internal distribution. This will be shared for clearance shortly.

1.5 Assessment of Options

- 11. The options have been assessed in the preceding paragraphs.

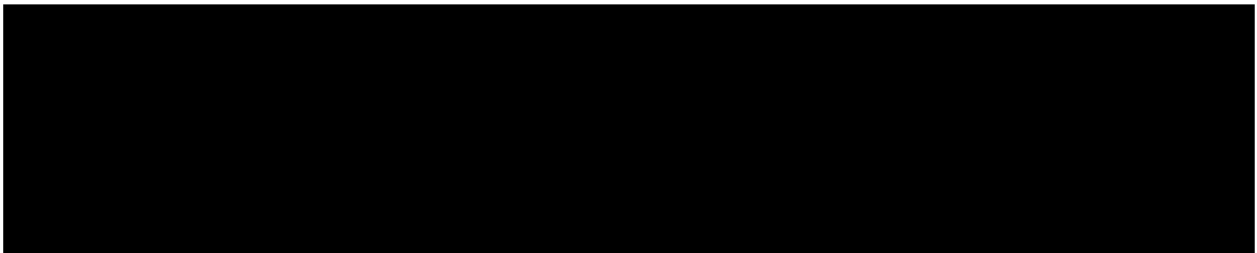
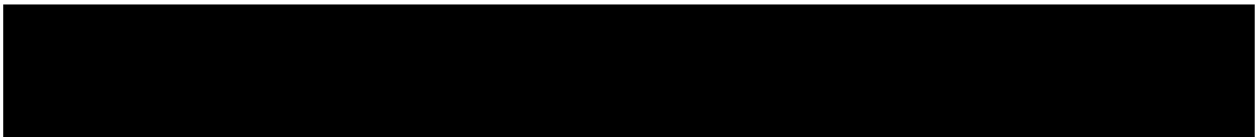
1.6 Bute House Agreement Implications

- 12. There are no Bute House implications currently. The outcome of the review may have implications for all Ministers, including those from the Green Party.

1.7 Verity House Agreement Implications

- 13. None currently. The outcomes of the review may wish to be adopted by other public sector organisations, including local authorities.

1.8 Financial and Legal Considerations



1.9 Sensitivities

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Quality Assurance

19. This Submission has been approved by Director Digital, DG Corporate and the Permanent Secretary.

1.10 Conclusions and next Steps

20. A further update on the milestones of the review will be provided in due course.

Eilidh McLaughlin

Digital Directorate/Digital Citizen Division



[redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[redacted]; [redacted]; Dave Watson
<Dave.Watson@gov.scot>; [redacted]; [redacted]; [redacted];
[redacted]; [redacted]; [redacted]; [redacted]; [redacted];
[redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [redacted];
[redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [redacted];
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc [redacted]
[redacted] Geoff Huggins <Geoff.Huggins@gov.scot>
Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Start of detailed recommendations

Dear colleagues

It is with some excitement that I have linked below to the first “good working draft” of the report by Emma Martins into the use of MMAs and non-corporate tech in Scottish Government. The report has been well-researched and has undergone an initial QA in relation to grammar etc. It should be noted that the report is Ms Martins, and she does hold the editorial pen on this. Further to note that although the watermark is updated, the footer has a life of its own and will be updated at the appropriate time.

It is now time to ask you all, very kindly, to read through the report and check this for factual accuracy. Should Ms Martins not have had knowledge of something, and made a recommendation on this, but it is something we do, we should alert Ms Martins to this. You will all have your own area of expertise as well as corporate knowledge and memory to help with this approach. We had considered pinpointing sections for you to review, however, having read the report, it is best to have the whole report in mind as context. The report’s recommendations are wide ranging and exceed the field of RM solely.

We have created a sheet for you to provide responses on. Please see the second link attached. Please do use this sheet. We are trying to do this approach to keep it easy on the document to read.

[redacted]

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [redacted] know as soon as possible please?

Should I have missed out anyone in your team who you think would be helpful to review this document too, please share and add their name to the reviewer list. Further if you think I have missed out an area of SG that should be involved in this process, please just let me or [redacted] know.

Thank you in advance for your help on this. Records Management is a fundamental construct which impacts on all our working lives, and those of our teams and colleagues, so it is important we review this accurately and with a receptive mind. Ms Martins has asked me specifically to express that none of the report or the recommendations are to be read as a criticism of practice –

indeed she considers by commissioning this review that SG are ahead of the curve. She has been delighted to help and has produced this report with the spirit of improvement firmly in mind. Obviously, she has had limited time and therefore may not have had access to all areas to inform her recommendations. She also expressed her thanks again to all who have provided information so readily already.

Once responses start to be received, [redacted] and I will get a feel for what recommendations could be readily accepted and which may be harder. If you have thoughts on this, if you can indicate this in your response, as we will need to create an action plan for Ministers.

Finally, as you will see at the bottom of the response sheet, there is space to flesh out how we will communicate and publish this report. We will engage with colleagues across SG on this too, but again, should you have any particular ideas or concerns, please just let us know. We will ensure that key stakeholders, such as NRS and the Commissioner are considered specifically in terms of communication.

With our thanks.

Review DRAFT v1.4
<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[redacted]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



From: Emma Martins
Sent: 07 July 2024 08:47
To: Eilidh Mclaughlin
Subject: Couple of thoughts

Categories: Filing

Hi Eilidh

I have been giving your email a bit of thought and would welcome the opportunity to mention a couple of points, particularly for the benefit of others who are now reviewing the draft please?

Due to the short timeframe for this piece of work, there has been limited opportunity to consider things in great detail. SG is a large organisation with a significant number of employees and I have not been able to see/read everything or meet with everyone. I am, therefore, acutely aware that I may have missed something and/or got elements factually wrong. I hope I have been clear that I am absolutely open to correcting/amending the draft if so.

As you know, my approach has been 'holistic' and grounded in a strong belief that real change is profoundly influenced (and dependent upon) human behaviour. It follows that, if it is to be of any real value, this review has to be understood and accepted (maybe even welcomed) by those individuals who may be asked to commit time and energy into any follow-up work.

I am therefore very keen for individuals to feel a sense of ownership and hope (if that doesn't sound too corny!) with this work going forward. I really do believe you have an opportunity to stand out by pushing on with the work you have clearly already started.

So, I would be so grateful if you could ensure these messages are conveyed to those tasked with looking at the draft. If I have got things wrong, I want to correct them. If I have an incomplete picture, I want it to be complete.

Chat soon.

Best wishes

Emma

[REDACTED]

From: [REDACTED] on behalf of Deputy First Minister and Cabinet Secretary for Economy & Gaelic
Sent: 17 July 2024 19:38
To: [REDACTED]; [REDACTED]; Deputy First Minister and Cabinet Secretary for Economy & Gaelic
Cc: Cabinet Secretary for Finance & Local Government; Minister for Public Finance; Lesley Fraser; DG Corporate; Jack Middleton; David Hutchison; Ross Ingebrigtsen; Eilidh McLaughlin; [REDACTED]; [REDACTED]; Julie Grant; [REDACTED]; [REDACTED]; [REDACTED]; Geoff Huggins; [REDACTED]; Lorna Gibbs; [REDACTED]; [REDACTED]; Andrew Bruce; [REDACTED]; Brian Reid; [REDACTED]; [REDACTED]; Communications Finance and Local Government; Permanent Secretary
Subject: RE: For DFM clearance: Covid Inquiry/Records Management FOI - Express

[REDACTED]

[REDACTED]

A Scottish Government spokesperson said:

“The official’s advice makes clear there are a range of issues requiring further consideration and to suggest otherwise is misleading.

“The externally led review into the Scottish Government’s use of mobile messaging apps and non-corporate devices is being led by former Channel Islands data protection commissioner Emma Martins and will examine if updates are required to both the Ministerial Code and Scottish Civil Service Guidance with a particular focus on the government’s interaction with statutory Public Inquiries.

“The scope will extend to whether the use of apps is relevant in a government setting, where and how relevant data should be stored and retained and draw on best practices used in other jurisdictions to inform her work.

“The Review is expected to report in due course.”

Thanks

[REDACTED]

[REDACTED]

Private Secretary to the Deputy First Minister and Cabinet Secretary for Economy and Gaelic – Kate Forbes MSP

[REDACTED] Rùnaire Priobhaideach dhan Leas-Phrìomh Mhinistear is do Rùnaire a’ Chaibineit airson na h-Eaconamaidh is Gàidhlig – Ceit Fhoirbeis BPA

The Scottish Government | St Andrew’s House | Regent Road | Edinburgh | EH1 3DG

T: [REDACTED] | M: [REDACTED] | Email: DFMCSEG@gov.scot

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From: [REDACTED]
Sent: Wednesday, July 17, 2024 6:54 PM
To: [REDACTED]; Deputy First Minister and Cabinet Secretary for Economy & Gaelic <DFMCSEG@gov.scot>
Cc: Cabinet Secretary for Finance & Local Government <CabSecFLG@gov.scot>; Minister for Public Finance <MinisterPF@gov.scot>; Lesley Fraser <Lesley.Fraser@gov.scot>; DG Corporate <dgcorporate@gov.scot>; Jack Middleton <Jack.Middleton@gov.scot>; David Hutchison <David.Hutchison@gov.scot>; Ross Ingebrigtsen <Ross.Ingebrigtsen@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>; [REDACTED]; [REDACTED]; Julie Grant <Julie.Grant@gov.scot>; [REDACTED]; [REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>; [REDACTED]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]; [REDACTED]; Andrew Bruce <Andrew.Bruce@gov.scot>; [REDACTED]; Brian Reid <Brian.Reid2@gov.scot>; [REDACTED]; [REDACTED]; Communications Finance and Local Government <CommunicationsFinanceandLocalGovernment@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>
Subject: RE: For DFM clearance: Covid Inquiry/Records Management FOI - Express

[REDACTED]

[REDACTED]
Duty comms

From: [REDACTED]
Sent: Wednesday, July 17, 2024 5:10 PM
To: Deputy First Minister and Cabinet Secretary for Economy & Gaelic <DFMCSEG@gov.scot>
Cc: Cabinet Secretary for Finance & Local Government <CabSecFLG@gov.scot>; Minister for Public Finance <MinisterPF@gov.scot>; Lesley Fraser <Lesley.Fraser@gov.scot>; DG Corporate <dgcorporate@gov.scot>; Jack Middleton <Jack.Middleton@gov.scot>; David Hutchison <David.Hutchison@gov.scot>; Ross Ingebrigtsen <Ross.Ingebrigtsen@gov.scot>; Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>; [REDACTED]; [REDACTED]; Julie Grant <Julie.Grant@gov.scot>; [REDACTED]; [REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>; [REDACTED]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [REDACTED]; [REDACTED]; Andrew Bruce <Andrew.Bruce@gov.scot>; [REDACTED]; Brian Reid <Brian.Reid2@gov.scot>; [REDACTED]; [REDACTED]; Communications Finance and Local Government <CommunicationsFinanceandLocalGovernment@gov.scot>; Permanent Secretary <PermanentSecretary@gov.scot>; [REDACTED]
Subject: For DFM clearance: Covid Inquiry/Records Management FOI - Express

Good afternoon DFMPO,
Copying Ms Robison and Mr McKee for awareness.

[REDACTED]

[REDACTED]

With thanks to Officials and SpAds, we have prepared the below lines and grateful for the DFM's consideration.

Many thanks,

[REDACTED]

News | Media Manager – Finance, Local Government and Corporate

The Scottish Government, St Andrew's House, Edinburgh

Mobile: [REDACTED] | Portfolio Media inquiries: [REDACTED]

www.gov.scot/news

[REDACTED]

[REDACTED]

QUERY

Was hoping for a comment from the government about criticism of a senior government official describing the records management system following the Covid Inquiry scandal as "adequate." It's in a briefing from January about the review of the system by Geoff Huggins who writes on p10 of attached document.

"analysis I recommend:

- that we do not make any immediate changes to the Record Management Plan, Record Management Policy or Mobile Messaging Policy on the basis they are adequate in respect of their primary purpose and give clear direction to officials in respect of the requirements to create and retain records."

Criticism from Tories and Lib Dems below. Was also wondering whether there was any update on the ongoing review of the records management system announced earlier this year?

Scottish Conservative chairman Craig Hoy MSP said: "Covid bereaved families will find this assessment grossly insensitive and insulting.

"Nicola Sturgeon, John Swinney and other senior figures within the SNP Government were involved in an industrial scale deletion of WhatsApp messages so to describe their record management policy as adequate is astonishing.

"Given the culture of secrecy at the heart of the SNP Government, families will be wondering how officials can possibly reach this conclusion and will, now, rightly demand that Scottish ministers give them the answers they deserve."

Willie Rennie MSP said:

"The government's record management policy has left the SNP in a real bind.

"Either the policy is fit for purpose, in which case John Swinney and Nicola Sturgeon were committing a grave error in deleting their messages. Or it is not, in which case there are serious questions about why no one picked up on the problems with it and fixed them.

"It looks as if the families of those who died in care homes will never get the truth about the decisions taken at the height of the pandemic."

From: Jennifer Henderson <Jennifer.Henderson@ros.gov.uk>
Sent: 05 July 2024 15:54
To: Eilidh Mclaughlin
Cc: [REDACTED]
Subject: RE: OFF_SEN Copy or draft review for initial comment and feedback - Keeper and Chief Executive of the Registers of Scotland

Thanks – be assured I won't share the report with anyone else apart from asking my records manager to review (in confidence) and come back to me. Jennifer

Jennifer Henderson (she/her)
Keeper and Chief Executive of the Registers of Scotland

Phone: [REDACTED]
Mobile: [REDACTED]

How to pronounce my name: JEN-NEE-FER HEN-DER-SON



This email is in 14pt font for accessibility.

I work part-time hours over a 4-day working week. My usual non-working day is Thursday, but this will occasionally move to accommodate business needs. I am therefore sending this e-mail at a time that suits my working arrangements and, if this is at a time outwith your own normal working hours, I do not expect you to respond until you are next at work.

From: Eilidh.Mclaughlin@gov.scot <Eilidh.Mclaughlin@gov.scot>
Sent: Thursday, July 4, 2024 9:55 AM
To: Jennifer Henderson <Jennifer.Henderson@ros.gov.uk>
Cc: [REDACTED]
Subject: RE: OFF_SEN Copy or draft review for initial comment and feedback

Thanks Jennifer

To note that the recommendations may change slightly and there will be an SG response. If ok, I would ask that you don't share widely for now.

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: Jennifer Henderson <Jennifer.Henderson@ros.gov.uk>
Sent: Wednesday, July 3, 2024 4:50 PM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [REDACTED]
Subject: RE: OFF_SEN Copy or draft review for initial comment and feedback

Hi Eilidh,

Likewise – very nice to meet you. Thank you for sharing the report – I will read it with interest. RoS has been similarly looking at the same issue and have recently updated our guidance for colleagues, so it will be very useful for the person who leads on our records management policy to review the findings in this report and consider if there are any other recommendations that would be pertinent to us and our approach. I will share any relevant feedback with you.

I agree that the main thrust of the report is aimed at SG – but I think consistency between different parts of the wider SG family on this issue is important.

Best wishes

Jennifer

Jennifer Henderson (she/her)
Keeper and Chief Executive of the Registers of Scotland

Phone: [REDACTED]
Mobile: [REDACTED]

How to pronounce my name: JEN-NEE-FER HEN-DER-SON





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From: Eilidh.Mclaughlin@gov.scot <Eilidh.Mclaughlin@gov.scot>
Sent: Wednesday, July 3, 2024 10:56 AM
To: Jennifer Henderson <Jennifer.Henderson@ros.gov.uk>
Cc: [REDACTED]
Subject: OFF_SEN Copy or draft review for initial comment and feedback

Hi Jennifer

Lovely to meet you today.

As mentioned in the SMT, here is the copy of the report. We are keen to engage stakeholders and ensure appropriate feedback from them, so any feedback will be welcomed. As you will be aware from the meeting today, there is an extensive QA process to undergo internally, and I think the thrust of this report will be aimed at core SG.

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



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[Redacted]

From: [Redacted]
Sent: 03 July 2024 09:16
To: Eilidh Mclaughlin
Cc: [Redacted] Geoff Huggins
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Categories: Filing

Eilidh

Thanks for sharing – just as I was reading through and not clear where I should highlight in your response sheet as its not specifically called out but where the Nolan principles are referenced - page 25 7.8 – Scottish Ministers way back (2000) instituted 9 Ethical standards in public life via the ethical standards commissioner for Scotland which sets these principles for all Scottish Local Authorities and Devolved public bodies so might be better to reference these instead as these are recognised by Scottish Ministers? The extra 2 principles were added by the SG (back then the Scottish Executive) which are set out by the Ethical Standards Commission for Scotland; Duty, Selflessness, Integrity, Objectivity, Accountability & Stewardship, Openness, Honesty, Leadership and Respect. These are the principles that are set out for Local Government and devolved public bodies so might be more helpful to refer to that set of principles which they will more readily associate with as they were set by Scottish Ministers rather than the Nolan Principles as such?

[Redacted]

[Redacted] IRMCert
Strategic Lead
Risk, Control & Assurance Division



If you wish to speak to me directly I would be grateful if you could message me on MS Teams first so that we can arrange a mutually convenient time to speak.

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 2:39 PM
To: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[Redacted]; Dave Watson <Dave.Watson@gov.scot>; [Redacted];
[Redacted];
[Redacted];
[Redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [Redacted];
[Redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted];
[Redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [Redacted]

[REDACTED]; Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

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[REDACTED]

I appreciate it is holiday season, and we have tried to give as much time as possible to allow you all time to consider the report. If you can get us feedback as soon as possible, that would be helpful – but I am also aware of the many other priorities on time. If you or your team will struggle to come back within the timeframe, please can you let myself or [REDACTED] know as soon as possible please?

Should I have missed out anyone in your team who you think would be helpful to review this document too, please share and add their name to the reviewer list. Further if you think I have missed out an area of SG that should be involved in this process, please just let me or [REDACTED] know.

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With our thanks.

Review DRAFT v1.4

<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always

E

.....



Eilidh McLaughlin

Deputy Director, Digital Ethics, Inclusion and Assurance

Digital Directorate



[@DigitalScots](#)

Pronouns: she, her

Scottish Government

Victoria Quay | Edinburgh, EH6 6QQ



From:

[Redacted]

Sent:

18 July 2024 16:45

To:

Eilidh Mclaughlin; [Redacted]; Lorna Gibbs; [Redacted]; [Redacted];
[Redacted]; [Redacted]; [Redacted]; Tabitha Stringer; Alan Gray;
[Redacted]; Dave Watson; [Redacted]; [Redacted];
[Redacted]; Mhairi McCowan; [Redacted]; [Redacted]; Andrew
Drought; [Redacted]; Kirsty Walker

Cc:

[Redacted]; [Redacted]; Geoff Huggins

Subject:

RE: QA process for Martins report into MMAs and use of non-corporate tech in
Scottish Government

Attachments:

Review report - plan for QA and distribution - WORKING DOC.docx

Categories:

Filing

Eilidh,

Thanks for the chance to review this version, which I have done with my senior team. [Redacted]

[Redacted]

[Redacted]

[Redacted]

Best wishes

[Redacted]

[Redacted] | Head of Security and Business Continuity | Scottish Government |  [Redacted] |

 [Redacted]

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted]; [Redacted]; [Redacted]; [Redacted]; [Redacted];

[redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[redacted]; [redacted]; Dave Watson
<Dave.Watson@gov.scot>; [redacted]; [redacted];
[redacted]; [redacted]; [redacted];
[redacted]; [redacted]; [redacted]; [redacted];
[redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [redacted];
[redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [redacted];
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [redacted] <digitalandinformationlaw@gov.scot>; [redacted]
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

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With our thanks.

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<https://erdm.scotland.gov.uk/documents/A49172808/details>

Review report - plan for QA and distribution - DRAFT
<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always
E

.....



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[redacted]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

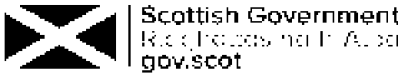
From: [Redacted]
Sent: 03 July 2024 08:31
To: Eilidh Mclaughlin
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Categories: Filing

Hi Eilidh, hope you are enjoying the school holidays.

Do you mind if I share with colleagues in Internal Audit who did an initial review of this for JP. They probably won't comment but will be keen to check for consistency with their findings. I think [Redacted] was offered up for interview with Emma. I'll pass it onto him if you are OK with that.

Regards [Redacted]



[Redacted]
[Redacted]
[Redacted]

Scottish Government
3D North
Victoria Quay
Leith
Edinburgh EH6 6QQ

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 2:39 PM

To: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[Redacted]; Dave Watson <Dave.Watson@gov.scot>;
[Redacted];
[Redacted];
[Redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [Redacted];
[Redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted];
[Redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: [Redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

Subject: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Dear colleagues

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With our thanks.

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Review report - plan for QA and distribution - DRAFT

<https://erdm.scotland.gov.uk/documents/A49115877/details>

As always

E



Eilidh McLaughlin

Deputy Director, Digital Ethics, Inclusion and Assurance

Digital Directorate



@DigitalScots

Pronouns: she, her

Scottish Government

Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: [Redacted]
Sent: 17 July 2024 11:19
To: Eilidh Mclaughlin; [Redacted]; Lorna Gibbs; [Redacted];
[Redacted]; Tabitha Stringer; Alan Gray; [Redacted]; Dave
Watson; [Redacted]; [Redacted]; Mhairi McCowan; Andrew
Drought; [Redacted]; Kirsty Walker; Judith Mackinnon; Jonathon Curry
Cc: [Redacted]; [Redacted]; Geoff Huggins; Aileen
Wright; [Redacted]; [Redacted]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in
Scottish Government
Attachments: Q1 - Doc 5 - CORPORATE NEWS Hybrid Working update Feb 2024.pdf; Q1 - Doc 4
- Working From Home.pdf; Q1 - Doc 2 - Hybrid Working - Terms and
Conditions.pdf; Q1 - Doc 1 - Hybrid Working.pdf; Q1 - Doc 3 - Hybrid Working -
Team Personas.pdf; Review DRAFT v1.4 - Mobile messaging review - Copy.docx
Categories: Filing

Eilidh / [Redacted]

[Redacted]

Role of Civil Servants / CS Code

[Redacted]

Additional information to support comments on hybrid / performance:

[redacted]; [redacted]; [redacted];
[redacted]; [redacted]; Mhairi McCowan
<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [redacted];
Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [redacted]; [redacted];
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>;
[redacted]; [redacted]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Many thanks [redacted], appreciated hugely!

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
[redacted]

From: [redacted]
Sent: Wednesday, July 17, 2024 10:19 AM
To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>; [redacted]; Lorna Gibbs
<Lorna.Gibbs@gov.scot>; [redacted]; [redacted];
[redacted]; [redacted]; [redacted];
[redacted]; [redacted]; Tabitha Stringer
<Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>; [redacted];
[redacted]; Dave Watson <Dave.Watson@gov.scot>; [redacted];
[redacted]; [redacted]; [redacted]; [redacted];
[redacted]; [redacted]; [redacted]; [redacted];
[redacted]; Mhairi McCowan
<Mhairi.Mccowan@gov.scot>; Andrew Drought <Andrew.Drought@gov.scot>; [redacted];
Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [redacted]; [redacted];
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>; Aileen Wright <Aileen.Wright@gov.scot>;
[redacted]; [redacted]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Eilidh

Thanks for sharing – providing a co-ordinated response Risk, Control & Assurance perspectives, the eRDM is locked so unable to fill in directly the form you provided so replicated here for you.

Kind regards



If you wish to speak to me directly I would be grateful if you could message me on MS Teams first so that we can arrange a mutually convenient time to speak.

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [redacted];
[redacted]; [redacted]; [redacted];
[redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[redacted]; Dave Watson
<Dave.Watson@gov.scot>; [redacted]; [redacted]; [redacted];
[redacted]; [redacted]; [redacted]; [redacted]; [redacted];
[redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>;
[redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [redacted];
[redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>
Cc: [redacted]; [redacted];
[redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

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As always
E

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Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: [REDACTED]
Sent: 03 July 2024 07:53
To: Eilidh Mclaughlin
Cc: [REDACTED]; Nicola Richards
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Categories: Filing

Thanks Eilidh

Have flagged to Nicky who has asked that we also give permissions for it to be shared with [REDACTED] Rob Malpass, [REDACTED] and Jonathon Curry. I've had an initial look and taken an offline copy so will circulate to them today. Our business manager team have changed also as [REDACTED] has retired so will get you new contacts there.

Copy Nicky for awareness as know she has DG SMT today so may raise – good to know we've still got time to assist.

[REDACTED]

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Tuesday, July 2, 2024 3:56 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks [REDACTED]

We have time to have it adjusted etc yet, so good to have engagement across the team.

As always

E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
[REDACTED]

From: [REDACTED]
Sent: Tuesday, July 2, 2024 3:28 PM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Cc: [REDACTED]
Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Thanks Eilidh – there are a few areas where it would have been beneficial to engage with us – I've given this an initial cut this afternoon but will want to engage with PD folks and with P&E before coming back so I don't contradict if input was given up until now.

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 3:02 PM

To: [Redacted]

Cc: [Redacted]

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi [Redacted]

[Redacted] would have the detail of who was asked for info and interviewed, and I'm afraid she is on leave until next week.

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: [Redacted]

Sent: Tuesday, July 2, 2024 2:50 PM

To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: RE: QA process for Martins report into MMAs and use of non-corporate tech in Scottish Government

Hi Eilidh

I wasn't asked to contribute to this – do you know if anyone in PD was interviewed?

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 2:39 PM

To: [Redacted]; Lorna Gibbs <Lorna.Gibbs@gov.scot>; [Redacted];
[Redacted];
[Redacted]; Tabitha Stringer <Tabitha.Stringer@gov.scot>; Alan Gray <Alan.Gray4@gov.scot>;
[Redacted]; Dave Watson <Dave.Watson@gov.scot>;
[Redacted];
[Redacted];
[Redacted]; Mhairi McCowan <Mhairi.Mccowan@gov.scot>; [Redacted];
[Redacted]; Andrew Drought <Andrew.Drought@gov.scot>; [Redacted];
[Redacted]; Kirsty Walker <Kirsty.Walker2@gov.scot>

Cc: S [Redacted]; [Redacted]

[Redacted]; Geoff Huggins <Geoff.Huggins@gov.scot>

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As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate



[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[Redacted]

From: Emma Martins
Sent: 05 July 2024 20:15
To: Eilidh Mclaughlin
Subject: RE: Quick check in

Categories: Filing

Hi Eilidh

Thanks for the update.

All understood and all totally understandable.

Shall we schedule a chat next week if your diary permits?

FYI - I have also been contacted by Wales to ask for an update on timings.

Have a lovely weekend.

Emma Martins
(External Review)

Please note that I choose to work flexibly and may send emails outside of normal working hours. There is no need to respond outside of your own working hours.

From: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Sent: Friday, July 5, 2024 9:46 AM
To: Emma Martins [Redacted]
Subject: Quick check in

Morning Emma

Hope you are well and looking forward to the weekend.

I just wanted to give you a wee heads up on what we might expect through the QA process here.

[Redacted]

[Redacted]

[Redacted]

[Redacted]



Just a quick one from me to start with and apologies for not picking this up earlier. The Civil Service Code is reserved so any suggested changes to this would need to be suggestions to the UK Government rather than SG.

Happy to chat later if needed or next week.

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate



[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: emma [REDACTED]
Sent: 02 July 2024 11:22
To: Eilidh Mclaughlin
Subject: Re: Review DRAFT v1.0. Confidential.

Categories: Filing

Great, thank you.

Yes, that's absolutely fine re the positioning.

And noted re Civil Service Code.

Emma

From: Eilidh.Mclaughlin@gov.scot <Eilidh.Mclaughlin@gov.scot>
Date: Tuesday, 2 July 2024 at 12:02
To: emma [REDACTED]
Subject: RE: Review DRAFT v1.0. Confidential.

[REDACTED]

Sorry I didn't adjust it to remove the word "Scottish" before the Civil Service Code – there is only one.

[REDACTED]

Hope that helps?

As always
E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

[REDACTED]

From: emma [REDACTED]
Sent: Tuesday, July 2, 2024 10:48 AM
To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>
Subject: Re: Review DRAFT v1.0. Confidential.

Will do. Thank you Eilidh.

[REDACTED]

Emma

From: Eilidh.Mclaughlin@gov.scot <Eilidh.Mclaughlin@gov.scot>

Date: Tuesday, 2 July 2024 at 11:10

To: emma [REDACTED]
[REDACTED]

Subject: RE: Review DRAFT v1.0. Confidential.

Hello

Ok I've done some further QA checks re consistency and grammar etc. I only found one "or" that should be "of" so you did an amazing job before me! Feel free to ignore any of my comments.

[REDACTED] has prepared a QA internally here. I think it would be best if you check over my changes and comments and see what you want to accept etc. Once complete, can you send me a clean version and I will start the internal process. [REDACTED] is going to ask people to comment on a separate piece of paper so it doesn't get too muddled.

As always

E

Eilidh McLaughlin

Deputy Director, Digital Ethics, Inclusion and Assurance
[REDACTED]

From: emma [REDACTED]

Sent: Tuesday, July 2, 2024 9:49 AM

To: Eilidh Mclaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: Re: Review DRAFT v1.0. Confidential.

Thanks for letting me know.

All the best

Emma

Sent from Outlook for iOS

From: Eilidh.Mclaughlin@gov.scot <Eilidh.Mclaughlin@gov.scot>

Sent: Tuesday, July 2, 2024 10:30:58 AM

To: emma [REDACTED]

Subject: RE: Review DRAFT v1.0. Confidential.

Morning.

Just to let you know I've read through the substantive part of the report and made a few minor changes and suggestions. Just on the appendices and will get it back to you later today. I'm not worried about formatting etc just now. We will sort that later.

As always

E

Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance

From: emma [REDACTED]

Sent: Wednesday, June 26, 2024 4:43 PM

To: Eilidh McLaughlin <Eilidh.Mclaughlin@gov.scot>

Subject: Review DRAFT v1.0. Confidential.

Dear Eilidh

As promised, please find the initial draft of the review attached.

I would be most grateful for a thorough fact and quality control check, as well as a spell check and any formatting improvements that may be required.

Please do let me have your comments in due course.

[REDACTED]

[REDACTED]

Best wishes

Emma Martins

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From: Eilidh McLaughlin
Sent: 04 July 2024 12:02
To: First Minister; Deputy First Minister and Cabinet Secretary for Economy & Gaelic; Cabinet Secretary for Finance & Local Government; Minister for Employment and Investment; Minister for Public Finance
Cc: Permanent Secretary; DG Corporate; Andrew Bruce; Claire Tynte-irvine; Geoff Huggins; Michael Chalmers; Nicola Richards; [REDACTED]; [REDACTED]; Colin McAllister; David Hutchison; Jeanette Campbell; [REDACTED]; Dave Watson; Lorna Gibbs; [REDACTED]; Julie Grant; [REDACTED]
Subject: SUBMISSION: Update on progress with the Martins review into Scottish Government's use of mobile messaging apps and non-corporate technology
Attachments: 3.7.24 Update submission for FM re review final version.docx
Categories: Filing

First Minister/PS

Please find attached a submission updating you on the position with the Martins' report as commissioned by the Former First Minister. This submission is for information currently. The erdm link is below and a word version is attached for convenience.

3.7.24 Update submission for FM re review final version
<https://erdm.scotland.gov.uk/documents/A49199324/details>

As always
E



Eilidh McLaughlin
Deputy Director, Digital Ethics, Inclusion and Assurance
Digital Directorate
[REDACTED]
[@DigitalScots](#)

Pronouns: she, her

Scottish Government
Victoria Quay | Edinburgh, EH6 6QQ



[REDACTED]

From: emma [REDACTED]
Sent: 02 July 2024 12:49
To: Eilidh Mclaughlin
Subject: v1.2
Attachments: Review DRAFT v1.2.docx

Thanks for tidying up – much appreciated.

There are a couple of comments on here now for your consideration, and a couple of areas for me to have a bit more of a think about.

E