

Reference: FOI 872903376

Thank you for your request for information received on 10 September 2026, made under the Freedom of Information Act 2000 (FOIA). You requested existing corporate recorded information across eight specific categories relating to record management, data quality, and Subject Access Request (SAR) workflows within Achieving for Children (AfC).

We have considered your request and set out below our formal response for each item, including the applicable corporate governance policies being disclosed and formal notices under Section 1(1)(a) of the Act where specific technical user manuals or software data dictionaries are not held.

1. Record Version Control, Audit History and Export Metadata

Achieving for Children holds corporate policies governing data management, record creation, accuracy, and classification. Copies of the following policies are attached to this response:

- Data Protection Policy
- Information Rights Policy
- Information Classification and Handling Policy
- Records Management Policy
- Data Quality Policy

These corporate policies establish mandatory principles for record lifecycle management, data quality verification, audit logging, and distinguishing between current and historical record states.

In relation to your query regarding technical software manuals, system data dictionaries, or automated audit field export specifications for Children's Social Care case management systems (e.g., Liquidlogic or PARIS), we confirm under **Section 1(1)(a) FOIA** that specific recorded technical user manuals or system guides of this nature are **not held**.

2. SAR Scope, Search, Completeness and Recovery Plans

Achieving for Children's formal procedures for identifying, searching, and collating records in response to Subject Access Requests (including searches of central case management systems, service areas, and ICT email mailbox searches) are set out in our **Information Rights Policy**.

In relation to the specific sub-points raised regarding standalone written guidance for linked/sibling record consolidation, search cut-off/snapshot date frameworks, rolling/batch disclosures, or post-completion discovery workflows, we confirm under **Section 1(1)(a) FOIA** that no specific recorded policies, checklists, or procedural manuals of this nature are held beyond the overarching Information Rights Policy provided.

Regarding decision frameworks for assessing "reasonable and proportionate searches" or "disproportionate effort," AfC confirms under **Section 1(1)(a) FOIA** that it does not hold a standalone internal written policy or decision checklist. Under **Section 16 FOIA** (Duty to provide advice and assistance), we advise that AfC adheres strictly to the statutory regulatory guidance published by the Information Commissioner's Office. This guidance is publicly accessible on the ICO website at: [ICO Guide to Subject Access Requests](#).

In response to your inquiry regarding management decisions, internal briefings, or recovery plans concerning SAR processing arrangements between 1 January 2026 and 31 July 2026, please find attached **Attachment 1: Excerpts from Information Governance Management Reports (1 Jan 2026 – 31 Jul 2026)**. This document contains extracted recorded information detailing our four-point SAR Recovery Strategy, capacity and workload metrics, and risk log entries.

3. Emails, Attachments and Business Records

Achieving for Children's standards governing case-related email filing, repository storage, and records management are set out in the following attached policies:

- Records Management Policy
- Information Classification and Handling Policy
- Data Quality Policy

Our Records Management Policy explicitly mandates that core business and case records must be stored within central corporate repositories (such as Liquidlogic, PARIS, or approved corporate drives) rather than personal drives, and places a duty on Information Asset Owners (IAOs) to maintain information continuity when staff transfer or leave.

We confirm under **Section 1(1)(a) FOIA** that specific technical user manuals detailing automated database-level email-to-attachment metadata mapping or standalone leaver email-filing software guides are **not held**.

4. Source/Provenance, Carry-Forward and Retrospective Recording

Recording standards regarding record accuracy, distinguishing between objective fact and professional opinion, and handling retrospective or disputed entries are set out in our attached:

- Information Rights Policy
- Data Quality Policy
- Records Management Policy
- Rectification Requests Quick Guide

Specifically, our Information Rights Policy outlines that where a disputed record entry influenced a case direction, it cannot be retrospectively deleted; instead, a narrative note or dispute marker is added to preserve the file's historical integrity while reflecting the data subject's views.

We confirm under **Section 1(1)(a) FOIA** that no specific technical software user manuals, system data dictionaries, or automated field-level carry-forward specification guides are held beyond these corporate policies.

5. Record Accuracy, Rectification, Restriction and Preservation

Policies governing record rectification, temporary restriction ("freezing") during accuracy reviews, and preservation holds are contained within our attached:

- Information Rights Policy (Section 4.2 & Appendix 1)
- Records Management Policy (Sections 5 & 6)
- Data Protection Policy
- Rectification Requests Quick Guide
- AfC Retention Schedule, supplying the statutory retention timelines applicable to:
 - Children's Social Care case files (including Child Protection and Child in Need records).
 - Meeting or conference audio recordings and transcripts.
 - Subject Access Request and Information Governance files.

We confirm under **Section 1(1)(a) FOIA** that specific technical software user manuals or system data dictionaries detailing automated "restriction toggles" or pre-amendment migration snapshots in Liquidlogic/PARIS are **not held** beyond the provided corporate policies.

6. Document Sharing, Recipients and Transmission History

Procedures governing the secure transmission, distribution, and logging of sensitive personal records are detailed in our attached:

- Information Sharing Policy (Section 3.4 & 3.5)
- Information Classification and Handling Policy (Section 5.2)
- Records Management Policy
- Children's Social Care Practice Standards / Conference Guidance (Tri-X) – publicly available online via the [Achieving for Children Procedures Manual](#)

Our Information Sharing Policy requires staff to formally log one-off disclosures (including recipient details, date, data shared, and justification), while our Information Classification and Handling Policy mandates strict secure transmission methods for OFFICIAL-SENSITIVE records.

We confirm under **Section 1(1)(a) FOIA** that specific technical software user manuals, system data dictionaries (explaining database logic behind fields such as "shared with parent"), or automated transmission-log mapping guides are **not held**.

7. Meeting Recordings, Transcripts and AI-Assisted Notes

Governance, security rules, and human oversight requirements for artificial intelligence, meeting recordings, and electronic notes are set out in our attached:

- Artificial Intelligence Policy
- Records Management Policy
- Information Classification and Handling Policy
- Information Rights Policy

Our Artificial Intelligence Policy explicitly requires that users remain accountable for all AI-generated outputs, mandates human review and verification of AI notes before use, restricts entering sensitive personal data into public AI tools, and requires a Data Protection Impact Assessment (DPIA) for regular AI deployment.

We confirm under **Section 1(1)(a) FOIA** that specific technical system manuals or software integration guides for automated AI note-taking tools within social care case management software are **not held**.

8. SAR Redaction, Withholding and Quality Assurance

Quality assurance workflows, third-party privacy protection, and legal exemption recording rules for Subject Access Requests are detailed in our attached:

- Information Rights Policy (Appendix 1: DSAR Procedure & Appendix 2: FAQs)
- Data Protection Policy

Our Information Rights Policy (Appendix 1) sets out our mandatory two-stage Quality Assurance workflow: a primary Information Governance Officer applies necessary redactions and exemptions, followed by a mandatory secondary review by a second Officer to verify consistency, accuracy, and third-party protection prior to disclosure.

We confirm under **Section 1(1)(a) FOIA** that standalone written redaction checklists or technical software consistency manuals are not held beyond the provided corporate policies.

List of Enclosed Attachments:

Attachment 1: Excerpts from Information Governance Management Reports (1 Jan 2026 – 31 Jul 2026)

Attachment 2 (Corporate Policies Suite & Retention Schedule):

- Information Rights Policy
- Data Protection Policy
- Information Classification and Handling Policy
- Records Management Policy
- Data Quality Policy
- Information Sharing Policy
- Artificial Intelligence Policy
- AfC Retention Schedule

- Rectification Requests Quick Guide

Your rights

If you are dissatisfied with this response, you may request an internal review by contacting foi.sar@achievingforchildren.org.uk within 40 working days of the date of this letter, setting out what your reasons are.

If you remain dissatisfied following the internal review, you may appeal to the Information Commissioner's Office at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113

Web: www.ico.org.uk

Yours sincerely,

Information Governance Support
Business Services
Email: foi.sar@achievingforchildren.org.uk

For information regarding how we collect and use personal data, and who we may share information with click the link:

<https://www.achievingforchildren.org.uk/pages/privacy-and-data-protection/privacy-notices-list/privacy-notice-for-information-governance>