

CHILDREN'S SERVICES

POST PROTOCOL

SEPTEMBER 2022

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Children's Services Post Protocol

1. Introduction

Derbyshire County Council is modernising the way it handles incoming post to streamline the process and make it more efficient by using modern technology. This will involve scanning all the incoming post to one named drive for Children's Services post. The drive will contain 22 named folders which contain all the teams and services within the department. The folders are split into the Business Services Managers' responsibility and remit based on the establishment structures.

2. Scope

The protocol applies to all employees of the council working within Children's Services.

3. Information Safe Haven

All users must familiarise themselves with the [Information Safe Haven Guidance](#)

4. Drive and Sub-Folders

The drive to be used is [\\d-fs05\SSD-Performance](#)

The overarching folder will be CS Scanned Post

Within the overarching folder there are 22 sub-folders. See Appendix A for subfolder file structure.

5. Access to Drive and Folders

Access to the drive and folders will be restricted to the following:

Role	Permission Level
Derbyshire Business Centre delegates	All folders
BSM all	Own folder
Designated post handlers	Own folder

Access permissions will be reviewed by Business Services Managers every three months to comply with audit requirements. Any additions or deletions in the interim to be requested by individuals via [Self-Service Portal \(derbyshire.gov.uk\)](#)

6. Distribution of Incoming Post

Designated post handlers are responsible for checking their post folder each working day as a minimum at 9.00am and 1.00pm. The designated post handlers need to establish the recipient of the post and follow the local protocol for post distribution. The standard email, see Appendix B, should be used when forwarding post to recipients so they are aware of how to recall original documentation from the DBC within the 8 week timescale. Designated post handlers will be assigned by Business Services Managers. The BSO/BSM are responsible for ensuring sub-folders are emptied and post is processed daily. If there are any concerns or issues these needs to be directed to the BSO in the first instance.

7. Original Official Documents

If any official documents listed below are received at Derbyshire Business Centre (DBC) they will not be destroyed and will be retained in their original

format and sent in the internal mail to the intended recipient. DBC to scan document and email to the recipient to establish recipients base address.

- Passport
- Certificate
- Driving Licence

A signature to confirm receipt will be required upon delivery. It is the responsibility of the person signing for the document to alert the intended recipient in a timely manner that the document has arrived and is ready for collection. The document must be stored securely until it is collected.

Retrieval of Original Documents

The recipient will ordinarily rely on the scan without needing the paper version. This means scanned records should be treated as electronic records, not just copies. If the document is one of the three types listed above or features on the original document list below which need to be retained in their original format, the recipient should email the DBC saying that they need the original version. The recipient should email DBC.Scanning@derbyshire.gov.uk subject of the email must be Retrieval of Original Documentation date sent (insert date). The email must have the attachment of the document to be retained and state the date the document was scanned to the folder so the DBC can easily identify the item. Details must also be given about where the original documentation needs sending to. This will be delivered via the internal postal system. See Appendix C.

Documents
Adoption Certificates
Architects Plans/Deeds
Birth Certificates
Death Certificates
Exam/Qualifications
Life Story Work, letters, etc.
Marriage Certificates
Passports
Photographs
Placement Agreement
Signed agreements with legal implications

A signature to confirm receipt will be required upon delivery. It is the responsibility of the person signing for the document to alert the intended recipient in a timely manner that the document has arrived and is ready for collection. The document must be stored securely until it is collected.

After 8 weeks, unless a request to retain a document is received by the DBC, all paper documents will be automatically destroyed.

See flowchart Appendix D.

8. Receiving Incorrect Scanned Post

If the designated post handlers receive any scanned post in their folder that is not for their designated teams/services, please return the original scanned document by email to DBC.Scanning@derbyshire.gov.uk. This will ensure the DBC can track original documents. The subject of the email must be Scanning to Incorrect Folder.

9. Evaluation and Review

A review meeting with BSM representatives and the DBC will be held after 2 months.

For the first year of implementation the review of process will be undertaken at 6 weekly intervals and then every 6 months. The [Data Protection Impact Assessment - Scanning Post](#) will be reviewed every two years.

10. Amendments

This protocol will be reviewed on a regular basis and any changes will be communicated across the department.

If you would like to suggest a change to the protocol or have any comments please refer to your business services manager.

Children's Services Incoming Post Sub-Folder File Structure

Sub-Folder Name	Owner – BSM	Post for Teams
CS Post Amber Valley	Helen Fox	<ul style="list-style-type: none"> • Early Help • Safeguarding • Independent Travel Team
CS Post Chesterfield	Jackie Bannister	<ul style="list-style-type: none"> • Early Help • Safeguarding • Care Leaver • Youth Offending Team
CS Post Child Protection	Donna Archer	<ul style="list-style-type: none"> • Child Protection • Independent Reviewing Officers
CS Post Children in Care	Clare Barnett	Children in Care
CS Post Commissioning	Debbie Machrey	Commissioning
CS Post Data Protection & Freedom of Information	Cathy Roe	Data Protection and Freedom of Information Requests
CS Post Departmental Services	Cathy Roe	<ul style="list-style-type: none"> • Participation • Team Heads of Service
CS Disabled Children's Service	Helen Fox	Safeguarding
CS Post Erewash	Helena Cooper	<ul style="list-style-type: none"> • Early Help • Safeguarding
CS Post High Peak & North Dales	Helen Wyatt	<ul style="list-style-type: none"> • Early Help • Safeguarding
CS Post NE Derbyshire & Bolsover	Jeanette Griffiths	<ul style="list-style-type: none"> • Early Help • Safeguarding
CS Post S&L Access & Inclusion	Judy Croston	<ul style="list-style-type: none"> • Behaviour Support • Sensory Physical Support Service • Nurture Team • Preventing Family Breakdown • Educational Psychology • Early Years Special Educational Needs • Virtual School
CS Post S&L Admissions & Transport	Nicola Sharp	<ul style="list-style-type: none"> • Admissions • Transport • Development

Sub-Folder Name	Owner – BSM	Post for Teams
CS Post S&L DACES	Becky Clarke	Derbyshire Adult Community Education Service
CS Post S&L EHE & AES	Stephanie Hudson	<ul style="list-style-type: none"> • Out of School Tuition • Integrated Pathways Team • Education Welfare Service • Elective Home Education
CS Post S&L EIS	Lynn Steventon	<ul style="list-style-type: none"> • Education Improvement Service • Early Years • Governor Support • Music Partnership • Catering
CS Post S&L SEND	Vicky Williams	Special Educational Needs & Disability
CS Post S&L SORE	Lena Drabble	<ul style="list-style-type: none"> • Whitehall • Lea Green • PE & Swimming
CS Post SMT & PA	Cathy Roe	<ul style="list-style-type: none"> • Senior Management Team • Personal Assistants
CS Post South Derbyshire & South Dales	Helena Cooper	<ul style="list-style-type: none"> • Early Help • Safeguarding
CS Post Starting Point	Helen Wyatt	Starting Point
CS Traded Services	Mandy Bakel	Traded Services

Appendix B

To: Recipient

Subject: Incoming Post (insert details of post)

Attachment: Scanned document

Please find attached incoming post for your attention.

Optional: This document has been scanned to PIN – (insert PIN).

You will ordinarily rely on the scan without needing the paper version. This means scanned records should be treated as electronic records, not just copies. If the document is on an approved list of documents which need to be retained in their original format the recipient should email the DBC.scanning@derbyshire.gov.uk saying they need the original version. To do this refer to the post protocol and use email appendix C.

Appendix C

To: DBC.Scanning@derbyshire.gov.uk

Subject: Retrieval of Original Documentation – scanned on (insert date)

Attachment: Scanned document

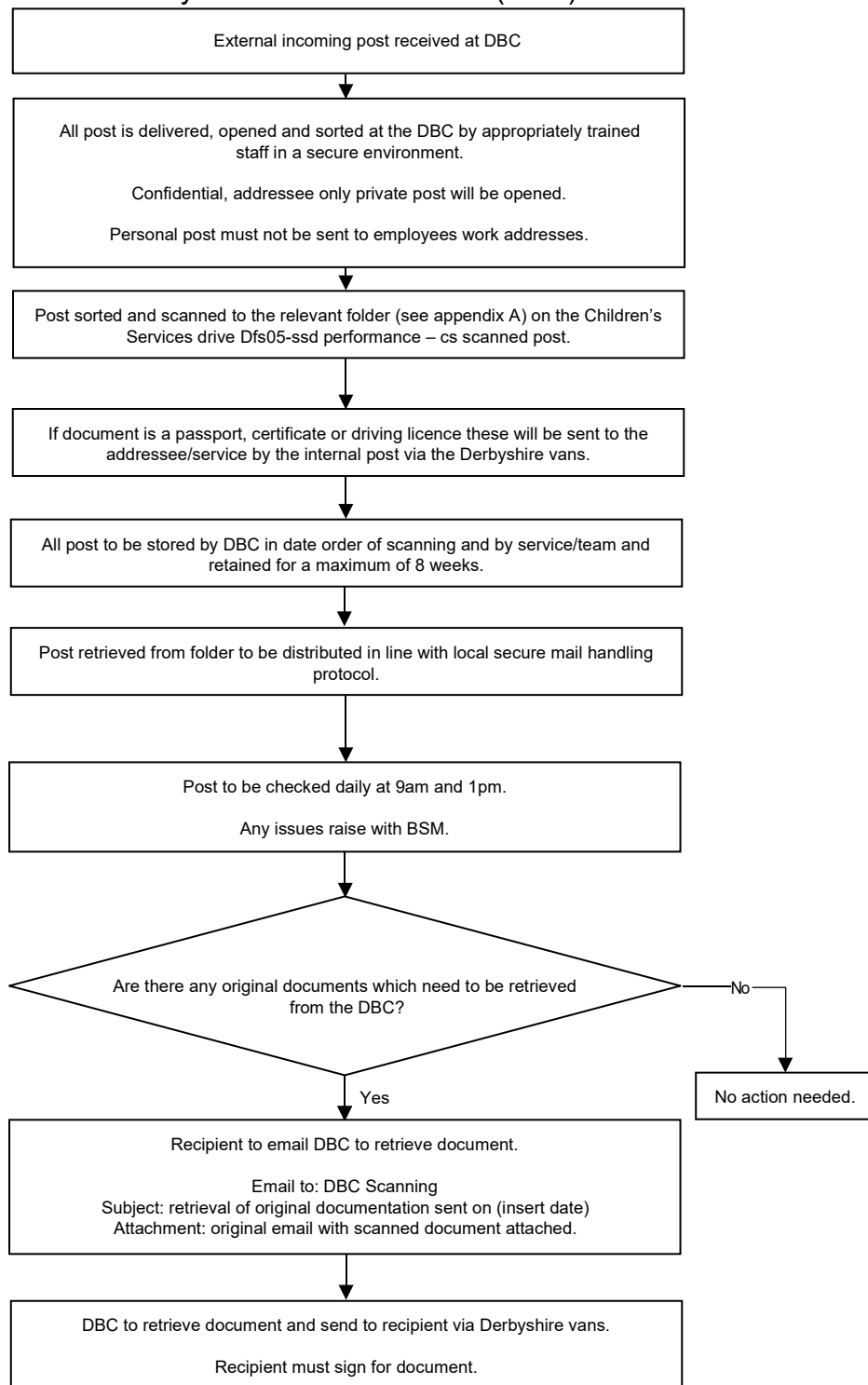
Please can you send the original document attached to (insert name and base address).

Thank you

Appendix D

External incoming post received at Derbyshire Business Centre (DBC)

8 weeks period post destroyed confidentially



The DV will still be calling at establishments to collect any outgoing post and to deliver any internal post which is unscannable.

Any external post will be posted as usual.

Any internal post will go back to the DBC to be sorted.

Establishments should avoid using internal mail by scanning documents instead. The scanning process should be risk-assessed in accordance with the Corporate Scanning Policy. Documents that cannot be scanned but need to be forwarded to another establishment in DCC in their original format should be passed to the DBC to be sorted. For instance, DACES certificates that need to be distributed from the Hunloke Centre to other DACES establishments. These envelopes should be clearly marked 'internal post – certificates enclosed' so the DBC know not to open and scan the documents.