Request 7302 – Development, planning, planning applications

(SCDC) Management of planning documents

Can you please provide me with the following:
• Can you please provide me all information about the procedures for uploading material on your Council website as part of the planning application process? If any relevant policy or procedure documents, please forward copies.
• How are such procedures are communicated to Council staff?
• Is there a written process or standard operating procedure in your department where staff who publish content online must adhere to in relation to redaction and uploading of documents onto a public domain (Council public website)?
o Who oversees the process?
• What procedures, policies or protocols do you have in place to ensure special category or sensitive personal data is not published on your website?
• In relation to planning documents which hold personal information, how do staff know what information should be redacted and identified as public or private?
• Who holds the administrative function of checking documents before been published online?
• Is there a documented process that requires the Planner or senior officer to confirm information is ready to be uploaded to your public website?
• How do you manage requests from members of the public to view planning applications at your offices
o Do you have a system in place to track requests these requests?
o How do you manage requests and management of files from Council staff?
• Do you accept planning applications in paper or electronic form?

Response

• Can you please provide me all information about the procedures for uploading material on your Council website as part of the planning application process? If any relevant policy or procedure documents, please forward copies.
https://www.scambs.gov.uk/your-council-and-democracy/access-to-information/planning-policy-privacy-notice/
https://www.scambs.gov.uk/planning/view-or-comment-on-a-planning-application/
Planning applications form the public register and are uploaded as part of the submission from the Planning Portal or when they come in via email. Our website

clearly states the information that we will publish. Personal information is redacted using redaction software before it reaches the Case Officer.

• How are such procedures are communicated to Council staff?
The Technical Support Team manage the redaction queue, where all documents that need redaction are reviewed by specifically trained staff.

• Is there a written process or standard operating procedure in your department where staff who publish content online must adhere to in relation to redaction and uploading of documents onto a public domain (Council public website)?
There is a redaction process and the staff have many years' experience of understanding what should and shouldn't be published. In some cases it is escalated to a Principle Officer for advice.

o Who oversees the process?
Technical Support Team Leaders/ Technical Support Manager

• What procedures, policies or protocols do you have in place to ensure special category or sensitive personal data is not published on your website?
Documents are reviewed by the Technical Support Officers then passed to the Case Officer. If something was accidentally published it would be immediately made sensitive and the information Governance Team record the breach.

• In relation to planning documents which hold personal information, how do staff know what information should be redacted and identified as public or private?
Again this information is passed to specifically training redaction staff, they have been fully trained in data protection. Applications received via the planning portal automatically have a version without signatures which is published.

• Who holds the administrative function of checking documents before been published online?
Technical Support Team

• Is there a documented process that requires the Planner or senior officer to confirm information is ready to be uploaded to your public website?
No

• How do you manage requests from members of the public to view planning applications at your offices

No planning applications are viewable at the office. If an application cannot be found online, a historic request has to be made and that application will be scanned and the necessary information redacted before being published online.

o Do you have a system in place to track requests these requests?
Yes – inhouse spreadsheet

o How do you manage requests and management of files from Council staff?
Any application currently not captured electonically are in various different methods of storage. The Technical Support Team centrally manages this process.

• Do you accept planning applications in paper or electronic form?
At the moment only electronic due to Covid-19.