

**From:** [Foi Enquiries](#)  
**To:** [REDACTED]  
**Subject:** FOI-17-1100 - National Entitlement Card Scheme  
**Date:** 18 August 2017 13:16:33  
**Attachments:** [Further Information - Right to Review & Appeal.pdf](#)

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Dear [REDACTED]

Thank you for your information request of 1 August 2017. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

**I am writing on behalf of Open Rights Group to seek records, pursuant to the Freedom of Information Act (Scotland) 2002, relating to the National Entitlement Card and the myaccount system, held by Aberdeen City Council. Open Rights Group requests the following:**

**(1) A list of active policies and codes of practice relating to the delivery of Scottish National Entitlement Card Programme.**

We do not have policies or codes of practice as such relating to the delivery of the Scottish National Entitlement Card Programme. We have a number of Council services that are accessed by or use the National Entitlement Card (NEC) as part of delivering the service (e.g. cashless catering in schools), however, these are specifically around the service being delivered rather than around the NEC itself.

Where a customer needs a new or replacement NEC as part of service delivery then the Council will follow the new application process as stipulated on the NEC application form/ NEC website (<http://www.entitlementcard.org.uk/>) that stipulates all qualifying conditions and evidential requirements to obtain a card. For ordering a replacement NEC, we follow the processes detailed in the 'Card Management System Guidance' provided by the National Entitlement Card Programme Office.

ACC is unable to provide you with information on **A list of active policies and codes of practice relating to the delivery of Scottish National Entitlement Card Programme** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

**(2) A list of active policies, codes of practice, and agreements in relation to the myaccount service.**

We do not currently have any active agreement with the Improvement Service in relation to the utilisation of the myaccount service.

ACC is unable to provide you with information on **A list of active policies, codes of practice, and agreements in relation to the myaccount service** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

**(3) A list of active agreements, arrangements and Memorandum of Understanding, you have with local councils, relating to the delivery of the Scottish National Entitlement Card Programme.**

We have a Data Processing Agreement with Dundee City Council (acting on behalf of the

National Entitlement Card Programme).

**(4) A list of active agreements, arrangements and Memorandum of Understanding, you have with the Scottish Government, relating to the delivery of the Scottish National Entitlement Card Programme.**

None. However, there is a document on the NEC website that provides information around Information Architecture and Data Flow diagrams.

ACC is unable to provide you with information on **A list of active agreements, arrangements and Memorandum of Understanding, you have with the Scottish Government, relating to the delivery of the Scottish National Entitlement Card Programme** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

**(5) A list of active agreements, arrangements and Memorandum of Understanding, you have with external parties relating to the delivery of the National Entitlement Card Programme.**

None. However, we have an agreement with two external parties that the NEC can be used to access a customer service. These agreements are with Sport Aberdeen (the NEC is used to confirm eligibility to reduced price entry to certain sporting activities) and Co-Wheels Aberdeen (the NEC can be used as a membership card).

ACC is unable to provide you with information on **A list of active agreements, arrangements and Memorandum of Understanding, you have with external parties relating to the delivery of the National Entitlement Card Programme** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

**(6) A list of reviews, or privacy impact assessments you have carried out or received relating to the delivery or operation of the Scottish National Entitlement Card Programme.**

None. However, there is a Privacy Impact Assessment document on the NEC website.

ACC is unable to provide you with information on **A list of reviews, or privacy impact assessments you have carried out or received relating to the delivery or operation of the Scottish National Entitlement Card Programme** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice that this information is not held by it.

We hope this helps with your request.

Yours sincerely,

Grant Webster  
Information Compliance Officer

**INFORMATION ABOUT THE HANDLING OF YOUR REQUEST**

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about

your rights under FOISA.

Information Compliance Team  
Customer Service  
Corporate Governance  
Aberdeen City Council  
3rd Floor North  
Business Hub 17  
Marischal College  
Broad Street  
ABERDEEN AB10 1AQ

[foienquiries@aberdeencity.gov.uk](mailto:foienquiries@aberdeencity.gov.uk)

Tel 03000 200 292

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